



Government of Tamilnadu
Department of Employment and Training

Course : TNPSC Group I, II & IIA Prelims Exam
Subject : Development Administration in Tamil Nadu
Topic : **e-Governance in Tamil Nadu**

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Commissioner,
Department of Employment and Training.

s-GOVERNANCE IN TAMIL NADU

Vision

To fulfill the vision of Good Governance using the tools that information technology provides, such that working within Government becomes transparent and efficient with concomitant transparency and efficiency in delivery of services to our Citizens.

Mission

The mission of TNeGA is to improve the quality of life of our Citizens through efficient delivery of Government Services using the tools of information Technology, and to create cost effective, scalable solutions for Governance, making full use of Emerging Technologies like Block chain, AI(Artificial intelligence), IoT, Drones, Data Analytics, AR/VR, etc.

Objective

- To be the Chief Technology and Innovation Organisation for the Government of Tamil Nadu.
- To transform Governance in every Government Institution of Tamil Nadu, such that these institutions become paperless, hassle free, transparent and free of physical touch points.
- Transformation of the business of Government to make the experience quick and pleasant for all stakeholders.
- Act as a 'force multiplier' by building the soft infrastructure for smart Governance, improving competitiveness of the State economy and making the State future ready.
- Handholding and supporting Government Department and Agencies in meeting their information Technology needs.
- Identifying the common service needs of various Government Departments and providing a cost effective and efficient solution.
- Proactively engaging with Government Departments, NGOs and International Organizations and institutions engaged in program and objectives similar to TNeGA, in developing a shared vision of Governance.
- Creating a vibrant ecosystem of academic institutions, research organizations, startups, funding agencies and eminent individuals, to innovate, design and implement solutions for pressing Governance issues.
- Capacity Building of all Government employees at all levels in Information Technology to enable efficiency in Governance.
- Organize workshops, seminars, conferences on e-Governance.

- Publish research papers, journals, workshop proceedings, newsletters etc. at National and International forums.

Tamil Nadu e-Governance Agency

Tamil Nadu e-Governance Agency (TNeGA), as a State Nodal Agency has been formed to support and drive all e-Governance initiative of the Government of Tamil Nadu. TNeGA is implementing various e-Governance projects with the objective of making all Government services, wherever feasible and accessible to the common man in an efficient and transparent manner.

Fulfill the Vision

Tamil Nadu e-Governance Agency aims to fulfill the Vision, Through use of Information Technology in Governance and delivery of services to public at their doorsteps. This e-Governance Agency was formed under the Information Technology Department, Government of Tamil Nadu to function as an intrinsic arm of the Government with a mandate to drive e-Governance in the State. This agency has been registered under the Tamil Nadu Societies Act. The Policy is to achieve the vision of integrated service delivery to the Citizen at the nearest location at an affordable cost. To achieve this, a simple front end delivery mechanism, a robust back-end computerization, connectivity with adequate bandwidth (TNSWAN) and support infrastructure (SDC, SSDG, State Portal and other stakeholders) along with the application software integrated with the required MIS is absolutely necessary.

Accessible Delivery Channels

Tamil Nadu shall harness Information Communication Technology continuously and continually evolve the e-Governance. The services are delivered to the citizens through convenient and easily accessible delivery channels / web enabled media, ensuring efficiency, transparency and reliability at affordable costs and to make all citizens an integral part of the ever growing knowledge society and accomplish quality living.

National e-Governance Plan (NeGP)

The National e-Governance Plan (NeGP) envisions mechanism to reach the service delivery to the Citizens. Tamil Nadu, even before the formulation of NeGP, has implemented many e-Governance Projects especially in the land Records, Registration, Transport departments etc. Tamil Nadu has in fact progressively aligned its entire e-Governance plan in consonance with NeGP, ever since its formulation in May 2006 by the Government of India.

Common Service Centres

TNeGA has implemented G2C projects such as e-District, Common Service Centres (CSCs) / e-Sevai Centres in Rural and Urban areas, Capacity Building (CB) in Information and

Communication Technology (ICT) & Tools, Tamil Nadu Geographical Information System (TNGIS), State Residence Data Hub (SRDH), State Services Delivery Gateway (SSDG).

Tamil Nadu e-Governance Policy

About :

Tamil Nadu Government launched an e-governance policy that would enable public, government and commercial establishments get all its services through digital mode.

Aim :

‘The policy aims to provide all government services through digital mode and also through common service centres and mobile applications under the Government’s Vision 2023 plan.

Features :

Chief Minister K. Palaniswamy released the e-Governance policy 2017 booklet. The *Vision 2023 document* was released by the late Chief Minister J Jayalalithaa in March 2012 aiming to make the State ‘numero uno’ in the country and set a target of 11 per cent growth in GSDP by 2023.

- The e-Governance policy would also have guidelines to provide a ‘comprehensive IT infrastructure’ for the digital initiatives taken by the government.
- Noting that the drive would enhance integration of various government departments, it claimed this move would result in increase in production and reduce expenses on computer maintenance.

Establishing an integrated environment for delivering seamless

- Government to Citizens (GSC)
- Government to Employee (GSE)
- Government to Government (G2G) and
- Government to Business (GSB)

In a cost-effective manner, besides increasing productivity levels within government are some of the key objectives of the policy.

State-level apex committee

State-level apex committee for e-Governance headed by the Chief Secretary would be formed for periodic review of the implementation of the policy and would provide necessary guidelines for its implementation.

‘Considering the mobile phone penetration among the people, all departments would ensure that their applications are compatible to mobile access and utilize the common mobile

infrastructure provided by Government of India and the State Government like Mobile Service Delivery Gateway (MSDG) etc. Mobile applications will be developed in English and Tamil Language using open standards, to the extent possible. The State Portal and Government Departmental Portals will be made 'mobile compliant' in due course,' the policy said.

The policy made it clear that the departments would ensure use of Open Source and Open Standard technologies for software development, unless the use of proprietary technology is unavoidable. This would enable respective departments to prevent vendor lock-in, unnecessary cost on user licences and long -term cost liabilities.

Project Management Information System

The policy also envisaged setting up of Knowledge Management Facility that would maintain Project Management Information System (PMIS) related to e-Governance projects in the State. Public Private Partnership would be encouraged in e-Governance projects in the State to the extent possible. Social media will be leveraged to increase the awareness on delivery of services to citizens.

To promote paperless office and to increase the efficiency of office work, e-Office Application will be implemented in all government offices throughout the State. Steps will be taken to ensure that Government files/documents/records are made available in digitized form and are easily accessible to those authorized for access. To enable proper identification and authentication of electronic transactions, use of digital signatures / e-Sign facility for online processing would be encouraged.

State Resident Data Hub (SRDH), an integrated framework which provides a unique centralized database of citizens with Aadhaar linkage would be integrated with all e-Governance applications wherever possible. The State would also come up with a framework for using Aadhaar for the State government schemes, the policy said.

Government Allocation :

The policy has a provision for the government to allocate 0.5 per cent of the total funds in a financial year for the digital initiatives and later increase it to three per cent in the next five years in a phased manner.