

Informatics

AN  GOVERNANCE PUBLICATION FROM NATIONAL INFORMATICS CENTRE

- 
- ICT in Property Registration
 - e-Sahayata
 - Web Connect E-Learning System
 - SOA Protocol

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from the Editor

This issue brings forth a bouquet of significant ICT initiatives in different sectors and geographical domains in the Country. The lead story, put together by our esteemed Editorial Board member Vinay Thakur touches upon the digital interventions in the ever so important area of property registration. ICT is on the verge of bringing about a much needed convergence between the property registration in rural and urban areas and we are fast moving towards an Integrated land management regime. The two states/UTs that make it to the 'From the States' column in this issue have their names starting with the same alphabet but are located at two ends of our Country's map. Still the ICT initiatives in Punjab and Puducherry are exemplary for other states to follow and emulate. The guest column in this issue has been graced by Secretary (IT) of Himachal Pradesh, a State which is making ICT progress in leaps and bounds. The other guest columnist talks about the healthy synergy between e-Governance and the Right to Information, the buzz term these days.

The technology update section in the issue addresses the fairly important concept of Service Oriented Architecture (SOA). In a wonderfully elucidated article, Srinivasa Raghavan (NIC Tamil Nadu) has explained the concept which continues to intrigue the IT professionals. You can also know more about the wonderful benefits offered by NIC's WebConnect E-Learning service and a unique Visitor Management System developed by NIC for the Tihar Prisons. Our usual columns, of course, are there to apprise you of the latest in the e-Governance arena in the Country and abroad. Keep reading Informatics to stay abreast with the latest in the magical arena of successful e-Governance.

Goodbye and God Bless...



Sonal Kalra

From You to Us

Heartiest Congratulations for such an attractive and informative issue of Informatics Newsletter (Jan 2008).

It is THE newsletter; I had been waiting for--- the layout, the pictures, the contents---everything is so catchy, that one cannot ignore it. Really a good professional newsletter!!! I feel, that after quite a gap, I really want to read the whole of this issue and not leave any article, unread.

Great job done. Keep up the good work and strive for the highest.

Dr. Meenakshi Mahajan
Technical Director, NIC

I was pleasantly surprised to see the 'From the States' article on West Bengal in the January issue of your magazine. I must say it is not only timely but also brings to the fore the efforts of the State Government in the field of e-governance. Do keep up the good work. My congratulations to Motiur Rahman who authored the article and to the rest of the team members of Informatics. All the best for a bright future.

Hem Pandey
Principal Secretary to
Government of West Bengal
& Resident Commissioner
(West Bengal)
In New Delhi

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Digital Initiatives for Property Registration - e-governance towards Social Empowerment

Property Registration involves recording a copy of a document and transferring the title in immovable property to the office of the Registrar. The manual process is time consuming and used to frequently lead to errors and misplacement of documents. So, in order to make the process citizen friendly, fast and free of errors, many states have chosen the ICT route and introduced online registration of property.



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The State Department of Registration & Stamps is entrusted with the responsibility of registration and recording of various types of documents related to the transfer of immovable property. Each Sub-Registrar (SR) registers around 30-40 documents every day. At present, there are around 4000 SR offices in the country that indulge in activities such as sale of stamps, registration of documents, search of documents and other important activities. Though detailed information about functions and working procedures of the systems are as per Registration Act, 1908, the State Governments are authorised to make certain rules and procedures as per State Registration Manuals. The State Government fixes stamp duty and circle rates. The manual process involves maintenance of paper copy of all the registered documents in the large record rooms, which act as the repository of all documents. Further, the manual procedure of maintaining and registering property documents costs heavily to the Registration

Department due to misclassification of documents, mis-representation of facts and other such losses. Searching of Reports, Records and issuance of Certificate copies and Non Encumbrance Certificates take long time and turns out to be a cumbersome task since it is done manually.

Computerisation – the need of the hour

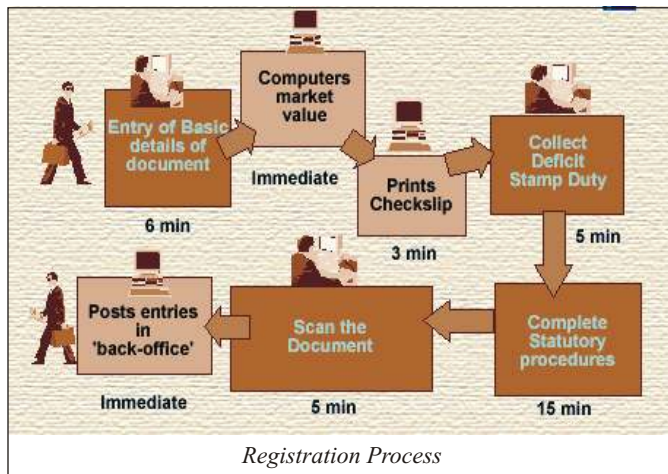
Lately a few states have taken initiatives in computerising the need-based functions. However, in order to offer exemplary citizen services, all macro and micro level issues need to be addressed. This is possible through optimal use of ICT. The immediate requirements of Registration Department are:

- (a) On line availability of deed formats.
- (b) Guidance values should be made available on web; and periodically updated for calculation of stamp duty.
- (c) Abolition of use of stamp papers; stamp duty payments through banks should be the part of the system.
- (d) The entire process of registration to be completed in a short time (30 minutes), including scanning of deeds and generation of reports.



A typical Registration Record Room

- (e) Issue of certified copies of registered deeds, and non encumbrance certificates in a short time, say 15 minutes.
- (f) Automatic generation of mutation notices to the parties.
- (g) Backend integration with the Land records updating and reconciliation system.



Initiatives by the States

Around 20 States have taken the initiative of computerising registration process with technical support from NIC. More than 1800 SR offices out of the total 4000 are computerised. The major projects running across the Country are cited below:

SCORE (Bihar)- (System for Computerized Registration) has been implemented in all sub-registrar offices of Bihar in records time of 3 months.



Director General, NIC inaugurating implementation of Registration Project in Bihar

PRERNA (Uttar Pradesh): PRERNA is one stop citizen-centric electronic solution for all kinds of property registration. It functions as a single window delivery of e-services like - market value assistance and on demand generation of encumbrance certificate, etc.

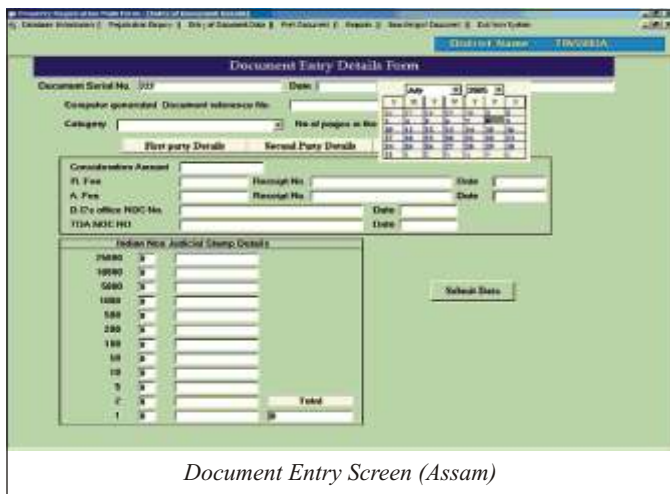


SRO Staff being trained on Application Software

CARD (AP)- Computer Aided Administration of Registration Department is a comprehensive software package automating the process of registration in Andhra Pradesh. The project is operational in all 387 SROs for past 7 years. All SROs are connected to the central server through this software.

Panjeeyan (Assam)- The project has been implemented in seven districts of Assam. Under this project, local youths of the State with computer background are hired and assigned the tasks of data entry, processing, scanning and printing of agreements. Youngsters are hired on a

contractual basic and their payments are made from the revenue generated from the processing of the deeds.



Document Entry Screen (Assam)

DORIS (Delhi): Property Registration System has been implemented in 12 SR offices in the National Capital Territory of Delhi. This System also provide online interface for Law valuation.

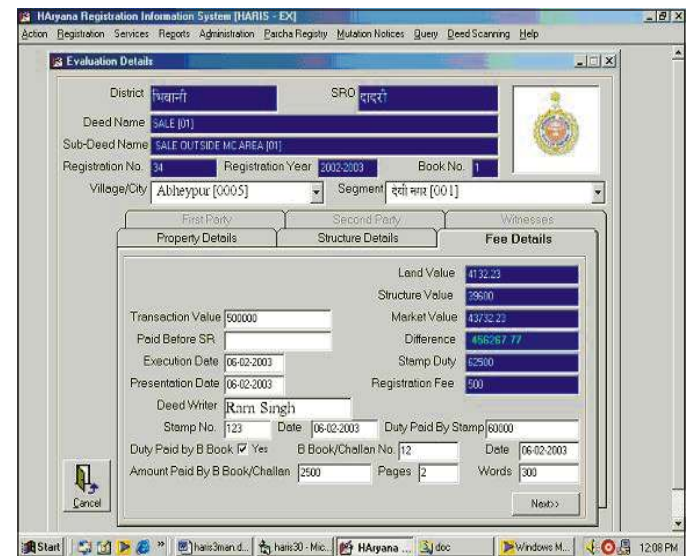


ReD (Gujarat) – The Registration of Documents (ReD) system is implemented in all 150 sub-registrar offices in the State of Gujarat. The Online system for calculation of property values has been made available in public domain.

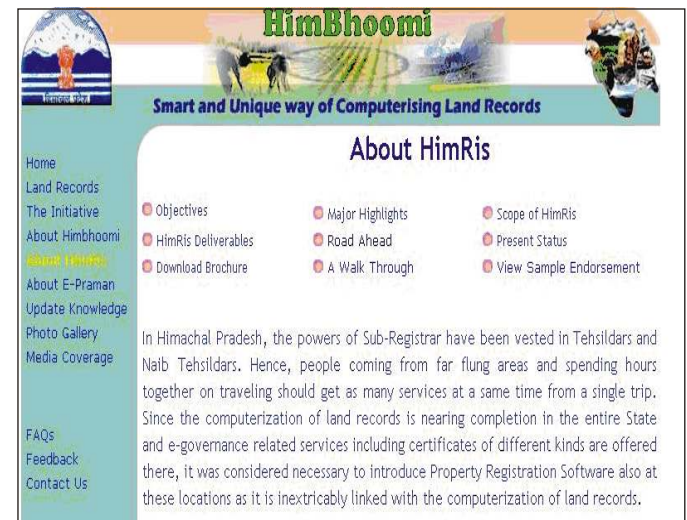


Market Value Calculator

HALRIS#HARIS (Haryana)- HARLIS#HARIS has been developed with the objective of providing a single window access to citizen services like land records and registration. The system operates on an integrated software with 2D Bar Code enhanced security and implemented for all Tehsils & Sub-Tehsils.



HIMRIS (HP): The system requires only one visit to SRO office for getting the activities related to deed registration. The rest of the registration process can be done online.



STAR (TN)- The Registration department provides many registration services like guideline values, non-encumbrance certificate etc through this portal. The system has been implemented in 450 SR Offices.



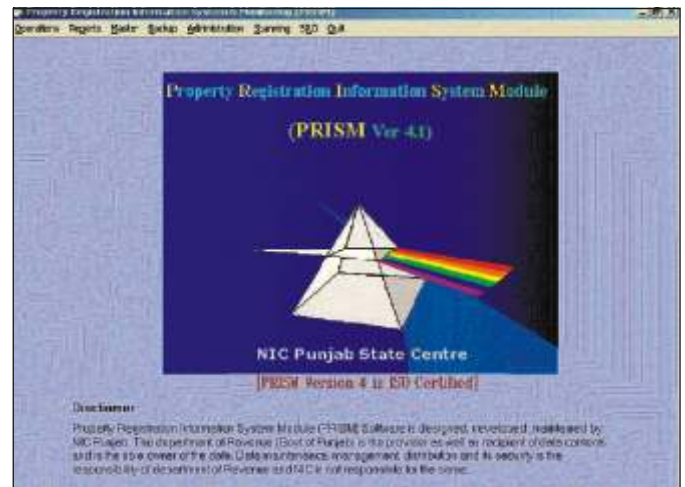
Package for Effective Administration of Registration Laws - PEARL (Kerala): The system has been implemented in all Sub-registrar offices. The system provides transparent, efficient and vibrant public interface of SR office to offer filing, searching, accounting and reporting services.



e-Pathiram (Puducherry)- It has been implemented as a scanning and archival system, for electronic filing of the registered documents which are easier to store, retrieve and render speedier service to the citizens.



PRISM (Punjab)- Property Registration Information System Module- PRISM provides services for on the spot registration, capturing photographs of all the parties and printing at the backside of registered document to avoid frauds in identification, proper valuation of the properties and minimizing the revenue leakage and generation of Index Registers and other MIS reports.



CORD (West Bengal) – CORD caters to the need of the Registration offices of the State of West Bengal. It has been developed under the Indian Stamps Act and Indian Registration Act incorporating all its amendments followed by the State till date. At present, a registration office provides two types of services, namely-registration service and the post registration service. Registration service involves registering the document that is being presented now while post registration service is to know about the details of a registered document at a later stage.

Some of the other projects implemented are SARITA (Maharashtra), KAVERI (Karnataka), KROWN (Uttarakhand). The State of Sikkim, Chhattisgarh, Manipur, Tripura have also initiated the process for Computerisation of Registration.

Common Initiatives

All the States has been advised by the Department of Land Resources, Government of India to implement system with following services levels.

- Provide web based access to citizens, Registration Officers with user-friendly and integrated services relating to Registration.

- Administer a system of record keeping, which is secure, easily retrievable and tamper-proof.
- Implement an efficient system of property valuation and registration.
- Maintain all data in integrated electronic form, so that it is accessible to all stake-holders anytime, anywhere.
- Implement systems and processes for secure maintenance and updation of data.
- Establish a sustainable operating model for the system.
- Integrated with Land Records System

E-Stamping: Some States have done away with Stamp papers and are using franking machines, Bank draft payments and E-Stamping etc. E-Stamping is being tested on pilot basis in Gujarat where stamp duty is being paid online and details of payments and properties have been made available to SR offices online to register the deeds. The details of properties and stamp duty are being printed on quality paper with watermarks. All the printed payment certificates are given unique numbers. Once this is fully operational, printing of stamp papers are not required and online compilation of revenue could be done on the click of mouse.

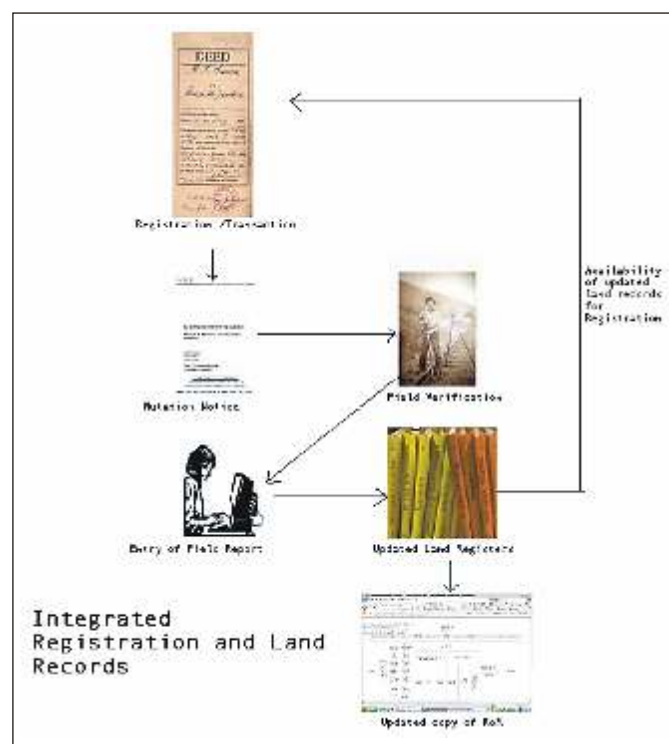
Simplified Deed Formats: Some States have designed simplified 2-3 page deed documents. The first page will contain property details and second page contains parties' details & few related declarations.

Property Valuation– Circle rates are prescribed by the States and updated on regular intervals. The states of Gujarat, Delhi and Bihar have provided online calculators for property and land valuation.

Integration with Land Records – the future

One of the most common mutations is on account of a sale transaction on agricultural land, originating from the Sub-Registrar's office. In majority of the States, Land Records are being maintained at the Tehsil Office whereas Registration of documents is being done at a separate office of Sub Registrar. As a result, there is a

time gap in the transmission of registration details to Tehsil Office for effecting the mutations. The initiation of Computerisation of Land Records Scheme has yielded good results and many States are using digitised land records data for offering RoR services. However, mutation in most of the states takes lots of time for its consignment into digital form. Even in States, where Computerisation of Land Records and Property Registration have both been completed, these have been done on a standalone basis with minimal interface between the two processes. Therefore, Some States such as Haryana, Karnataka etc. have started integration of both the processes for automatically generating mutation notices for updation of land records. The same has to be undertaken in all states to ensure genuine transactions and regular updation of land records.



The treasured dream is to create a "virtual registration office" on the Internet, which will serve as a self-service portal for most of the activities that are presently done by visiting the offices physically. This will bring citizens closer to governance, thereby bringing greater transparency in functioning, and efficient as well as prompt service of revenue and departments registration.

PUNJAB – Carving a Niche

Situated in the northwest of India, "Punjab", derives its name from Persian words 'panj,' meaning five, and 'aab,' meaning water, thereby meaning "land of five rivers". Punjab is land of one of the oldest civilizations having distinguished language, culture, food, attire, script, folklore and people. Covering just 1.54 % of the country's total geographical area, Punjab is one of the most prosperous states in the country.



Vikram Jeet Grover
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Punjab, after a measured beginning, has of late taken giant strides in the arena of e-Governance by providing citizen convenience as well as streamlining process of governance with the aid of re-engineering & re-defining government processes.

With well defined policies & established processes for implementing IT projects with futuristic goals; Punjab has carved a niche for itself among the most IT-savvy states in India. Aligning its objectives with NeGP, leveraging NIC's expertise, Punjab is surging ahead on the roadmap of bringing automation through IT-enabled services in the state.

Some of the major e-governance success stories are -

- **SUWIDHA (Single User-friendly Window Disposal Help-line for Applicants)**

An initiative to provide convenience to citizens by providing multi-services under one roof. The information is

captured, processed and service delivered at the single window itself. SUWIDHA was ranked Topmost project among all the e-Governance projects in the country by Skoch in 2005 - 06. SUWIDHA also received excellence award from microsoft for providing convenient services to the citizens.

SUWIDHA has been implemented in all the districts of Punjab. Online status of the applications submitted on SUWIDHA Counters in the districts is available on SUWIDHA website <http://suwidha.nic.in>. SMS-based status dissemination system has also been implemented in three districts.

- **E-Kiosks**

A touch-screen based system, implemented in 3 districts, helps in providing the status of SUWIDHA applications, Voter list, information about various schemes, Bus/Rail Time table etc. for the convenience of citizens.

- **PRISM (Property Registration Information System Module)**

PRISM automates all major activities of Sub-Registrar office and covers deeds of Sale, Mortgage, Will, Adoption, SPA, GPA, Exchange, Pattanama/ Lease,



SIO Punjab receiving Microsoft Excellence Awards for SUWIDHA



Tatima, Cancellation of SPA/GPA/Will etc. An ISO certified product, PRISM has been implemented in more than 144 SRO offices and an advanced version, with extended features and functionalities, has been implemented on BOT basis in two districts under MoCIT project.

- **OPA (Office Automation Procedure)**

A centrally developed system for automating the file movement and tracking has been implemented successfully in Finance and Planning departments.

- **VAHAN (Vehicle Registration System) & SARATHI (Driving License Issuance System for Transport department)**

VAHAN & SARATHI software, for facilitating Registration of Vehicles and Issuance of Driving Licenses respectively, have been successfully implemented at more than 30 RTO offices.

- **DISDIS (District Sangat Darshan Information System)**

A system for the automation of grievances monitoring at district level under the "Sangat Darshan" scheme of Chief Minister to reach the common man. It has been running successfully in 2 districts and shall soon be replicated in all.

- **DSMS (District Scheme Monitoring System)**

DSMS has been developed to monitor and evaluate the progress of each work/scheme sanctioned by district Planning Boards/Committee/Zila Parishads.

- **SSIS (Social Security Information System)**

SSIS enables to maintain and monitor the database of pension beneficiaries under different social security schemes disbursed through DSSOs of Department of Social Security and Women & Child Development. Replication of SSIS in the districts is underway after its successful launch at one district.

- **AIS (Affidavit Issuance System)**

AIS provides an easy access to the administration for attestation of affidavit by paying nominal fees. The photograph, purpose and other relevant details of the deponent are captured on the spot and affidavit issued. Implemented at more than 70 locations, it has been widely appreciated.

- **DISE (District Information System for Election)**

DISE is developed for duties allocation of polling staff for the election department. Some of the features are random formation of polling parties for Lok Sabha/Assembly Elections, election orders for individual parties, constituency wise distribution of employees and attendance sheet for various constituencies as per Election Commission's guidelines. DISE has also been provided to other states.

- **DSS (Depot Sahayak System)**

DSS is a system designed for Pepsu Roadways Transport Corporation (PRTC) and incorporates functionalities such as generation and closing of waybills, ticket stock arrival and issuance, ticket box management, generation and closing of advance booking waybills, state road tax calculations and overtime calculations etc.

- **Arms Licenses Issuance System (ALIS)**

A workflow based application of Arms Licenses

branch which has been implemented in all districts and integrated with SUWIDHA. Apart from License generation and history maintenance, it also tracks the applications.

Excerpt of the letter from Sh. R. I. Singh, Chief Secretary to Govt. of Punjab

I am pleased to know that National Informatics Centre is bringing out a special issue of its magazine "Informatics" with focus on Punjab.

Since 1988, National Informatics Centre has been working very closely with Government of Punjab for its IT initiatives in the State. It has been instrumental in developing IT culture in the Government Offices and changing the mindset of the officials. NIC has successfully helped in computerisation of Transport, Treasury, SUWIDHA, Property Registration, Arms Licensing, Election, Finance and Agriculture departments and helped the State in Web Designing and Hosting, Video Conferencing etc.

NIC's regular support is the key factor of success in many of the Government initiatives in the State of Punjab. I appreciate significant contribution made by NIC.



- **MAREG (Marriage Registration Information System)**

MAREG has been conceived for automating the process of registration of marriages at district/SDM level. The application has been implemented on pilot basis and is now taken up for replication all over the state.

- **MARRCIS (Marriage-ability Certificate Issuance System)**

Implemented in all districts, it takes care of the issuance of marriage-ability certificate in addition to

generation of noting, newspaper notice, generation of certificate etc.

- **PVSIS (Punjab Vidhan Sabha Information System)**

A web-based solution for Punjab assembly covers personal details of MLAs along with related information about the working of Sessions, questions asked during the session, bills and resolutions passed in the Vidhan Sabha.

- **Web Presence**

State government, CM office, Vidhan Sabha, all districts and most of the state departments have their presence on the web to empower people with an easy access to information and provide good governance.

- **CIPA (Common Integrated Police Application):**

A project of MHA to computerize and network all police stations, it aims at reduction of manual records, elimination of duplicate and inconsistent record keeping, maintenance of details of criminals, introducing transparency in the working of police, facilitating supervision by the senior officers and faster response to the public. Implementation of the software in Punjab has been initiated.

- **AGMARKNET (Agriculture Produce Marketing Information Network)**

AGMARKNET facilitates market fees collection, details of dealers, issuance of licenses to dealers etc. The state agricultural marketing boards / departments / markets collect the desired market information and pass on the same to their respective authorities and head office of DMI for onward dissemination. Market profiles of 157 APMC are also available on AGMARKNET portal.

- **DACNET (Department of Agriculture and Cooperation Network)**

It covers the directorate and field level offices under agriculture and cooperation. SARS - "Sample Analysis and Reporting System", has been developed for analysis and reporting of pesticides in Regional Pesticide Testing Lab, Chandigarh.

- **CONFONET (Consumer Forums Network)**

CONFONET, a central project to computerize and network the entire State Consumer Disputes Redressal Commissions and District Consumer Fora, has been successfully implemented.

- **PAPMIS (Punjab Agricultural Produce Management Information System)**

PAPMIS, developed to computerize market committees, DMO and Mandi Board head office, covers all the operations of market committees like registration of dealers, calculation of market fee, recording of daily arrival, monitoring of sale & purchase etc. It helps the market committees to transmit the data to AGMARKNET portal as well as to DMO and Mandi Board HQs.

- **Immigration Check post Computerization**

A central project, is Implemented at Amritsar, check post with the active involvement of NIC Amritsar.

- **IDSP (Integrated Disease Surveillance Project)**

IDSP is a central project in which NIC has provided support in setting up computer centre, VC cum training centre in the districts and state surveillance office.

- **ADIS (Atta Dal Information System)**

An ICT based solution for monitoring Atta Dal (Wheat & Pulse) Scheme, launched for distribution of food grains at subsidized rates to poor families. It includes the automation of survey conducted to identify eligible families.

- **ITISP (Integrated Treasuries Information System of Punjab)**

It is highly secure web-enabled system developed for automation of district treasuries and implemented in all Treasuries and Sub-Treasuries and linked to state headquarters covering Payments, receipts, Pension, LOC, Stamps modules.

- **BPIS (Budget Preparation and Information System)**

BPIS offers automated solution for preparing Budget for Government of Punjab. It takes care of generation of budget documents and analysis of budget based on budget documents.

Excerpt of the letter from Sh.D.S Kalha, Principal Secretary (Finance), Govt of Punjab.



NIC Punjab has been working very closely with Government of Punjab for various IT Initiatives in the state for providing G2G and G2C solutions. NIC has been instrumental in bringing perceptible changes in the working of State Government as well as among the officials through its ICT based solutions. NIC has done commendable work in providing support in bringing computerisation in the department of Finance in Budget Preparation and Treasuries all over the State.

NIC's regular support is the key factor of success in many of the Government initiatives in the State of Punjab. I take this opportunity to express my gratitude and appreciation for the contributions made by NIC Punjab.

With many other ICT based e-governance initiatives in the kitty at various stages, there seems to be no impediment with the support of visionary leadership in the state. NIC' contributions in bringing Punjab in the forefront of e-governance, have encouraged and paved the way for many more such enterprises by state. With ICT based solutions flourishing in Punjab, it is a win-win situation for both common citizens of Punjab and the administrators. **i**

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Story Edited by: Vivek Verma, Regional Editor

Puducherry – Small UT with big aspirations

Puducherry, a French colony until 1968, has four geographic regions, namely Puducherry, Karaikal (150 Km inside Tamil Nadu on the East Coast), Mahe (680 KM inside Kerala on the West coast of Kerala) and Yanam (850 Km inside AP on the East coast).

Puducherry has a population of about 8,00,000 and has 5 Communes (French word for Panchayaths) as Development Blocks. Karaikal has a population of about 1,70,000 and has 5 Communes. Mahe (about 40,000 population) and Yanam (about 35,000 population) have one Commune each.



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NIC's presence in Puducherry was established in the year 1988. Ever since, this UT, then called as Pondicherry, has been increasingly using NIC services year after year. NIC has been catalytic in every major event that has changed the facet of Pondicherry, be it the development of the UT or taking ICT to its various towns and villages.

Sectoral Progress

Following are some of the sectors in which ICT has made a big headway in the Union Territory

Revenue

The land records in the UT have been computerized using '**Nilamagal**', a software developed by NIC. The complete land holding details have been published on the web and are available in the public domain at <http://dos.pon.nic.in>. This project, jointly funded by the DIT, MCIT, GOI, and the Govt of Pondicherry computerizes the entire work flow associated with the Mutation process and provides for Issue of "Patta Copy" (Record of Rights) as an Across-the-



Inauguration of Nilamagal software by Hon'ble Chief Minister, Puducherry.

counter service within 30 minutes. The citizen can track the status of his Petition through the Kiosk, in addition to viewing land and owner related information easily.

- ◆ **e-Pathiram** software for the computerization of the Registration Department has been installed at Pondicherry, Karaikal and Mahe Districts in about 9 offices for online use. Regular online operations have commenced and CD based periodic backup is being taken by various Sub Registrar offices. The Registration guideline details can be obtained from the website <http://registration.pon.nic.in/qlr>

In order to ensure data protection, the system has been developed in such a way that back-up is taken daily and if it is not done for even a single day, the system comes to a halt and can be restored only by the orders of the SRO.

- ◆ **Grievance Day Petition (GDP)**, a web based system developed by NIC Tamil Nadu to allow for online petition filing of public grievances as well as online status tracking of the complaint has been adopted, and launched for Karaikal District. The service, available at <http://gdp.pon.nic.in/kklonlin> is currently under test stage.

- ◆ **Land Acquisition support software** is in use at Karaikal District and Villianur Taluk using which all statutory notices and displays are generated online with complete details for public information for any Land Acquisition.

- ◆ **Grants Computerisation** - Computerisation of all grants data related to Rajiv Gandhi Social Security Scheme has been done in various Talukas along with installation of requisite assistance monitoring software.
- ◆ **Revenue FMB** - CollabLand, an open source based software has been developed which compiles revenue related data in villages for use across several departments. One pilot village FMB has already been completed by the Survey Department using Collab Land which allows for a high level of data security.

Transport

Vahan & Sarathi systems for computerization of vehicle registration and driving licences respectively have been fully implemented in the UT. Backlog of nearly 3 lakh records have been ported onto Vahan system from the legacy system. In 2008, the Transport Department in Puducherry plans to use the Permit module and upgrade to smart card system.

Commercial Taxes (VAT)

Online VAT Computerization has been implemented in the region from July 2007 using open source systems (Postgres SQL), including online cash transactions at the department HQ Counters. The registration operations started at Karaikal, Mahe and Yanam districts through VPN access. As a part of the on-going process, many F-series (Registers for DCB used in reconciliation with directorate of Accounts / Treasuries and required BI) have already been completed and approved and the rest are on the way. The VAT related forms can be downloaded by the public from the web at <http://vat.pon.nic.in/downloadforms.aspx>



Local administration

Property Tax regime of Municipal areas in Puducherry, Oulgaret and Karaikal has been computerized and the system provides for web based (<http://ptax.pon.nic.in>) information on the dues.

Online Birth and Death registry information system is being provided from Pondicherry and Oulgaret Municipalities in respective counters. A web application is under active consideration of the department.

Web Services

With an aim to establish a firm web presence of the UT administration, NIC has developed and hosted informative websites for 35 departments which can be accessed from the main Puducherry web portal. <http://www.pon.nic.in>.



Some of the newly launched websites of the UT include

- Arts & Culture Dept: website for Bharathiar Palkalai Koodam www.bpk.pon.nic.in
- Animal Husbandry: <http://ahd.puducherry.gov.in>
- Women & Child Department: <http://wcd.puducherry.gov.in>
- Health Department <http://health.puducherry.gov.in>

Training

NIC conducted trainings on e-Governance and RTI related issues for the Administration officials from time to time. A training on e-Governance at Puducherry Secretariat for about 80 officers and about 20 participants from UGC Academic Staff college from Pondicherry University was also conducted during the past year. Every year about 300 participants are trained on various e-Governance related subjects and Office automation tools

Judiciary

In this sector, ICT has taken big strides with the implementation of District Court Software from City Civil Courts Chennai. The codification scheme is currently being devised by the District Courts for all Masters. The Judicial officers have been trained on LINUX and KRP concepts by the NIC personnel. The site preparation for New Court Complex including LAN specifications have been submitted to the District Courts.

Under the Confonet project, District and State Commission Forums have also been computerized with over 90 cases updated in the system so far. Training has also been provided to members of each forum.

Police

Under the Computerised Integrated Police Application (CIPA) project, software has been installed in 30 out of 41 police stations in the UT and trial operations have also begun in 27 police stations. A large number of police personnel have also been trained in computerization and use of the software.

Govt. Press has also been computerized from 2005-06 onwards with gazettes being published online, as a sequel to the internal Stores automation and all its internal operations are now online within the Govt. Press. <http://styandptg.puducherry.gov.in>

Tourism

Complete ICT support for the International Yoga Festival including Yoga Competitions data updates are provided as an annual feature at Puducherry. In addition a lot useful tourism related information is constantly updated on the tourism department's website <http://tourism.puducherry.gov.in>

Planning

Web based Online Budget and Expenditure monitoring



system using intranet web services has been developed for the Planning Department. Department extensively uses the following website during the monthly Plan Review Meetings, <http://demo.pon.nic.in/schemes/home.htm>

Education

Pondicherry has been one of the nodes for All India Under Graduate Medical Counseling for admissions to MBBS and BDS at JIPMER campus. A project to undertake online counseling for the same is being successfully carried out each year in tandem with NIC HQ and NIC, Kolkata.

A system to streamline scholarship for Professional Courses has also been developed and the data entry is currently going on. This involves computerization of Tuition fee reimbursement to all medical students sponsored through CENTAC up to Rs.1.75 lakhs per annum. In cases where the parental income exceeds Rs.5 Lakhs, the assistance is up to 75%. The system has been developed using PHP and Postgres SQL on MS Windows Server environment

In the Bharathidasan Government College for Women in Puducherry, a complete solution to computerize all admission, exam and fee processing related activities has been developed and implemented for one cycle of 3 year undergraduate course.

Social Welfare

Old Age Pensions scheme for 97000 pensioners

(including destitutes and widows) has been implemented through a computerized system developed by NIC which is now migrated to ECS and completed for 4500 beneficiaries along with various bank statements. The others continue through the Anganwadi based disbursement. The data for over 16000 disabled beneficiaries is completely online.

Payroll Computerisation

Under the PAYSOFT system, Legacy support at more than eighty offices has been changed to centralize online web based system with Electronic clearing facility. So far more than twenty government Offices including the Chief Secretariat are using this web based system and Electronic clearing facility.

Employment

A Windows based intranet and Online Registration Software has been developed for the employment exchange and legacy COBOL data of 2 Lakhs records has been ported.

An open source software developed by NIC HQ and approved by DGET at National level has also been demonstrated to the Employment Exchange and this software is now in implementation stage.

Software support by NIC Puducherry is being extended for almost all recruitment examinations, currently for Police and ADW Departments. The support is also being extended to the fire service department.

Apart from these, national projects such as Agmarknet, electoral roll system etc are also being successfully implemented in the UT.

Government Directory on a CD

With the support of NIC Pondicherry UT Centre, computerization of Government Press of Puducherry has been taken up. As part of this objective, NIC has developed a software for searching the contents of Government Telephone Directory like Name of the officer, Department, Designation, Office, Residence and Fax telephone numbers. Considering that almost all the Government offices are provided with computer systems, the CD version will have better utility for easy search on Department, Name and Telephone numbers. This CD contains information about 48 State Govt. Departments, 27 Autonomous Bodies, 15 local bodies, and 34 Central Government Organisations including Public utilities.

The IT Department staff fondly refers to Puducherry as the Hardware Capital of India. The NIC UT Unit carries out Acceptance Testing related to procurement of systems by NIC and NICSi from about 9 factories located here. The Puducherry SWAN has already been proposed and is likely to be commissioned this year. With this, Puducherry has high aspirations for becoming the nerve centre for ICT in the area in the times to come. **i**



Release of Government telephone directory by Hon'ble Chief Minister Sh N Rangasamy.

Infrastructure

The three districts of Karaikal, Mahe and Yanam are well connected through NICNET and provide email and other Internet based services to the department. 2Mbps leased line connectivity is operational in Karaikal and Mahe while the same is on the cards in Yanam.

NIC Puducherry is connected to NIC Chennai and thus to NICNET via 2 x 2 Mbps LL circuits and through SCPC / DirecWay VSATs. Many local office complexes have LL / RF Net connectivity from NIC.

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SHIMLA: e-Governance-The SUGAM way

Shimla has always been a cynosure of many eyes essentially for its natural beauty and historical impact. Apart from being visited by number of Indian and foreign tourists, this beautiful summer capital of erstwhile British Raj in India and the present capital of Himachal Pradesh is now becoming a perfect destination for ICT too.



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The District NIC Unit, established in 1988, has been instrumental in setting up Citizen Service centers at all 7 Sub-Divisions and 12 Tehsils of the District. The centre, which was initially set up at 150 sqft. area, with Xenix/Unix as Operating System and applications like GIST Terminals developed in Foxplus is now covering an area of 1300 sqft. with infrastructures like a Video Conference Room, UPS Room, Server Room, User Area, Rooms for DIA and DIO. In addition to this, independent computer centers have been established for special projects like Land Records Computerisation, Integrated Community Service Centre (SUGAM Centres).

Infrastructure

The expansion, in terms of Hardware and LAN, has been enormous in the District and Field Offices. The switch over has been made from Unix to Windows based servers and Clients. There are 15 Servers and more than 150 Clients under this LAN and Two Touch Screen based Machine. District Centre of NIC has Video Conference facility being run on DAMA VSAT with backup on 2 MB lease line. The Net facility is being provided in the collectorate through Directway VSAT and 2 Mbps leased line.

The District Administration has provided adequate technical manpower at every office for

managing such a huge Hardware and Network along with the application software.



Former Secretary IT, GOI visiting NIC District Centre

SUGAM (Integrated Community Services) Center

The Citizen Service Center, named SUGAM, in the Collectorate is one of its kind in the country. It has been made operational by the HP Department of IT and the Collectorate in the month of May, 2007. The SUGAM center has 15 counters for delivery of Service to the citizens and a reception for guidance. A Token dispenser machine has been installed to maintain a proper queue system and availability of service on the first come-first served basis. The center has two big display boards to display the token number to be served along with its counter number. A Touch Screen has been installed to provide various informative services to the citizens. There are more than 50 services which are being provided under a roof. The main services, provided through NIC developed SW (except Electricity & Telephone bills

and online booking of HRTC buses, developed by HPSEB and HP DIT), include issuance of 14 types of certificates, issuance/renewals/registration of driving license, issuance of land records nakal, issuance/renewal of Arms License, issuance of senior citizen/disability cards payment of electricity bills/telephone bills, booking of HPTDC Hotels and HRTC busses, employment registration etc.



SUGAM Centre

Apart from the above, SUGAM Centre also provides information on Daily market rates (AGMARKNET), Search of vacancies, Bus Time Table, Daily cause list of various courts, Search of Blood Donors, Pensioners helpline, e-Tracking of the already submitted application/letters in the State Secretariat, Examination Results etc.


Major E-Governance Projects in the District

- ◆ Online Treasury Information System in all Treasuries in the District
- ◆ State Government employees pension disbursement system-100% pensioners coverage
- ◆ e-Salary-Integrated Pay & Account Offices covering 100% employees of the district
- ◆ Welfare Pension Disbursement System covering 31000 pensioners mostly poor living in remote villages.
- ◆ Shastr-Arms Licensing SW
- ◆ Land Records computerisation in all Tehsils/ Sub-Tehsils
- ◆ Employment Exchange Information System in REE and Sub - exchanges
- ◆ Schemes Monitoring System
- ◆ District Shimla website at <http://hpshimla.nic.in>
- ◆ REFNIC-References Monitoring System

- ◆ Randomisation Software implemented for Assembly Elections 2007

Central Projects

- ◆ CIPA-7 Police Stations computerised since April 2006
- ◆ Computerisation of **District Consumer Forum**, Shimla since April 2007
- ◆ Passport Office Shimla was established with the help of DIC Shimla and made functional during the year 2007.
- ◆ **AGMARKNET**

The Agriculture Marketing Network Project has been implemented in the Whole Sale Market at Dhalli in Shimla. The daily rates of commodities coming for sale at mandi are being displayed on the Agmarknet portal. The project has benefited the farmers the most, now they can know in advance the prevailing price of any commodity in any of the mandis all over India and can decide, where to dispose off their produce to get the maximum financial benefit. The web site of HP Agriculture Marketing Board has been developed by District Unit and hosted at <http://hpsamb.nic.in>. The Agmarknet Project for whole of State is being coordinated from DIC Shimla. 

Message by Sh. Tarun Kapoor IAS, Former Deputy Commissioner, Shimla



E-Governance is the only answer for the complex Government processes in India. It is only through E-Governance that we can bring transparency and fair play. We can also ensure speed in delivery of services and curtail red tape. In Shimla

District, we are trying to ensure that people are able to get the services without any hassle and at low cost. District centre of NIC is playing a vital role in spread of E-Governance by way of its highly skilled manpower and helping District Administration in all possible ways.

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District Informatics Officer

Dhananjay Kumar
District Informatics Associate

Gopalganj - Committed to e-Governance

Gopalganj, an administrative district in the state of Bihar in India is known as “Land of Sugarcane “. The district has been divided into 2 sub-divisions Hathua and Gopalganj, each sub-division consisting of 7 blocks. Gopalganj is also emerging as a premier educational place with many colleges in the field of computer science. Being an important agricultural center in North Bihar, it has several secondary and tertiary industries based on agriculture, such as cold-storages.



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Established in 1991, NIC Gopalganj District centre at Collectorate building is playing a vital role in pioneering skills in the field of Information Technology.

Major projects

Treasury Software-e-Khazana

e-Khazana has been implemented to computerize the Treasury. This software won a “silver” Award in the Category of “*Excellence in Government process Engineering*” during national e-governance awards. It is efficient in keeping track of submission of Treasury Voucher numbers to the Drawing and Disbursing Officers, Online entries of General Provident Fund Schedule for Gazetted & Non-Gazetted Employees of the District, Stamp Entry Facilities for all Denominations of stocks as well as transactions, Automatic flow of stamp challans to receipt sections for account generation, Annual Ledger for Self Drawing Officers, Drawing Officers expenditure report, Pensioners Status etc. eKhazana is helping the Treasury office in compilation of accounts on time and submission of various reports to NIC Bihar and Finance Dept Govt of Bihar. A centralized web-based interface <http://treasury.bih.nic.in> has been implemented to monitor the daily transactions being made in the district.

G P F Computerisation - BIVISHYANIDHI

The GPF Accounts of all the Groups A, B, C Employees of the District have been computerised. This software, BIVISHYA NIDHI Software has unique features to generate Broad Sheet, Annual Ledger, Annual GPF Statement, Missing

Credit & Debit Adjustment, Final payment processing and is also used to maintain the up-to- Date GPF Accounts. Computerisation of about 12,000 GPF Accounts is going on at present. With the implementation of the package, the department will be better placed for timely delivery of services to account holders.

SCORE Ver. 2.0 (System for Computerization Registration)-VINAYAK



SCORE system in use at the Registry Office

The SCORE Project of National Informatics Centre (NIC), Bihar received the prestigious i4d Award 2007. SCORE software is used to for online property registration at the District Registry and Sub-Registry offices in the District with the objective of bringing transparency in Registration System & resulting in more accountability & efficiency in rendering services citizen centric services

Computerisation of BPL Database

NIC Gopalganj District Centre has computerized the Below Poverty Line (BPL) Data for DRDA in getting the BPL Survey Validated, Merged and Compiled for all the 14 Blocks. Software is developed for generation of various queries and reports required by the department.

Employment Exchange

The website <http://rozgar.bih.nic.in> contains information on Professional Registration, Company Registration and Query on Registered Candidates, Employment Schemes, and career counseling etc. Unemployed youth now don't have to travel to Employment office and stand in queues. The main features of this website are, Live Registration of the Candidate, Online Renew Registration & EMI, Submission List, Vacancy List, List of Registered Placement Agencies, Employer Registration, Vocational Guidance, Employment Statistics. etc.

Election Support System -ELECON

ELEON is an Election Support System that provides complete I.T Support during the Assembly, Parliamentary & Municipal Elections. Support is provided at various levels of election. Pre-Polling Activities include ICT support For Nominations, Polling party Formation, Route chart preparations while post polling activities involve computerization of counting process, result processing and analysis and transmission of election results directly from the counting centres to the election commission using dial-up connection in every assembly elections

CIPA (Common Integrated Police Applications)

CIPA has been designed and developed by NIC HQ for the computerization of police stations. The software has different modules for Registration of Cases, Their investigation, disposal/charge sheeting by police, and disposal of cases by court.etc.



Police Personnel in the District using the CIPA software

Video conferencing (VC)

The VC Facility has been established in the district through DAMA VSAT from September 2006. VC Helps in conducting regular meetings for District Magistrate and other officers in the district. The VC Facility has resulted in better monitoring of Government programmes & various schemes with significant savings in cost, time &

manpower effort. The Technical support is being provided by NIC for making use of Video conferencing.

NICNET

Various Government departments are using NICNET for all the important services such as INTERNET Access E-Mail, Video Conferencing etc., to make functions enabled. A 2 mbps leased line connectivity has been functioning as part of the proposed Internet to link the departments namely DM Office, SP Office, DRDA, Election office, Treasury office. DPRO & GPF Office etc., Using NICNET Connectivity various departments update there periodical data.

District Website

A comprehensive website for the District (<http://gopalganj.bih.nic.in>) has been developed and Hosted by NIC, Gopalganj District unit, which provides information about the District Administration, Important Telephone numbers, Map of the District etc. NIC Gopalganj regularly supports the updation of the Content of the website which is provided by the District Administration.

District Police Website (<http://gopalganjpolice.bih.nic.in>)

This portal offers a number of services to citizens like, Online Registration of Complaints, Security Tips, Passport Verification Status, Wanted & Missing Persons information etc. This website has been developed and hosted by NIC, Gopalganj District Centre and contents provided by the district police. The portal offers some insights into the working of district police-its resources and limitations and the legal framework. The website provides a modern and efficient interface between the department and the general public. It will help the people to interact better with the police.

Training programmes

Planned and effective training programmes are conducted for the district employees on various applications like e-mail, Internet, Windows operating system, MS Office etc. General computer awareness and need-based computer training programmes are conducted for district officials.

NIC District Centre's determination and initiative in Gopalganj have created a conducive atmosphere for implementation of several e-Governance projects & have paved the way for the District administration to do more in this area. **i**

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Ravi Bandi
District Informatics Associate

Kannur- ICT in the land of Folk Arts

Kannur, the land of Looms and Lore has a rich history and has been a favourite destination of many ancient travellers. Now, the district is one of the frontrunners in the Kerala State in adopting new technologies and in using ICT effectively for good Governance.

*DC*Suite, Services portal, Industry Portal and other such ICT initiatives substantiate NIC Kannur's efforts towards effective e-Governance.*



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Since its inception in 1988, NIC Kannur has developed and implemented various MIS and Decision Support Systems for better district administration. This has resulted in informed decisions, formulation of comprehensive plans, follow-up on delivery of public services, and creation of user-friendly public infrastructures.

The various e-governance projects successfully implemented by NIC Kannur District are cited below:

DC*Suite

The DC*Suite project, conceived by NIC, bagged the CSI Nihilent e-Governance Award for the year 2006-07 for the Best e-Governance Project. Based on an integrated solution architecture covering all functional areas and activities in the Collectorate, the programme aims at making all services easily accessible to the citizens. This G2G project with G2C components is implemented and contributed to the decentralised development of DC*Suite modules. Kannur is a member of the core committee of DC*Suite. Kannur is the first district in Kerala to provide the File/Tapal status through SMS Service from DC*Suite. Other key features of this programme include

Open Source software for paperless office management, Video Conference facility, Touch Screen Services, Connectivity to taluk offices etc.

Kannur Services Portal

The portal <http://www.kannurservices.gov.in> is a common platform for hosting all the e-Governance services provided by the district administration. DC*Suite Internet services is also part of the Portal. Services like Beneficiary list under various Central and State schemes for the financial year 2006-07 from all the 81 Village Panchayats, 9 Block Panchayats and 5 Municipalities; information on hospital facilities, district mental health programmes, and other vital statistics are provided in the portal.



kannurservices.gov.in

Kannur Industry Portal (<http://kannurindustry.gov.in>)

Kannur Industry Portal is a Content Management System designed to promote Small Scale Industries in the district. The portal provides space for SSI registered units to create their web pages. This is a collaborative effort of District Collector, District Industries Centre, Akshaya and NIC.



*Inauguration of DC*Suite Project and Manual Release by Hon'ble. Home Minister*



District Collector Smt. Ishita Roy, IAS releasing the first content CD of the portal

Bhurekha - Land Records Computerisation

The district administration and NIC joined hands to evolve a method for the implementation of Land Records Computerisation called Bhurekha. Later named as 'Kannur Model', it was replicated by the State Government in the six northern districts of Kerala. Over 13 Lacs landholdings data across 129 villages in 3 taluks were digitised.

Capacity Building

As part of DC*Suite, initiatives were taken by NIC Kannur to train all employees in the Collectorate for using IT tools. With the introduction of Open Source technologies in the Collectorate and Taluk Offices, continuous trainings were arranged for district and taluk officials.

Building Tax

Extending ICT to taluk offices, a Building Tax Assessment & Collection Monitoring System (BTAS) was developed that has resulted in effective management of the collection monitoring process.

State Level Projects implemented in Kannur

VAHAN SARATHI extended, as SMART MOVE is online in the Regional Transport Office (RTO) and its sub offices. SPARK for pay roll and employee administration covered 4 Revenue establishments. PEARL in all 23 Sub Registrar Offices and TetraPDS for the Civil Supplies department were implemented. MIS for Animal Husbandry and Education department are operational. Online Treasury Information System is successfully implemented in two district treasuries and sub treasuries

The District Centre was involved in the Election process with its Election Management Systems.

Central Projects

32 police stations in the district are covered under CIPA project. CONFONET project is successfully implemented in the Consumer Dispute Redressal Forum. The District Medical Office and the District Hospital is covered under IDSP project.

Open source Initiatives

Kannur Collectorate is extensively using open source technologies. Initiative from NIC in this direction culminated in establishing 150 Linux workstations over the LAN. All staff of Collectorate and taluks is trained to work in open office. **i**



Thematic Atlas: The e-Book of Kannur (thematic Atlas) with 130 themes was released in 2006. The spatial layers, demographic layers and sectoral layers including education, medical, communication, recreation, etc were included in the atlas which is used by the planning & statistics department.

Excerpts from a letter by Smt. Ishita Roy IAS, District Collector & District Magistrate

“NIC has spearheaded the implementation of DC*Suite in the Collectorate and have enabled us to achieve a few milestones within a short span of time. Launching the SMS services, launching of District Services portal, capacity building programmes to the revenue staff are a few examples. The recent introduction of District Services Portal has brought more transparency in the delicacy of services to the citizens by the district administration.”



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Himachal - ICT Vision for the Hill State

Sh. Sanjeev Gupta IAS, Secretary (Information Technology) to the Government of Himachal Pradesh talks to Ajay Chahal, Informatics HP Correspondent

i Informatics: The launch of Himachal Pradesh State Wide Area Network (HIMSWAN) is a significant milestone in the state's ICT journey. How is HIMSWAN different from other SWANs in the country and what are your plans for utilizing its full capacity?

S.G. So far, HIMSWAN is the only State Wide Area Network in the country which has wireless connectivity at tehsil, sub-tehsil and block and even Panchayat-level. In a hilly terrain like that of HP, provision of wireless was essential for connecting horizontal offices at various levels and also to link Panchayat level institutions. We have chosen Pre-Wimax solution after rigorous field testing lasting over a fortnight to ensure that at least 384 kbps bandwidth to even far off horizontal offices and Panchayats for voice, data and video services are available down to the panchayat level. This wireless connectivity to Panchayats is in addition to the alternative being worked out through BSNL at the national level. HIMSWAN is the only network having OFC (Optical Fiber Cable) from State to District / Sub-division/Tehsil/Sub-tehsil levels and then Managed Leased Lines (MLLN) locally at these locations. The network equipment has bandwidth capacity to cater to ever increasing



bandwidth needs of the future as per Nielsen's Law (double requirement almost every 2 years). For instance, the M-120 Core Router of Juniper can have a throughput of up to 8 Gpbs in MPLS (as against 24 Mbps today) which is sufficient for 17 years as per above empirical law. The network is being managed by Enterprise Management System (HP Open view EMS) as against Network Management System (NMS) elsewhere. Hence, remote and proactive repair is possible down to the port level from the Network Operations Centre. A very stringent SLA has been signed with HP India. Still, instead of leaving it only on SLA adherence as has been done elsewhere, 103 HP engineers and other IT professionals with pre-determined qualifications and experience (in the RFP) are being deployed for 5 years throughout the

State. HIMSWAN also has option of connecting horizontally through a very economical and efficient B-RAS. If this extremely high level of product specifications and severe penal clauses in SLA are considered, HIMSWAN is being implemented at less than half the cost compared to other States. We have provided UTM, Firewall, Anti-virus, IDS and we fulfill ISO 27001 standards.

Having a mesh of wires does not mean anything till the citizen centric services are thrown open through the system. Our services began the same day HIMSWAN was inaugurated and data related to Land Records, Driving Licenses and Vehicle Registration have been integrated. Apart from this, offices of treasury and police departments have also been connected horizontally to the HIMSWAN. HIMSWAN provides VC down to the tehsil level and selected Panchayats.

i Informatics: What, in your view, are the major challenges being faced by a state like HP while implementing the e-Gov initiatives, particularly an infrastructure endeavour like HIMSWAN?

S.G. The State has very difficult topography and harsh climate. For instance, one POP Hangrang is at a

height of more than 14000 ft. and some locations have temperatures as low as minus 24 degrees. We were very particular right since the inception about having MLLN down to lowest rung and this took considerable time. Also, there is an acute paucity of technical manpower in IT Department as well as BSNL. Since SWAN is a country wide project, a concerted effort had to be made to woo good companies to Himachal Pradesh. Finally, renowned companies like Airtel, TCS, BEL, Wipro, Tulip, HCL and HP India participated in the tender process and HP India was short listed. In fact, this Project has the distinction of having technological inputs from multitude of companies like Juniper, Nortel, Microsoft, Symantec, Polycom, Maksat etc. and getting all these companies to work together seamlessly was achieved with proper coordination. Despite these adverse conditions, HIMSWAN team has setup the network in a record time of exactly 12 months.

i Informatics: Could you elaborate on the Government's thrust areas as a part of overall e-Gov implementation in Himachal?

S.G. The State Government strives to use IT tools for citizen centric IT and not technology just for the heck of it. For bringing about such transformation, core infrastructure is required to be put in place. State Data Centre (SDC), Himachal State Wide Network (HIMSWAN) and

Common Service Centre (CSC) are the three pillars of e-Governance. We have worked in the direction of developing all three pillars. We have set up SUGAM (Integrated Community Services Centre) Centres for delivery of up to 50 services. Unlike some other States, Utility Payments are only some of the services in SUGAM Centres. We also provide a large number of G2C and G2B services under a single roof. Now, we have finalised a unique web-based workflow to transcend the barriers of administrative hierarchy to enable delivery of services closer to citizen's doorstep. In view of meager population of this State, we wanted to consolidate our experience at higher echelons of administration before plunging down to CSC Project at Panchayat level. HIMSWAN has been setup for connectivity between Government offices and citizen centres. We already have a mini data centre in HIMSWAN which will be extended to State Data Centre under SDC scheme of GOI under NeGP.

i Informatics: Which e-Governance Project in the State has been your personal favourite and what kind of citizen services should the State Government provide on priority?

S.G. While HIMSWAN Project was like a mission 'possible' for us, I feel that Sugam Centres and web based interfaces (like Job Portal, HRTC

Booking, e-Gazette, e-Procurement) for providing services to citizens in an integrated manner would rank rather high. This is where the masses actually derive direct benefit of IT. I feel that IT in agriculture, employment, education, taxation, PDS, health, police, PWD/IPH and in selection of beneficiaries must be given thrust, if we really want to reform governance processes and help the underprivileged. We are already working on integrating ICDS, BPL and Land Records databases for providing objective and transparent criteria for selection of beneficiaries.

i Informatics: What are the ongoing efforts in the direction of achieving a healthy synchronization between the ICT initiatives in HP and DIT's (GOI) implementation of NeGP?

S.G. The State Government is working in tandem with DIT's (GOI) implementation of NeGP by creating core infrastructure in terms of SDC, SWAN and CSC. The State has already taken a lead in implementation of quite a few State MMPs like Land Records, Transport, Treasuries, Employment Exchange, Police, e-Procurement etc. Now, we want to take additional projects for which the Government of India shall be requested.

Complete Interview can be accessed on the web at <http://informatics.nic.in> **i**

e-Government and Right to Information (RTI): A Healthy Synergy

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The definition of e-Government and various enabling provisions of the Right of Information Act clearly demonstrate that if the various provisions of the enactment are given effect to in letter and spirit, e-Government and Governance is not at all a distant dream.

Understanding e-Government

Definitions of e-Government range from “the use of information technology to free movement of information to overcome the physical bounds of traditional paper and physical bound systems” to “the use of technology to enhance the access to and delivery of government services to benefit citizens, business partners and employees.” The key to e-Government is the establishment of a long term, organization-wide strategy to constantly improve operations with the end in view of fulfilling citizen needs by transforming operations such as staffing, technology, processes and work flow management. Thus, e-Government should result in the efficient and swift delivery of goods and services to citizens, businesses, government employees and agencies. To citizens and businesses, e-Government would mean simplification of procedures and streamlining of the approval process. To government employees and agencies, it would mean the facilitation of cross-agency coordination and collaboration to ensure appropriate and timely decision making.

Right to Information (RTI)

Mahatma Gandhi said “The real Swaraj will come not by the acquisition of authority by a few but by the acquisition of capacity by all to resist authority when abused.”



The Objective of The Right to Information Act 2005 (22 of 2005) is.....An Act to provide for setting out of practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information Commission and State Information Commissions and for matters connected therewith and incidental thereto. WHEREAS the Constitution of India has established democratic Republic; And WHEREAS democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold Governments and their instrumentalities accountable to be governed;... NOW, THEREFORE, it is expedient to provide for furnishing certain information to citizens who desire to have it.

According to section 4 of the Act, (1) Every public authority shall-

* Maintain all its records duly catalogued and indexed in a manner and the form which facilitates the right to information under this act and ensure that all records that are appropriate to be computerized are, within a reasonable time and subject to availability of resources, computerized and connected through a network all over the country on different systems so that access to such records is facilitated.

* It shall be a constant endeavour of every public authority to take steps in accordance with the requirements of clause (b) of subsection (1) to provide as much information suo-moto to the public at regular intervals through various means of communications, including internet, so that the public have minimum resort to the use of this Act to obtain information.

* For the purpose of sub-section (1), every information shall be disseminated widely and in such form and manner which is easily available to public.

* All materials shall be disseminated taking into consideration the cost effectiveness, local language and the most effective method of communication in that local area and the information should be easily accessible, to the extent possible in electronic format with the Central Public Information Officer or State Public Information Officer, as the case may be, available free or at such cost of the medium or the print cost price as may be prescribed.

Affinity between e-Government and RTI

The definition of e-Government and various enabling provisions of The Right of Information Act clearly demonstrates that if the various provisions of the enactment is given effect to in letter and spirit, e-Government and Governance is not at all a distant dream. Establishing the regime of Right to Information Act in the entirety shall pave the way for establishing the framework and structure of e-Government and Governance. Thus it is amply clear that the enactment can act as basic rock solid foundation on which the structure of e-Government and Governance can successfully rest, for the benefit of public at large. Section 4(1)(b) mandates the disclosure of various information through various methods so that the information is available for the public in public domain. This duty has been cast on every public authority. Since e-Govt. and Governance is all about “the use of information technology to free movement of information to overcome the physical bounds of traditional paper and physical bound systems” to “the use of technology to enhance the access to and delivery of government services to benefit citizens, business partners and employees”, it is as clear as noon day that with the enactment in place, e-Govt. and Governance have become a reality.

Some of NIC's initiatives in establishing the regime of e-Gov. and RTI in Madhya Pradesh

• Web Services

The Web Services Center of NIC MP primarily maintains nearly 400 web-sites on MP Portal to facilitate greater access to all interested netizens and also to promote G2G/G2B/G2C/G2E interaction. The portal <http://mp.gov.in> is the cyber gateway to MP and has added to improved transparency through its interactive/informative contents apart from providing various citizen services.

• Land Record Information System

Bhuabhilekh:- Bhu-Abhilekh is an application software product designed by NIC for the office of Commissioner, Land Records and Settlement, GoMP, to deliver excellent grass root governance within the domain of Land Management. Records of 35 million khasara (Plot/survey) numbers comprising of 10.5 million land owners have been computerized.

• BSMP-Basic Services / Amenities Monitoring Programme

Even though the Government spends most of the annual budget in providing/ maintaining the Basic Services and Amenities to its citizens, it was noticed that the public, in general, remain dissatisfied with the administration since large number of the services/ amenities remain affected many a times. Hence a proactive mechanism is evolved to capture the relevant information from all the villages of the State from an independent agency directly and to monitor it through the Basic Services/Amenities Programme to provide effective delivery of Basic Services/Amenities. Govt. is contemplating on making the data available in Public Domain.

• Web based Rural Soft

In order to monitor the physical and financial progress of poverty alleviation schemes of both state and central government, NIC MP State Center, Bhopal has designed and developed a computerized web-based system “Rural Soft” package for the Department of Rural Development, GoMP. The schemes included in the software are IAY, SGSY, SGRY, NFFWP, MDM, RSVY, MPREGS, MMAY, PMGY (Awas), Watershed Management etc. It has basically G2G and G2C interface. Samadhan Online and Samadhan Kendras have also G2C interface and also proving to be very effective in Public Grievance Redressal.

Above are the few examples which elucidate that in MP, Govt. with the help of NIC has established the regime of Right to Information and thus marching ahead in making e-Government and Governance a reality.

NIC Web Connect - The Integrated E-learning Solution

E-learning is commonly referred to the intentional use of networked information and communications technology in teaching and learning. As the letter "e" in the e-learning stands for the word "electronic", e-learning would incorporate all educational activities that are carried out by individuals or groups working online or offline and synchronously or asynchronously via networked or stand alone computers and it is effective distance learning other electronic devices.



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National Informatics Centre (NIC) is a premiere S & T organization of the GOI in the field of Informatics Services and Technology (IT) applications, took a positive step towards distance cum online training with the launch of NIC IELS.

The NIC_IELS - Integrated Enterprise Learning Solution over NICNET has been implemented and stabilized across NIC with high demand presently. More than 2500 Sessions have been successfully conducted on technology like Java, Linux, Networking Tools, PHP, Mobile Computing, the NIC in-house developed applications software.

Purpose

Befitting its purpose project is gearing up technical resources of NIC to ensure readiness to support and deploy E-Governance applications development & implementation across the nation.

Objectives

To develop e-learning process using NIC infrastructure to upgrade and update skill sets of NIC professionals to meet new technology challenges. To expand NIC IELS to include skill training for the Govt. officials of central and states ministries and departments. The **"key objectives"** are: Capacity Building within NIC, Focus on building infrastructure for delivering IT related e-learning materials, Timely Technology Updates to the learners, Taking the technology expert to the learner Desktop, Structured Training/Education anywhere anytime with low cost of Training, Access to state of Art Learning/training materials in all part of the country, Content creation, hosting and management for Learning

Management System (LMS).

National Informatics Centre in mid 2006 has implemented NIC Integrated Enterprise Learning Solution over NICNET as **"NIC WebConnect E-Learning Services"**.

The NIC Integrated Enterprise Learning Solution

The NIC WebConnect E-Learning Services is providing the infrastructure and the necessary e-learning tools, content and application support for all the NIC offices in the States and District Centers as well as for all the NIC users in Ministries and Departments across India.

Components

From s/w architecture view the NIC_IELS comprises of the **Synchronous Classroom** (Virtual Classroom) and **Asynchronous classroom** (Learning Management System).

The consolidated e-learning Portal at <http://weblearning.nic.in> provides learner, Instructor and the system administrator a single window interface for using any of above the two components.

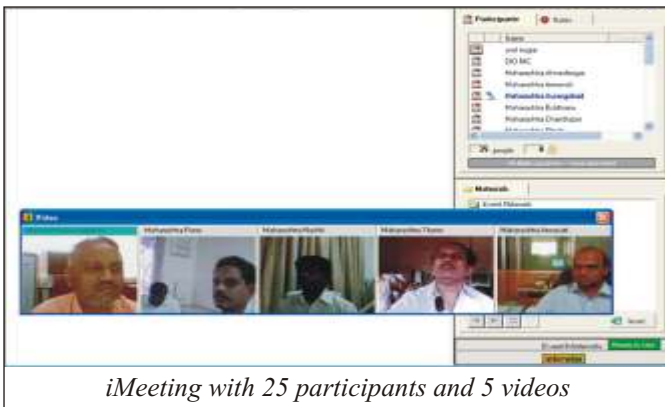
System Requirements

To run the application needs Windows Client PC with high resolution monitor 512 MB RAM, Internet Browser,



Minimum 100 MB disk space for application installation and event materials.

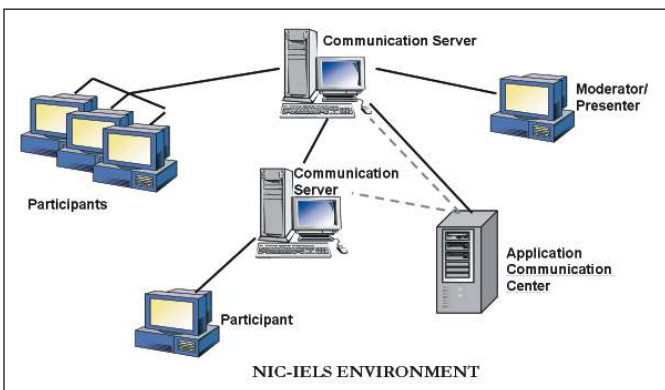
NIC WebConnect is offering e-learning services in “5 Modes” as **iClasses** (max 300 users) for skills training sessions, **iMeetings** for small group interaction (max 500 users), **iSeminars** (1000 user) for mass communications, large communication like **iMentoring** (max 1500 users) for customer support/tutoring, **iCasts** for live or on-demand playback broadcasts. Recorded session can be replayed later. Typical bandwidth required is 64 kbps with video transfers both ways.



iMeeting with 25 participants and 5 videos

From Hardware Infrastructure view, the NIC-IELS comprises of Multiple geographically dispersed teaching endpoints, multiple remote classrooms and a central hosting infrastructure all interconnected via NICNET. Basically the teaching endpoints are to be equipped with a multimedia PC, a web camera and other electronic teaching aids like scribbler. The student classroom will be equipped with multimedia PC with option of LCD projectors and wireless microphones.

Presently the Multicast technology is in place during the sessions which is leading to quick delivery with saving of bandwidth consumption. The in-house e-content developed from various live technology sessions conducted over NIC WebConnect have been uploaded in the NIC LMS.




The Virtual Class Room Sessions are running full fledged over the NICNET with 15-30 days consecutive technology trainings. The Application Sharing tool helps in training for application usage like for VPN Training, installations-usage of in house applications & others. **The iMeeting Feature** is in wide use across NIC on an everyday basis at the NIC State and District offices for project review meetings, case discussions and Feedback over the project status.

The NIC WebConnect Team at the NIC HQ provides complete extensive and intensive technical support and coordination for smooth running and use of services. This covers scheduling of sessions, generation of user ids, material editing and uploading, users training and hand holding session. **(The "Help sessions for using Virtual Classroom" are held daily from 3.00 p.m. to 4.00 p.m.)**, Database and Server backup and maintenance, report generations, portal management and updating services are also done. The support is expanding to ministries and depts. across the nation.

Users Feedback Helps Us to Learn, Improve and Grow to provide Quality Services.

NIC Gujarat and Kerala & Maharashtra State Units were the pioneers in using e-learning services extensively on regular basis for giving know how, internal trainings, meetings, reviews, software demonstration, vendor troubleshooting, and application implementation discussions. It helped cut down on training cost, travelling time & related miscellaneous expenses. Among the new enthusiasts to use the service are Punjab, UP, Tamil Nadu, Andhra Pradesh, Delhi, Karnataka, Madhya Pradesh, Himachal Pradesh, Uttranchal and Orissa

The North Eastern States Tripura, Assam, Meghalaya and Mizoram are geared up to use it for provision of ICT based coaching and education to the students of North East, the ICT Tools training for staff of the Sub-Divisional Offices, Teachers Training by the North Eastern Regional Institute of Education, Shillong and many other States. They also conduct internal trainings, meetings and s/w demos.

The NIC Web Connect E-Learning Services will continue to provide a strategic service delivery platform for education, training, collaboration, sharing information and knowledge. 

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Visitor Management System - Making *mulaqat* more transparent

Nearly 1700 visitors meet with their relative inmates everyday at Tihar Prisons in Delhi. Keeping a track on the movement of this whopping number is not unmanageable, but is a very tedious job and also needs planned close watch. Keeping all this mind NIC has launched the Visitor Management System, a perfect and simple tool to make the Mulaqat process planned, unified and above all well-structured.



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Tihar Complex, New Delhi is one of the largest prison complexes in the world and has nine prisons in the Tihar Complex and one District Jail at Rohini with a total population of around 13,000 inmates. The Tihar Prisons Complex and the District Jail have a Central Public Relation Office (CPRO) through which relatives of prisoners can book meetings with a prisoner.

Wherever a visitor visits an inmate, all he has to do is get a photographed Visitor Pass. Nearly 1700 visitors meet with their relative inmates everyday and in order to ensure an efficient management of such a large number of visitations in the prison complex a Visitor Management System (VMS) has been developed by National Informatics Centre (NIC).



Issuance of Visitor's pass

Visitor Management System (VMS)

The scope of the Visitor Management System (VMS) is to manage meetings of the inmates with their relatives and thus, bring transparency in the 'Mulaqat'. VMS also facilitates the visitors to register their appointments /meetings with the inmates on telephone or in person at Central Public Relation Office. VMS has effectively and efficiently led to transparency in working by providing better services to the visitors. It has also played a vital role in enhancing visitor satisfaction, has acted as a single window interface and also has helped in tightening the noose on the movement of nefarious persons. Visitor Management System has also enhanced efficiency and effectiveness of



A working day at Tihar complex

the Prison Administration, controlled malpractices in the issuance of Visitor Slips, has also enhanced the speed and delivery of accurate information, created and enhanced the trust in the Prisons. In short Visitor Management System has been a perfect channel in making Visitor Monitoring SMART (Simple, Moral, Accountable, Responsive and Transparent).

Need of a Visitor Management System

There were many aspects that made the launch of Visitor Management System, the need of the hour. There were many challenges faced by the Delhi Prisons, the way visitors were handled prior to the launch of VMS. Some of the problems faced by the administration were that it was difficult to identify, detect and verify the visitors, keeping a record of visitors' photograph, keeping a tab on the movement of visitors / nefarious elements was also a very tedious job. One of the most vital challenges was keeping a centralised record of the visitors and VMS made it all easy. VMS is a well planned, well structured and a unified way that has ensured a smooth management of the visitors in the Jails of Delhi Prisons

Delhi Prisons Complex, Tihar, New Delhi			
Visitor's Pass/Meeting Slip			
PRISONER DETAILS:		13/11/2007	
Prisoner Name	VIKANT YADAV	Cell #	8 / 145
Father's Name	RAMGAT YADAV	Reg. #	206690/2007
VISITOR DETAILS:			
Name	SAMA KANT	M /	
F.H Name	RAMGAT	Religion	
ID Details	0020942057	ID Details	
Address	Subd. G. F. No. 8 CHAND RAHALLAH GANDHI NGR DELHI	Other	
Add. Visitor 1	BEAUEH	M /	Other
F.H Name		Religion	
Address		ID Details	
Add. Visitor 2	SAMA	F /	Other
F.H Name		Religion	
Address		ID Details	
[National Informatics Centre, New Delhi]		Reception Officer Delhi Prisons, New Delhi	

Copy of visitor's pass

Visitor Management System: Process

VMS facilitates collection and restoration of relevant data along with photograph of visitors who come to visit inmates of Tihar Jail everyday. It generates


photographed (visitor's photograph) meeting slips and hands it to the visitors to meet their relative inmates. It also has Jail number and Cabin number printed on meeting slips.

Salient Features

VMS is an outstanding example of e-Governance initiative catering to the need of the citizens. It is an easily available, simple and cost effective program backed by latest technology. Comparison techniques have been built in. Inmates' photographs are directly stored in a database.

VSM not only stores all comprehensive information about visitors such as Visitor Name, Parentage, Address, Documents in support of their identification, relationship etc. but also keeps a database of visitors photograph and Issuance of Photograph based Visitor Slip and freezes the information after the issuance of Visitor Slip safely. This data can be retrieved.

Visitor Management System also has a provision for registration of meetings on Sundays and holidays by telephone, but meetings take place on working days. It safely keeps information about visitor and day of the visit is readily available in any corner of the Prison complex, facilitates Prisons Authorities to exercise the proper check on number of visits permissible, gives provision to withhold the meetings of the Inmates who have been awarded punishment by the Hon'ble Court and also plays a vital role in weeding out the visitors with a suspected background.

Another vital use of VMS is the quick and accurate information that it provides for better strategic planning for administration, it also stores the User-ID for every transaction entered. VMS is a boon of ICT to all the District and Central Jails in India and abroad, National Crime Record Bureau, State Police Departments etc. 

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e-Sahayata - Integrated Citizen Information & Service Delivery

With a population of over 16 lakhs, Keonjhar District of Orissa has lately witnessed tremendous increase in the economic activity due to the recent boom in the steel industry. The service delivery mechanism of the government was complicated and cumbersome and people had to run from pillar to post to obtain basic services like licenses and certificates from the administration. However, with the initiation of e-Sahayata, the service delivery mechanism system of the district has become efficient, fast and accurate.



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With an aim to bring about a citizen-friendly change in service delivery mechanism, NIC Keonjhar District conceptualized the idea of e-Sahayata. e-Sahayata is an integrated Citizen Information and Service delivery system that involves application of Information Technology to improve the service delivery mechanism, by ensuring that the common man has easy access to (i) Information about various departments and schemes and, (ii) Citizen friendly desk having convergence of services which he seeks from the Government at a common point. This also enables the authorities in District Administration to monitor the procedure of the service delivery at any given time easily.

Citizen Information Centres

A web-enabled system in local language was installed with touch screen facility for easy access to e-Sahayata services at the Citizen Information Centres. The e-Sahayata software was also integrated with 'SANJOG', a LAN based monitoring system of District Administration implemented in Keonjhar Collectorate. This combines the monitoring of the main activities of Collectorate, i.e., monitoring of

Dak, Court cases and public grievances. The computers of Citizen Information Centre were connected to the Local Area Network (LAN) of the District Collectorate to connect all the sections/ departments of the Collectorate. This also helped the senior functionaries to keep a track of the functioning of the e-Sahayata Kendra.



e-Sahayata Citizen Information Centre in Keonjhar Collectorate

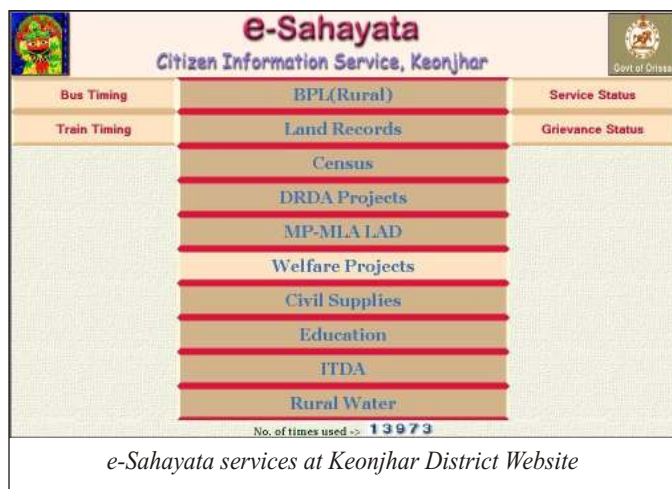


Citizens served with a smile at e-Sahayata Kendras

Innovative Methods Used

The basic purpose of e-Sahayata was the convergence of a number of services at one location and elimination of the role of touts/middlemen. This has ensured a

transparent and corruption free interaction between the citizens and the administration. Since the services can also be accessed at the district website <http://kendujhar.nic.in>, the system has indeed helped in saving the time, money and effort of the masses. The success of e-Sahayata project in Keonjhar encouraged other districts in Orissa to adopt the e-Sahayata service delivery mechanism system.



Available Services

The kind of services that can be availed through e-Sahayata include Driving Licence(M/C), Vehicle Registration, Nationality Certificate, Explosive Licence (New and Renewal) Society Registration , Gun Licence (New and Renewal), Encumbrance Certificate, Driving Licence (LMV), Building Plan Approval etc.

During the conceptualization of e-Sahayata, a list of services which can be converged through a single window delivery system was identified. A rationally arrived time frame was also fixed in consultation with the departments for quick delivery of those services. The details are as below :

Sl. No.	Name of the Service	Disposal Time (in days)
1.	Driving Licence(M/C)	3
2.	Registration of Two Wheelers	3
3.	Nationality Certificate	30
4.	Explosive Licence (New)	30
5.	Explosive Licence (Renewal)	30
6.	Society Registration	15
7.	Gun Licence (New)	30
8.	Gun Licence (Renewal)	30

9.	Encumbrance Certificate (EC)	3
10.	Small Savings Agent Licence	15
11.	Driving Licence(LMV)	3
12.	Certified Copy(Record Room)	30
13.	Driving Licence (LMV & MC)	3
14.	Building Plan Approval	15

Project Implementation

A working group under the chairmanship of Sri S.K.Lohani, Collector & District Magistrate, Keonjhar with members drawn from different Government Departments including DIO, NIC conceptualized the e-Sahayata project. As a first part of the project, all the computers installed in different sections/ departments of Collectorate were connected through Local Area Network. Sri S. K. Mohapatra, Technical Director, National Informatics Centre, Orissa State Unit and Sri A K Pattanayak, the local District Informatics Officer along with the officers of District Administration conducted the system study for this project. With a collective effort all, list of services, which could be converged through a single window delivery system, was formed. This included services like availing Driving licence, Nationality certificate, Registration of Two Wheelers, etc.

Positive Outcomes

Till date around 20000 people have been benefited from the e-Sahayata services All they had to do was to file an application along with requisite application fee at the counter and received the service within the prescribed time frame. The e-Sahayata touch screen window has been visited more than 18000 times in the last two years. This speaks for the utility and relevance of the project for the common citizen of Keonjhar.

Status of applications received as on 31.08.2007

e-Sahayata has brought about a total change in the mindset of Government servants who are now more sensitized to the needs of the common man and have become more responsive and prompt. This is also changed the perception of the people about the Government departments who were earlier seen as unfriendly, unapproachable and insensitive.

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Service Oriented Architecture (SOA)

This article describes the concept of Service Oriented Architecture (SOA), its benefits with Web Services and its impact on an organisation. The author recommends implementing SOA right now to survive in this competitive world. The adoption of such architectures in our software development process has resulted in achieving features such as separation of business logic from presentation, enhanced code re-usability and ease of maintenance etc.



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It is a well known fact that the development of Enterprise class of application software requires adoption of specific architectural framework and many applications are developed based on either 2-Tier or 3-Tier or N-Tier architectures adhering to various standards. There is no doubt that the adoption of such architectures in our software development process has resulted in achieving features such as separation of business logic from presentation, enhanced code re-usability and ease of maintenance etc.

However, any Organisation will always aim for achieving optimum use of complex heterogeneous computing environment spread across the Enterprise and also the integration and interoperability of the software systems within and outside the Enterprise. A new software architectural framework called Service Oriented Architecture (SOA) has emerged and it is focused on addressing issues such as integration and interoperability of software systems within and outside the Enterprise. SOA differs from other software architectural frameworks quite significantly. Software Services are the building blocks of SOA applications.

To any developer who hears the term SOA, the following questions may come up in her/his mind like: What is a Service Oriented Architecture? Are

Web Services and SOA related? ***What are the kinds of applications that are suitable for SOA? How will it be useful to an organisation?***

Let us seek answers for these questions.

◆ Service Oriented Architecture (SOA)

W3C defines SOA as “A set of components which can be invoked, and whose interface definitions can be published and discovered.”

In other words, SOA looks at software development as a process of assembling and orchestration of various software modules which are exposed and consumed as services over the network such as Web.

SOA applications are built based on services having well-defined business functionality. These services can be accessed over web and can then be consumed by different applications or business processes. More over, these services are implementation-independent and can be discovered dynamically. SOA advocates loose coupling between software components.

SOA allows for the reuse of existing systems where new composite services can be created from existing services. In other words, SOA enables businesses to leverage existing investments by allowing

them to reuse existing applications and services, and ensures interoperability between heterogeneous hardware and software environment.

◆ SOA and Web Services

Many people think that SOA and Web Services are the same. SOA and Web Services are two different things, but Web Services are the preferred standards-based way to realize SOA. SOA extends Web services capabilities by creation of structures of services, while benefiting from the open standards model that Web services provide.

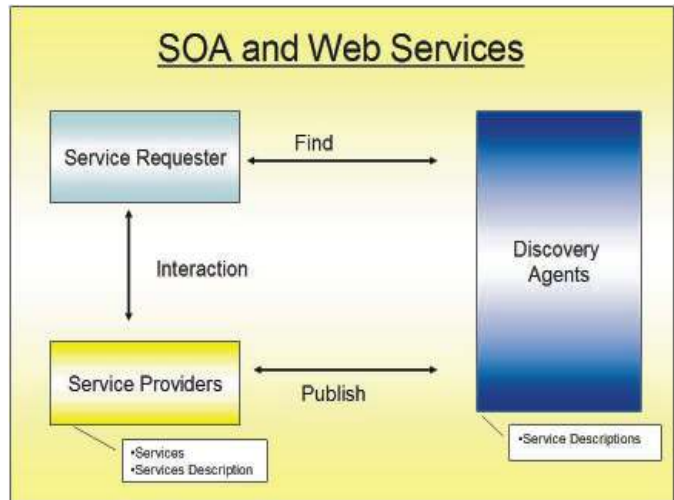
'Web Services' are software systems designed to implement interoperable machine-to-machine interaction over a network. This interoperability is achieved through a set of XML-based open standards, such as Web Service Description Language (WSDL), Simple Object Access Protocol (SOAP), and Universal Description, Discovery and Integration (UDDI).

Web Service Description Language provides a common language for describing services and a platform for automatically integrating those services. Using WSDL, a client can locate a web service and invoke any of its publicly available functions. With WSDL-aware tools, we can even automate this process, enabling applications to easily integrate new services.

Simple Object Access Protocol is a way for a program running in one kind of operating system to communicate with a program in the same or another kind of an operating system using the Hypertext Transfer Protocol and Extensible Markup Language the mechanisms for information exchange.

Universal Description, Discovery, and Integration (UDDI) is a platform-independent framework for describing services, discovering businesses, and integrating business services by using the Internet.

These standards enable a common approach for defining, publishing, and using web services. The flow diagram depicting the use of Web Services in SOA Applications is given below.



Activities Involved in SOA

There are four broad phases of activities in realising SOA. They are

Conceptualization Phase

In this phase, activities such as gathering of requirements, analysis of business processes, mapping business processes on to services, design of service specifications that act as the contract between the service's clients and implementers, documenting the same are carried out.

Assembling Phase

As soon as the services which form part of business processes are designed and specified, they need to be constructed and implemented using some technology like J2EE. The implemented services are then assembled; that is, they are discovered, choreographed and composed to implement the enterprise business processes that meet out both functional and nonfunctional requirements

Deployment Phase

The implemented business processes have to be deployed on a run-time environment that supports the execution of dynamic business processes. The run time should provide open standards-based execution environment to allow services to readily invoke other services. The deployment environment should have the capability to do Protocol translation between various service invocations besides routing among

various service providers. Adequate features for security and auditing are part of this deployment environment.

Monitoring Phase

The services and the business processes that are executing on the run time are monitored and analyzed to ensure their smooth operations. Availability and Performance statistics are monitored.


◆ SOA and e-Governance

A lot of applications in e-Governance domain are suitable for adoption to SOA architecture especially those applications where multiple departments have to do some sort of value addition as part of the business processes.

For example if the Land Records Management System and Property Registration System can expose some web services on the network, then these web services can be integrated and orchestrated into a single window application in such a way that any property registration related activities automatically update the ownership details maintained by Land Records department and also associated mutation details if any. Adequate and robust security measures are also part of such application.

Similarly, if the application system at DGFT which interacts with Importers/Exporters can expose some web service and then these services can be consumed by Customs Application for on the fly verification of import/export related documents from such traders, as part of their process logic.

Many leading vendors like IBM, Oracle, SUN etc have come out with tools that will help implementation of SOA. This suite includes components related to Web Services Orchestration and Management, Business Process Management, Service Bus, Monitoring and Management tools.

There is no doubt that in future, most software applications will be delivered and consumed as services only. Therefore, it is imperative that we have to necessarily look at implementing SOA in our software development activities. 

Upcoming ICT Events

ICES 2008 : "International Conference on e-Society"

July 25th-27th, 2008
Prague, Czech Republic
<http://www.waset.org/ices08/>

eINDIA2008

July 29th - 31st, 2008
Pragati Maidan, New Delhi, India
<http://www.eindia.net.in/2008/>

ICCIT 2008: "International Conference on Communications and Information Technologies"

August 13th-15th, 2008
Vienna, Austria
<http://www.wahss.org/iccit08/>

International Conference on Soft Computing as Transdisciplinary Science and Technology

October 26th -30th, 2008
Cergy-Pontoise Paris, France
<http://sigappfr.acm.org/cstst08/index.php>

ECEL 2008: 7th European Conference on e-Learning

November 6th-7th, 2008
Agia Napa, Cyprus
<http://www.academic-conferences.org/ecel/ecel2008/ecel08-home.htm>

IEEE International Conference on Data Mining

December 15th - 19th, 2008
Pisa, Italy
<http://icdm08.isti.cnr.it/>

International e-Gov Update

Work permit applications to be monitored on-line in Italy

With the aim to manage the influx of non-EU workers in Italy in a better way; the Ministry for Internal Affairs in Italy has setup an on-line service which will electronically check the status of an application to hire extra-Community workers.

This service was recently launched and a link from the website of the Ministry enables the prospective employers to check the current status of their applications from outside the European Union, within the remit of the 2007 Decree on immigration flows.

According to this decree only 170 000 non-EU citizens can take up work legally in Italy in 2008 and within this overall figure, specific allocations are set for the countries which have signed the co-operation agreements with Italy.

So far nearly 700 000 applications had already been received online through this system.

Source: <http://www.igovernment.in/site/italy-takes-e-route-to-manage-non-eu-workers/>

Anti-corruption portal for citizens launched in Bulgaria

The government of Bulgaria recently established an 'anti-corruption portal' that aims at providing citizens a convenient and anonymous channel to report incidences of corruption.

Ever since its launch, the portal www.anticorruption.bg has already received more than 90 corruption reports. The complainants are given the option to decide whether they wish to identify themselves or not and the government also guarantees anonymity to them. Maximum number of complaints so far has been received to date are against medical professionals, policemen and customs officers.

The web portal has implemented measures to ensure that each case is properly followed up. Once submitted, a corruption report cannot be erased from the system. The site offers a track-and-trace functionality enabling complainants to see what happens next. The submitted reports are later forwarded to the internal compliance units of the institutions concerned (known as inspectorates) for detailed investigations.

A statutory period of two months is then given within which the inspectorates provide feedback, however this period can be extended for cases of greater complexity. After the case is verified and confirmed, the wrongdoer is penalised and depending on the gravity of the case, sanctions vary from administrative measures to imprisonment.

Source: http://www.anticorruption.bg/index_eng.php

Improving life expectancy through the Web: United Kingdom

The Minister of State for Public Health Dawn Primarolo, UK has implemented a Health Inequalities Intervention Tool – an interactive website to help local health services and councils in order to improve life expectancy in areas with the worst health and deprivation.

The main aim of this tool is to tackle health inequalities in England and targets have been formulated to be achieved by 2010, including a 10% reduction in the difference in life expectancy.

The tool is designed to help Primary Care Trusts (PCTs), Practice-Based Commissioners and local authorities in Spearhead areas to understand the impact of simple, effective, evidence-based measures can have on the life expectancy gap of their local populations.

This task is being supported by National Health Service (NHS), local authority service planners and commissioners

This ICT initiative will be an important tool in realising the issues that result in declining of life expectancy and these are giving up smoking, reducing infant deaths, preventative treatment for people at high risk of developing cardiovascular disease etc.

Life expectancy as a whole is improving across the UK. However, the gap between the most deprived areas and the entire country continues to widen. The average life expectancy in England is 76.9 years for men and 81.1 years for women (2003-2005 data).

Source: <http://www.egovmonitor.com/node/13909>

Information and Advice to Austrian Expatriates Online

Austrian Foreign Ministry has established a portal which is divided into 30 themes with relevance to Austrians working in the various corners of the world. The portal aims at delivering information on various aspects such as passport, ID and driving license, issues related to elections, citizenship, pensions and other social entitlements, as well as recommended lawyers and doctors, and tax matters.

The portal also covers issues related to education and military service in Austria, travel news and emergencies, information on moving house to and from Austria, networks and media for Austrians abroad, the rules governing the transport of pets, and even tips on receiving the Austrian national broadcaster in other countries.

This is an innovative ICT innovative project to make sure that all the citizens worldwide can keep in touch with Austria more easily. This initiative also permits the Austrian expats the right of postal voting, for which they had long campaigned.

Source: <http://www.epractice.eu/document/3758>

e-Customs control in Hungary

The Customs and Excise Department of Hungarian has set up a pilot project on eCustoms project, designed to accelerate the movement of goods and increase the international standing and competitiveness of Hungarian enterprises. Under this project an eData of the goods will be available at all stages of the processing procedure, and clients may request print-outs to present to other authorities. There will, therefore, be less paperwork and declarations will be available to fill in on-line. All the forms once completed will be monitored at the same time.

This ICT initiative is currently in its experimental phase and aims at making customs controls smoother, quicker and more effective in the same time. It will be also a perfect tool to combat counterfeit and terrorism.

Source: <http://www.unpan.org/directory/worldNews/guest/displayIssueDetail.asp?issueID=27#542>

Impact of Videoconferencing on handling Public Grievances

Commencement of Videoconferencing technology in the country was an effort to help various government agencies to bring the decision maker and the executor in E-gov. closed to each other Initially; Videoconferencing Services were in progress with temporary sessions through portable VSAT for important conferences, exhibitions, seminars, VIP inaugurations, etc. Today videoconferencing services of NIC have reached 490 locations in the country and it covers all the districts in 21 states



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During the last 11 years of videoconferencing, the technology has reached from 128 Kbps to 2 Mbps and in the multipoint connectivity, the capacity has reached from 8 sites to 32 sites on a single server which can be cascaded with other servers as and when required. Technology wise it is also in the phase of migration from VSAT to IP, as a primary connectivity. At present, more than 400 videoconferencing Studios are operational on high speed and can be connected up to 2 Mbps.

This could be achieved with the support of state governments who provided the infrastructure for local studio installed in the Conference room in the district headquarters.

Presently videoconferencing services are used for catering to the following

- ◆ Public Grievances
- ◆ Citizen Charted
- ◆ Disaster Management
- ◆ Project Monitoring and Reviewing
- ◆ Tele-Health Services
- ◆ Tele-education
- ◆ Knowledge management
- ◆ E-Governance



Former PM Vajpayee in Public grievance Programme with Farmers during Nov.2000

Public Grievances redressal

The State Governments have established Public Grievances Cells with the view of providing a

comprehensive mechanism for grievance redressal. Initially, during November 2000, ex-Prime Minister Vajpayee started using videoconferencing for addressing public grievances. Chief Minister offices or General Administration Office in the states have been equipped with WEB server and SQL server with Internet connectivity to store the complaints while the client end needs Internet connectivity to enroll the complaints. For tracking the complaints at different levels, different mechanisms are used.

Rajasthan, Chattisgarh and Madhya Pradesh are some of the prominent states that have opted for videoconferencing technology for tracking the complaints of masses.

◆ Chattisgarh

The General Administration Department (GAD) of Chattisgarh State Government conducts Videoconferencing sessions with Bilaspur, Bastar and Pendra on a daily basis. The general public can freely approach these centers and lodge their complaints and explain their difficulties to the administration. The CM office monitors the progress of the case on the time limit date of the case. This arrangement is gaining popularity day by day, as people are now able to contact the senior most officers of the state with their grievances face to face on VC.

◆ Rajasthan

Hon'ble Chief Minister Rajasthan regularly conducts the videoconferencing session under e-Samadhan Programme with the district officials in presence of complainant to keep track of public grievances.



Hon'ble CM, Rajasthan during the videoconferencing session

♦ **Madhya Pradesh**

Commissioning of Videoconferencing studios in Madhya Pradesh through DAMA VSATs began in 2004.

Chief Minister Office of the state issued circular to all officials to use videoconferencing technology regularly for day-to-day work. This created a direct exchange of ideas between the policy maker and the executor at fixed periodic schedule. Feedback of executor and periodic reviews helped the state government to complete the project efficiently.

(a) Samadhan online -

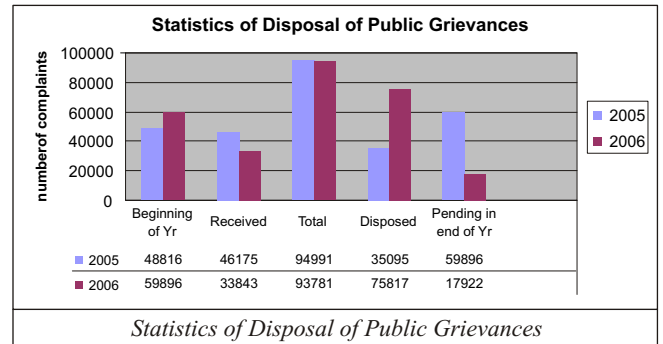
In 2006, the state government decided to track the public grievances through videoconferencing programme “Samadhan online” on every first Tuesday of the month with all district officials and Chief Minister office.

Public grievances are selected randomly and sent for comments and compliance in the morning of the first Tuesday every month. Concerned Officials are required to resolve the grievances before 04:00 PM during the programme day. Chief Minister in presence of the aggrieved citizen discusses the grievance with the concerned officer online through video conferencing.

It was a big step with support of technology to extend the benefit to a common man where a villager can have directly interaction with the Chief Minister. This set up offer a key mechanism by which public servants can be held to account for their actions.



Samadhan Online session



This public grievances system through the videoconferencing drew the attention of Dr. Abdul Kalam and he appreciated the programme while delivering a lecture in vidhan sabha Bhopal on 17th July 2006, Dr. Kalam said, “it was an earnest effort to have elaborate direct democracy at the village level through this programme.”

(b) PARAKH – PARAKH is a feedback programme through which the Chief Secretary of the state monitors the performance of basic services provided by the state government Departments like hand pumps, transformers, schools, health services, anganwadis, public distribution system etc.

Nodal officer for every village visits allotted village every month, meets villagers and collects information in the prescribed format. This information is keyed in various fault reports generated and distributed for remedial action. Commissioners, Collectors and SDOs review the performance every month and finally the Chief Secretary evaluates the issues through Video conferencing sessions on third Thursday of every month.

The impact of videoconferencing due to the involvement of Chief minister in public grievances system and chief secretary in monitoring the basic services elevated the usage graph of videoconferencing in the state and this helped NIC to put a claim for the Limca book of record for highest numbers of videoconferencing in the country in E-governance and Limca book of record issued the certificate for highest videoconferencing.

Hon'ble CM of M.P. said in an interview, *“The Video Conferencing strategy to address facilitates interactions between the CM, District Collector and Citizen for grievance redressal saved a revenue of Rs. 22 crore, which would have been spent on conventional methods”*

It is hoped that NIC's Videoconferencing will be more and more useful in different areas for the benefit of the government and the common masses



Cyber Governance

A look at some of the recently launched Indian Government Websites....

Sikkim Vigilance Police (<http://sikkim-vigilance.gov.in/>)

Corruption in any form is a pervasive phenomenon, which knows no boundaries and barriers. The recently launched website of Sikkim vigilance police is a bold anticorruption experiment mended to provide justice to the natives. The website being administrated by Executive head of the Sikkim Vigilance Police and other officials provides an interface for the citizens to redress their grievance and launch their online complaints independently regarding any corruption related incidence. The mission behind development of this site is to improve the skills, enhance the knowledge and to bring attitudinal change in the government and non government officers as well as ministerial staff in Sikkim.



Goalpara District Judiciary (<http://goalparadistjudiciary.gov.in/>)

The website of the Chief Judicial Magistrate, Goalpara District in Assam is all set to open doors of justice to the citizens of Goalpara. Apart from highlighting the lists of judicial officers and staff, the site also screens information on judgments, cauelists, disposal and pendency of criminal cases. The site is also directly linked with websites of Supreme Court of India, Gauhati High Court, Kamrup District Judiciary and Nagaon District Judiciary. The website also undergoes regular updation, citing the events taken place within the district judiciary. Hopefully the site will be of great relief and help for the common people residing within the district.

Department of Women and Child development, Puducherry (<http://wcd.puducherry.gov.in/>)

The department of women and child development is one of the major departments in the UT implementing variety of programmes associated with women and child welfare. In an effort to bring awareness among the women and children and improving overall living conditions, the site informs on various schemes, corporation/ society and institutions who are engaged in various developmental and welfare programmes. One can also visit various important links and download applications forms related to women development as well as social development schemes. Besides, the site also provides information on financial, nutritional, educational support extended to the most vulnerable group of the society viz. young children, women and old aged persons.



Zoological Survey of India (<http://zsi.gov.in/>)

Zoological Survey of India, the premier organisation involved in field survey and laboratory investigation on faunal resources added another feather to their cap by launching a comprehensive website, perhaps one of its kind in the Country. The site showcases the rich animal heritage of India and is determined to fulfill one's quest for bio-systematic research and conservation strategies. One can receive a handful of information from this site on our ecosystems, research status, Indian museums and galleries, national zoological collections etc. Apart from this, the photo gallery enables one to have a glimpse of our faunal beauty in life size images.

National Portal Update

'india.gov.in', the National Portal of India provides single window access to information and online services for the citizens and other stakeholders. The portal provides a unified interface to over 5000 Indian Government websites and is a Mission Mode Project under the National e-Governance Plan (NeGP). It provides comprehensive, accurate, reliable and up-to date information about India and its various facets with exclusive selections on Citizens, Business, Overseas, Government, Know India Sectors etc.



Spotlight.... Focusing every month on an Issue of National Importance or an e-Governance initiative. Visit 'india.gov.in' to know more about this..

Investor Education and Protection Fund

IEPF was established by the Ministry of Corporate Affairs, Government of India under Section 205C of the Companies Act, 1956 by way Companies (Amendment) Act, 1999 for promoting awareness and protecting the interest of the Investors. It provides a platform for the Investors to legitimate their investment plans with a more premeditated approach through indigenous educational programmes. IEPF can be an easy resource for any lay investor to understand the meaning and intricacies of the terminology and procedures of the financial markets. Visit the Spotlight archives to know more about various facets of IEPF and review your information on key aspects relating to investment options.

National Aids Control Programme

Any issue related to AIDs is always looked upon with raised eyebrows. NACO is a Government of India organisation under the Ministry of Health & Family Welfare with the primary objective to control the epidemic in India. It is an interface whose work and programme evolve and revolve around its twin objective of bringing about HIV prevention and providing treatment to people living with HIV. To improve the visibility and acceptance of its prevention, National Portal brings a host of information related to National AIDS control Programme and the measures undertaken by the Government to control the epidemic.

My India My Pride



I am an Indian Because If I am not, who am I.....?

The sense of being Indian is actually an obsession. When the national flag flutters in an independent breeze, any Indian can be seen overwhelmed with patriotism. The fact is that a large population notwithstanding, we have made progress in agriculture, technology, industry, education and a host of other industry. "My India My Pride" corner in National Portal of India is a modest reminder of India's glory. It is an attempt to connect Indians to actual India and make every Indians aware about their rich heritage. Know more about the national flag, national anthem, national song and other national identity symbols. Watch the video footage of Republic Day and Independence Day celebrations. Apart from it, embellish your patriotic fervour by downloading specially designed 'My India My Pride' badge in different formats. Celebrate the festivals of India by sending e-cards to your near and dear ones from here. Know more about the facts of our great nation and forget all cynicism while taking pride in being an Indian. "My India My Pride" is far more than just a slogan, it is an attempt to instill a sense a pride in the heart of every Indian. Visit the section and read on...

Agriculture

Newly added section

Agriculture is the means of livelihood for around two thirds of the work force of India. In 2000, the government of India announced the first-ever National Agriculture Policy. The recently introduced "agriculture" section at National Portal has been designed to render valuable agricultural information to millions of farmers in our Country. The section provides useful resources on topics such as soil, farm equipment, loans and packages of practice of different crops. Farmers and other citizens who wish to practice agriculture will find this section extremely valuable.

In the News

NIC at ELITEX 2008

ELITEX-2008, the Electronics and Information Technology Exposition (ELITEX) was organised by the Department of IT (DIT) during January 17th -18th, 2008 at India Habitat Center, New Delhi. The theme of the ELITEX-2008 was "SECURING INDIAN CYBER SPACE". The Hon'ble Minister of State for Communications & Information Technology, Dr. Shakeel Ahmad inaugurated the exposition on January 17, 2008. Sh. Nikhil Kumar, Chairman, Parliamentary Standing Committee on Information Technology delivered the keynote address. The different sessions during ELITEX-2008 provided special focus on some of the emerging technological areas. A session on 'Enhancing Security in Your System' was chaired and co-ordinated by Sh. Rajiv Prakash Saxena, DDG, NIC in which in-depth presentations on topics such as PKI Enabling Applications, Building Confidence in a Connected World, Zero Day Threat Prevention, Security Solutions for Business Acceleration and Document Security were made by leading domain experts from the industry.

Live webcast of all the sessions at ELITEX including the Valedictory & Award ceremony was successfully done by the Webcast team of NIC. The video-on-demand footage of the same is available at <http://elitexlive.nic.in>

NIC Stall

Like previous years, NIC put up an aesthetically pleasing and informative presence at the event through its stall highlighting some of the latest projects and services. The NIC stall was inaugurated, by Dr. Shakeel Ahmad in the august presence of Sh. Jainder Singh, Secretary (DIT), Sh. Nikhil Kumar and Dr. B. K. Gairola, DG, NIC. There was an overwhelming response of visitors from various organisations at the NIC stall. E-Governance product panels and brochures were also displayed and circulated during the event of Elitex. NIC showcased over 25 e-Governance projects implemented nationwide during 2006-07 at the event. The event was co-ordinated by Sh. Rajiv Prakash Saxena.

P. Arun Raj & Lalit Rautela, NIC HQ



A view of NIC Stall at Elitex 2008



NIC stall being inaugurated by Dr. Shakeel Ahmad, Hon'ble Minister of State for Communications & IT. Also present are Sh. Nikhil Kumar, Chairman, Parliamentary Standing Committee on IT, Dr. B.K. Gairola, DG NIC and Dr. Y.K. Sharma, DDG NIC



Sh. I.P.S. Sethi, Technical Director explaining NIC's initiative in the National Do Not Call Registry (NDNC) project to Dr. Ahmad, Sh. Nikhil Kumar and Sh. Jainder Singh, Secy. (DIT)



The proud NIC team at ELITEX 2008

11th National e-Gov Conference at Panchkula

The Department of Administrative Reforms and Public Grievances (DAR&PG), Ministry of Personnel, PG and Pensions, Government of India in association with Government of Haryana organised the 11th National Conference on e-Governance on February 7 and 8, 2008 at Panchkula. The conference was inaugurated by Hon'ble Governor of Haryana Dr A.R Kidwai while Sh A Raja, Hon'ble Union Minister for Communications & IT, Sh Pawan Bansal, Hon'ble Minister of State for Finance and Sh Bhupinder Singh Hooda, Hon'ble Chief Minister of Haryana were the Guests of Honour.

The theme of the conference was 'Integrated Citizen Services—Issues & Challenges' and feature Compendium for 11th Conference on e-Governance and exhibition showcasing latest trends in IT. The conference, organised in association with the Department of Information Technology also featured National Awards for e-Governance 2007-08 to recognise and promote excellence in implementation of e-governance initiatives. Various awards were won by NIC supported/associated projects which is a testament to the critical contribution being made by NIC towards e-Governance in the Country. The winners are the following

- ⊙ Integrated workflow system for paperless admission at Haryana (Golden Icon - Exemplary Horizontal Transfer of ICT-based Best Practice)
- ⊙ Tamil Nadu Government Portal (Golden Icon – Best Web Site),
- ⊙ ELECON Bihar (Silver Icon - Exemplary Horizontal Transfer of ICT-based Best Practice)
- ⊙ Nemmadi e-Gov Secretariat Karnataka (Silver Icon for outstanding performance in citizen centric service delivery)
- ⊙ Tsunami Relief & Rehabilitation- A& N Islands (Silver Icon for Innovative usage of technology in e-Governance)
- ⊙ Chandigarh Administration Web Site (Silver Icon – Best Web Site)
- ⊙ Mustard Procurement Management System – Distt Administration Rohtak Haryana (Silver Icon – Special sector award)
- ⊙ VATSoft–Karnataka (Bronze Icon- Exemplary Horizontal Transfer of ICT-based Best Practice)
- ⊙ Online Paddy Procurement, Department of Food, Chhattisgarh (Bronze Icon – special sector award)

**Vivek Verma, Regional Editor & Moiz Hussain,
Maharashtra Correspondent**



Dr A.R Kidwai inaugurating the 11th National e-Gov Conference. Also in the pic (from L to R) : Sh Pawan Bansal, Union Minister of State for Finance, Sh Bhupinder Hooda, Chief Minister Hararyana and Sh A.Raja, Union Minister for Communications & IT.



Dr B.K Gairola, DG NIC addressing the gathering at the National e-Gov Conference.



Team from Chandigarh IT Department & NIC UT Unit receiving the Silver Icon award for Best Website

Workshop-cum-Training Programme on CollabCAD software

A three day Workshop-cum-training programme on CollabCAD was recently organised at NIC Bihar State Centre, Patna in collaboration with NIC Headquarters and Department of Science and Technology (DST), Govt of Bihar. Eminent professors/ teachers from the engineering colleges and polytechnics participated in this programme. The basic objective of the programme was to promote CollabCAD Software in Engineering Colleges and Small and Medium Scale Industries and programme aimed at imparting training to educators and instructors who in turn would train the students and people in industries.

The session was inaugurated by the Principal Secretary, Department of Science and Technology, Govt. of Bihar. He also appreciated the efforts of NIC in spreading the knowledge of CAD software to education sector free of cost. Dr. B.K. Gairola, DG NIC delivered a key note address through Video Conferencing and stressed upon the utility of the software for small scale industries for designing and modelling of their products. Dr. Suhas, DDG, NIC HQ encouraged participants to use the software. Sh K. S. Nagesh, Technical Director, NIC HQ gave a detailed technical presentation on the CollabCAD software, explaining the features and applications of the software. He also conducted a 3 day Workshop cum Training program for the Professors/Teachers of Engineering Colleges and polytechnics.

K. S Nagesh, NIC HQ

NIC participates at GK3 Conference in Kuala Lumpur, Malaysia



Discussing on how to get started with Open Access

The GKP Event on the Future (GK3), was a unique gathering of 2,000 global visionaries, innovators, practitioners and policy makers, all geared to share knowledge and building partnerships on a platform created by and for stakeholders from every sector – private companies, governments, international institutions and civil society groups.

Ms. Naina Pandita, Senior Technical Director, NIC was one of the facilitators in a workshop on Open Access: Sharing Research, Expanding Resources. In this practical workshop, panellists from Latin America, Asia and Africa showed how Open Access is a winning proposition for all by presenting their own, real experiences that equipped the participants with information, encouragement, and contacts to return to their own institutions as leaders in Open Access. The workshop was

conducted in a World Café format wherein the participants interacted with each other and expressed their opinion.

Naina Pandita, NIC HQ

Sub-Registrar Office at Dibrugarh goes digital

As part of the e-governance initiative of Dibrugarh District Administration in Assam, a formal inauguration of computerisation of e-registration (PANJIYAAN) was recently done by the Deputy Commissioner. The project has been implemented by NIC, Dibrugarh District Unit under the aegis of Dibrugarh District Administration. The State Informatics Officer Sh. Deepak Goswami, STD and Sh. Debajeet Bhattacharya, Technical Director, NIC and other officials participated in the function.

Under the old system, a user had to get registered on a particular day and would come back after 4 to 5 years for the original documents. However with this digitisation process a user can now get the documents on the same day within 45 minutes.

Under the e-registration process a tiny camera records the face, and a digital thumb impression recorder records the thumbprint, a digital scanner scans the registered deeds of the document while the computerised calculator calculates the numbers to tell the user the right figure for the document to be registered. The SRO Computerisation aims at improvement in the efficiency of the registration process, improving the image of the administration in general by more efficient service and also aims at bringing more transparency to the technical nature of the duties in the registration process.

Tasiruddin Ahmad, Assam Correspondent

Workshop on “e-Governance Initiatives in the Districts of Gwalior & Chambal Division”

A One-day Workshop on “e-Governance Initiatives/Activities in the Districts of Gwalior & Chambal Division” was jointly organised by NIC, Madhya Pradesh and Divisional Commissioner office, Gwalior & Chambal Division at Gwalior. The workshop was attended by more than eighty Officers including Collectors, Chief Executive Officers of Zila Panchayats, Additional/Deputy Collectors, Incharge Officers, etc. and DIOs from NIC District Centres of all the Districts (8) under the Divisions. Sh Komal Singh, Commissioner, Gwalior & Chambal Division, Sh M. Vinayak Rao, SIO Madhya Pradesh, Shri Durga Das Dutta, State Coordinator for MP, and various senior officers from NIC MP State Unit participated in the workshop.

Various presentations were made by DIOs of NIC during the workshop. While DIO, Gwalior presented a detailed activities of NIC District Centres and general projects being implemented in all the Districts of Gwalior & Chambal Division, (i.e., Payroll, Time Limit Papers, Samadhan Ek Din, Samadhan Online, CMIMS, Parakh, Panchlekha, Land Records, BPL Survey, BRISC, etc.), besides District specific activities, DIO, Morena, Shivpuri, Guna, Datia & Bhind presented District Specific Projects, Value Added Services for various ongoing projects and new Initiative/Project taken up by the DICs. A web-enabled application on Child Record Information System (CRIS) developed by NIC, District Centre, Mandla for the benefit of various health schemes for children at various levels (Marriage of child's parents, during pregnancy of child's Mother, growth of the children, etc.) was also demonstrated.

Santosh Shukla, MP Correspondent



Workshop in progress

Workshop on e-Granthalaya and NewsNIC; Automation and Networking of Libraries

A three day “Workshop on e-Granthalaya and NewsNIC Software for Automation and Networking of Libraries” was recently conducted at Zoological Survey of India (ZSI), Kolkata. The Workshop, organised by the West Bengal State Unit of NIC and sponsored by the Zoological Survey of India, Kolkata was organised for the computerisation of about 16 Centres libraries existing in India. Dr. Ramakrishna, Director (ZSI), Kolkata inaugurated the workshop and a key note address was delivered by Sh Saibal Sarkar, STD, NIC West

Bengal. Sh PK Upadhyay, OIC, Library, NIC Headquarters and Sh Naeem Ahmed, PSA from Environment Informatics Group delivered lectures to the participants while Sh Swapan Ghosh, Scientist from NIC West Bengal acted as faculty for e-Granthalaya software.

P K Upadhyay, NIC HQ



CSI Nihilent E-Governance Awards' 2007 to NIC Madhya Pradesh

CSI Nihilent E-Governance Awards' 2007 to NIC Madhya Pradesh and NIC Kerala

Every year, the Computer Society of India gives a series of awards for recognising the contributions made in the field of e-Governance in the country. The awards are categorised as Best e-Governed States/Department, Best e-Governance Projects under G2G/G2E, G2C (Urban), G2C (Rural) & G2B categories. More than a hundred entries were received for this year's awards.

Four of the Projects developed by the NIC Madhya Pradesh, qualified in the field level assessment and these were Child Records Information System, CM Monitoring Programme, 'SAMADHAN EK DIN ME - MADHYA PRADESH' and "PARAKH- Basic Services/Amenities Management System". These awards were presented by the Chief Guest Sh. Kailash Vijayvargiya, Minister for Public Works & Information Department, Govt. of Madhya Pradesh during the 42nd Annual CSI Convention held recently at Bangalore.



State award being received by Sh. Ajaya Kumar, IAS (IT Secretary, Government of Kerala)

Kerala also bagged a few CSI Nihilent e-Governance Awards for the year 2006-07 for the best practices in e-Governance. The state won the awards for the best progressive e-Governance state and the best G2C/G2E e-Governance projects of NIC CAPNIC & DC *suite. CAPNIC won the award for the best e-governance Project –G2C Urban & Rural category. This is a web enabled software developed using Open Source technology for professional course seat allotment. The other web-enabled web

service DC*Suite is an integrated suite of applications for the Collectorate and has been implemented as pilot in Palakkad District and replicated in the districts Kannur, Kasargod, Malappuram, Thrissur and Ernakulam. DC*Suite plays a very vital role in disseminating information through touch screens, web and SMS to the citizens.

Santosh Sukhla, MP Correspondent and Asha Varma, Kerala Correspondent

Awareness Programme on "Biomedical Information Retrieval"

An "Awareness Programme on "Biomedical Information Retrieval" was recently conducted at Guntur Medical College, Guntur in which about 50 doctors and PG students (of the college) participated. The programme began with a brief introduction of NIC services followed by a detailed presentation on Biomedical Services being provided by Indian Medlars Center. The various Internet resources available on the net in the field of Biomedicine were also discussed. Later an online demonstration of IMC



Dr Usha Rani, NIC demonstrating the Medlars Services

databases (IndMED, medIND, OpenMED and Union Catalogue) was given. Some free full text journal resources in the field of Biomedicine available on the Net, were also demonstrated.

Dr.V.Usha Rani, Scientist 'D'

eServices from Madhubani Head Post Office

eServices from Madhubani Head Post Office (Bihar) on 2 Mbps Leased Circuit was recently inaugurated by Hon'ble Minister of State for Communications and IT, Govt. of India Dr.Shakeel Ahmed in presence of Hon'ble MLA Shri Ram Deo Mahto, Md. Ehsanul Haque, Director Post (North), Shri Santosh Kumar, STD & SIO, Bihar, Shri Khurshid Anwar, PSA and many other dignitaries.

Madhubani Head post office is the first post office in Bihar where 2 Mbps lease circuit have been provided through NIC, Madhubani as well as from NIC State Centre, Patna and total counters delivering various eServices are connected through WAN. Applications like ePost (electronic Post), iMO (instant Money Order), EMS (Speed Post), Logistics Post, Business Post, Media Post, Direct Post, Postal Life Insurance (PLI), ePayment and Right to information Act 2005 are made operational.



Inauguration by Dr Shakeel Ahmed

Nirmal Kishor Prasad, Bihar Correspondent



Smt Sheila Dixit inaugurating the system

Delhi Chief Minister launches Bhagidari Video Conferencing Issues Monitoring System

Delhi Chief Minister Smt. Sheila Dixit recently launched Bhagidari Video Conferencing Issues Monitoring System and 'My Delhi I Care' fund monitoring system at a function in Delhi Secretariat. The system has been developed by NIC Delhi State Unit team. While inaugurating, the CM said that this system would be of great help in streamlining Bhagidari Redressal and monitoring mechanism and would also strengthen faith of citizens groups in Bhagidari movement. CM interacted over video conferencing with Bhagidars present at district offices to redress their problems and grievances.

N. Sreenivas, Delhi Correspondent

For latest and up-to-date news and information about e-governance activities across the Country,

Visit **Informatics Newsonline**
<http://informatics.nic.in/newsonline>

Oracle Application Server 10g Web development

Oracle has ensured that the legacy applications built on platforms like Forms & Reports, are continued to be supported even in the face of changing paradigms from client-server to web based applications. Oracle Application Server 10g allows developers to quickly build and deploy web based applications that use oracle development technologies.

Title - Oracle Application Server 10g Web development

Author - Christopher Ostrowski & Bradley D. Brown

Publisher - Oracle Press (Tata McGraw- Hill Edition -2005)



Prashant Belwariar
Informatics Regional Editor
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In this book, the authors Ostrowski and Brown introduce the various development environments supported by Oracle Application Server 10g and describe its benefits and features to the readers. According to the authors, organisations can move to a web based model without losing the time and effort already invested in Forms, Reports or Discoverer development. As the needs grow, it is possible to augment the development efforts with PL/SQL Server Pages (PSPs) or a tool such as JDeveloper to implement technologies like JavaServer Pages (JSPs), Enterprise JavaBeans (EJBs), Struts or Java applets.

This book is divided into four parts encompassing Overview of the Technologies, Oracle Tools, Oracle Portal and Java in Oracle respectively. Oracle technologies for these demands include: OC4J – Oracle's Application Server Containers for J2EE, providing developers with a robust, secure and scalable Java environments. Oracle Identity Management - provides an easy way of maintaining various levels of security for applications in a secure, centralised location. Oracle Process Manager – for maintaining applications deployed to OC4J instances and restart those process automatically in the event of an unexpected termination.

Oracle Tools – “Oracle Forms 10g” is a part of the RAD environment, integrates with oracle database seamlessly but no longer supports client server deployment. All forms are run on the web via a browser. “Oracle Reports 10g” allow the creation of complex reports satisfying the reporting needs within an organisation. The authors claim that It provides the developer with an environment to publish “any data in any format, anywhere”.

“OracleAS Discoverer 10g” is an end user ad hoc query, reporting, analysis and web publishing tool. It gives end

users the ability to define and run complex reports with advanced features such as graphing, data pivoting, drill-downs, parameters and correlated sub-queries all without requiring the end user to have advanced knowledge of SQL.

The authors have discussed the issues and methods for deploying and running applications over the web in great detail. The necessary features in the PL/SQL web Toolkit needed for developing web applications have been elaborated nicely.

Oracle Portal – “OracleAS Portal” is an environment that allows developers to create and test sophisticated applications with a very small amount of code. The wizards can generate web applications consisting of forms, reports and graphs and deploy those OracleAS components quickly and easily. The basic as well as advanced OracleAS Portal components have been examined in detail by Ostrowski & Brown. A separate chapter has been devoted for integrating Forms, Reports and Discoverer into Portal.

Java in Oracle – Oracle JDeveloper 10g contains all the expected capabilities of a top of the line Java IDE. Oracle Application Development Framework (ADF) has been introduced with its relevance to JDeveloper.

The concluding portion describes Web Services as Oracle has identified it as a key technology. Creating and developing Web Services using Oracle JDeveloper 10g have been adequately dealt with.

The authors have extensively used screen shots wherever required. To conclude, this book nicely bundles various Oracle development technologies but does not discuss the administration tasks associated with Oracle Application Server 10g for which the Oracle Press has brought out a separate book.