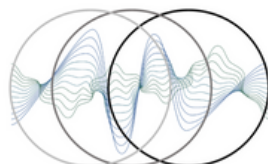# PRIMER

E-GOVERNANCE IN PUNJAB

2024-25

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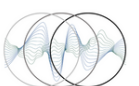PANJ

E-GOVERNANCE IN PUNJAB

Punjab has made significant strides in e-governance, with a comprehensive framework aimed at enhancing service delivery and digital infrastructure across various sectors. The state's State Data Policy, IT Policy, and Punjab Industrial and Business Development Policy of 2022, form the foundation of its digital governance landscape. These policies focus on improving digital connectivity, fostering a data-driven governance ecosystem, and promoting IT across industries and agriculture. Key initiatives like the "Business First" portal offer streamlined regulatory services and fiscal incentives for businesses, while projects like "eAbkari" for the Department of Excise digitise service delivery. Additionally, Punjab's deployment of a QR-based Track & Trace System for liquor supply and its role in the Open Network for Digital Commerce (ONDC) underscore its commitment to modernising public administration and promoting transparency. Punjab has also achieved 100% saturation of 56 mandatory e-services, though it still trails other states like Tamil Nadu in the number of e-services offered. Digital connectivity is supported by the Punjab Wide Area Network (PAWAN), providing vertical integration from state headquarters to district levels. Overall, Punjab's digital governance initiatives reflect a concerted effort to leverage technology for industrial growth and public service improvements, but further enhancements are needed to match the offerings of more digitally advanced states.

Digital Transformation in Punjab

E-Governance Initiatives
The state has been adopting e-governance tools to streamline processes and improve citizen engagement. This includes the digitizstion of records and online service delivery platforms, which aim to make government services more accessible.

Infrastructure Development
Investments in digital infrastructure, such as high-speed internet and mobile connectivity, are crucial for enabling digital services. The state is working towards ensuring that digital services are available to both urban and rural populations, thereby bridging the digital divide.

Focus on Innovation
The Punjab government is promoting innovation through policies that support technology startups and digital solutions. This includes creating an environment conducive to research and development in emerging technologies.
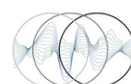
Regulatory landscape

IT Policy, 2013
This policy aims to develop digital infrastructure, promote digital printing, and provide digital information content and databases. It aims at promoting private sector investment in India.

Sector-Agnostic Policies
Many of the policies are designed across various sectors, promoting interoperability and standardisation. This includes guidelines for data sharing and the establishment of digital public goods.

Punjab IDBDP Policy
Punjab Industrial and Business Development Policy 2022 emphasises developing quality digital infrastructure and connectivity, including fast internet availability, to support industrial growth.

Punjab Data Policy, 2020

OBJECTIVE

To facilitate easy access and sharing of Government-owned data, in an open format, for supporting sustainable and data-informed governance and effective planning, implementation and monitoring of developmental programmes, managing and mitigating disasters and scientific research aiding informed decisions, for the public good.
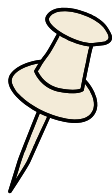
VISION

A data-driven governance ecosystem in the state where standards for legal and ethical management of data holdings and safe data practices are defined. Enabling greater data access and integration at the state level towards achieving socio-economic development and inclusive growth by optimal utilisation of data and technology.

SCOPE

Punjab State Data Policy applies to all data and information created, generated, collected, and processed using public funds provided by the Government of Punjab, Central Government funds, and also International donor organisations
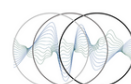
Governance structure

Nodal agency for e-governance initiatives

Department of Governance Reforms along with its implementing agencies: Punjab State e-Governance Society (PSeGS), District e- governance Society (DeGS) and State e-governance Mission Team (SeMT)

Punjab is undergoing a significant digital transformation with over 130 urban local bodies (ULBs) transitioning to a paperless mode. The project aims to digitise the agendas and approvals of general houses, ensuring transparency and accountability.

How does Punjab fare vs other states?

Punjab's performance under Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)

	Punjab	Haryana	Gujarat
Registered candidates	17,62,934	18,70,129	30,63,839
Trained candidates	15,30,861	15,89,082	27,12,216
Certified candidates	11,79,091	11,91,000	20,08,382

Pillars under State of India's Digital Economy Report 2024

Punjab's rank out of 19 states

CONNECT includes access, quality, and affordability of digitisation

4

HARNESS include apps and platform, data intensity, financial services, digital payments.

10

INNOVATE includes artificial intelligence, investments and start-ups, and emerging tech

12

PROTECT includes preparedness, cyber-attacks, and trust mechanisms for digitisation
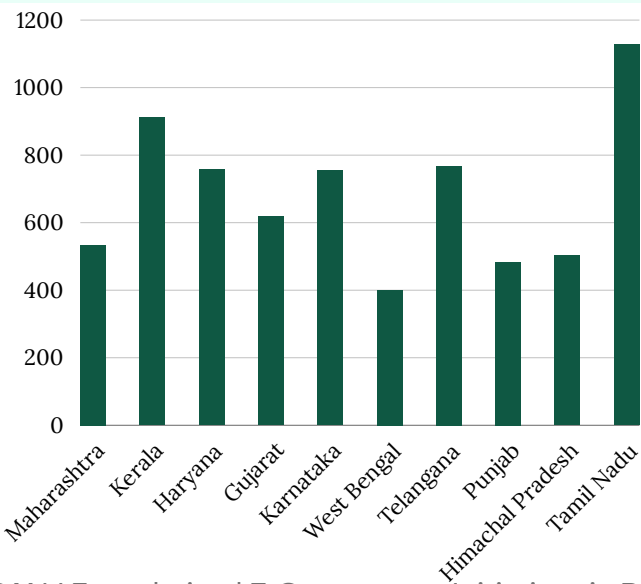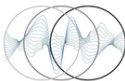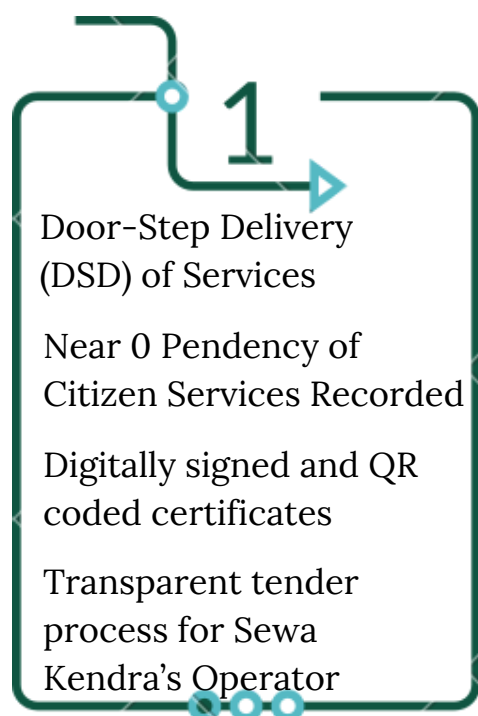
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Figure shows the number of e-services across states from the National e-Governance Service Delivery Assessment (NeSDA) Framework.

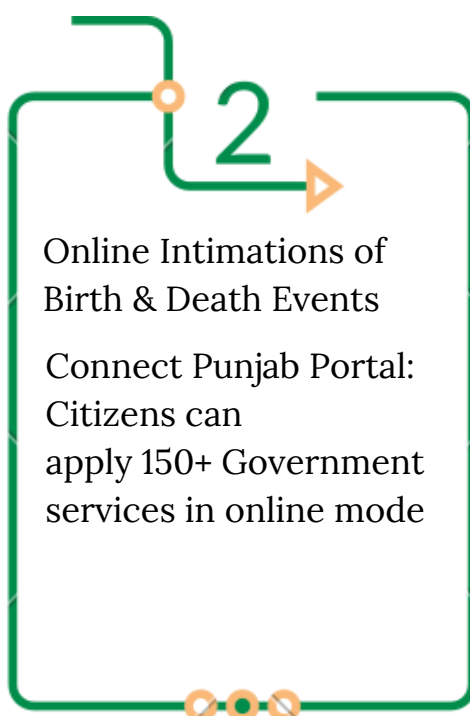**Punjab has achieved 100 % saturation of 56 mandatory e-services**

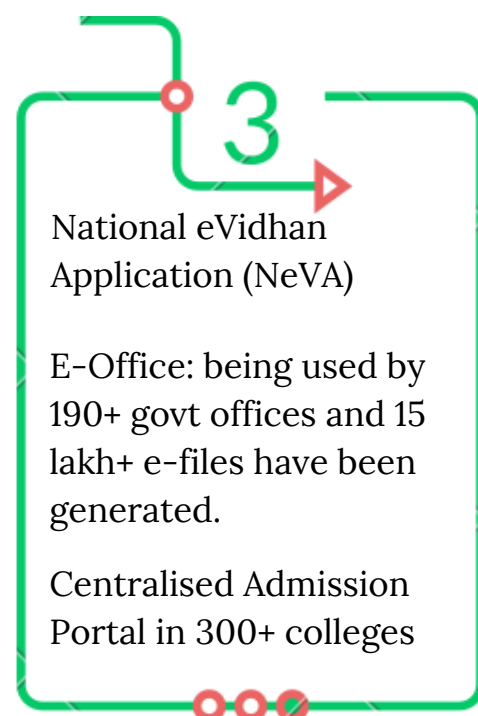# Get to know: Punjab's latest e-governance initiatives

Sewa Kendra's

1

Door-Step Delivery (DSD) of Services

Near 0 Pendency of Citizen Services Recorded

Digitally signed and QR coded certificates

Transparent tender process for Sewa Kendra's Operator

E-sewa

2

Online Intimations of Birth & Death Events

Connect Punjab Portal: Citizens can apply 150+ Government services in online mode

E-office

3

National eVidhan Application (NeVA)

E-Office: being used by 190+ govt offices and 15 lakh+ e-files have been generated.

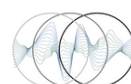Centralised Admission Portal in 300+ colleges

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Punjab Information and Communication Technology Corporation Ltd. (PICTC) initiatives

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1 **Business First Technology Solution Portal** is technology interface for providing all regulatory services and fiscal incentives to the businesses throughout their lifecycle in the State of Punjab.

2 **Implementation of eAbkari for Department of Excise** to enable online delivery of services. 51 modules are included catering to Ease of Doing Business Directives.

3 **Implementation of QR Based Track & Trace System for the Department of Excise** for Liquor supply across the State of Punjab is being implemented on Build-Operate-Own – Transfer (BOOT) basis. The objective is to track and trace movement of liquor supply
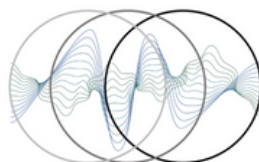
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