

E-governance: State portal for citizen service delivery to be launched next month in Uttar Pradesh

- First big State to implement e-governance on priority
- Chief Secretary inaugurates training workshop

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In keeping with vision of Chief Minister Akhilesh Yadav to completely transform the citizen-centric service delivery system through the use of ICT (Information & Communication Technology), Government of Uttar Pradesh has decided to launch the 'State Portal' on August 01, 2012 in all districts of Uttar Pradesh. Chief Secretary Jawed Usmani today inaugurated the State level training workshop in this regard in the presence of Infrastructure & Industrial Development Commissioner (IIDC), Anil K. Gupta; Principal Secretary, Information Technology, Jiwesh Nandan and senior officials of departments concerned.

Inaugurating the training workshop aimed at ensuring proper implementation of e-governance in Uttar Pradesh, Chief Secretary Jawed Usmani said, "Shifting of government to public interface from offices to web-based portal is an extremely important initiative as it will mitigate the abuse of administrative power by incorporating transparent procedures based on IT." Stating that he will monitor implementation of this project himself, Chief Secretary added, "All departments concerned should ensure that required infrastructure development and training of officials is completed within time, any laxity in this respect will not be tolerated."

Describing this e-initiative as momentous, IIDC Anil K Gupta pointed out, "Uttar Pradesh is the only big state to have adopted this IT based citizen-specific service delivery system on this scale. Once started, it should be our endeavour to maintain the quality of services continuously otherwise frustration sets in as the public expectations rise. He said, "Government is of the view that distribution of laptops and tablets would expand the awareness of IT & ITeS (IT enabled services) and holds enormous scope of employment generation in this sector, therefore, it requires constant upgradation and seamless coordination among the different departments."

Starting next month, twenty six services of eight departments will be made available to people across the State via single access point - State Service Delivery Gateway (SSDG) Stateportal through Common Service Centres (CSC) and Lokvani centres. Departments of Food & Civil supplies, Training & Employment, Handicap Welfare, Social Welfare, Panchayati Raj, Urban Development, Revenue and Women welfare and Child Development will provide 26 services including various applications and certificates related to Caste, Income, Domicile, Employment

registration, Loan to Handicapped persons, Old age pension, Family benefit scheme, Marriage and illness grant, copy of Kutumb register, Birth/Death certificates, Khatauni, Ration Card, Pension for widows, Financial and Legal assistant to dowry sufferer women, etc.

Earlier welcoming the officials and delegates from different State government departments, Principal Secretary, Information Technology, Jiwesh Nandan informed that the State portal will have the provision of e-submission of applications for defined services, after that these applications will be processed by departments concerned and uploaded on portal again for requisition by the applicant. He said that the State was a front runner in implementation of this project under e-governance programme of Government of India.