

**Course Name :** O Level(B4-1st sem.)  
**Topic :** E-governance

**Subject :** ITT&NB  
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## **E-GOVERNANCE**

E-governance is a means to provide the government services to the doors of the citizens. It is an integration of all government departments and their services with the use of information and communication technology (ICT). The aim is to enhancing the government ability to address the needs of the general public. The basic purpose of e-governance is to simplify the accessibility of the government services for citizens at national, state and local levels. Some of the e-governance services are:

### **RAILWAYS RESERVATION**

In order to provide the services of railways to each and every passenger in hassle free manner is achieved by the concept of e-governance. It makes the services and policies more transparent, easy and less corrupted. **Some the applications that were launched by the government of India in past few years which make functionality of railways more efficient are given below:**

#### **1. CRIS (CENTRE FOR RAILWAY INFORMATION SYSTEM)**

CRIS is currently developing systems to cover emerging needs of the Railways including the protection of Railway assets, energy management, management of the overhead electrification system, parcel management, employee's health management and a comprehensive financial management system.

Other projects under execution include development of ticketing on mobile phones, linking tickets to Aadhaar, tracking of trains in real time through GPS, tracking of rolling stock using radio frequency identification, setting up a geo-spatial database for the Railways and the setting up a state-of-the-art data centre to house the Railways IT system.

#### **2. RAIL SAARTHI**

Rail saarthi stands for "synergised advanced application rail travel help and information". It provides options such as safety for women, complaint facility and suggestion for improvement. It is an integrated mobile application to cater various passenger requirements, including ticket booking, inquiry on board cleaning and ordering meat on a single platform.

#### **3. UTS ON MOBILE**

UTS means "Unreserved Ticketing System". It is a mobile application which enables booking and cancellation of unreserved tickets among a host of other facilities. This app will also enables issue and renewal of season and platform tickets, check and load R-wallet balance and help maintain user profile management and booking history.

## Passport

The Ministry of External Affairs (MEA) is responsible for issuance of Passports to Indian Citizens through a network of 37 Passport offices across the Country and 180 Indian Embassies and Consulates abroad.

**Passport Seva** is a step taken by Ministry of External Affairs (MEA) which enables simple, efficient and transparent processes for delivery of passport and related services. It converts the long and complex process of passport into easy and time bounded process such as it integrates the State Police for physical verification of applicant's credentials and India Post for delivery of passports.

## E-hospital

**Online Registration System (ORS)** is a framework to link various hospitals across the country for Aadhaar based online registration and appointment system, where counter based OPD registration and appointment system through Hospital Management Information System (HMIS) has been digitalized. The application has been hosted on the cloud services of NIC. It is a workflow based ICT solution for Hospitals specifically meant for the hospitals in Government Sector. This covers major functional areas like Patient care, Laboratory services etc.

**Online Registration System (ORS) provides services such as:**

- **Book Appointment Now-** Book the appointment with the doctor without standing in long queue.
- **Lab Reports-** Reports can be downloaded from the website directly.
- **Blood Availability-** Blood donor and receiver both can see the blood availability.
- **Payment-** Online payments can be made for the doctor consult fees and medicine costs.

## Accessing e-Governance services on Mobile Using “UMANG APP

**UMANG** stands for “**Unified Mobile Application for New-age Governance**”. It is developed by Ministry of Electronics and Information Technology (MeitY) and National e-Governance Division (NeGD) to drive mobile Governance in India. UMANG provides a single platform for all Indian Citizens to access PAN India services. UMANG service has been made available on multiple channels like mobile application, web, IVR (Interactive Voice Response) and SMS which can be accessed through smartphones, feature phones, tablets and desktops.

### Key features of “UMANG APP

UMANG intends to provide major services offered by Central and State Government departments, Local bodies and other utility services from private organizations.

Some of the key features of UMANG App are:

- **Integration with Aadhaar, PayGov, DigiLocker**
- **Ease of Access**
- **Government Services on your finger tips**
- **Dedicated Customer Support**

## Digital Locker

Government come up with the concept of DigiLocker, where registered user can upload their important documents. It minimizes the usage of physical documents and enables the sharing of e-documents across various agencies.

Indian citizens, who sign up for a DigiLocker account gets a dedicated cloud storage space that is linked to their Aadhaar (UIDAI) number. Indian citizens or Organizations that are registered with Digital Locker can upload electronic copies of documents and certificates (e.g. driving license, Voter ID, School certificates). These documents can be electronically signed using the eSign facility.

### Create a Digital Locker account

- Type <https://digitallocker.gov.in/> in the address bar of the browser.
- Click on the Sign Up option on the right top corner of the screen.
- On next screen, enter mobile number and click continue.
- OTP will be sent on entered mobile number. Type the received OTP
- Now a User creation window will open Where user has to fill its Username and Password for its digital locker account
- Then press the Sign up option.

### Exercise:

1. **What do you mean by E-governance?**
2. **Write short notes on followings:**
  - a. Railways reservation
  - b. Passport
  - c. E-hospital
  - d. UMANG app
  - e. Digital Locker