

MANUAL

UNDER

RIGHT TO INFORMATION ACT

COMMISSIONERATE OF e-GOVERNANCE AND

TAMIL NADU e-GOVERNANCE AGENCY

1. Introduction

The Commissionerate of e-Governance has been established for promoting e-Governance initiatives across the State, reaching down to the remotest villages with reliable access over the internet and other facilities through ICT tools. The ultimate objective is to deliver the public services at the doorsteps of the citizens, as articulated in the Vision Statement 2023. It also functions along with Tamil Nadu e-Governance Agency (TNeGA) with the objective of playing an advisory role to State Government in e-Governance initiatives and implementing ICT projects across the State.

Tamil Nadu e-Governance Agency (TNeGA) is implementing various e-Governance projects with the objective of providing an efficient and transparent Governance system to the common man, wherein, his day to day life is made easier with easy access to services rendered by Government Departments.

2. Institutional Framework

2.1 State Apex Committee

In order to promote e-Governance initiatives in the State in a holistic manner, various policy initiatives and Mission Mode Projects of National e-Governance Plan (NeGP) have taken up to provide e-Governance.

An **Apex committee** headed by the Chief Secretary has been formed to oversee the implementation of e-Governance projects in the State and to provide policy directions to Government Departments and to ensure Intra and Inter Departmental co-ordination. It is supported by **State e-Governance Group (SEG)** for providing standardization and consistency through Programme Management.

State Apex Committee

State Apex Committee is headed by Chief Secretary and 14 Secretaries of the line Departments are the members and Chief Executive Officer, TNeGA is the Member Secretary.

2.2 Tamil Nadu e-Governance Agency (TNeGA)

The Tamil Nadu e-Governance Agency is an autonomous Society registered under

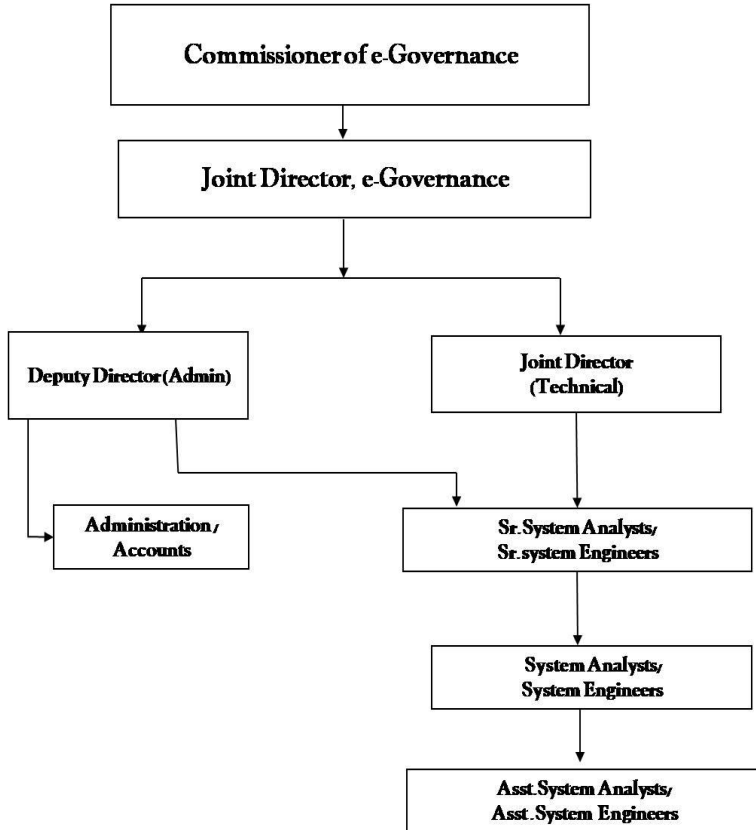
the Tamil Nadu Societies Registration Act 1975. The Governing Board of Tamil Nadu e-Governance Agency (TNeGA) under the Chairmanship of Secretary to Government, Information Technology Department includes Secretaries of 11 Mission Mode Departments as members, the Chief Executive Officer, TNeGA as Member Secretary and the State Informatics Officer, National Informatics Centre (NIC), Chennai as Chief Technical Officer.

2.3 Organizational structure and Information Technology (IT) Cadre

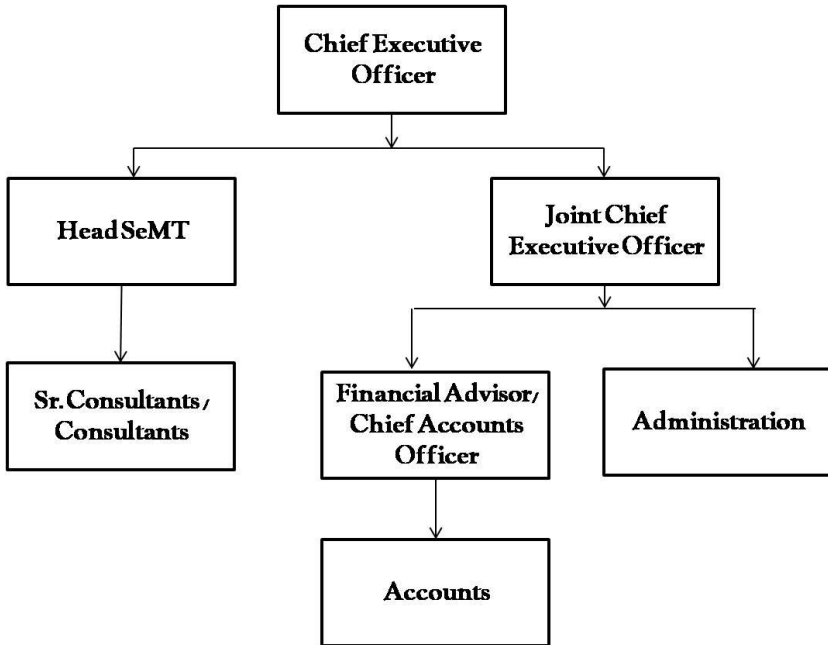
In order to provide citizen centric services through digital mode, Government Departments are implementing various e-Governance projects by using Information and Communication Technology (ICT). Hence, it is essential to strengthen the organization to guide, standardize and implement e-Governance projects in an integrated secured IT environment. Accordingly, an IT Cadre has been formed with 98 posts. Action is being taken to fill up the posts of 60 Asst System Analysts / Asst. System Engineers, through Tamil Nadu Public Service Commission (TNPSC)

The following chart depicts the Organizational structure of the Commissionerate of e-Governance / Tamil Nadu e-Governance Agency:

Commissionerate of e-Governance



Tamil Nadu e-Governance Agency (TNeGA)



2.4 State e- Mission Team (SeMT)

State e-Mission Team (SeMT) has been established as part of Capacity Building initiative of National e-Governance Plan (NeGP) of the Ministry of Electronics & Information Technology (MeitY), Government of India, to provide e-Governance expertise to State Governments. SeMT is funded by MeitY and is functioning under Information Technology Department of the State. State e-Governance Mission Team is deployed in Tamil Nadu e-Governance Agency. The SeMT team is a group of IT Consultants in the

areas of Programme Management, Technology Management, Financial Management and Change Management. The team would be responsible for providing directions, standardization and consistency through Programme Management for the e-Governance initiatives in the State. The SeMT Consultants provide advice to the State Government Departments and help them in creation of a Department level ICT Roadmap and awareness.

2.5 District e-Governance Society (DeGS)

District e-Governance Societies have been formed in all Districts headed by the District Collector, except in Chennai, where the Commissioner, Corporation of Chennai is the Head. The DeGs facilitates the implementation and augmentation of the State e-Governance initiatives at the District level. The District level officials of all service delivery Departments are the members of this Society. Initially, a sum of Rs.10 lakh was provided by the Government as seed money assistance to each DeGS and to ensure the self sustenance of the DeGS, a revenue sharing model has been designed and implemented.

2.6 Projects, Programmes and Schemes

2.6.1 e-District Programme

e-District project has been implemented in our State under National e-Governance Plan (NeGP). It is one of the Mission Mode Projects (MMP) in the State. The main objective of the e-District project is to provide the Citizen Centric Services through e-Sevai Centres in the electronic way.

Government of India, identified Tamil Nadu as one of the Pilot State for the implementation of e-District project. Initially, this project was implemented in Scholarship schemes of BC/MBC/DNC Welfare Department and AD & TW Department, where the software application was already developed.

Presently 209 services are being delivered through e-District, e-Sevai and APNA CSC Portals to the citizen.

List of services offered :

Department	Services Name
Revenue and Disaster Management Department	Income Certificate
	Nativity Certificate/Residence Certificate
	Community Certificate

(No. of services -34)	No Graduate Certificate
	Deserted Woman Certificate
	Print out of Birth Certificate for Revenue Villages
	Print out of Death Certificate for Revenue Villages
	Family Migration Certificate
	Unemployment Certificate
	Widow Certificate
	Agricultural Income Certificate
	Certificate for Loss of School Records
	Two Female Child Certificate or no Male Child Certificate
	Unmarried Certificate
	Inter-caste Marriage Certificate
	Legal Heir Certificate
	Solvency Certificate

	License under Pawn Broker's Act
	Money Lender's License
	Other Backward Class (OBC) Certificate
	Small / Marginal Farmer Certificate
	Indira Gandhi National Old Age Pension Scheme
	Indira Gandhi National Widow Pension Scheme
	Indira Gandhi National Disability Pension Scheme
	Physically Handicapped Pension Scheme
	Destitute Deserted Wives Pension Scheme
	Unmarried Women Pension Scheme
	Destitute Widow Pension Scheme

	Tamil Nilam – Full Field Patta Transfer
	Tamil Nilam – Joint Patta Transfer
	Tamil Nilam – Subdivision
	Grievance Day Petition
	Tamil Nilam - Extract of A-Register
	Tamil Nilam – Extract of Chitta
Social Welfare and Nutritious Meal Programme Department (No. of services - 7)	Annai Terasa Ammaiya Ninaivu Orphan Girl Marriage Assistance Scheme
	Chief Minister’s Girl Child Protection Scheme- I
	Chief Minister’s Girl Child Protection Scheme-II
	Dharmambal Ammaiya Ninaivu Widow Re-marriage Assistance Scheme

	Dr.Muthulakshmi Reddy Ninaivu Intercaste Marriage Assistance Scheme
	EVR Maniammayar Ninaivu Widow Daughter Marriage Assistance Scheme
	Moovalur Ramamirtham Ammayyar Ninaivu Marriage Assistance Scheme
Civil Supplies Department (No. of services - 8)	Consumer complaint other than PDS
	Consumer complaint related to PDS
	Apply for New Card
	Alterations to the Card- Addition of New Family Members, Change of Address / Card Type / Cylinder count / Family Head Member, Modify / Remove Family Member details, Beneficiary change of Photo

	Card Surrender / Cancellation
	New User Registration
	Family Card Blocking/ Unblocking
	Printing of Smart card
Police Department (No. of services - 8)	CSR Status
	FIR Status
	Online Complaint Registration
	Status Viewing
	Vehicle Status
	View FIR
	Download Accident Case Document
	Lost Document Report
Transport	Booking Appointment for Driving License

Department (No. of services - 3)	Learner's Licence Online application
	Reprint Learner's Licence Online application
Registration Department (No. of services - 4)	Application through offline Payment
	Print Challan for offline Payment
	Online appointment for Marriage/Document registration
	Printing Acknowledgement for Appointment
Adi-Dravidar & Tribal Welfare Department (No. of services - 4)	GoI Post Matric Scholarship for SC Students
	GoI Post Matric Scholarship for ST Students
	State Special Scholarship for Post Matric Students
	Higher Education Special Scholarship Scheme

<p align="center">Backward Classes, Most Backward Classes & Minorities Welfare Department (No. of services - 4)</p>	Issuance of Post Matric Scholarship for BC Students
	Educational Assistance to BC students in Professional Courses
	Educational Assistance to BC Graduates
	Educational Assistance to BC Polytechnic Students
<p align="center">Health Department (No. of service - 1)</p>	Pre-Registration of Pregnancies (PICME)
<p align="center">Directorate of Boilers (No. of services - 4)</p>	Registration of License under Boilers Act
	Renewal of Licence under Boilers Act
	Application for Approval of Manufacture and renewal thereof

	Application for approval of Erector and renewal thereof
Commissionerate of Municipal Administration (No. of services - 5)	Collection of Non Tax
	Collection of Professional Tax
	Collection of Property tax
	Collection of Underground Drainage Charge
	Collection of Water Charges
CMWSSB (No. of service - 1)	Water and Sewerage Tax
Greater Chennai Corporation (No. of services - 6)	Printing of Birth Certificate
	Printing of Death Certificate
	Renewal of Trade License
	Collection of Company Tax
	Collection of Professional Tax
	Collection of Property Tax
Directorate of	NOC for MSB compliance

Fire & Rescue Services (No. of services - 5)	NOC for MSB Planning Permission
	NOC for Non-MSB Planning Permission
	MSB Fire Licence Registration and Renewal
	Non-MSB Fire Licence Registration and Renewal
TANGEDCO (No. of services - 3)	Electricity Bill Payment
	Registration of New LT Connection
	Payment for New LT Connection
Anna University (No. of service - 1)	TN Engineering Admission B.E/ B.Tech Online Registration
Directorate of Employment & Training (No. of services - 4)	Printing of Registration ID
	Application for Renewal
	Application for Profile Updation

	Application for Registration
Directorate of Drug Control Administration (No. of services - 5)	Application for Licence to grant or renewal allopathic drugs
	Application for Licence to grant or renewal homeopathic medicines
	Application for Licence to grant or renewal restricted Licence (allopathic drugs)
	Application for Licence to grant or renewal specified in Schedule X drugs
	Application to obtain duplicate License
TNeGA (No. of service - 1)	PDS AADHAAR Integration

Apart from the above, Citizen Centric Utility Services are provided through APNA CSC Portal.

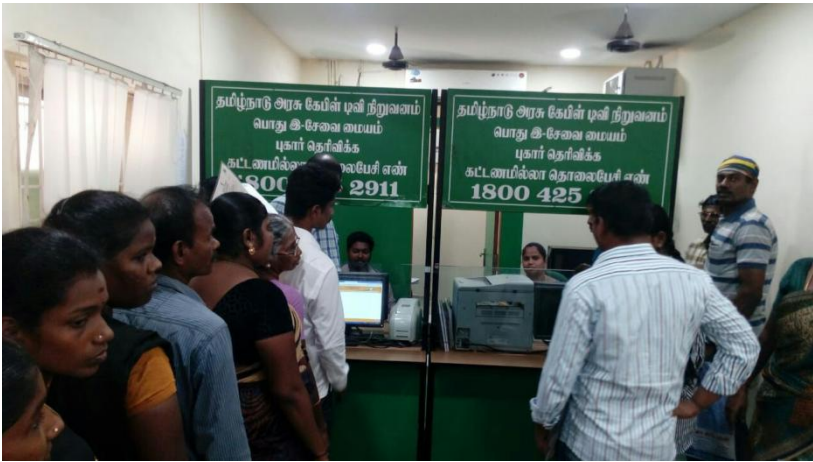
2.6.2 Arasu e-Sevai Centres

Government fulfil its vision to render all services at the doorstep of a commoner even at the remotest village through e-Sevai centres in electronic mode. As of now, the Arasu e-Sevai Centres are delivering e-District services as well as other utility services to the citizen. Considering the usefulness of the Rural CSCs, the Scheme has been extended to urban areas. Arasu e-Sevai Centres are functioning in urban areas with the objective of providing unified access to e-services of different Government Departments at a common point in the urban and semi-urban areas of the State.

The Arasu e-Sevai centres are run by Service Centre Agencies like Primary Agricultural Co-operative Credit Societies (PACCS), Village Poverty Reduction Committee (VPRC) formed under Pudhu Vaazhvu Project, Tamil Nadu Arasu Cable TV Corporation Ltd (TACTV), Village Level Entrepreneur (VLE) and International Fund for Agriculture Development (IFAD).

The Pilot for the Urban Arasu e-Sevai Centres Scheme was launched in Chennai by the Honourable Chief Minister of Tamil Nadu on 24.02.2014

Currently there are 10,423 centres with 10,862 counters functioning across the State.



2.6.3 State Portal

The State Portal was inaugurated by Hon'ble Chief Minister on 24.02.2014 and is a one-stop gateway to Tamil Nadu Government Information and e-Services. The State Portal provides features like integration of e-District services, Content Management

System, links to all Department services, mobile compliance, citizen registration etc.

2.6.4 Capacity Building

Capacity Building is one of the Mission Mode Projects (MMP), it is implemented for creating awareness among the officials and to the citizen.

The objective of Capacity Building scheme is to provide professional resources and training support to political and policy level decision makers. The e-Governance projects are aimed at improving delivery of public services by creating a citizen centric and business-centric environment.

Training and Knowledge Sharing

- Specialized Training Programme
- Application Training
- Localization & Customization of Trainings
- Online Trainings on Governance
- eDMs Oriented Training
- Training for Trainers

Funding is provided for the following Heads

- Strengthening of District Officials Training
- EDMs Training
- Training and Knowledge Sharing Initiatives
- External resources/ Visiting Faculty for Training

- Training of CSC Operators
- Miscellaneous Training

Training Programme:

Totally 303 Government Officials have been trained by Tamil Nadu e-Governance Agency under the following Programme

1. e-Governance
2. Cyber Security
3. e-Sign Awareness programme

2.6.5 Tamil Nadu Geographical Information System (TNGIS)

A **Geographic Information System (GIS)** is a system designed to capture, store, manipulate, analyze, manage, and present spatial or geographical data. In general, the term describes any information system that integrates, stores, edits, analyzes, shares and displays geographic information. GIS applications are tools that allow users to create interactive queries (user-created searches), analyze spatial information, edit data in maps and present the results of all these operations for policy decisions.

Implementation of Tamil Nadu Geographical Information System

The Government has taken a wiser decision to integrate all spatial data sets developed / generated in various Departments of the State in to one single platform, (viz) Tamil Nadu State Spatial Data Infrastructure (TNSSDI) in TNGIS to avoid duplication of the activity. The establishment of TNGIS facilitates the stakeholders to access all spatial layers through a common url www.tngis.tn.gov.in.

Further it was decided that TNeGA would be nodal agency for interacting with stakeholders of the State and NIC would be the technical implementing agency for establishing and executing TNGIS project.

Prior to integration of all spatial data, the following key issues were taken into consideration

1. Developing application: The application was designed to handle diverse set of spatial data , multiple users and higherachy based privileges to access the data for viewing / editing
2. Designing for Meta Data
3. Design data model
4. Different Scales of Maps and multiple layers

Completed

So far 29 Departments/Organizations have shared their respective layers.

1. In TNGIS URL, 348 layers are now hosted.
2. 473 user credentials have been issued to officials of Government Agencies
3. Digitalising of 31 SIPCOT layouts and hosting them in TNGIS server
4. Online modules have been developed and integrated in www.tngis.tn.gov.in url - GRID / Cluster / Buffer analysis
5. Plotting of the Geographical locations of ICDS (Anganwadis), CSCs. Hosted belonging to the Departments of Backward classes, Most Backward and Minority classes and Adi Dravidar Welfare have been mapped in TNGIS url.
6. Assisted in hosting of SIDCO, SIPCOT & TIDCO projects in the NCoG website (Government of India)
7. Revenue / Panchayat level village maps corrected by respective Departments with the assistance of AD Survey and EDMs and hosted.

8. Out of 17,652 revenue villages 16,721 revenue village maps have been integrated with village map images
9. Mapping of Stadiums located in Chennai for Youth Welfare and Sports Development Department completed and hosted



Work in progress

1. Mapping of Police Housing Layouts
2. Health Department: Mapping of the mobility of pregnant women / mothers to health centers.

2.6.6 Creation of Standardised Digital Address Number (SDAN)

The Standard Digital Address Number (SDAN) is one of the announcements made by the Hon'ble Minister of Information Technology in the Legislative Assembly during the year 2016-17. The project aims to generate alpha-numeric codes for the entire State of Tamil Nadu to identify the location of properties, wherein, even if there is no street name or address. The project is proposed to be implemented at a tentative cost of Rs.6.34 crore from the State fund.

2.6.7 State Resident Data Hub (SRDH)

State Resident Data Hub (SRDH) is a centralized data repository which contains demographic details of the residents of Tamil Nadu. The repository is built over a period of time with the integration of data from different Government Departments. It helps the Government in targeted, effective service delivery, greater accountability and more efficient monitoring of schemes. An amount of Rs. 25.93 crore has been sanctioned by the Government for implementing this project.

State Resident Data Hub (SRDH) helps the State to :

- Create and manage complete State Level Resident Data in a digitized, centralized and secured manner.
- Identify the targeted beneficiaries of different welfare schemes of Government Departments by utilizing AADHAAR number as an unique identifier of citizens.
- Integrate AADHAAR enabled National Population Register (NPR) data with Departmental utility Databases on a real time basis.
- Incorporate AADHAAR authentication into various applications.

To support the project implementation, a Consulting Agency is in place and to implement and support the project, the System Integrator has been identified. Data from various Government Departments have been received, and are de-duplicated and standardized.

So far, Chief Minister's Uzhavar Pathukappu Thittam (CMUPT), Chief Minister's Comprehensive Health Insurance Scheme (CMCHIS), Treasury e-Pension and Land records were seeded with SRDH Portal.

2.6.8 e-Office

The objective of the e-Office Application is to transform the Government environment into paperless office which yields to enhanced transparency, accountability and smooth file flow between and within Government Departments.

e-Office application has been piloted in Information Technology Department and Tamil Nadu e-Governance Agency (TNeGA). Steps are being taken to implement this application in Government Departments/Agencies in a phased manner.

3.0 Activities of TNeGA during the year 2017-18

3.1 Hon'ble Chief Minister's Award for Excellence in e-Governance for Government Departments

Government of Tamil Nadu announced that as a mark of recognition and encouragement, the Departments which strive towards e-Governance successfully will be awarded the "Chief Minister's award for Excellence in e-Governance" every year.

For the year 2013-14, 2014-15 the nominations were invited from Government Departments and Districts for all the 3 categories i.e.

1.Excellence in Government Process Re-Engineering

2.Outstanding Performance in Citizen-Centric Service Delivery through Innovative Use of Technology

3. District Level e-Governance Initiative from the Government Departments & Districts

Scrutinizing committee's final report sent to Government for finalizing the Awards.

3.2 Hon'ble Chief Minister's Award for Excellence in e-Governance for Students

Government of Tamil Nadu has announced Chief Minister's Award for Excellence in e-Governance" to encourage and create an awareness on e-Governance among the youth, Students and e-Governance enthusiasts.

For the year 2015-16, nominations have been invited by revising the norms and the awards were conducted in II tier (i) District Level (ii) State Level. District level awards have been finalised for the following categories:

1. Development of application using Mobile Technology

2. Development of Innovative application for Physically Challenged persons
3. Development of application using Neural Network.

3.3 Tamil Nadu e-Governance Award for Micro, Small and Medium Enterprises (MSME)

In order to recognize and promote the outstanding e-Governance (ICT) Solutions and applications among Tamil Nadu ICT Talents and enterprises in their constant pursuit for creative and better solutions to meet social needs, the Government of Tamil Nadu has announced the e-Governance Award for Micro Small and Medium Enterprises (MSME).

For the year 2015-16, nominations have been invited to participate in all the 3 categories viz.,

1. Best e-Governance application in different sectors
2. Best e-Governance application for Mobile / Citizen Centric Services
3. e-Governance award for best Technological Innovation.

Selection Committee has reviewed the nominations and have sent the nominations for recommendation from concerned Departments before proceeding ahead. The recommended nomination has been sent to Government for finalizing the award.

4.0 IT Security Audit

Cyber attacks have been increased throughout the world. In pursuant to protect the Government websites and IT applications from cyber attacks, a sum of Rs. 1.76 crore have been sanctioned for carrying out the IT Security Auditing of websites and IT applications for first time.

The IT security Audit of the Government websites / Applications are being carried out by the CERT-IN approved empanelled vendors of TNeGA.

Till date Security Audit request for 212 websites/URLs from various departments have been received, out of which 120 websites/URLs have been completed. The Security Audit is in progress for the remaining.

5.0 SMS based Service Tracking Facility

For providing information and getting information from the people, two way communication facility is introduced called as SMS based Service Tracking

System. After submitting the application at the e-Sevai centre's the application number will be sent to applicant immediately. After some days, the status of the application such as approved/rejected/returned also informed to the applicant through SMS. On 17/3/2017, Short Code facility (155250) was introduced by Tamil Nadu e-Governance Agency (TNeGA) to the Citizens in Tamil Nadu. By using short code, the applicant's can know the present status of the application. As on 20.05.2018, 6.68 lakh people have been benefited by using Short Code facility.

6.0 Centre of Excellence (CoE) for Capacity Building

During the Budget Session for the year 2013–2014, the Hon'ble Minister for Information Technology made an announcement for establishing "Centre of Excellence for Capacity Building" in order to help the Government employees to develop their Information and Communication Technology (ICT) skills. An amount of Rs.94.15 lakh has been sanctioned for this scheme.

Infrastructure has been created at 7th floor, P.T.Lee Chengalvarayan Maaligai, Anna Salai, Chennai with an area of around 4000 sq.ft. for imparting training.

7.0 e-Governance Standard Manual:

Tamil Nadu e-Governance Agency has developed the "e-Governance Standard Manual" in accordance with National standard guidelines along with various other Government entities such as National Informatics Centre (NIC), Tamil Virtual Academy (TVA), Electronics Corporation of Tamil Nadu (ELCOT), Centre for Development of Advanced Computing (CDAC) & Standardisation, Testing Quality Certification (STQC) and the preparation of Standard Manual was completed.

8.0 e-sign facility

e-Sign is an online electronic signature service to facilitate an Aadhaar holder to digitally sign a document. The signature service is facilitated by authenticating the Aadhaar holder via the Aadhaar based e-KYC service. To e-Sign a document, one has to have an Aadhaar number and a mobile number registered with Aadhaar or Biometric scanner for fingerprint or IRIS. Security and Authenticity are the major advantages for e-Sign facility. This will replace the Digital Signature Certificate (DSC) tokens which is a hardware token contains digital signature of the user.

CDAC and (n) Code solutions have been selected for providing e-Sign facility.

Action is being taken to provide e-Sign facility to Registration Department, Sarva Shiksha Abhiyan, State Health Mission and Labour Department.

9.0 Achievements for the year 2017-18

9.1 e-Taal (Electronics Transaction Aggregation and Analysis Layer)

e-Taal is a web portal for showing information regarding Central and State Government Projects in the format of e-transaction statistics.

In respect of our State, 14 Crore transactions have been registered in e-Taal Portal during last year and now total transactions have been increased to 38 Crore for the current year. Tamil Nadu stands 4th place at National level.

9.2 e-District

The business transactions made under the e-District Programme for the 59 services are given below:-

Year	Applications received through Arasu e-Sevai Centres (in lakh)	Apna CSC (in lakh)	EPIC (in lakh)	Total (in lakh)
2011-12	0.83	--	--	0.83
2012-13	1.98	--	--	1.98
2013-14	9.85	--	--	9.85
2014-15	24.75	--	--	24.75
2015-16	110.10	20.27	--	130.37
2016-17	116.33	41.79	11.31	169.44
2017 - 18	117.34	49.02	16.40	182.77
Grand Total	381.20	111.09	27.71	520.01

9.3 Aadhaar Permanent Enrolment Center (PEC)

Initially, the Registrar General of India (RGI) through Bharat Electronics Ltd (BEL), implemented the Aadhaar Enrolment process in our State.

In continuation to this the Permanent Enrolment Centres were set up throughout Tamil Nadu, with respect to the pursuance of the announcement of Hon'ble Chief Minister of Tamil Nadu on 23.09.16. In this regard, Directorate of e-Governance (DeG)/ Tamil Nadu e-Governance Agency (TNeGA) was appointed as Registrar, Tamil Nadu Arasu Cable TV Corporation Ltd (TACTV) and Electronics Corporation of Tamil Nadu (ELCOT) were appointed as Enrolment Agencies under Tamil Nadu e-Governance Agency (TNeGA) by UIDAI to operate the Permanent Enrolment Centre in Tamil Nadu.

Now Permanent Enrolment Centres are operated in all Taluk Offices, Head Quarters and Zonal offices of Corporation of Chennai by TACTV whereas, in all Collectorates, Municipalities, Corporation Head offices (other than Chennai), the Permanent Enrolment Centres are operated by ELCOT across Tamil Nadu. The demographic changes and updation of citizen can be

done at all Permanent Enrolment Centres run by TACTV and ELCOT.

9.3.1 Aadhaar Enrolment & Aadhaar Generated Details:

Enrolment Agency	Total no. of Enrolments (01.10.2016–31.03.2018) In lakh	Aadhaar Generated (01.10.2016–31.01.2018) from UIDAI portal in lakh
TACTV	22.36	17.99
ELCOT	12.15	9.27
Total	34.51	27.27

10.0 Ullangaiyil Sanridhazh Scheme

“TINY URL” scheme was inaugurated by the Hon’ble Chief Minister of Tamil Nadu on 23.05.2017. This feature developed with the help of M/s CDAC. Once the certificate approved by the concerned officials, the tiny url will be sent to the concerned applicant’s registered mobile. By using internet facility, the applicant will download the applied certificate,

without going to the e-Sevai centre.

11.0 Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)

‘Pradhan Mantri Gramin Digital Saksharta Abhiyan’ (PMGDISHA) aims to make six crore persons in rural areas across States/UTs digitally literate, aiming to reach around 40% of rural households by covering at least one member from every eligible household within 31st March 2019.

The Scheme would empower the citizens in rural areas to operate computer or digital access devices (like tablets, smart phones etc.), send and receive e-mails, access Government services, undertake cashless transactions, etc. The Scheme aims to bridge the digital divide, specifically targeting the rural population including the marginalised sections of society like Scheduled Castes (SC) / Scheduled Tribes (ST), Minorities, Below Poverty Line (BPL), women and differently-abled persons.

11.1 Target for the State (Tamil Nadu)

The target for Digital Literacy in Tamil Nadu- 26.79 lakh excluding Corporations of Chennai, Madurai and Coimbatore. On an average a target of 200-300

beneficiaries per Gram Panchayat would be benefited. Actual target for the Gram Panchayat would be decided by the District e-Governance Society (DeGS) chaired by the District Magistrate, keeping in view the size of district, population, local requirements, etc. One person in every family who is digitally illiterate and between the age group of 14-60 years would be considered eligible for training under the scheme.

In rural and urban areas of Tamil Nadu action is being taken to conduct the training classes for this scheme.

12.0 AMMA e-GRAMMAM

The Hon'ble Chief Minister had announced the scheme "Amma e-Grammam" on the floor of the Tamil Nadu Legislative Assembly under the rule 110. Government of Tamil Nadu (GoTN) has envisaged the Pilot of Amma e-Grammam by taking up a village in each district. It intends to provide a platform for availability of services such as tele-medicine, tele-education, LED lighting, WiFi hotspot, Skill Development, Digital knowledge centre and Common service centres to the rural citizens at the selected villages.

This Project will be implemented through Corporate Social Responsibility funds of Government and private companies. Till date Rs.1.62 crore has been received. In Phase-I this scheme will be implemented in 6 villages.

13.0 AMMA- Assured Multi Model Access to e-Services

Government have accorded administrative approval for taking up Assured Multi Model Access (AMMA) Mobile Application development for 25 e-Sevai citizen centric services. The major objective is to “enable the delivery of citizen centric services of Tamil Nadu e-District suite through mobile application”. Citizens will be able to avail services “anytime” “anywhere” through the mobile application.

In the 1st phase, the 11 utility bill payment services of Government of Tamil Nadu provided under the e-District/e-Sevai project is to be integrated in the AMMA mobile application, which will be beneficial for the citizen in which they can pay the utility payments using smart phones. Through this App, the CMWSSB utility bill payment service will be launched shortly.

14.0 UMANG- Unified Mobile Application for New Age Governance

UMANG is developed by Ministry of Electronics and Information Technology and National e-Governance to drive Mobile Governance in India. It provides a single platform for all India Citizens to access pan India e-Gov services ranging from Central to Local Government and other citizen centric services. It provides major services offered by Central and State Government Departments. It provides a unified approach where citizen can install one application to avail multiple Government services.

In the 1st phase 3 high volume services (3 Revenue Department Services) of e-District project is taken to be integrated with the UMANG application, which will be beneficial for the citizen in which they can apply for these certificates at their door steps using their smart phones.

15.0 Namadhu Arasu (MyGov)

Hon'ble Minister for information Technology announced Namadhu Arasu Scheme during the Assembly session 2017-18.

MyGov (namadhuarasu.in), aims to promote active citizen participation in governance and policy-making.

Government have accorded Administrative sanction for implementation of the scheme at an estimated cost of Rs.91.80 lakh.

16.0 e-Madal (e-Newsletter)

Hon'ble Chief Minister of Tamil Nadu has launched "e-Madal" on 11.10.2017. The e-Madal is a technological e-newsletter being published bilingually (Tamil & English). So far 10 issues of e-Madal has been published. The e-madal disseminates information on latest technological trends and various e-services being rendered by Govt. of Tamil Nadu and Govt. of India. It helps the citizens, especially students to easily understand technology in their native language.

17.0 e-Governance Policy

The Hon'ble Chief Minister of Tamil Nadu has launched e-Governance Policy on 02.01.2018.

Objectives of this Policy

Provide direction to e-Governance implementation in various Departments of the State Government. Ensure common framework, standards and seamless inter-operability and portability between systems, software and data. Promote proactive delivery of online services to citizens.

Further it aims to improve productivity levels within Government. Facilitate sharing and reuse of Information and Communication Technology infrastructure and hardware resources. Increase the level of Penetration of Broadband Connectivity. Promote the use of Tamil language and Tamil Unicode Standard in all e-Governance Applications/Websites/Portals. Establish an integrated environment for delivering seamless Government to Citizen (G2C), Government to Employee (G2E), Government to Government (G2G) and Government to Business (G2B) services in a cost effective manner.

18.0 Financial Status

TNeGA is formed for the development of e-Governance application and driving e-Governance activities in the State. TNeGA is supported by State Government by means of release of grants-in-aid for its administrative expenses. Projects like e-District, Capacity Building, SSDG, SRDH, etc., are implemented in the State. The funds are received in a phased manner after completion of milestones as per Master Service Agreement (MSA).

Projects like Cloud Based Asset Management, SMS Based Tracking System, Tamil Nadu Geographical

Information System, Centre Of Excellence, IT Security Audit are fully funded by State Government.

From the year 2015-2016 TNeGA is receiving Revenue share from the e-Sevai (CSC) operations in the State. From December 2016, the share amount received through e-Wallet in e-Sevai portal. **(Rs.**

in Cr)

Year	Total Receipt
2015-2016	3.04
2016-2017	10.49
2017-2018	14.30

The above receipts includes GST .This revenue share would be utilized for the creation of infrastructure, administrative expenses, conducting awareness campaign/Training workshop, etc.