

MAIT *wire*

Where IT Industry Connects and Communicates

COVER STORY

Transitioning from the Digital India Programme to a Digital India Nation



SPOTLIGHT

STATE ROUNDUP

Jharkhand

OUTLOOK

Interaction with Ms. Radha Chauhan, President & CEO, National e-Governance Division (NeGD)

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Dear Readers,

Happy Diwali! Here's wishing all of you a year filled with peace, prosperity and good health!

In this issue of MAITWire, we focus on what it will take to transform India into a Digital Nation. Today, the nine pillars of Digital India - broadband highway, universal access, public Internet access, e-Governance, e-Kranti, information for all, electronics manufacturing, IT for jobs and early harvest program -are in operation and we, at MAIT, have put forth recommendations for the effective implementation and integration of the programme.

For Digital India to be successful, a robust procurement mechanism is needed. MAIT had conducted a series of sensitisation workshops on Good Procurement Practices for IT in 14 states, highlighting the need for a revision of Model RFPs. We are therefore delighted that the model RFPs released in 2012, have been revised and restructured as - 'Manual on Policies and Procedures for procurement in e-Governance'. The Ministry of Electronics and Information Technology (MeitY) has released a revised draft of model RFPs for Consulting Services, Implementing Services and Public Private Partnerships (PPP), by incorporating suggestions made by the industry. The Government has now sought feedback from the industry on the draft document and we need your involvement to recommend practical and implementable policies.

Ease of Doing Business (EODB) in India continues to be a primary requirement and is an area of concern. As per the latest World Bank Business Report, India is placed 130th (from a rank of 131 last year), in terms of EODB, amongst 190 nations. The country's EODB ranking improved in just two out of 10 parameters, as compared to last year, despite all the efforts made by the government to promote EODB. Clearly, the EODB mantra of the top leadership in Government is not being echoed on ground. We, at MAIT, are committed to work with the industry and the government to identify the problem and make a palpable change.

Over the last few issues, *MAITWire* has been able to showcase contributory articles and opinions from esteemed government officials. I would like to thank each of them, for taking time out from their busy schedules to contribute to our newsletter. I am hopeful that this trend will continue.

Going forward, we will continue to showcase Digital India solutions in *MAITWire*, as both the central and state governments have been in touch with us for partnerships on the Digital India platform. We urge you to write in to showcase your solutions.

I would also like to invite our colleagues in the industry – both MAIT members and non-members to send in suggestions for Budget 2017-18 at ed@mait.com. As your industry association, we could raise your concerns/recommendations with the government.

I do hope you will enjoy reading our 11th edition of *MAITWire*. Look forward to your feedback and ideas, as always.

Regards,
Anwar Shirpurwala

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IN FOCUS

TRANSITIONING FROM THE DIGITAL INDIA PROGRAMME TO A DIGITAL INDIA NATION



With the backing of the industry as well as various government departments, Prime Minister Modi's Digital India Programme is set to reach greater heights and bring to fruition India's dream of becoming a Digital Nation. The Digital India programme is an umbrella programme, with 43 Mission Mode Projects (MMPs) spread across multiple departments. There are 13 new MMPs added as a part of e-Kranti component, which includes: e-Sansad, e-Vidhaan, Financial Inclusion, Road and Highways Information System (RAHI), Agriculture 2.0, National Geographic Information System (NGIS), Rural Development, Social Benefits, Women and Child Development, Common IT Roadmap for Para Military Forces, e-Bhasha, National Mission in Education through ICT (NMEICT) and Urban Governance.

Noteworthy Successes

The Digital India programme has seen on-ground success in a number of areas, such as:

- **Telecommunications:** India is the second largest telecom market worldwide and home to the third highest number of internet users in the world – a number that is expanding substantially. The country is pegged to cross 700 million mobile subscriber mark, by 2020. Smartphone sales in India are predicted to double by 2021.
- **Internet Usage:** India has 462,124,989 internet users as of 2016; with internet usage having penetrated 34.8 percent of its population.
- **Aadhaar:** The world's largest digital identification platform.
- **The Digital Saksharta Abhiyan (DISHA) or National Digital Literacy Mission (NDLM):** The largest programme in the world to digitally literate the masses. Thus far, there are 1,977 training partners, 99,38,846 enrolled for training, 81,64,352 trained candidates and 45,17,378 certified candidates.
- **India Post:** With 1, 55,015 post offices - 89.87% of which are located in the rural areas - India Post is the largest digital post office in the world.
- **MyGov:** The world's largest online citizen engagement platform with 3.69 million registered members.
- **DigiLocker:** It provides citizens a shareable private space on a public cloud, making all documents / certificates available on this cloud.

- **National Optical Fibre Network (NOFN) or BharatNet:** India's ambitious initiative to trigger a broadband revolution in rural areas. The first phase, envisages providing one lakh gram panchayats with broadband connectivity by laying underground optic fibre cable (OFC) lines by March 2017. The second phase, will provide connectivity to all 2,50,500 gram panchayats in the country using an optimal mix of underground fibre, fibre over power lines, radio and satellite media. It is to be completed by December 2018. In the third phase, between 2018 to 2023, state-of-the-art, future-proof network, including fibre between districts and blocks with ring topology to avoid redundancy would be created.
- **Common Services Centres (CSC):** They are ICT enabled access points for delivery of various government & business services to citizens. CSC will provide skill development, digital literacy, health and financial services to rural India.
- **DigitalRath:** After the successful roll-out of Digital India Outreach campaign in 16 states, the campaign has moved to its second phase to roll out in 18 states.
- **eTaal:** A web portal for dissemination of e-Transactions statistics of National and State level e-Governance Projects, including Mission Mode Projects.

The budgeted amount for these initiatives for this year alone, is approximately Rs.30,000 crores. What is crucial, is that these funds are utilised for the purpose they are earmarked for and not diverted, as is often the case. E-Governance projects cannot be treated as ordinary projects and the industry firmly believes that the government must identify mission leaders for each of these projects. After all, there cannot be missions without missionaries!

Implementation Roadmap

While the route map for a Digital Nation has been drawn up, the goals can be achieved only through effective public-private partnership. The full potential of the Digital India vision will be realised when the industry and the government work together to convert the enthusiasm to real, on-ground action. Based on interactions with industry members, this issue of *MAITWire* explores a roadmap on implementation and integration of the Digital India Programme. While the industry in general agrees that ICT is of prime importance for India, many feel that policy changes are required in order to make Digital India successful. Others, firmly believe that MeitY has to advocate guidelines so that departments are not constantly re-inventing the wheel and that systems are not developed as silos. Given below are some of the recommendations going forward:

- Appointment of a full time Secretary level officer in charge of design and implementation of all e-Governance initiatives at the national level, including Digital India initiatives. This officer may be called National Chief Information Officer (NCIO) and should ideally be based at the Prime Minister's Office.

Each department should have the position of a Departmental Chief Information Officer (DCIO), who would be responsible for all departmental Digital India initiatives. There is also a need for a re-evaluation of the Digital India portfolio by the NCIO and all information technology initiatives undertaken by the government.

- Best practices of one state or a central department should be replicated in other states and other central departments. In essence, best practice standards will be facilitated by MeitY, but the implementation will be done by the departments.
- Governance is more important in e-Governance than the 'e' part. In the race to shift to an electronic mode, the industry believes, that we should not forget, that at the end of the day, citizens are looking for a transparent and accountable government. The ultimate objective is to bring public services closer home to citizens and ensure efficiency, transparency, and reliability of services.
- Chalking out a goal oriented approach, where there is prioritisation of certain areas within the programme as compared to others. It is a tough ask of the government and industry to address all the areas with the same amount of importance and enthusiasm. A systematic action plan will optimise time, effort and capital invested in any project.
- End-to-end delivery must be the benchmark for any initiative to be considered successful. Pilot level projects must be successful and then scaled up.

MAIT RECOMMENDS:

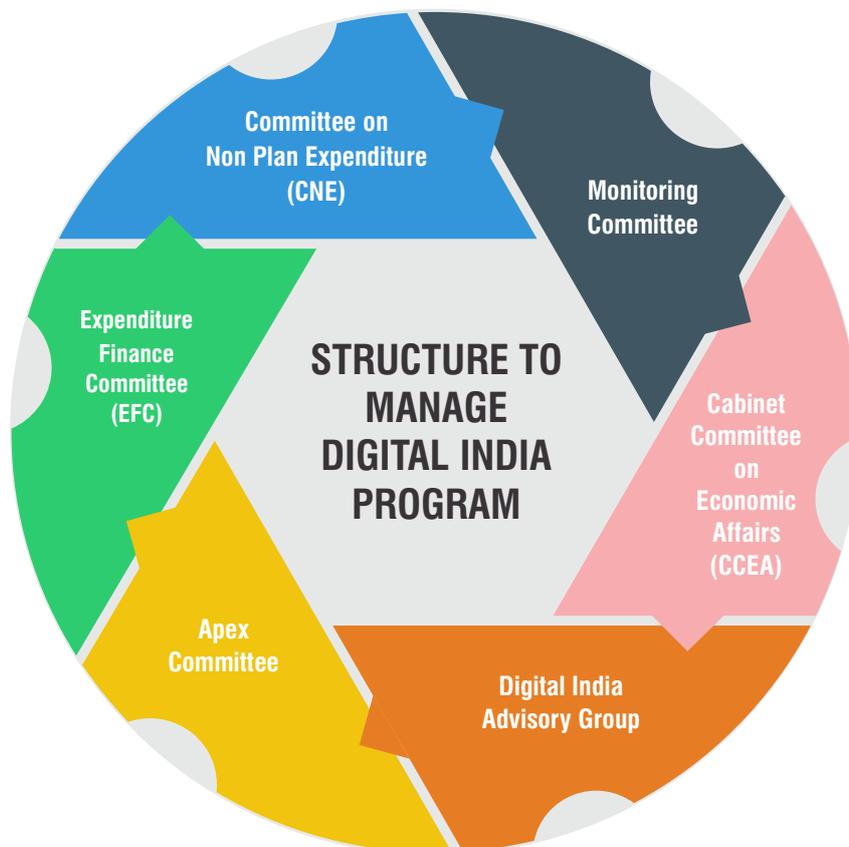
- E-Governance projects should be implemented and treated as prime projects for deployment of digitisation.
- Identify mission leaders for each of these projects.
- Allocated funds are utilised for the specific objectives and not diverted for other purposes.
- MeitY has to bring over-arching guidelines for integrated implementation and avoid redundancy by departments.
- Appointment of full time Secretary level officer in charge of design and implementation of all e-Governance initiatives at national level i.e. National Chief Information Officer (NCIO) and Departmental Chief Information Officer (DCIO) for departmental Digital India initiatives.
- Sharing and leveraging best practices of one state or a central department with other departments.
- Institutionalisation of a citizen centric approach for all the projects ensuring that they benefit the masses.



If we are to make Digital India a reality, it is imperative that every non-urban household is empowered with technology. A personal computing device is a multi-functional device that can be used to work, learn and play, as well as to take full advantage of today's technological advances to prepare for tomorrow's challenges. While mobiles/smartphones are content consumption devices, a PC is a content generation device. By 2020, India will be the youngest country in the world with nearly 2/3rds of its population being less than 35 years of age and the only way that it can reap this demographic dividend is by digitally empowering and skilling its youth. This can be achieved by equipping the youth with devices like PCs or specialised vertical based devices that enable them to use the potential of technology to transform their lives through better opportunities for job creation and skill development.

One thing is clear – transitioning from the Digital India Programme to becoming a Digital India Nation is not merely a government mandate but a country-wide mandate – one that can be realised only when academia, industry and the government work together. With a definite game-plan, India can fulfill her dream of becoming a Digital India Nation.

From Digital India Programme to Digital India Nation



KEYPOINTS

- INR 30,000 crores is the approximate budgeted amount in 2016 for digitising the nation as per the budgeted demand for grants.
- 43 Mission Mode Projects (MMPs) that are spread across multiple departments.
- 13 new MMPs added as part of e-Kranti components e.g. e-Sansad, e-Vidhaan, Agriculture 2.0, etc.

	Ministry of Communications	<ul style="list-style-type: none"> DoT is implementing optical fibre network for Defence Services and Bharat Net (NOFN) India Post is upgrading to India Post Bank and will lead to linking the post offices across the country
	Indian Railways	<ul style="list-style-type: none"> IT is being used in areas of security, operations and customer services including ticket booking Providing Wi-Fi to 100 stations and 400 more to be covered Capacity of e-ticketing system to increase to 7200 tickets per minute, mobile apps and GoIndia smartcard for cashless purchase
	Ministry of Defence	<ul style="list-style-type: none"> IT to manage battlefield management systems, communication systems, inventory management, logistics management, weapons / equipment / vehicle management, HR management systems & financial management
	Department of Food and Public Distribution	<ul style="list-style-type: none"> Strengthening the Public Distribution System Operations by end-to-end computerisation of TPDS operations
	Ministry of Panchayati Raj	<ul style="list-style-type: none"> Implementing the Mission Mode Project on e-Panchayat Plans to open ATMs in all panchayat offices facilitating financial inclusion
	Niti Aayog	<ul style="list-style-type: none"> Implementing Atal Innovation Mission(AIM) wherein support is given to establish Atal Tinkering Labs, Atal Incubation Centers and scaling up Established Incubators
	Ministry of Urban Development	<ul style="list-style-type: none"> Atal Mission for Rejuvenation and Urban Transformation (AMRUT) and Smart Cities Computerisation of the Secretariat, CPWD and Directorate of Estates
	Industrial Promotion Dept. & External Affairs	<ul style="list-style-type: none"> e-Passports and computerisation of emigration process Department of Revenue is spending approximately Rs700 crore on GST network Department of Expenditure is planning Government Integrated Financial Management Information System
	Ministry of Home Affairs	<ul style="list-style-type: none"> Implementing CCTNS, modernisation of State Police Forces, National Intelligence Grid (NATGRID) and Immigration, Visa and Foreigner's Registration & Tracking (IVFRT) projects.
	Ministry of Information and Broadcasting	<ul style="list-style-type: none"> Established the Kissan Channel and the two departments under Ministry of Human Resource Development (MHRD) have set aside a considerable fund for Digital e-Learning
	Others	<ul style="list-style-type: none"> Corporate Data Management System by Ministry of Corporate affairs Modernisation of MoC and Information Technology Development by Ministry of Culture e-Governance in administrative reforms department and pensioner's portal by Ministry of Personnel, Public Grievances and Pensions Implementation of e-Governance in the Secretariat by Ministry of Women and Child Welfare Land record modernising programme underway by Department of Land Resources. Implementation of Information Technology by Shipping Ministry National Natural Resources Management System by Department of Space Water Resources Information System by Ministry of Water Resources Smart Grid is on agenda of Ministry of Power e-Courts 2.0, issue of identity card to voters and research on judicial reforms by Ministry of Law and Justice Computerisation of records and strengthening of State WAQF Boards by Ministry of Minorities Social Security Cards for Unorganised Sector Workers and an employment portal as a mission mode project by Ministry of Labour and Employment

NEW APPOINTMENTS



Dr. Subhash Chandra Khuntia has been appointed as Chief Secretary of Karnataka. He is a 1981 batch IAS officer of Karnataka cadre, and, took over from his predecessor Shri. Arvind Jadhav who retired in September.



Shri. Rahul Bhatnagar has been appointed as the Chief Secretary of Uttar Pradesh. Shri. Bhatnagar replaces 1982 batch IAS officer, Shri. Deepak Singhal, as Chief Secretary.



Shri. Sushil Chandra, Central Board of Direct Taxes (CBDT), has been appointed as Chairperson, CBDT. He is a 1980 IRS-IT batch officer.



Shri. Ajay Kumar Bhalla, Additional Secretary, Department of Commerce, has been appointed as Director General Foreign Trade (DGFT). He is a 1984 batch IAS officer of Assam-Meghalaya cadre.



Dr. Anup Wadhawan, Director General Foreign Trade, has been appointed as Additional Secretary, Department of Commerce. He is a 1985 batch IAS officer of Uttarakhand cadre.



Dr. Inderjit Singh, Additional Secretary, New & Renewable Energy, has been appointed as Additional Secretary, Department of Commerce. He is a 1985 batch IAS officer of Kerala cadre.

PERSPECTIVE

GOVERNMENT E-MARKETPLACE (GeM)

A DIAMOND THAT NEEDS A LOT OF SPARKLING

“It has been made mandatory on the GeM to make the payment to vendors within 10 days of receipt of goods/services; efforts should be made to further reduce this time span as time is money and ultimately the cost of delayed payment is borne by the Government” – Smt. Rita Teotia, Secretary (Commerce), Government of India (Source: PIB)

“GeM will enable government buyers to make use of new technologies to procure goods and services in a more transparent, accountable and efficient manner and with the same ease and efficiency that is presently offered by e-commerce sites.” Shri. Ashok Lavasa, Finance Secretary, Government of India (Source: PIB)

To drive speed, efficiency and transparency in public procurement, the government has established a Government e-Marketplace (GeM) - an end-to-end portal - to facilitate online procurement of products and services. The pilot portal was inaugurated by Commerce and Industry Minister Smt. Nirmala Sitharaman who stated that GeM will bring in greater transparency and accountability.

Pilot for GeM: The pilot phase of GeM, has been developed jointly in record time for select goods and services by the Ministry of Commerce & Industry, Ministry of Electronics & IT and Ministry of Finance. The entire process flow designing has been done in-house to bring greater transparency, speed and efficiency in public procurement. One of the significant features of the GeM is linking with payment portals like SBI and PFMS, making the entire process online.

Government Process Re-engineering: The General Financial Rules (GFR) have also been amended in order to enable government buyers to procure on GeM. The GFR have been amended by the addition of Rule 141A, according to which, a buyer can purchase goods and services upto Rs. 50,000, directly off the portal. Beyond this, purchases have to be made through price comparison, bidding or reverse auction. The Department of Expenditure has also issued a directive to all paying authorities, to make payments towards procurement on GeM within a maximum of 10 days, which will be a great relief to all vendors.

When one buys products online from e-commerce agencies, the payments are made in advance or a cash on delivery (COD) model is followed. However, in the case of GeM, there is a time lead of 10 days for inspection of products and 10 days for payment. Further, the government is proposing that vendors give an additional discount if the payment is made on time, rather than penalise the officials for delayed payments.



Benefits of GeM: Once implemented in its entirety with all functionalities, GeM will relieve public offices from tedious and time consuming tendering process and thus cut down on administrative and transaction costs. The online registration of suppliers and government buyers will happen through self-certification and authentication through Aadhar, PAN, MCA21, Biometric Attendance System (BAS) etc. There will be a complete audit trail of the procurement process, which is guaranteed to bring in more transparency.

Further, all transactions in GeM will be completely secure. At every stage of processing, there will be alerts through emails and SMSs, which will make the system very responsive. To begin with, common use items in 26 categories such as desks, computer supplies, air conditioning, heating equipment, projectors, writing instruments and water have been placed on the GeM portal. Apart from goods, another notable feature of GeM is providing services such as human resources, security operations, taxi hire and housekeeping, to name a few.

The government is not only conducting training for government officials and private players, but has also setup a Call Centre/Helpdesk (0120-6619563) for the GeM.

Challenges:

Though there is no doubt that the government and the industry are considering GEM as a game changer, there are still a lot of teething issues with GeM that needs to be resolved, before it becomes fully operational. A key concern highlighted by the industry, is that the Company ID on GeM is linked to the Aadhaar ID of the user. The mail ID and phone number are linked to the Aadhaar card, which is an issue as this is personalised to an individual rather than an organisation. If the user is on leave or on travel or in an emergency, the system gets blocked.

Another concern is that the OEMs do not have options of VAT billing from different states. So, if the supplier is registered with billing location as Delhi, then for any other state order, the material needs to move to Delhi from their warehouse/ manufacturing unit and then needs to be billed from Delhi against CST.



Similarly, if a buyer needs to buy material in multiple locations, then they need to make multiple orders. So, any multi-location order becomes a very tedious activity for buyers and affects the supplier also.

A major concern is that the GeM has no guideline to confirm the quality of suppliers before they are registered as a supplier. For instance, if a supplier is registered under 'Others' on the site, any trader/vendor/importer, even those without repute, can upload and supply products of questionable quality by selling it at throwaway prices, as there are no authentication processes in the "Others" category. While the onus of support is with the OEM, they have no control on vendors who sell duplicate or counterfeit products.

Also, there are no provisions for state specific local levies like octroi, entry tax, etc., as the amount to be quoted is all-inclusive. And as we know, the tax structure of each state is different till GST is implemented.

Another aspect is that payment gateways are not established in most of the state government departments and autonomous bodies, and because of this, they are unable to place orders through GeM.

In case of products like servers or large software installations, services are very important. The issues of handholding, Annual Maintenance Contract (AMC) and training are also not being addressed in the GeM.



There is also a need for a mail/SMS trigger for any new bid or order and also a system of confirmation and intimation on the result of the bid. In addition to this, complete contact details including email Ids needs be provided. All this is not possible now.

If not addressed immediately, these issues will impinge the ability of the government departments to procure products and services, which could greatly hamper their functioning, as the various RCs are being retired and not renewed.

Conclusion:

The government's decision to launch GeM is laudable and has been seen as a positive step. However, the general consensus is that there are some concern areas that need to be looked into, so as to improve the system. Overall, MAIT and its member companies believe that these initial hiccups can be overcome and sorted out with time.

SPOTLIGHT

Joint Interactive Session with Government of Goa & Government of Telangana

September 16, 2016



MAIT organised an industry interaction and facilitated MoU signing between the Government of Goa and the Government of Telangana on September 16, 2016 at Goa. Shri. Laxmikant Parsekar, Hon'ble Chief Minister of Goa, Shri. K. T. Rama Rao, Hon'ble IT Minister, Govt. of Telangana, Shri. R. K. Srivastava, Chief Secretary, Govt. of Goa, Shri. Ameya Abhyankar, OSD to CM-Goa and Shri. Jayesh Ranjan, Secretary-IT, Govt. of Telangana graced the occasion. Ms. Debjani Ghosh, President, MAIT, Mr. Nitin Kunkolienker, Vice President, MAIT and Mr. Anwar Shirpurwala, Executive Director, MAIT were also present at the event. The event witnessed excellent participation from the industry.



Another MoU was signed between the Government of Goa and MAIT, making MAIT the knowledge partner for the Department of IT, Goa, in order to facilitate work in the areas of ICT investment & promotion, creation of a robust ESDM ecosystem, policy reforms, e-Governance development and relevant skill development in the state.



Goa Chief Minister, Shri Laxmikant Parsekar admitted that Goa has been lagging behind in developing IT compared to Telangana, but this was slated to change in the coming years. He said, "Goa has already identified two places, where land can be acquired for setting up IT Parks and Electronic Cities."

Mr. Rama Rao said, "The pact is a right step in this direction, which would go a long way in strengthening the federal spirit of the country".



Industry representatives - Dr. Lovneesh Chanana, Vice President-Govt. Relations, SAP India; Ms. Debjani Ghosh, President, MAIT & Managing Director-Sales & Mktg. (South Asia), Intel India; Mr. Sanjeev Gupta, General Manager-Public Sector, Microsoft; Mr. Ankur Malhotra, Vice President-Govt. Relations, Accenture, and Mr. Viviek Vasishtha, Country Leader-Govt & Regulatory Affairs, IBM presented their views on what could be done for the states. The Goa Chief Secretary said, that all states faced challenges and hence the states need to learn from each other through industry interaction and e-Governance. IPR applications need to be shared across the different states, he added. Mr. Bikas K. Singh, Member Executive Council, MAIT & Head-Corporate Affairs, Lenovo India highlighted the issue of value addition and the need for both states to work on that aspect.

The Hon'ble IT Minister, Telangana, spoke of the need to elevate the game. He stated, that seeking industry and MAIT's inputs in drafting their ESDM Policy, resulted in Datawind, Celkon and Micromax setting up their manufacturing facilities in the state.

Mr. Nitin Kunkolienker, Vice President, MAIT, said that even though we are a federal nation and each state is like a country within a country, there should be no disconnect between the centre and the states. He suggested that we should have a component trading hub for assembly before setting up manufacturing plants.

Ms. Debjani Ghosh said that Intel is already working with a few select states in the social development sector, such as education, health, etc., and that it would be a good idea for MAIT to put together the 'best practices' from each state and act as a facilitator. She added that it would be a good value addition for the states. Mr. Pranav PaiVernekar, Founder, Inventrom (an Internet of Things Start-up) was briefed on the advantages of associating with an industry association like MAIT.



The vote of thanks was proposed by Mr. Nitin Kunkolienker, who thanked the Goa CM and guests for being a part of the event. He also thanked the IT Minister of Telangana for his excellent guidance.

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Stakeholder Awareness Programme on environmental hazard of electronic waste under the 'Digital India initiative'

Panjim, September 15, 2016

Puducherry, October 4, 2016

MeitY in partnership with NASSCOM Foundation, MAIT and CEAMA has embarked upon an Awareness Programme on Environmental Hazards of Electronic Waste under the 'Digital India Initiative'. The campaign aims to enhance awareness amongst stakeholders involved in e-waste management in 10 urban areas by organising workshops/ seminars for schools/ colleges, Resident Welfare Associations (RWAs), bulk consumers, regulatory bodies, media engagement etc., and encouraging environmentally sound recycling through the collective effort of all relevant stakeholders in the value chain. The 10 cities are Bhubaneswar, Guwahati, Imphal, Indore, Kolkata, Moradabad, Panjim, Patna, Pondicherry and Ranchi. The first meeting was held on September 15, 2016 at Panjim.

The result of this city stakeholder consultation, will be the formation of a city task force comprising of key stakeholders, both from the government and the civil society, who will be responsible for monitoring the programme, leading to an awareness on e-waste management amongst different stakeholders. As a part of this programme, stakeholders within each city will be trained by experts on e-waste and related aspects of it, which will help ensure that the rules which have been framed are implemented across all stakeholders. The key outcomes of the discussions at the stakeholder consultation meet were:

- Constitution of city task force
- Profiles of members to be prepared
- GSPCB & MC to send recommendations of potential participants in the city task force

Panjim, September 15, 2016

The first meeting was held on September 15, 2016 at Panjim. The workshop was addressed by representatives from NASSCOM and MAIT, and laid the platform for discussions on the awareness programme on e-waste. It also set the context for the stakeholder consultation meet, in creating a level of ownership for the programme within key city stakeholders. The initial address was followed by a session conducted by e-waste expert Dr. Ashish Chaturvedi, which looked at co-constructing a city development plan on e-waste management.



Recommendations: Focus on the city of Panjim must be broadened to include the entire state of Goa. Capacity building workshops should be conducted for all stakeholders present. The MAIT- NIELT (National Institute of Electronics & Information Technology) e-waste management training programme must be done before the start of activities, to give further impetus to the programme.

Reporting: The city level project implementation unit will share monthly progress report with the Project Secretariat (PS) and also share testimonials & impact stories.

Timeline: November 2016 - March 2017

Puducherry, Oct 4, 2016

The second meeting was held on October 4, 2016 at Puducherry. The workshop, organised by MeitY, Department of Science and Technology, Government of Puducherry, the NASSCOM Foundation and MAIT decided to target 33 colleges, 50 government schools and 15 private schools to create awareness of e-waste management. Dr. Ashish Chaturvedi said that managing e-waste was a major challenge faced by all developed and developing countries in the world and that the best way to tackle the situation would be to educate the younger generation about the hazards of e-waste: to bring in a culture of proper disposal of used electronic items.



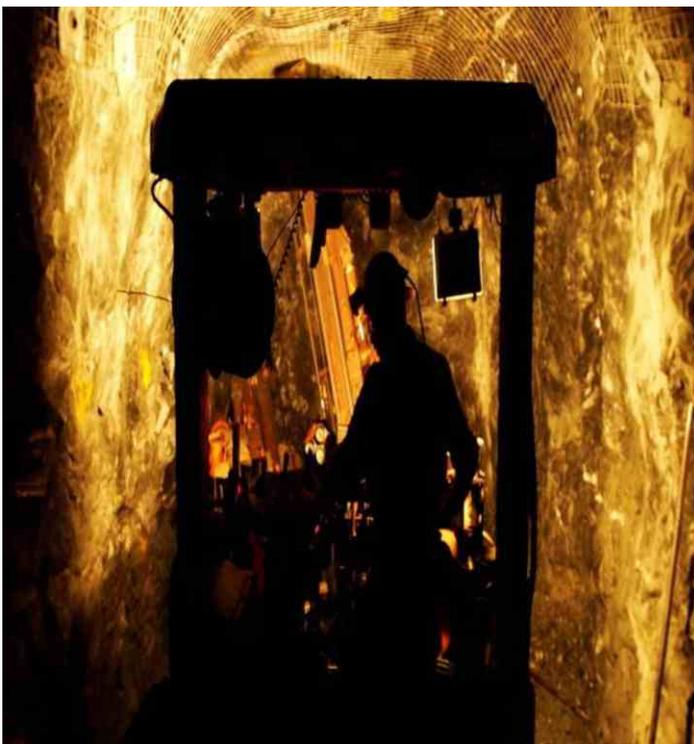
Recommendations: Capacity building workshops should be conducted for all stakeholders present in convergence with the NIELIT programme. Impetus can come if this training is done before the start of the activities as it can provide a major fillip to the same. It is important to ensure that recyclers from Tamil Nadu are involved, and a mechanism to ensure that the movement of e-waste is not restricted due to tax check points at borders. There should be "Training of Trainers" (ToTs) conducted in 3 other dominions of Puducherry, including Karaikal and Mahe.

Reporting: The city level project implementation unit will share monthly progress report with the Project Secretariat (PS) and also share testimonials & impact stories.

Timeline: November 2016 - March 2017.

STATE ROUNDUP

JHARKHAND - A LEADING INDUSTRIAL STATE IN EASTERN INDIA



- Ranked 1st in labour reforms and inspection related compliances in India
- Endowed with 40% of India's mineral wealth
- Leading producer of steel, coal, mica and copper in India (1st rank in iron ore, coal, uranium, mica, asbestos)
- Man-days lost due to industrial strife lowest in India and long history of industrial harmony
- 1st in country to have SWAN under National e-Governance Plan and CSC in rural areas
- 10.5% GSDP[4] growth rate - second fastest in Eastern India
- Ranked 3rd in "Ease of Doing Business" in India
- Ranked 5th in Foreign Direct Investment destination in India

Growth Indicators- Economic Snapshot

- Jharkhand has shown rapid growth @ 10.5% CAGR between 2005-2015; 2nd fastest in Eastern India
- The state is making all efforts by means of conducive policies to increase the share of tertiary sector in its economy
- Increase in job creation
- Value addition

Advantage Jharkhand

Investment Climate

Ease of Doing Business:

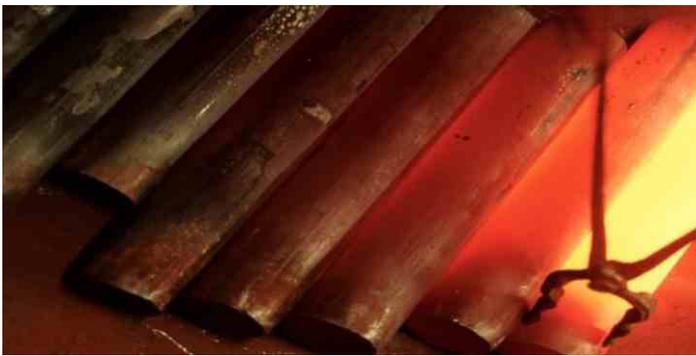
- *Single Window Clearance:* Single window clearance system; interactive system to identify approvals required; easy access to all information on procedure, timelines, formats. etc.
- *Reduced Timelines:* Professional tax registration in 1 working day; inspection reports in 72 hours - PCB, Forest, Urban, Commercial Tax, and Labour Dept.; Water allocation approval in 30 days
- *Simplified Regulations:* Single joint inspection for 14 labour laws; inspections once in 5 years; five years validity of factories license
- *Responsive and Simplified Operations:* Defined punitive actions on non-compliance; combined application for incentives
- *Ease in Environment Compliance:* No pollution clearance required for 58 sectors; auto renewal of CTO1 on self-certification
- *Register and Apply Online:* Registration of societies and firms; fire department NOC renewal; land registration; disbursal of incentives; online registration of contract labour construction workers; factory license; building plan approval

Strong Policy Framework

The GoJ has formulated 10 key policies to attract investments across various sectors. These include: Single Window Clearance Act 2015, Industrial & Investment Promotion Policy 2016, Industrial Park Policy 2015, Food Processing Industry Policy 2015, Feed Processing Industry Policy 2015, Tourism Policy 2015, Export Policy 2015, Procurement Policy 2014, Communication Towers Policy 2015 and Film Policy 2015.

Natural Resources

Jharkhand - A land of Mines and Minerals



MINERAL	RANK IN INDIA
Iron Ore	1
Uranium	1
Coal	1
Mica	1
Asbestos	1
Chromite	2
Kainite	3
Copper	3
Bauxite	3
Thorium	3

Abundant Skilled Human Resources

Jharkhand is home to the Birla Institute of Technology, Mesra National Institute of Technology, Jamshedpur Indian School of Mines, Dhanbad Xavier Labour Relationship Institute, Jamshedpur Indian Institute of Management, National University of Study and Research in Law, Central University of Jharkhand and National Institute of Foundry & Forge Technology.

Prominent Research & Development Centres: National Metallurgical Laboratory, Jamshedpur; Steel Authority of India Limited, R&D centre; Metallurgical & Engineering Consultants Limited; Central Mine Planning and Design Institute; TATA Steel R&D Centre



Industrial Infrastructure

Government owned - Industrial Development Authority
JAIDA: Jharkhand Industrial Area Development Authority

- No. of industrial areas functioning: 28
- Total Area: 6368 acres
- No. of working units: 2085

Responsibilities of Industrial Area Development Authorities: Proactive in industrial development in command districts, continuous assistance to developed/under developed/ proposed industrial area, single point assistance to entrepreneurs, assistance in providing basic infrastructure amenities, bank finance etc.



Major Industrial Corridors

- Amritsar-Delhi-Kolkata Industrial Corridor: An ambitious project for development of an industrial zone, spanning across seven states and connecting 20 cities, encompassing one of the most densely populated regions in the world, housing about 40% of India's population. It would pass through major industrial locations namely Hazaribagh, Deoghar and Kolkata.
- Ranchi-Patratu-Ramgarh Industrial Corridor: Initial assessment study completed for this 70 km long corridor with an influence area of 1400 sq.km from Ranchi to Patratu via Ramgarh.
- Kodarma-Behragora Industrial Corridor: Initial assessment study is under process for this 285 km long corridor with an influence area of 5700 sq.km.



Road Connectivity:

- 15 National Highways (NH) pass through the state; major industrial activity is concentrated in an area south of NH-2, which connects Kolkata with Delhi via Jharkhand; total 20311 kms road network.
- Ranchi-Bokaro-Dhanbad 6-lane expressway; industrial corridor connecting Ranchi, Dhanbad and Jamshedpur forming a 6-lane Golden Triangle.



Rail Connectivity:

- Total 2182 kms rail network.

Air Connectivity:

- Domestic airport: Ranchi. Connecting to all metros and major cities
- GoJ already initiated upgradation of Ranchi airport to international status.
- Jamshedpur, Dumka, Dhanbad, Bokaro, Giridih, Deoghar, Hazaribagh, Daltonganj and Noamundi also have airstrips.

Opportunity Matrix

SECTOR	OPPORTUNITY
Smart Cities	Proposed Greenfield Smart City in Ranchi & Barhi
Plastic Park	Proposed Plastic Park at Deoghar
Food and Feed Processing	Commissioned Mega Food Park at Ranchi; Food Park proposed at Hazaribagh, Deoghar & Chandil
Electronics Manufacturing Sector	Electronic Manufacturing Cluster, Adityapur
Textiles	Apparel Park, Irba, Ranchi
Minerals and Metallurgy	Proposed Aluminum Park at Muri and Latehar; Proposed Steel Park at Kharsawan, Jamshedpur; Proposed Gems and Jewelry Park at Ranchi; Proposed Ceramic Park at Dhanbad, Sahebganj; Proposed Coal to Polygeneration units
Automobile and Auto components	Proposed Automotive Vendor Park at Adityapur
Energy	Power Generation and Distribution; Manufacturing of Equipment required to setup Power Generation units; Manufacturing of Renewable Energy appliances

OUTLOOK

INTERACTION WITH MS. RADHA CHAUHAN



**PRESIDENT & CEO,
NATIONAL E-GOVERNANCE
DIVISION (NEGD), GOI.**

Q: Do you see Digital India as an extension of the National e-Governance Plan (NeGP)?

A: Digital India is a holistic and integrated approach to empower people, society and businesses across the country, through the optimum usage of ICT. The three key vision areas, namely: Digital Infrastructure, Digital Services and Digital Empowerment, help create an ecosystem, for the design and delivery of digital services for all stakeholders.

Q: What does the average citizen gain through the Digital India programme?

A: Today, the priority across the government and its agencies, is in creating digitally enabled services for farmers, students, women, small businesses etc., who need such services for improving their quality of life. Programmes such as Bharat Broadband, expansion of CSC network, digitisation of the Postal Network, e-Mandis, National Career Service Portal, National Scholarship Portal and e-Hospital Services, all indicate that the program is aimed at empowering the average citizen.

Q: How successful has the Digital India programme been, so far?

A: The programme has been successful in creating a positive environment for digitally vibrant governance and systems. Today, a large number of ministries in the centre, (Agriculture, Health, Skill Development, Education etc.) and the states, are leveraging technology to transform and enhance their current offerings to citizens, by adapting mobile governance. Citizens have also responded very positively and are demanding more customised digital services to ease and fulfill their local needs. This, has been the biggest success of the Digital India programme. I would particularly like to mention the growth and spread of the CSCs at the Panchayat level, offering a variety of services while imparting digital literacy, at the same time. This, in my opinion, has been a critical and hugely productive endeavor.

Q: What is role and contribution of NeGD in the Digital India programme?

A: The National e-Governance Division (NeGD) supports the Ministry of E & IT, which is the guiding and coordinating body of the Digital India Programme for the Govt. of India. NeGD is also implementing the capacity building and communications programmes for Digital India. In the recent past, the government has also assigned NeGD, the responsibility of developing and providing feasible proof of concepts like Digital Locker, Government e-Marketplace, UMANG, Rapid Assessment System (Quality of Services), etc.

Q: What are the challenges in the implementation of the Digital India programme?

A: I would say engaging the multiple stakeholders outside the government, including institutions, industry, associations, civil society etc., in synergising their efforts to enhance the overall outcomes of the Digital India initiative is a huge challenge. The other challenges are infact opportunities for making the programme more broad-based and owned by the whole ecosystem.

Q: The theme of India International Trade Fair 2016 this year is Digital India. What can participants expect this year?

A: The Ministry will have a Digital India theme pavilion, at the IITF this year, showcasing the existing and upcoming services and products of the Digital India Programme. We have also requested all the states and the industry to showcase their initiatives under the Digital India Programme. The central idea is to share and effectively communicate on a global level, stories of how Digital India is transforming the lives of farmers, students, small businesses, women, governance, employment etc.

Q: With around 4 million citizens subscribed to MyGov, is it one of the largest citizen engagement platforms? What have been key takeaways from MyGov?

A: Yes, MyGov is the largest citizen engagement platform in the world. MyGov has proved to us, that citizens are keen to work with the government on various fronts. Citizens are contributing by giving us ideas and suggestions, assisting us with tasks and sharing their voice on issues of national importance.

Q: QJAM, DBT, DISHA, e-Taal, GeM, NCOG, UMANG, Digital Locker are few success stories as projects under Digital India. What, according to you, has Digital India achieved as a programme?

A: As I said earlier, the biggest success of Digital India is the positive environment and demand for Digital Services in the country. I think, it is helping the nation realise the goal of maximum governance with minimum government. States have also been spearheading laudable initiatives across sectors, and this, I believe, will lead to empowering citizens and completely change the way they transact with governments.

Q: MeitY established the Digital Locker Authority on October 4, 2016. What exactly is the role of this authority?

A: The Digital Locker Authority will establish, administer, and manage the Digital Locker System, with the aim to preserve and retain information for efficient delivery of services to all users. The authority will be responsible for granting licenses and to authorise a private entity to offer these services. In addition to this, it will need to prepare standards and guidelines, while also ensuring compliance by service providers. These guidelines include those for data retention and migration, audit, security and privacy.

Q: How have you knitted Jan Dhan, Aadhaar and Mobile for the benefit of citizens?

A: The trinity of Jan Dhan, Aadhaar and Mobile, popularly known as JAM, has been put together to extend the benefits of Digital Services and Digital Payments to all the citizens of the country. JAM is aimed at benefitting the poor. It is making the entire public service delivery system more targeted, more responsive and more effective. The end product is a government that will effectively work for the poor and marginal sections of our society.

Q: How is the government using Big Data Analytics in Digital India?

A: Big Data is one of the key focus areas of Digital India. MeitY and NeGD have conducted consultation workshops with industry and experts, for institutionalising Big Data analytical systems within the government. We are currently working on its application in some existing Big Data sets that are available.

Q: What is the way forward for the Digital India programme?

A: The way forward is to make Digital India more focused and targeted in both, sectors and services. In the days to come, more focus will be given to promoting electronics manufacturing in the country, localisation of content in Indian languages, ensuring more services are delivered through mobile technologies and making Common Service Centres (CSCs) the face of the government in every village/panchayat.

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SUBRATA DAS
INDUSTRY DIRECTOR, PUBLIC SERVICES
& COUNTRY LEAD - INTERNET OF THINGS
AT SAP INDIA

Prologue

Transformation and reforms in the Indian Government and the business of governance has been on mission-mode agenda for quite some time now. However, we have begun to realise that the efficacy and effectiveness of these reforms hinge heavily on the human capital our government employs, to execute its vision.

Hence, while the government is goaled towards the overall objective of transforming the governance of the state and the country; implementing administrative reforms; modernising administrative processes; and, embarking on an overall charter of digitalisation – it becomes crucial to strengthen the human resource management aspect as this will boost our efforts to drive capital formation and economic growth.

In a rapidly changing environment – juggling with both an ageing workforce on one hand and the glut of millennial talent ready to join the workforce, on the other – understanding the key issues, challenges and approaches to managing the government workforce, has become a key priority right across the governance delivery framework.

Perspective

If we were to take a leaf out of the successful case studies in the private sector, we find that organisational leaders play an integral role in the performance of their organisations, but on a closer look it becomes clear that transformational change is not just a top-down tactic, but an outcome of their strategy to engage their employees, driving decision-making and empowerment right down the organisational hierarchy. Today, our government leaders also need **highly engaged and motivated employees** to provide critical services to citizens; to counter myriad challenges like budgetary constraints; recruitment and compensation freezes; and overall spending cuts.

Over the years, automation has introduced multiple ICT based systems in the area of human resources like payroll, pensions, provident funds, confidential reports aligned to performance measures, employee-self-services, recruiting, training et al - some of which have grown much beyond their shelf-life. Organisational leaderships in government departments and ministries do not have clear visibility into the complete talent pool, when data lives in standalone systems. The process of creating **a single source of (data) truth** has enabled several departments and ministries to attempt a rational harmonisation of processes, by transformation and integration of data from multiple sources into a single solution.

Advent of concepts like participative governance, outcome-based governance coupled with continuing changes in political leadership and stakeholder priorities, increased regulatory pressures and heightened public visibility of government actions – have all come together to encourage the government to look at redefining the key performance indicators and employee performance measures therein. **Performance management, capacity building and learning** are emerging as top priorities in driving the human resource management practice in governments.

To deliver against the new-normal good governance imperatives, governments need to plan for transcending the path to an **integrated human resource management system** that aims to foster an efficient workplace with high productivity, maintain a single source of truth, achieve full visibility into the human resources, enable continuing reforms of core processes of human resources, payroll and learning. This will result in the government being able to know, analyse and support its HR operations and decisions in real time.

A Case Study

A couple of years back, the **Government of Gujarat** embarked on an ambitious charter to completely revamp its existing HR systems by offsetting legacy and shifting public expectations.

It earlier made decisions on a paper based record management system that did not utilise digitised service book or automated pay-slips. Employee performance records were maintained off-line. There were also added factors such as substantial training and establishment costs, delays in employee claim settlements - as in travel, pensions etc., falling employee collaboration and increased turn-around cycles in grievance management.

The administrative leadership recognised the broad challenges emanating from the sheer demographics of managing a large workforce - complexity in the organisational hierarchy and structure; lengthy process and operational workflows; and talent management – ensuring the right resource is available with the right skills for the right job. With its vision firmly focused on building an efficient workplace with high productivity, the government defined its broad goals on a) transparent record keeping, b) single record employee maintained electronically, c) an integrated system and services within the government framework and d) Real-Time Reports / MIS for efficient decision-making.

The result was - **SATHI (System Application of Technology for Human-Resources Improvement)**. SATHI is an end-to-end HRMS software solution with a mobile interface, which provides a single pre-integrated HR suite of applications for the state government. It automated all the processes of the employee lifecycle - from hire-to-retire, including post-retirals with a single source of data hosted in a digitised form for all statutory, user-defined or ad-hoc reporting and decision-support.

Measurement of post-implementation transformation, boasts of functionalities like effective monitoring of employees and system-driven automated follow-ups through alerts and notifications, automated payroll, pension and local regulatory compliance with drastic reduction in error rates, complete real-time overview of the employee's training calendar including an intranet-based, self-paced, content-driven and context-sensitive learning management module and complete lack of redundancy on employee data.

The Government is committed to rolling this application out for all its employees.

Conclusion

Some of the ensuing benefits SATHI has brought in reveals the way governments today are reacting to the digital and socio-economic disruptions by **ruthlessly executing its vision, matching political will in equal measure with administrative leadership** and really leveraging technology as an outcome-enabler. This should serve as a role-model for other states and central government ministries to follow.

However, a few things that one must consider in the entire journey, is the **need to drive a strategic partnership with a technology partner**, who has deep experience and matching credibility in the public services domain. Much of the desired outcomes lie in the way the partnership is driven.

Secondly, one must recognise the trend in the computing devices and the **rising adoption of smartphones** for much of the daily computing needs. Hence, solutions designed, developed and deployed around mobility gives the employees the necessary freedom to concentrate more on the constituents, without the restrictions posed by a traditionally brick-and-mortar establishment.

Lastly, one must remember that the underlying technology platform is the crucible for **current and future innovations**. One must choose from amongst the most innovative technology foundations – that can scale to include Big Data, Mobile, Social and Cloud considerations – to deliver business process optimisation and efficiency at the best possible cost.

MEMBERS CORNER

We would like to welcome on board, our new members:

Fortune Marketing Pvt. Ltd.

Manufactures of smartcards, RFID cards, pen drives and distributors of IT products.

Velankani Electronics Pvt. Ltd.

Manufactures of servers, desktops, mobile phones and set top boxes.

Weepro

E-waste recyclers

e-Bay India Pvt. Ltd.

E-commerce major

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