GOVERNMENT OF TAMIL NADU

e-Governance Policy

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1. INTRODUCTION

Tamil Nadu is a pioneer among States in India in promotion of Information and Communication Technology (ICT) and e-Governance by successfully implementing various e-Governance programmes including those under the National e-Governance Plan (NeGP).

The Government of Tamil Nadu has aligned itself to the NeGP vision of "**Making all Government services accessible to the common man in his locality through common service delivery outlets and ensuring efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man**".

e-Governance enables greater transparency and access to information. Information and Communication Technology (ICT) enabled technology can totally transform Governance by adoption of global best practices in Governance.

2. VISION FOR e-GOVERNANCE

By year 2023, make the Government services accessible online from anywhere or nearby Common Service Delivery outlets, mobile platforms, handheld devices etc., thus enabling the citizen to avail of all Government services easily, thereby increasing the accountability, transparency and efficiency in delivery of services.

3. NEED FOR THE POLICY

a. Information Technology Act, 2000 of Government of India and the Tamil Nadu Information Technology (Electronic Service Delivery) Rules, 2016 based on it mandate that public services are to be delivered electronically wherever and to the extent possible.

b. More and more Government services are being accessed by citizens electronically and through the internet which necessitates the creation of a policy for e-Governance.

c. Improve productivity and efficiency in delivery of services by Government departments.

d. To create a comprehensive framework for the initiatives taken by various departments for implementing e-Governance in their respective departments and to promote the best practices.

4. OBJECTIVES OF e-GOVERNANCE POLICY

a. Provide direction to e-Governance implementation in various departments of the State Government.

b. Ensure common framework, standards and seamless inter-operability and portability between systems, software and data.

c. Promote proactive delivery of online services to citizens.

d. Improve productivity levels within Government.

e. Facilitate sharing and reuse of Information and Communication Technology infrastructure and hardware resources.

f. Increase the level of Penetration of Broadband Connectivity.

g. Promote the use of Tamil language and Tamil Unicode Standard in all e-Governance Applications/Websites/Portals.

h. 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.

5. TYPES OF SERVICES

The services delivered by the Government departments can be broadly classified as follows:

a. **Government to Citizen (G2C)** - Government to Citizen Services include all services being extended to citizens through various Government Departments. The citizen should be able to access Government services / information from the confines of his home and through Mobile Phone / Browsing Center / Common Service Centre etc.

b. **Government to Business (G2B)** - Government to Business services include every level of interface that Private Sector Units irrespective of scale of operation, have with Government. This includes a wide range of activities ranging from registration, granting of permits and licenses, collection of taxes, filing of returns, procurement, tenders etc.

c. **Government to Government (G2G)** - The services provided between Government Organisations, Departments, Authorities and other Government Organisations, Departments and Authorities.

d. **Government to Employee (G2E)** - Government to Employee services like Human Resource Management, e-Payroll, e-Mail, e-Pension etc.

6. APPLICABILITY OF THE POLICY

a. The policy shall be applicable to any authority or body in Tamil Nadu established or constituted under any Central or State law owned and controlled by the State Government or which receives any aid (aid shall include Government aid in the form of Government land at concessional rates or any other monetary concessions like exemption from tax etc., by Government as specified by Government, from time to time) directly or indirectly from the State Government and shall include the bodies (like Cooperatives, Trusts, Societies, Public Sector Undertakings, Boards etc.) whose composition and administration are predominantly controlled by the State Government or the functions of such body are of public nature or interest or on which office bearers are appointed by the State Government.

b. The policy shall also be applicable to Partnerships, Joint Venture companies etc. of the State Government.

7. CORE INFRASTRUCTURE

In order to provide seamless service, the following infrastructure will be leveraged:

a) State Data Centre (SDC)

b) Virtualization and Cloud Infrastructure

c) Disaster Recovery Centre and Near Line Disaster Recovery Centre

d) Tamil Nadu State Wide Area Network (TNSWAN)

e) National Knowledge Network (NKN)

f) National Optical Fibre Network (NOFN) (now BharatNet/TamilNet)

g) State Resident Data Hub (SRDH)

h) Digital Signature / e-Sign

I) e-Mail & e-Mail Policy

The core infrastructure would be effectively utilized by the individual departments adhering to the standards and guidelines prescribed by the Government from time to time.
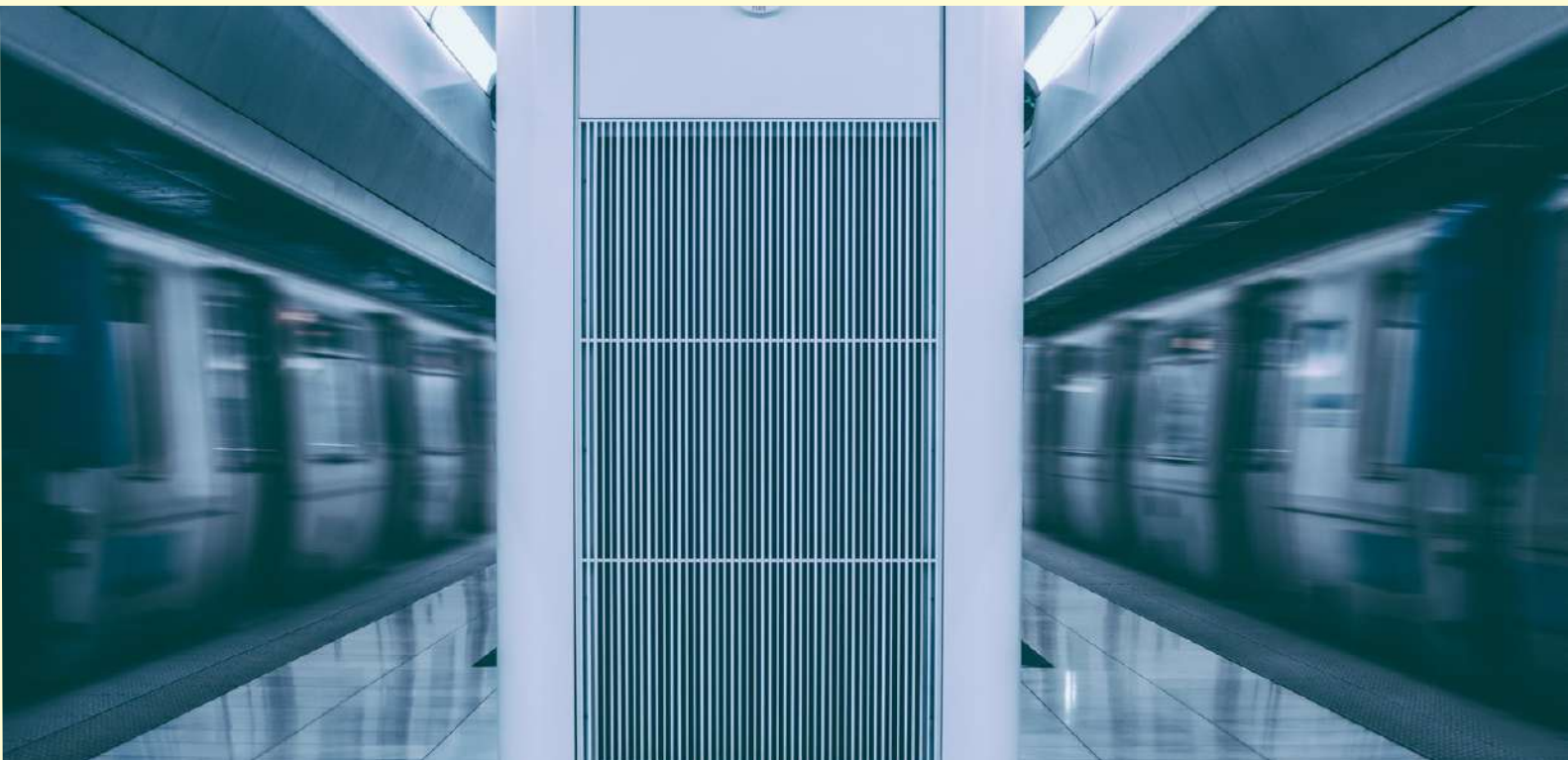
7.1 State Data Centre (SDC)

The State Data Centre (SDC) would provide the necessary foundation for efficient electronic delivery of services. State Data Centre would provide for many functionalities including acting as Information Technology Repository of the State, providing Secured Data Storage, Online Delivery of Services, hosting State Portal, State Service Delivery Gateway (SSDG) and e-Forms.

7.2 Virtualization and Cloud Infrastructure

The State Government will put in place 'Cloud Infrastructure' including virtualization of existing computing resources so as to enable speedy, efficient, cost-effective deployment, scaling-up and sharing of Information Technology resources.

7.3 Disaster Recovery Centre and Near Line Disaster Recovery Centre

The Government is committed to provide data recovery services for Government Departments by establishing a Disaster Recovery Centre and Near Line Disaster Recovery Centre in the State.

7.4 Tamil Nadu State Wide Area Network (TNSWAN)

The Tamil Nadu State Wide Area Network (TNSWAN) has been implemented as an effective grid for the State Government Departments with vertical connectivity between State Head Quarters, District Head Quarters, Taluks and Blocks. On need basis, various departments can establish horizontal connectivity. The State would continue to work towards dependable connectivity of increased bandwidth to enable all e-Governance IT applications function effectively and provide citizen-centric services in an efficient manner. Advantage would be taken of the high bandwidth availability from the National Knowledge Network as a redundant connectivity.

7.5 National Knowledge Network (NKN)

The National Knowledge Network (NKN) is a state-of-the-art multi-gigabit network for providing a unified high speed network backbone for all knowledge related institutions in the country. The purpose of such a knowledge network goes to the very core of the country's quest for building quality institutions with requisite research facilities and creating a pool of highly trained professionals.

7.6 National Optical Fibre Network (NOFN) (now BharatNet/TamilNet)

The National Optical Fibre Network (NOFN) (now BharatNet) is a project, which aims to provide broadband connectivity to all Gram Panchayats of India. The TamilNet project aims to provide broadband access to urban areas, besides to Village Panchayats and links between State Headquarters, Districts and Blocks. The State will leverage both BharatNet and TamilNet to provide optical fibre connectivity to all parts of the State and ensure delivery of e-services and e-applications.

7.7 State Resident Data Hub (SRDH)

State Resident Data Hub (SRDH) is an Integrated Framework which provides a unique centralized database of citizens with Aadhaar linkage. It acts as a single source of validation for information related to the population. SRDH integrates all the departmental databases and links them online using AADHAAR Number. SRDH creates a mechanism for citizen identification while providing various benefits and targeting of beneficiaries under different scheme. SRDH will be integrated with all e-Governance applications wherever possible. The State will also come up with a framework for using Aadhaar number for the State Government Schemes.

7.8 Digital Signature / e-Sign

To enable proper identification and authentication of electronic transactions, use of Digital Signatures / e-Sign facility for online processing would be encouraged. Each Department would arrange for procurement of Digital Signature Certificates / e-Sign facility for various Officers according to the requirement. Timely instructions and training would be provided to Officers who are entrusted with this authority.

7.9 e-Mail & e-Mail Policy

All Government officials will be provided with unique e-Mail address based on their designation. A separate e-Mail Policy will be drawn up for the purpose.

8. SERVICE DELIVERY CHANNELS

a. All citizen services that are feasible to be delivered electronically would be made available online through the State Portal, from where citizens can directly apply for the services. However, people who do not have access to internet may access these services through other delivery channels like e-Sevai Centers, Common Service Centers (CSC), Facilitation Counters etc.

b. The Portals and Websites of Government Departments would be integrated with the State Portal.

c. The State would also promote m-Governance to use mobile technology for providing services to citizens.

8.1 State Portal, State Service Delivery Gateway

The departments would convert their application forms into e-Forms such that the citizen would be able to visit the **State Portal**, identify the service, apply using the e-Forms and get an acknowledgement. The departments would have ensured complete backend computerization of their processes, such that the application will be routed through the **State Service Delivery Gateway (SSDG)** into the Departmental e-Governance application which will be handled at different levels based on hierarchy. The State Portal facilitates minimum navigation for citizens in accessing services through the internet. Eventually, the State Portal will become the one stop-shop for citizens to avail of Government Services. Going forward, the departments are encouraged to host their applications in State Data Centre and connect their offices through Tamil Nadu State Wide Area Network and also ensure that their applications are compatible with SSDG framework and guidelines. Also Government websites / other information access & service delivery mechanisms will be made user friendly for differently-abled citizens.

8.2   Unified Payment Gateway

Based on the requirements of the Departments, their web-based applications would have interfaces with a Payment Gateway so as to enable payment transactions online. A Mobile Payment Gateway would also be introduced at appropriate time.

8.3   Mobile Governance (m-Governance)

Considering the mobile phone penetration among Citizens, the Government recognizes the need for utilizing the mobile mode of enabling easier access to services that can benefit the citizen. Utilization of mobile telephone in delivery of services would be encouraged in all Departments. Departments would ensure that their applications are compatible to mobile access and utilize the common mobile infrastructure provided by Government of India and the State Government like Mobile Service Delivery Gateway (MSDG) etc.

8.4   Mobile Application

To enable the citizens to access Government services / status of their request through mobile phones, mobile applications will be developed in English and Tamil Language using open standards, to the extent possible. The State Portal and Government Departmental Portals will be made 'mobile compliant' in due course.

9. STANDARDS FOR e-GOVERNANCE

a. The Government will come out with a 'Tamil Nadu Standards Manual' which will prescribe metadata standards for all e-Governance and Information Technology applications.

b. To the extent feasible, the State Government will align itself with the National Standards and Policies established or prescribed by Government of India in respect of e-Governance with necessary amendments as may be required.

c. **Open Source and Open Standards**

    The Departments would ensure use of Open Source and Open Standard technologies for Software Development, unless the use of proprietary technology is unavoidable. This would enable respective Departments to prevent vendor lock-in, unnecessary cost on user licenses and long-term cost liabilities. Service-Oriented Architecture for software development would be followed to ensure interoperability.

d. Appropriate standards as prescribed by Government shall be followed for Data Classification, Data Retention, Metadata and Inter-operability of applications.

e. All the standards developed/approved by Tamil Virtual Academy shall be adhered to in respect of Tamil Computing.

f. All the applications to be developed in the State by all Government Departments shall conform to State Data Centre standards without fail.

g. **Standardized Digital Address Number (SDAN)**

    To identify the location of a place/property in the State, Standardized Digital Address Number (SDAN) System will be implemented using appropriate technology.

10. GUIDELINES FOR e-GOVERNANCE

10.1 General

a. The roll out of the e-Services would facilitate information availability, online submission of forms, online processing and payments, online verification, online status tracking and online availability of services with special stress being on service delivery in Tamil.

b. All the e-Governance applications will provide easy access to differently-abled citizens.

c. Departments would ensure that their e-Governance projects are accompanied by plans for re-engineering Government and Administrative processes and change management systems associated with them.

d. The Departments would ensure that the e-Governance Applications developed by them conform to various national policies such as e-Mail Policy, Localisation Policy, Web-Server Policy, Anti-Virus Policy, National Data Sharing and Accessibility Policy etc.

e. The Departments are encouraged to provide services electronically and create a statutory right to such services under the Tamil Nadu Information Technology (Electronic Service Delivery) Rules, 2016, based on Information Technology Act 2000 of Government of India, which has been notified in the Tamil Nadu Government Gazette on 14.12.2016.

f. The departments are encouraged to use Business Analytics and Decision Support Systems in their e-Governance Applications wherever possible.

g. Departments are encouraged to move their existing applications to Cloud based technology in a phased manner. The new applications developed shall be compatible with Cloud environment.

h. The Government would set-up a Knowledge Management Facility that would maintain Project Management Information System (PMIS) related to e-Governance projects in the State.

i. Public Private Partnership would be encouraged in e-Governance projects in the State wherever and to the extent possible.

j. Social media shall be leveraged to increase the awareness on the delivery of services to citizens.

k. Departments, as far as possible, are encouraged to host their services within the State. In any case, Departments shall host their public services online, from facilities within the country.

10.2 Databases

a. Ownership of data, including citizen related data, Government financial data etc. arising out of any Information Technology project or already available with the State Government would be with the State Government and/or its various departments, bodies, agencies only and may be shared with Government departments and agencies within the provisions of the various Acts.

b. Government would ensure security and privacy of citizen data, while compiling citizens database in accordance with the various Acts in this regard.

c. The Departments would be advised to standardise the databases to Unicode standards.

d. The Departments will be encouraged to consider digitization of their old records and files.

e. The Government, over a period of time, shall put in place a system for making available relevant data and statistics on a single "Open Government Data" online platform for use by the Government Departments and general public.

10.3 Software

a. In general, the ownership of the source code of custom developed software for Departments would rest with the Departments, and the reuse of these software components in projects of Government would be highly encouraged.

b. **Tamil Nadu Geographical Information System (TNGIS) Platform**

    Considering the urgent needs of the Geographical Information System users and to avoid duplication and wastage of resources, a common platform for Tamil Nadu State Spatial Data Infrastructure (TNSSDI) has been established. Tamil Nadu Geographical Information System Policy will be drawn up.The individual departments would collaborate with, make available to and utilize the maps and the geographical information services provided by the Tamil Nadu Government Geographical Information System (TNGIS) of Tamil Nadu e-Governance Agency for better planning and monitoring.

c. The Asset Management System is intended for creating and managing a repository of all Information Technology hardware assets combining inventory and financial aspects to support the project during its life cycle. It includes procurement, deployment, management and disposal of the hardware components. Departments would implement an asset management tool to manage their hardware assets.

d. In order to address the Software Change Management Process, the Departments are encouraged to utilize the Software Asset Management Services that would be provided by Tamil Nadu e-Governance Agency using a centralized Asset Management Tool.

e. **e-Office**

    To promote paperless office and to increase the efficiency of office work, e-Office Application will be implemented in all Government Offices throughout the State. Steps will be taken to ensure that Government files/documents/records are made available in a digitized form and are easily accessible to those authorized for access.

f. **Government e-Marketplace**

    To enhance transparency, efficiency and speed in public procurement, all Government Departments will be encouraged to use the 'Government eMarketPlace (GeM)' website.

g. All software procurement shall be made in compliance with "The Tamil Nadu Transparency in Tender Act 1998" and   all the policy guidelines as amended from time to time shall be complied with. The departments should ensure that Intellectual Property Right (IPR) and Source Code are owned by the Government / Department. The applications to be developed shall comply with Open Standards as prescribed by Government of India. The specifications provided by the software vendor shall be vendor and platform independent and include maintenance of the application post the implementation period and the required training shall be provided by the Vendor. All the e-Governance projects shall adhere to the framework / guidelines as prescribed by National e-Governance Plan (NeGP).

10.4   Hardware

a. Hardware suppliers shall provide drivers compatible with Open Source software.

b. All hardware procurement shall be made in compliance with "The Tamil Nadu Transparency in Tenders Act 1998" and rules thereto and all the policy guidelines as amended from time to time shall be complied with. The departments shall ensure that the bidders provide appropriate Certification from Original Equipment Manufacturer (OEM) vendors to satisfy Common Criteria, provide Annual Maintenance Contract (AMC) for 2 more years in addition to the OEM warranty of 3 years and also comply with "Tamil Nadu e-Waste Policy 2010" for the disposal of hardware.

10.5   Internet Protocol version 6 (IPv6)

A "National IPv6 Deployment Roadmap" policy has been released by the Government of India for migration from IPv4 to IPv6 by all Government Departments, private organizations and other stakeholders in the country. It is therefore recommended that henceforth the hardware, software and network equipment procurement by the Departments would ensure IPv6 compliance.

11. INSTITUTIONAL FRAMEWORK FOR e-GOVERNANCE

The following Institutional mechanisms exist or will be put in place for providing support to e-Governance in the State:

a. The Government through **Information Technology Department** would be the overall facilitator for promoting Information Technology and e-Governance in the State.

b. **Electronics Corporation of Tamil Nadu Limited (ELCOT)** shall provide hand holding support to various Government Departments, Organizations, Boards etc., in the areas of infrastructure for e-Governance, Capacity Building, procurement of hardware, software, services etc.

c. **Commissionerate/Directorate of e-Governance** is the nodal agency for the implementation of common e-Governance Projects of the State. An 'IT Cadre' comprising IT professionals who will be working under the Directorate of e-Governance is being created. These professionals will render their assistance to all the Government Departments who are implementing projects at the State / District level. It will also act as the coordinating agency for electronic delivery of services.

d. **Tamil Nadu e-Governance Agency (TNeGA)** is a State Nodal Agency and an intrinsic arm of Government to support and drive all e-Governance initiatives of the Government. TNeGA is implementing the various e-Governance Projects under the National e-Governance Plan like e-District Programme, Common Service Centres (CSC), Capacity Building (CB) Training and Tamil Nadu Geographical Information System (TNGIS).

e. **Tamil Virtual Academy (TVA)** aims at providing internet-based resources and opportunities for the Tamil communities living in different parts of the globe as well as others interested in learning Tamil, Tamil Computing software and acquiring knowledge of the history, art, literature and culture of the Tamils and to identify, establish, maintain and promote the solutions for the Tamil computing requirements of Tamils living abroad, Government, Academia, Media and Business institutions.

f. **Tamil Nadu Arasu Cable TV (TACTV) Corporation** would be one of the agencies assisting in providing e-services in all parts of the State through its wide network and reach.

g. **Tamil Nadu FibreNet Corporation Limited (TANFINET)** is being formed to provide network connectivity throughout the State which will provide the back bone for triple play services (voice, data and video), bandwidth to e-Sevai Centres, etc.

h. Individual Departments would continue to be responsible for promoting and monitoring the implementation of e-Governance within their respective spheres and to deploy adequately trained and qualified persons at all levels for this purpose.

i. **National Informatics Centre (NIC)**, under the Department of Electronics and Information Technology of the Government of India, is a premier technology driven organization, set up for the active promotion and implementation of Information and Communication Technology (ICT) solutions in the Government. NIC leverages ICT to provide a robust communication backbone and effective support for e-Governance to the Central Government, State Governments, Union Territories, Districts and other Government bodies. It offers a wide range of ICT services.

j. Several other Governmental/Quasi Governmental agencies will have a key role to play in e-governance.

> **(i)**   **Society for Electronic Transactions and Security (SETS)** is supporting Tamil Nadu in providing e-security solutions.
>
> **(ii)**   **Centre for Development of Advanced Computing (C-DAC)** is assisting the Government in the areas of cloud computing, Open Source technologies and platforms, Tamil computing interfaces etc.
>
> **(iii)**   **The Information and Communication Technology Academy of Tamil Nadu (ICTACT)** is assisting in bridging the gap between Industry and Academia by conducting training programmes for multiple stakeholders.
>
> **(iv)**   **Services of Standardisation, Testing and Quality Certification (STQC) / Electronics Test & Development Centre (ETDC)** are available for quality testing, **National Institute of Electronics and Information Technology (NIELIT),** for training and capacity building, **Software Technology Parks of India (STPI)** and **Bharat Sanchar Nigam Limited (BSNL),** for providing connectivity, networking support, hosting services etc.

11.1 State e-Governance Mission Team (SeMT)

State e-Governance Mission Team (SeMT) has been established to help the line Departments to implement their e-Governance initiatives that are aligned with National e-Governance Plan (NeGP) goals. SeMT would act as an   e-Governance advisory body to all departments and would closely work with departments.

11.2 District e-Governance Society (DeGS)

District e-Governance Societies headed by the District Collectors / Commissioner, Corporation of Chennai (in Chennai District) have been formed for implementing the e-Governance initiatives at the District level. They would provide a platform for all the stakeholders to discuss and deliver services at the field level. The society would work closely with other implementing support agencies and monitor the e-Governance activities at the district level.

12. CAPACITY BUILDING

a. Time bound training programme in Information and Communication Technology (ICT) skill development and capacity building of the Government employees would be conducted by the respective Departments

b. The Departments would build capacities within the system for e-Governance, Program and Change Management by training the manpower and deploying appropriate infrastructure and machinery.

c. For the purpose of training, employees would be categorized based on their roles and responsibilities and they would be given suitable training through Governmental and non-Governmental institutions.

d. Departments may avail the services of Electronics Corporation of Tamil Nadu Limited (ELCOT), Information and Communication Technology Academy of Tamil Nadu (ICTACT), Centre of Excellence for Capacity Building in Information and Communication Technology, Tamil Nadu e-Governance Agency (TNeGA), Tamil Virtual Academy (TVA), National Informatics Centre (NIC), National Institute of Electronics and Information Technology (NIELIT) etc.

e. Department level Project e-Mission Teams (PeMT) would be the primary focus for implementing e-Governance initiatives. Tamil Nadu e-Governance Agency, will work in close coordination with these PeMTs to help them develop a department-level e-Governance plan / road map. Once the e-Governance in the department attains a certain level of maturity, departments may implement Business Intelligence tools to further enhance the delivery of services.

f. Departments shall ensure the appointment of in-house Information Technology team.

g. Tamil Nadu e-Governance Agency (TNeGA), Electronics Corporation of Tamil Nadu Limited (ELCOT), National Informatics Centre (NIC) and other vendors will play key roles in designing and assisting Departments in implementing appropriate training programs for the Officers and other employees.

h. They will also assist respective Departments in developing training programs related to infrastructure management, back-end management, service management, content development, hosting, security and other related areas that would help respective Departments to become self-reliant in their march towards e-Governance.

13. APPLICATION DEVELOPMENT

13.1 Application Lifecycle

At present, different approaches are being followed while developing information technology applications. However, there is a definite requirement for a streamlined and systematic step-by-step approach in the processes involved in software development so as to ensure that any form of transition from paper based/manual to online processes is made smooth and adequate safeguards are put in place to ensure implementation that is both incident free and within a secure environment. Departments would adhere to the Standards, Guidelines and Orders issued for software development by the Government from time to time. It is required to have the application audited and certified by a third party agency on various security aspects before deploying in State Data Centre environment. All the applications to be developed shall adhere to Open Source and Open Standards and be certified by Cert-In empaneled agency. The applications developed by the departments shall in general be hosted at State Data Centre or else at any other Data Centre owned by any Government Agency; however, if there is non-availability of space at Government Data Centres, the departments shall host their application in Data Centres situated within India only.

13.2   Source Code Repository

A source code repository shall be made available where source code pertaining to different applications will be stored. They will be used by multi-developer projects to handle various versions and handle conflicts in an organized fashion. This will effectively help the departments in managing the source code in an efficient manner.

13.3   Use of Tamil in e-Governance

a)   All applications and websites shall provide bi-lingual content/ services (Tamil & English)

b)   The use of Tamil language would be encouraged using Unicode standard in e-Governance initiatives across applications and processes so that the benefits of e-Governance reach the citizens of the State.

c)   Tamil would co-exist with English complying with national and international standards for information interchange.

13.4   Adoption of New Technologies

The Government would support adoption and usage of emerging digital technologies in e-Governance like Social Media, Internet of Things, Block Chain Technologies, Digital Payments, Data Analytics, etc. which will play an active role in improving the lifestyle of citizens in the years to come.

14. SECURITY IN e-GOVERNANCE

Departments shall have periodic cyber security audit of their websites, portals and applications. All the applications developed for e-Governance shall be compliant to Tamil Nadu e-Security Policy 2010, enacted under Information Technology Act, 2000.

14.1 IT Security Policy

To protect the IT infrastructure, websites, applications and information of the Government Departments from external attacks, intrusion and hacking, an enhanced IT Security Policy will be drawn up for the State.
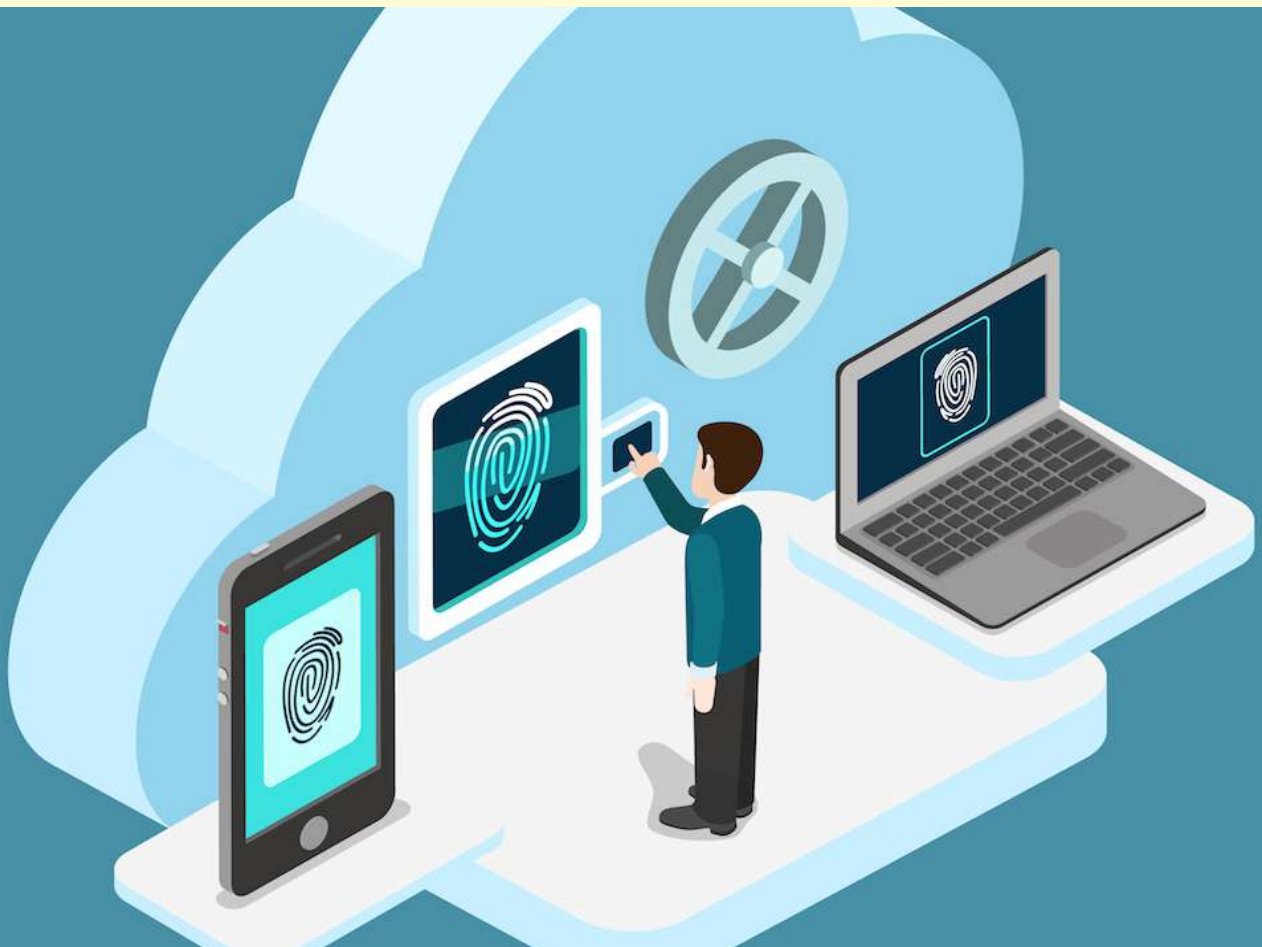
15. REVIEW AND AUDIT

a. The State Government would constitute a State Level Apex Committee for e-Governance headed by the Chief Secretary to Government, for periodic review of the implementation of the policy and would provide necessary guidelines for its implementation. The Committee would comprise Secretaries from the Departments of Information Technology, Personnel & Administrative Reforms, Planning, Development and Special Initiatives and State Informatics Officer, National Informatics Centre as its members and Commissioner of e-Governance as its Member-Secretary. It will co-opt additional members as necessary from time to time.

b. A mechanism for the impact assessment of the service delivery would be established by the Departments.

16. BUDGETARY ALLOCATION

a. The Departments would earmark 0.5% of their annual budget for e-Governance and would be encouraged to increase the same to 3% in a phased manner over a period of 5 years.

b. The focus of the budget earmarked for e-Governance would be towards electronic delivery of citizen services and providing backend infrastructure support for the same.

17. IMPLEMENTATION

Information Technology Department in Government will coordinate the overall implementation of the policy.