

1. Introduction

1.1. Background

Over the past few years, a large number of websites belonging to various state government departments, districts & organizations have been published. Many a times it becomes difficult to visit a site which is appropriate to the purpose. Moreover, data from multiple sites is required to be mined to resolve a simple query. The information and services emanating from these websites at times appears inconsistent and disarrayed leaving the user (citizen, business and user community) confused. In any case it takes some time to get familiarized with a website, since different website follow different presentation styles, layout, structure, navigation, colour schema etc. The above mentioned challenges have led to a lot of inconvenience and delay in providing information and services to citizens and other stakeholders. Under such a situation it becomes imperative to establish a portal for each state, which acts as single point of interface for all the information and services related to state government.

Present state of portal implementation varies significantly from state to state in terms of information provided, the available user interface, the technologies used etc. Absence of common standards complicates the exchange of any information amongst State Portals as well as between the state portal & other state government websites. Therefore, there is a need to define a common portal framework, which acts as a baseline for the development of all State Portals. This portal framework should facilitate in providing information and services through a consistent and standardized manner and enable state government portals to serve as one-stop source for all matters pertaining to state government.

1.2. Objective

The primary objective of State Portal framework is to enable development and maintenance of State Portals, which complies with prescribed guidelines & standards to facilitate:

- Standardization of state government portals in terms of user experience
- Exchange of content between state government portal, and other websites, portals & e-governance applications of State government departments & organisations.
- Guidance towards development of sharable, accessible and interoperable departmental services to state government portal & National portal.

It is expected that this portal framework is referred during conceptualization, development, pre-release and maintenance of state government portal for compliance evaluation and governance.

1.3. Intended Audience

- a. Department of Information Technology, State Government
- b. Agencies who will be bidding for State Portal implementation projects.
- c. Project Implementation team (responsible for development of State Portal)

- d. Compliance team (STQC) responsible for Acceptance Testing of State Portal (to evaluate compliance with State Portal framework)
- e. Project Management & Review Team(s)
- f. Department of Information Technology, Government of India
- g. NIC State Centres

1.4. Goals of State Portal

- a. Consolidation of all the information presently available at existing state department websites and portals.
- b. Consolidation and prioritization of the services provided by the state.
- c. Digitization of forms related to various government services
- d. Standardization of the content framework based on National Portal content framework.
- e. Standardization of Citizen interface
- f. Integration of the State Portal with the National Portal.
- g. Integration of State Government Services brought online through State MMPs & other State Government Initiatives

1.5. Context of State Portal

1.5.1. National e-Governance Plan

Citizens spend their time in a rightful attempt to access government information and services. Often interaction of citizens and businesses with government or government entities results in long service delivery times, inferior quality of service, hopping from one entity to another, frustration and dissatisfaction.

E-Governance is an approach for streamlining interaction with government entities and providing valuable experience. It attempts to make government information and services available and accessible to common man at his desk and/or in his locality. Such a system ensures closer proximity between government entities and the citizens/business by means of minimizing gaps between service providers (government entities) and service consumers (citizens and businesses).

Department of Information Technology, Government of India has formulated a landmark programme titled "National e-Governance Plan (NeGP)". NeGP is aimed at improving the efficiency of the delivery of government services to citizens and businesses with the help of Information and Communication Technologies (ICT). It consists of 27 Mission Mode Projects (MMP) and eight support components.

NeGP has following type of initiatives:

- a. Central MMPs: Such as Income tax, Central excise, MCA21 etc.
- b. Industrial initiatives: Banking and Insurance
- c. State MMPs: Such as Land records, Transport, Municipalities etc.
- d. Integrated MMPs: Such as National portal, e-courts, e-procurement etc.
- e. Program components: Such as Technical assistance, assessment, training etc.
and
- f. Core infrastructure: State wide area network, state data centre and citizen service centre.

1.5.2. e-Governance at State Level

NeGP includes state level MMPs and state specific initiatives. The core infrastructure initiatives provides focus on basic infrastructure for state level e-Governance. State Portal must be considered as a core infrastructure component of State's e-Governance plan. It is the first point of interface between for citizens, business and overseas people and the government, hence, represents the electronic face of the government. State Portal should serve as a one-stop source for all information and services pertaining to state government. Figure 1 depicts the context of State Portal and its positioning in overall e-Governance plan.

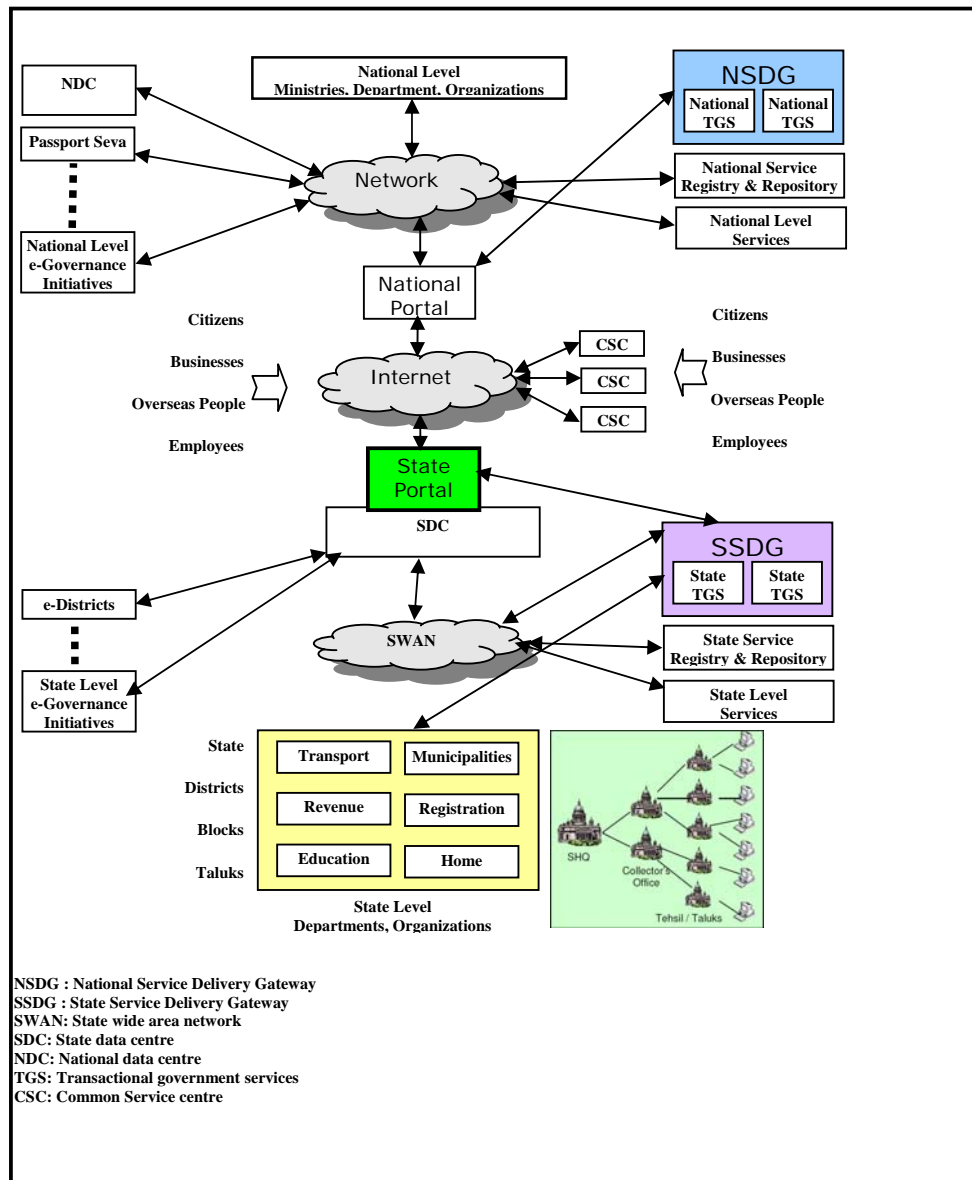


Figure 1. Context of State Portal

State Portal would consist of comprehensive information about department functions, services and contact points and a breadth of access points integrating the portal to other departmental website for the transactions. It would enable sharing of information among states portals, with national portal and other government bodies. It will facilitate providing information and services in a consistent and standardized manner.

1.6. High Level View of State Portal

Following figure depicts the high level view of State Portal

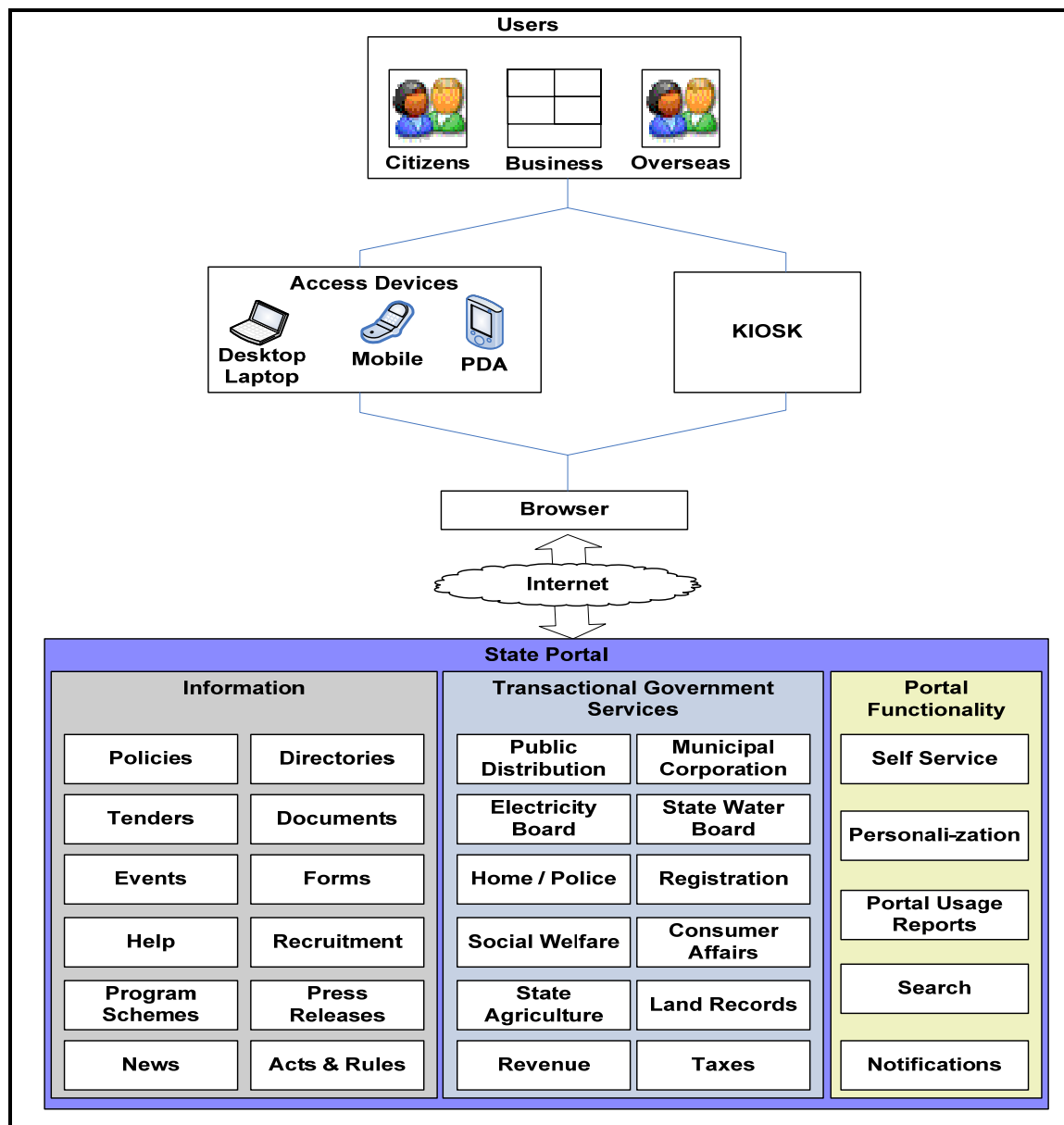


Figure 2. High Level View of State Portal

The target user groups for State Portal are citizen, business establishments and overseas people. Users would be able to access State Portal using kiosks and Common service centres being set up all over the country. Alternatively users would access State Portal from comfort of their homes and office using their personal devices such as desktop computers, mobile phones or PDAs. At a high level State Portal would host: -

- Wealth of information: Such as government policies, documents, application forms, directories of government officials etc.
- Government services: Provided by various departments such as land records, municipal corporations, social welfare, water board, electricity board etc.
- Portal functionality: Such as search, help, personalization, notifications, usage reports etc.

1.6.1. Benefits of State Portal

- a. One point access to government information & services
- b. Web enabled, anytime, anywhere access
- c. Better governance to citizens and businesses
- d. Improved quality of services
- e. Services at the doorstep
- f. Increased efficiency
- g. Enhanced transparency
- h. Affordable cost
- i. Bridging the digital divide

1.6.2. Imperatives of State Portal

Following are the key imperatives that will enable the delivery of intended benefits:

- a. Accessibility of services to all sections of the society
- b. Affordability of state services by its citizens and business
- c. Uniform, reliable & secure information accessed through various delivery channels
- d. Collaborated and shared information between departments so as to provide improved services

These imperatives can be achieved by State Portals by following key list of items

- i. Shared services/content across multiple departmental applications and various State Portals/ websites
- ii. High reliability on hardware and communication
- iii. Governance at multiple levels to monitor the reusability of architectural components
- iv. Compliance to the defined portal development evaluation framework

1.7. Stakeholders of State Portal

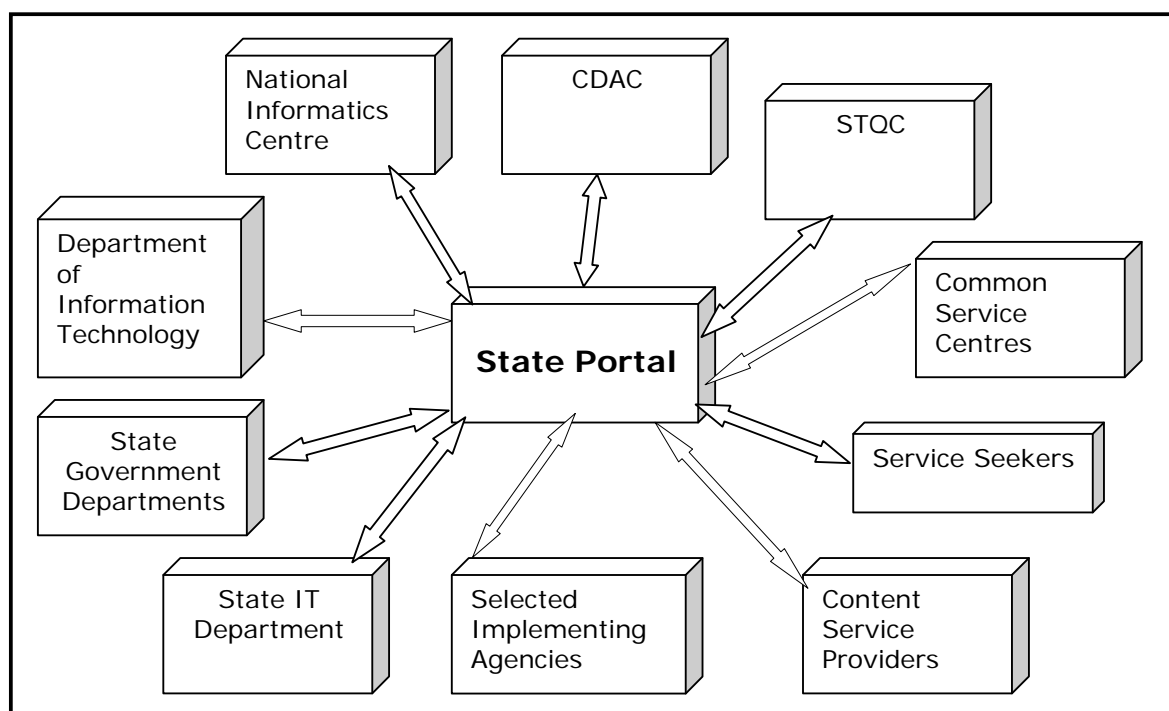


Figure 3. Illustrative Business Entities of State Portal

State Nodal Agency will have the overall responsibility for the smooth implementation of the whole project. However, the roles and responsibilities of the other stakeholders are given below.

i) State IT Department

- a) State shall notify the designated nodal agency which will be responsible for the execution of the project.
- b) State IT Department shall prepare the proposals detailing the services and forms to be hosted on the portal and the gap infrastructure required for the rollout of the scheme.

ii) State Departments

- a) State Nodal Agency shall formalize arrangement with the departments concerned, regarding processing of electronic requests received.
- b) State shall provide the content, forms and other details to be published on State Portal.
- c) State shall provide services to be offered on the portal for e-filing of the applications.
- d) State shall issue necessary guidelines for processing of electronic forms to all the locations/offices.
- e) During the Operations and Maintenance phase of the project the State shall

indicate the incremental additional services to be provisioned based on the requirements. This shall be subsequently highlighted in the RFP to be released by the state for selection of the empanelled Implementation Agency.

f) State shall monitor the processing of the applications / service requests raised by the citizens against the set service levels which shall involve the following steps:

- Taking the printout of the electronic form
- Processing it like any other paper based application
- Updating the status of application on the State Portal from time to time
- Informing the applicant to come to office with the relevant documents and fees, if applicable, to receive the certificate/license/permit etc.
- Providing service on production of supporting documents / physical presence of the applicant

iii) NIC

- a) NIC shall provide the State Portal Framework (SPF), Website Guidelines and the necessary standards.
- b) NIC shall provide the technical advice/consultation to the Implementation Agency for the development of State portal in accordance with SPF, integration of Content & exchange of Services between State portal and National Portal.

iv) CDAC

- a) CDAC shall provide the SSDG complete stack based on JBOSS and shall do the centralized maintenance and version control of the executables/ product.
- b) CDAC shall provide the technical assistance to the Implementation Agency for the SSDG implementation, NSD & NSDG Integration and Connector Interface with State Portal & Backend of electronic form Application.
- c) CDAC shall provide the training for Implementation Agencies at various levels such as overview, administration and trouble shooting of SSDG. Implementation Agency should get their staff certified from CDAC for the same.
- d) CDAC shall provide the necessary user manuals and guidelines for the SSDG implementation.
- e) CDAC shall provide generic connectors in Java and .Net for State Portal and Electronic Form Application of the department.

v) STQC

- a) The STQC is the agency designated for carrying out the Quality Certification of various components of the project i.e. Portal , Application and Electronic forms and State Service Delivery Gateway. The certification will be as per the guidelines issued by DIT, NIC & CDAC.

vi) Common Service Centers

- a) CSCs shall provide facility to the citizens of e-filing the forms for the hosted services.
- b) CSC shall provide status update, acknowledgement of the applications to the citizens.

vii) Service Seeker

- a) Service seeker selects and fills the electronic form
- b) S/he submits the electronic form electronically
- c) S/he gets unique ID generated by the system, to follow up the case and to know the status

viii) Content Service Provider (CSP)

Content Service Provider (CSP) identified by the State for the National Portal project may be used and CSP shall be responsible for creation, compilation, packaging & contribution as well as maintenance of the content to State portal through the CMS developed by IA. In case CSP is not in place then State Government may select a CSP.

ix) Selected Implementing Agency:

The implementing agency for each State / UT is to be selected from among the 5 empanelled agencies through the limited RFP process. Once selected and contracted the Agency will under take the implementation work of the Project.