

# Andhra Pradesh Government goes paperless using digital signatures

Legally Valid Digital Signatures helps Government of AP to go paperless and reduce costs and provide transparency and convenience

**Industry**

Government

**Govt. of Andhra Pradesh's eGovernance initiatives**

Government of Andhra Pradesh recognized the need to modernize all its Departments through technology initiatives. As part of the initiative, efforts are being made to completely digitize and go paperless in all its functions. This includes leave management system, Tour management system, Document management system, Personnel information management systems etc.

**Business Need**

Government of AP wanted to bring in more effective, efficient and transparent inter and intra government process by eliminating delays in decision making and ensure more responsibility, transparency in administration and save time.

**Approach**

To have an integrated solution that addresses following:

- Shorten time period in decision making
- To make availability of data/information anytime and anywhere
- To bring in accountability, quality and authenticity of all the activities carried out
- To bring in wet signature equivalent on the digital document by using legally valid digital signatures
- To bring in consistency in the overall process followed

**Background**

The Government of Andhra Pradesh has been following paper based administration of its internal office resulting in voluminous paper flow. For any activity to be carried out like leave request, tour request, citizen services, projects related approval, Notification, office orders etc., requires paper and also approvals at various levels of the organisation structure including multi departmental approvals. For any approval, the physical file needs to move from one level to another level in the hierarchy of the concerned department and also if required, the physical file need to move to various departments for approvals. The physical movement of files from one place to another place along with the availability of authorized signatory had become a bottleneck to create efficient administration.

This resulted in huge challenges namely

- Huge pile up of files pending for approvals thus resulting in project clearance etc.
- Increased turnaround times because of high volume and physical processing
- Lack of quick and transparent access to historical data
- Increased real estate cost for storage and archival of records

To fast track the process and service delivery mechanism, Government of Andhra Pradesh opted for implementation eOffice. The eOffice has various modules like simplified, accountable and transparent electronic system i.e. eFile An Enterprise Document Management System i.e. KMS and also leave and tour management systems. This will completely eliminate the physical paper movement.

To make the system more trustworthy and assign accountability for the activities performed on the system, legally valid digital signatures have been introduced.

## Digital Signature Technology

The Digital Signature Technology works on the Public Key Infrastructure framework which uses a Cryptographic Key Pair – Private and Public Key for secure access and transmission of Information.

The Public Key Infrastructure framework is prescribed in a model law provided by UNCITRAL (A United Nations body) for International Trade and Commerce



### Benefits

Today the Government of Andhra Pradesh has reaped significant benefits by implementing digital signature based eOffice application. These include

- Ensuring document integrity
- Reducing process delays
- Eliminating the use of papers and printers saving huge cost
- Approvals from anywhere and anytime
- Faster turnaround time in decision making
- Meeting compliance & regulatory requirements
- Going green and reducing carbon footprint in line with the vision of the Country

### Solution

eMudhra being a Licensed Certifying Authority in India and a PKI Solution provider issues Digital Signatures to various officers across Government departments in all districts of the state. eMudhra is issuing legally valid digital signatures through Government's IT wing i.e. Andhra Pradesh Technology Service (APTS). eMudhra has created SubCA for the Government of Andhra Pradesh and using this SubCA root certificate end entity certificates are issued. The officers use digital signature certificates issued by eMudhra at various levels in the eOffice application.

This includes:

- Log in authentication
- Document signing
- Online requests and approvals

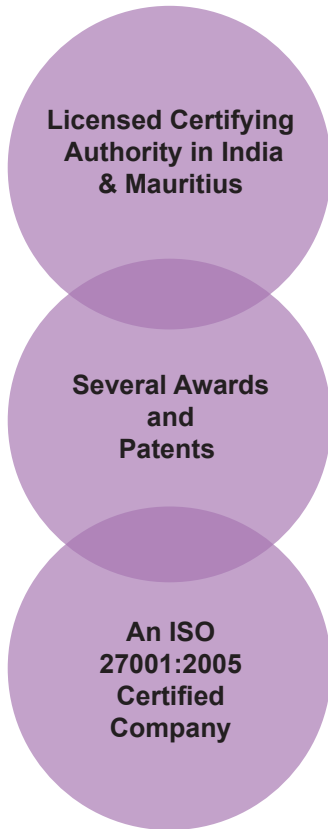
Following are few areas where in digital signatures are being used by the Government Officials –

#### E – Leave

- User logs into the system using Digital Signatures
- Fills in relevant details for leave by Digitally Signing the request
- Reporting Manager logs into the E-Leave system using Digital Signature to view pending requests
- Pending requests are again approved using Digital Signatures and a Notification is sent to the originator
- Audit logs are maintained to trace the originator, approver and activities performed on the system

#### E – Filing

- User logs into the system using Digital Signatures
- Scans the document to the e-Office System and enters meta data based on which a diary number is created
- Creates a new e-File, enters meta data based on which system creates a new e-File number
- Opens e-File, starts noting, creates, approves and issues drafts
- Digitally signs e-File and sends to next user
- Subsequent users can make their notings using Digital Signature until the file reaches the last channel and then gets saved in the system



### **About eMudhra**

eMudhra is a technology and digital identity and transaction management company providing solutions which ease financial and statutory needs of consumers. eMudhra was established in 2008 and is a Certifying Authority in India and Mauritius to issue Digital Signature Certificates.

eMudhra's current enterprise and consumer solutions include Digital Signature Certificates, emSigner – Paperless Office Solution, emAS – secure multifactor authentication for banks, emCA for Digital Signature issuance and management and Prism – Voice of Customer Analytics using Semantics.

eMudhra is a market leader in India and has worked with large Banks, Financial Services companies and several Government agencies in India to implement Digital Signature based solutions which include secure access and paperless workflows.

eMudhra won the e-Asia award, an award given by AFACT (A United Nations body) for implementing Digital Signatures based on India's National ID – AADHAAR to bridge Digital Divide.