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Agency zeroes on Tech Mahindra for help in e-governance project

When the Municipal Corporation of Delhi (MCD) launched its website in 2003, it had claimed that its shift to e-governance would bring about transparency and improvement in all offered services. Six years later, the agency has realised that very little has been achieved in this regard. It has now decided to upgrade its existing system and has finalised Tech Mahindra Ltd from a list of seven private IT firms for assistance in the project.

If approved by the Standing Committee, Tech Mahindra will provide the design, development implementation and operational support for the e-governance project. The IT firm will help MCD integrate its existing application with the new, better developed system.

Once implemented, the system will ensure that services like the booking of parks and community halls; mother and child welfare information, vigilance information and the registration process for birth and death, among others, are all uploaded online effectively.

This will provide a single-window service to all Delhi residents, besides developing an integrated view of the agency's information services, MCD officials said.

It will also lead to increased efficiency, effective planning, performance monitoring and more transparency in the system. It will also improve the productivity of MCD and fetch better revenues, officials claimed.