



Government of Haryana/ हरियाणा सरकार

**Secretariat for Information Technology**  
**सूचना प्रौद्योगिकी सचिवालय**

From

Financial Commissioner & Principal Secretary to Govt. Haryana  
Electronics & Information Technology Department  
Chandigarh.

To

All Heads of Departments,  
Chief Executives of Boards,  
Corporations, Agencies and Authorities

Memo No.: 1/198/377

Dated: 19/5/09

**Subject: e-Readiness & e-Governance Ranking Study 2008.**

The Department of Information Technology (DIT), Govt. of India in collaboration with National Council of Applied Economic Research (NCAER) brings out the annual report on e-Readiness of all the States and Union Territories of India. The purpose of this report is to assess the degree of e-Readiness of various States/UTs through a comprehensive e-Readiness Index as well as detail on various components that are factored in the composite index.

The e-Readiness questionnaire received from DIT, GoI has already been partially filled up. The information to be filled in Question Nos. 18 to 24 is to be provided by the concerned Departments, Boards & Corporations. A copy of the concerned questions and performa in which the information is to be filled is enclosed herewith.

I am directed to request you to send the information in the enclosed performa before 30.05.2009 positively.

*Anam Prasad*  
Manager (IT)

for Financial Commissioner & Principal Secretary to Govt. Haryana  
Electronics & Information Technology Department

7/c  
19/5/09



**Details of e-governance projects**

18. Number of e-governance projects successfully running for more than one year in the state under various departments.  
(for these projects provide details below)

Project Name (1)	Department concerned (2)	Year of initiation (3)	Budget (in Rs. Lakhs) (4)	Major service provided (5)



Ques 18 Continued

Project Name (1)	Pilot study =1/ Full scale study =2 (6)	Type of project:		Name of Districts covered (as per plan)* (9)	Name of Districts in which infrastructure has been put in place* (10)	Name of Districts where it is actively being used * (11)	Target group (if any, eg. Rural/ BPL/ SC/ ST etc.) (12)	Population covered as per plan (13)	No. of actual users (14)	Is BPR done? (Yes=1, No=2) (15)
		G2G=1 G2B=2 G2C=3 (7)	Only Public =1, Public-Private Partnership (PPP)=2 (8)							

\* Please give the codes as provided in the attached sheet.



19. Please list the e-Governance projects that were successfully initiated but failed to be completed or were interrupted midway and reasons for the same.

Project Name  (1)	Department concerned  (2)	Year of initiation  (3)	Year of abandonment  (4)	Scale of operation: Pilot =1/ Full scale study =2  (5)	No. of districts in which implementation was done  (6)	Population covered by plan  (7)	Reasons for failure  (8)

**Nature and Quality of e-Governance Services**

20. Nature of service and details about citizen charter (for details about citizen charter restrict to G2C projects).

Services  (1)	Nature of service (information based=1, Interactive=2, Transaction based=3, Transforming=4) (Please see below for explanation) (2)	Is Citizen Charter provided (Yes=1, No=0) (3)	If yes to Col. (3) is it displayed in a visible public place (Yes=1, No=0) (4)	If yes to Col. (4) what language is it displayed in. (Only English=1, only local language=2, both=3) (5)	Deviation of time of delivery of service from Citizen Charter  (6)
Land Records Registration					
Land Mutation					
Vehicle Registration					
Driving License					
Stamp paper registration					
Crime Registration					
Property Registration					
Property Tax					
Death/Birth Certificates					
Utilities Billing					
Tax Returns-Commercial Tax					
Right to Information (RTI)					
Literacy & Primary Education					
Management Information System for Agriculture					
Citizen Grievance Redressal					
Any Other*					



Q 20 Continued

(1)	(2)	(3)	(4)	(5)	(6)
Any Other*					
Any Other*					
Any Other*					

\* Please add any relevant service(s) applicable for your state other than the ones mentioned above.

Code Col (2): a) Information based, i.e. a flow of information from Govt. to Citizens

b) Interactive, i.e. a two way dialogue between Govt. and Citizens

c) Transaction based, for example online application, online payment for a service etc.

d) Transforming, for example provoking a change in the organisational structure

21. Reduction in the number of trips to the dealing office by user's availing the service.

Services (1)	Codes: Completely eliminated=2; Partially Eliminated=1; No effect=0 (2)	Under which project is the service provided (3)
Land Records Registration		
Land Mutation		
Vehicle Registration		
Driving License		
Stamp paper registration		
Crime Registration		
Property Registration		
Property Tax		
Death/Birth Certificates		
Utilities Billing		



Q 21 Continued		
Services	Codes: Completely eliminated=2; Partially Eliminated-=1; No effect=0	Under which project is the service provided
Tax Returns-Commercial Tax		
Right to Information (RTI)		
Literacy & Primary Education		
Management Information System for Agriculture		
Citizen Grievance Redressal		
Any Other*		
Any Other*		
Any Other*		
Any Other*		

\* Please add any relevant service(s) applicable for your state other than the ones mentioned above.

**22. Penetration of computerisation. (only for G2C and G2B projects)**

Services (1)	No. of users availing manual services (2)	Average waiting time for manual services (3)	No. of users availing computerised services (4)	Average waiting time for computerised services (5)
Land Records Registration				
Land Mutation				
Vehicle Registration				
Driving License				
Stamp paper registration				



Q 22 Continued				
Services (1)	No. of users availing manual services (2)	Average waiting time for manual services (3)	No. of users availing computerised services (4)	Average waiting time for computerised services (5)
Crime Registration				
Property Registration				
Property Tax				
Death/Birth Certificates				
Utilities Billing				
Tax Returns-Commercial Tax				
Right to Information (RTI)				
Literacy & Primary Education				
Management Information System for Agriculture				
Citizen Grievance Redressal				
Any Other*				
Any Other*				
Any Other*				
Any Other*				

\* Please add any relevant service(s) applicable for your state other than the ones mentioned above.



23. What are the changes in terms of quality of delivery of services due to the implementation of e-governance in your State/UT government?

Services (1)	Implemented=1, Not Implemented=0 (2)	Transparent* (3)	Inclusive* (of disadvantaged/ marginalised groups) (4)	Accountable* (5)	Responsive * (6)	Cost Saving to*	
						Citizen (7)	Government (8)
Land Records Registration							
Land Mutation							
Vehicle Registration							
Driving License							
Stamp paper registration							
Crime Registration							
Property Registration							
Property Tax							
Death/Birth Certificates							
Utilities Billing							
Tax Returns-Commercial Tax							
Right to Information (RTI)							
Literacy & Primary Education							
Management Information System for Agriculture							
Citizen Grievance Redressal							

\* Code: Not applicable=0; Very poor=1; Poor=2; Average=3; Good=4; Very good=5



Q 23 Continued							
Services (1)	Impleme-nted=1, Not Impleme-nted=0 (2)	Transparent** (3)	Inclusive* *(of disadvantaged/ marginalised groups) (4)	Accountable** (5)	Responsive ** (6)	Cost Saving to**	
						Citizen (7)	Government (8)
Any Other**							
Any Other**							
Any Other**							
Any Other**							

\* Code: Not applicable=0; Very poor=1; Poor=2; Average=3; Good=4; Very good=5  
 \*\* Please add any relevant service(s) applicable for your state other than the ones mentioned above.

**Constraints in adoption of e-governance**

24. Please list the government departments that have not adopted e-governance and the reasons for the same.

Department	Reasons for lack of funds (1)	e-governance not applicable (2)	Any other (specify) (3)