Digital Transformation & Public Service Delivery

Enhancing Accessibility, Efficiency, and Effectiveness
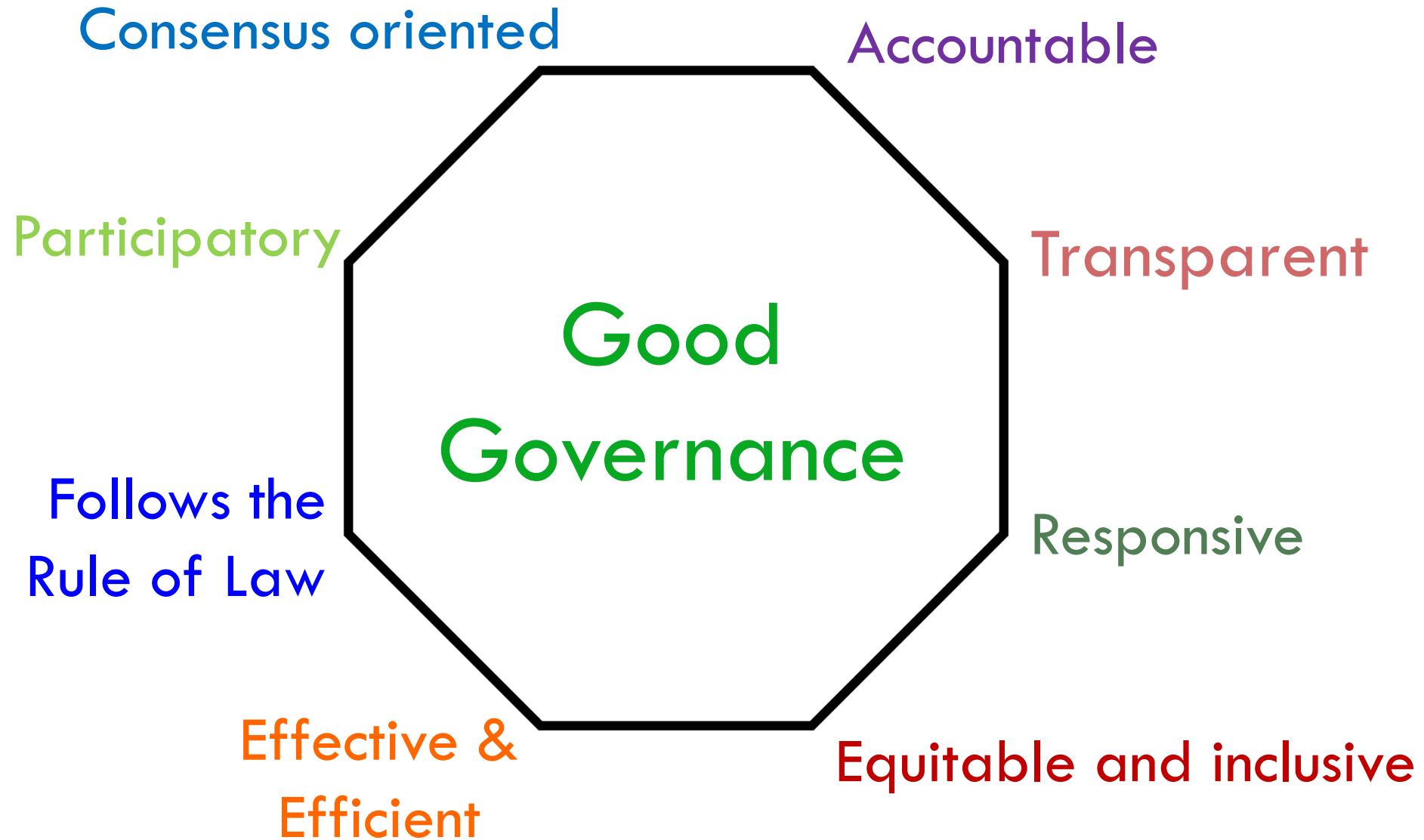
The Vision

We are in the middle of an Information revolution which is changing the way we work and live …. and we need to change the way we think about delivering services

We must ensure that everyone in our society benefits from the new technology and economy

☐ It is about harnessing the information revolution to improve service delivery to our citizens.

e-Governance Benefits

- Greater Transparency

- Easy Accessibility

- Reduction in Corruption

- Accountability of Government Officials

- Higher Compliance Levels

- Quick revert by Government

- Easy to scrutinize by Government

- Reduction in Administrative Costs

e-Governance Challenges

- ☐ Many people unable to access the Internet

- ☐ Network Connectivity Issues

- ☐ Data Security / Cyber Attacks

- ☐ Protection of Privacy of Data

- ☐ Complications in Processes
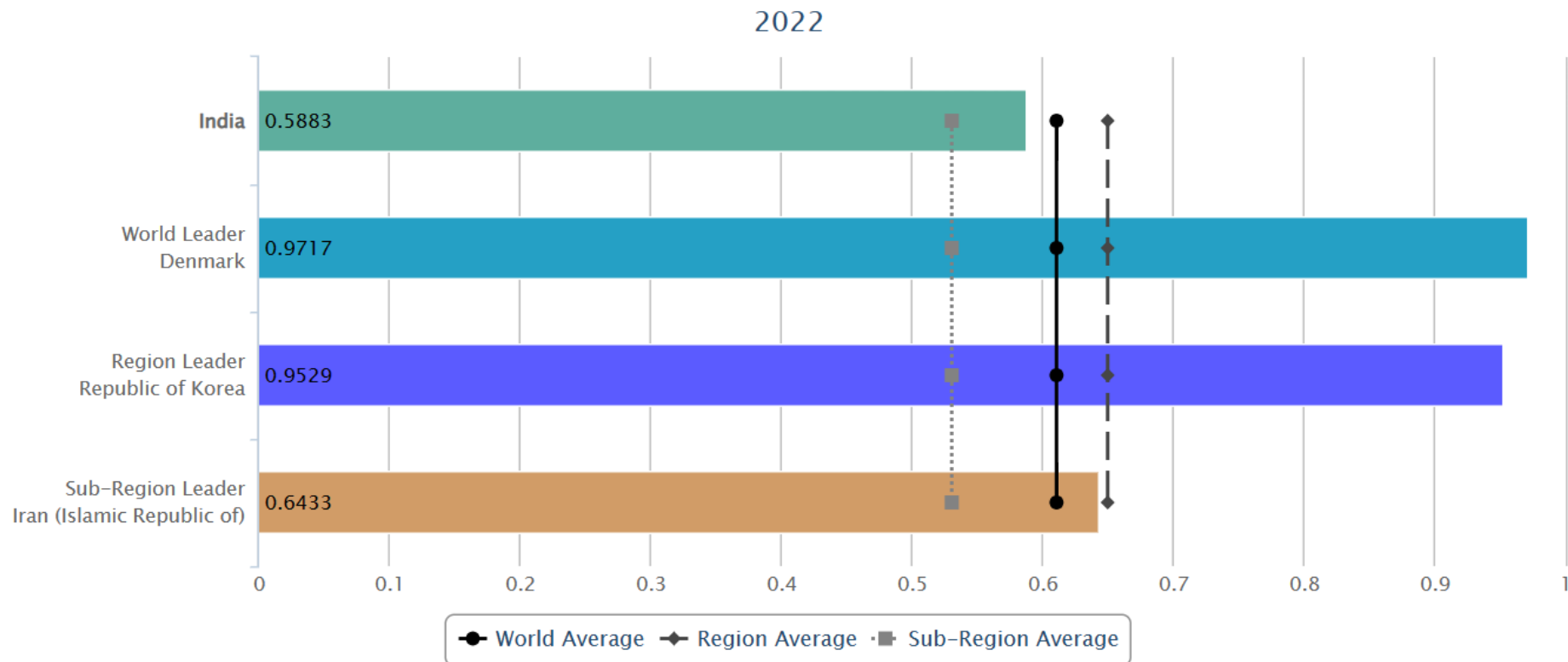
- ☐ Optimising costs of e-Governance

EGDI Ranking & Performance

TOP 10 COUNTRIES

1. Denmark
2. Finland
3. Republic of K
4. New Zealanc
5. Iceland
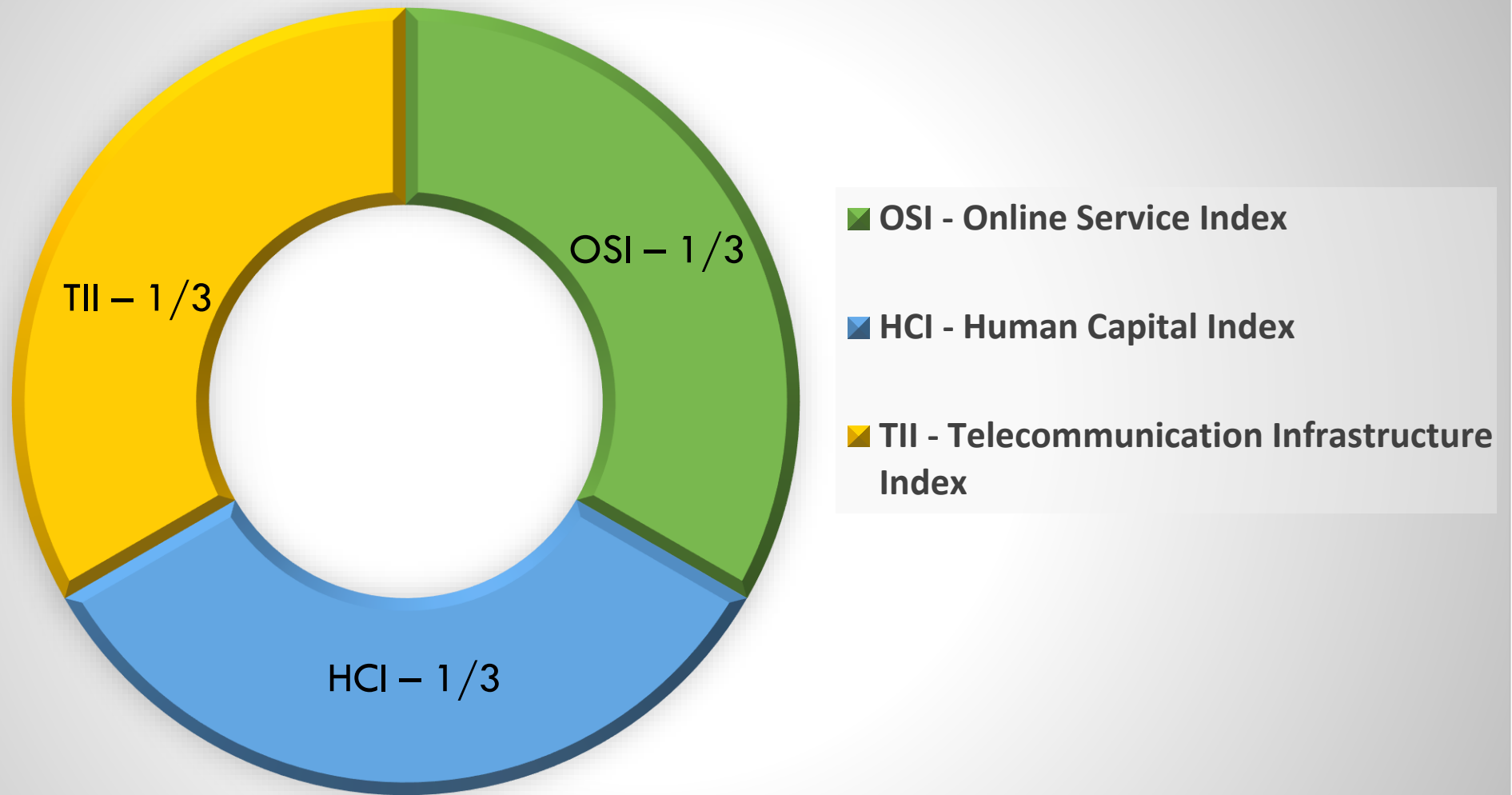6. Sweden
7. Australia
8. Estonia
9. Netherlands
10. USA

INDIA's RANKING – 105th / 193

2022

India	0.5883
World Leader Denmark	0.9717
Region Leader Republic of Korea	0.9529
Sub-Region Leader Iran (Islamic Republic of)	0.6433

World Average   Region Average   Sub-Region Average

e-Government Development Index (EGDI)

3 most important dimensions of e-government

OSI – 1/3

HCI – 1/3

TII – 1/3

- ■ OSI - Online Service Index
- ■ HCI - Human Capital Index
- ■ TII - Telecommunication Infrastructure Index

EGDI – Performance

India

Telecommunication Infrastructure Index	0.3954
Human Capital Index	0.5761
Online Service Index	0.7934
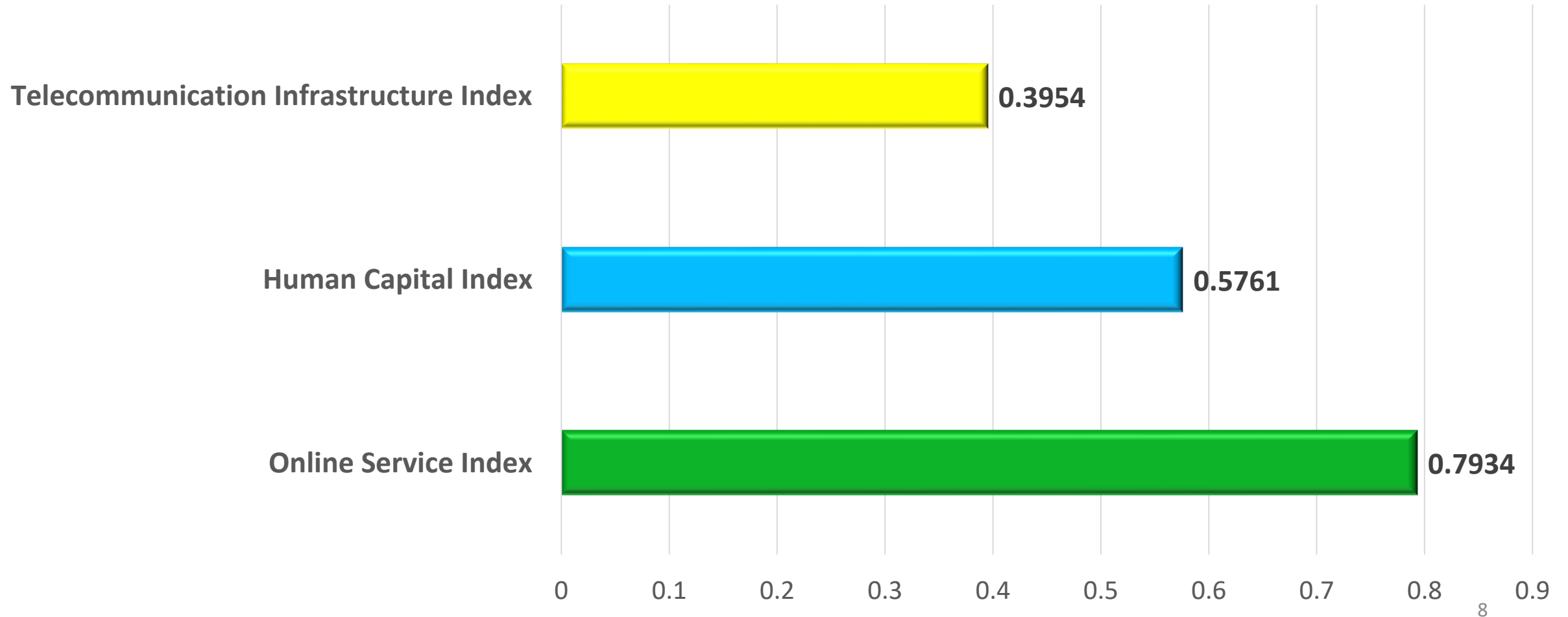
5 Sub-Indices
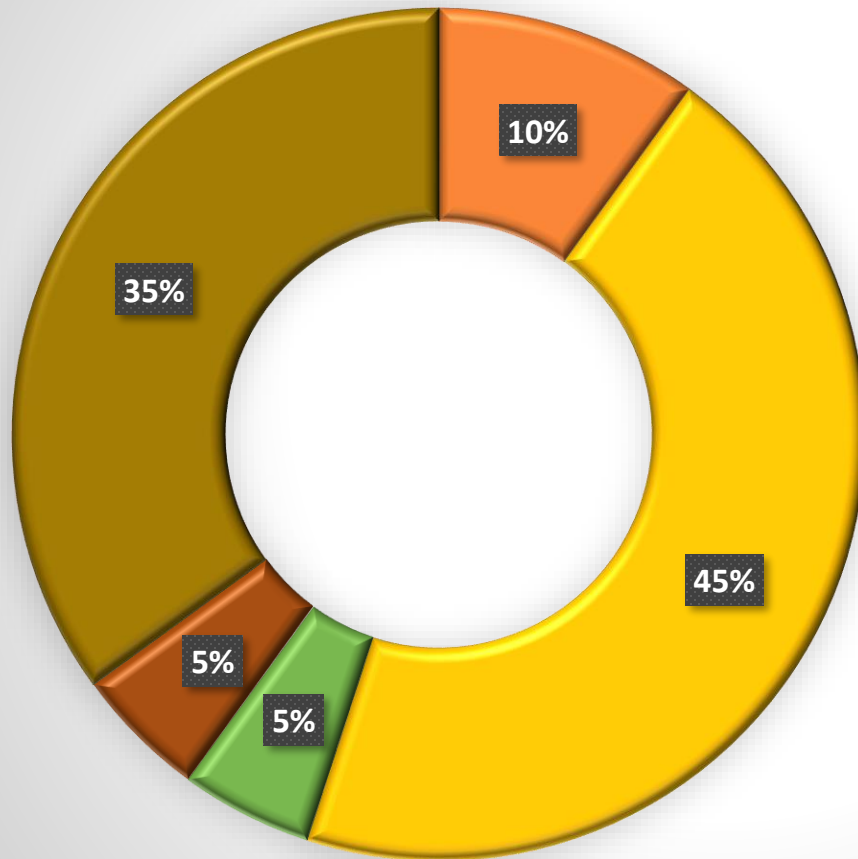
- Institutional Framework — 10%
- Service Provision — 45%
- Content Provision — 5%
- Technology — 5%
- e-Participation — 35%

OSI – India & The World

2022

	Value
India	0.7934
World Leader Estonia	1.0000
Region Leader Republic of Korea	0.9826
Sub-Region Leader India	0.7934

Legend: ● World Average ◆ Region Average ■ Sub-Region Average
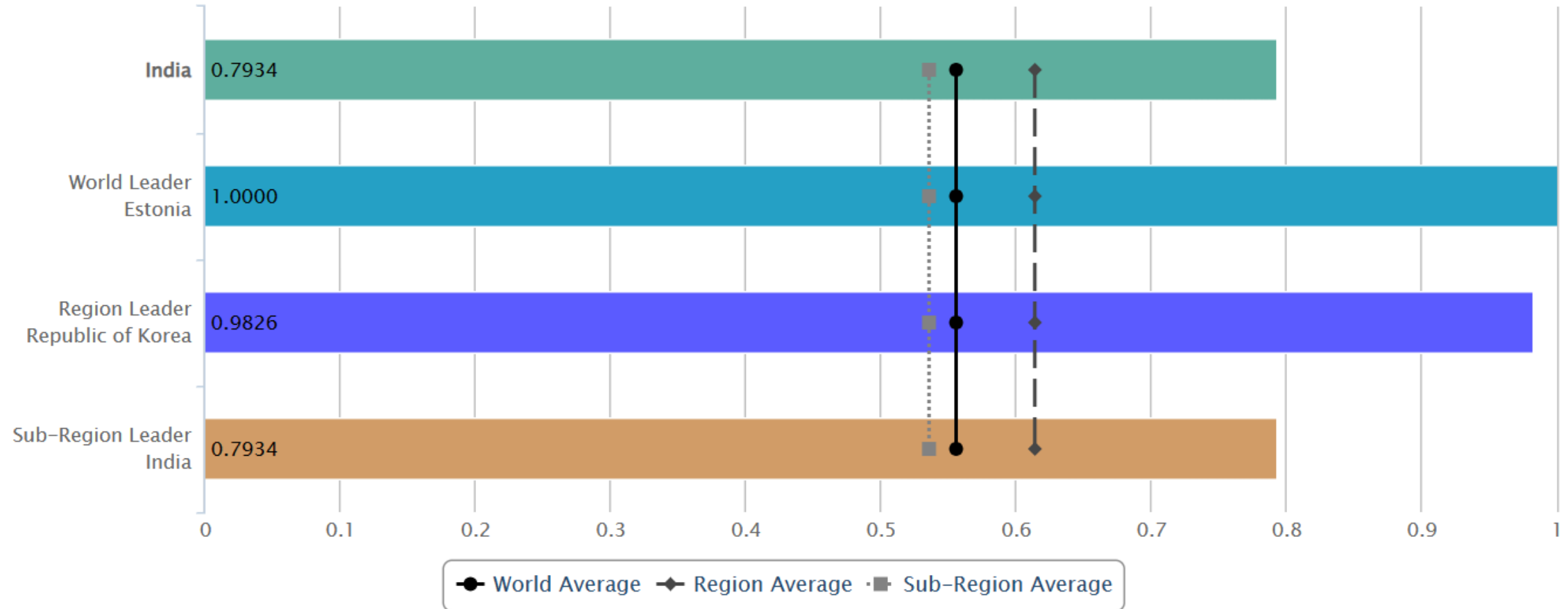
HCI – India & The World

2022

TII – India & The World

2022

	India	0.3954
World Leader Liechtenstein	1.0000
Region Leader Republic of Korea	0.9674
Sub-Region Leader Iran (Islamic Republic of)	0.7300

Legend: ●— World Average ◆— Region Average ▪▪▪ Sub-Region Average
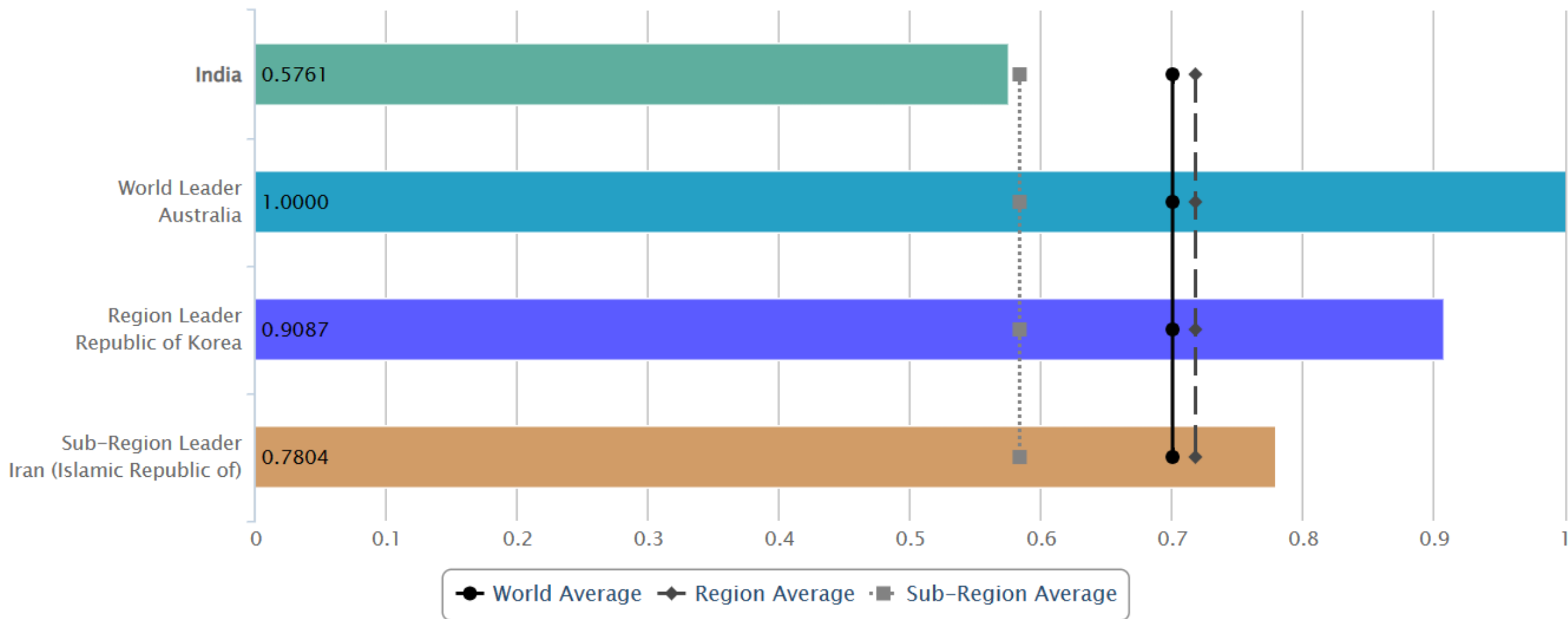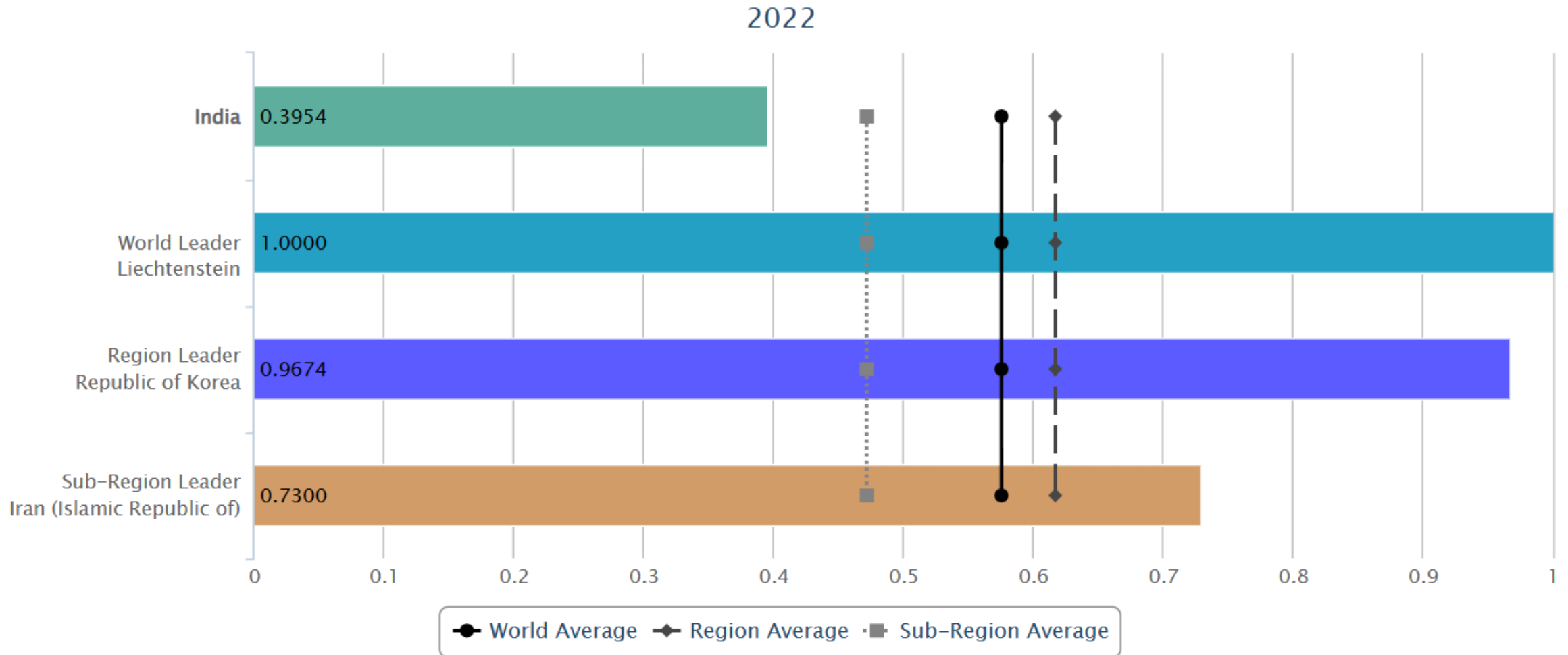
e-Estonia

Estonia is the only country in the world where almost 100% of the public services are available online 24/7. e-Services were not permissible for registration of marriage, divorce and property (<u>property& marriage made online recently</u>).

Thanks to a safe, convenient and flexible digital ecosystem, Estonia has reached an unprecedented level of transparency in governance and built broad trust in its digital society. As a result, Estonia saves over 844 years of working time annually and has become a hassle-free environment for business and entrepreneurship.

Government Cloud   Data Embassy   i-Voting   e-Cabinet

44%	99+%	844
of Estonians use i-Voting	the public services available online 24/7	years of working time saved

NZ Digital Government

1980: Performance Management -Accountability for Results

- Reform focussed on improving individual agency efficiencies, accountability and responsiveness through role definition, decision making autonomy and performance tracking

2020 - Better Public Service Act – Breaking Silos

- Digital transformation, better data collection, diversity and inclusion, leadership development, new organisational forms, open government and reconnecting the public service with its core values

Life Cycle Approach – Proactively reaching to citizens

Digital India

Aadhaar, Digilocker, UMANG, NKN, National Digital Library, ABDM etc...

Unified Payment Interface (UPI) – Direct Benefit Transfer

Ease of Living – One Nation One Ration Card

Ease of Doing Business – Single Window

GeM – Govt e Marketplace

Unified Citizen Portal

A single interface to citizens for accessing all Government Services

Meghalaya

Telecom Coverage in Meghalaya

SN	District name	No. of Villages	Covered with mobile signal	% Covered with Mobile signal	Covered with Broadband / (3G / 4G)	% Covered with Broadband / (3G / 4G)
1	East Garo Hills	552	431	78.08%	419	75.91%
2	East Jaintia Hills	210	170	80.95%	163	77.62%
3	East Khasi Hills	1030	886	86.02%	855	83.01%
4	Eastern West Khasi Hills	260	223	85.77%	216	83.08%
5	North Garo Hills	623	562	90.21%	533	85.55%
6	Ri Bhoi	656	564	85.98%	519	79.12%
7	South Garo Hills	851	652	76.62%	615	72.27%
8	South West Garo Hills	533	522	97.94%	518	97.19%
9	South West Khasi Hills	342	260	76.02%	243	71.05%
10	West Garo Hills	1198	1154	96.33%	1145	95.58%
11	West Jaintia Hills	330	308	93.33%	303	91.82%
12	West Khasi Hills	570	383	67.19%	340	59.65%
	Grand Total	**2052**	**1710**	**83.33%**	**1653**	**80.56%**

Common Service Centres in Meghalaya

Meghalaya CSC Status as on December 2023

District	Active	Inactive	Grand Total
East Garo Hills	62	65	127
East Jaintia Hills	157	71	228
East Khasi Hills	329	81	410
North Garo Hills	144	197	341
Ri Bhoi	229	84	313
South Garo Hills	127	59	186
South West Garo Hills	188	172	360
South West Khasi Hills	90	58	148
West Garo Hills	221	108	329
West Jaintia Hills	189	67	256
West Khasi Hills	205	134	339
Grand Total	**1941**	**1096**	**3037**

AADHAAR SATURATION %

RANKING – 35 / 36

MEGHALAYA AADHAAR GENERATION AS ON 30.09.2023			
SN	District	Total Population	Total Aadhaar	Aadhaar Saturation %
1	East Garo Hills	1,48,138	151362	102.18%
2	East Jaintia Hills	1,32,533	124332	93.81%
3	East Khasi Hills	1,91,303	174142	91.03%
4	North Garo Hills	1,37,138	114192	83.27%
5	Ri-Bhoi	1,23,379	102019	82.69%
6	South Garo Hills	5,80,637	459562	79.15%
7	South West Garo Hills	3,02,815	238118	78.63%
8	South West Khasi Hills	2,89,921	216274	74.60%
9	West Garo Hills	9,23,010	644120	69.78%
10	West Jaintia Hills	3,29,432	215038	65.28%
11	West Khasi Hills	1,59,694	96606	60.49%
	Total	33,18,000	25,35,765	76.42%

National e-Governance Service Delivery Assessment 2023

Status of e-Services
As per inputs on NeSDA 2021 – Way Forward dashboard

State	Value
Kerala	885
Karnataka	779
Haryana	762
Uttar Pradesh	709
Madhya Pradesh	637
Andhra Pradesh	606
Uttarakhand	596
Himachal Pradesh	500
Telangana	493
Punjab	486
Jammu and Kashmir	474
Tamil Nadu	446
Delhi	412
Jharkhand	316
West Bengal	290
Chhattisgarh	272
Assam	263
Meghalaya	**252**
Rajasthan	248
Goa	240
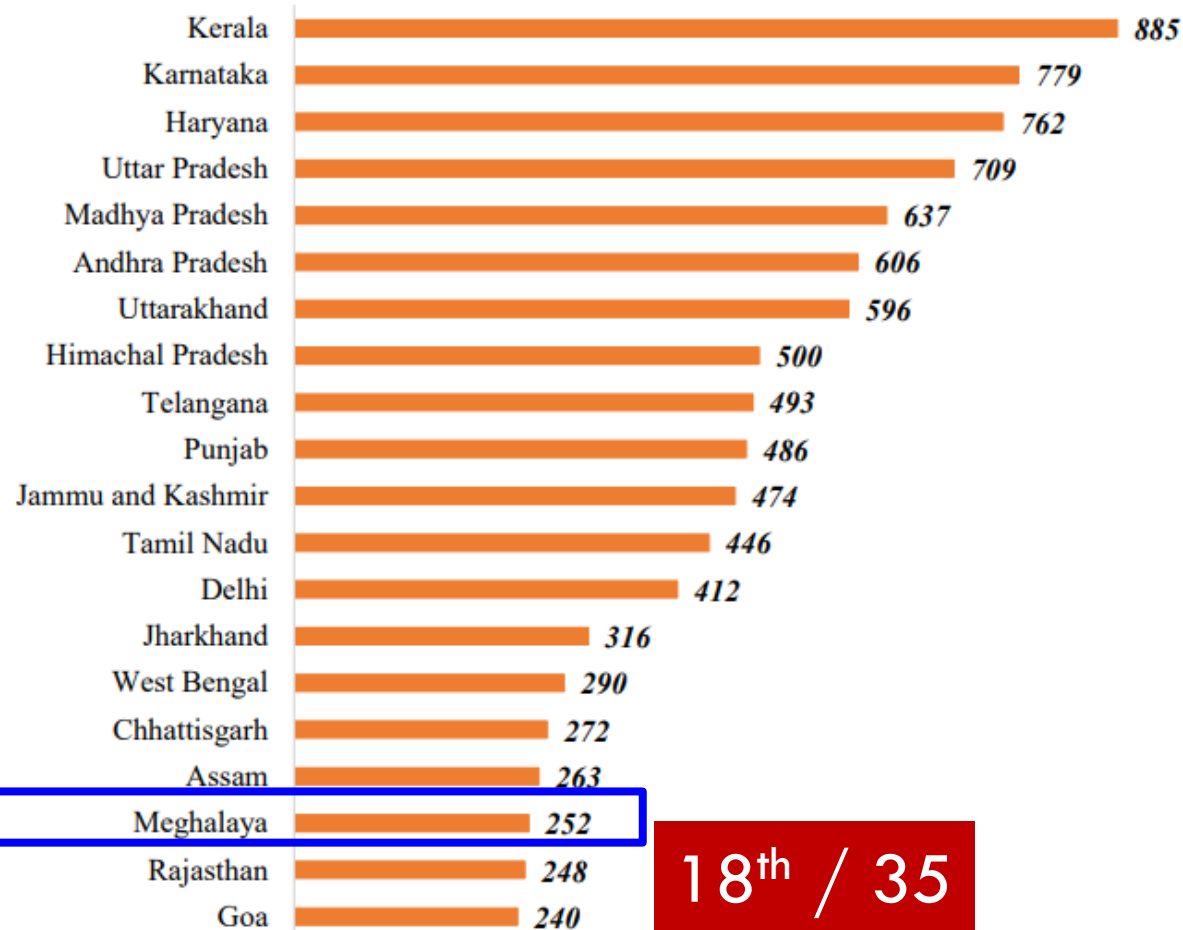
18ᵗʰ / 35

Status of 56 Mandatory e-Services
As per inputs on NeSDA 2021 – Way Forward dashboard

State	Value
Punjab	56
Telangana	55
Tamil Nadu	55
Rajasthan	55
Jammu and Kashmir	55
Uttarakhand	54
Uttar Pradesh	54
Kerala	53
West Bengal	52
Karnataka	52
Gujarat	50
Andhra Pradesh	50
Tripura	49
Himachal Pradesh	49
Haryana	49
Assam	47
Madhya Pradesh	45
Goa	40
DNHDD	39
Meghalaya	**38**
Chandigarh	38
Maharashtra	37
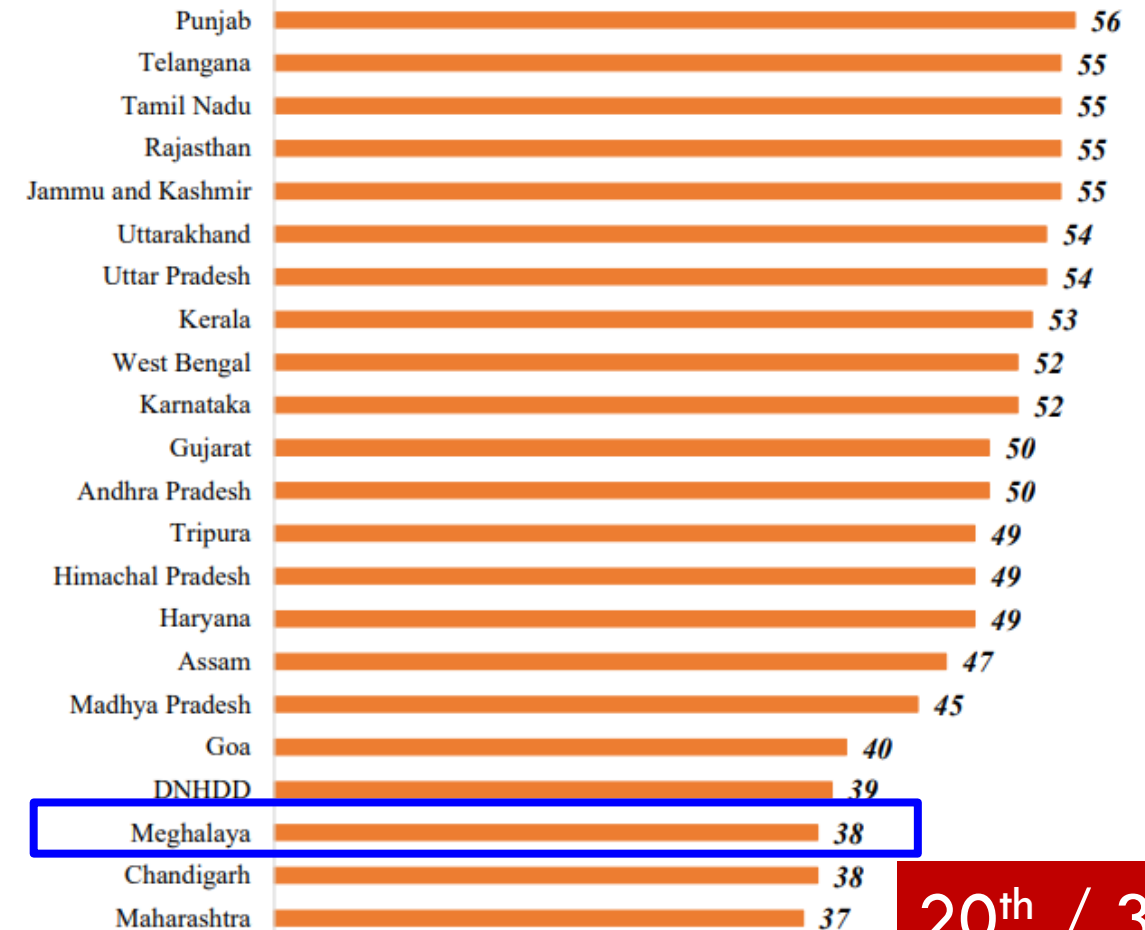
20ᵗʰ / 35

Meghalaya e-Services
The Challenges

- No unified Portal
- Low Volume of e-Services @ 266 only
- Poor Quality e-Services & UI/UX
  - 50% provided through Service Plus
  - Balance provided through poor quality e-services platform
- Network Connectivity Issues
- Only 1941 active CSCs
- Average NeSDA Ranking
- Lack of Initiatives

Accountability: Leveraging Technology

To aid Meghalaya Pensioners in the process of submitting their Life Certificate required to avail pension benefits.

PENSIONER'S LIFE CERTIFICATE VERIFICATION

- Face Verification
- Contactless
- Liveness Detection
- Presentless
- Security
- Cashless

Accountability: Leveraging Technology

Government of Meghalaya towards citizen participation to address the various civic issues plaguing society.
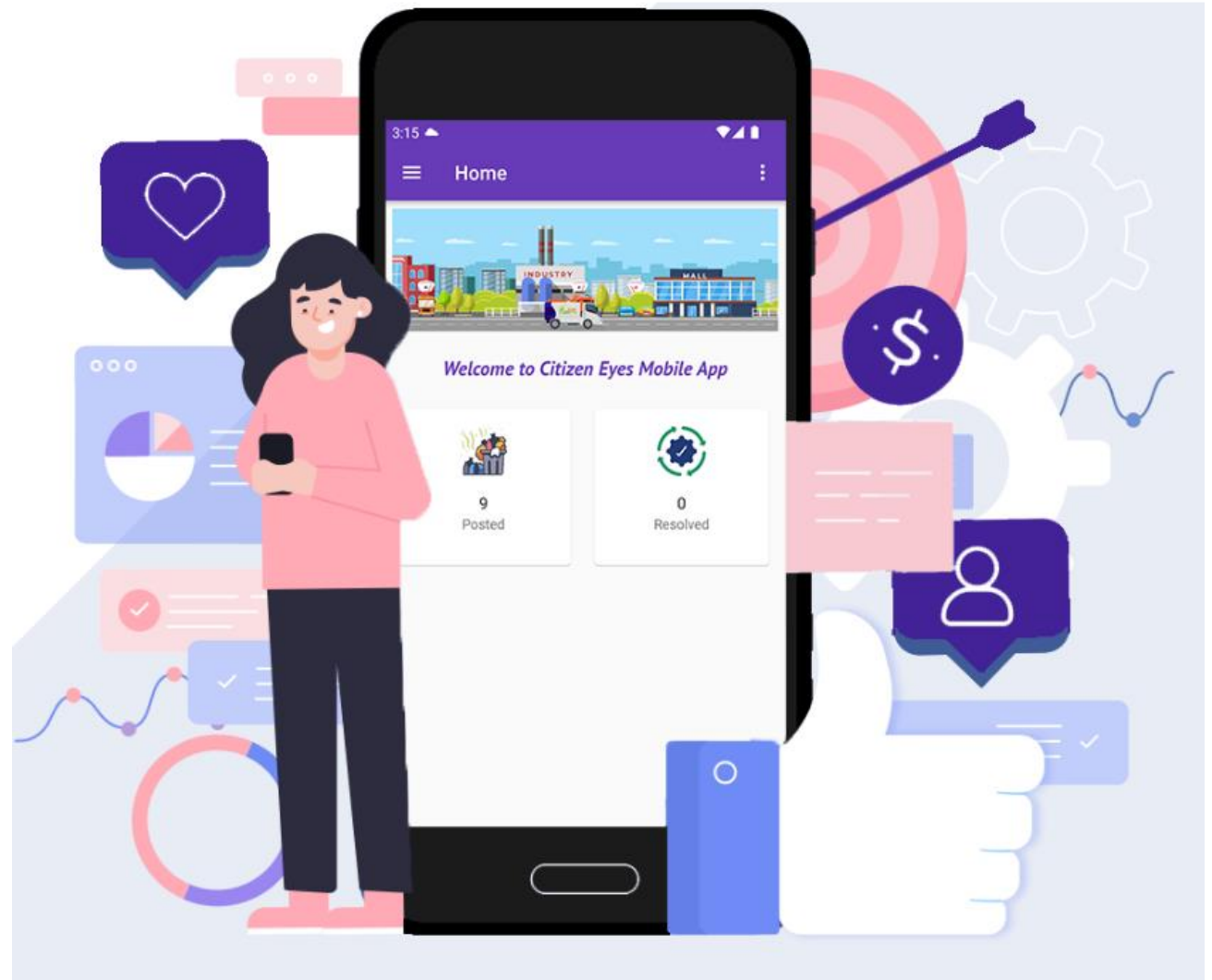
MSPSDC Integrated Web Portal

Digital Transformation in Public Service

Mobile enabled for convenience of citizens

Dashboard for Officials and Commission enabling monitoring of status of all applications at each stage

Integrated Avail services online Appeal for all services Appeal to Commission Online Hearings

Designed to provide maximum convenience to citizens

Follows IndEA principles and Digital Services standards

Uses NIC email service, NIC SMS Gateway, e-GRAS for e-payment, Bharat VC for Online Hearings

@ https://mspsdc.meghalaya.gov.in

Transparency

- Processes & Procedures open and visible
- Valid Reasons for Rejection
- Status of Applications

Right to Public Service Highlights

Responsiveness

- Imposes a legally enforceable timeframe for service delivery
- Imposes legally enforceable timeframe for addressing grievances through the mechanisms of Appeals and Reviews

Accountability

- Identification of responsible authorities within the system
- Penalizing wilful non-performamnce
- Put Citizen First: mechanism for redress of grievance; compensation

Right to Public Service Act

THE ACT, RULES & NOTIFICATIONS

The Meghalaya Right to Public Services Act, 2020

MEGHALAYA ACT NO. 18 OF 2020
24th November, 2020

81 Services Notified

14th January, 2021

Meghalaya Right to Public Services Delivery Rules, 2021

29th January, 2021

+72 Services Notified (Total 153)

Notified Subsequently

Amendments

Notified as required

Meghalaya Right to Public Services Act, 2020

Every citizen shall have the right to obtain citizen related services.

Provides for the delivery of notified public services to the citizens within the stipulated time limit.

Provision for Appeal to the Appellate Authority and to the Commission for services delayed or services denied.

Provision of penalty against the Designated officer for failure to deliver or render services to which the applicant is entitled.

Implemented through the Meghalaya State Public Services Delivery Commission.
(MSPSDC)

MSPSDC Portal – The Journey

Sanction from NeGD for developing the MSPSDC Web Portal in Dec 2021

Hon'ble CM launched MSPSDC Web Portal on 15th July 2022

Services Notified increased from 81 to **153 services**

Online Public Services increased from 72 to **127 services**

Review Meeting held by the Hon'ble Chief Minister in Nov 2023

MSPSDC Portal – NIC Action Items
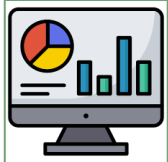
Dashboards for the Hon'ble Chief Minister, Chief Secretary of Meghalaya and All Deputy Commissioners to be developed

Providing the list of Enclosures for **100 notified Services**

Incorporation of Acknowledgement Form I & II for **57 online notified Services**   **02 Service Plus**
55 Non-Service Plus
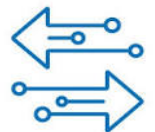
Conversion of non Service Plus online services to Service Plus to be initiated

Single sign-on for Officials and Citizens to be developed

Every Designated Officer shall be duty bound to deliver services within the time period as notified.

❑ The Designated Officer shall display all relevant information related to the notified public services on the notice board of his office and upload it on the official website.

❑ This notice shall also include the list of documents required to be furnished along with the application.

MSPSDC Website fulfils this requirement

Receipt of Application

Stipulated time limit for providing service shall start from the date of receipt of the application complete in all respects

Section 5(5) – MRTPSA, 2020

The Designated Officer may authorise, by order, someone to receive applications and issue the acknowledgment to the applicant.

- ❑ **Form I** for application that is complete in all respects that also indicates the time limit for providing the citizen related service
- ❑ **Form II** for application that are incomplete and require document(s) to be submitted

Rule 7 – MRTPSR, 2021

Facility for Citizens to apply online for 127 notified services
Application Process Details for offline services available
Incorporation of Form I & Form II for online services in Progress

32

> ## Every Designated Officer shall provide services or reject the application within the time period as notified.
>
> **Section 5(1) to 5(4) – MRTPSA, 2020**

Rejection:

- ☐ State the reasons in writing & intimate the Applicant forthwith.
- ☐ Inform applicant about the period within which an Appeal can be made
- ☐ Furnish particulars of the Appellate Authority

Facility to capture reasons for rejection

- A person may file an Appeal with the Appellate Authority for any services delayed or wrongfully denied

- Any person aggrieved by the decision of the Appellate Authority may file and Appeal to the Commission within 30 days of decision

If Designated Officer does not comply with the direction given by the Appellate Authority, the person aggrieved by such non-compliance may file an application directly to the State Public Service Delivery Commission

Facility for citizens to file Appeals online
Facility for Tracking Application

Procedure for deciding an Appeal

The Appellate Authority or the Commission may:

☐ summon the Designated Officer and appellant at the time of hearing;

☐ scrutinise the relevant documents;

☐ hear the appellant and the Designated Officer at the time of hearing;

☐ call for records from the Designated Officer (original copies shall be returned by the Commission after the disposal of the appeal).

Facility to call for Hearing
Facility for online Hearing
Facility to capture decisions of Appellate Authority / Commission

Monitoring

- Public Dashboard for Service Requests and Appeals

- Services Dashboard for the Commission with drill down facility

- Appeals Dashboard for the Commission with drill down facility

- Services Dashboard for the Appellate Authority with drill down facility for their respective Services

- Appeals Dashboard for the Appellate Authority with drill down facility for their respective Services

Proposed Improvements

36 Notified Services are yet to be made online

Shifting non Service Plus online services to Service Plus

Operationalizing UPI Payments in e-Gras

Integration of Central Services with State Portal

Pending Dashboards for HCM, CS and DCs

Making MSPSDC Web Portal into a unified portal

Provide Single Sign on facility for Officials and Citizens

MRTPS – Annual Targets

1

March 2024
- **Identify** high volume offline public services (G2C & G2B)
- Notify at least **184** public services (High Volume & NeSDA)
- Increase State online public services to at least **300**
- Provide **single sign on facility** for officials (State services)

2

March 2025
- **Notify all 300** online services under the MRTPS Act
- Increase the State online public services to at least **500**
- Provide **single sign-on** facility for citizens and officials
- Integration of the relevant **Central Public Service Portals**

3

March 2026:
- **Notify all State public services under the MRTPS Act**

Collaboration with NIC

1. Make all notified public services online through Service Plus

2. Increase the number of online public services to 500

3. Integration of the relevant Central Public Service Portals

4. Convert non-Service Plus services to Service Plus

5. Provide single sign-on facility for citizens and officials

6. Capacity building of officials across the State

Assistance sought from DARPG

- Improve the 228 (out of 266) NIC-developed e-services to conform to NeSDA / Digital Service Standards laid down by DARPG /MeitY.

- Increase the number of online services in the State to at least 500, all conforming to NeSDA / Digital Service Standards

- Speed up the process for development of new e-services

- Integration of all notified services onto the Commission web portal

- Improve monitoring of the service delivery process at each stage

- Better UI/UX for the portal

e-Governance

Thank you