

Chapter 6

National Action Plan

Approaches

A review of literature suggests that there are broadly three approaches to the evolution of National Action Plans, which are relevant to the Indian context as well. The three approaches are sketched below:

Approach 1

MOST – Mission, Objective, Strategy and Tactics. This approach involves statement of the mission, quantification of the goals to be achieved in a time span of five years and to prioritise the issues addressed in order to formulate optimal strategies. Most of the countries follow this route. Indonesia and most of the European nations have developed the National Action Plan along these lines.

Approach 2

Game Theory – This is a more realistic approach, which takes into account the fact that there are competitors and to survive one needs to out-think these competitors. This approach assumes that the strategy has to be made in a dynamic framework where one can develop a dominant strategy vis-à-vis the competitors and avoid dominated strategy in order to maintain leadership.

For instance, the new National Readiness Index, which has been evolved, has stated that the adoption of ICT by Governments should be given a higher weight as this explains direct and indirect productivity improvements and for a networked society. The rankings in 2001-2002 differ from 2002-2003 on account of a difference in the Index, which assigned a higher weight to e-governance. The dominant strategy could have components to encourage e-governance and increase supply of quality trained manpower.

Given India's distinctive capability, which is, its trained pool of manpower, any Action Plan needs to address these as core issues in order to maintain its competitive edge.

Approach 3

Learning Curve or the First Mover Advantage – The National Action Plan can reinforce first mover advantage through an identification of component plans like technological leadership, pre-empting geographical space and switching costs for the buyer.

FMA could be affected through the learning curve mechanism where accent on e-learning helps to develop technological leadership. For example, *Bhoomi* in

Karnataka and CARD in Andhra Pradesh are instances of technological leadership in the area of software implementation and logistics. These give first mover advantages in moving state-of-the-art e-governance in India. It takes time for the others to catch up with this and forms the basis for consulting experts to move ahead. The user should be aware that switching costs of using ICT are low or even negative, for instance, in way of avoiding corruption.

The National Action Plan will follow this wish-driven strategy which will be moderated on the basis of the research findings and strategic inputs to ensure that India retains its first mover advantage. The Action Plan derived so far is a result of this.

Objective

India's National Action Plan should be to provide a favorable environment for the Central and State Governments. It should encourage them to

- provide opportunity for marginalised sections to become part of the networked state
- to modernise public services
- to boost business productivity through e-commerce
- increase the number of citizens connected to the Internet and
- use the potential arising out of broadband and multi network access

Goal

To stimulate each state to have an 'E-State 2007' Plan and the Central Government to have an 'E-India 2007' Plan, as well as develop an all-India networked economy that aims at reshaping the regulatory environment for communication networks. These plans would lay out State-specific objectives and goals to be achieved by 2007 along with strategies and tactics to achieve them just as the present Action Plan attempts to do.

Role of the Central Government in development of the Action Plan

1. The role of the Central Government will be that of a facilitator but it could play a proactive role in facilitating States to achieve their E-State 2007 plans.
2. It should ensure that the Central and the State government departments come up with their plans for implementing e-governance. For instance, at the state level, case studies suggest that modernising public

services and bringing the marginalised sections within the networked economy can be socially viable though not necessarily financially viable. Therefore, facilitation of ICT requires subsidies earmarked for this specific purpose.

3. The Government could review and re-engineer currently prevailing government processes and systems with a view to remove bottlenecks and bring a qualitative change for providing efficient and transparent services to the citizens. Similarly, the government could look at state initiatives as listed in the case studies as best practices for other states. In other words, the government would provide knowledge sharing, interactive sessions, clustering approach for the development of state-level initiatives.
4. Each State Government could list its fund requirements for E-state 2007 plan. The Government should prioritise funds for the States such that the marginal funds invested in the last state yield an acceptable social rate of return.

National Action Plan

To facilitate implementation of e-governance initiatives at the National and State level, the following need to be looked into:

- Three core mission-mode e-governance projects have to be identified by each State Government and at least 12-15 projects for the country as a whole, to be immediately implemented.

The three types of initiatives for each State Government are:

1. First, those involving modernisation of public service provisions like kiosks for payment of utility bills, toll tax collection, etc. Such services are financially viable in the medium term of 3-5 years and hence the fund requirement for this period has to be identified.
2. The second set of initiatives, like *Gyandoot* and *Information Village* serve a broader purpose of allowing access to the underprivileged and marginalized sections of society and hence the social profits are tremendous. Such initiatives need subsidies for sustenance.
3. Initiatives which become financially viable in the long run and have a large social impact. Therefore, the fund requirement for a long run period say around 10-12 years has to be identified.

- Once the project has been identified, then for each project, goals in terms of efficiency, transparency including marginalised sections, etc. must be spelt out. A Project Advisory Council to be set up for monitoring the projects with at least one representative from the Central Government, one from the State Government and one from a State which has successfully implemented the project. This group needs to be duly empowered to take decisions that are necessary for the successful implementation of the project.
- Based on Gap analysis, initiatives for each department must be perceived by the department. This must be broken in terms of MOST (Mission, Objective, Strategy, Tactics) for each department and spell out how the department plans to achieve these objectives.
- The National/State level projects should have supplementary budgets, wherever necessary and a fast track approval accorded.
- In order to ensure consistency and continuity in the state-level e-governance agenda, an e-governance committee should be set up under the Chief Secretary of the State. This committee would look at the agenda of all projects as well as special awareness programmes.
- State-level training for government employees is an important societal variable affecting e-preparedness and therefore must be one of the core agenda items.
- A clear command structure for overseeing the National/State level agenda is critical. The idea of forming a Task Force/ Core group could also be thought of if a clear command structure is not evolving in the initial stage.
- For each e-governance project, the Advisory Council should be encouraged to spell out critical success factors as well as critical bottleneck factors.

State Level Action Plan

Based on the quantitative analysis, priority areas which affect policy formulation, should be identified. The priority areas are arrived at based on weights obtained in the Principal Component Analysis.

The sub-indices are listed below along with the most highly correlated variables

Network Access – Information Infrastructure is highly correlated with the sub-index network access. In the

information infrastructure category it is the households that have connection to cable TV and telephones which influence the network access variable.

Network Learning– Factors, which influence this index the most, are:

- Schools and colleges that have access to internet
- Government employees covered in on-line training programs.

Network Society – The variables that are highly correlated with this sub-index are:

- providing on-line connection to people and encouraging households to own PC, phones, Internet
- Access to local language interface.

Network Policy–The more influential variables within this sub-index are:

- Existence of a sound IT policy,
- Dedicated ICT infrastructure, subsidised utilities to ICT firms.
- Also important are the provision of cyber laws and tackling of taxation issues in e-commerce.

E-Governance–The variables that would most affect this sub-index are:

- Special efforts: application in agriculture, health, transport and energy.
- Government preparedness having employees' records computerised and PERT charts for new projects and new ventures.

E-Services– Key variables are:

- E-procurement, land registration, stamp paper registration, utility billing.
- Establishment of a separate ministry for ICT and funds earmarked for HRD are also important.

These variables affect the composite index and hence, the Action Plan needs to look at these variables closely.

The following table looks at the key factors that the State governments have to tackle in order to improve their e-readiness score:

Status	States	Bottleneck Parameter	Sub-indicator	Key variables to be tackled by the State
Leaders	Karnataka , Maharashtra, Tamil Nadu	Network Access	Information Infrastructure	Teledensity & coverage of cable TV
		Network Access	Information Infrastructure	Teledensity & coverage of cable TV
	Andhra Pradesh	Network Economy	-	Number of IT parks
Aspiring Leaders	Goa	Network Access	Information infrastructure	Teledensity
			Internet Affordability	Average Price of Internet use
			Hardware and Software	Hardware PC penetration
		Network Economy	-	Companies using IT park facility
	Gujarat	Network Access	Information infrastructure	Teledensity and coverage of cable TV
	Chandigarh	Network Economy	-	Employment in IT parks & number of companies using facilities provided by IT parks
	Delhi	Network Policy	-	Enabling policy, Issue of Intellectual Property Rights in IT policy & Sales Tax concessions to telecom/ICT companies
Expectants	West Bengal	Network Access	Information Infrastructure	Teledensity, coverage of cable TV, Internet Connections per 100 persons & cellular phone per 100 fixed lines
			Hardware and software	Hardware PC penetration
		Network Economy	-	Number of IT parks and employment in the IT parks in the state
	Uttar Pradesh	Network Access	Information Infrastructure	Teledensity, coverage of cable TV and Internet Connections per 100 persons
			Hardware and software	Hardware PC penetration
		Network Society	People and organisations online	Households accessing internet as a % of households having phone and having computers
			ICT in everyday life	Households with PC, phone and internet
	Network Economy	-	Number of IT parks	
	Kerala	Network Access	Information Infrastructure	Households with phone, coverage of cable TV and Internet Connections per 100 persons
			Internet Affordability	Average Price of Internet use
		Network Economy	-	Number of IT parks and employment in the IT parks

Status	States	Bottleneck Parameter	Sub-indicator	Key variables to be tackled by the State
Average Achievers	Madhya Pradesh	Network Access	Information Infrastructure	Teledensity, households with phone, coverage of cable TV and Internet Connections per 100 persons
			Hardware and Software	Hardware PC penetration
		Network Economy	-	Number of IT parks, companies using facilities provided by IT parks, Employment in the IT parks
	Punjab	Network Learning	Institutions access to ICT	Colleges and schools having access to internet and computer labs
			Developing ICT at workforce	Number of registered training centres, government employees covered under online training programme
		Network Economy	-	Number of IT parks, employment and companies using facilities provided by the IT park
	Pondicherry	Network learning	Developing ICT at workforce	Number of registered training centres, government employees covered under online training programme
		Network policy	-	Enabling policy, regulatory policy and legal policy
		E-governance	Special Efforts	Application of ICT in agriculture, health, transportation
			Government Preparedness	Government employees records computerisation and e-governance projects successfully completed
	Network Economy	-	Number of IT parks and companies using facilities provided by IT parks	
	Haryana	Network Society	People and Organisations online	Households accessing internet as a % of households having phone and having computers
			Locally Relevant Content	Existence of Local language interface and websites in local languages
			ICT in everyday life	Households having PC, phone and internet
		Network Economy	-	No data available
	Rajasthan	Network Access	Information Infrastructure	Teledensity, coverage of cable TV, Internet Connections per 100 persons
		Network Learning	Institutions access to ICT	Schools having access to internet
			Developing ICT at workforce	Registered training centres, government employees covered under online training programme
		Network Society	People and Organisations online	Households accessing internet as a % of households having phone and having computers
			Locally relevant content	Existence of Local language interface and websites in local languages
Network Economy		-	Number of IT parks, number of companies using facilities provided by the IT parks	

Status	States	Bottleneck Parameter	Sub-indicator	Key variables to be tackled by the State
Below Average Achievers	Andaman and Nicobar Islands, Chattisgarh, Himachal Pradesh and Orissa	Network Access	Information Infrastructure	Teledensity, coverage of cable TV, cellular phones per 100 fixed lines, Internet Connections per 100 persons
			Internet Affordability	Average Price of internet use
			Hardware and Software	Hardware PC penetration
		Network Learning	Institution's access to ICT	Schools with access to internet
			Developing ICT at workforce	Government employees covered under online training programmes
		Network Society	People and Organisation's online	Households accessing internet as a % of households having phone and having computers
			Locally relevant content	Existence of Local language interface and web site with local language
			ICT in everyday life and work place	Households having PC, phone and internet as % of total households
		Network Economy	-	Number of IT parks, Sales turnover of companies in IT parks, employment and companies using facilities provided by IT parks
		Uttaranchal and Meghalaya	Network Access	Information Infrastructure
	Internet Affordability			Average Price of internet use
	Hardware and Software			Hardware PC penetration
	Network Learning		Institution's access to ICT	Colleges and schools with access to internet
			Developing ICT at workforce	Registered Training centres, Government employees covered under online training programmes
	Network Society		People and Organisations online	Households accessing internet as a % of households having phone and having computers
			Locally relevant content	Existence of Local language interface
			ICT in everyday life and work place	Households having PC, phone and internet as % of total households
	Network Policy		-	Uttaranchal -Recruitment of IT professionals; Meghalaya- Sales tax concessions to Telecom/ ICT companies, incentives to software companies
	Network Economy		-	All variables
	Tripura and Mizoram	Network Access	Information Infrastructure	Teledensity, Coverage of cable TV, cellular phones per 100 fixed lines, Internet Connections per 100 persons
			Internet Affordability	Average Price of internet use
			Hardware and Software	Hardware PC penetration
		Network Learning	Institution's access to ICT	Colleges and schools having access to internet, schools with computer labs
			Developing ICT at workforce	Registered Training centres, Government employees covered under online training programmes
		Network Society	People and Organisations online	Number of companies online, Households accessing internet as a % of households having phone and having computers
			Locally Relevant Content	Local language Interface
			ICT in everyday life and work place	Households having PC, phone and internet as a % of total households
		E-governance	Special Efforts	Rural connectivity, application of ICT in agriculture, health, transportation
			Government Preparedness	Government Process Reengineering , existence of PERT chart, government employee records computerisation
	Infrastructure		Existence of government Intranet network	
Network Economy	-	All variables		

Least Achievers	Assam, Arunachal Pradesh, Jharkhand, Lakshadweep, Jammu & Kashmir, Sikkim, Nagaland, Daman & Diu, Manipur, Dadra and Nagar Haveli	These states should initiate awareness campaigns and target all the indicators and sub-indicators
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Central Ministry/Department Level Action Plan

The following table looks at the areas where the departments have been showing relatively better performance along with the areas of relatively poor performance:

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively * poorer performance	Key areas of relatively* better performance
1	Department of Administrative Reforms and Public Grievance	IT/ E-Governance Preparedness	-	<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	-	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT Budgeting
		People	-	<ul style="list-style-type: none"> • IT Training and Development policy • Specialized Computer Training
		Infrastructure	-	<ul style="list-style-type: none"> • Website infrastructure
		Processes	<ul style="list-style-type: none"> • Mode of processes 	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration • Database and security mechanism
		Benefits	-	<ul style="list-style-type: none"> • IT Benefits
2	Cabinet Secretariat	IT/ E-Governance Preparedness	-	<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	-	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • Responsibility of IT function
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	<ul style="list-style-type: none"> • IT Training and Development policy • Basic Computer Training • Specialised Computer Training
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	<ul style="list-style-type: none"> • Hardware/ software infrastructure
		Processes	-	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration • Database and security mechanism
		Benefits	-	<ul style="list-style-type: none"> • IT Benefits
3	Ministry of Steel	IT/ E-Governance Preparedness	-	<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	-	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan
		People	-	<ul style="list-style-type: none"> • Specialised Computer Training
		Infrastructure	-	<ul style="list-style-type: none"> • Hardware/ software infrastructure • Networking infrastructure
		Processes	-	<ul style="list-style-type: none"> • Database and security mechanism
		Benefits	-	-

*In relation to the average performance of all the ministries/departments.

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
4	Department of Bio technology	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan 	<ul style="list-style-type: none"> • IT Budgeting
		People		<ul style="list-style-type: none"> • Basic working knowledge of computers • IT Training and Development policy • Basic Computer Training • Specialised Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure • Website infrastructure
		Processes		<ul style="list-style-type: none"> • Database and security mechanism
		Benefits		<ul style="list-style-type: none"> • IT Benefits
5	National Commission for SC/ ST	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Responsibility of IT function 	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	<ul style="list-style-type: none"> • IT Training and Development policy • Specialised Computer Training
		Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure 	
		Processes		<ul style="list-style-type: none"> • Status of BPR
		Benefits	-	-
6	Department of Women & Child Development	IT/ E-Governance Preparedness	-	-
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities
		People		<ul style="list-style-type: none"> • Basic Computer Training • Specialised Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Hardware/ software infrastructure
		Processes	-	-
		Benefits		<ul style="list-style-type: none"> • IT Benefits
7	Department of Tourism	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	-	-
		People		<ul style="list-style-type: none"> • Specialised Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Website infrastructure
		Processes		<ul style="list-style-type: none"> • Status of automation and integration
		Benefits	-	-
8	Ministry of Civil Aviation	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan
		People		<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR 	
		Benefits	-	-

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
9	Ministry of Textiles	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy		
		People		<ul style="list-style-type: none"> • Basic Computer Training • Specialised Computer Training
		Infrastructure		
		Processes		<ul style="list-style-type: none"> • Mode of process
		Benefits	-	-
10	Department of Atomic Research	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • IT Budgeting • Responsibility of IT function 	<ul style="list-style-type: none"> •
		People		<ul style="list-style-type: none"> • Basic working knowledge of computers • Basic Computer Training • Specialised Computer Training
		Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure 	<ul style="list-style-type: none"> • Website infrastructure
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of BPR 	
		Benefits	-	-
11	Ministry of Food Processing Industries	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Responsibility of IT function
		People		<ul style="list-style-type: none"> • IT Training and Development policy • Basic Computer Training
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration 	
		Benefits	-	-
12	Ministry of Coal	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • IT Budgeting
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge
		Infrastructure		<ul style="list-style-type: none"> • Hardware / Software Infrastructure • Networking infrastructure
		Processes		<ul style="list-style-type: none"> • Database and security mechanism
		Benefits	-	-

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S. No.	Name of the Ministry/ Department	Main Criteria	Sub Criteria where the Department has to Improve	Sub Criteria where the Department has done well
13	Department of Chemical and Petrochemicals	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • IT Budgeting
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	
		Infrastructure	<ul style="list-style-type: none"> • - 	-
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of BPR • Status of automation and integration 	
		Benefits	-	-
14	Ministry of Mines	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Responsibility of IT function
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Website infrastructure • Networking infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR 	<ul style="list-style-type: none"> • Database and security mechanism
		Benefits	-	-
15	Department of Fertilizers	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • IT Budgeting 	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities
		People		<ul style="list-style-type: none"> • Basic working knowledge of computers • Specialized Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Hardware/ software infrastructure
		Processes	-	-
		Benefits	-	-
16	Department of Official Languages	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	-	-
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> • Status of automation and integration 	
		Benefits	-	-
17	Ministry of Food and Consumer Affairs	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	-	-
		People		<ul style="list-style-type: none"> • Basic Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Website infrastructure
		Processes	-	-
		Benefits	-	-

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
18	Ministry of Disinvestment	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance 	
		IT Policy	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • IT Budgeting
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> •
		Infrastructure		<ul style="list-style-type: none"> • Website infrastructure
		Processes		<ul style="list-style-type: none"> • Mode of processes Status of BPR
		Benefits	-	-
19	Department of Public Enterprises	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Importance of IT
		IT Policy		
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> •
		Infrastructure		<ul style="list-style-type: none"> • Hardware/ software infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR 	<ul style="list-style-type: none"> •
		Benefits	-	-
20	Ministry of Law and Justice Legislative Department	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Importance of IT 	<ul style="list-style-type: none"> • Scope of E-Governance
		IT Policy		<ul style="list-style-type: none"> • IT Budgeting
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure 	
		Processes	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration 	
		Benefits	-	-
21	Ministry of Shipping	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan 	<ul style="list-style-type: none"> • Responsibility of IT function
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure		<ul style="list-style-type: none"> • Hardware/ software infrastructure • Networking Infrastructure • Website Infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration 	
		Benefits	<ul style="list-style-type: none"> • IT Benefits 	
22	Ministry of Power	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • IT Budgeting 	
		People		<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure • Website infrastructure 	
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of BPR 	
		Benefits		

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
23	National Security Council	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan 	<ul style="list-style-type: none"> • IT Budgeting
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	
		Processes	<ul style="list-style-type: none"> • Database and security mechanism 	
		Benefits	-	-
24	Ministry of Tribal Affairs	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan 	
		People	-	-
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	
		Processes	<ul style="list-style-type: none"> • Mode of processes 	<ul style="list-style-type: none"> • Status of automation and integration
		Benefits	-	-
25	Ministry of Information & Broadcasting	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT Budgeting 	
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure • Website infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR 	
		Benefits	-	-
26	Department of Legal Affairs	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance 	
		IT Policy		<ul style="list-style-type: none"> • IT Budgeting
		People	-	-
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of automation and integration 	
		Benefits	-	-
27	Department of Ocean Development	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan 	
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers • Basic Computer Training Specialized Computer Training 	
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> • Status of automation and integration 	
		Benefits		<ul style="list-style-type: none"> • IT Benefits

Contd... SSG I

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
28	Department of Land Resources	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance 	
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan 	
		People	<ul style="list-style-type: none"> • IT Training and Development policy 	
		Infrastructure	-	-
		Processes	-	-
		Benefits	-	-
29	Ministry of Small Scale Industries and Agro and Rural Development	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan • IT Budgeting 	
		People	<ul style="list-style-type: none"> • IT Training and Development policy 	
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> • Status of BPR 	
		Benefits	-	-
30	President's Secretariat	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance 	
		IT Policy	<ul style="list-style-type: none"> • 	
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	<ul style="list-style-type: none"> • Hardware/ software infrastructure
		Processes	<ul style="list-style-type: none"> • Status of automation and integration • Database and security mechanism 	
		Benefits	<ul style="list-style-type: none"> • IT Benefits 	
31	Department of Drinking Water Supply	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Responsibilities of IT function
		People	<ul style="list-style-type: none"> • Basic Computer Training • Specialized Computer Training 	
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	
		Processes	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration 	
		Benefits	-	-

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
32	Ministry of Petroleum and Natural Gas	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> Importance of IT 	<ul style="list-style-type: none"> Scope of E-Governance
		IT Policy	<ul style="list-style-type: none"> Action Plan-Status / Responsibilities Adherence Benefits of Action Plan 	
		People	<ul style="list-style-type: none"> Basic Computer Training Specialized Computer Training 	
		Infrastructure	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Networking infrastructure
		Processes	<ul style="list-style-type: none"> Status of BPR 	<ul style="list-style-type: none">
		Benefits	-	-
33	Department of Scientific and Industrial Research	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> Scope of E-Governance 	
		IT Policy	<ul style="list-style-type: none"> Adherence Benefits of Action Plan 	
		People	<ul style="list-style-type: none"> IT Training and Development policy Basic Computer Training Specialized Computer Training 	
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> Status of BPR 	
		Benefits	-	-
34	Ministry of Parliamentary Affairs	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> Scope of E-Governance 	
		IT Policy	<ul style="list-style-type: none"> - 	-
		People	<ul style="list-style-type: none"> IT Training and Development policy Basic Computer Training Specialized Computer Training 	
		Infrastructure	<ul style="list-style-type: none"> Hardware/ software infrastructure 	<ul style="list-style-type: none"> Networking infrastructure
		Processes	<ul style="list-style-type: none"> Status of BPR Status of automation and integration Database and security mechanism 	<ul style="list-style-type: none">
		Benefits	-	-

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
35	Department of Commerce - Supply Division	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT 	
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • Responsibility of IT function 	
		People	<ul style="list-style-type: none"> • IT Training and Development policy • Specialized Computer Training 	
		Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure • Networking infrastructure 	
		Processes	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration • Database and security mechanism 	
		Benefits	-	-
36	Ministry of Youth Affairs and Sports	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of E-Governance
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT budgeting 	
		People	<ul style="list-style-type: none"> • IT Training and Development policy • Basic Computer Training • Specialized Computer Training 	
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of BPR • Database and security mechanism 	
		Benefits	<ul style="list-style-type: none"> • IT Benefits 	
37	Indian Systems of Medicine & Homoeopathy	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of E-Governance • Importance of IT 	
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT Budgeting • Responsibility of IT function 	
		People	<ul style="list-style-type: none"> • Basic working knowledge • IT Training and Development policy • Basic computer training • Specialized Computer Training 	
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	
		Processes	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration 	
		Benefits	-	-

B. SSG II

Sl No.	Name of the Ministry/ Department	Main Criteria	Sub Criteria where Lacking	Sub Criteria where Exceeding
1	Ministry of NCES	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT Budgeting
		People		<ul style="list-style-type: none"> • IT Training and Development policy • Specialized Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure
		Processes	<ul style="list-style-type: none"> • Status of automation and integration 	
		Benefits	-	-
2	Ministry of Defence - Supply and Production Division	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • IT Budgeting • Responsibility of IT function
		People	<ul style="list-style-type: none"> • Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers • IT Training and Development policy • Basic Computer Training • Specialized Computer
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	
		Processes		<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration
		Benefits	-	-
3	Department of Telecommunications	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Adherence Benefits of Action Plan • IT Budgeting • Responsibility of IT function
		People		<ul style="list-style-type: none"> • Specialized Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Website infrastructure
		Processes	<ul style="list-style-type: none"> • Status of automation and integration 	
		Benefits	-	-

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S. No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
4	Department of Industrial Policy and Promotion	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Responsibility of IT function
		People		<ul style="list-style-type: none"> • Specialized Computer Training
		Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure 	
		Processes	<ul style="list-style-type: none"> • Status of BPR 	
		Benefits	-	-
5	Planning Commission	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Adherence Benefits of Action Plan • Responsibility of IT function
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers • Basic Computer Training
		Infrastructure		<ul style="list-style-type: none"> • Hardware/ software infrastructure • Website infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR 	<ul style="list-style-type: none"> • Status of automation and integration
		Benefits		
6	Department of Science and Technology	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance
		IT Policy	<ul style="list-style-type: none"> • Responsibility of IT function 	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan
		People	<ul style="list-style-type: none"> • Basic computer training 	<ul style="list-style-type: none"> • Specialized Computer Training
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of automation and integration 	<ul style="list-style-type: none"> • Database/ security mechanism
		Benefits	-	-
7	Ministry of Social Justice and Empowerment	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy	-	-
		People	-	-
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure • Website infrastructure 	
		Processes	<ul style="list-style-type: none"> • Status of BPR • Database/ security mechanism 	
		Benefits		<ul style="list-style-type: none"> • IT Benefits
8	Department of Food and Public Distribution	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	-	-
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers • Basic Computer Training 	<ul style="list-style-type: none"> • IT Training and Development policy
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure
		Processes	<ul style="list-style-type: none"> • Mode of processes 	<ul style="list-style-type: none"> • Database/ security mechanism
		Benefits	-	-

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Sl No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
9	Department of Finance and Economic Affairs	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT Budgeting 	<ul style="list-style-type: none"> • Responsibility of IT function
		People	-	-
		Infrastructure		<ul style="list-style-type: none"> • Website infrastructure
		Processes		<ul style="list-style-type: none"> • Mode of processes
		Benefits	-	-
		10	Ministry of Environment and Forests	IT/ E-Governance Preparedness
IT Policy	-			-
People	<ul style="list-style-type: none"> • Basic working knowledge of computers 			
Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure 			
Processes	<ul style="list-style-type: none"> • Status of automation and integration • Database/ security mechanism 			
Benefits	<ul style="list-style-type: none"> • IT Benefits 			
11	Department of Rural Development			IT/ E-Governance Preparedness
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT Budgeting 	
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	
		Infrastructure	-	-
		Processes	<ul style="list-style-type: none"> • Status of BPR 	
		Benefits	-	-
		12	Ministry of Road Transport	IT/ E-Governance Preparedness
IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan 			
People	<ul style="list-style-type: none"> • Basic Computer Training • Specialized Computer Training 			
Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure • Website infrastructure 			
Processes	<ul style="list-style-type: none"> • Status of BPR • Status of automation and integration • Database/ security mechanism 			
Benefits	<ul style="list-style-type: none"> • IT Benefits 			

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Sl No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
13	Department of Secondary and Higher Education	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT Budgeting • Responsibility of IT function 	
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers • IT Training and Development policy • Specialized Computer Training 	
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure • Website infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR • Database/ security mechanism 	<ul style="list-style-type: none"> • Mode of processes
		Benefits	-	-
14	Ministry of Urban Development	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • Responsibility of IT function 	
		People	<ul style="list-style-type: none"> • IT Training and Development policy • Specialized Computer Training 	
		Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure 	
		Processes	<ul style="list-style-type: none"> • Mode of processes 	
		Benefits	-	-
15	Department of Personnel and Training	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT 	
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan • IT Budgeting 	
		People	<ul style="list-style-type: none"> • Basic Computer Training • Specialized Computer Training 	
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of automation and integration • Database/ security mechanism 	
		Benefits	-	-

C. SSG III

Sl No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
1	Department of Commerce	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities
		People	-	-
		Infrastructure	-	-
		Processes		<ul style="list-style-type: none"> • Mode of processes
		Benefits		<ul style="list-style-type: none"> • IT Benefits
2	Department of Information Technology	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • IT Budgeting
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	
		Processes		<ul style="list-style-type: none"> • Database/ security mechanism
		Benefits	-	-
3	Ministry of Small Scale Industries	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Responsibility of IT function 	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan
		People		<ul style="list-style-type: none"> • Specialized Computer Training
		Infrastructure	-	-
		Processes	-	-
		Benefits	-	-
4	Department of Company Affairs	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan • IT Budgeting • Responsibility of IT function
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of automation and integration • Database/ security mechanism 	<ul style="list-style-type: none"> • Status of BPR
		Benefits	-	-
5	Department of IT and Revenue	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy		<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • IT Budgeting
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure 	
		Processes		<ul style="list-style-type: none"> • Database/ security mechanism
		Benefits	-	-

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Sl No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
6	Department of Posts	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	-	-
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	<ul style="list-style-type: none"> • Basic computer training • Specialized Computer Training
		Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure • Website infrastructure 	
		Processes	<ul style="list-style-type: none"> • Status of BPR 	
		Benefits	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • IT Benefits
7	Department of Agricultural Cooperation	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	-	-
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	
		Infrastructure		<ul style="list-style-type: none"> • Networking infrastructure
		Processes	-	-
		Benefits	-	-
8	Ministry of External Affairs	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Importance of IT 	<ul style="list-style-type: none"> • Scope of e-Governance
		IT Policy	-	-
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	<ul style="list-style-type: none"> • Specialized Computer Training
		Infrastructure	<ul style="list-style-type: none"> • Hardware/ software infrastructure 	
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of BPR • Status of automation and integration 	
		Benefits	-	-
9	Department of Family Welfare	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • IT Budgeting • Responsibility of IT function 	
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	<ul style="list-style-type: none"> • Basic working knowledge of computers
		Infrastructure	-	-
		Processes		<ul style="list-style-type: none"> • Status of automation and integration
		Benefits	-	-
10	Ministry of Labour	IT/ E-Governance Preparedness		<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Responsibility of IT function 	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers 	
		Infrastructure	<ul style="list-style-type: none"> • Website infrastructure 	<ul style="list-style-type: none"> • Networking infrastructure
		Processes	<ul style="list-style-type: none"> • Status of automation and integration • Database/ security mechanism 	
		Benefits	<ul style="list-style-type: none"> • IT Benefits 	

Contd... SSG III

Sl No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
11	Ministry of Statistics and Programme Implementation	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> Importance of IT 	<ul style="list-style-type: none"> Scope of e-Governance
		IT Policy	<ul style="list-style-type: none"> Action Plan-Status / Responsibilities Adherence Benefits of Action Plan Responsibility of IT function 	
		People		<ul style="list-style-type: none"> Basic working knowledge of computers IT Training and Development policy Specialized Computer Training
		Infrastructure	<ul style="list-style-type: none"> Networking infrastructure 	
		Processes	<ul style="list-style-type: none"> Mode of processes Status of BPR 	<ul style="list-style-type: none"> Database/ security mechanism
		Benefits	-	-
12	Department of Health	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> Importance of IT 	<ul style="list-style-type: none"> Scope of e-Governance
		IT Policy	<ul style="list-style-type: none"> Action Plan-Status / Responsibilities Adherence Benefits of Action Plan IT Budgeting 	
		People		<ul style="list-style-type: none"> Specialized Computer Training
		Infrastructure	<ul style="list-style-type: none"> Hardware/ software infrastructure 	<ul style="list-style-type: none"> Networking infrastructure
		Processes	<ul style="list-style-type: none"> Status of BPR Database/ security mechanism 	
		Benefits	-	-
13	Department of Agricultural Research and Education	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> Importance of IT 	<ul style="list-style-type: none"> Scope of e-Governance
		IT Policy	<ul style="list-style-type: none"> IT Budgeting 	
		People	<ul style="list-style-type: none"> Basic working knowledge of computers Basic computer training 	
		Infrastructure	<ul style="list-style-type: none"> Website infrastructure 	
		Processes	<ul style="list-style-type: none"> Status of BPR Status of automation and integration Database/ security mechanism 	
		Benefits	-	-
14	CSIR	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> Importance of IT 	<ul style="list-style-type: none"> Scope of e-Governance
		IT Policy	<ul style="list-style-type: none"> Action Plan-Status / Responsibilities Adherence Benefits of Action Plan IT Budgeting 	<ul style="list-style-type: none"> Responsibility of IT function
		People	<ul style="list-style-type: none"> IT Training and Development policy Basic computer training 	<ul style="list-style-type: none"> Basic working knowledge of computers
		Infrastructure	<ul style="list-style-type: none"> Networking infrastructure 	
		Processes	<ul style="list-style-type: none"> Status of BPR Status of automation and integration 	
		Benefits	<ul style="list-style-type: none"> IT Benefits 	

Contd... SSG III

Sl No.	Name of the Ministry/ Department	Main Criteria	Key areas of relatively poorer performance	Key areas of relatively better performance
15	Ministry of Railways	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance 	<ul style="list-style-type: none"> • Importance of IT
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan 	
		People	<ul style="list-style-type: none"> • Basic working knowledge of computers • Specialized Computer Training 	
		Infrastructure		<ul style="list-style-type: none"> • Hardware/ software infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR • Database/ security mechanism 	
		Benefits	<ul style="list-style-type: none"> • - 	-
16	Department of Culture	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT 	
		IT Policy	<ul style="list-style-type: none"> • Adherence Benefits of Action Plan 	<ul style="list-style-type: none"> • Responsibility of IT function
		People	<ul style="list-style-type: none"> • Basic computer training 	<ul style="list-style-type: none"> •
		Infrastructure		<ul style="list-style-type: none"> • Hardware/ software infrastructure
		Processes	<ul style="list-style-type: none"> • Status of BPR • Database/ security mechanism 	
		Benefits	<ul style="list-style-type: none"> • IT Benefits 	
17	Department of Animal Husbandry	IT/ E-Governance Preparedness	<ul style="list-style-type: none"> • Scope of e-Governance • Importance of IT 	
		IT Policy	<ul style="list-style-type: none"> • Action Plan-Status / Responsibilities • Adherence Benefits of Action Plan 	<ul style="list-style-type: none"> • IT Budgeting • Responsibility of IT function
		People	<ul style="list-style-type: none"> • Specialized Computer Training 	
		Infrastructure	<ul style="list-style-type: none"> • Networking infrastructure • Website infrastructure 	
		Processes	<ul style="list-style-type: none"> • Mode of processes • Status of BPR • Status of automation and integration • Database/ security mechanism 	
		Benefits	<ul style="list-style-type: none"> • IT Benefits 	

Methodology adopted for classification

For each of the SSGs, average scores were calculated. Further, we calculated the mean of the average score and the best score and similarly, mean of the average score and the minimum score for every criteria. For each of the departments / ministries, the performance scores in the

sub-criteria were compared. Those who were found to be exceeding the Mean of the average and maximum were highlighted as those exceeding while those below mean of average and minimum SSG Score were put down as lacking. The table of the two extreme points for each of the sub-criteria for each of the SSGs is as shown below.

	SSG I		SSG II		SSG III	
	High Limit	Low Limit	High Limit	Low Limit	High Limit	Low Limit
Scope of e-Governance	7	-22	9	-16	8	-11
Importance of IT	7	-19	7	-19	5	-8
Action Plan - status and Responsibilities	24	-33	22	-19	17	-17
Adherence and Benefits of Action Plan	17	-9	16	-10	16	-9
IT Budgeting	15	-14	12	-13	13	-14
Responsibility of IT Function	4	-6	3	-6	3	-4
Basic Working Knowledge of Computers	6	-7	8	-4	8	-4
IT Training and Development policy	14	-11	8	-7	9	-10
Basic Computer Training	11	-16	7	-5	9	-10
Specialised Computer Training	31	-17	22	-24	19	-24
Hardware / Software Infrastructure	8	-8	9	-4	7	-5
Networking Infrastructure	10	-12	6	-7	11	-15
Website Infrastructure	4	-11	3	-4	4	-4
Mode of Processes	3	-1	2	-1	3	-1
Status of BPR	7	-3	4	-2	5	-1
Status of Automation and Integration	7	-3	7	-3	7	-3
Database and Security Mechanisms	6	-6	6	-4	5	-3
IT Benefits	16	-24	11	-13	16	-9