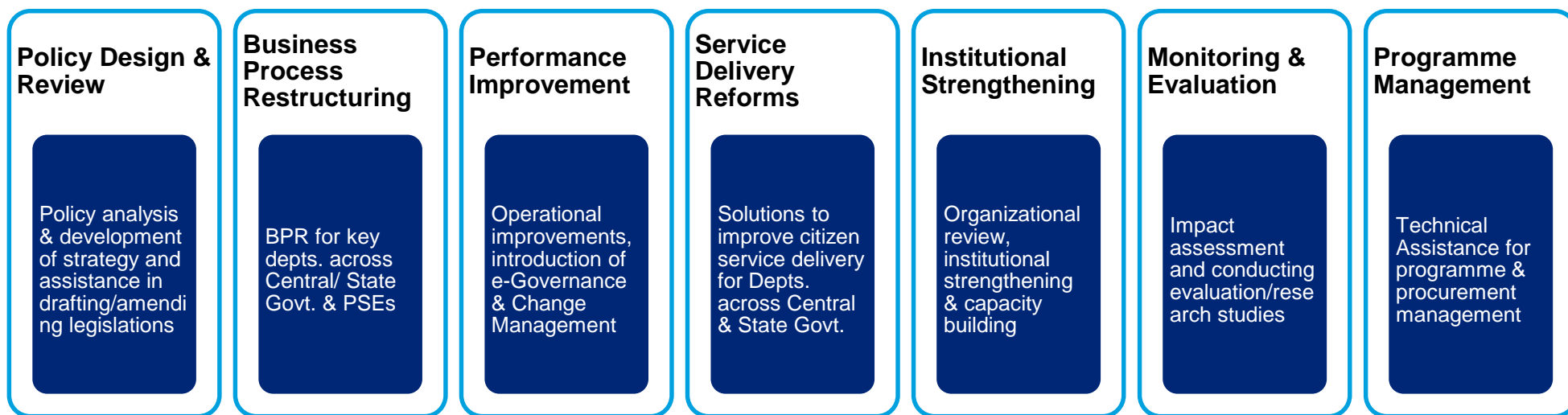


Deloitte.

Government Reforms



Administrative & Governance Reforms – our service offerings



We have worked with:

- Central Government
- State Governments
- Multilateral Agencies

Govt. of India	Planning Commission of India	Dept. of Admin Reforms and Public Grievances	Ministry of Health & Family Welfare
Govt. of Bihar	Govt. of Gujarat	Govt. of Jharkhand	Govt. of Karnataka
Govt. of Madhya Pradesh	Govt. of Maharashtra	Govt. of Odisha	Govt. of West Bengal
DFID	World Bank Group	Asian Development Bank	GIZ

Administrative & Governance Reforms – Our select credentials

- Bihar Governance & Administration Reforms Programme
- BPR and Improvement in Service Delivery of Common Service Centres in Bihar
- Assessment of Implementation of Right to Public Services legislation in Jharkhand
- Modelling of best practices in public service delivery for Department of Administrative Reforms and Public Grievances
- Supporting the Assam Governance and Public Resource Management Sector Development Program
- Functional Review of District Industries Centers (DIC) & development of MIS solution for DICs in Bihar
- Strengthening Performance Management in Government- Phase II GoMP
- Institutional/ Organizational review of the Department of Health and Family Welfare, Government of West Bengal
- Change and Leadership strategies for significant improvements in performance for the Centre for Good Governance, Andhra Pradesh
- Impact Assessment of Andhra Pradesh Public Management and Service Delivery Programme - DFID
- Modernizing Government Programme in Kerala
- Institutional Strengthening and Capacity Building for Effective Implementation of Self-employment and Wage Employment Scheme, Govt. of Gujarat
- Realigning the Organization Structure and Developing and Institutional Governance Mechanism for the International Centre for Diarrheal Disease Research, Bangladesh (ICDDR,B)
- Pre-appraisal Activities of the World Bank Funding for NeGP for National institute for Smart Governance
- Institutional Strengthening of Aid Accounts and Audit Division, Ministry of Finance, Government of India

E-Governance – our service offerings

Strategies and Action Plans

Deloitte has deep levels of expertise and experience in the design of ICT / eGovernance strategies and actionable Master Plans for initiatives taken up by government entities at all tiers of governance. We work with Governments and its departments in developing a shared strategy and a clear vision of success for ICT led initiatives.

Process Re-engineering and Organisation Design

At the next level of intervention, there are innumerable assignments where we have successfully undertaken comprehensive Business / Government Process Re-engineering and Organization Re-Design to implement existing eGovernance and ICT-enabled initiatives.

RFP preparation and Bid Process Management

We have extended comprehensive procurement assistance to government entities desirous of taking up procurement of goods/services to realise eGovernment strategies and plans. This includes framing RFP documents, managing bidding and general project management.

Programme Management

Effective Programme Management activities is often what makes well conceived projects succeed and benefits realized on the ground. Deloitte has built a tradition of success in Programme Management with Government Clients.

Post Implementation Review and Evaluation

We have extensive experience in undertaking post-implementation review of implementation of action plans, including conceptualisation of Monitoring and Evaluation Frameworks deploying them for measuring the impact of the project.

ICT Capacity Building

ICT Capacity building is an important aspect of any eGovernance initiative. We help our clients in identifying and bridging Capacity gaps through various tools and help build effective ICT enabled capacity for the future.

ICT for Development Focus

Deloitte follows a comprehensive approach towards leveraging ICT to bring about wholesome social and economic development. We have worked with communities, government entities and donor organisations in this area and have helped them with strategies, plans and impact reviews of their efforts.

E-Governance - key clients

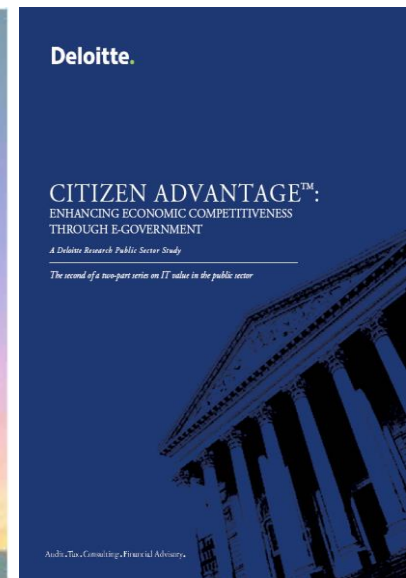
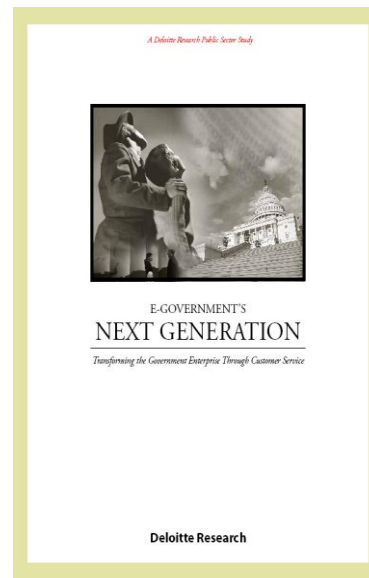
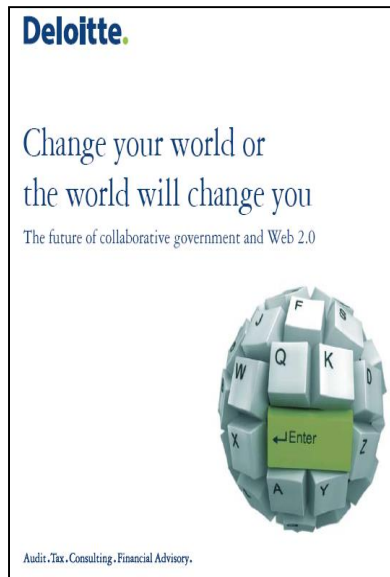
Deloitte India has worked with more than 50 Government Clients in various capacities

Ministries	Ministry of Health and Family Welfare, Govt of India , Ministry of Health and Quality of Life, Govt of Mauritius, Finance, Forestry, Agriculture, Local Government, Police, Prisons, Judiciary, Communication and Information Technology, Tourism, Power, Human Resource Development, Highways & Surface Transport, Telecommunication, Commerce and Industry, Urban Development, Food Processing Industries, etc.
Government Departments	NACO, Department of Information Technology, Comptroller and Auditor General (CAG) of India, Controller Aid Accounts and Audit (CAAA), Department of Telecom Services, Department of Tourism, Department of Posts, Indian Railways, Police, Local Government , Income Tax etc.
Regulatory bodies	CEA, TRAI, Airport Authority of India, NHB, RBI, ICSI etc.
Funding agencies	WB, ADB, AFDB, DFID, IREDA, PFC, USAID, UNDP, UNICEF, DFID, SIDBI, etc.
State level agencies	Most of the State Electricity Boards, Orissa State Financial Corporation (on behalf of SIDBI), Orrisa State Aids Control Society, UPSIDC, MP sales tax, UP Jal Nigam, Hyderabad Metro Water Supply and Sewerage Board, Tamilnadu Industrial Development Corporation (TIDCO), Urban Local Bodies etc.
Public-sector Undertaking	Life Insurance Corporation, NALCO, NTPC, Nuclear Power Corporation, Air India/ Indian Airlines, Coal India Ltd, Indian Oil Corporation Ltd., ONGC, GAIL, SAIL, HUDCO, General Insurance Corporation, etc.

E-Governance - Thought Leadership & Publications

Deloitte continues to position itself as a thought leader within the domain of Information and Communication Technology. Our thought leadership is established based on our e-government consulting and implementations across the globe, in U.S, Europe, India, Australia, Canada & UK.

From Deloitte Research surveys, periodical articles, to ground-breaking publications, Deloitte is recognized as a pacesetter in thought leadership – Information and Communication development, analysing industry and E-Government trends, creating visions of the future, and publishing studies and points of view that have been consistently well received in the marketplace.





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