TCS Enables West Bengal's e-District Initiative

TATA CONSULTANCY SERVICES

Business Context

In accordance with the National e-Governance Plan (NeGP) to create a citizen-centric environment for governance in India, WBEIDC, as the state's nodal IT agency, was expected to facilitate implementation of IT-enabled projects in West Bengal. The corporation decided to implement the e-District initiative to equip the basic administrative unit that is the 'district administration' to render G2C services. The business objectives of the project were to automate the workflow and internal processes of the district administration, to provide efficient individual CSCs. WBEIDC began looking for a partner who could deliver the solution on three fronts – HW and Networking equipment, e-District application development, training, handholding and support services, and implementation of solutions within time lines set by the NeGP.

Challenges

WBEIDC wished to implement the e-District initiative, a project aimed at e-enabling the delivery of high volume citizen-centric services such as issuing of certificates and pension and ration card related services, at the district level. They required a solution that would optimally utilise the three infrastructure pillars - State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail safe data storage, and Common Service Centers (CSCs) as the primary front-ends for service delivery to provide services to the citizens at their doorstep.

Solution

TCS commenced the engagement with the pilot implementation of the e-District project in the districts of Bankura and Jalpaiguri. The scope consisted of the design and development of the portal and application, hand holding support for the application,infrastructure creation and maintenance and training.

The system, developed by TCS, consisted of two architectural areas, which is the portal and the application which hosted the service components and business process logics. The portal was accessible from the internet and from SWAN. The portal was designed to be the face of the application for citizen-centric services over the internet, for CSC/kiosk operators and for department centric workflows for government officials. The use of advanced portal technologies like Portlet/WSRP/Web parts ensured rich end-user

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experiences. The application hosted business logic processes and the necessary databases for the functionalities mentioned above. Further, the application supported SOA features to enable reuse of service components as necessary.

The application was developed using the proprietary TCS DigiGov Portal framework, and was customised to meet the requirements of the G2C services of the West Bengal e-District project. To support the use of digital signatures by government officials, TCS utilised the PKI component FormSigner developed by the TCS Certifying Authority, for server-side verification of digital signatures.

TCS also used the prototyping software life cycle model to develop and refine the application. A prototype of the application was first developed from the initial requirement specifications, and then deployed on the application server for demonstrations to various

TCS' Government Industry Solutions Unit is primarily engaged in helping national and state governments align their services with the changing needs of citizens and stakeholders.

Benefits

The engagement with TCS provided the WBEIDC with the following benefits:

- Increased customer satisfaction by providing the citizens of West Bengal with easy access to government services

- Shorter turnaround time for various processes. For example, a caste certificate, that earlier took three months on an average to be issued is now delivered in three weeks

- Use of new delivery channels like Common Service Centers, thus reducing waiting and travel time

- Better district efficiency due to increased automation and computerisation of processes

- Single view of data due to integration of a various district-wide databases

  - Lower costs due to use of the onsite/offsite model and TCS proprietary DigiGov Portal framework

stakeholders. The users' suggestions were then incorporated in the application refinements to make it as user-friendly as possible.

About Tata Consultancy

Tata Consultancy Services is an IT services, consulting and business solutions organisation that delivers real results to global business, ensuring a level of certainty that no other firm can match. TCS offers a consulting led integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model TM, which is recognised as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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