



Transforming Governance Some Efforts and challenges

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TRANSPARENCY

INCLUSIVENESS

ACCOUNTABILITY

DEMOCRATIC

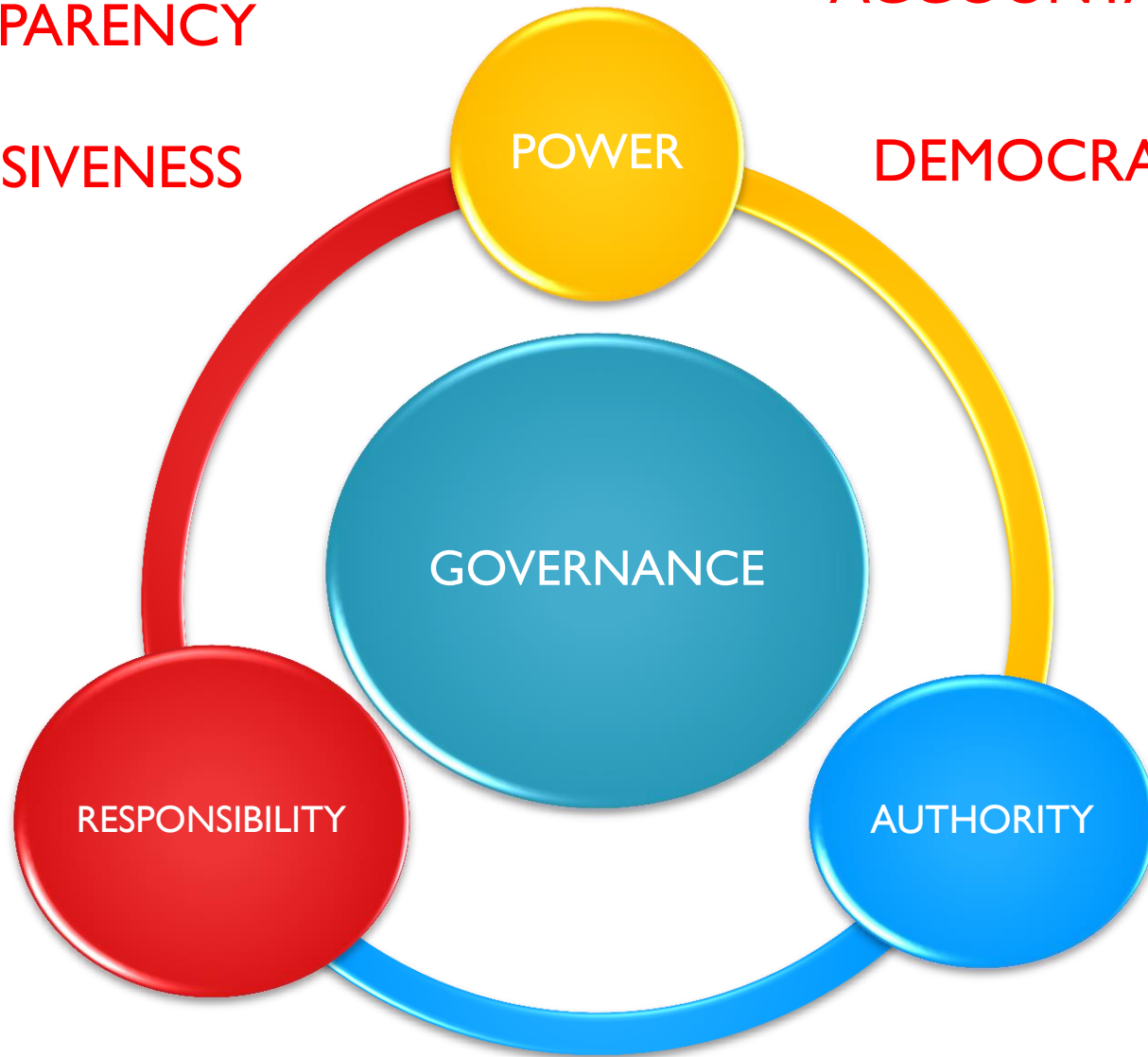
POWER

GOVERNANCE

RESPONSIBILITY

AUTHORITY

EFFICIENCY



Stakeholders

- Government
- Political System
- Business
- Civil Society
- Citizens

Institutional Context

- Legislations aimed at Better Governance
 - Public Procurement Bill, 2012
 - Electronic Delivery of Public Services Bill
 - Digital switch over of public services
 - Karnataka Guaranteed Services Delivery Act, 2012.
- Strategies aimed at creation of enabling environment
 - National e Governance Plan
 - Twelfth Plan aimed at inclusive growth and outcome based Governance

Investment Context

- National Guidelines
 - 3 % of the Plan budget on the e Governance activities
- National E Governance Plan
 - 9 billion \$ - projected spend
- Karnataka
 - 2011-12
 - Plan budget Rs. 31000 Crores (\$ 6 Billion)
 - IT spend in 300 Crores (\$ 60 million)
 - 2012-13
 - IT Spend around Rs. 350 Crores.

Service Provisioning Model

- Emergence of Shared Service Provisioning Model
 - Data Centre Services
 - Network Services
 - Enterprise Business Applications
 - Eg. Centre for e Governance
- Freeing the Govt departments from IT infra implementation and operation complexity.



Innovation – Technology context

- Emerging Technologies
- Network Connectivity
- Device Convergence

New Paradigms in Service Delivery

- Traditional
 - Jurisdictional Based Delivery of services
 - Time Based Service Delivery
 - Single Office – Single Service/s
- Emerging
 - Any Where
 - Any Time
 - Single Window
 - Any Device
 - **Convergence**

National eGov Plan, India



**Resource Requirement
Over Rs 25,000 cr**

Size of NeGP

- 20 GOI Depts
- 30 States / UTs
- 360 Depts @ States
- 500 implementation agencies
- 2 lakh sites
- 70,000 man-years of effort

6-1 eGovernance Framework



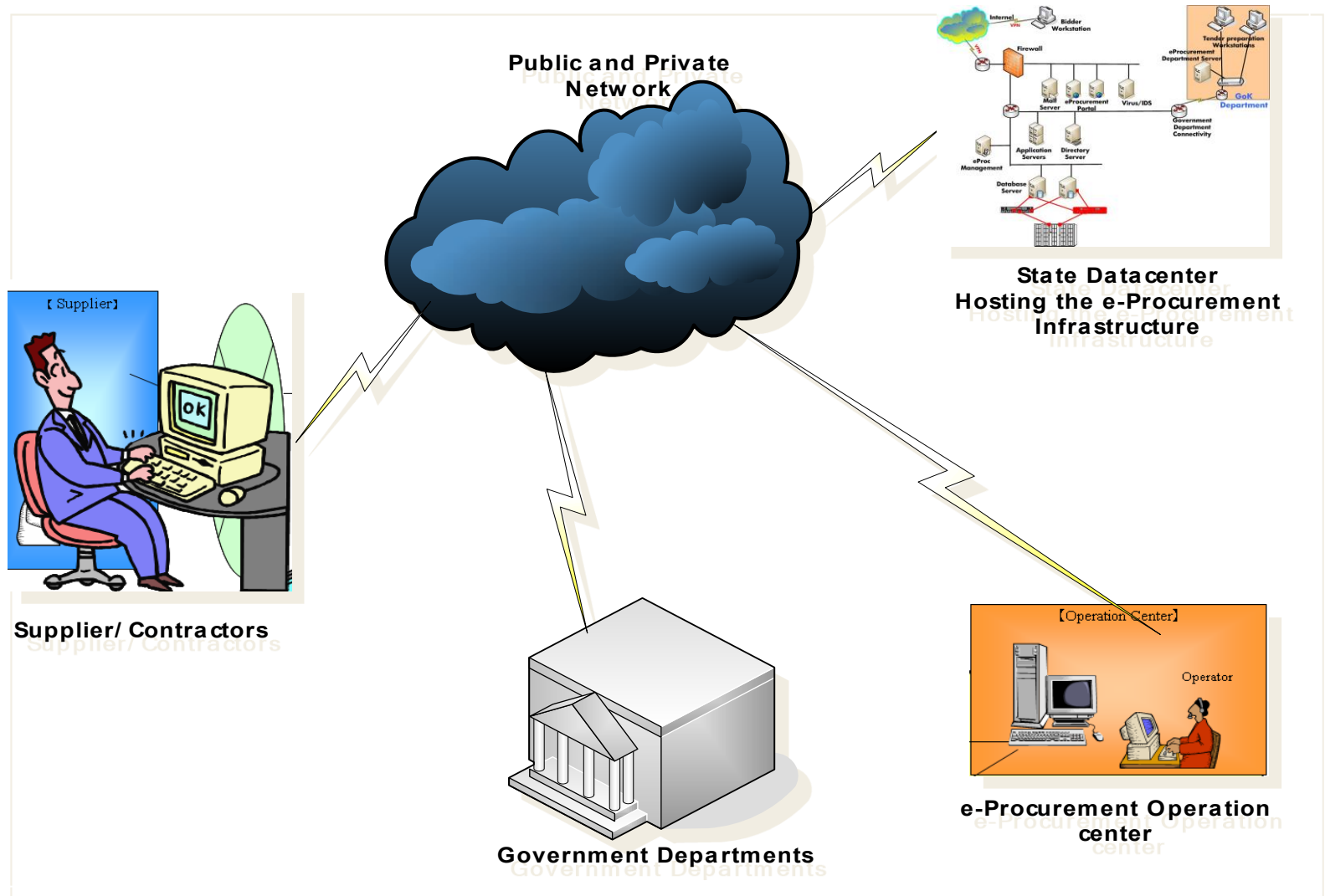
E Procurement in Karnataka

- Vision:
 - Ushering **100% Transparency** in Procurement
- Unified End to End Platform
 - e-Procurement covers **public procurement** and **disposal of government / public assets**
 - e-Procurement captures the **entire procurement cycle** including pre-tendering activities and post tendering activities
- Public Private Partnership Project
 - HP as the partner

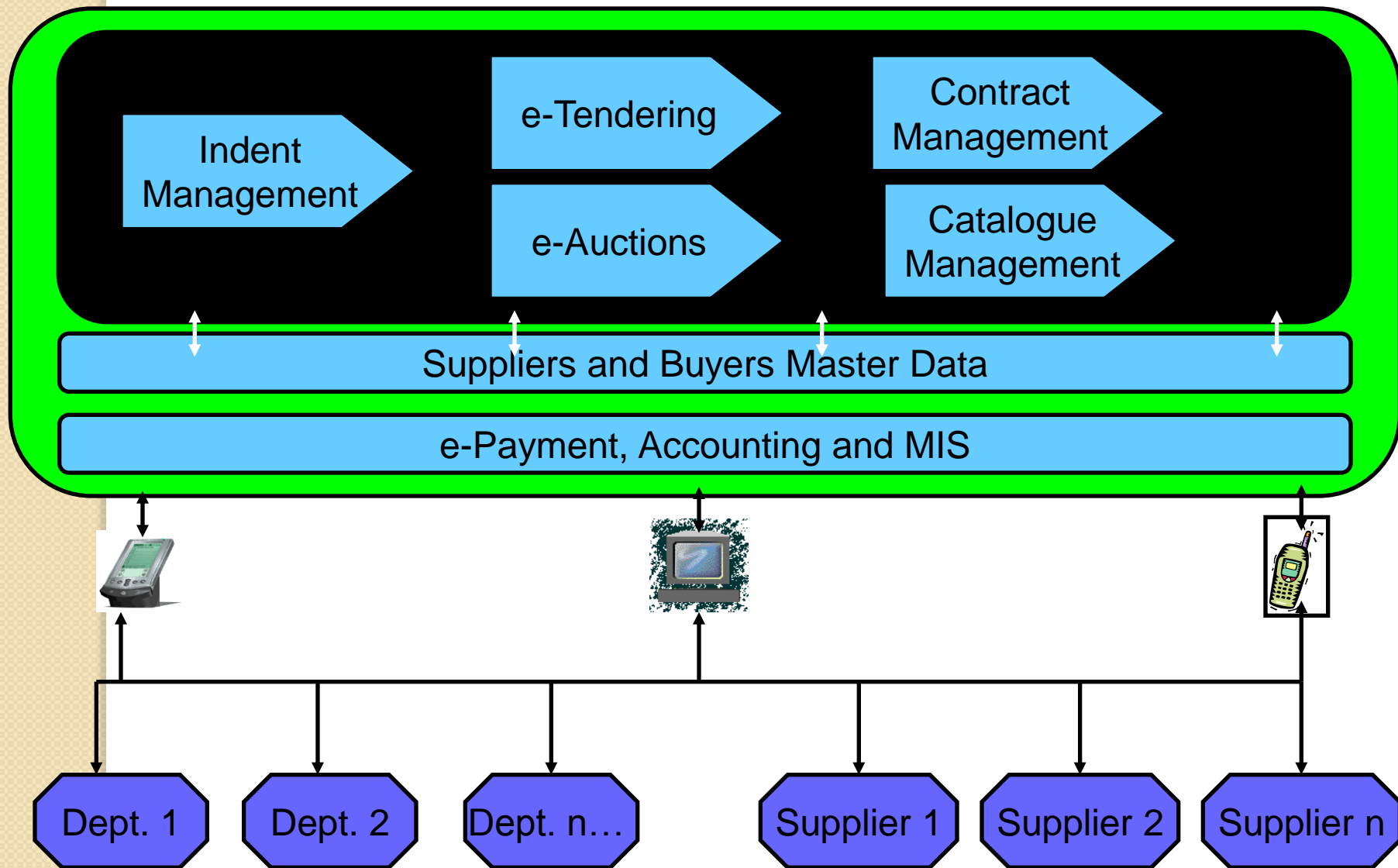
GoK e-Procurement Platform- Timeline

- Publish of Tender for selection of Private Partner – **March 2006**
- Finalization of Private Partner – **August 2006**
- Agreement with HP – **December 2006**
- First Tender Published – **13 November 2007**
- Pilot Departments – **6**

GoK e-Procurement - Overall Architecture



e-Procurement System Architecture



Unique Features of GoK e-Procurement Portal

- Procurement activities categorized into **modules** viz., Indent Management, e-Tendering, e-Auctions, Contract Management, Catalogue Management, Supplier Registration.
- **Single point one-time vendor registration**
- **Free access** and download of tender documents
- **Total Electronic Payment Integration** including EMD refunds
- Grievance Redressal System (Submission of **Appeal**)
- Flexible to address **customized requirements**
- Largest **Paperless Office**

Wednesday, 6 November 2013



PROCUREMENT PORTAL



Government of Karnataka

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**TENDER NO.KREDL/07/BY/2012/CALL-3, DATED:1**





Contractors

click here to [Enter](#)

Register here for a new account [Sign Up](#)



Government Users

Government users click here to [Enter](#)



The Government of Karnataka (GoK) is of firm belief that Information Technology should be utilized to usher in an era of e-Governance aimed at demystifying the role of Government, simplifying procedures.

And bringing in transparency, making need based

https://www.eproc.karnataka.gov.in/eprocurement/common/eproc_tenders_list.seam

ECV Range :

Select

Department

Select

Status :

Published

Department Location

Select

Tender Published From
Date:Tender Published To
Date:Tender Submission From
date:Tender Submission To
Date:
☒ Regular tenders ☐ Prequalification tenders

Search

Clear

Close

Sl No	Department/Location	Tender Number	Tender Title	Tender Type	Category	Sub Category	E
1	KPWD-KODAGU-DIV	KPWD/2013-14/RD/WORK_INDENT24839	CONSTRUCTION OF CONCRETE DRAIN FROM KM 0.00 TO 3.00KM OF CHETTIMANI-KALUGUNDI-DABADKA ROAD IN MADIKERI TALUK	OPEN	WORKS	Roads	
2	APMC-RONA-SDN	APMC/HOLEALUR/2264/2013-14	providing security sevice and cleaning service in the Main market Yard Holealur, Sub Yard Ron & Gajendragad	OPEN	SERVICES		
3	RDPR_EE_CHIKBLPR	RDPR/2013-14/WS/WORK_INDENT38308	Providing MWS Revival Scheme to Badagavarahalli Village in Kagathi G.P, Chinthamani Taluk, Chickballapur Dist.	OPEN	WORKS	Water supply/sewage lines	
4	FD_HUNSR_DIV	FD/2013-14/BD/WORK_INDENT2072/CALL-2	Establishment of Forest Elephant Camp at Cauvery SF (Part-5)	OPEN	WORKS		20
5	RDPR_EE_UDIPI	RDPR/2013-14/WS/WORK_INDENT38301	CONSTRUCTION OF 25000 LITERS OHT SUPPLYING PUMPING MACHINERY AND PROVIDING DISTRIBUTION SYSTEM FOR UPPUR AMMUNJE SC COLONY IN UDUPI TALUK.	OPEN	WORKS	Water supply/sewage lines	7
6	FD_HUNSR_DIV	FD/2013-14/BD/WORK_INDENT2071/CALL-2	Establishment of Forest Elephant Camp at Cauvery SF (Part-4)	OPEN	WORKS		10



PROCUREMENT PORTAL

Blue ▾

Bid Evaluation Results

Tender Details

Tender No. : KPWD/2013-14/RD/WORK_INDENT19800

Tender Title : Improv
to 106

Department : Karnataka Public Works Department

All Items Mandatory Yes/No: No

Tender Category: WORKS

Financial Bid Type : ITEM_

Details of Selected Bid :

Selected Supplier : **Sheshagiri Narayan Nayak (N S Nayak and Sons)**

Company Name : N S Na

Bid Amount (Rs. In figures) : 5946878.25

Bid Amount (Rs. In words) : Fifty Nine Lakh Fourty Six Thousand Eight Hundred and Seventy Eight (dot) Two Five Only.

Close

Impact

● Tenders

- 10% reduction in tender premium (save approx. Rs. 15,000 Crores)
- 2-3 fold increase in bidder participation
- 40% reduction in tender cycle time

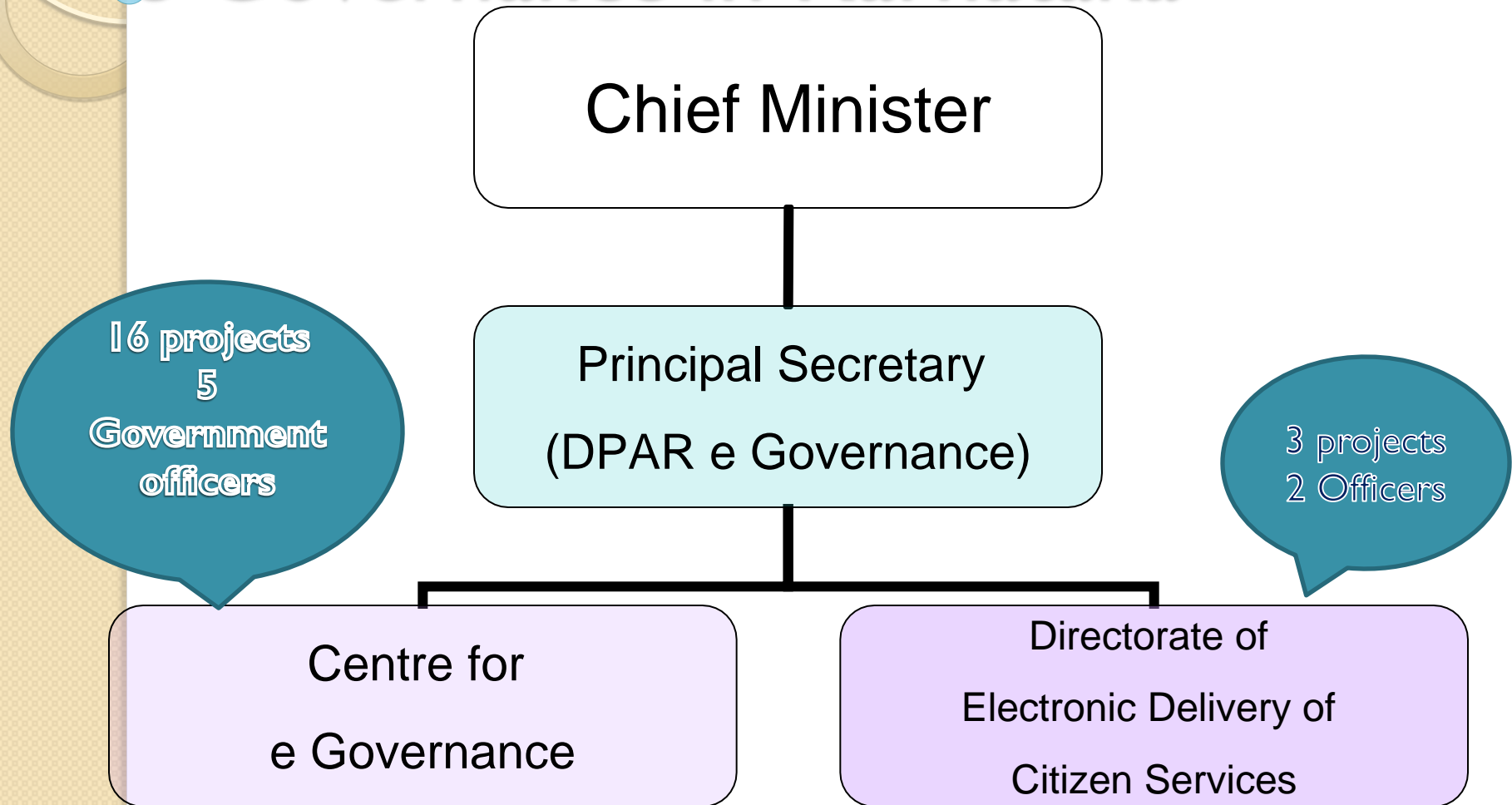
● Procurement Process

- High Level of transparency and accountability
- Higher bidder / citizen confidence
- Improved IT Literacy
- Streamlined Procedures due to Unified Platform

● Political Economy

- Increased Political Will
- Better Utilization of Tax Payers Money

Institutional Structure of e Governance in Karnataka



SMALLEST DEPARTMENT IN INDIA, HANDLING LARGEST NO. OF APPLN

I = Institutional Framework

Government of Karnataka

**Department of Personnel &
Administrative Reforms (e-Gov)**

Centre for e-Governance

e-Procurement

Steering Committee (Headed by Addl. Chief Secretary)

**Projects Monitoring Committee (Headed by Principal Secretary,
DPAR, e-Governance)**

Executive Committee (Headed by Principal Secretary, DPAR, e-Gov)

Centre for e-Governance (Headed by Chief Executive Officer)

e-Procurement Project (Headed by Project Director)

Section 18-A. E-Procurement

- (1) There shall be a **single unified e-procurement platform for all procurement entity** which may be notified under sub-section (2)
- (2) With effect from such date, as may be specified by the Government, by notification, a procurement entity in respect of a class of procurement, if any, as may be notified shall
- All Department shall use e-Procurement Platform for all its procurement (Works, Goods and Services) valued at Rs. 5.00 Lakhs (\$10,000) and above with effect from 03-12-2012.

I = Internal Process Re-engineering

- Supplier / Contractor Registration (Single Point One-Time)
- PKI Enabled Workflows
- Standardized procurement procedure
- Online Payment (Tender / Auction Payments)
- Online Refund of Earnest Money Deposit (EMD)
- Complete Security and Total Confidentiality of bids

I = Internal Capacity Building

- Sensitization Workshops
- Regular Training to Government Users and Bidders
- Training-of-Trainer programs
- Specialized program for administrators at department level
- Continuous learning programs through online modules and classroom programs

Change Management

- Involvement of key department officials during initial stages of implementation
- No dilution of powers of procurement entities
- Nodal officers for each department
- Team of application administrators at department level
- Government Business Centres (GBC) for free computing infrastructure and internet access
- Continuous training and learning

I = Investment Model

- Public Private Partnership (HP is Private Partner)
- Transaction-based Business Model
- Fee borne by bidders
 - Supplier Registration Fee / Renewal Fee
 - Tender Processing Fee
 - Auction Processing Fee
 - Contract Management Fee
 - Catalogue Management Fee
- SLA based Payment to Vendor

SLAs

- **Deployment SLAs**

- Indent Management
- e-Tendering
- Contract Management
- Catalogue Management

- **Operational SLAs**

- **Availability of Agreed Services** over internet at 99%
- Average **Page Loading** of less than 7 seconds
- Resolution of **Critical Faults** within 5 hours
- Resolution of **Non-Critical Faults** within 48 hours
- Growth rate of **supplier registration** (10% over previous quarter)
- Growth rate of **transactions** (10% over previous quarter)
- **Training** (70% satisfaction)

I = Infrastructure

- Portal hosted in State Data Centre (tier-3 architecture)
- IT infrastructure provided to departments on gap-filling approach
- Physical infrastructure with UPS and 24x7 internet connectivity for e-Procurement Cell
- Karnataka State Wide Area Network (KSWAN) extended to departments for accessing e-Procurement.
- Provision of IT Infrastructure to User-Departments / Organisations

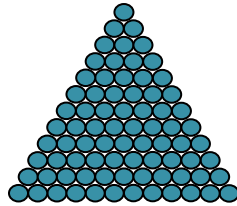
I = Innovations

- Single **Unified Platform** for all users
- **Centralised** Supplier Registration
- Payment in Citizen Services Touch-Point Centres
- **Dynamic Virtual Bank Account No.** for NEFT / RTGS Online Payments
- Common platform for tenders and auctions
- Specialized platform for **auction of sites** (actively used by Urban Development Authorities)
- Mapping **Financial Delegation of Powers** within e-Procurement portal

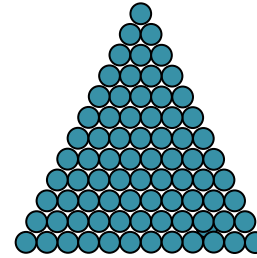
No. of Tenders (nos.)



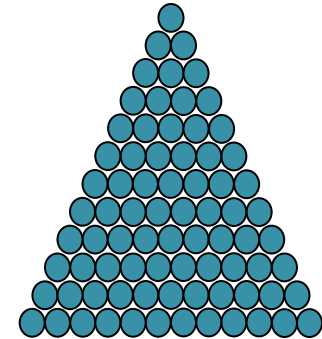
2009-10
(4,883)



2010-11
(14,166)



2011-12
(34,991)



2012-13
(51,647)

Value of Tenders (Rs. Crs)



2009-10
(25,630)



2010-11
(33,553)



2011-12
(35,574)



2012-13
(63,620)
Slide 16

Impact in Public Works Department

	2008-09	2009-10	2010-11	2011-12
No. of Tenders	699	1276	2550	4661
Value of Tenders (Rs. Crores)	1251.42	2623.81	2164.89	4540.3
Average Bidder Participation	1.58	4.19	7.01	7.29
Tender Premium (%)	21.02	13.58	5.46	4.66
Tender Evaluation Cycle Time (days)	109.91	103.44	56.01	57.5

Impact in Bangalore Metropolitan Transport Corporation

	2009-10	2010-11	2011-12
No. of Tenders	81	222	295
Value of Tenders (Rs. Crores)	47.66	307.51	473.21
Average Bidder Participation	7.30	11.54	5.78
Tender Premium (%)	17.30	5.82	-14.12
Tender Evaluation Cycle Time (days)	104.52	80.42	70.32

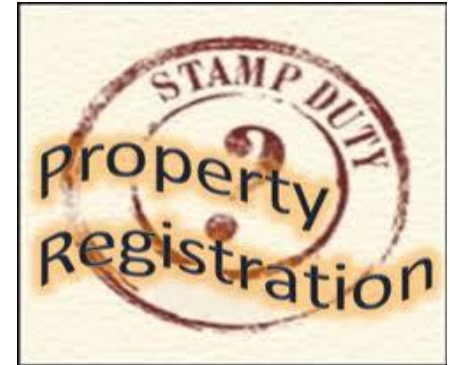
Political will

We undertake to reach out to the people more effectively and reassure them about our commitment to Good Governance, Transparency and Accountability.

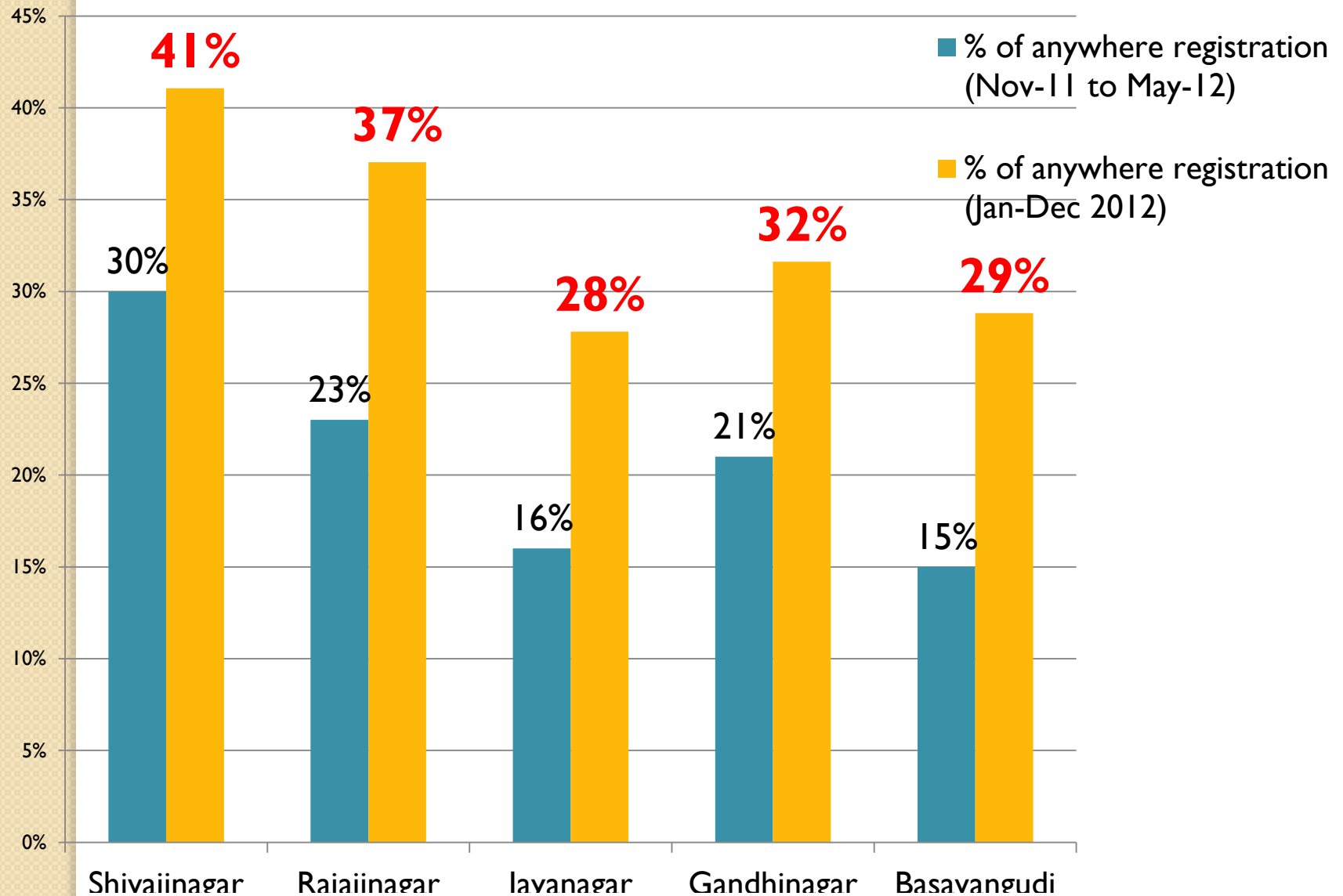
f) **Enhancing the level of using Information Communication Technology (ICT), as a tool for introducing greater access to all information in public domain, as well as bringing in greater transparency and accountability by using devices like E-Tendering and E-Procurement.**

Any where Registration in Bangalore

- Registration of Property
 - Very Vital
 - Large volume of activity
 - Tied to Jurisdiction
 - Hot bed of corruption
- New Processs
 - Centralised architecture
 - Any Sub Registrar within the registration district

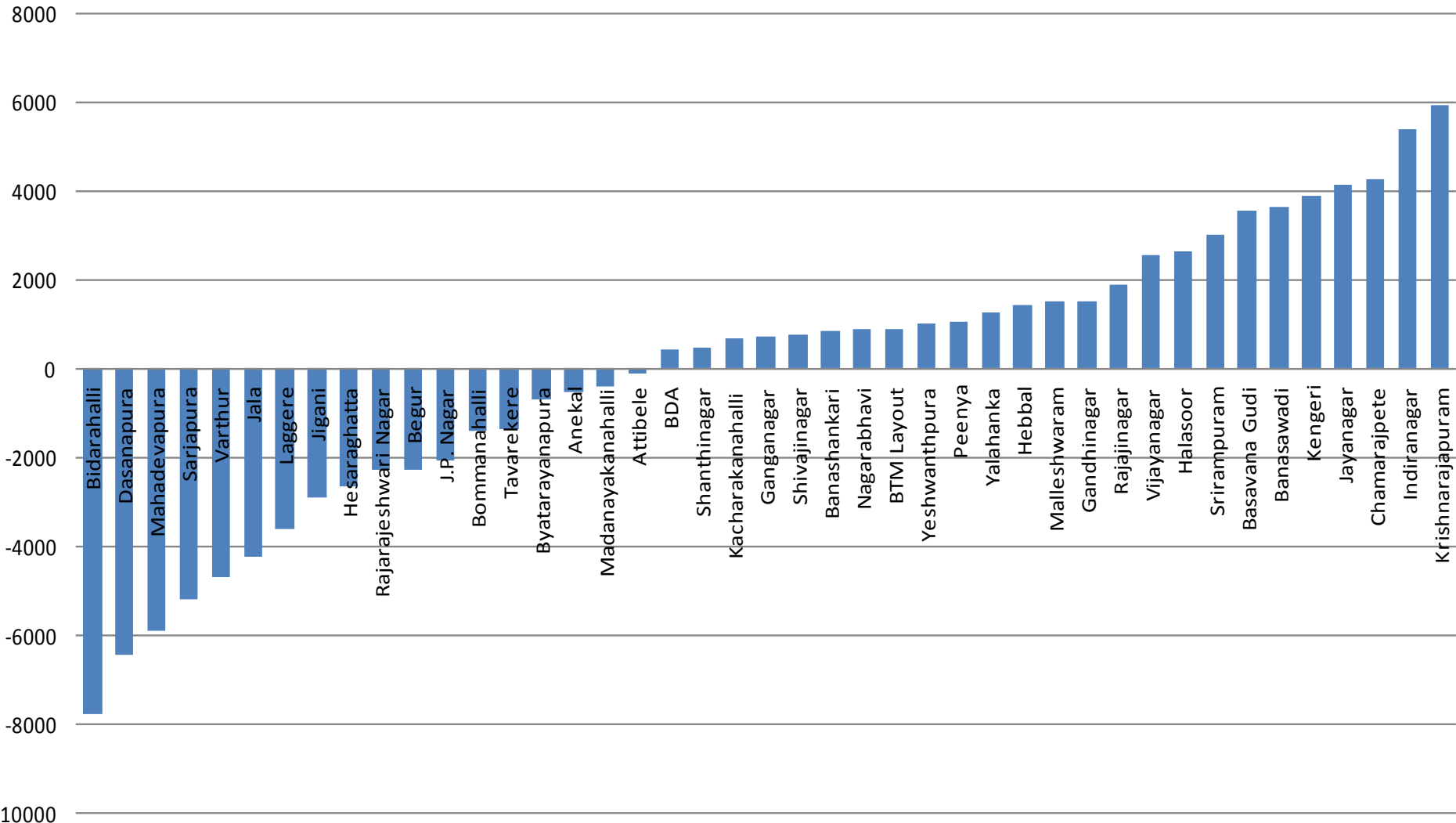


Comparative account of % increase in anywhere registration (Nov2011-May2012) to (Jan-Dec 2012)

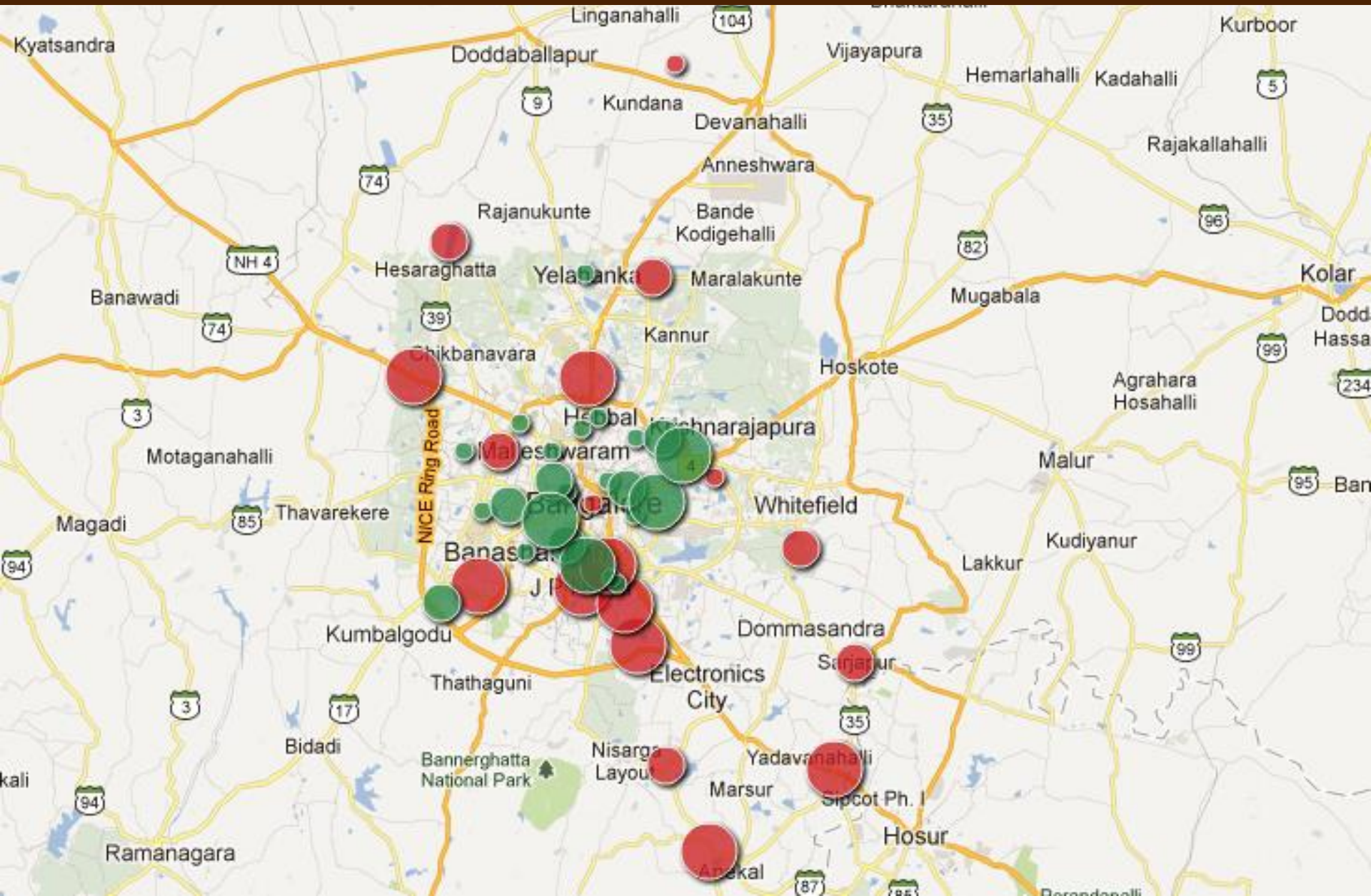


Overall impact of any where registration in Bangalore January – Dec, 2012

Overall Impact: Bangalore



Overall impact of any where registration in **Bangalore** **January – Dec, 2012**



Challenges

- Technology
 - Applications
 - Infrastructure
- People
 - Availability
 - Capacity
- Process
 - Ensuring QOS
 - Designing and managing contracts

MADE IN INDIA, MADE FOR INDIA



Lessons

- Legal framework – very critical
- Collaboration, not just cooperation
- Incremental Approach in Implementation
- e-Readiness and user-readiness
- Transformation, not just translation
- Getting the Right Eco-System
 - Technology
 - People
 - Processes
- Political Will

Creating win-win-win-win

- Government
- Political system
- Business
- Civil Society
- Citizens



THANK YOU