

- (i) Accessibility of Call Centre [Benchmark $\geq 95\%$] and
- (ii) Percentage of calls answered by the operators (voice to voice) within 60 seconds [Benchmark $\geq 90\%$].

As per the Performance Monitoring Report for Basic Service (Wireline) for the quarter ending 30th September, 2012 and for Cellular Mobile Telephone Services for the quarter ending 31st December, 2012, the service providers are generally meeting the benchmark for the parameter accessibility of call centre. However, some of the service providers are not meeting the benchmark for the parameter Percentage of calls answered by the operators (voice to voice) within 60 seconds.

Facility of free roaming

53. SHRIMATI NAZNIN FARUQUE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that Government plans to make the country roaming free;
- (b) if so, the details thereof;
- (c) the number of telecom companies providing such facilities; and
- (d) whether it would be tariff plan based or free of cost and by when the country would be roaming free?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA): (a) and (b) Sir, National Telecom Policy-2012 (NTP-2012) envisages "One Nation Free Roaming"

(c) and (d) This is a new policy initiative of the Government. Being a predominantly tariff related issue, as a first step, TRAI has floated a pre-consultation paper for public consultation.

Implementation of e-Governance plan

54. SHRI NARESH AGRAWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government has taken any initiative to implement e-governance plans in the country;
- (b) if so, the details thereof;
- (c) if not, the reasons therefor; and
- (d) whether Government has taken steps to enroll State Governments and local bodies in these programmes along with the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA): (a) to (c) Yes Sir, National e-Governance Plan (NeGP) was approved by the Government on 18th May, 2006 with a common vision, implementation methodology and management structure. It comprises of 31 Mission Mode Projects (MMPs) having a singular mission to make all Government services accessible to the common person in his locality, through efficient, transparent and reliable mechanisms. To realise the vision of NeGP, DeitY has been entrusted with laying an elaborate common infrastructure platform for the use of all the MMPs. The common program support components are aimed at creating the right governance and institutional mechanisms, core infrastructure, policies and standards and the necessary legal framework for adoption of e-Governance in the country. The plan is being implemented at the Central, State and Local Government levels.

Under the programme common core e-infrastructure is being created to facilitate deployment of ICT solutions by various Departments and state Governments. Besides, there are 31 Mission Mode Projects (MMPs) which have a high citizen interface. Significant progress has been made in the implementation of the core infrastructure and also in most of the Mission Mode Projects. 31 SWANs and 19 State Data Centres are already operational. The State Service Delivery Gateways (SSDGs) have been implemented in 9 States. For making public services available to citizens on anytime, anywhere basis, Department of Information Technology has established nearly 1 lakh Common Services Centres across the country to access e-Governance services. Under the Capacity Building Scheme, State e-Mission Teams (SeMTs) have been setup in 32 States and over 700 Government officials have been trained in STeP trainings. Standards have been laid down in the areas of open standards, biometric standards, metadata and data standards, localization and Language Technology Standards etc. e-District MMP, which aims to deliver high volume services that are delivered from the District or Sub-district level and are currently not covered by any MMP under the NeGP, is being implemented in all districts. Significant progress has also been made in the delivery of services identified under various Mission Mode Projects. The implementation status of these MMPs is given in Statement (*See below*).

(d) Yes, Sir. Of the 31 MMPs being implemented under the NeGP 13 are being implemented by the State Governments. Further amongst the 13 State MMPs, the e-Panchayat and the e-Municipalities are meant to automate the service delivery of the rural and the urban local bodies respectively. The implementation status of the State MMPs is placed at Annexure.

Statement**Implementation status of MMPs**

Sl. No.	Mission Mode Project (MMP)	(implementing Line Ministry/Department)	Status
1	2	3	4
Central MMPs			
1	MCA 21	Ministry of Corporate Affairs	Post-implementation
2	Pensions	Department of Administrative Reforms and Public Grievances	Post-implementation
3	Income Tax	Income Tax Department	Post-implementation
4	Central Excise & Customs	Central Board of Excise and Customs	Post-implementation
5	Banking	Industry Initiative	Post-implementation
6	Insurance	Industry Initiative	Post-implementation
7	Passport	Ministry of External Affairs	Post-implementation
8	e-Office (Pilot)	Department of Administrative Reforms and Public Grievances	Implementation
9	UID	Unique Identification Authority of India	Implementation
10	India Post	Department of Posts	Implementation
11	Immigration Visa Foreigners Registration & Tracking	Ministry of Home affairs	Implementation
Integrated MMPs			
12	India Portal	Department of Electronics and Information Technology	Post-implementation
13	NSDG	Department of Electronics and Information Technology	Post-implementation

1	2	3	4
14	e-Trade (EDI)	Department of Commerce	Implementation
15	e-Courts*	Department of Justice	Implementation
16	CSC	Department of Electronics and Information Technology	Implementation
17	e-Biz(Pilot)	Department of Industrial Policy and Promotion	Implementation
18	e-Procurement	Department of commerce	Implementation
State MMPs			
19	Commercial Taxes*	Department of Revenue C/o Ministry of Finance	Implementation
20	Treasuries*	Ministry of Finance	Implementation
21	e-District	Department of Electronics and Information Technology	Implementation
22	Land Records (NLRMP)	Ministry of Rural Development	Implementation
23	Road Transport	Ministry of Road Transport and Highways	Post-Implementation
24	Police CCTNS	Ministry of Home affairs	Implementation
25	e-Municipality	Ministry of Urban Development	Implementation
26	e-Panchayat	Ministry of Panchayati Raj	Implementation
27	Agriculture	Department of Agriculture and Cooperation	Implementation
28	PDS	Department of Food and Public Distribution	Implementation
29	Employment Exchange	Ministry of labour and Employment	Design & Development
30	Health	Ministry of Health	Conceptualization
31	Education	Ministry of Human Resource Development	Conceptualization