

Citizen Data Vault Project at Government of Uttarakhand

In order to enhance the functional effectiveness of various Government agencies it is critical to have a central repository of several kinds of data that comprehensively captures the different aspects of citizens. Such a data vault would transcend the boundaries of a single department and provide a complete view of the citizen for decision making. Putting together such a comprehensive multi dimensional data in a Central Data Vault (CDV) would involve several activities which amongst other things are identifying the data needs, constructing the data model, clean up all existing data, bridge gaps in data and provide a technology infrastructure to host and maintain the data. At the same time Government of Uttarakhand (GoUA) wished to establish a secure system in place for authentication for variety of transactions between Government and Citizens using PKI and multipurpose SMART CARDS under this project.

GoUA proposed to create such a centralized multipurpose database that will enhance the effectiveness, transparency and accountability in the processes of the government departments to enable better planning and delivery of government services.

This project was conceived in order to handle following basic issues which become hurdles in spite of noble intentions and the recognition of benefits to both government and citizens as a result of successful collaboration with in the government. Some examples which describe this problem are listed below:

- Issue of rations by the food department to a citizen whose death certificate has been issued by the revenue department or municipality or Issue of BPL ration card to a family that as 4 acres of agricultural land
- Selection of a citizen for old age pension when s/he has recently registered a property of 200 square meters in his name and has recently registered a two wheeler or car in his name
- Inclusion of a 16 year old into the electoral list based on oral confirmation provided by neighbors.

- To be successful, e-governance projects must build trust within agencies and between agencies. The biggest concern for most parties is that change brought about by a new system will negatively impact them. This concern increases when projects cross organizational and administrative boundaries as they must in any interdepartmental project scope. In addition cooperating departments need to see the benefits they derive from sharing.
- Certain government agencies have not graduated beyond publishing information while others have enabled 2 way transactions between citizens and governments. The differences in the availability and utility of data to external agencies make information sharing a useful exercise for some participants and not all.
- Since many a government agencies have implemented ICT independently, the platforms, technologies and data structures employed are substantially different. This makes system interoperability almost impossible without investing in expensive integration projects.
- Availability of network connectivity is key enabler in the knowledge sharing, information dissemination and collaboration process. This is often not available in India and as a result, centralization of information even within a department is not possible let alone across departments. Several agencies work on stand alone, distributed systems and data about an individual citizen progressively becomes fragmented, duplicated and inconsistent.

This project was executed as a part of the TA loan projects at GoUA and consultants from GCS were supporting the World Bank initiative in this regard.