e-Governance LEADERSHIP MEET for Better Government Services | SeMT State e-Governance Mission Team Orientation Training | CIO Chief Information Officer TRAINING PROGRAMME Commitment to Public Service Delivery | STeP Specialized Training for e-Governance Programme | eGPX e-Governance Program for Executives

E-MCH PROJECT

Cover Story

Contributed by:
Mr. Chetan Sharma
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The MCH Challenge & Project Background

Maternal and Child Health (MCH) is a major challenge all over South Asia, including India. Infant mortality and morbidity as well as poor pre-and-post natal care results in unsafe motherhood. Lack of awareness, illiteracy, poverty and superstitions are the main reasons for high mortality. Though government has made extensive efforts through Information, Education and Communication (IEC) Programs to address these issues; yet these work in isolation of the Public Health Care Delivery system driven mostly by a frugal strength of Auxiliary Nursing Maid (ANM) a Government functionary.

Central Uttar Pradesh, in particular, presents some of the worst RCH indicators in South Asia. Due to lack of institutional deliveries, the death rate of pregnant and delivered women has been high. Infant mortality has been recorded at 25% as per Family Health Survey of the Ministry of Health & Family Welfare, Government of India. One of the reasons for high infant mortality and morbidity rate is lack of awareness amongst predominantly rural communities as well as lack of institutional deliveries and post-birth care.

[Click to read complete article](#)

From the Editor's Desk

Day-by-day, use of mobile phones in rural and urban areas, is growing. The International Telecommunication Union (ITU), 2014 figures show, that by the end of 2014, there will be almost 3 billion Internet users, two-thirds of them coming from the developing world, and that the number of mobile-broadband subscriptions will reach 2.3 billion globally. Fifty-five per cent of these subscriptions are expected to be in the developing countries. In this issue of INSPIRE, we bring some interesting happenings around the use of mobile technology for service delivery or data gathering for monitoring.

The first article on Maternal and Child Health by Chetan, discusses the basic reasons of high infant mortality and morbidity rate, especially amongst the rural communities. Some of the reasons being low literacy, low awareness on such issues, etc. To a large extent, these have been addressed by the use of mobile-based simple applications. This has been experimented with in some of the districts of UP.

The article in focus by Deepinder highlights fast rate of adoption of mobile-based information and alerts by government departments for its stakeholders. The Government of India mobile app store has already become a rich repository of more than 290 apps built around public services. The mobile channel for the governments is just the beginning and this channel needs to be leveraged for better value to the citizens.

The story on commercial tax department e-Governance intervention by our CIO alumni focuses on the re-engineered process to simplify the automatic credit of TDS, remitted in contractors return. A simple solution benefitting both the contractors and the government.

The spotlight in this issue brings a video clip of our guest faculty helping the SeMT members coming from private sector to understand the basics of government communication process. An essential piece of knowledge, especially for all those in private sector and engaged in government projects.

I have just moved from Hyderabad to Delhi with my baggage and waiting to experience some new first-hand experience of e-Governance projects implemented here.

Enjoy reading and contribute your stories around e-Governance!!!

Feel free to connect with me at piyush.gupta@nisg.org

Capacity Building Training Programmes on e-Governance, like the Specialized e-Governance Training Programme (STeP) and Chief Information Officers (CIO) Training Programme, have been attended by many Government Officers across India. Till date, we have more than 175 trained e-Governance CIOs and over 5000 Government Officers trained under short-term training programmes conducted by NISG under the National e-Governance Plan (NeGP). These programmes have benefited the participants in shaping or contributing to their department's e-Governance initiatives. It was time for us make an effort to connect e-Governance practitioners all over India, to help them take their learning to the next level – learning through sharing!
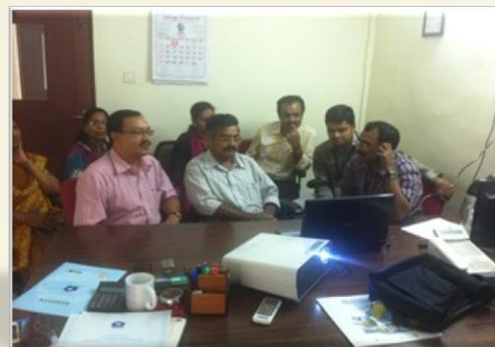
The e-Governance Community of Practice (eGovCoP) was conceptualized to achieve this – to connect all like-minded government officers who want and can make a difference in the area of e-Governance. This effort is aimed towards building an e-Governance Community of Practice by keeping officers, who have attended some e-Governance training programme, connected with each other in their city. Face-to-face interactions and networking generates greater learning through sharing of experiences, best practices, successes and failures.

Thiruvanthapuram Chapter

Undeterred in their commitment and driven by their passion to make a difference in the arena of e-Governance, members of e-GovCoP Thiruvanthapuram Chapter came together for their second meeting on 4th April'14.

The members discussed issues/challenges with respect to GRAS (Government Receipt Accounting System) and e-payment of Motor Vehicle fees/tax through Akshaya centres. As they discussed challenges, possible solutions and next steps, they also decided to rename the Chapter as "Ananthapuri" eGovCoP Chapter.

Working towards the aim of learning through sharing, the members decided to have a presentation round by at least one member on e-Governance activities within his/her respective department. Mr. Dhanesh from Commercial Tax Department will take the lead in the next meeting.

Thiruvanathapuram Lead - **Mr. Nowshad PM** (E-Mail: shadnow@gmail.com) & Mr. B.S. Thyagarajababu (E-Mail: thyagarajababu@gmail.com)

If you have the zeal and interest to initiate the eGovCoP Chapter in your city, let us know and we will connect you with the other NISG training alumni. We need enthusiastic officers in the government to take this lead, to grow into a national knowledge sharing network of people passionate about e-Governance.
Write in to us at: *egovcop@nisg.org*

Alumni Share

e-ENROLMENT OF AWARDER

Contributed by:
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A person who gives a contract work is an awarder as per the VAT laws. As per the statute, awarder has no liability to take registration under Kerala Value Added Tax Act, 2005. But they have statutory responsibility to deduct TDS from every payments made to the contractor. The tax so deducted shall be paid over to Government on or before the 5th day of the succeeding month along with a return in the prescribed form. The contractors are eligible to avail credit of the TDS deducted by the awarders from their contract receipts, while filing their returns. In manual scenario it was a herculean task to bring the awarders under the tax net as well as ensuring deduction of TDS from the payments made to the contractors.

As part of the re-engineering of the business process, it has been decided to give a facility to awarders for online enrolment. The awarders can login www.keralataxes.gov.in and enrol themselves by giving minimum details like name, address and place of principal place of business. At this time system generates unique identification number along with password to access system. It is an onetime activity. Annual renewal of this registration is not required as in the case of VAT registration.

The awarders can easily access the system using this ID to furnish the details of contracts as and when payments are made to the contractors. The TDS deducted from the payment of the contractors shall be made through e-Payment.
An important feature of this system is that, the contractors will get automatic credit of TDS remitted by the awarders in their return. The acceptance of awarders as well as contractors reflects the success of this simple and transparent system in e-tax administration. 2234 awarders have already enrolled through this system.

Spotlight

Watch
**Mr. S.K Dasgupta,
Former Director DoPT**
talk about basics of Planning, Decision Making and Communication Process in Government

Nominations Invited

Nominations are invited for e-Governance Leadership Programme (eGLP) Batch II
Dates: 23rd June – 5th July 2014

Click to view details

Picture & Media Gallery

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I sometimes wonder why I don't think twice about buying a Rs.15000 phone but ponder endlessly over a Rs.700 shirt, a Rs.12000 LCD TV, or even a Rs.500 toaster. Maybe, if they offered the toaster inside a smartphone, I would happily shell out Rs.25,000 for the monstrosity. I look around and I see I am not alone. The absolutely personal platform nature of the mobile phone and its unique ability to keep you individually and privately connected and informed is the most powerful draws of our times, and therein is an explanation of the mobile big bang theory!

The industry looks around and sees this too. There's no dearth of mobile-based solutions and services around electronic communication, entertainment, financial transactions, markets and market places to name a few.

Click to read the complete article

Some of the team members with the newly unveiled Mobile Seva logo (23-Dec-2013, the day the initiative was dedicated to the nation).

One of the winners of the Mobile App Development Contest organized under Mobile Seva for the best apps around public services (23-Dec-2013).

Web World!

Check out the report "From Connectivity to Service Delivery: Case Studies in e-Governance" from UNDP providing insight into the role ICTs can play in achieving critical development goals and distil lessons and good practices for e-Governance development. The report is based on five assessments of UNDP e-Governance Programmes from 2008 to 2010.

Click on the link to read the report

Source : www.undp.org ; Accessed on 14th April'14 at 2.48pm

(Disclaimer: NISG does not hold any intellectual property including copyright in the link published in this newsletter herewith)

e-Gov Knowledge Champ
Winners of last edition's quiz

Mr. Jyoti Dhir
Mr. Harish Sariyot
Mr. Shailesh Mishra

CONGRATULATIONS

It's your Newsletter!

This is YOUR newsletter, YOUR space to talk about your achievements and updates for the e-Governance community!

Your contribution is our best reward. So why wait? Send us your stories with your photograph and get featured in our newsletter!!!

Mail ID: capacitybuilding@nisg.org

Quiz Time!

Answer the simple question and get a chance to be featured as our
"e-Gov Knowledge Champ"!!

What does MDG stand for?

(a) Mobile Development Gate
(b) Mobile Delivery Group
(c) Millennium Development Goals
(d) Minimum Development Goals

Send in you entries at
capacitybuilding@nisg.org