

Informatics

AN  GOVERNANCE BULLETIN FROM NATIONAL INFORMATICS CENTRE 



SPECIAL FEATURES

- Interoperability Framework for E-Governance
- Recent Awards Won by NIC

E-GOVERNANCE INITIATIVE

- ICT Applications in Transport Sector

STATE IN FOCUS

- Uttaranchal

DISTRICT INFORMATICS

- Mandi (Himachal Pradesh)

E-GOVERNANCE PRODUCTS & SERVICES

- Government Accommodation Management System
- ICT Developments at Home Department, Orissa
- ICT in Consumer Affairs Department, West Bengal
- ICT at Department of Animal Husbandry & Dairying
- DISNIC-PLAN



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There was a time when getting a driving license or getting your vehicle registered meant spending an entire day (or even more !!) in filling up forms and standing in long queues at the Regional Transport Office. Thanks to the advent of ICTs, we shall no longer suffer the drudgery as computerization of the RTOs have transformed the entire scenario. Our story in the 'E-Gov Initiative' section in this issue focuses upon the ICT Applications developed and implemented by NIC in the Transport Sector. We are also covering a Special Feature in this issue on the 'Interoperability Framework for E-Governance' as it is being increasingly realized that Interoperability and seamless integration of government systems is essential to support the flow of information and to improve the coherence of information systems maintained by individual government entities. Your comments and feedback on the articles published by us are always welcome.

Happy Reading....

Sonal Kalra

**For the latest and up-to-date news
Visit
<http://informatics.nic.in/newsonline>**

**Readers
Write**

Dear Editor,

I have been a regular reader of Informatics Bulletin and appreciate the coverage of the e-governance activities from around the Country. Through this medium, I would like to inform your readers that we have set up a District Computer Centre Society at Purnia District in Bihar under my Chairmanship to function as a social mission for imparting training in computer education and Information Technology related activities to the school students of the district. The District Informatics Officer, NIC Purnia has been designated as Secretary of the society which shall be playing a significant role in achieving the goals and objectives of e-governance in the District.

Pankaj Kumar, IAS
Collector, Purnia (Bihar)

Dear Editor,

The Informatics editions being published are really useful for all in NIC irrespective of the geographical distance to get abreast with the latest happenings within the organisation and also with the latest in the I. T. field. Besides this, the design of the Magazine is also highly professional. Looking forward for the future issues & wishing your team success.

Julie Zachariah
NITPU, Cochin

Dear Editor,

I wish to thank "Informatics" team for giving good coverage on the happenings of ICT related applications by various divisions/state units of NIC. I would like to express my gratitude to Informatics team for brining out these editions which are highly useful for NICians and Govt. We all should be very proud of the achievements which are happening in the NIC world and the way they are highlighted in Informatics magazine. The online version of the bulletin (<http://informatics.nic.in/newsonline>) is also very useful.

Anju Sondhi
NIC HQ

Readers are invited to send their comments/suggestions to the Editor through this column. Your letters may be sent through email at

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or by post at the following address :

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Our Esteemed Visitors said this.....

“ NIC is doing a great service to the Nation and should be supported well. Excellent Applications developed for various segments of the National Activities”

M.M Pallam Raju, Chairman, Standing Committee of Parliamentarians on their visit to NIC HQ on October 1st, 2004.



The Committee Members being briefed on the facilities at the INOC Centre by DG (NIC)

The Committee Members attending the presentations made before them at the Convention Hall, NIC HQ



“A state-of-the-art setup run efficiently.”

Shri Kamal Nath, Hon'ble Minister of Commerce and Industry appreciating NIC's organizational infrastructure during his visit to NIC HQ on July 19th, 2004

“Computer and Internet are the creation of 20th Century. The world is moving fast in the field of Information Technology. Modern Technology, today, touches every aspect of the life irrespective of the location on the globe. It is one of the fastest growing technologies in India. Everyone's daily activities are affected in form, content and time by computer evolution. The Supreme Court has been computerised with the help of NIC. The main functioning of the Court, the computerisation of allied works of the Court is likely to be completed soon. Here I am happy to see that the steps have been taken for computerisation”



Hon'ble Justice V.N Khare, former Chief Justice of India during his speech at Uttaranchal High Court, Nainital).

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Government Accommodation Management System



The concept of e-governance is no longer unfamiliar in the present times as governments all over the world have embraced the ubiquitous digital technology to improve government operations and services to the citizens. The different countries, however, are at different maturity stages of e-governance depending upon their resources, infrastructure, extent of ICT penetration and initiatives undertaken towards adopting e-governance. The success of these initiatives depends upon a government's ability to project itself as a single entity and provide the citizens and businesses with a seamless interface across multifarious services and departments. It has been widely recognized that Interoperability is the key to improve the coherence, and thereby the information flow of the systems maintained by individual ministries and departments. Many countries have evolved or are in the process of evolving a National Interoperability Framework for government business as well as for other sectors.

As the premier ICT organization of the Government of India, NIC has significantly contributed to ICT-led developmental functions in various sectors at the Central and State-level Governments for nearly three decades now. Having developed a large number of e-governance applications and generated a huge inventory of ICT solutions, NIC has initiated the development of an Interoperability Framework for E-Governance (IFEG) that comprises a set of policies and technical standards to facilitate interaction between isolated E-Governance applications. Leveraging the recent technical advancements that allow applications to interoperate, regardless of the underlying technologies, IFEG envisages facilitating joined-up service delivery through a single window. As an initial step, the implementation of IFEG standards has already begun in certain National Level Projects.

I hope NIC's approach and initiatives towards IFEG shall prove to be a vital contribution towards the realization of the dream to evolve true e-governance system in India.

Dr. N. Vijayaditya
Director General

Interoperability Framework for E-Governance (IFEG) - Strategic Approach to Evolve National Standards

► *Suchitra Pyarelal, NIC HQ*

The term Interoperability in technological perspective refers to the ability of two or more ICT devices (hardware devices, software components & communication devices) to seamlessly work together. Connectivity and interoperation among computers, among different entities (Governments, businesses, citizens, and individuals), and among software components can increase the flexibility and agility of ICT systems, thus reducing administrative and software costs for Government. They will also reduce the time needed to implement software solutions and e-government services.

IFEG (Interoperability Framework for E-Governance) creates a common basis across the government and public sector for the cost-effective delivery of e-governance to the public and other end users. It defines an appropriate set of policies and specifications and guidelines governing the information flow across various Government sector agencies. Included in this domain are interconnectivity, data integration and management, data access and content management.

◄ | **Interoperability Framework (IF):**

An Interoperability Framework (IF) is defined as a set of standards and policies, which describe the way in which different organizations have agreed to interact with each other. The purpose of Interoperability Framework is to facilitate interoperability

with other systems as deemed necessary, while at the same time providing flexibility in the choice of hardware and systems, and application software used to implement solutions.

◄ | **Need for IF:**

A key business objective of most e-governance initiative is to provide client-centric joined-up government services to the public. In order to attain this objective, the government needs to be perceived as a single entity, with seamless flow of information across individual ministries and departments as necessary. An Interoperability Framework is essential to support the flow of information and to improve the coherence of information systems maintained by individual ministries and departments.

By bringing together the relevant specifications under an overall framework, IT management and software developers have a single point of reference whenever a need arises to locate the required interoperability specifications that should be followed for a specific project. By adopting these interoperability specifications, system designers can ensure interoperability between systems while at the same time have the flexibility to select different hardware, and systems and application software to implement solutions.

◄ | **Global Interoperability Framework Initiatives:**

Having recognized the importance of Interoperability Framework and its relevance and impact on e-Governance, many countries have evolved or in the process of evolving standards for their national Interoperability Framework for government business as well as for other sectors. These frameworks address the use of some combination of technologies/frameworks such as Networking LAN/WAN protocols, Directory Services, Domain naming, File, Hypertext and Message transfer protocols, Messaging/Data Integration, Schema/Metadata Registries, Web-based Services and Middleware, Security, Authentication, Character sets, Newsgroup services, Browsers and Viewers, SMS/WAP/iMode, Reusability.

◄ | **NIC's Approach to a National IFEG:**

NIC has initiated the development of an Interoperability Framework for e-Governance (IFEG) that comprises a set of policies and technical standards to facilitate interaction between isolated e-governance applications. Once an IFEG is adopted, it will result in better interaction among government, citizen, business and technology vendors. Leveraging the recent technical advancements that allow applications to interoperate, regardless of the underlying technologies, the IFEG envisages facilitating joined-up service delivery through a single window. In tune with the International Standards being adopted in many parts of the



globe in the area of Interoperability and also taking into account the Indian context, IFEG will identify key areas for defining interoperability standards and will recommend Standards for each one of them. As a Proof of Concept, NIC has initiated the implementation of IFEG standards in National Level Projects, which include Employment Exchange, Land Records, Hospital Services, Property Registration, Treasury, Courts and AGMARKNET.

☞ | Vision and Objectives:

NIC envisions evolving a framework for achieving interoperability of e-governance applications so that they can share and exchange data and processes irrespective of the hardware /software employed. Major objectives of the proposed IFEG are:

- To provide user-centered e-services by facilitating the interoperability of services and systems between public administration agencies, as well as between the administrations and the public (citizens and business enterprises) at national level.
- To help achieve interoperability, both within and across different policy area, and where appropriate, with business and citizens
- To facilitate e-Governance applications development by Central and various State Governments around a common framework so that these applications are interoperable across the country. This will enable the developers to focus on the integration of services to the citizens without regard to various competing technology standards.
- To provide detailed descriptions of the elements, which are, considered important for E-governance services by the Central and State Governments, and public sector undertakings.
- To support e-Governance activities and projects to be launched by the state Governments.
- To stay tuned with global standards and protocols.

☞ | Scope of IFEG:

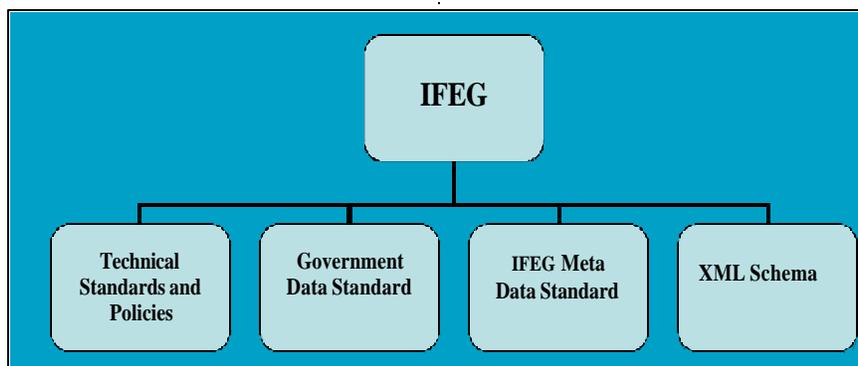
The scope of IFEG as NIC perceives, covers Technical Standards & Policies, Domain level Standards comprising Metadata Standards and Data Schemas for various domains and management issues related to implementation and evolution of IFEG. The logical structure for classifying components and organizing complex processes, technology and information is depicted as follows.

☞ | Technical Standards and Policies:

This component of the IFEG defines the

technical policies and specifications governing electronic information flows across the government sector. They cover interconnectivity, data integration, government electronic services access and delivery mechanisms and

Schemas will be required to be developed for domains like address and personal details, archives and records management, education, geographical, health, local government services, and metadata etc.



content creation and management.

☞ | Government Data Standard:

The IFEG intends to adopt XML and the development of XML schemas as the basis of the government interoperability and integration strategy. Inherent to the development of XML schemas is a predetermined and agreed upon set of data standards. These data standards are to be used in the schemas and other interchange processes. These data standards are also to be used for data storage.

☞ | IFEG Meta Data Standard:

It is essential to standardize government information systems so that they can be accessed easily from central servers. Metadata makes it easier to manage or find information, be it in the form of web pages, electronic documents, paper files or databases. For metadata to be effective, it needs to be structured and consistent across organizations. The IMS shall define the elements, refinements and encoding schemes to be used by government employees when creating metadata for their information resources or designing search interfaces for information systems. The IMS is needed to ensure maximum consistency of metadata across all government organizations.

☞ | XML Schema:

A true implementation of e-governance applications under the IFEG will require numerous government processes that will involve interchange of data. These transactions require common data definitions, which IFEG defines as XML schemas for use throughout the government organizations. A library of XML

☞ | Guidelines & Policies for Technical Standards

NIC considers that while implementing the Interoperability Framework, the emphasis should obviously be on 'interoperability'. Standardization in technology and coordination with government decisions/legislations can achieve this. In general, adherence to some prescribed guidelines and principles should result in a more efficient Interoperability Framework. The following guidelines and recommendations should be used while selecting Standards under the Interoperability Framework:

☞ | **Industry Standards:** The specifications adopted should be globally recognized standards.

☞ | **Vendor Neutral Products:** The specifications adopted should be vendor neutral.

☞ | **Limited Number of Specifications:** For any Interoperability Domain, the number of allowable specifications should be limited, as far as practicable, and without diluting the overall objective of interoperability, in order to minimize the cost and complexity to support these specifications.

☞ | **Global Initiatives:** The specifications adopted should take due notice of similar global initiatives, demonstrating good practices.

☞ | **New versions:** Versions of standards may need to be revised



as new functionality is introduced. Special attention should be paid to ensure backward compatibility to minimize the impact of transition to a new version of a specification, thereby facilitating continued interoperability.

☞ | **Version Selection:**

The selected version by the user need not be the latest available version; this is because the selected version may meet the functional requirements.

☞ | **Dynamic Environment:**

Technologies, standards and the end user requirements are continually changing with time. The framework should be able to respond to these changes and should be able to function in a dynamic environment.

☞ | **Easy Access to Information:**

Central to the effectiveness and utility of e-governance is the ability of end users to gain easy access to Government and public sector information. Option to an end user to complete all transactions at a single point; provision of integrated services; availability of services in different languages; multi-channel and multimedia communication means; are all crucial to the success of E-Governance and hence to the design and development of the framework.

☞ | **Adoption of Web-based Standards:**

It is essential that the framework is aligned with the specifications and standards adopted by the Internet and World Wide Web in respect of all public domain information systems.

☞ | **Web-based Technology:**

Primary means of access to all public domain information systems must be through web-based technology.

☞ | **Use of Primary Standards:**

XML (eXtensible Markup Language) may be adopted as the primary standard for data integration and presentation tools for all public domain information systems.

☞ | **Use of Open Standards:**

Open standards should be followed to allow exchange of information between dissimilar hardware, operating systems and application software. For example, XML allows creation of common information formats. It permits sharing of both the format and the data over the Internet and intranet and the transformation of data from one format to another.

☞ | **Use of Open Source Software:**

Open Source Software has publicly available specifications. The open availability of their source code encourages further development in the public domain, making them robust and interoperable. The objectives of this framework are in tune with those of open source software (OSS) and therefore, they should be assessed and considered favorably alongside proprietary products.

☞ | **Use of Reusable Software Components:**

It is important to speed up the life cycle of large software project mainly to avoid time overrun and to keep the cost of development under control. This requirement can be partially met by employing reusable software components and processes. Efforts should be made to identify and create components, which can be used within the application as well as across various applications in different ministries and departments. The use of tried and tested components enhances the quality of the entire system.

☞ | **Scalability:**

There could always be changing demands made on the information system, such as changes in data volumes, number of transactions or number of users. It is essential that the specifications chosen have the capability to be **scaled** to satisfy these changing demands.

☞ | **Metadata Standards:**

Standardization of metadata is essential if the data is to be truly interoperable. It also ensures that information access and services rendering to the citizens is achieved without the knowledge of the structure of the Government.

☞ | **Compliance with IFEG:**

Compliance with the Interoperable Framework must be made mandatory for any NIC developed e-governance application for the Government. Suitable mechanisms must be adopted by existing and legacy systems to conform to the framework.

☞ | **Information Security & Reliability:**

Information security is fundamental and central to provision of services to and interaction with the public. The E-Government application architecture recognizes data security as an all-pervasive component, which can be supported by suitable processes, methods, data formats in every element. The aims of data security are to ensure Confidentiality, Integrity, Authenticity and

Availability.

☞ | **Strategic Initiatives from NIC:**

Since inception, National Informatics Centre (NIC) has been in the forefront to help automate Government businesses. NIC has significantly contributed to Information and Communication led developmental functions at the Central and State Governments level. NIC continues with this commitment to reach new vistas of IT-enabled government services. In the recent past, NIC has launched a number of initiatives that are allied to the ultimate goal of achieving interoperability. Some of them are:

- ☞ Implementation of identified National E-governance projects
- ☞ Incorporation of state-of-the art applications development technologies into its developmental activities.
- ☞ Creation of a collaborative development environment over NICNET.
- ☞ Evolving a strategy for making a unified SRS for the National E-Governance Projects.
- ☞ Linkage with leading technology providers and industries.
- ☞ Interoperability and standardization of E-governance applications development.

☞ | **Towards Evolving Interoperability Standards:**

In view of its pre-eminence in developing e-governance applications, NIC feels that it should assume leadership in evolving standards and specifications for interoperability of applications implemented at State/National level by NIC in collaboration with respective ministries/departments of the government. NIC further considers that it should start a major initiative to evolve an Interoperability Framework for all E-Governance applications developed in-house. The foremost thrust of this interoperability framework is to adopt Internet and World Wide Web Standards for all applications developed by NIC for Government



systems. This is achieved by evolving a framework that sets standards and specifications for various aspects of ICT systems. Such an Interoperability Framework will support the E-

Continued on Page 10...



▶ Mukesh K. Ralli, Himachal Pradesh Correspondent

Mandi - Making the presence felt



District Mandi located in the heart of the Himachal Pradesh is known as "land of unexplored tourist destinations".

Ever since its inception in Mandi in 1988, the NIC District Centre has made its presence felt by making tremendous strides towards empowering the District Administration with IT tools, not only by strengthening the district administration's own internal process but also by increasing the efficiency and productivity of its staff. The improvement in the citizen interface of the administration through the implementation of the programs such as the Grievances Monitoring System and the E-Governance Project has further strengthened the role of NIC in the district. The impact that it made in the beginning from a small room of about 200 sq.ft., encouraged the district administration to allot it a space of 1300 sq.ft. so as to further strengthen the role of IT in the district.

The District LAN: District Collectorate has been equipped with a LAN having number of servers & clients which are being used for various software prepared like Plan Schemes Monitoring, Grievances Monitoring, Cash Counter, Reference Monitoring System etc. The Video Conferencing facility has been established in the district through DAMA VSAT, which is also being used to provide Internet connectivity to all the clients of the Collectorate. Apart from that, dial-up connectivity is also being provided to about 15 remote offices.



ICT projects

E-Governance Centres: A major milestone was achieved by setting up of E-Governance Centre in the Collectorate premises. The centre offers numerous services under one roof like

- Issuance of Driving Licenses (**SARATHI**)
- Registration of Vehicles (**VAHAN**)

In near future, the centre will start Registration of Land Deeds (**HIMRIS**), Issue of Arms License (**SHASTR**) & Passport Forms Collection Counter (**WEBPASS**).

After gaining confidence at District Mandi, these centres have been established in all sub-divisions of the District. In addition, setting up of **E-Kiosk** for providing important information to the general public is also in pipeline.

Land Records Computerization

(HIMBHOOI): Presently the data entry for the Tehsils of district Mandi is going on in full swing. Shortly some Tehsils would be made online where the citizens would be provided with Nakals/copies of Land Records related documents besides the facility to enter the mutations online.

Welfare Pension MIS: Aims at speedy disbursement of the quarterly pension for about 37000 needy pensioners achieved through printing of all money orders, other related reports and an effective monitoring process.

Disability Certificate Issuance System used for issuing Identity Cards to the physically disabled persons. Disability Survey MIS and ICDS Monthly Reporting are the other software implemented for this department.

HPOTIS: The HP Online Treasury Information System is used for the compilation of the entire treasury account through offline entry of sub-treasury account and online entry of the account of District Treasury in terms of the receipts of all bills at the token counter, their processing in the bill section and the

final approval by the District Treasury Officer.

Rural Development Department: All the ten blocks of the district have been given dial-up connectivity by NIC to feed the data related to various rural schemes in the web-based software 'Rural Soft' right at the block level, the monitoring of which can be done at the district, state and national level.

Education Department: Implemented in Education Office, the Education Statistics MIS captures the school-level statistics in terms of the details of infrastructure, teachers, enrollment, etc. and generation of need based, statutory and analytical reports.

DISNIC Taxation: To check the evasion of sale tax on the goods being sold by the dealers and actual returns being filed, a software is prepared which captures details from the Returns filed by the Registered Dealers on Quarterly basis and generates an yearly abstract showing the calculated tax liabilities and the actual tax paid by them, along with a list of Sales Tax Declaration forms (ST-XVIA) submitted by them at the Checkpost while transporting goods, which is used by the Authorities at the time of Assessment.

NIC District Centre is also looking after Cooperative Statistics MIS, District Courts Computerisation, feeding & transmission of various rates related to Food & Civil Supplies Department. Besides, the payroll generation for 6000-7000 employees in the district is being done. The district centre has also provided active support in both Assembly and Parliamentary Elections.

District Web-Site: A comprehensive web-site for the District, <http://hpmandi.nic.in/> has been developed & hosted by NIC which provides comprehensive details on a host of subjects related to the district and serves as a reliable reference source of tourist information about the district.

NIC Mandi District Unit

District Informatics Officer

Akhilesh Bharti

District Informatics Associate

Ashwani Kumar

For further information, please mail to ralli@hp.nic.in



▶ | Dr. Mahesh Chandra, NIC HQ

ICT Applications in Transport Sector

Road Transport plays a vital role in our economy. During the past 50 years, the number of registered vehicles has grown from a paltry 3 lac in 1951 to 6 crores in January 2004. Earlier, railways used to be the only reliable mode of transport for long routes. However, during these years, the mode of transport for goods on long routes and inter-state routes is switching towards road transport. Pan Indian character of this sector necessitates better control and coordination at the intra and inter-state level.

State Transport Authority

The state transport authorities control this movement by providing permits to the goods and passenger vehicles from their state. For inter-state routes, National Permit can be obtained from the state of registration. Another important activity in this sector is issuance of driving licenses. The Central Motor Vehicles Act, 1988 (CMVA) forms the basis for processing any request for a new registration, permit or a new licence. However, each state has its own Motor Vehicle Rules which form the basis for charging vehicle tax and permit fee. For citizen services, each state has its Regional Transport Office (RTO) or a District Transport Office (DTO) spread all over the state.

Computerization of RTOs & DTOs

Computerization of Regional Transport Offices (RTO) and District Transport Offices (DTO) had been initiated by a number of State Governments, notably Delhi, Maharashtra, Bihar, Goa, Punjab, West Bengal and others. However, the approach was different for each state keeping in view only the local requirements. The shape of documents was also non-uniform. Some states introduced plastic cards, some smart cards and others continued with the paper-based document.

Impediments

The differences in the user perception, local objectives and limited resources lead to widely different levels of computerization, software functionality and level of success. Some of these states where computerization has been done, provide on-line transaction facility, while others provide offline or batch oriented facility. The development of MIS software for controlling such functions is improvised. All the transport authorities aim to serve the objectives relevant to their own state as per their perception. One aspect common to all the state transport authorities was that the creation of a central

database to store statewide information and records was not a priority.

Basic Minimum Data

Availability of some basic minimum data related to vehicle population in the state and vehicles running on the national routes both across the state border and international border could help the Centre in various ways.

It could help in:

- Providing the useful data for planning purposes.
- Locating vehicles reported missing or stolen.
- Better monitoring of the inter-state and National Permits.
- Avoiding duplicate registration of vehicles and thereby avoiding multiple hypothecation of the same vehicle.
- Monitoring the inter-state issues in a



Before...

After...

The transformation ICT has brought in a typical Road Transport office where the files/documents in paper form have been replaced by the digitized version





better way.

☞ | **National Register**

There is a need for establishing a national register of vehicles either centrally or distributed at various state capitals and linked through a computer network to facilitate data access. This would provide valuable data for the Centre as well as to the various security agencies to track vehicles involved in unlawful activities inside state, across states and across international borders. This data could be made available to all the states for better monitoring of their inter-state revenue. The database as proposed above could also be linked to the insurance companies database to ensure that vehicle related details are available to all state authorities as well as courts.

☞ | **Need for ICT**

In the year 2000, Ministry of Road Transport and Highways, decided that in view of growing volumes, non-uniformity of document, heterogeneity of data formats and huge cost of application software it was important to evolve and implement standards. An Apex committee was constituted under the chairmanship of Secretary (RT & H) with representation from the states, industry and NIC with a mandate to evolve common standards for data and the shape of document to be released to citizen at large.



The computerised counter at RTO Chennai

☞ | **Smart Cards**

Another technical sub-committee was formed to look into the use of smart cards as the DL/RC document. The Apex committee approved the recommendations. These recommendations, inter-alia, mandated unified data structure for the back end system and unified format for Vehicle

Registration Certificate (RC) and Driving License (DL). These recommendations have been circulated to all states and are also available at <http://parivahan.nic.in>. As a follow up, Central Motor Vehicles Rules have been amended with precise definition of Smart Card and specifications of the Smart Card and peripherals to be used to achieve national compatibility/ interoperability (Gazette notification G.S.R. No. 400 (E) dated 31.5.2002 and gazette notification G.S.R. No. 513(E) dated 10.8.2004). The provisions also enable States to mandate use of Smart Card based document for which an enhanced fee structure has been prescribed under the rules.

In 2002, NIC and MoRTH entered into an MoU to develop core software for Vehicle Registration and Driving License workflow process computerisation with a view to:

- ☞ Implement uniform data structure for these two applications to facilitate creation of state and the national registers for **DL and RC**
- ☞ Establish a smart card lab to test the SCOSTA (Smart Card Operating System for Transport Applications) compliance of smart cards from various vendors
- ☞ Establish atleast one pilot site in each state and UT to facilitate replication either through the state funds or using suitable PPP model
- ☞ Establishment of backend system at State level/RTO level through total computerization of records for DL and RC on a standardized software.
- ☞ Facilitates ease of access to citizens.
- ☞ Making information available to concerned agencies to perform their task better.
- ☞ Documents issued by one State should be readily readable and verifiable in other States.

☞ | The **basic philosophy** behind this initiative was:

- ☞ To usher in transparency, responsiveness & citizen friendly e- governance
- ☞ Computerization of records and processes at RTO offices

☞ Issuance of Smart Card based driving licenses, registration certificates for (and permits in respect of commercial transport) vehicles.

In turn NIC started consolidating the work already done in this sector by various state units. The software developed to meet these objectives were named as **VAHAN** (for vehicle Registration) and **SARATHI** (for Driving Licence).

☞ | **Project so far**

- ☞ MoU with the Ministry to implement the project on their behalf.
- ☞ Backend software made available free of cost to all States. The software is amenable to customization for local requirement.
- ☞ Standardized software formats & common specifications have been developed & circulated to the States.
- ☞ operating system protocol based on ISO 7816 standard developed & standardized.
- ☞ Applications software for terminals and hand held readers finalized.
- ☞ The operating system is from the open domain and not proprietary ones offered by the vendors.
- ☞ Software for RC (**Vahan**) has been implemented in 11 States, implementation is in progress in 20 states and discussion is on in 5 States. Software for driving license (**Sarathi**) has been implemented in 7 states, implementation is in progress in 11 states and discussion is on in 17 states.
- ☞ Symmetric Key Management System has been prepared and finalized by NIC through external audit. Keys have been issued to Delhi (for RC) and West Bengal (for DL & RC) already.



Inauguration of VAHAN at DTO, Aizwal (Mizoram)



Role of Central Government

- ✦ Provision of software free of cost through NIC.
- ✦ Issuance of keys to ensure security.
- ✦ Successful demonstration of one pilot project by NIC in each State (hardware and manpower to be provided by States).



SKMA Keys being handed over by Dr B.K Gairola, DDG (NIC) to Sh.H Mohan, Transport Commissioner, West Bengal

Role of the States

- ✦ Provision of infrastructure and hardware.
- ✦ Replication of the project throughout the State through appropriate business models.

Timeline:

The entire country is to be covered by the end of 10th plan.

Technology used for Vahan / Sarathi 2.0

VAHAN/ Sarathi 2.0 is a 32 bit, GUI rich application written entirely in JAVA. It has three-tier application architecture. The components of the tiers are:

- ✦ **Database** – This is the bottom most layer or the back end. VAHAN /Sarathi 2.0 supports three databases namely DB2 version 7.2 or higher, Oracle 8i and version 8.1.6 or higher and MSSQL Server 2000 or higher.
- ✦ **Application Server** – This is the middle layer which manages the business rule that manipulates the data as per the governing condition of the applications. This application uses the JAVA RMI framework to establish connection to clients. It gives the ability to distribute computing across a networked environment. The JAVA JDBC framework provides a standard interface to establish connection to the database.
- ✦ **Client** – The presentation and control logic is embedded in the client tier. This is the GUI layer of the application using

Swing component of JAVA, which will interact with the Application server by means of forms.

Technology used for Vahan/ Sarathi 1.0

VAHAN 1.0 is a Two Tier GUI rich application written entirely in Visual Basic. VAHAN / Sarathi 1.0 supports three databases namely DB2 version 8.1 or higher, Oracle 8i version 8.1.6 or higher and MSSQL server 7.0, 2000 or higher.



ICT at full swing at DTO Aizwal

The Road Ahead

Our experience during the last two years shows that most states are keen to automate their citizen services in this sector. The priorities and perception, however, differ from state to state. About a dozen states have plans for statewide deployment of Vahan and Sarathi by December 2005. Department of IT has sponsored a project for replication of these softwares in the North-Eastern states. New version of the software caters to filing of application online, computer-assisted test for learning license and finding out status of application on the mobile phone. Most states have plans to interlink RTOs/ DTOs to facilitate creation of the state register. During 2005, work related to the national register will begin. This will greatly help inter-state transfer of vehicles and inter-state settlement of national permit fee. It is important to record tremendous efforts put in by NIC district units, state units and the core teams to ensure time-bound implementation and millions of smiling faces bear the testimony of their work.

For more information, please mail to mchandra@hub.nic.in

Continued from Page 06

Governance strategies of providing citizen-centric services by facilitating interoperability of ICT systems between all the stakeholders of E-Governance. In addition to technology, this framework will also address both procedures and content.

IFEG Workshop:

A workshop on the Interoperability Framework for E-Governance- Technical Standards Document prepared by NIC was conducted in the month of July 2004. Majority of the NIC e-governance applications are running on prominent technologies such as Microsoft, IBM, Oracle, SUN Microsystems. Hence, in this context, these major solution providers were also invited to participate in the workshop.

During the workshop, the IFEG Technical Standards Document Version 1.0 was discussed and deliberated upon. A working group was also formed, comprising of representatives drawn from NIC and the industry, to further carry on with the standardization work and to further work on the standards document. NIC is closely



interacting with the industry mainly to find ways to make the applications around open standards, thereby making them platform independent and to ensure their interoperability.

IFEG Advisory Groups

In order to accelerate the development of IFEG Standards, NIC is considering the formation of specialized working groups on the following domains:

- ✦ Data Standards
- ✦ Schema
- ✦ Interoperability
- ✦ Government Processes
- ✦ Component Library

Members of the advisory group will be drawn from government departments and industry.

For further information, mail to suchitra@hub.nic.in



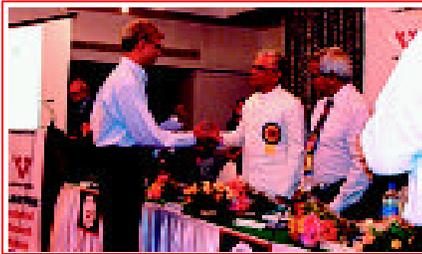
► Moiz Hussain, NIC Mumbai & Sonal Kalra, NIC HQ

Accolades Galore..... Recent Awards Won by NIC

NIC and its officers received some prestigious National/International awards recently which has further enriched the glory of the organization. We present a glimpse.....

2001 VASVIK Award for excellence in ICT

Dr. N. Vijayaditya, DG NIC was awarded **VASVIK** (Vividh laxi Audyogik Samshodhan Vikas Kendra) Award 2001 for Excellence in the field of Communication and Information Technology on 18th



September, 2004 at a special function held at Mumbai, chaired by Mr. M.I Patel, Chairman, Board of Directors, VASVIK and Prof. M.G.K.Menon, Chairman, Board of Advisors, VASVIK. VASVIK research awards are given with the aim of promoting industrial research, science & technology in India and is given to eminent scientists of the country for their contribution to the world of science and technology.

e-ASIA Award 2004

eSuvidha, which is a one-stop service facilitation window application for e-



governance services developed by CIC Division, NIC HQ and implemented at the CICs in the North-East, has been awarded

the e-Asia Award 2004 in Taipei, Taiwan by Asia Pacific Council for Trade Facilitation & Electronic Business (AFACT) which promotes the achievements in development of trade facilitation, electronic business policies and activities in the Asia-Pacific region under the category 'Bridging the Digital Divide'. Another NIC Project namely '**EC/EDI for Trade**' won the eAsia award in the category 'Trade Facilitation'. From NIC, the awards were received by a delegation comprising Dr. N Vijayaditya, DG (NIC), Sh T.A Khan, DDG (for the EC/EDI Project) and Smt. Shefali Dash, STD (for the eSuvidha Project)

ESRI International Award for Special Achievement in GIS

The Special Achievement in GIS award honors elite group of organizations that have embraced GIS technology to better serve the world. By their extraordinary contributions to our society they have set new precedents throughout the GIS community. NIC received a '**Special Achievement in GIS**' award at 24th ESRI Annual User Conference. This award is



given to user sites around the world in recognition of their outstanding work in GIS field. NIC was selected to receive this prize from over 1,00,000 user sites worldwide. The SAG award ceremony was held at the annual ESRI International User

Conference, August 9-13, 2004 San Diego Convention Center, San Diego, California and presided over by Jack Dangermond, the president and founder of ESRI. On behalf of NIC, Dr. Vandana Sharma, STD, received the award at the function.

CSI Award for Best IT Usage

The Computer Society of India (CSI), the largest association of IT professionals in India, recently gave away its annual IT awards for original and outstanding development work in various technical fields. This year the first prize in the Best IT Usage category comprising a trophy and a cash prize of Rupees Fifty Thousand went to the '**Exam Results**' Project from NIC. On behalf of the Exam Results team,



the award was received by Smt. Neeta Verma, STD, from the Chief Guest Prof M.G.K Menon, former Union Minister for Science and Technology. The **Agmarknet**' system of NIC also received a special mention in the same category. The award was received by Shri P.K. Suri, TD, on behalf of the Agmarknet project team.



Speaking at the function, Prof. M.G.K. Menon, said, "These awards were a medium to provide national level recognition and motivate professionals to invent and innovate newer technologies and solutions."



▶ Arvind Kr. Dadhichi, Uttaranchal Correspondent

Uttaranchal: Keeping Pace with the latest



Uttaranchal, the land of origin of Ganga and Yamuna, occupies a special place in the hearts of people in this country and summons tourists worldwide to its alluring grandeur of natural beauty. It is a place, which once mesmerized Mahatma Gandhi with its natural beauty and peace and had forced him to express this place as better than any place in entire Europe. Uttaranchal is the 27th state of the Republic of India. It was formed on 9th Nov 2000 and was carved out of the state of Uttar Pradesh. The State today, has 13 Districts, which can be grouped into three distinct geographical regions, the High mountain region, the Mid-mountain region and the Terai region. Dehradun is the interim-capital city.

In the state, maintaining pace with the global world, the Government is drawing up a comprehensive programme to ensure that the benefit of e-governance reaches all sections of the society and economy. Various IT activities, such as development of software applications packages, creation of e-governance infrastructure, databases, digital/educational content, etc., in e-governance domain, are part of Government's strategy in driving the IT penetration in Government offices.

NIC Uttaranchal State Unit, Dehradun has been instrumental in steering Information and Communication Technology applications in Government Departments at various levels, facilitating improvement in Government services, wider transparency in Government functions and resulting improvement in decentralized planning and management. The state unit was inaugurated on 10th November 2001 by the then Chief Minister of the state. Since its inception in year 2001, major activities undertaken by NIC in Uttaranchal can be categorised as follows.

▣ Sectoral ICT

▣ Computerization of Treasuries

All the treasuries of the state were computerised by NIC. The main features of the system are online system of data processing, online cheque generation, cash book (receipt & payment), posting registers, posting schedule, warrant register, CCL & DCL report, PLA reports etc.

▣ Chief Minister Letter Monitoring System

This application is for tracking of all the incoming and out-going references from Chief Minister Office and has also been integrated with Public Grievances System. This system is web-enabled. Major modules consist of Automatic Reminder Generation & Printing Acknowledgement Printing, Queries by letter number, Acknowledgement confirmation, Receiving and Dispatch details, Administrative queries and Location/Constituency-wise Reports. A similar system has been implemented at the office of H.E. the Governor of Uttaranchal.

▣ Integrated Pension Management System (IPMS)

This software has been implemented in Pension Directorate of Uttaranchal at Dehradun and Haldwani. Its main features are Registration of pension documents, Calculation sheet, Pension payment order, Gratuity payment order, Commutation payment order, Objection letter and Arrears. The facility of scanning of the pensioner's photo is also available.

▣ Sarv Shiksha Abhiyan

The results of a survey of village/town level, called 'Sarv Shiksha Abhiyan', conducted by Department of Education, Government of Uttaranchal were generated using the system. The details of the data captured is the number and names of school going / not going children in a family in addition to other family details. The package provides a comprehensive analysis.

▣ Lok Ayukta

NIC has taken up certain activities at Lok

Ayukta, Uttaranchal such as networking, design, development & hosting of the website, providing email/Internet facility, training to staff etc. Application software has been developed for registering complaints, sending letters, reminders and summons. This module generates various reports like districts/department-wise reports, history of complaints and Annual Reports.



Hon'ble Governor inaugurating the Lok Ayukta Website

▣ Registrar of Firms, Societies and Chits

The Software for Automation of Registrar Firms, Societies and Chits (AURES), registering different types of societies, firms and chits like religious, educational, social, government, sports and cultural has been implemented at the two regional offices of Assistant Registrar firms, Societies and Chits at Dehradun and Haldwani. It provides four kinds of user access levels. Some of the outputs are new certificate, objection letter, district and class-wise summary etc.

▣ Forest Land Transfer System

Forest Land Transfer Cases Monitoring System keeps track of work status of individual projects and also provides information about the history of the case. In addition to that, it generates Forest Division Wise, Sector Wise, District Wise, Level wise, Circle and Zone-wise detailed and summarized outputs. It also provides information for the timely disposal of Forest Land Transfer Cases for non-forest developmental purposes. The software is bilingual since the rule on which the package has been developed is governed by Forest Conservation Act 1980.

▣ MPR Of Rural Development Schemes

Software for Monthly Progress Report of Rural Development schemes captures information at



district level. Each month, data related to various developmental schemes running in rural areas is entered in all the districts offices. This data is collected at NIC State Unit and ported in the database using specialized software and finally State level consolidated reports are printed. All the outputs are to monitor development from the top level. MPR covers monthly progress of various R&D schemes, agriculture, animal husbandry, sericulture, forestry, horticulture, education, rural development, health & family welfare, handicrafts etc.

Uttaranchal High Court Nainital

Filing of new cases, order sheets, next date of listing, generation of the web-enabled cause lists, including fresh, supplementary and weekly are the main features of this software. It also keeps track of cases transferred from UP to Uttaranchal Case status and Inquiries. Computerisation of the library has also been done.

Sankhiki Patrika

Annual Statistical Magazine giving details of various socio-economic indicators and sectoral statistics of resources of all the districts is being published through a software developed by NIC. It is an important publication, which is used for planning purposes by different agencies. The software captures general information about the district, land use, production of crops, irrigation sources, agricultural equipments, educational institutes, electricity usage and electrification, cities, villages, transport & communication facilities, gram panchayats etc.

BPL Survey

This software is for Below Poverty Line Survey. Package developed at National Level was customised according to the need of Uttaranchal and has been used for baseline data entry at districts.

GPIS-NIC (Gram Panchayat Information System)

This software collects information related to various non-human and human resources pertaining to the Gram Panchayat. The other category is that of personnel information related to Gram Pradhan, who is the representative of the public at the lowest level. A number of reports of Panchayat, Block,

District and State level are generated by State Finance Commission.

Group Insurance Management System

The GIS has features of claim listing, calculation sheet, objection letter, claim register, pending claim list, paid/unpaid/ issued cheques.

Computerization of Budget Directorate

It generates Major Head-wise, Minor Head-wise, Scheme-wise, Standard Object Code-wise Expenditure, Receipt and New Demands Booklet as well as Summary Reports.

Election

The Election software assisted the officers in Daily Monitoring of Arms Deposition during election period, Poll-Person deployment, Route charting, Counting, Transmission of results, Capturing and Disseminating poll related information through a comprehensive website.

Community Needs Assessment Approach (CNAA)

It keeps track of Monthly progress of health indicators as given by the Ministry of Health and Family Welfare, Government of India at district level which is transmitted directly through dial-up lines to Delhi.

Web Applications

E-payroll of State Government

<http://gov.ua.nic.in/payroll>

Pay bills of 1,10,000 government employees are prepared by treasuries so that they can see their salary details on the web, which is delivered directly to the banks. Other major features of this software are scheme-wise pay bill, employee pay slip, pay schedules, advances and recovery reports, income tax module, arrears, GPF module, bonus module and Web enabled MIS reports.

Seventh All India School Education Survey

<http://gov.ua.nic.in/aises>

This was a joint project of NCERT, State Education Department and NIC. A dynamic website was developed by NIC for the same. Data inputs of schooling facilities from village, habitation, town, ward and school level data is collected through six forms viz. VIF, UIF, SIF1, SIF2, CIF, SSIF designed by NCERT. The web site

is designed in such a way that one can navigate information from top to grass root level just by clicking on respective links provided in the site.

Uttaranchal Government Orders

<http://gov.ua.nic.in/adhisoochna>

This is an attempt towards achieving objective of good governance. NIC provides more than 1500 Uttaranchal Government Orders to the citizens through a website known as ADHISOCHNA (A Database Hightech Search Of Orders through CHannelised Navigator). With the help of this website, electronically scanned Government Orders are date-wise, department-wise and category-wise searchable. The site also provides department and category-wise summary of entered number of Government Orders.

Twenty Point Programme

Twenty Point Programme is a web-enabled software for monthly monitoring of physical achievements. Data is entered at district level. Inputs captured are Item/Scheme Name, Unit, Target and Monthly achievements. Major outputs are district / level monthly and cumulative reports, Ranking and Item-wise reports.

Board Results On Website

<http://uaresults.nic.in>

This is an attempt to provide fast access of examination results of High School and Intermediate, to the students affiliated to newly formed Uttaranchal Education and Examination Board.



Students checking out results online at NIC Almora centre

Computerisation Of Check Posts

NIC has computerized "Transport Check posts" to meet various objectives, such as Revenue generation, Analysis of vehicular traffic, Detection of tax evasion by non-commercial



vehicles, Retrieval of possible information for law-and-order enforcing agencies and Generation of a database for future events. The data is collected at check posts and transmitted to a central server. Outputs are web-enabled in order to be used by senior officials.

❏❏ Ruralsoft 2000 <http://gov.ua.nic.in/ruralsoft>

A web-enabled software has been loaded in the server of NIC Uttaranchal State Unit. All DRDAs in turn make remote data entries of various progresses of R & D Schemes such as SGRY and SGSY. It provides various user levels for data input and output.

❏❏ Mandis of Uttaranchal

Under Agricultural Marketing Information System Network (AGMARKNET), in Uttaranchal, 15 Mandi Samitis and Directorate Office have been covered so far under Phase-I and Phase-II of this project. Remaining Units will be taken up during the current year under 10th Plan for speedy collection and dissemination of market information for its efficient and timely utilization. Information is captured for cereals, pulses, spices, fruits, vegetables, fibres and oilseeds. Implementation was done after a comprehensive training of the users.

❏❏ Computerization of Sub Registrar

Sub registrar office at Dehradun is fully computerized. Now, all the registrations done at this office are computerized. After successful implementation of computerization in two Sub Registrar Offices, five more sites have been proposed for replication.

❏❏ Computerisation of Transport Department:

At Regional Transport Office, Dehradun, VAHAN software customised as per the need of state government has been implemented. It consists of Online Vehicle Registration, Fee, Fitness, Tax Calculation and Collection, Permit and Enforcement modules. At State Transport Authority, a software for National Permits has been implemented. Also collection of revenue from Central Pool, which is for vehicles of other states entering in Uttaranchal, has been computerized for Transport Commissioner office.



Hon'ble Transport Minister inaugurating the computerised RTO

❏❏ Employment

NIC has implemented the computerization of registration work of three Employment Exchanges in Uttaranchal. Through this package, according to the requirement of employers, quick lists of candidates and call letters can be generated. A website giving valuable guidance to the unemployed has also been developed which has a feature of online registration of vacancies by employers. Now computerized counseling centers are available to unemployed youth.



Hon'ble Chief Minister inaugurating the Computerized Employment Exchange

❏ | Infrastructure & Services

❏❏ Networking

Government of Uttaranchal with the help of NIC set up a Local Area Network of more than 600 nodes in the apex offices of the state. These are namely Raj Bhawan, Vidhan Sabha Bhawan, Chief Minister's Residence, Secretariat and Police Headquarters. NIC maintains the entire network. As per the requirements, new connections are configured and all periodical problems related to networking are resolved at once.

❏❏ Internet

Internet Services through LAN and dialup to all officers and staff of Uttaranchal Secretariat and

Ministries.

❏❏ Videoconferencing

Presently set up at 23 locations of Uttaranchal, Videoconferencing has become an important mode of communication among various levels of Government in Uttaranchal. NIC has already conducted more than 100 conferences by August 2004 as against 48 in the year 2003. It is being used for monitoring, discussions, press briefings and medical education.



Hon'ble Chief Secretary briefing the Press through Videoconferencing

❏❏ Benchmarking

NIC has extended the service of Benchmarking of newly purchased Computers in Uttaranchal.

❏❏ E-mail

NIC Uttaranchal State Unit has set up an email server (ua.nic.in). Email accounts of all ministers, secretaries and section level officers have been provided.

❏ | Trainings

NIC Uttaranchal State Unit training hall is equipped with 30 computers connected to Internet on each desk. Training programmes for State government officers/staff is a regular exercise and every month on an average, two one-week Computer Awareness training programs are organized by NIC Uttaranchal. In last two years, more than 60 trainings have been conducted for state government officials.

❏ | Website (<http://ua.nic.in>)

A web server has been configured at NIC Uttaranchal. More than thirty websites have been published on it. Sites developed by NIC Uttaranchal for user departments are districts of Uttaranchal, Department of Finance, Chief Electoral Officer, Department of Transport, Arhkumbh, Chief Minister of Uttaranchal, Rajbhawan, Lokayukta, Uttaranchal High Court, Registrar of Firms Societies and Chits, Tenders, Finance Commission and Planning.

For further details, mail to
arvind@ua.nic.in



► Mohd. Mujibullah Khan, NIC Orissa

ORISSA: Home Department in Focus

An organization or enterprise, for functional versatility, needs an aesthetic, scientific and dynamic approach. Only this can improve its work efficiency and effectiveness. Such an approach can best be discerned through the IT solutions to its functional areas.

The Home department of Orissa Government has the administrative control over a wide range of public services such as police, fire services, prisons, prosecutions and the Secretariat services. Computerization of in-house activities of Home department can boost a great deal the benefits that it renders to public and also to its employees. There is no doubt that this is a daunting task not only due to large variety of its functions but also the diversity of legacy computer systems.

Moving in this direction, the NIC, Orissa State Unit accepted this challenge and came up with a plan of step-by-step computerization of the department. Within a given time-span, NIC successfully implemented the Photo Identity Card Systems (PICS), Cadre Information System (CIS) and Budget Information System (BIS).

Photo Identity Card System (PICS)

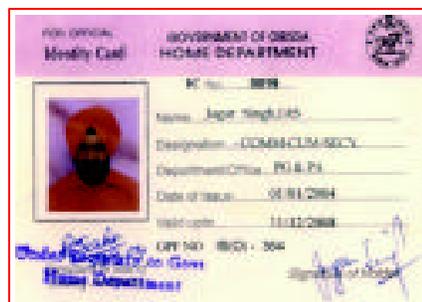
- PICS for all the employees of Orissa secretariat is a unique attempt, away from what is normally understood by computerization. Seven thousand and six hundred Photo Identity Cards of the Secretariat employees have been prepared and distributed while creating a large employee database including their digital

photographs.

- Each laminated Identity Card contains information such as printed digital-photo, name, designation, department, blood group, date of issue and date of its validity. The Date of Validity of the Identity Card is up to the date of superannuation of the employee or five years counted from 01/01/2004, whichever is earlier.
- For the first time, the Identity Cards were prepared electronically through computer.



Demonstration of Identity Card Software to Hon'ble Home Secretary Shri Santosh Kumar



Scanned copy of the I-card

Cadre Information System:(for Employees of Different Cadres) CIS is a versatile

information system software that encapsulates several functional modules such as Employees' Gradation List, details of Transfer/Posting, Disciplinary Proceedings, Grievance Monitoring etc. At the outset, the Gradation List has been prepared and published for different cadres such as Common Cadres of Orissa Secretariat, Fire Services, Prison Services and the Inspector of police.

There are six sections in Home Department, dealing with their respective cadres. Each such section has a computer in which CIS has been installed. The Gradation Lists have been generated and printed locally. The CIS has opened a flexible and transparent system for the employees, who could not easily witness their positions earlier in the Gradation Lists, and can now easily file their objections, if any.

Budget Information System:(for Intra-departmental Budget Expenditures) BIS has been developed & implemented in the Home Department. It can generate various kinds of reports on plan and non-plan budget, its expenditures and re-appropriations. The budget data of Home Department, of each financial year, is brought electronically from the NIC Computer Cell of Finance Department, and is imported into the BIS. The budget expenditures, supplementaries and re-appropriations are regularly entered in the BIS throughout the financial year. As a result of which, the required reports can be generated in no time for supporting the decision-making.

Technical Details for PICS

- GUI:** Visual Basic 6
- DBMS:** MS Access 2000
- Report Tools:** VB Data Report and Crystal Report 7
- Print Page:** 8 Identity Cards per page

For further details, please mail to mujeeb@ori.nic.in



▶ Dr. Subir Roy & M. Rahman, NIC West Bengal

ICT in Consumer Affairs Department (West Bengal)

The Consumer Affairs Department, Government of West Bengal was created five years ago in November 1999 but in these few years, the Department has been entirely oriented towards E-Governance.

NIC West Bengal State Unit has been involved with the computerization programme of the Department of Consumer Affairs in the areas of Application Software Development and Training. The Department has also been ably supported by Webel Technology Limited in installing the necessary hardware, network infrastructure and monitoring the functional aspect of computerization in all the locations.

The website of the Department <http://www.wbconsumers.nic.in> is updated on a regular basis. More than 300 Consumer Complaints has been redressed so far through the website.



Inauguration of the website of the department by the Hon'ble Minister-in-charge

Software Projects

The Consumer Affairs Department intends to integrate its entire activities covering the State Headquarters, the Directorate of Legal Metrology and all its offices across the districts and the District Consumer Forums. At present, this software is implemented as individual system with provision for integration at a later stage.

Consumers Disputes Redressal System (CDRS)

Consumer Protection Act confers jurisdiction on the commission in matters where either there is defect of deficiency in goods or services or there has been any unfair business practice or restrictive trade practice. To reduce the time

taken for completion of cases in the Consumer Disputes Redressal Forums and to allow citizens to avail e-governance facilities, the consumer court proceedings beginning with the filing of a complaint to the completion of the case has been computerized. Called the Consumers Disputes Redressal System (CDRS), this has been implemented in all the Consumer Forums and has been able to resolve disputes faster with minimum number of adjudications.

Cash Account of Legal Metrology (CALM)

As per the central and state laws relating to Weights and Measures, the Inspector of Legal Metrology posted in each Sub-division collects Fees from Traders and issues Money Receipts (MR) and Certificate of Verification. The goal of the Software is to reconcile figures of the money collected from Traders and deposited in the Bank with the actual revenue collection recorded by the district Treasuries.

Consumers Disputes Redressal System (e-CDRS)

The CDRS data originating at the District Forums are imported to the Department website and the queries can be accessed by any user at <http://kolkata.wb.nic.in/cdrs>. The status of court cases at all the District Forums can be viewed. The MIS generated on the data has been of major use by the Department in decision-making.

Consumers Complaint Monitoring System (e-CCMS)

The Department of Consumer affairs fulfilled its vision of providing seamless online complaint system through implementation of e-CCMS. The intention has been to protect and assure consumers of their rights and the Web-based Consumers Complaint Monitoring System enables consumers to lodge their complaints directly to the Department. Consumers can view the status of various actions taken by the Department on complaints made. The Principal Secretary directly supervises the Redressal System to ensure speedy redressal.

Letter & File Monitoring System (LFMS)

The Letter & File Monitoring System for Consumer Affairs Department has been developed with an aim to keep pace with the integrated office

procedure. The functionalities include online entry for receipt and despatch, action taken, reply receipt and despatch, file creation, file transfer to different officials and maintenance of letter and file movement data.

Fund Flow Monitoring System (FFMS)

Fund Flow Monitoring System for Consumer Affairs monitors the financial position of the Department at any instant with respect to Budget allocation.

Personnel Management Information System (PMIS)

The Personnel Management Information System is a Client-Server based package and provides a user-friendly, menu-driven interface to enter data regarding Personnel Information, Posting History, In-service Training, Leave etc as recorded in the Service Book of the employee.

Computerisation of Salary Accounts (COSA)

Computerisation of Salary Accounts has been developed with the sole purpose of standardizing salary accounts in the State. The functionalities of COSA include generation of monthly pay slips, pay bills (inner & outer sheets), bill extract, input statement required by A.G., monthly consolidated report of pay & allowances, GPF schedule etc.

Excerpts from Annual Report (2002-03) of the Department

"A major breakthrough was setting up a website through the good offices of the National Informatics Centre, West Bengal Unit, for recording consumer grievances, resolving them through mediation and providing relevant information to consumers. In addition, the NIC created customised software to computerise court-work in the Fora, personnel management, budgetary management, Legal Metrology accounts and salary bills of all three branches. We are grateful to its head Dr. Subir Roy and his colleagues (Smt. M. Banerjee and Shri Subrata Roy Gupta in particular) for their initiative, unstinted help and ready response to our demands. Simultaneously, the steady support provided by NITPU (Smt. Anna Majumdar, Shri Devasish Chanda and their colleagues) enabled Internet access, effective interaction with consumers over e-mail and vastly improved the communication channels between the department and the three branches of its field units. E-governance started becoming a reality as consumers began e-mailing their appreciation for the help they received with unexpected speed."

For further information, mail to
subir@wb.nic.in



▶ Dr. M S Rao, NIC HQ

ICT at Department of Animal Husbandry and Dairying (DAH&D)

The Department of Animal Husbandry & Dairying (DAH&D) is responsible for formulation of policies and programmes in the field of animal husbandry, dairy development, and fisheries. The Vision-2020 Document of the Ministry of Agriculture envisages that "the tools of ICT will provide networking of Agricultural Sector not only in the Country but also globally and the Centre and State Government Departments will have reservoir of databases" and also "bring farmers, researchers, scientists and administrators together by establishing "agriculture online" through exchange of ideas and information". The Ninth Plan sub-committee report has recommended to build up reliable databases and network based information systems for all activities of the Animal Husbandry and Dairying Sector, at district, state and national level, using NICNET facilities, to strengthen "Animal Production and Health Information System Network (APHNET)".

The Department, in collaboration with NIC has been taking various measures to promote ICT since 1995,



Intranet Portal(DAHNet)

with the objective of making "Indian Livestock on-line". The DAH&D has already established a Local Area Network (LAN) with 230 nodes at Krishi Bhawan with Internet access through NICNET gateway. An ICT Learning (e-Learning) Centre has also been established. During the period of "Bird-Flu" situation, the country update on the "Bird-Flu Situation" was regularly updated in the Department's

Website (<http://www.dahd.nic.in>). The National Project on Rinderpest Eradication (NPRE) Directorate has established a "Close-User-Group" Network with its agencies at State / UT levels for Project Monitoring and Evaluation (M&E) and also connected to NICNET through RF connectivity for Internet accesses. In the overall strategy of ushering in e-Governance paradigm in the DAH&D, it has been envisaged to strengthen ICT Apparatus in (i) the DAH&D Head quarters (Krishi Bhawan), (ii) the 44 Field Offices/ Subordinate Offices and (iii) State/UT Departments of Animal Husbandry, Dairying, and Fisheries and upto district level. To carry out the same, NIC has submitted a detailed proposal to the Ministry of Agriculture. The proposal covers components such as establishment of ICT infrastructure and networking, IT empowerment of employees through training programmes, development of application software, development of Intranet Portal for the Department, creation of Portals in related areas and development of Indian Livestock Production and Health Atlas (ILiPHA) to provide a scaleable overview of spatial and temporal variation of quantitative information related to livestock production and health through the combination of maps, tables and charts. The project will be executed as a "turn-key" project through its various State Units located throughout the country.

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▶ Sameena Mukhija, NIC HQ

DISNIC-PLAN: An Informatics Blueprint for Village Development

DISNIC-PLAN was one among the 27 sectors, based on the recommendations of the District Collectors' Workshop held at Bhopal, Hyderabad, Jaipur, Imphal and Coimbatore during 1987-88. The Study Group on Information Gap (1989) of the Planning Commission further enriched the programme component. This project has received national level appreciation and was as one of the recommendations of the National Task Force on Information Technology and Software Development (1998)

The Planning Commission has agreed to revisit DISNIC-PLAN on pilot basis and sanctioned Rs. 15 Crores for its implementation in pilot scale in States and also institutional Linkages with the Department of Geography for ushering in spatial planning. The objective of the DISNIC-PLAN is to formulate "an Informatics Blueprint that covers Villages" for economic and social development, derivation of various development indicators which will act as pointers to understand the development potentials as well as constraints for sustainable

development, use of data and sensitization at the lower level spatial units, relevance of geospatial intelligence, research, education, training and extension for micro level planning, institutional linkages and plan of action for implementation etc.

The new initiative of DISNIC-PLAN aims at building databases, decision support systems and communication systems to upgrade the production potential of village through 'circular-flows' and 'chain-effect' to have sustainability of resources, poverty alleviation, empowerment of women, full employment, production system planning, infrastructure planning and habitat planning. A One-day Colloquium was recently organized at NIC HQ in this regard. The participants deliberated upon issues related to strengthening informatics components: viz. information system - spatial and non-spatial, networking, institutional linkages, to encourage "viable societies in rural space".

In order to strengthen these informatics



components, various committees have been formed for formulating an approach paper to strengthen the implementation of "IT in Macro-level planning DISNIC PLAN".

To assess the inherent requirement, Regional workshops are underway at Pune, Panajim, Thiruvananthapuram, Madurai, Bhuvaneshwar, Patna, Delhi, and Shillong. Of which, Two Day DISNIC-PLAN Workshops have been successfully completed at Pune, Panajim, Thiruvananthapuram and Madurai in association with the Department of Geography/State Planning Board. The Objective of the Workshops is to come out with an "Informatics Blueprint" that covers Villages (i.e. Informatics for Development Program at the grassroots level in India).

For further information, mail to sameena@hub.nic.in



CYBER GOVERNANCE

A Glimpse of some of the new websites/portals launched on NIC's web servers.....

☞ | **Labour & Employment Department, HP**
<http://himachal.nic.in/employment>

Sh. Virbhadra Singh, Hon'ble Chief Minister of Himachal Pradesh recently launched the official website of Labour & Employment department in the State. Besides providing static information related to the department's functioning, statistics, organization, employment exchanges, central employment cell, contact addresses etc, the website, developed by NIC HP State Unit has dynamic information related to the vacancies

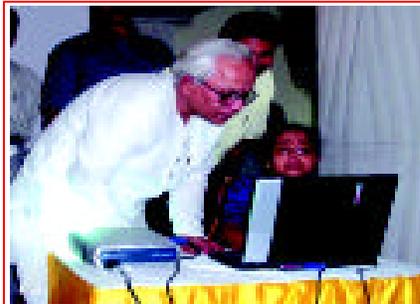


being advertised by private industrial houses situated in HP. This information is very useful to the large number of unemployed youth as it is being made available at one central point. The licensing and registration of factories, commercial establishments, private contractors, principal employers and shops have been covered in detail by listing out the forms, fee schedules and rules for each of the categories.

Ajay Singh Chahal, HP Correspondent

☞ | **Directorate of Library Services, West Bengal**
<http://banglarginthagar.nic.in>

The website of the Directorate of Library Services, Government of West Bengal, designed, developed and hosted by NIC, West Bengal State Centre, was inaugurated by the Hon'ble Chief Minister of West Bengal Sri Buddhadeb Bhattacharya in Kolkata. The site contains a plethora of information on the Public Library System and management & activities of the Directorate in West Bengal etc. Apart from this, activities of different notable libraries and a list of Govt/ Govt-aided libraries are also there. Moreover, a complete list of



century-old libraries in West Bengal and their particulars, district-wise distribution of libraries and information on Rare Books/Manuscripts available in different libraries of West Bengal can also be retrieved from the website.

M. Rahman, West Bengal Correspondent

☞ | **Raj Bhawan, Jammu & Kashmir**
<http://jkrajbhawan.nic.in>

J&K Governor Lt Gen. (retd) S K Sinha recently launched the official website of Raj Bhawan. 'The computerization of the Raj Bhawan Secretariat would bring about more efficiency in the working of its different units', he said while lauding the



efforts of NIC in developing the site. VSAT communication equipment has been installed both at Jammu and Srinagar Raj Bhawan and all the users brought under Local Area Networking. Describing the facility as of great importance, General Sinha hoped that viewers would get detailed information about the functioning of Raj Bhawan and its different facets.

Jit Raj, J&K Correspondent

☞ | **Department of Medical Health & Family Welfare, Rajasthan**
<http://rajswashya.nic.in>

The official website of the Department of Medical Health, Family Welfare & Ayurved was recently launched by the Hon'ble Chief Minister of Rajasthan Smt. Vasundhara Raje Scindia at a special function. The site is designed, developed and hosted by NIC Rajasthan State Unit.



The website provides comprehensive and useful information about the various Health-related Welfare schemes launched in the state by the government. The contents of the site are in Hindi. The highlighting feature is the presence of a special section on the Blood Bank database.

Indu Gupta, NIC Rajasthan

☞ | **Controller, Food & Drugs Administration, MP**
<http://www.cfdamp.nic.in>

The official web site of Controller, Food & Drugs Administration, Madhya Pradesh has been released in the public domain. Food & Drugs Administration is an independent Directorate under the Public Health & Family Welfare Department, Government of Madhya Pradesh for ensuring quality and issue of licenses for manufacture, sale, storage &



distribution of Drugs, Cosmetics, besides prevention of adulteration of Food articles and to create public awareness. The web site provides detailed information on Official procedures, activities & achievements, Consumer rights, Procedure for issue of license for Manufacturers, Wholesalers & Retailers. It also disseminates information



related to Quality Control of Food & Drugs, various definitions & standards, Downloadable Application Forms, Citizen Charter, Acts & Rules, etc., and complete procedure for quick tests for some adulterants in food.

Santosh Shukla, MP Correspondent

☞ | **Directorate of Census, Tamil Nadu**
<http://www.census.tn.nic.in>

The website for the Directorate of Census, Tamil Nadu designed and developed by NIC, Chennai was launched by Shri T. V. Antony, IAS (Retd.), former Chief Secretary to Government of Tamil Nadu. The site hosts complete Primary Census Abstract figures starting from the State to the village level. Housing and Households data with various amenities details for the State, District, Taluk and Town levels have been included. The website includes dynamic thematic map-making model and query model, the first of its kind among websites of Tamil Nadu. The customization for thematic mapping includes selection of titles, number of ranges, classifications including colours so that the user can draw the map in his style. Similarly for charting, users can choose the parameters, type of chart and title on Housing and Household amenities data. The charting and mapping tools used are open source software. The backend is a SQL Server database hosting large volumes of census data. Special studies conducted by the department on Slum Demography, Temples of Tamil Nadu, Arts & Crafts of Tamil Nadu etc. have been highlighted in the website along with some video clippings.

R. Gayatri, TN Correspondent

☞ | **Accountant General, Uttar Pradesh**
<http://agup.nic.in>

The official website of Accountant General, UP was inaugurated by Sri Parag Prakash, A.G. It has been designed and developed by the NIC High Court Unit, Allahabad, as a step towards help and aid for Senior Citizens, who are pensioners and for the government employees of UP and Uttaranchal, who are the subscribers of General Provident Fund (GPF). Pensioners can go through their details and view their pension status. In case their pension is not revised, they can download the required forms and contact the concerned DDO or the Treasury Officer. Annual GPF Statements of officials of Administrative, Police and Judicial services are also available on the website. Details of



Unposted GPF debits are available for employees to get it corrected before their retirement. Feedbacks can be sent to AG for speedy disposal of queries.

Anshu Rohatgi, UP Correspondent

☞ | **Legislative Assembly, Mizoram**
<http://zoramassembly.nic.in>

Shri Lalchamliana, Hon'ble Speaker, Mizoram inaugurated the official website of Mizoram Legislative Assembly at a special function. The website provides information about the organizational set-up of the Assembly, its



historical background, Profile of the Leaders etc. During Inauguration, the Hon'ble Speaker said that assembly proceedings would be webcast in the near future with technical support from NIC.

Lalhmachhuani, Mizoram Correspondent

☞ | **Department of Parliamentary Affairs, Madhya Pradesh**
<http://www.mp.nic.in/parliamentaryaffairs>

The official web site of Department of Parliamentary Affairs, Madhya Pradesh was recently launched on the net. The contents of the entire web site are in Hindi. The web site provides detailed information on Activities, Rules & Regulations, Orders & Circulars, Budget, Facilities to the MLAs, etc., pertaining to the

department.

Santosh Shukla, MP Correspondent

☞ | **Department of Backward Classes, Karnataka**

<http://www.backwardclasses.kar.nic.in>

The website for the Department of Backward classes, Government of Karnataka designed by NIC, Karnataka was recently launched in Bangalore. It provides useful information about hostels and institutions, various schemes of the department (Educational/Training/Socio Development Schemes like 'Bella Belaku'), procedures to avail the facilities, scholarships for the benefit of backward classes. Content of the web site is provided both in Kannada and English. In addition, information about various schemes implemented by the department to provide reservation facilities for education and employment purpose is also provided on the website. It also provides facility to download various application forms.

S. Lakshmeesha, Karnataka Correspondent

☞ | **Professional Electronic Employment Exchange, Kerala**

<http://employment.kerala.nic.in>

The Website for Professional Electronic Employment Exchange was inaugurated by Shri Babu Divakaran, Hon. Minister for Labour, Kerala. It is a single window for most of the employment portals and contains the data of about 60,000 professionally qualified job seekers. The site, developed by NIC Kerala State Unit



contains a list of all employment exchanges and other employment portals. Employers and their requirements can be viewed on the site and the candidates can also apply online.

Asha Varma, Kerala Correspondent



HAPPENINGS

This section features news about NIC's activities/events across the Country and the various new software being developed by NIC in its mission towards facilitating e-governance.....

Chief Justice of India Visits NIC Uttaranchal

Hon'ble Chief Justice of India, Justice V.N. Khare, recently visited NIC Cell of Uttaranchal High Court at Nainital. He reviewed various computerisation activities being carried out by NIC at the High Court and about the future plans from Sh. Deep Kumar, office-in-charge of the NIC cell. Speaking on IT and NIC he said, "The world is moving fast in the field of IT. It is one of the fastest growing technologies in



India. Everyone's daily activities are affected in form, contents and time by computer evolution. The Supreme Court has been computerised with the help of NIC. The main functioning of the Court, the computerisation of allied works of the Court is likely to be completed soon. I'm happy to see that the steps have been taken for computerisation and I assure the Acting Chief Justice and other Judges, if any help in future required, that would be extended, wanting from us or Supreme Court."

A.K.Dadhichi, Uttaranchal Correspondent

Property Card Computerisation, Gujarat

Property Card Information System (PCIS) software for immovable property in the urban area of Gujarat has been developed by NIC Gujarat State Unit for the Settlement Commissioner, Revenue Department. Jamnagar District is selected as a pilot for the implementation of this project. About 26,437-property cards with 8,591 mutations of 8 wards had been entered at the computer centre. The software was made online on 15th August 2004 at a function inaugurated by Hon'ble Minister of State for Sports Shri. Bavkhubhai



Udhad. PCIS was demonstrated and property cards were printed and handed over to public by the dignitaries. The Settlement Commissioner and ACS, Revenue appreciated the efforts of NIC in the Project.

Manoj PA, Gujarat Correspondent

Workshop on DISNIC-PLAN Project, Trivandrum

The Third DISNIC-PLAN project workshop was held at Thiruvananthapuram and was jointly organized by NIC Kerala State Unit & Kerala State Planning Board on 16-17 August 2004. Senior officers from various departments of Government of Kerala participated. Sri. V. Ramachandran IAS (Retd.), Vice Chairman of State Planning Board and Former Chief Secretary to Government of Kerala inaugurated the workshop and addressed the delegates. He appreciated the efforts of NIC and extended all necessary administrative assistance for the success of the project. Sri. M. Moni, DDG NIC gave an introductory address on DISNIC-PLAN project and its objectives. He presented a brief



outline of the project details and scope of ICT intervention with an active participation from government of Kerala, NGO, R&D and academic institutions.

Asha Varma, Kerala Correspondent

Senior Management Strategy Facilitation Workshop, NIC HQ

One of the most important ways in which organizations gear up for greater success is by envisioning the future. This entails assessing untapped potential existing within the internal resources of the organization (namely in terms of its people, processes and technology), appreciatively looking at the accomplishments of the organization and forecasting the demands of the changing environment and context. Therefore, it is imperative for all high performing organizations to time and again re-examine their plan and formulate an appropriate strategy for future action. Being an organization of high technical excellence and repute, NIC realizes that in order to remain at the forefront of technological advances it is vital for our Senior Management to articulate long term, medium term and short term goals in order to chart a course of action to emerge as the leader in the field of information technology.

With this objective, a one-day workshop was conducted by NIC, facilitated by Ernst & Young Human Capital Practice Team on 31st August 2004. The workshop witnessed enthusiastic



participation from over 40 senior management officers, sharing their vision, views, ideas and strategies for NIC. Many officers from Pune, Hyderabad, Trivandrum, Chennai, Chandigarh and Mumbai participated via video conferencing facility at the NIC HQ.

As a backdrop to the workshop, E&Y had earlier circulated a questionnaire on the INTRANIC, to which they received over 180 responses from our offices across the country as well across levels (Technical Officers: Deputy Director Generals, Senior Technical Directors, Technical Directors, Principal Systems Analysts, State Informatics Officers, District Informatics Officers, Senior Systems Analysts and also Administrative Officers: Directors, Joint Directors, Deputy Directors and Section Officers). The questionnaire aimed at gathering inputs from headquarters and state level employees on key components of People,



Process and Technology at NIC. The responses acquired from the questionnaire formed the basis for the agenda of the **Senior Management Strategy Facilitation Workshop** as it set the ball rolling and helped the senior management to further build on the ideas and views expressed by their fellow colleagues and juniors earlier.

The daylong Senior Management Workshop sought inputs from the participants on various issues required to articulate a roadmap for future actions to be taken by NIC in order to emerge as an organization par excellence. The workshop started with an address by the Director General (NIC) followed by an introduction by the E&Y team. This was followed by an activity-based session where



participants were divided into smaller think-groups and were asked to interpret a photograph in the organizational context. The activity was aimed to highlight the importance of teamwork, leadership and the need to utilize potential inherent within the organization. The think-groups expressed their aspirations for NIC in terms of its People, Processes and Technology, the hurdles that they foresaw in realizing those aspirations and the way they could overcome those hurdles. The groups also deliberated to prioritize the goals NIC should achieve in the short term (2-3 years), medium term (4-5 years) and long term (5-7 years) keeping in view the practicality and the need of the organization so that there is a stage wise approach towards sustaining NIC as the leader in Information Technology.

Swarup Dutta, NIC HQ and E&Y Team

☞ | **Videoconferencing Network, MP**

Hon'ble Chief Minister of Madhya Pradesh Shri Babulal Gaur dedicated the Videoconferencing facility from Rewa District Centre to the State and people by conferring over the VC facilities with 8 Divisional Commissioners/ Collectors and Mantralaya on 3rd September 2004. The Director General, NIC welcomed the Hon'ble CM from NIC HQ, New Delhi through VC and briefed

him about VC facility being set-up in M.P. and various applications it is being put to for smart governance.



Shri Gaur and several prominent officials of the State interacted with senior functionaries at Mantralaya besides the Divisional Commissioners and District Collectors at 6 districts. He appreciated the efforts of NIC in commissioning the state of the art Videoconferencing network across the State.

Sambeet Mishra, NIC HQ

☞ | **Workshops on REIS Ver 2.0**

A two-day National Workshop-cum-Training programme on "Rinderpest Eradication Information System (REIS) Version 2.0" for various states was arranged at NIC Bihar State Centre, Patna from 20th August 2004 to 21st August 2004. 28 representatives from 9 states participated in the workshop. The workshop was inaugurated by Shri A.K.Singh, STD & SIO, NIC Bihar State Centre.

Another workshop on REIS Ver 2.0 was organized jointly by NIC Punjab and Department of Animal Husbandry, Punjab. Participants from



12 northern states attended the workshop. The workshop was inaugurated by Dr. S. C. Suneja, Director, National Project on Rinderpest Eradication (NPRE).

Dr. Brij Bhushan, Technical Director & his team from NIC Animal Husbandry Division, New Delhi demonstrated various features of the software package. The workshops proved to be very useful and all participants appreciated the efforts and arrangements provided for the organization of the workshop and praised NIC

State Units for the tremendous support in smooth conduct of the workshop.

N.K Prasad, Bihar Correspondent & Sarbjeet Singh, Punjab Correspondent

☞ | **Land Records Computerization, District Una**

On Una Diwas, Hon'ble Chief Minister Shri Virbhadra Singh inaugurated & dedicated computerized land records to the people of Tehsil Bangana, District Una. Deputy Commissioner, Una Sh Rajneesh Kumar, IAS gave a brief presentation, explaining the operations of HimBhoomi software and efforts put in the computerization of land records data and making it online. In his speech, the Hon'ble CM congratulated the district administration and distributed certificates of appreciation to officials for their contribution in the projects. He also praised the efforts of NIC, in helping



the state government in achieving its targets of computerization.

Hon'ble CM presented a computerized Jamabandi to the Deputy Commissioner and also distributed Nakals to the people of Tehsil. He also inaugurated the E-Vikas project for DRDA Una developed by NIC District Centre, Una.

Mukesh K Ralli, HP Correspondent

☞ | **Hon'ble President inaugurated Punjab Technical University's E-Governance Programme over VC**

Hon'ble President of India Shri A.P.J.Abdul Kalam inaugurated Punjab Technical University's e-governance programme over videoconferencing by interacting with students at Patiala and Jalandhar respectively. The President delivered a lecture on the IT revolution and its wide-ranging ramifications for the evolution of society, revamping agriculture and industry and the need for education Hon. Chief Minister and Deputy Chief Minister of Punjab participated in the inaugural function from Patiala and Jalandhar respectively. NIC



provided Videoconferencing support at Rashtrapati Bhavan and at Patiala and Jalandhar. The conference took place at 384 Kbps using ISDN network connectivity.

Sambeet Mishra, NIC HQ

Forms Gateway by NIC Kanpur Dehat

NIC Kanpur Dehat District Centre has developed & launched a web enabled gateway (<http://kanpurdehat.nic.in/freeforms.htm>) which contains all the forms of the departments of State Government for general public to download.

Sh. Ashish Goyal, District Magistrate, Kanpur Dehat inaugurated the website. The launch of the site will help the general public, especially



the rural population in accessing the forms anywhere & anytime as they need not travel 40-50 kms just to collect the forms anymore. The efforts of NIC were appreciated by all present at the occasion.

Anshu Rohatgi, UP Correspondent

Statewide Videoconferencing, Chhattisgarh

NIC Chhattisgarh has taken another giant leap forward on 15th August 2004 when the Hon'ble Chief Minister of Chhattisgarh Dr. Raman Singh dedicated the Videoconferencing network to the people, connecting all the 16 Districts to the State capital Raipur. Hon'ble CM at VC Centre Raipur interacted on VC with Sri K.K.Jaswal, Secretary (DIT) and Dr.N.Vijayaditya, DG (NIC) who greeted the CM from NIC VC Studio, New Delhi. While the

speaker of Chhattisgarh Vidhan Sabha Mr. Prem Prakash Pandey participated from VC Centre Durg, other cabinet and state ministers participated from the other 15 District VC centres.

Dr. Singh thanked NIC for its contribution towards the development of the state by bringing the latest in technology to the public



of Chhattisgarh. The Secretary (DIT) too congratulated the CM for his successful efforts to realise the best with the help of the latest Technology. The entire session was controlled through the Multipoint Conference Unit (MCU) of NIC HQ. The arrangement was so made by the MCU that while one site was interacting with Raipur, other sites received the broadcast through IRD.

Y.V.S. Rao, Chhattisgarh Correspondent

Training for Government Officials, Mizoram

Dr Lalzama, Hon'ble Minister for Higher & Technical Education, Mizoram inaugurated the 5-day training programme on "Utilisation of IT Tools in Government" at the Media Centre at Aizwal on 9th August 2004. The training was sponsored by Development of North Eastern Region (DoNER) and conducted by NIC, Mizoram with the logistic support from ATI, Government of Mizoram. The Hon'ble Minister stressed the need of the hour to effectively use various IT Tools for the



socio-economic development of the state. He also thanked NIC for organising such a programme at Aizwal.

Lalmachhuani, Mizoram Correspondent

Videoconferencing Facility, Rajasthan

Hon'ble Chief Minister of Rajasthan Smt. Vasundhara Raje dedicated the Videoconferencing facility to the state and people by interacting with all 32 district Collectors at respective district VC centres. All the senior officials were present during the conference. Hon'ble Chief Minister appreciated the efforts put in by NIC in commissioning the state of the art Videoconferencing network across the State at such a short span of time.



During the ceremony, Hon'ble CM said- "I am actually very pleased to see that NIC has done such a fast job. Congratulations! I am sure this is just the first of our initiatives and there are going to be many others which we are going to do in Rajasthan. This is the right step in the right direction".

Sambeet Mishra, NIC HQ

Chief Secretary reviews activities of NIC Karnataka

Karnataka Government has taken several initiatives to promote e-Governance and to monitor the progress of such projects & plan new initiatives, the Chief Secretary of the State held a meeting with secretaries of various departments. On the occasion, Shri.B.V Sarma, STD and SIO made a presentation on NIC's activities and services to the congregation. Shri Sarma spoke about the infrastructure, services & technologies available in NIC and informed them about Citizen centric and automation/MIS projects of NIC. The presentation also covered demonstration of some of the popular websites hosted on the NIC's server. The Chief Secretary and others appreciated the services of NIC.

S. Lakshmeesha, Karnataka Correspondent

Connect 2004 held at Chennai

Connect 2004 Conference and Exhibition was held at Chennai during 22-25, September



2004. The conference is an annual event of



Tamil Nadu on ICT and Bio-informatics. The conference was inaugurated by Shri D Jayakumar, Hon'ble Minister for Information Technology, Govt of Tamil Nadu. NIC TN State Centre exhibited the services of NIC and Government of Tamil Nadu in eGovernance. The visitors to the stall included the Ministers from Nepal and Malaysia, apart from large number of delegates from various states and countries.
R.Gayatri, Tamil Nadu Correspondent

Workshop on SRS revision of Web based MIS, Itanagar.

A 6-day workshop on Software Requirement Specification (SRS) revision of web based MIS package for the Public Health Engineering Department (PHED) under the Rajiv Gandhi National Drinking Water Mission (RGNDWM) was recently held at Itanagar. NIC coordinators of PHED projects from all the



North-Eastern States, Dr. Y.K Sharma, DDG NIC, Shri D.C.Misra, STD NIC, Shri Vinay Thakur, NIC Arunachal State Coordinator, Ms. S. Sengupta, NIC HQ and Shri K.C. Dwivedi, MD (NICS) participated in the programme organized by NIC & NICS. Shri T. Norbu, Secretary, PHED emphasised on preparation of a unified SRS, which could be commonly used by all the North-Eastern states. Shri D.K Debnath, SIO highlighted the objective of the workshop, ie, to understand the state wise requirement of the computerisation of project and to evolve a unified software for PHED.

Tasso Habung, Arunachal Pradesh

Workshop on Computerisation of Land Records, Alappuzha

A workshop on Computerisation of Land Records was recently conducted at the Collectorate, Allappuzha, Kerala. Nearly 170 officers and staff of the district participated in the



programme. The District Collector inaugurated the workshop and delivered a speech in which he stressed the need for computerisation of land records and appreciated the efforts taken by the NIC officers in Alappuzha.

Bindu S Kumar, Kerala Correspondent

IT Council Meeting at Nagaland

The first meeting of the IT Council, Nagaland was held on 27th July 2004 at Kohima. The meeting was chaired by Hon'ble Chief Minister of Nagaland Shri. Neiphiu Rio. In his welcome address, Hon'ble CM appreciated the Draft eGovernance Plan for Nagaland which was prepared by NIC in collaboration with Govt. of Nagaland. Shri. V.N. Gaur, Principal Secretary IT, Nagaland made a presentation on the objectives



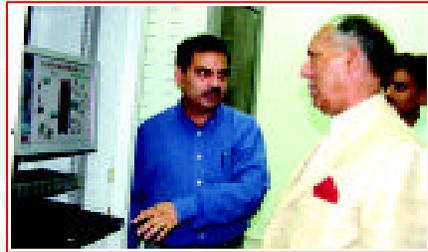
of eGovernance Plan and IT policy of the State. Dr. Y.K Sharma, DDG, NIC in his presentation, delved into the e-governance draft document and ICT activities projected in the plan. Hon'ble CM thanked both Principal Secretary IT, and DDG, NIC and the Draft eGovernance Plan was approved by the Government alongwith the IT Policy of the State.

Kemvu Elah, Nagaland Correspondent

Network & Data Centre inaugurated at Chandigarh

Justice OP Verma (Retd.), Governor Punjab &

Administrator UT, recently inaugurated the Network & Data Centre at NIC UT Unit, Chandigarh. NDC is first of its kind amongst the northern states of India. He also inaugurated Video Conferencing services from UT Secretariat and interacted with Dr. N. Vijayaditya, DG NIC. Hon'ble Administrator underlined the need for using e-governance facility in Justice Delivery System to make it speedy & effective. NDC has state-of-art infrastructure to facilitate e-governance initiatives of Chandigarh Administration as well as to cater to wide



variety of computing and networking requirements of the government. A high capacity Storage Area Network (SAN) is also set up to provide consolidated storage infrastructure for Intranet Applications, Citizens Services, Databases, E-mail and other internet services. Chandigarh Administration has also connected all the major buildings to the NDC through high speed Fibre Optics backbone.

Vivek Verma, NIC Chandigarh

Visit of Secretary, DIT, GOI to Srinagar

Sh. K.K. Jaswal, Secretary IT, GOI visited Jammu & Kashmir on 2nd September 2004 during which he visited the new CIC sites at Ganderbal, Leh and Kangan blocks in Srinagar.



Hon'ble Secretary exchanged ideas on deriving maximum benefits from the CIC. He remarked, "A welcome initiative. I hope it will affect the life of the people in a significant way." He held a meeting with the NIC Officers posted at Srinagar and reviewed the progress of CIC project implementation in J&K.

Jit Raj, J&K Correspondent



▶ | *Rajiv P. Saxena, NIC HQ*

Government Accommodation Management System (GAMS)

The Government of India owns a large number of residential units (over 65000) under General Pool Residential Accommodation (GPRA) at New Delhi. Government allots them to MPs, Supreme Court & High Court Judges, senior government officials & other employees of the Government of India and its attached / subordinate organisations, through the Directorate of Estates (DoE), which is the Estate Manager of the GPRA under the Ministry of Urban Development & Poverty Alleviation (MUD&PA). DoE receives applications from all the eligible applicants for various types of residential units (more than 0.2 Million), prepares waiting list and allots residences to them.

The computerisation in the DoE started in the early 1990s. However, it was not very effective, as the computerised system implemented during those days did not attempt to map the business process involved in the allotment of these residential units in totality.

A New Beginning: Government Accommodation Management System (GAMS) is a computerised system for government accommodation management, automating all the activities starting from the submission of the application to the vacation of the residential unit by the allottee. This system is radically different from the earlier system which updated databases in offline mode making it less current and therefore of not much use. The required software has been designed and developed by NIC.

GAMS covers following activities related to the allotment of GPRA houses:

- Redesigning the application form
- Reducing the number of forms
- Simplification of the application form
- Registration of applications for initial allotment, change of accommodation, and allotments on medical / functional and other grounds and printing of acknowledgement slips
- Registration of vacation of house for any category
- Preparation of waiting lists for initial, change and adhoc allotments
- Preparation of proposal for allotment according to such waiting lists
- Allotment as per the finalised proposal for allotment

- Acceptance / technical acceptance of allotment by the employee
- Printing of authority slip for the possession of house
- Reconsideration for re-allotment by the employee
- Preparation of first rent bill and revised rent bill in future
- Allottee Account Number (AAN) for all the allottees
- Cancellation of allotment
- Retention / extension of house after cancellation
- Regularisation of house allotted to an employee upon death, retirement and transfer as per rules
- Accounting of license fee recovery from allottees
- Subletting and litigation cases
- Printing of letters at various stages with signatures embedded in the letter of allotment

Apart from automating the above activities, GAMS also provides:

- MIS Reports for different sections helping in the decision making of the MUD&PA
- Online registers of housing stock, list of allottees, list of occupied houses, vacation, cancellation, retention / extension, license fee recoveries, etc.
- Information dissemination to all applicants either through Internet or Information Kiosks
- Search engine for making various online queries

Technology Used: GAMS uses the state-of-the-art IT. It is implemented using 3-tier architecture as a web-enabled application. These are:

- **Database server**- Oracle 9i Database Server on RedHat Linux Advance Server
- **Application server**- Oracle 9iAS Application Server on RedHat Linux Advance Server
- **Front end**- Internet Browser on Microsoft Windows.

The application has been developed with the Developer Tool Oracle Internet Developer Suite.

Highlights:

- **Authentication with a difference – Virtual Private Database and Role-based Menu:** The GAMS software incorporates the concept of

data access according to Oracle user account and the associated set of rules & policies implemented through Virtual Private Database (VPD). Each authorised user of the system has been given a username with password and has been assigned specific roles to operate on GAMS. Based on the set of rules and policies associated with one's account, he / she gets a specified housing stock and based on the roles, also gets a customised menu option which helps the user to do the activities allocated to him / her. One cannot see or operate on the housing stock assigned to any other user. An authorised user cannot do the activities not assigned to him / her.

No more Hand Written Records / Letters:

All letters, registers, records and MIS reports are generated by the system.

Accounting of License Fee Recovery:

The DoE levies License Fee for the houses allotted by it. It results in the collection of a large sum of money for the Government. GAMS helps in tracking & accounting the License Fees recovered. Further, the allotment is done much faster, thereby reducing the number of days a house remains vacant.

Allotment of Allottee Account Number (AAN):

GAMS allots an Allottee Account Number (AAN) to each allottee of the government accommodation. Once allotted, the AAN shall remain the same throughout his/her entire service. This shall facilitate the accounting of the license fee recovery and also tracking of the movement of government servants from one accommodation to another.

Dissemination of Information to the Applicant – Citizen Interface:

Information is available through the helpdesks available in the Information Facilitation Centre (IFC) of the DoE. The Website of the DoE has been revamped to display information available through GAMS. All forms needed with regard to the allotment, are available on the website and can be downloaded by the applicants. Information Kiosk has been installed to provide information to the applicants. Plans have been drawn up to install these kiosks in various bhavans to help all the non-Internet users.

GAMS has been implemented in all sections of the DoE dealing with GPRA. The successful implementation of the project has attracted the attention of several departments. Requests have been received to implement a similar system in the regional offices of the Directorate.

For further information, write to rajiv@hub.nic.in

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