

No.A.42013/1/2010-DP&AR(GGC)
GOVERNMENT OF MIZORAM
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
GOOD GOVERNANCE CELL

Dated Aizawl, the 7th January 2011

To

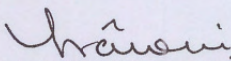
All Administrative Heads of Department
All Heads of Department

Sub: Accepted Recommendations of 2nd Administrative Reforms Commission.

Please find enclosed herewith a copy of accepted recommendations of 2nd Administrative Reforms Commission in its 11th Report titled 'Promoting e-Governance-The Smart Way Forward'. You are requested to kindly take necessary action and to furnish Action Taken Report to the undersigned on or before 12th January 2011 for onward submission to GOI.

Encl:As above

Yours faithfully,


(K.VANLALRAWNI) 7/1/11

Under Secretary to the Government of Mizoram
DP&AR(ARW)

**Administrative Reforms Commission's 11th Report titled
"Promoting e-Governance - The Smart Way Forward"**

**Details of the Government's decisions on the recommendations
of the Administrative Reforms Commission**

Sl. No	Recommendations made by Administrative Reforms Commission	Government's Decision
1.	<p>1. (Para 6.2.2) Building a Congenial Environment</p> <p>a. Building a congenial environment is a sine qua non for successful implementation of e-Governance initiatives. This should be achieved by:</p> <p>i. Creating and displaying a will to change within the government</p> <p>ii. Providing political support at the highest level</p> <p>iii. Incentivising e-Governance and overcoming the resistance to change within government</p> <p>iv. Creating awareness in the public with a view to generating a demand for change.(1)</p>	<p>(a) Recommendation has been accepted. Plan funds earmarked for computerization should be utilized for e-governance initiatives and physical progress should be monitored in a more effective manner.</p>
2.	<p>2. (Para 6.3.9) Identification of e-Governance Projects and Prioritization</p> <p>a. Government organizations/ departments at Union and State Government levels need to identify e-Governance initiatives which could be undertaken within their functional domain, keeping the needs of the citizens in mind. Such initiatives may be categorized as follows:</p> <p>i. Initiatives which would provide timely and useful information to the citizens.</p> <p>ii. Initiatives which would not require the creation of a database for providing useful services to the citizens. This may include initiatives where database may be created prospectively without waiting for the updation of historical data.</p> <p>iii. Initiatives which allow for making elementary online transactions including payment for services.</p> <p>iv. Initiatives which require verification of information/data submitted online.</p> <p>v. Initiatives which require creation and integration</p>	<p>(a) to (c) Recommendations have been accepted. All Ministries/ Departments to prioritize 3 to 4 high volume citizen-centric e-governance initiatives. An independent budget head of account should be created to utilize 2% to 3% of Plan funds for e-Governance projects. A Core Group consisting of officers from DIT and DAR&PG should guide Ministries/Departments in prioritizing the projects for e-Governance.</p>

Sl. No	Recommendations made by Administrative Reforms Commission	Government's Decision
3.	<p>of complex databases.(2)</p> <p>b. Instead of implementing all such initiatives at one go, these should be implemented after prioritizing them on the basis of ease of implementation, which would generally follow the categories mentioned above in that order. However, suitable modifications in their prioritization may be made by organizations/ departments on the basis of the needs of and likely impact on citizens.(3)</p>	
4.	<p>c. Respective Departments of Information Technology at the Union and State Government levels should coordinate between organizations and provide technical support if needed, in the task of identification and prioritisation.(4)</p>	
5.	<p>3. (Para 6.4.16) Business Process Re-engineering</p> <p>a. For every function a government organization performs and every service or information it is required to provide, there should be a step-by-step analysis of each process to ensure its rationality and simplicity. (5)</p> <p>b. Such analysis should incorporate the viewpoints of all stakeholders, while maintaining the citizen-centricity of the exercise. (6)</p> <p>c. After identifying steps which are redundant or which require simplification, and which are adaptable to e-Governance, the provisions of the law, rules, regulations, instructions, codes, manuals etc. which form their basis should also be identified. (7)</p> <p>d. Following this exercise, governmental forms, processes and structures should be re-designed to make them adaptable to e-Governance, backed by procedural, institutional and legal changes. (8)</p>	<p>(a) to (d) Recommendations have been accepted. Government process re-engineering strategy has been developed by the Government which should be shared with all Ministries/ Departments. D/AR&PG along with DIT & CSIR would work on creating standards and process certification modalities for government Process Re-engineering (GPR) & required skill sets for e-Governance projects.</p>
9.	<p>4. (Para 6.5.22) Capacity Building and Creating Awareness</p> <p>a. Capacity building efforts must attend to both the</p>	<p>(a) to (f) Recommendations have</p>