Success Story

National Mission Mode e-Governance of municipalities Study

Storyline…

National Mission Mode Project, e-Governance of Municipalities was a study sponsored by USAID conducted for the MoUD, Government of India by MaGC™ (formerly NCRCL®) covering six Indian states.

The Study enabled the MoUD to get an understanding of the status and impact of e-Governance initiatives in various urban local bodies. It also helped in laying the roadmap for implementing comprehensive e-Governance solutions in municipalities.

Once upon a time…

The Government of India approved the National e-Governance Action Plan for implementation during the years 2003-2007. State governments had initiated e-governance reforms on their own. There was a need to take stock and understand different e-governance initiatives and their impact. A study was proposed to address this need.

Moving on…

The purpose of the study was to support MoUD in the development of a structure for the design of a National Mission Mode Project for e-Governance of Municipalities in the country. The study covered four states and seven ULBs.

The focus areas of the study were: a) policy related matters to assess the efforts taken at the state level to coordinate and facilitate e-Governance initiatives, including provision of infrastructure, connectivity, enabling regulatory and procedural changes, providing capacity building support at the state level and actual design and b) implementation of functional modules and sequencing, the architecture, process reengineering, integration, citizen interface, etc at the ULB level.

The study was carried out by visits to four State headquarters (Tamil Nadu, Karnataka, Andhra Pradesh and Maharashtra) and seven Urban Local Bodies (ULB) namely Hyderabad, Vizag, Coimbatore, Trichy, Bangalore, Kalyan and Mumbai.

Throughout the study, the approach adopted was participative involving the key stakeholders at every stage in discussions. The study approach was governed by the **3PT framework** of MaGC™. The framework recognizes that for any reform initiative to produce the necessary outcome, four distinct but highly related aspects need to be addressed i.e. Policy, Process, People and Technology aspects.

Finally…

The study gave the MoUD a bird's eye view of the success stories and lessons learned at different places. This helped the MoUD formulate a National Mission Mode Project for e-governance of municipalities. The National Mission Mode Project took into account interventions required at the strategic (Policy) level and implementation level.

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