Editorial

As informed in previous issue, we have successfully formed Project Management Office at KDC, Pune. This was possible due to constant support and timely approvals from the Government. The NISG, Hyderabad team has already started working in P.M.O. with great enthusiasm and meticulous planning. The Project Management Office will consist project management and change management team along with NISG members. The ICIS Project will be now part of e-Governance project of WRD. The training of WRD officers who have exposure and apt to ICT, is arranged in co-operation with Department of Information Technology and NISG. This training is aimed to create e-champions and ambassadors of ICIS. It will be definitely useful to give overview of e-Governance Project   Life Cycle. We are thankful to all Senior Officers for sending their officers for this training. In future we have plan to arrange such training at regional level also.

Our team is gearing up all the activities required for pilot testing in first phase. We have selected projects from Pune Irrigation Project Circle, Pune and Satara Irrigation Project Circle, Satara for pilot testing and data entry. The training for field staff for data entry is planned in this month.

The user level hardware (PCs, Printers, UPS etc.) started reaching to the offices. The team of HCL will give them necessary hands on training before putting into the use.

- कृपया जलसंपदा खात्यातील आयसीआयएस च्या कामासाठी प्रत्येक कार्यालयाने आयसीआयएस को–ऑर्डीनेटरची नेमणूक करुन को–ऑर्डीनेटरचे नाव, ई–मेल, मोबाईल क्रमांक व कार्यालयाचा सविस्तर पत्ता ई–मेलद्वारे पुढील मेल वर कळवावा.
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- जलसंपदा विभागातील मंडळनिहाय **संघटना तक्ता** (Organisation chart) पाठविण्याबाबत यापूर्वी कळविण्यात आले आहे. तरी कृपया ही माहिती मॉड्यूलमध्ये समाविष्ठ करण्यासाठी **ekdd2@gmail.com** या पत्त्यावर ई–मेलने सत्वर पाठवावी.
कार्यकारी संपादक

Transformation in WRD through ICIS Project

Piyush Gupta
Senior General Manager, NISG, Hyderabad

Any e-Government project will bring in tremendous change, in terms of processes, people, organizational structures and use of technologies. All of a sudden the connected people are required to perform a different role with altogether different set of tools. The changes to be brought in by e-Government, the expected responses and the suggested management measures have to be clearly identified and accordingly handled with utmost care in the whole process. Changes due to e-Government will directly impact someone in the system   internal or external stakeholder. Somebody's job is going to change. The change may be small or massive. Either way, people don't like to have change imposed on them   "People want change, they don't want to be changed".

Government employees may resist e-government projects, and may refuse to adopt new procedures. This problem may be more severe in developing countries where human resources may be less robust, the economy less stable and other job opportunities less plentiful. The Working Group on E-Government in the Developing World, APRIL 2002, setup by the Pacific Council on International Policy suggests a set of key issues which should be addressed to overcome the resistance from within the Government: (1) understand why officials resist (2) seek "buy-in" (3) explain (4) train (5) evaluate through an external agency (6) force (7) solicit (8) reward (9) praise and (10) celebrate.

The WRD has taken a similar approach by bring in selected employees from across the departments to a one week training in Pune. The training was focused to give a holistic understanding of e-Governance leading to service orientation approach. There are 25 officers selected for the first batch of training in addition to the officers from the ICIS project PMO (Project Management Office). These employees will be the ICIS project ambassadors for the successful transformations being implemented in the department. The ambassadors' will support other employees to help them understand the changes being initiated as part of the ICIS project. These initiatives will go a long way in ultimately helping the citizens and businesses and bring the WRD services closer to them.

"Specialized Training on e-GLC"

-Pravin Kolhe, Executive Engineer,
Minor Irrigation Division-2, Akola

The Specialized Training for e-Governance Programme (STeP) is organized by Koyna Design Circle, Pune in association with Department of Information Technology, National Institute for Smart Government (NISG), Hyderabad from 31st Jul. to 4th Aug. 2012 at Hotel Royal Orchid Central, Pune for the e-Champion who were selected from all over the Maharashtra. I was honored to be one of the e-Champion and it will be a great experience for me to listen, learn and participate in the discussion with the experts like Mr. Piyush Gupta and Wg. Cdr. A.K. Sreenivas (Retd), Er. T.N. Munde along with other bright and intelligent engineers of Water Resources Department.

The widespread, user-friendly, cost-effective information technology & increasing concern from media and citizen's forced government to change the way of working and thinking regarding providing services and facilities to the citizens. Water Resources Department is one of the pioneer department not only in the state of Maharashtra, but at National level as well, as it initiated several activities first of its kind. Integrated Computerized Information System (ICIS) is one of the ambitious projects, first of its kind at national level, designed to cater various needs of Water Resources Department. This project has potential to transform our department into a modern and service driven department through better collaboration, efficiency and effectiveness.

The training programme is designed with an intension that the e-Champion's with the necessary background and understanding of structured approach for conceptualization of e-Governance initiative understand the various phases of e-Governance project life cycle and emerging practices initiated by various agencies.

The lectures during training and particularly the discussion, group activities opened our eyes and the first lesson we learned was what e-Governance is and what is NOT e-Governance. e-Governance is not about just 'e', but it is about Governance by Government. It is not about just computers, website and advanced technology, but it is about citizens & businesses. It is not about translating the processes, but it is about transforming processes to provide SMART (Simple, Moral, Accountable, Responsive, Transparent) services.

I was having misconception that digitalization of documents and communication through emails, websites and portals is an e-Governance, but during the training I realized that technology is only a pillar of e-Governance along with the people, process and resources. The Government Process Re-Engineering (GPR) enables us, to achieve dramatic improvements by fundamental rethinking and radical redesign of government processes. I realized that the ease to official functionaries is secondary objective and first priority must be given to the customer satisfaction, when we discussed about the e-Governance. This was radical change in the thinking and look out of officers, like me.

During the training session, we studied several case studies related to e-Governance, which were success as well as failure stories, and both were not due to system incapability's, or technological barriers, but they were only because of human behavior. We understood that, it is easy to design a system, rather than enabling government functionaries to accept the system, in order to sustain in long run, and finally to become a success story. Proper Change Management is key element in the efficient functioning of the system during transition phase.

As a part of the e-Governance initiative, ICIS will help to transform Water Resources Department into modern institution with its orientation deeply rooted in citizen centricity and standardized common infrastructure.

Indeed, e-Governance is a journey and not a destination! Best wishes to ICIS.

Snapshots — *Inauguration of P.M.O. in KDC, Pune*   13th July 2012

ICIS News & appeal

- Sample data entry of Nira Deoghar Project taken up for pilot testing.
- specialised e-Governance Life Cycle organised with the help of DIT and NISG from 31st Jul. - 4th Aug. at Pune.
- Similar type of training programme are proposed to be arranged at regional head quarters.
- Projects identified for pilot phase of ICIS are **1.** Nira Deoghar, **2.** Chaskaman, **3.** Urmodi, **4.** Jihe Kathapur, **5.** Kudali

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