

**Implementation Guidelines for the World Bank assisted
“India: e-Delivery of Public Services Project”**

The Government of India has availed a loan titled “**India: e-Delivery of Public Services Project**” for an amount of US\$ 150 million (i.e. about Rs. 700 crore) from World Bank towards programme management and financial support for National e-Governance Plan (NeGP). Being a Development Policy Loan, this loan is expected to support critical policy measures within Government’s overall e-Governance reform agenda leading to more robust implementation of NeGP, with significant social benefits for the population and positive impact on the poor. It will do so through supporting policy and institutional actions of Central/States/UT Governments and through supporting project formulation, development and project funding of various proposals of Central/State/UT Governments that entail e-delivery of services.

2. The broad policy reform areas and targets that are aimed under the World Bank Project are as below:

a. Policy Reform Areas:

- (i) Policy for Institutional Strengthening of State Governments;
- (ii) Policy for Public Private Partnerships to improve service delivery;
- (iii) Policy on use of Open Standards to ensure interoperability and avoid vendor lock in;
- (iv) Policy for Inter-agency Coordination and Monitoring & Evaluation;
- (v) Policies for access to citizen services through Mobile platform and increasing the pace of broadband penetration;
- (vi) Policy for mandating increased participation of users;
- (vii) Policy on service orientation for Government Processes and Officials;
- (viii) Electronic Service Delivery Act; and
- (ix) Policy on uniform and predictable verification of e service users.

b. Indicative targets:

- (i) Strengthening States Institutions – At least 1000 e-services will be at implementation stage at State level including at least 90 e-services in less advanced states and 130 e-services implemented through PPP mode;
- (ii) Development of technical standards for e-Governance – At least 75 e-services will be offered through systems certified compliance with standards;
- (iii) Improved inter-agency coordination and monitoring of e-governance – At least 124 e-services from projects with updated information in the Project Monitoring Information System will be able to be monitored;
- (iv) Improving access to services by using the mobile platform while increasing the pace of internet penetration - 50 services delivered on mobile platform;

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- (v) Facilitating increased participation of users in design and evaluation of e-governance projects - User-participation in design and impact assessments incorporated for at least 100 e-services;
- (vi) Improving service orientation of government processes and officials - Officials of at least 10 States have completed re-orientation or leadership program;
- (vii) E-Services Delivery Act (ESD Act) and
- (viii) Uniform and predictable verification of e-service users – At least 25 e-services would have started verifying users.

3. In order to achieve the above targets, it was agreed to approach Ministries/Departments of GoI and all States/UTs to undertake projects under the funding available. It was also informed that the funding to the State/UT/GoI projects would be made in the nature of 100% grant-in-aid. It may be recalled that, the Ministry of Electronics & Information Technology issued circulars to all States/UTs vide letter no. 2(1)/2005 – EGD dated 26.09.11 and letter No. 2(1)/2005-EGD(13317) dated 09.04.2012, outlining the World Bank Project and seeking project proposals for funding under the World Bank Project. While some proposals have been received by MeitY, these are not commensurate with the available funding.

4. As a way forward and with a view to broaden and further streamline project proposals under the World Bank Project, these guidelines are being issued. The complete spectrum of work to be taken up under the e-Delivery of Public Services Development Policy Loan has been divided into the categories – (1) policies, (2) people, (3) technology, (4) project development and (5) projects. These categories include various sub-components some of which are being handled centrally at the Department of Electronics and Information Technology (MeitY). However, most of the sub-components are related to GoI Ministries/Department and State/UTs. All the sub-components are listed as below:

4.1 Policies

- a) Areas being handled by MeitY/to be handled by MeitY.
 - a. EDS Bill:
 - i. Preparatory work relating to identification of services;
 - ii. Preparation of model rules under the EDS Bill.
 - b. PPP including framework for PPP Models in e-Governance projects.
 - c. Human Resource Policy
 - d. Network: Policy for integration of existing /planned networks keeping in view the requirements of NeGP.
 - e. Security: Cyber Security Cell for developing guidelines for various components of e-Governance.
 - f. Standards
 - g. Electronic Authentication including formulation of framework for integration of Aadhar in e-Governance applications.

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- b) Areas for State/UTs and Central Ministry/Department to prefer proposals to MeitY.
 - i. National IT Policy Implementation Support:
 - a) E-Literacy: Pilot projects on different models for e-Literacy;
 - b) Mandatory Delivery and Affordable Access: Urban CSCs – project preparation and implementation support;
 - c) ICT for Education, Health, Rural Development, Financial Services, and Land related Services, Financial Management, Budget Management.
 - ii. Model ESD Rules including guidelines for implementation of ESD Rules in states.
 - iii. Recognition as CSCs
 - iv. Mobile Enablement

4.2 People

- a) Areas being handled by MeitY/to be handled by MeitY
 - a) Institutions:
 - i) Blueprint for establishment of e-Governance Academy;
 - ii) Institutional mechanism for evolution and updation of Standards.
- b) Areas for State/UTs and Central Ministry/Department to prefer proposals to MeitY
 - i. Capacity Building including training programmes to enhance the capacity of government officials at all levels.
 - ii. Empowerment of grass root level functionaries
 - iii. Knowledge Management
 - iv. HRMS at Center/States

4.3 Technology Platform

- a) Areas being handled by MeitY
 - a. Cloud
 - b. Aadhaar Enablement including application development for Aadhaar enablement in e-Governance
 - c. Citizen Call Center 166
 - d. Open Data Platform
 - e. Payment Gateway
 - f. eGov AppStore
 - g. National Services Directory

- b) Areas for State/UTs and Central Ministry/Department proposals
 - i. Mobile
 - ii. Language and Localization
 - iii. Cloud – IaaS, PaaS, SaaS including implementation of projects on rapid replication basis
 - iv. GIS including pilots on use of GIS platforms in e-Gov applications.
 - v. e-Authentication
 - vi. Document/Certificate Repository
 - vii. Standards
 - viii. Web Portal Services including improvement and certification of government web sites
 - ix. Mobile ID.

4.4 Project Development Fund

Project for formulating and development of projects including Innovative Mobile Application

4.5 Projects

- i. Priority Sectors
 - a. Education
 - b. Health
 - c. Rural Development
 - d. Tribal Development
 - e. Social Justice
 - f. Women & Child Development
 - g. Financial/Budget Management
 - h. Land Records Management
- ii. Critical Gaps in MMPs
- iii. New and innovative Projects including Innovative Mobile Application

5. It is proposed to take up proposals for funding under the World Bank project under above noted components depending upon the need of the State/UT/GoI Ministry/Department. While priority, would be given to the above said areas, it may, however, be noted that deserving proposals outside the priority areas but within the broad spectrum of e-governance could also be considered.

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6. Proposals from Central Ministries/Department and States/UTs:

Ministries/Departments of Government of India and State/UT Governments are requested to submit proposals in the format (**Annexure 1**) for consideration of funding under the World Bank Project.

The proposals may be sent to:

Shri Shobhendra Bahadur

Director (e-Governance)

Ministry of Electronics and Information Technology

Room No: 2021, 2nd Floor, Electronics Niketan

6 CGO Complex, Lodhi Road, New Delhi - 110003

Tel +91-11-24363464

email: shobhendra.b@meity.gov.in

7. Mode of Appraisal:

The proposals shall be appraised by a Working Group comprising:

- | | | |
|----|---|-------------------|
| a) | Group Coordinator (e-Governance), MeitY, GoI | - Chairman; |
| b) | Secretary of the concerned Department of the Sponsoring State/Representative of the concerned Department from Central Ministry Joint Secretary (e-Governance), MeitY; | - Member |
| c) | Secretary(IT) of the Sponsoring State (if applicable); | - Member |
| d) | Head/Director , Implementation Agency of the concerned project | - Member |
| e) | Director (e-Governance), MeitY | - Member Convenor |

The Following members from MeitY/NIC/CDAC/NeGD may be invited on need basis:

- a. Sr. Director/Director(s), MeitY, GoI
- b. Representative(s) from NIC
- c. Representative(s) from CDAC
- d. Representative(s) from NeGD
- e. Representative(s) from Academic Institutions and Industries

The Working Group would seek the assistance and views of technical experts to review and evaluate projects. Proposals would be appraised and sanctioned as per delegation of authorities prescribed under GoI's extant rules on the subject.

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8. Project Implementing Agency:

All project proposals should indicate a Project Implementing Agency to which funds can be transferred for the implementation of the project. The Project Implementing Agency shall be required to adhere to financial management and reporting system designed with the following main objectives:

- a) To provide financial Monitoring Reports for claiming disbursement from MeitY;
- b) To provide project offices with relevant information that would enable them to plan, monitor and control the various project activities;
- c) To provide a basis for evaluation of the various project activities by regular comparison of actuals with the budgets;
- d) To provide a basis for taking remedial actions to correct any adverse trend;
- e) To facilitate management by exception by presenting critical and selected information to the management of the project/MeitY.

9. Audit:

Project Implementing Agency shall be required to have the project accounts audited conducted inter-alia with the under noted main objectives:

- a) Provide a confirmation to project management and to various stakeholders including MeitY on the accuracy of project financial statements.
- b) Ensure compliance with Detailed Project Report (DPR)/ loan agreements and other legal obligations
- c) Ensure overall satisfactory working of the project financial management systems.

10. Others:

Funds would be available for specific projects which are sponsored by a Ministry/Department of the Government (i.e. both Central and State). Projects which are being partially funded by any other arm of Government or have received partial grants from any other national/international body will be ineligible for applying/funding under this initiative. In respect of time and cost overruns, a suitable accountability mechanism on lines similar to the one followed in EFC/PIB projects/schemes shall be enforced. Ownership of Intellectual Property and the knowhow emerging out of projects would be held in such a way that replication and adaptation of the applications/initiatives by other state governments/government organizations is facilitated.
