



Draft Punjab State e-Governance Policy

Government of Punjab

**Department of Governance Reforms,
SCO 193-195, Sector-34A,
Chandigarh-160022**

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1.0 Introduction

- 1.1. State of Punjab has been emerging as one of the leaders in the country to implement e-Governance initiatives in every sphere of governance, in order to bring paradigm shift in citizen service delivery & Government functioning.
- 1.2. Reduction in elapsed time to deliver a service by carrying out real Government Process Re-Engineering & removal of redundant steps have been the focus areas.
- 1.3. High level of process transparency as well as equitable access to public services by all classes of citizens has been the essential prerequisites of e-Governance initiatives.
- 1.4. This policy is a guiding force to embed and encourage the e-Governance in the State.

2.0 Vision

Make all Government services accessible 24x7 to the common man at affordable costs and in hassle free manner, and ensure efficiency, transparency & reliability of such services.

3.0 Objectives

- 3.1. To redesign governmental forms, processes and structures to make them adaptable to e-Governance, backed by procedural, institutional and legal changes. The Government Process Re-engineering of processes to be enabled by usage of Information & Communication Technology.
- 3.2. All the offices of the Punjab Government to be inter-connected through secure & reliable PAWAN (Punjab Wide Area Network) and State shall aim at networking of all the offices till the village level.

3.3. Each & every Government employee of the State shall be ICT trained and will be technology savvy and competent to work in digitized & computerized environment.

3.4. The Policy aims to maintain and strengthen the leadership of the State in the area of e- Governance and take it towards citizen centric e- Governance.

3.5. The policy would enable Government to function more efficiently and effectively and move towards a less-Paper environment.

4.0 Applicability of the Policy

The policy shall be applicable to all organizations of State of Punjab including Government Departments, Public Sector Undertakings (PSUs) , Boards, Corporations, Commissions, Authorities and the likes established by any State or Central law or resolution or notification.

5.0 Alignment with National e-Governance Plan (NeGP)

Keeping in view the compatibility to the National eGovernance Plan of the Government of India, all eGovernance projects in State shall be implemented in conformity with the as per the guidelines of Department of Electronics & Information Technology (DeitY) , Ministry of Communications & Information Technology GoI and also other Line Departments to ensure similarity and enable sharing of the knowledge & information with other States.

6.0 Core Information Communication Technology (ICT) Infrastructure

6.1. The Punjab State-wide Area Network (PAWAN) connects State Head Quarters with all Districts, Tehsils and Divisional Head Quarters and

provides a secure network for data, voice and video interaction. All Departments shall primarily use only Punjab Wide Area Network for establishing horizontal connectivity of their field offices.

- 6.2.** All Departments and their field officers at State, District, Sub District, Tehsil, Sub-Tehsil and block level shall be connected with Punjab State Wide Area Network (PAWAN) as its primary network. Department Of Governance Reforms shall be responsible to provide Vertical Connectivity and Horizontal Connectivity in the State and shall be responsible to maintain robust network with desired services levels.
- 6.3.** Every office of the State Government should have PAWAN connectivity, and video conferencing facility to facilitate effective working of the departments and reducing effort on travelling etc. PAWAN shall also facilitate VPN connectivity for Government offices, wherever required in public interest
- 6.4.** State of Punjab shall provide connectivity to more than 12000 Gram Panchayats (GPs) of the State under National Optical Fibre Network (NOFN) project of Government of India. Department of Governance Reforms is the nodal department for implementation of National Optical Fibre Network Project in Punjab.
- 6.5.** Department Of Governance Reforms has setup and maintaining the State Data Center (SDC) and shall provide hosting services to all State departments. In the interim, individual State departments may host their application in their premises, and rent with approval from Department of Governance Reforms or at any such facility created by Department of Governance Reforms. Finally, all these applications shall be shifted to State Data Center.

- 6.6. Apart from the State Data Center (SDC), individual departments/organizations of the State Government may also avail of the services of public/private managed Data Center services if there be a need for the same with the approval of Department of Governance Reforms.
- 6.7. Adequate bandwidth shall be provisioned at the data center to ensure quick and timely response to service requests.
- 6.8. Adequate Disaster Recovery infrastructure including Near Disaster Recovery site and Far Disaster Recovery site shall be maintained by the State for ensuring recovery and business continuity in case of any disaster scenario at the Data Center.
- 6.9. Critical Information Infrastructure: - Critical infrastructures are increasingly dependent on the information infrastructure for information management, communication and control functions. Certain information infrastructure or infrastructure sectors are of special importance. Department of Governance Reforms shall separately formulate a policy in order to :-
- 6.9.1. Identify Critical Information Infrastructure by respective Punjab Govt. Departments, Boards, and Commissions. Provide end to end protection to the Critical Information Infrastructure.
- 6.9.2. Understand all the threats and vulnerabilities along with their implications and then providing strong solutions against these threats in the form of key points.
- 6.9.3. Understand end to end functionality of any Critical Information Infrastructure.
- 6.9.4. Make all concerned aware of the modern cyber and digital threats in a better way so that they can fight against these threats in a smart way.

The Policy on Critical Information Infrastructure for ensuring adequate Information Security is being formulated by the Department of Governance Reforms. The same shall be followed by all the Departments.

6.9.5. Internet Protocol version 6 (IPv6): All State Departments shall follow the IPV6 standards wherever applicable. Internet Protocol version 6 (IPv6) is the new Internet Protocol (IP) version, the communications protocol that provides an identification and location system for computers on networks and routes traffic across the Internet.

7.0 Service Delivery Channels

7.1. Front End Delivery Channels: - Government of Punjab envisages the use of multiple service delivery channels to provide citizens with services at their doorsteps. Various Departments in State of Punjab have established following front end delivery channels for delivery of various citizen services.

7.1.1. Suwidha Kendras: - These centers have been set up by Department of Governance Reforms with the sole purpose of providing citizens single point receipt and delivery of various services related to various departments. Presently 115 SUWIDHA Centers are operational to provide more than 35 Public services at District/ Sub Division level.

7.1.2. Saanjh Kendras:- These centers have been set up by Punjab Police to provide an access point to the citizens to lodge a complaint or to find out the status of their complaint. Under this project, more than 500 Saanjh Kendras are already operational and are providing more than 20 services of police department to citizens.

- 7.1.3. Fard Kendras: - Punjab Land Records Society under Department of Revenue has setup 167 FARD Kendras in Public Private Partnership to facilitate citizens to collect their documents across the counter after paying nominal fee. Currently citizens can get the copy of FARD (nakal) across the counter by paying a very nominal fee on the same counter.
- 7.1.4. Gram Suwidha Kendras: - Department of Governance Reforms has set up 2112 Gram Suwidha Kendras (ICT enabled centers) in the rural areas covering all the Districts on a Public Private Partnership (PPP) framework with a vision of providing all Government and other value added services to rural citizens in an integrated manner at his doorstep at an affordable cost.
- 7.1.5. Citizen Facilitation Centers: - The Department of Local Government is in process of establishment of Citizen Facilitation Centers (CFC) under Public Private Partnership for delivery of various citizen services related to Department of Local Government.
- 7.2. The individual line Departments shall not set up more Department specific front end delivery channels for delivery citizen services and shall utilize the front end delivery channels already established by the State. All the Departments shall be discouraged to set up new front end delivery channels.
- 7.3. All the front end delivery channels established by State of Punjab shall be seamlessly integrated for anywhere, anytime access of the citizen services, including services rendered by other Departments.
- 7.4. Department of Governance Reforms endeavours to establish more front end delivery channels in Urban and Rural areas to further improve the reach of Government services to the citizen. The current front end delivery

channels and GSKs model shall be fully harmonized before setting up any new front end delivery channels.

7.5. Online Service Delivery using State Portal & State Service Delivery Gateway (SSDG)

7.5.1. The Department of Governance Reforms is establishing a State Service Delivery Gateway (SSDG) in-line with the National Delivery Gateway being designed by Government of India to act at a middleware between the State Portal and the departmental e-Governance applications.

7.5.2. SSDG shall act as hub for all the interactions between service seekers and various service providers. All Departments shall deliver online services to citizen only through State Portal which has already been developed with domain name www.punjab.gov.in.

7.5.3. DoGR shall develop Payment Gateways for Receipts, payments, refunds and mobile based payments in collaboration with Treasuries/Finance department

7.5.4. DoGR shall promote Financial Inclusion through use of technology, including mobile based payments and authentication, in collaboration with GoP/Gol Finance departments, UIDAI and various financial institutions.

7.5.5. All departmental portals and websites should be integrated with the State portal. All the latest information of various Departments/Agencies shall be available on State Portal.

7.6. Mobile based Delivery Channels.

7.6.1. It shall be the endeavour of the State Government to promote m-Governance in the State including creation of standards and

infrastructure for m-Governance, development of SMS and Mobile Service Delivery Gateway and Mobile applications. Mobile messaging shall be used to give alerts and disseminate/ collect information.

7.6.2. The State shall also promote the use of other innovative means of providing services to citizens like through mobile based technology, call centers, IPTV etc.

8.0 Capacity Building

8.1. It will be State's endeavour to provide adequate skilled manpower to each Department/Organization carrying out e-Governance related activities for delivery of citizens centric services in efficient manner. In addition to cadre of technical manpower, it will be endeavour of State Government to make each Government servant proficient in use of ICT.

8.2. The State shall also establish an Information Communication Technology (ICT) Cadre for the State, titled as 'Punjab Information Technology Services (PITS)'. The officers from PITS shall be directly recruited by DoGR and would be deployed across the State in various departments/organizations to facilitate the implementation of e-Governance in the State.

8.3. Chief Information Officer (CIO) shall be recruited for a cluster of Departments for implementation of e-Governance projects of the concerned Departments. The Chief Information Officer shall be supported by adequate Technical resources

8.4. Time bound training programmes in ICT skill development and capacity building of the Government officers shall be conducted by the State.

8.5. The State Government shall endeavour to build capacities within the system for e-Governance, Program and Change Management by training the manpower and deploying appropriate infrastructure and machinery.

- 8.6. For the purpose of training, employees shall be categorized as per their existing skills and future job requirements, and they would be given suitable training in Governmental and non-Governmental institutions and private sector. Attendance of such training and acquiring reasonable skills in Information & Communication skills shall be compulsory for getting senior scales within a grade and getting promoted to the next higher scale and/or rank.
- 8.7. Public Private Partnership shall also be encouraged in Capacity Building.
- 8.8. State Government shall incentivize its employees for undergoing courses, training programs in the area of e-Governance.
- 8.9. State Institute for Smart Government - To initiate any e-Governance project, the capacities required are much more comprehensive and holistic than a conventional Software Development Life Cycle (SDLC) project. E-Governance initiatives entail policy development/refinement, program management, technology management, financial management and warrant a higher emphasis on Change Management. Apart from this, creation of Institutional structure which brings continuity to a project. State shall set-up an independent institution in line with National Institute for Smart Government, Hyderabad to create a pool of e-Governance & ICT experts which shall be provided to the State Departments on requirement basis. This Institute shall also be responsible for conducting regular Trainings to keep the State employees updated & upgraded with all technological as well as operational changes.

9.0 E-Enablement of Services

- 9.1. The State Government shall follow a standardized State-of-the-art Service oriented Architecture for various e-Governance projects keeping in mind Gol guidelines in this respect.

- 9.2.** Every Department to identify areas where e-Governance can be /should be introduced with a special focus on citizen services delivery with services identified and notified under RTS Act, 2011.
- 9.3.** Each department shall prepare a list of citizen services for e-enablement of services in a time-bound manner and departmental e-Governance initiatives shall be done in a planned manner in consultation with the Department Of Governance Reforms.
- 9.4.** E-enablement of services shall include information availability, submission of online forms, online processing and payments, online verification, online status tracking and online availability of services with special stress being on service delivery in Punjabi.
- 9.5.** The Government shall ensure that all e-Governance projects are accompanied by plans for reengineering business processes and change management systems associated with them. Project Implementation Committees shall clearly take into account Simplification/BPR process being activated prior to or simultaneously with roll out of Infrastructure.
- 9.6.** State Government shall mandate Interoperability and use of open standards in all e-Governance projects in the State.
- 9.7.** The State shall create a checklist taking into account the use of BPR, standardization, integration with UID etc. for all projects for consideration for approval in State Apex Committee.
- 9.8.** The Government shall set up a knowledge management facility that shall maintain an inventory of documents related to all e-Governance projects in the State including, but not limited to, DPR, RFP, Pre bid queries, contract, and document experiences and best practices from different projects. The facility shall also maintain relevant national and international case studies from public as well as private sector.

9.9. Digital signature shall be introduced in all departmental computerization processes, so as to ensure authenticity and integrity of electronic data interchange. The endeavour shall be on digitally sign based citizen service delivery.

9.10. **Interoperability:** The Government of Punjab shall make it mandatory that all Departments to refer their projects to Department of Governance Reforms for compliance with the ICT architecture for the State and alignment with National e-governance Plan (NeGP). Department of Governance Reforms shall initiate the process of data element standardization and continues the process to enhance interoperability framework by taking into account, that the developments that have taken place in evolving similar frameworks elsewhere in the world in line with DeitY, GoI Guidelines. All projects shall adopt the data standards to enforce Data Standards as mandatory for Interoperability - Vertical & Horizontal Integration.

10.0 Other Initiatives

10.1. **Government Services Call Centre:** The Government call center shall be established and integrated with all departments.

10.2. **Open Source:** The Government of Punjab shall encourage the use of Open Source and special competencies for this purpose shall be built up in Punjab State e-Governance Society (PSEGS) to guide and advise Government departments on its use.

10.3. **M-Government (Mobile Government):** The Government of Punjab shall launch a special initiative to cater to mobile communications for delivery of e- Government applications. To begin with, the existing applications being offered as part of Web Suwidha/ eDistrict shall be progressively made available for mobile access. Government shall establish a common Mobile services platform.

- 10.4. Smart Cards & Biometrics:** With the availability of better security technologies and lower costs, smart cards have the potential for use in many applications such as the banking, retail payments, internet payments, citizen ID (Identity), e-Governance, ration cards, pensions, health records etc.
- 10.5. Website Policy:** All Departments and Agencies of the Government shall host and design websites uniformly as per the guidelines issued by Govt of India as well as by State Government. The Departments shall ensure placing relevant & quality content besides ensuring constant updates on the website by a responsible officer nominated from the department. All websites shall be made in bilingual i.e., in Punjabi and English. All websites shall be linked to State service delivery Gateway (SSDG). The Department of Governance Reforms is already in process of notification of Policy related to Government websites.
- 10.6. Emergency Response Team:** An Emergency Response Team would be set up by PSEGS at the State headquarters for dealing with virus & security attacks or any other Information Security threat. This office shall work in consultation & coordination with CERT-IN (Indian Computer Emergency Response Team) of Department of Electronics and Information Technology, Gol.
- 10.7. Software Piracy:** The Government is keen on protecting Intellectual Property Rights and Copyrights of ICT Products and shall encourage use of only legal or authorized products. To achieve this, the Government shall actively work with industry and trade associations like NASSCOM.
- 10.8. Impact Assessment of e-Governance Projects:** Department of Governance Reforms shall identify and carry out third party Impact Assessment Study of mature projects/initiatives that have been implemented in the State in order to understand the nature and quantum of

impact created by these e-Governance projects/ Initiatives. The Scope of Impact Assessment Study includes in depth case studies of the projects to understand reasons for the variation in impact as well reasons for their success/failure, sustainability, potential for replication etc.

11.0 Review and Audit

- 11.1. Government of Punjab shall conduct regular audits across all departments (including subordinate/attached offices, corporations, boards, projects, SPVs etc) to verify the compliance of the department with respect to the State e-Governance Policy, and to ensure that outcomes envisaged while sanctioning the project are achieved. Mid-term course corrections may also be recommended by the Audit team,
- 11.2. All e-Governance projects enlisted in the inventory shall be reviewed periodically to ensure that they meet the policy, standardization and legal guidelines.
- 11.3. Periodic cyber security audit of all State Government websites shall be mandatory, and no website or portal or application shall be hosted without security audit and compliance.
- 11.4. All State Government website, portal, applications would be updated on a regular basis and shall have to be audited for security compliance on a periodic basis.
- 11.5. The State Government shall also constitute a committee for periodic review of the implementation of the policy in the State Government departments.

12.0 Budgetary Allocation

- 12.1. All departments of Government of Punjab shall earmark minimum 3% of their State Annual budget for e- Governance activities such as Backend

Computerization, Application/ System Development, ICT enablement, Government Process Reengineering etc

12.2. The focus of the budget earmarked for e-Governance shall be on e-enablement of citizen services and providing all backend infrastructure support for the same.

12.3. The Department of Governance Reforms shall plan and budget for all common e-Governance activities in order to strengthen for e-Governance infrastructure development or Citizen centric projects in the State, having elements of shared hardware, hosting, bandwidth, shared audio/video conference facilities, commonly used software modules across applications etc.

12.4. Any other external source of funding/grant from various agencies such as World Bank, Central Government and NABARD etc shall not be included in the above budgetary allocation.

13.0 Implementation Framework

13.1. The Governance Reforms Department shall act as a nodal agency for all e-Governance implementation in the State.

13.2. The State Apex Committee on e-Governance has already been constituted under the chairmanship of Chief Secretary Punjab for monitoring and review of various e-Governance projects in the State of Punjab.

13.3. All the Departments must constitute a Project Steering Committee under the Chairmanship of Principal Secretary/ Secretary of the concerned department and also Project Implementation committee under Director of the concerned Department for smooth implementation of various e-Governance Projects.

13.4. The State shall make adequate endeavour to encourage, publicize and recognize successful implementation of e-Governance through awards and conference.

14.0 **E-Gov Day:** State shall formulate an award scheme to recognize the achievements of good e-Governance practices across the State. A particular day of the year shall be fixed & celebrated as 'e-Gov. Day' every year where e-Governance awards shall be presented to the best performances of the State.

15.0 Interpretation & Modification of Policy

15.1. This Policy shall be valid for five years from the date of issuance of this policy.

15.2. Department of Governance Reforms reserves the right to bring any amendment, addendum, modification, revision etc. to this policy. Changes in the business, needs of Departments as well as market and technological advances may require revisions to this Policy to keep the requirements and guidelines updated with the prevailing business environment.

16.0 Effective Date

16.1. This policy shall be applicable with immediate effect.

16.2. This policy supersedes all earlier "e-Governance" Policies issued by the State.

17.0 Approval

This policy has been approved by the Council of Ministers < >, dated < >.
