

State Service Delivery Gateway (SSDG), e-Forms, State Portal (SP): An Approach to Access the Services by Citizens under a Single Interface Mechanism

1. Ms. Poonam Malik

Research scholar

Jagannath International Management School

Pocket-9, Sector –B, Vasant Kunj , New Delhi-70

2. Ms. Anisha Tandon

Research scholar

Jagannath International Management School

Pocket-9, Sector –B, Vasant Kunj , New Delhi-70

Abstract: This paper covers the brief introduction of NeGP and its aims to make all Government services accessible to the common man in his locality, through Common Service Centers (CSCs). This paper focuses on State Portal (SP) along with State Service Delivery Gateway (SSDG) that how these services will be developed and implemented so that citizens are provided with outlets where they can access the services under a single interface mechanism in the form of the Portal. This paper includes the objective of NeGP, objective and goals of the e-form, state portal & SSDG scheme, components of the project for SSDG and state portal, benefits of SSDG to govt. departments and the citizen. This paper also includes the current status for the implementation of the e-forms on state portal and SSDG project in the states /UT's.

Keywords: National e-governance plan (NeGP), State Service Delivery Gateway (SSDG), eForms, State Portal (SP).

1. NATIONAL E-GOVERNANCE PLAN (NeGP)

The National e-Governance Plan (NeGP) of the Govt. of India aims to make all Government services accessible to the common man in his locality, through Common Service Centers(CSCs) and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man. One of the goals of the Government to meet this vision is the need to cooperate, collaborate and integrate information across different departments in the Centre, States and Local Government. The State e-Governance Service Delivery Gateway (SSDG), a core component in e-Governance infrastructure under the NeGP, can simplify this task by acting as a standards-based messaging switch and providing seamless interoperability and exchange of data across. It is envisaged that State Portal (SP) along with State Service Delivery Gateway (SSDG) will be developed and implemented so that citizens are provided with outlets where they can access the services under a single interface mechanism in the form of the Portal.

The project entails delivery of the services through Common Service Centers (CSCs) by leveraging the common infrastructure (SWAN, SDC etc.) and develop the applications and

infrastructure required for deployment of State Portal and State Service Delivery Gateway (SSDG) for the State. This will enable citizens to download forms and submit their applications electronically through a common gateway. This important initiative facilitating Electronic Service Delivery will provide significant benefits to the citizens especially in the form of a single gateway to citizen for service delivery. Thus holistic and harmonious use of the Common Service Centers (CSCs) along with the common infrastructure (SWAN, SDC) and technology across the state for all application and services shall be achieved.

1.1 OBJECTIVES OF NeGP (NATIONAL E-GOVERNANCE PLAN)

- “Easy, anywhere and anytime access to Government Services (both Information & Transactional)
- Enables integrated service delivery by
 - Online/Offline e-filing of application forms at CSCs through State Portals.
 - Intelligent routing of forms to the destination field office by SSDG.
 - A front end application mechanism through e-Forms.
- Enable assured electronic delivery, acknowledgement and status tracking of application
- Facilitate online payments.
- ‘e’Repository of Government Information and services.
- MIS reporting at the State level.

2. STATE SERVICE DELIVERY GATEWAY & STATE PORTAL (SSDG & SP)

State Service Delivery Gateway (SSDG) will act as standards-based messaging middleware and provide seamless interoperability and exchange of data across the departments. The Gateway will assure delivery of the request from the citizen to the specified field office of the concerned government department and provide the electronic acknowledgment of its receipt to the citizen from the field office for the successful submission of the application. Additionally the citizen will also be able to track the status of his/her application / request at any point in time. The SSDG shall

- Act as hub for all the interactions between service seekers (the citizen and businesses) and various service providers (Government Departments) and even among Government Departments.
- Handle large number of transactions across the entire network; provide a common set of specifications and a single point access.
- Provide seamless interoperability and exchange of data across the departments.
- Facilitate synchronization and co-ordination of inter departmental working, tracking all transactions of the Government etc.
- Be a messaging middleware between State Portal (acting as service access provider (SAP)) and State Department Services (State Department acting as Service Provider (SP))

State Portal (SP) will act as front end interface to state level e-Governance initiatives and services. The State Portal shall host all the forms for various Government Services accessible to citizens in the state. An electronic form is a computer program version of a paper form. Aside from eliminating the cost of printing, storing, and distributing pre-printed forms, and the wastage

of obsolete forms, electronic forms can be filled out faster because the programming associated with them can automatically format, calculate, look up, and validate information for the user. With digital signatures and routing via e-mail, approval cycle times can be significantly reduced. With electronic submission of completed forms, you can eliminate the cost of re-keying data and the associated errors.

TOP LEVEL APPLICATION ARCHITECTURE OF SSDG

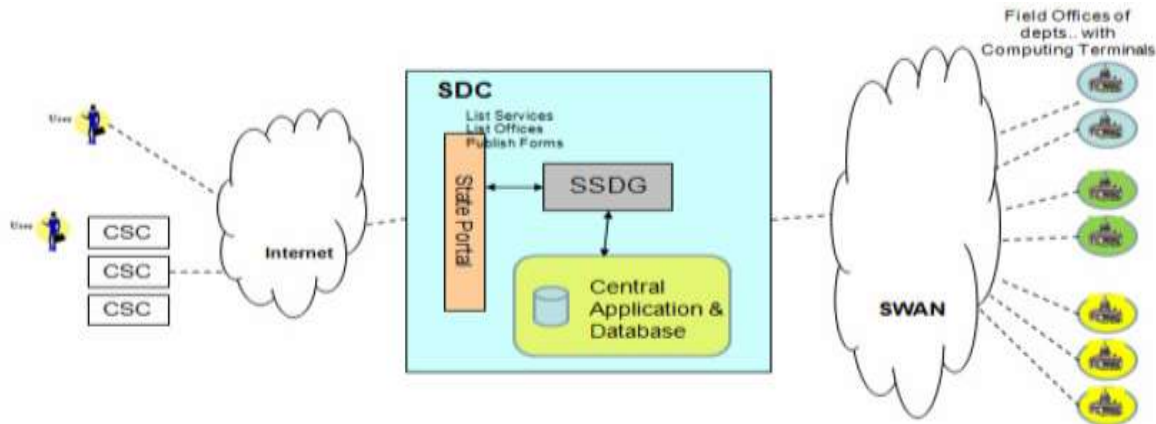


Figure 1

E-GOVERNANCE SERVICE DELIVERY STRATEGY

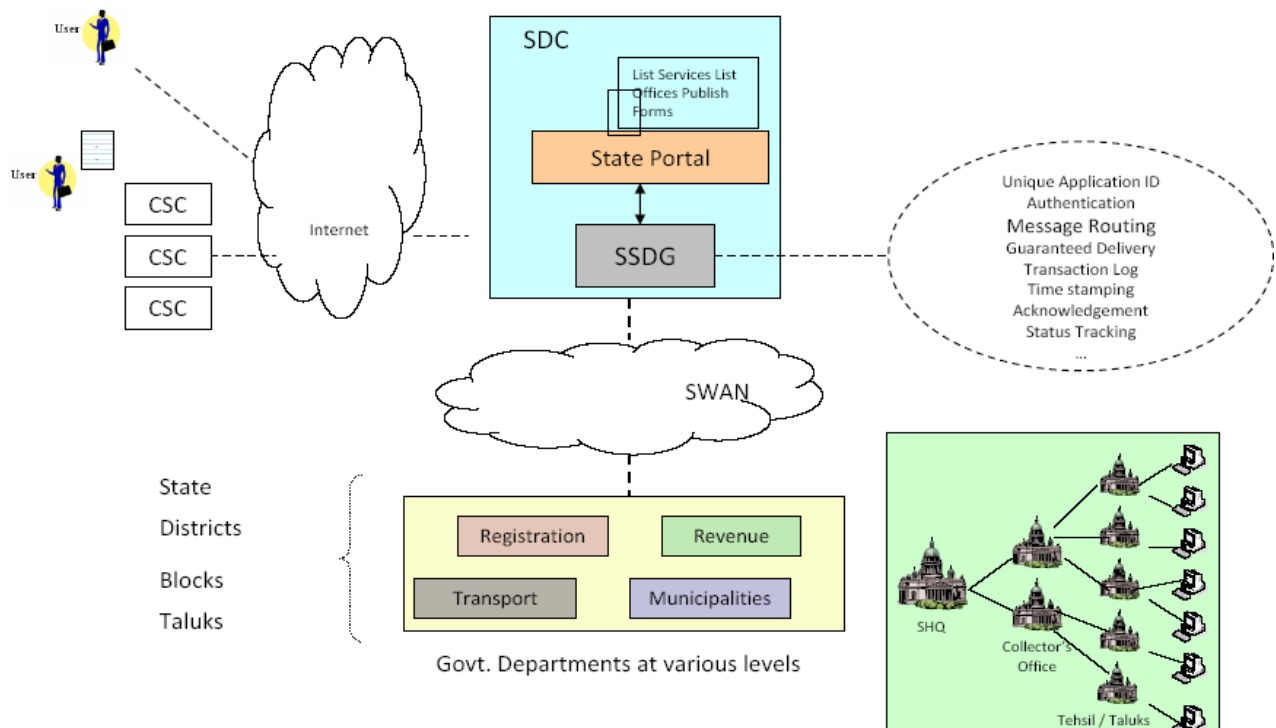


Figure 2

2.1 THE OBJECTIVE OF THE EFORM, STATE PORTAL & SSDG SCHEME IS TO ENSURE THE FOLLOWING:

- Providing easy, anywhere and anytime access to Government Services (both Information & Transactional)
- Reducing number of visits of citizens to a Government office / department for availing the services
- Reducing administrative burden and service fulfillment time & costs for the Government, Citizens & Businesses
- Reducing direct interaction of citizen with the Government and encourage 'e'-interaction and more efficient communication through portal
- Enhancing perception & image of the Government and its constituent Departments
- Promotion of uniform web interface across Government and build in synergies with the National Portal of India (NPI) using the National Service Delivery Gateway
- Delivery of services through Common Service Centres (CSCs) by leveraging the common infrastructure (SWAN, SDC etc.) and development of the applications and infrastructure required for deployment of State Portal and State Service Delivery Gateway (SSDG) for the State.
- Publishing the static data and all information of the State departments in line with guidelines for necessary integration with National Portal of India(NPI).

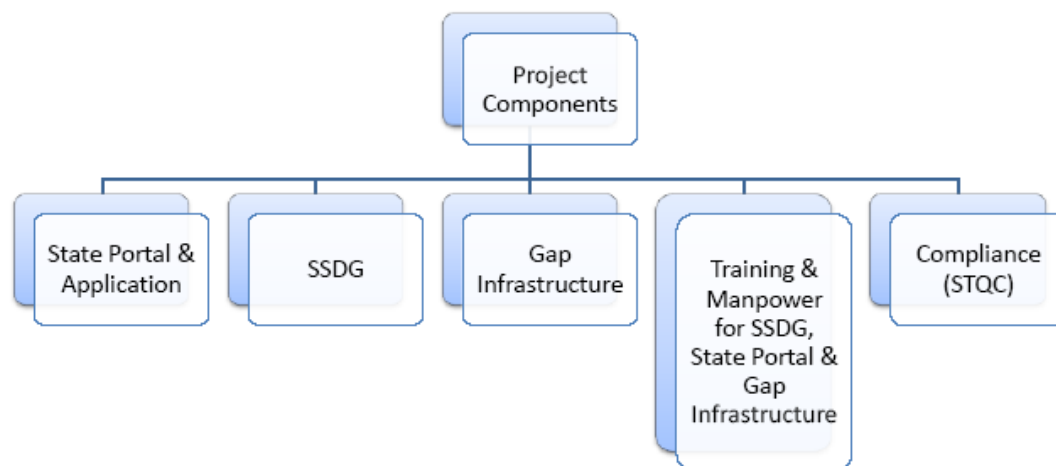
2.2 THE BASIC FUNCTIONALITIES ENVISAGED THROUGH SSDG ARE AS FOLLOWS:

- **Audit Management & Time Stamping** - Results in better tracking (auditing) and security of each transaction.
- **Web enabling of Legacy Applications** - With Gateway Server, legacy applications can be Internet enabled as Gateway server can act as a Web layer around them so Government Departments need to put least effort for web enabling of their legacy applications.
- **Interoperability** – The gateway as the middleware will facilitate easy inter-departmental data exchange.
- **Departmental Workflow** - The Gateway will also help the Departments backend workflow evolve gradually as the Gateway acts as a middleware de-linking the backend from the front end. This means that even the Departments, which do not have the complete automation or work, flow at the back, can still deliver e-Service to the citizens in a limited manner.
- Seamless availability of information
- **Shared Services** - In future, Gateway has the capability to add additional functionality to support shared common services like Authentication, payment gateway interface, etc
- Necessary connectors to interface with the applications developed at the State level.

2.3 THE BASIC FUNCTIONALITIES REQUIRED THROUGH THE STATE PORTAL ARE:

- **Information Dissemination:** The portal will provide information about Government departments, line ministries, and web links to these departments. It will provide information about Government structure in the state, service offerings, key notifications etc to the business and citizen community. Content Architecture of the Portal shall be in accordance with State Portal Framework.(SPF).
- **Multilingual:** The portal would primarily be available in Malayalam & English.
- **Shall be available anytime, anywhere:** The portal will be available 24 hours a day, 7 days a week, and accessible from anywhere in the world via the internet. While the technology shall be available round the clock, functional support might be available only during the normal working day.
- **Shall be accessible from a variety of channels:** The portal can be accessed via a variety of established channels, including Individual users (through PCs), Common Service Centres, Government Service delivery counters, mobile phones etc.
- Shall exchange information & services seamlessly across State Government departments. This exchange should be in accordance with SPF
- **The State Portal shall also host all the electronic forms** for various Government Services accessible to citizens in the State. A citizen will be able to fill the form electronically (both online and offline) through internet services including Common Service Centre (CSCs) outlets and submit his/her application electronically. A citizen will be able to track the status of his/her application / request at any point in time. Portal development shall include development of a complete application for electronic receipt of forms by the destination office, MIS, printing, accounting, status reporting, query service and payment handling.

3. COMPONENTS OF THE PROJECT FOR SSDG



i) State Portal including Applications & Electronic forms

The basic functionalities required through the State Portal are:

- i) Information Dissemination on 24x7 basis
- ii) The State Portal shall also host all the electronic forms for various Government Services accessible to citizens in the State. A citizen will be able to track the status of his/her application / request at any point in time. Portal development shall include development of a complete

application for electronic receipt of forms by the destination office, MIS, printing, accounting, status reporting, query service and payment handling.

ii) State Service Delivery Gateway (SSDG)

One of the goals of the State Government is to cooperate, collaborate and integrate information across different departments in the State. To simplify the above task, the concept of e-Governance Service Delivery Gateways has been conceptualized that will act as standards-based messaging switches and provide seamless interoperability and exchange of data across the departments. SSDG is the messaging middleware between State Portal (acting as service access provider (SAP)) and State Department Services (State Department acting as Service Provider (SP)).

iii) Gap Infrastructure

The gap infrastructure in the form of Connectivity and Computing Infrastructure shall be provided at the departmental locations across the State / UT so as to facilitate delivery of services from respective State/UT department offices, in response to the requests raised through filled Electronic Forms on the State Portal.

iv) Training & Manpower for SSDG, State Portal

The objective is to build internal capacities to support the line departments of the State on an on-going basis for electronic forms, new application integration, Service Registration etc. on SSDG /Portal and continuity when the Implementing Agency exits.

v) Compliance/Certification by STQC

Quality Certification of these components of the project i.e. Portal including SPF, Application and Electronic forms and State Service Delivery Gateway is mandatory. The STQC will be the designated agency to perform this task.

4. COMPONENTS OF STATE PORTAL

- Promotion of uniform web interface across government and building in synergies with the National Portal
 - Contents as per the website design guidelines
 - Web accessibility standards
- Content Management System
- Metadata replication service
- Integration connector with the SSDG
- Form hosting

5. GOALS OF STATE SERVICE DELIVERY GATEWAY (SSDG)

The goals of State Service Delivery Gateway (SSDG) divided into short term goals and long term goals

i) Short term goals are:-

- Intelligent routing to the destination field office
- Unique Application ID for status tracking
- Transaction Log & Time stamping
- Acknowledgement to the citizen
- Departmental workflow can evolve gradually
- Interface with legacy applications

ii) Long term goals are:-

- Sharing of data across departments
 - Verification services eliminating the need for documents
 - Integrated services
- Delinking backend from the front end
 - Multiple front ends
 - Simplified external view to the departments
- Access to any service across the country
- Shared services hub

6. BENEFITS OF SSDG TO GOVT. DEPARTMENTS AND THE CITIZEN

i) Benefits to govt. departments

- Legacy applications are upgraded to web applications
- Interoperability with other applications across departments
- Information is available to all stakeholders seamlessly
- Centralized management
- Services are shared across departments

ii) Benefits for the citizen

- Application status tracking
- Grievance redressal at one point
- Data Privacy
- Single window service catering to multiple departments
- Allows the citizen to fill data once and fetches already available data under Unique ID from other departments
- Quick response to end user

7. ISSUES & CHALLENGES OF STATE SERVICE DELIVERY GATEWAY (SSDG)

i) PEOPLE RELATED ISSUES

- Ensure ownership by line department
- Assignment and specific responsibilities

- Training on handling e-Forms (Infrastructure, change management...)
- Service Levels

ii) TECHNOLOGY RELATED ISSUES

- Standardization of e-forms
- Submission of supporting documents by applicant
- Digital signature on certificates provided electronically.
- Authentication of the Users, Security etc
- Integration with other MMPs
 - Architecture
 - Data standards for possible exchange of data
- Uniqueness of acknowledgement number at National level
- Multiple Front end Portals – Single Sign On, Identity & Access Management...)

iii) PROCESS RELATED ISSUES

- Standardization of format of eforms
- BPR at the state and central level
 - Signatures of applicant
 - Collection of processing fees
 - Delivery of services
- E-form updation of status
 - Mechanism for status updation
 - Tracking of the processing of the forms at the backend
- Mechanism for monitoring timely disposal of electronic applications
 - SLAS & ownership
 - Escalation mechanism
- Role of CSC operator
 - Service charges collection by CSC operator
 - Delivery of service to citizen
- Handling on online applications submitted directly by Citizens

8. CURRENT STATUS FOR THE IMPLEMENTATION OF THE EFORMS ON STATE PORTAL AND SSDG PROJECT IN THE STATES /UT'S

Detailed Project Report(DPR) : Department of Information Technology had requested for a Detailed Project Report from the states and Union Territories for the implementation of the eforms on state portal and SSDG project. Currently 31 states have submitted their proposal of which 29 have been approved by DIT and the remaining are under process.

- Project Proposal approved for 31 States/UT's with Rs 105.16 Crore released so far.
- 27 States/UT's have published RFP's for selection of Implementing Agency.
- 22 States/UT's have completed bid process and are in process of issuing LOI to IA.
- 10 States already started project implementation.

- Go-live in 2 States: Tamil Nadu and Goa.

8.1 STATUS OF SSDG DEPLOYMENT IN VARIOUS STATES

states	Implementation Agency	status
Tamil Nadu	Wipro	Live
Goa	Infosys	Live
Himachal Pradesh	Infosys	Deployed
Puducherry	Infosys	Deployed
Uttar Pradesh	NIC	Deployed
Meghalaya	Wipro	In Progress(SSDG Kit Taken)
Nagaland	Accenture	In progress (SSDG Kit Taken)
Jammu & kashmir	C-DAC	In progress

State e-governance consultation workshop (24th September, Srinagar)

Serial Number	State	Detailed Report Status	Project	Consultant
1	Andaman & Nicobar	Approved		E&Y
2	Andhra Pradesh	Approved		KPMG
3	Arunachal Pradesh	Approved		IL & FS
4	Assam	Approved		KPMG
5	Bihar	Approved		KPMG
6	Chandigarh	Approved		Not identified.
7	Chhattisgarh	Proposal not received		Not identified.
8	Dadar and Nagar Haveli	Proposal not received		Not identified.
9	Daman and Diu	Proposal not received		Not identified.
10	Delhi	Revised proposal awaited		IL & FS
11	Goa	Approved		KPMG
12	Gujarat	Approved		PWC
13	Haryana	Approved		KPMG
14	Himachal Pradesh	Approved		KPMG
15	Jammu & Kashmir	Approved		IL & FS
16	Jharkhand	Approved		E&Y
17	Karnataka	Approved		PWC
18	Kerala	Approved		E&Y
19	Lakshadweep	In process		Not identified.
20	Madhya Pradesh	Approved		PWC
21	Maharashtra	Approved		IL & FS
22	Manipur	Approved		PWC
23	Meghalaya	Approved		IL & FS
24	Mizoram	Approved		UTITSL
25	Nagaland	Approved		PWC

26	Orissa	Approved	E&Y
27	Puducherry	Approved	PWC
28	Punjab	Approved	KPMG
29	Rajasthan	Approved	KPMG
30	Sikkim	Approved	UTITSL
31	Tamil Nadu	Approved	IL & FS
32	Tripura	Approved	IL & FS
33	Uttar Pradesh	Approved	IL & FS
34	Uttarakhand	Approved	PWC
35	West Bengal	Approved	PWC

8.2 STATUS-SP, SSDG AND EFORMS

Sr. No.	state	Status
1	UP	NIC is the Implementing Agency & implementation in process
2	Bihar	RFP to be finalized by state
3	Jharkhand	RFP to be finalized by state
4	Uttarakhand	RFP preparation yet to start
5	Chhattisgarh	DPR yet to be received
6	Tripura	Bid submission complete, Bid evaluation in process
7	sikkim	RFP to be finalized by state
8	Himachal Pradesh	Bid submission complete, Bid evaluation in process
9	Haryana	RFP to be finalized by state and release
10	Orissa	RFP preparation yet to start

9. REFERENCES

1. Technical aspects of Portal, SSDG and electronic Forms ,by Renu Budhiraja ,Director

Department of IT, Govt. of India

2. Standards & Interoperability, e-FORMS & SSDG , by Renu Budhiraja ,Director

Department of IT, Govt. of India

3. State eGovernance, (SSDG) ,Public Services Delivery Platform ,State eGovernance Consultation Workshop , 24th September 2011 ,Srinagar

4. <http://ditmeghalaya.gov.in/itinitiatives/ssdg-and-state-portal>

5. <http://online.assam.gov.in/web/it/sp-ssdg>

6. <http://www.nisg.org>