AN e-GOVERNANCE PUBLICATION FROM NATIONAL INFORMATICS CENTRE

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- ALFA - Automation of Local Fund Audit
- On-Line Web Counseling
- Prime Minister's Media Corner
- Web Analytics Service by NIC
- ICT in States: Chhattisgarh and Kerala
- ICT in District: Bongaigaon (Assam)

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EDITORIAL

Web Ratna Awards-2012 were conferred to acknowledge the exemplary e-governance initiatives using the medium of World Wide Web. We bring an exclusive coverage on Web Ratna Awards in our Special Feature section. Inauguration of National Data Centre, NIC, Delhi & Launch of Dial. Gov Services was another milestone achieved this quarter...

Centralised State Govt. Pensioners grievances System, Automation of Local Fund Audit, e-Payment Services in Goa, On-Line Web Counseling, Property Registration in Manipur and Digital Signature Tool are the highlights of our Products and Services Section.

Get an overview of ICT initiatives in the States of Chhattisgarh and Kerala in our State section. District of Bongaingaon (Assam) is also leveraging on the potential of ICT to provide convenient and efficient access to government information & services. In our Guest Column, Dr. Jena, Chairman NIOS talks about ICT in Open Schooling System that touches and changes the lives of millions'.

Wishing You & Your Family Joy, Peace and Prosperity in 2013...

We would like you to contribute to Informatics. You can send your contributions to our State Correspondents or can also send directly to us at the following address.

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CONTENTS

सत्यमेव जयते

DR. Y.K. SHARMA
DIRECTOR GENERAL
NATIONAL INFORMATICS CENTRE

E-Governance has been in existence in the country in different forms for a long time. However in the initial years, emphasis of e-governance initiatives have been towards G2G Services relating to automation and computerization of internal functioning of the government. Over the last few years, focus (of e-governance) has shifted to electronic delivery of services to the Citizens. E-Governance initiatives are now focusing towards delivery of government services in personalized manner at the doorstep of citizens.

In India, over the last two decades, Information and Communication Technology (ICT), has emerged as an effective tool to deliver services to the people. Expansion of Telecommunications Infrastructure & Penetration of Internet in large parts of the country, has enabled the government to provide effective, efficient and multichannel delivery of government services to the citizens at large.

National Informatics Centre, NIC has played an important role in the induction of ICT in government for last three decades. NIC has been associated with most of the e-governance applications in the country in one way or other. ICT infrastructure set up by NIC across the nation, such as NICNET, National Knowledge Network(NKN), LANs in Ministries and State Governments secretariats, Data Centres and Video Conferencing etc are being extensively used by various e-governance applications for delivery of Citizen Services.

Emerging advanced technologies & multiple delivery channel options have helped NIC and Government institutions to think innovatively in delivering public services; enhancing transparency and accountability; fostering citizen's access to information; enabling citizens' participation in the public policy process; and improving participation of all stakeholders in governance. Technologies such as World Wide Web, Mobile/Smart phones, SMS, IVRS, Text-to-Speech, Speech-to-Text etc are being deployed in variety of combinations by various e-governance applications today to offer innovative e-governance solutions.

I'm sure that as always, NIC shall continue to strive together to introduce best of technology and a lot of innovative solutions in application of ICT in different domains of governance.

AS WE MOVE INTO 2013, I WISH YOU & YOUR FAMILY A VERY HAPPY & PROSPEROUS NEW YEAR !

Dr. Y.K. Sharma

WEB RATNA AWARDS-2012

Promoting Exemplary Initiatives in e-Governance

INTRODUCTION

Good governance is one of the key requirements of development. In India, Information and Communication Technology (ICT) is the catalyzer to deliver good governance by improving the effectiveness and efficiency of government stake holders. In the recent years, the emerging technologies have helped the Government institutions to think out of the box in delivering the critical public services; improving transparency and accountability; fostering citizen's access to public and official information; enhancing citizens' participation in the public policy process; and improving inclusion and participation of all stakeholders in governance.

The Web Ratna Awards, constituted by the Ministry of Communications and Information Technology, under the ambit of the National Portal of India, acknowledges exemplary initiatives/practices of various states/UTs in the realm of e-governance. Today, citizens can explore diverse services with a few clicks of mouse. A number of e-Governance initiatives have been undertaken by the State Governments and Central Ministries on a continuous basis to improve the delivery and accessibility of public services.

THE EVENT AT A GLANCE

Enthusiasm marked the second season of the Web Ratna Awards. It was held on 10th December, 2012 at Dr. D.S Kothari Auditorium, DRDO Bhawan, Dalhousie Road, New Delhi.

Hon'ble Minister of Communications and Information Technology, Shri Kapil Sibal felicitated the winners. Hon'ble Ministers of State for Communications and Information Technology Shri Milind Deora and Dr. (Smt) Kruparani Killi were the guests of honour in the event.

Shri J. Satyanarayana, Secretary, Department of Electronics & Information Technology (DeitY) and Dr. Y. K. Sharma, Director General, NIC also graced the event.

With the penetration of Internet & availability of affordable means to access the World Wide Web, the government web space can now be accessed by citizens of India across the nation, be it Rural and Urban. This raises the expectation from Government websites and portals for higher accessibility and citizen centricity to facilitate INCLUSIVE ACCESS to government information & services.

THE PROCESS

The Web Ratna Secretariat got an excellent response to the call for nominations for six categories of Awards. All the nominations were evaluated based on scientifically formulated criterion. Specific evaluation criterions were devised for specific category by the Indian Institute of Technology (IIT), Delhi. Outcome of evaluation was then submitted to the Screening Committee.

Nominations, shortlisted by screening committee were finally presented to the esteemed Jury comprising of senior members from the Government, Academia, Institutes and Organizations. The Jury finally selected the Platinum, Gold and Silver icons for each category.

web ratna awards 2012

KEY QUOTES

Web Ratna Awards by the National Informatics Centre, Department of Electronics & Information Technology would indeed go a long way to promote e-Governance initiatives and to harness the medium of World Wide Web for delivery of Government Information and Services.

Shri Kapil Sibal, Minister of Communications and Information Technology

These Awards are being conferred in different categories which touch upon different aspect of e-Governance right from the web presence to delivery of citizen services to public participation and innovation in use of technology.

Shri Milind Deora, Minister of State for Communications and Information Technology

I am happy to learn that the Web Ratna Awards acknowledge e-Governance initiatives across the country using the medium of web. I congratulate the Web Ratna 2012 Awardees for their exemplary initiatives.

Dr. (Smt.) Killi Kruparani, Minister of State for Communications and Information Technology

I complement NIC for the initiating Web Ratna Awards and organizing the Award ceremony. I congratulate all the winners of the Web Ratna Awards and wish them success.

Shri J. Satyanarayana, Secretary, Department of Electronics & Information Technology

I take this opportunity to congratulate all the winners of Web Ratna Awards 2012 for their innovative initiatives and wish them success in their future endeavours.

Dr. Y. K. Sharma, Director General, National Informatics Centre

We had overwhelming response to the call for nominations to Web Ratna Awards 2012, from all over the country. All the nominations were assessed based on scientifically formulated 3 stage evaluation process.

Ms. Neeta Verma, Deputy Director General, National Informatics Centre

WINNERS

CITIZEN CENTRIC SERVICE

VAHAN - Vehicle Registration & Permit System

Krishi Maharatavahini

Uttarakhand Jal Sansthan

PUBLIC PARTICIPATION INITIATIVE

Digital Diplomacy - Ministry of External Affairs

Kerala Chief Minister's Office

Bihar Public Grievance Redressal System

OUTSTANDING CONTENT

National Institute of Open Schooling

AIR Portal for News Dissemination

Defence Research and Development Organisation (DRDO)

INNOVATIVE USE OF TECHNOLOGY


RITE e-Governance

Directorate of Advertising and Visual Publicity (DAVP)

Tripura Vision Centre (Tele-Ophthalmology)

WINNERS

COMPREHENSIVE WEB PRESENCE - MINISTRY/DEPARTMENT

Department of Revenue, Ministry of Finance

Ministry of Panchayati Raj

Ministry of Corporate Affairs

COMPREHENSIVE WEB PRESENCE – STATE

Government of Tamil Nadu

Government of Maharashtra

LAUNCH OF NEW AVATAR OF NATIONAL PORTAL OF INDIA

The Minister of State for Communications and Information Technology, Dr. (Smt.) Killi Kruparani launched the revised version of the National Portal of India during the Web Ratna Awards function. The revised version of portal has new information architecture, look & feel and improved discoverability of information and services.

RELEASE OF WEB RATNA AWARDS-2012 COMPENDIUM

Web Ratna Awards-2012 compendium was released by Minister of State for Communications and Information Technology, Shri Milind Deora during the award ceremony on 10th December 2012 at DRDO Bhavan, New Delhi.

LEGENDS: Platinum Award Gold Award Silver Award

JURY

Shri J. Satyanarayana, Secretary, DeitY

Dr. B. K. Gairola, Mission Director (e-Gov) DeitY

Shri Rajiv Gauba, Additional Secretary, DeitY

Shri Arun Jha, Additional Secretary, DARPG

Prof. (Dr.) M. P. Gupta, Department of Management Studies, IIT Delhi

Shri Pradeep Gupta, CMD, Cyber Media (India) Pvt. Ltd.

Smt. Neeta Verma, Deputy Director General, NIC

Smt. Rama Vedashree, Vice-President, NASSCOM

ALFA - AUTOMATION OF LOCAL FUND AUDIT

BRINGING TRANSPARENCY IN INTERNAL AUDIT

The Automation of Local Fund Audit (ALFA) is to provide more fiscal discipline and efficiency in audit process. The launch of ALFA has brought in a more transparent, efficient and accurate Audit Process along with basic citizen services.

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Edited by
R. GAYATRI

Local Fund Audit (LFA) is the Internal Audit Organisation of Government of Odisha functioning under the administrative control of Finance Department since 1948 as per the OLFA Act passed by the State Legislature. The Organization undertakes audit of Government / Grant-in-Aid institutions, Panchayat Samities, Urban Local Bodies, Aided Colleges, High Schools, Zilla Parishadas, Gram Panchayatas, ME Schools, Endowment, Universities and Development Authorities etc. At present 16,316 numbers of Auditee institutions are being audited by this organization.

Since the transactions at Auditee institutions are increasing day by day, it is not possible to make proper check and balance of accounts. ALFA, the web based solution, is a successful initiative to automate major activities of the organisation for easy monitoring by the higher authorities and achieve required target in time.

STAKEHOLDERS INCLUDE

- Local Fund Audit Organisation, Govt. of Odisha
- 16316 Auditee Institutions
- District Collectors
- Accountants General, Odisha

CHALLENGES / ISSUES

- In every financial year it becomes very difficult to prepare a correct Annual Audit Programme taking around 670 Audit Personnel, 16316 Audit Institutions along with numbers of previous pending year of Accounts.
- The current Audit Progress is not readily available as there is lot of delay in receipt of Daily Diary from Audit Parties.
- Managing the tour programme of all Reviewers in all District Audit Offices needs a large number of file works
- The Audit Report Format for all 19 different categories of Institutions are different leading to loss of clarity in Audit Report.

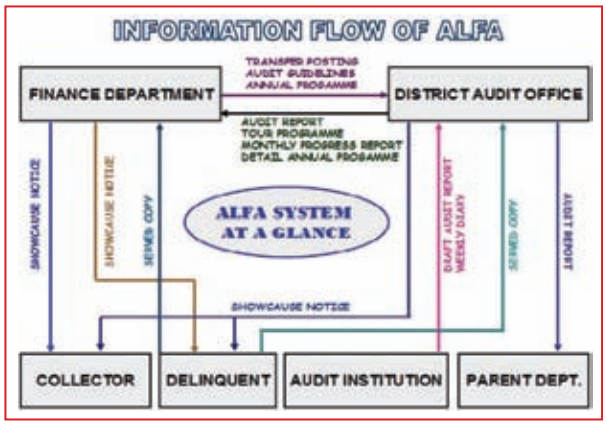
Keeping the above Issues in view the following scope was fixed.

SCOPE OF THE PRODUCT

- Streamlining the LFA activities
- Systematization of Audit workflow
- Standardized formats of audit reports
- Ensure transparency and accuracy
- Timely preparation of an accurate Annual Plan Programme
- Easy tracking of the audit program execution
- Monitoring Weekly Diary of Auditors
- Monitoring of Tour Programme
- Better access to audit reports
- Monitoring Compilation activity
- Faster surcharge processing
- Automation of Misc. Reports on Institutional Audit
- Audit report preservation
- Financial Year Ending activity process etc.

PROCESSES REENGINEERED

- One of the major changes is brought in by introduction of a Common Audit Report Format for all different 19 categories of Audited Institutions. This has improved the clarity of the report and thus easy analysis by higher authorities for deciding further course of action.
- Online preparation and submission of Annual Audit Programme by all District Audit Offices for online approval at Head Quarter level
- Online Submission of Daily Diary by all Auditors
- Online Tour programme submission by all Reviewers / DAOs and approval of the same at Head Quarter level



- SMS alert integration on various transaction processes.

DELIVERABLES

- Preparation of Annual Plan Programme in District Audit Offices (DAO)
- Plan Initiation
- Manage Auditors
- Office Management
- Party Formation
- Manage Institutions (Party wise)
- Institution Selection
- Year of Accounts Selection
- Transit Days Allocation
- Auto-date Activation
- Approval of Party wise Annual Plan Programme by DAO
- Reviewer Management
- Approval of Annual Audit Programme
- District Level by the DAO
- Head quarter Level by the Examiner
- Issue of Intimation letters by DAO/Auditors
- Weekly Diary Management
- Online Weekly Diary entry by all members of each Audit Party where internet facility is available
- Offline Weekly Diary Entry by Data Manager at District Office for the Audit Party, where internet facility is not available
- Tour Programme Management
- Member Reshuffling
- Dropping member from existing party
- Adding dropped members to desired party
- Approval/Rejection of member reshuffling at Head Quarter level
- Institution Reshuffling
- Dropping Institutions from Party's Planned Programme
- Transferring institutions from Planned Programme of one party to another
- Adding new institutions to Planned Programme of a party
- Approval/Rejection of above changes at Head Quarters level
- Audit Report Preparation
- Preparation of Draft Audit Report (DAR) by Lead auditor
- Review of DAR by Reviewing Officer
- Scrutiny & Approval of DAR by DAO
- Publication of DAR
- Compliance Management
- Entry of Compliance details as received from Auditee Institutions
- Entry of Spot Verification findings
- Compliance Process
- Surcharge Management
- Initiation of Surcharge Action under section 9(2)b
- Initiation of Surcharge Action under section 9(3)
- Initiation of Surcharge Action under section 10(1)
- Important Reports
- D.O. Letter
- M.P.R.
- Capsule
- Misappropriation
- Deviation
- Audit related queries
- Query on Auditors
- Query on Auditee Institutions
- Query on Audit Reports etc.

ADVANTAGES OF AUTOMATION

- Availability of up-to-date status on number of audit institutions audited and number of arrear audit year of accounts.
- Updated information on audit programme and performance.
- Monitoring activities of officials under LFA organization - DAO, Audit Superintendent & Auditor.
- Traceability of position of each audit party.
- List of audit programmes consuming excess working days can be monitored.
- The system can automatically generate all reports and returns thereby saving audit man days.
- It will be a paperless operation, which can save about minimum 10000 reams of paper in a year.
- Approximately 3000 mandays / 21000 hours for the LFA organization can be saved immediately which can help in covering audit of minimum 80 years of accounts of Panchayat samities or 750 years of accounts of Gram panchayats.
- Any deviation report of audit programmes from the proposed annual programme can be traced.
- Auto calculation of statements resulting in better audit performance.
- Being a web enabled application, it ensures easy access of audit reports, which can be viewed or downloaded.

GREEN INITIATIVE BY GOVERNMENT OF GOA:
e-PAYMENT SERVICES

NIC, Goa has incorporated e-Payment services by developing a web based interface to be used by all the DDOs/Departments in the existing system at the Directorate of Accounts. e-Payment Services are executed with the help of State Bank of India (SBI, Treasury Branch) Panjim branch.

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Edited by
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INTRODUCTION

The Directorate of Accounts acts as Pay and Accounts Office of the Government of Goa. Its main functions among others are Budget Control, pre-auditing of bills and passing and objecting them as per rules.

As part of the 'Green Initiative', the Government of India has suggested that steps be taken by entities in financial sector by increasing the use of Electronic Payment Systems and gradual phase-out of cheques in their day to day business transactions. As per the directions from Government of India, it has been decided to make all government payments electronically.

NIC, Goa has already developed and implemented a comprehensive system for end-to-end G2G and G2E service delivery at the Directorate of Accounts. In view of the decision taken on 'Green Initiative' NIC has incorporated e-Payment services in the existing system by developing a web based interface to be used by all the DDOs/Departments.

This system allows the DDO to:

- Enter mandates
- Submit e-payment data electronically
- Check the status of e-payment

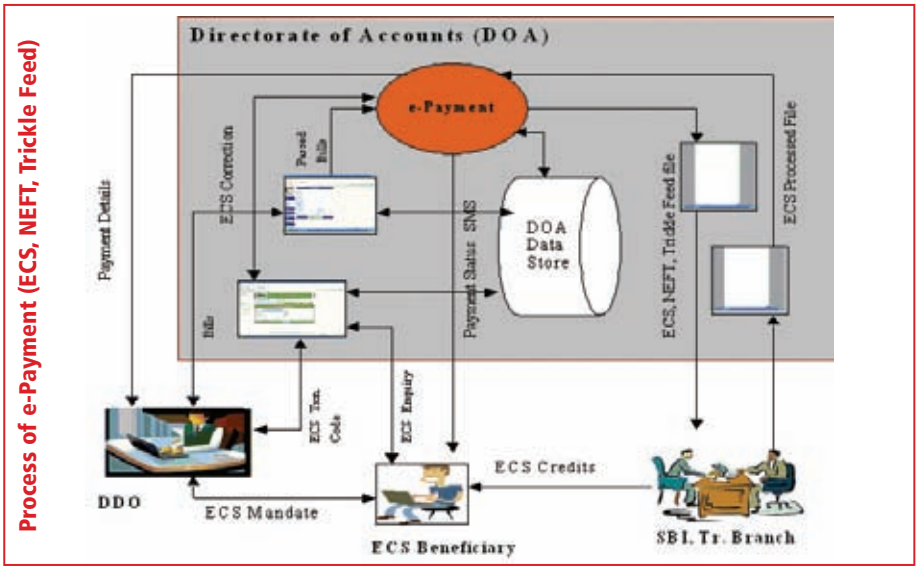
This system was operational initially to disburse salary to all the Gazetted Officers and later extended to all the other employees of various departments/third parties/ contractors /beneficiaries of Government Schemes etc.

e-PAYMENT MODES

e-Payment Services are executed with the help of State Bank of India (SBI, Treasury Branch) Panjim branch. In consultation with the officials of SBI, the following modes of e-Payments are being used to disburse the payments electronically.

1. ECS (Electronic Clearing Scheme)

This mode is used to credit the payable amount to the beneficiaries,



whose account is in the banks located in Goa including Co-Operative banks, which have a valid MICR Code.

2. NEFT (National Electronic Funds Transfer)

This mode is used to credit the payable amount to the beneficiaries, whose account is in the banks which are located anywhere in India and have a valid IFSC code.

3. Trickle-Feed

This mode is used to disburse the payments to the beneficiaries whose account is in the branches of SBI.

PROCESS FLOW:

- Drawing and Disbursing Officer (DDO) of various departments collect the ECS mandate details like IFSC/MICR code, account number etc. from the employees/third parties/beneficiaries etc., and enter the same in the system.
- The DDO then enters basic bill details, party details and generates an ECS Transaction Receipt (ETR). This receipt contains a unique ECS Transaction Number, account details of various beneficiaries and the payable amount for the particular bill.
- DDO submits the bill to DOA. Bills without ECS Transaction Receipt are not accepted in DOA.
- DOA enters the bills in the system and bills are forwarded to various pay audit sections for Pre-Audit.
- After the bill is passed by the concerned pay-audits, cash section generates voucher for each passed bill.
- During voucher generation, cash section uses e-Payment module to capture and validate the ETR details entered by the DDO against the bill. This interface is used to mark whether the payment is to be made through MICR cheque/ECS/NEFT/Trickle feed. Here, the system generates unique Payment ID for all e-Payments.
- Cash section generates different text files with respect to ECS/NEFT/Trickle feed as per the format provided by SBI. These files are sent to SBI, Treasury branch along with forwarding letter.
- SBI processes the file and debits the Government account and credits the payable amount to various beneficiaries included in the file. SBI appends unique Bank Transaction ID against each Payment ID in the processed file and sends it to DOA. The unsuccessful payment amount is returned to DOA by means of DD or Bankers Cheque.
- DOA processes the file received from the SBI and updates Bank Transaction ID against each Payment ID to confirm the payments. After processing, SMS is sent to all the beneficiaries informing the successful and unsuccessful payment transactions. Also, DDOs can check the payment status against the unique ECS Transaction Code.
- DDOs should correct the bank account details for the unsuccessful transactions and submit the same through the system. All corrected entries are automatically included in the e-Payment file, when it is generated next time.
- SBI sends e-Payment debits in the daily Treasury payment scroll.

BENEFITS

- Fully Transparent and efficient way of money transfer to various parties
- Payments are effected on the basis of First in First Out, thereby reducing the chances of payments to selected or favourable parties.
- Timely payment to the beneficiaries of various Government Schemes.
- Fewer cheques. So, less paper.
- No Cheque reconciliation and bulky bank payment scrolls at various Treasuries.

e-Payment Services of this department has improved the level of satisfaction of various stakeholders in receiving payments electronically. This system has reduced a lot of efforts in Cheque handling and reconciliation. With the help of New Innovated Technology in financial sector and Government Process Reengineering, we hope to cover all payments made by the Government through e-Payments.

GURUNATH S. POTEKAR
DIRECTOR OF ACCOUNTS

- Improved level of G2G, G2E and G2C services by way of:
  - Online e-payment status check
  - e-Payment Status through SMS

CONCLUSION

E-Payments have now been extended to Works Departments also. The department has gone one step ahead in service delivery by reducing lot of time in clearing payments and eliminating the complex process involved in Cheque Clearing System. (collect, deliver, deposit, etc.,) The effort made by the department was well appreciated by all beneficiaries like suppliers, contractors and the employees.

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WORK FLOW BASED REGISTRATION OF DOCUMENTS IN MANIPUR

Registration system in Manipur encompasses registration of documents involving changes in ownership and transactions for immovable properties as well as marriage registration with the authority concerned. This system ensures and guarantees legal ownership of title to the party.

Edited by
PRASHANT BELAWARIAR

Marriage registration provides social security, self-confidence particularly among married women. This facilitates in obtaining passport, changing of name, proving of genuine nominee for pension or insurance benefits on expiry of the job holder etc.

Some people avoided the registration procedure when buying immovable properties. They fetched new Jamabandi / patta without confirming the actual change of ownership (mutation). The registration system mitigates such risk of fraud and disputes and underlines the importance of integration with Land Record (LR) Systems.

CHALLENGES

i. Consequence of fraud Jamabadi (Patta).

ii. Takes weeks to deliver signed registration certificate by the registration authority.

iii. Revenue loss to government due to non-transparency in computing of land valuation and registration fee.

iv. Lack of proper biometric verification and no instant photo evidence record.

v. Non integration with LR system.

vi. Non availability of digitally signed registration certificate to citizen.

SCOPE OF THE COMPUTERIZED SYSTEM

Implementation of the computerized system started in the year 2007-08 for all the four Sub-Registrar Office in Manipur viz. Imphal west, Imphal east, Thoubal and Bishnupur. Manpower training at different levels like computer fundamentals, software operations, scanning of deed documents, biometric operations, data backup-restore plans were imparted by NIC.

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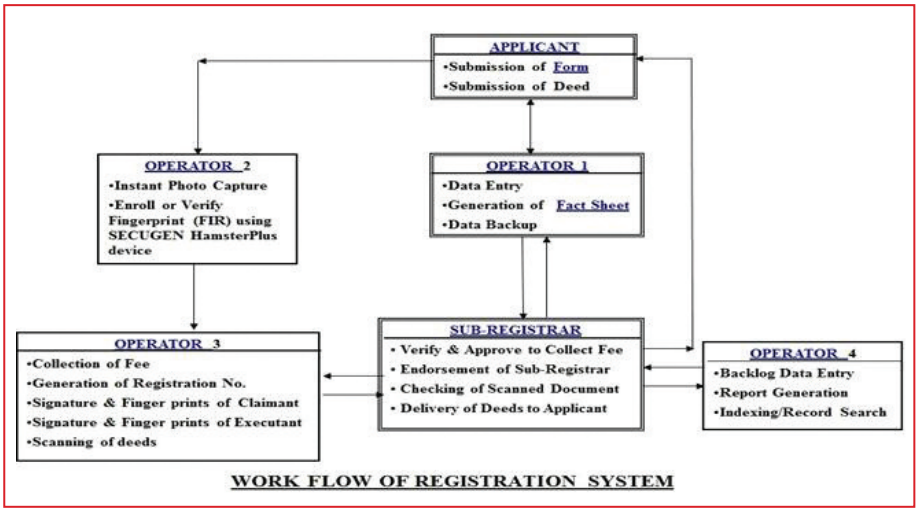

WORK FLOW OF REGISTRATION SYSTEM

PLATFORM OF THE SYSTEM

I. Windows XP or Windows 7 OS were supported. Front end application developed in VB 6.0. Crystal report 7 was used for specific reports.

II. High quality finger print reader 'SecuGen HamsterPlus FDU02' model device with SDK library file SecuBSP.dll is used for capturing all the five finger prints of the presenters.

III. Web cam of high quality resolution to capture photo of presenters. Image is stored in database as binary data.

IV. Back end database is MSSQL server 2005 with full-on-incremental backup and restores strategy plans.

MASTER DATA

Master data for district, subdivision, circle and village used. The system relies on two most important master data sources, the census database and another the revenue database. Census master data is referenced in ownership transaction. Revenue master data is referenced in plot transaction.

PROCESS REENGINEERING

I. In addition to paper based recording of rolled thumb fingerprint, there is digital enrollment and verification module of fingerprints of presenters using 'SecuGen HamsterPlus FDU02' reader device.

II. An instant photo capturing module for the presenters before the registering authority.

III. A new module for Minimum Guidance Value (MGV) incorporated, vide the office order no. 2/1/SR/2007-Com (Rev) dated 20-Mar-2012.

DELIVERABLES

I. Non-encumbrance certificate for the purpose of buying, mortgaging, loan and for purposes in court.

II. Signed registration certificate issued by the registration authority within two days which earlier took weeks in the manual system.

Sub-Registrar Office Lamphel, Imphal West, Manipur at work with the computerized systems.

Photo capturing of presenters at Sub-Registrar Office Lamphel, Imphal West.

SALIENT FEATURES

i. A client server, role based secured, efficient and work flow based system.

ii. Maintaining thorough scrutinized linkage of pertinent multiple ownership history with the mother deed history without missing a single link which can originate further transfers and transactions in a normalized database.

iii. Multiple official users are capable of doing transactions concurrently in a controlled work flow which enhances work productivity. Application maintains log trends of every transactions. This helps the registration officer in monitoring user activities.

iv. Instant photo capturing module for the presenters.

v. Digital enrollment and verification module of fingerprints of presenters using 'SecuGen HamsterPlus FDU02' reader device.

Staff of Sub-Registrar Office enrolling FINGERPRINT of presenters.

BIOMETRIC SYSTEM : BRIEF OVERVIEW

Biometric is an automated method of recognizing a person based on physical or behavioral characteristics. Biometric information, which can identify a person accurately includes fingerprint, voice, face, iris, hand and hand geometry.

There are two functional methods in biometric system. One is called identification (1 to many mapping) in which a recent captured biometric sample is compared with a set of samples, sequentially one by one. The other one is called verification (1 to 1 mapping) in which a recent captured biometric sample is compared with a single stored biometric sample.

With the wide spread acceptance, convenience and reliability; fingerprint identification is considered to be the least intrusive of all biometric verification techniques. Fingerprint is an intrinsic human token which is difficult to steal and can be read by an inexpensive reader whereas strip cards, passwords or user credentials etc. can be stolen.

Fingerprint Identification Record (FIR) has a unique structure, which consists of three fields: format, header and opaque fingerprint data.

Format (4 bytes)	Header (20 bytes)					Fingerprint data (variable length)
Header length	Data length	Version	Data type	Purpose	Quality	Reserved
4 bytes	4 bytes	2 bytes	2 bytes	2 bytes	2 bytes	4 bytes

If FIR format is changed the header or finger print data structure can be changed.

The header field contains information to processed fingerprint data. Header length is the length of the header. Data length is the length of the fingerprint data. Version is the FIR version number.

Data type indicates for raw, intermediate or processed. Purpose indicates for enrollment, verification or identification. Quality indicates for fingerprint quality in the scale of 1 to 100, 1 is the lowest and 100 is the highest. Reserved is for future usage.

Payload is any data like password, employee code or cryptographic key which is stored within the FIR and released after successful verification. FIR cannot be used as cryptographic key since no two fingerprints captured from the same finger are identical in all aspects.

G2C AND G2G E-GOVERNACE ORIENTATION

1. Drastic reduction of time in generation of signed registration certificate by the registration authority which is now one or two days but earlier took weeks in the manual system.

2. Transparency in calculation of land valuation since the introduction of the module - Minimum Guidance Value (MGV). It optimized revenue collection for the Government.

3. Transparency in computing registration fee (as 1%) and stamp value (as 3% on MGV for Rural and 4% on MGV for Urban)

4. Non-encumbrance certificate generation module benefits banks and litigants in case of mortgage and loan.

CONCLUSION

i. Devising and developing a secured web based system for integration of registration system and LRC under NLRMP is under way. NIC WiMAX connectivity has been installed in the valley SROs. The new system will strengthen and would be able to give seamless technical solution in smoothening the functionalities of e-Governance using the current ICTs in the most disputed and tiresome process of property registration.

ii. A system proposed to make the availability of digitally signed certificates (both for registration and LR) by DSC of the concerned officers in a common web based window to the citizens has been demonstrated by NIC Manipur to the Chief Secretary, Govt. of Manipur and to other revenue officers.

iii. There must be stringent and relevant Government orders in implementing computerization in earnest and with proper utilization of funds of the parent department to implement the computerized system.

iv. Application must be a secured web based version. It must be audited by a third party audit team. Web based application must be secured from vulnerabilities and intended attacks.

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eOffice
A DIGITAL WORKPLACE SOLUTION

DIGITAL SIGNING TOOL FOR SECURE DOCUMENTS

Automation has become an integral part any organization through information digitalization leaving away the manual process using physical paper documents. Instead of routing the paper documents manually, the electronic channels have been used extensively for transitioning the documents in digital form. But the major challenges of maintaining identity, authenticity and security of the document for further acknowledgement and approval in the whole transition process.

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The physical paper document with ink signatures or authenticity stamps can raise the questions of trust due to the lack of uniqueness, privacy and durability, where an electronic document with digital signature can provide added assurances of the evidence to provenance of identity, authority, and status of the document as well as acknowledging informed consent and approval by a signatory.

DIGITAL SIGNATURES VS. INK ON PAPER SIGNATURES

An ink signature can be applied in a paper document only and can be replicated from one document to another by copying the image manually or digitally, but to have credible signature copies that can resist some scrutiny is a significant manual or technical skill, and to produce ink signature copies that resist professional scrutiny is very difficult. Also in a physical paper document there is always a concern about its durability.

Digital signatures cryptographically bind an electronic identity to an electronic document and the digital signature cannot be copied to another document. Paper contracts sometimes have the ink signature block on the last page, and the previous pages may be replaced after a signature is applied. Digital signatures can be applied to an entire document, such that the digital signature on the last page will indicate tampering if any data on any of the pages have been altered, but this can also be achieved by signing with ink all pages of the contract.

Also the signing process of a physical document requires physical routing to the signatory which increases organizational costs, requires additional time, and prohibits an organization from realizing the true benefits of information digitalization. In contrast, a digital signature can be applied on an electronic document eliminating physical routing thereby saves the cost, time and adds the efficiency to the entire process.

DIGITAL SIGNATURE CERTIFICATE

A digital certificate is the credentials and identity of any person or authority or an organization in electronic form and issued by a Root CA (Certification Authority).

It is used for encrypting and decrypting information with the help of private and public key pair maintained by a sophisticated and mathematically proven technology known as Public Key Infrastructure (PKI). Information can be decrypted only when both a private key and a public key match each other.

eOFFICE-DIGITAL SIGNING TOOL

eOffice-Digital Signing Tool is a desktop tool used for digitally signing the electronic documents using X.509 certificates, thereby integrity, authenticity and non- repudiation of the document is maintained. Digitally signed documents provide required

Trust level, Authenticity and Non-Repudiation between the sender and receiver of the document and ensuring its legal validity as per IT Act 2000.

The first version of Digital Signing Tool (1.0) works on Microsoft Windows, SUSE Linux (V 10.1/11.0/12.4), Red Hat (V 5.6/6.0) and similar clients with Java support. It provides single or multiple signature process on a single document by reading digital certificates from USB token provided by the CA.

The advantages of putting the digital signature in a document are:

- Ensures that the content of the document has not been altered (Integrity) during transition over electronic channels.
- Guaranties that the document is coming from the actual person who had sent it (Authenticity).
- The person who has signed the document can not deny the signature (Non- repudiation).

FEATURES

The Digital Signing Tool provides the following features:

- Digitally signing PDF files using certificates available in the USB device.
- Verification of signatures for checking authenticity of the signer.
- Multiple signing facilities on a single PDF.
- Easy to use through an intuitive Signer interface.
- Preview of document on a single click.
- Enabling the signature visibility in the PDF based on signer's choice.

TECHNOLOGY

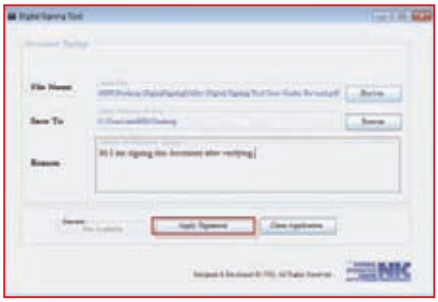
DST is open source product build upon java platform and swing to give GUI. Open source signing API are used.

We have used Java, Swing, and JCA.It supports to windows, SUSE Linux (V 10.1/11.0/12.4), Red Hat (V 5.6/6.0) and similar clients with. Java support.

HOW IT WORKS

Single and Multiple Signing

The Signer requires providing the PDF file for signing and the folder location where the signed document to be stored with some optional parameters.



More than one signer can put their signature on an already signed paper as required. The figure-2 shows the signatures of single and multiples signers in a single document.

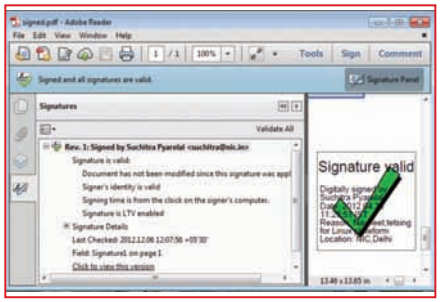
SIGNATURE VALIDATION

Some of the Root CA's are included by default in Windows Certificate Store (Trusted Root Certification Authorities) and only a few are included in Adobe Certificate Store. Microsoft and Adobe use different Certificate Stores different certificate validation procedures.

In the Adobe Certification validation procedure if the signing certificate (or the Root CA that issued the signing certificate) is not included in Adobe Store, the digital signature is considered "Not trusted" when a Signer opens a document with Adobe Reader, it will show "Validity Unknown". However this has no impact on the signing engine. To trust a signature the Signer must add the signing certificate on the Adobe certificate store because only a few Root CA's are considered trusted by default by Adobe certificate validation engine.

In order to make a signature trusted for the PDF, the steps specified in the following link be followed. *http://www.signfiles.com/manuals/ValidatingDigitalSignaturesInAdobe.pdf*

After verification the document will



appear as shown below:

HOW TO OBTAIN

DST can be downloaded from "intranic" under "eoffice Services" tab in "Downloads" Section with respect to user's Operating System.

LET'S MAKE A SECURE WORLD !

CENTRALISED ONLINE STATE GOVERNMENTS EMPLOYEES COMPLAINTS MONITORING SYSTEM

A Centralized Online State Governments Employees Complaints Monitoring System has been developed by NIC for transforming conventional existing System into more efficient and transparent system. The System has also been customized so as to have the central database server at CAG office and the software accessible /used by the field offices for entering and monitoring the grievances being received in their offices in addition to facilitating online prompt service to complainants to enter the complaints and view the status from any part of the country besides speedy disposal of complaints and easy compilation of pendency reports.

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Edited by
VIVEK VERMA

The Comptroller and Auditor General of India (CAG) is an office created by the constitution of India and entrusted with the responsibility of audit the expenditure and receipts of the Union and the States Governments. Besides audit, its field offices located all over India also disburse pension, gratuity, GPF, etc to the employees of the State Governments. In respect of these payments, a large number of complaints from employees are received in the office of CAG and its field offices. In order to expedite the disposal and monitor these complaints, eliminating huge amounts of paperwork, a necessity has been felt for a centralized online system for State Governments Employees with more efficiency and transparency, facilitating on-line prompt service to citizens. In this backdrop, a Centralized Online State Governments Employees Complaints Monitoring System has been developed by NIC.

National Informatics Centre (NIC) established in year 1988 at C&AG office is providing technical support to the office of CAG and its field offices in development of software for its house Keeping functions and network connectivity through 34 MBPS OFC. The Wide Area Network (WAN) between two buildings of CAG has been established in order to automate the workflow of information in the inter-offices and intra-offices of CAG. NIC has implemented various Web based e-Governance projects to facilitate the citizens to upload the information online and view the status

SHANKAR NARAYAN
DY. CAG
(THE THEN DIRECTOR GENERAL)

We would like to place on record our appreciation for the contribution by NIC in development and implementation of a software package

"Complaints of State Governments Employees Monitoring Information System (CMIS) in the office of the Comptroller & Auditor General of India. The CAG office receives the complaints of State Governments employees regarding settlement of complaints with regard to Pension, DVRG and GPF etc. The effective monitoring system is user friendly and helps us to monitor the complaint cases and generate MIS reports for senior management.

The System is efficient in terms of use of manpower and availability of time. The NIC team under the supervision of Shri S C D Gupta, Senior Technical Director has worked hard to develop and implement the system.

R M JOHRI
PRINCIPAL DIRECTOR (IS & IT), CAG OFFICE

I write this to place on record our deep appreciation and sincere thanks to NIC team working under the leadership of Sh. S C D GUPTA, Senior. Technical Director, NIC for providing technical support in development of Centralised State Governments Employees Complaints Monitoring System in addition to various many other projects in the office of Comptroller and Auditor General of India.

I specifically appreciate the creditable efforts made by Shri S C D GUPTA who has rendered excellent ICT support to this office and his performances has been established beyond doubt during last two years.

over Internet. As desired by CAG office, a Centralized Online State Governments Employees Complaints Monitoring System has been developed by NIC for transforming conventional existing System into more efficient and transparent system. The System has also been customized so as to have the central database server at CAG office and the software accessible /used by the field offices for entering and monitoring the grievances being received in their offices in addition to facilitating online prompt service to complainants to enter the complaints and view the status from any part of the country besides speedy disposal of complaints and easy compilation of pendency reports. The system also has a facility to send message to the complainant through SMS/Email when the complaint is successfully registered as well as when the complaint is finally settled. It facilitates the office and Complainant to view the status of complaint with just a click of mouse.

SALIENT FEATURES OF THE SYSTEM

- It facilitates complainant to enter the complaint online with the provision of uploading multiple files and receive SMS message of Ref. Number. The status can be viewed on PPO No. or GPF No. or Mobile No. or Ref. No.
- CAG office and its Field offices can use the same system to record details of all complaints received in their office by post. Online complaints would be directly accessible to the concerned offices.
- Documents received in CAG office by post can be uploaded in the database so that these can be accessed by the concerned AG office for necessary action.
- The System facilitates CAG office to generate various consolidated reports of pendency and disposal of complaints of all field offices. The disposal and pendency of complaints can be viewed by the management.
- The static information for the pensioners such as Policy and guidelines, Complaints redress flow chart, etc can be provided on Home page.

ADVANTAGES OF THE SYSTEM

- No physical boundary: Complainants can enter and view the status of their complaints from any part of the country
- Round the clock availability: Complainants can get the access of the system 24*7.
- Multiple Access: The information can be entered /updated/accessed by pensioners/complainants/ field offices at the same time in the same database.
- Posting of documents Electronically: The documents can be uploaded by the complainant electronically. It can be viewed by the field office as well as by CAG office.
- Easy Access of the System: The status of the complaint and pendency reports can be easily viewed through computer network with just a click of mouse
- Transparency: The pendency in field offices can be viewed by the complainant and management at CAG office.
- Update message through SMS: Complainant can get the message when the complaint is successfully registered as well as when the complaint is finally settled.

ON-LINE WEB COUNSELING

State Council of Higher Education (APSCHE), Department of Technical Education (DTE) of Government of Andhra Pradesh and National Informatics Center (NIC), Govt. of India together evolved a new system for students' admission into various technical courses in various colleges across the state, through an online web counseling process.

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VIJAY KUMAR VISHWAKARMA
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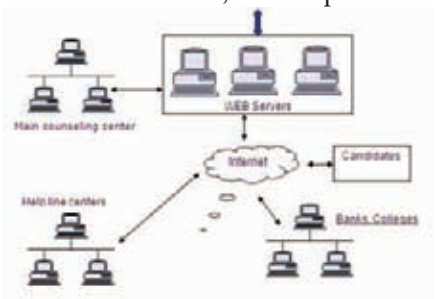
Earlier counseling system was operated at six different locations simultaneously and eligible students have to visit any one of these counseling centers to seek admission. Students were to visit the counseling centers in person and the system used to cater 1000 / 2000 students a day, based on their rank in the entrance examination. Based on their eligibility, options and availability of seats, candidates were admitted in to various Colleges. Depending upon the vacancies / vacated seats, students had to visit the counseling centers more than once. The whole system used to take about 30-40 days for each round of counseling. The entire process of admissions to various courses (Polytechnic, Engg, MBA, MCA, M.Tech. etc.) used to take about 5-6 months and the students have to visit counseling center many times, waiting hours together for their turn.

In order to reduce the admission time and difficulties faced by the candidates in traveling to counseling centers, it was proposed to have a web based on-line counseling in the state.

WEB BASED COUNSELING

About 50 Help line centers (HLC) are established throughout the State and student can visit any of the 50 HLC for certificates verification. Students Bio-data is verified and the database is updated with corrections if any. Each student is given a scratch card and scratch card secret number is known only to the student. After verification, candidates can enter his options over the net from any internet center, home or from any Help Line Center. They can enter unlimited number of options and can edit their options any number of times till the last date.

After the last date, all the options are



frozen and processed for seat allotment, based on the options given, entrance examination rank, reservation rules etc. Once the allotment is completed, results will be published over web. Students can download his allotment letter and report at the college. Respective colleges update counselling database with the student joining details.

In this way, the admission process is faster thus saving academic working days and candidates have to come to the counselling centres /help line centre only once.

SALIENT FEATURES

- Web based Hassel free admission
- Students and Parents need not travel to Counseling Centers and wait in the queues for long hours

Counseling	College (Course)	Students Appeared	Options Entered	Students Admitted
EAMCET	962 (44)	2.1 lakhs	61 lakhs	1.34 lakhs
EAMCET (BiPC)	286 (2)	78,000	2.45 lakhs	8,048
ICET	1077 (8)	1.21 lakhs	7.14 lakhs	50,207
CEEP	311(32)	1.85 lakhs	27.23 lakhs	62,743
D.Pharmac	42 (2)	1,737	6,037	1025
EECC	944 (35)	29,437	3.48 lakhs	18,392

- Reduced Processing time for the entire Counseling
- Standardization of Counseling Procedures
- Admission rules and eligibility criteria are built-in
- Exhaustive Search algorithm to allot best seat
- Candidates can opt for as many as Colleges & Courses as he desires
- Allotment of best possible seat based on the options given

Admissions Conducted since 2009. Number of students / admissions made in 2012

THE MAJOR MODULES OF THIS APPLICATION ARE AS FOLLOWS

Student Module

Student module provides interface for :

- Registration of the Candidate: Allows students to register for counseling.
- Provides information about Colleges, Branches, Intake, Counseling procedures, Rules, Last year admission details etc
- Option Entry: Displays a list of eligible colleges and courses where candidates can give as many options as they desire. They can update/verify the options as many times as they can
- Download & Print Allotment Order
- Check Vacancy position

DEPARTMENT / COLLEGE / HLC MODULES

- Certificate verification: Allows physical verification of certificates at designated HLC and decides the eligibility of the candidate.
- Facilitates to rectify errors / update missing details in the application if any. Appropriate acknowledgement letters are printed and handed over to the candidate.
- Cancellation module: Cancelation details of candidates and returning their certificates is made possible through this module
- College Module: Each college has access to see the list of allotted candidates and update the database with the joining details of each candidate

ALLOTMENT MODULE

Seats are allotted based on the rank, options entered by the candidate, eligibility and reservation rules etc. Andhra Pradesh is divided in 4 regions (Andhra, Telangana, Rayalaseema and unreserved) for the purpose of admissions. The seats are reserved in to about 400 different categories based on gender, caste, region, physically handicapped, CAP, Sports, NCC etc. and AP has complex reservation rules. Candidates are eligible for admissions in multiple categories as per rules.

With about 700 engineering colleges and about 2 lakhs candidates and unlimited number of options, the allotment is a very complex process.

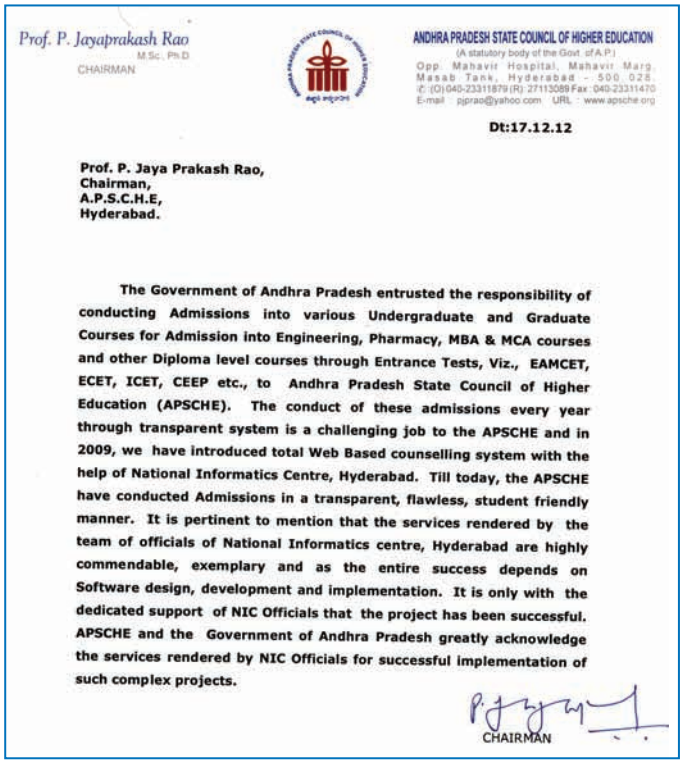
ENVIRONMENT & TESTING

This Counseling application developed is on Windows platform as a web based application using C#, ASP, Java Scripting, HTML using the

IIS Web Server and MS-SQL Server 2008. Students need internet connection & browser to use the application. The application was tested for functionality, performance and security by professional auditing teams. The functionality was tested by STQC, Hyderabad and by user with about 5,000 students and about 50,000 options.

Performance

Various techniques were used to improve the performance. Some of them are: caching less frequently changing data, use of SQL procedures, closing the SQL connections at the earliest, analyzing all SQL queries with



Prof. P. Jayaprakash Rao
M.Sc. Ph.D
CHAIRMAN

ANDHRA PRADESH STATE COUNCIL OF HIGHER EDUCATION
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E-mail : pjprao@yahoo.com URL : www.apsche.org

Dt:17.12.12

Prof. P. Jaya Prakash Rao,
Chairman,
A.P.S.C.H.E,
Hyderabad.

The Government of Andhra Pradesh entrusted the responsibility of conducting Admissions into various Undergraduate and Graduate Courses for Admission into Engineering, Pharmacy, MBA & MCA courses and other Diploma level courses through Entrance Tests, Viz., EAMCET, ECET, ICET, CEEP etc., to Andhra Pradesh State Council of Higher Education (APSCHE). The conduct of these admissions every year through transparent system is a challenging job to the APSCHE and in 2009, we have introduced total Web Based counselling system with the help of National Informatics Centre, Hyderabad. Till today, the APSCHE have conducted Admissions in a transparent, flawless, student friendly manner. It is pertinent to mention that the services rendered by the team of officials of National Informatics centre, Hyderabad are highly commendable, exemplary and as the entire success depends on Software design, development and implementation. It is only with the dedicated support of NIC Officials that the project has been successful. APSCHE and the Government of Andhra Pradesh greatly acknowledge the services rendered by NIC Officials for successful implementation of such complex projects.

CHAIRMAN

SQL analyzer, fine tuning the data types and field length etc. The average response time for 1000 virtual users for complete round trip is around 146.667 seconds as tested by STQC.

Security

Security audit was performed by different CERT-In certified security agencies every year. Besides the usual security precautions the other precautions taken are: double password for login, The scratch card technique , options encryption, salted password encryption, password hashing, option reconstruction, logging of every action by department , disabling SQL prompt are some of security features which protect the system and NIC employees.

APPLICATION HOSTING PLATFORM

For last so many years, Data Centre Web-Hosting team of Delhi, along with NDC Hyderabad team, have been functional in providing the web-hosting service support to various on-line counseling applications of various States Boards as well as Central Counseling Boards. Andhra Pradesh State Board counseling application is also one of them.

Treating counseling application hosting as one of the most critical activity, special arrangements are made every year by setting up a dedicated team of highly skilled & experienced manpower and creating the setup of dedicated server infrastructure at NIC Data-Centre.

High capacity server clusters are deployed with requisite setup/configuration covering performance tuning, security hardening, load testing etc. Various state-of-art technologies like Load Balancing(LB), High Availability(HA) are used to handle any kind of heavy work load and hardware/software failures. Virtualization enabled Server setup is prepared for managing compute resources, quick provisioning, centralized monitoring etc. Intensive monitoring of the applications/server Infrastructure, continues on 24X7 basis, helps the data-centre team in providing seamless service to the end users.

Disaster Recovery setup is kept ready with having data replication happening continuously to remote site. A combination of replication technologies (in-house developed software as well as state-of-art software technologies) are used to handle the host based data replication between the primary and secondary sites.

MONAWAR HUSSAIN
SENIOR SYSTEMS ANALYST

S. V. KRISHNA PRASAD
PRINCIPAL SYSTEMS ANALYST

PRIME MINISTER'S MEDIA CORNER:

Official media resources from PM's Office anytime anywhere!

The Prime Minister's Media Adviser, Shri. Pankaj Pachauri along with his team felt the need of the news media houses to have access to quality-rich authentic and current media resources pertaining to the Prime minister. It was felt that resources such as Photos and Videos would enable the news media agencies, especially the ones not in the main stream but regionally and locally prominent, to support effective information dissemination related to the PM's activities. This is the genesis of PM's Media Corner site- ***https://mediacorner.pmindia.nic.in/***

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RITU GHAI
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On a true democracy like India, it is substantially important that citizens have access to all relevant and current public information. Citizens have the right to information on public services and activities of their leaders. Many News Media houses rely on Government sources to ensure authenticity of the information provided to the public.

The Prime Minister's media adviser, Shri. Pankaj Pachauri along with his team felt the need of the news media houses for having access to quality-rich authentic and current media resources pertaining to the Prime minister. The resources such as Photos and Videos would enable the news media agencies, especially the ones not in the main stream but regionally and locally prominent, so as to support effective dissemination of the information on the Prime Minister.

The Office of the Prime Minister thus entrusted NIC with the idea to envisage further conceptualizing and developing an efficient web solution. Within a very short time span could the NIC's Web Development Team with close co-ordination with the PMO, could develop the PM's Media Corner. The site, which is user friendly, secure and robust in quality media resources, has become a popular online resource point since its

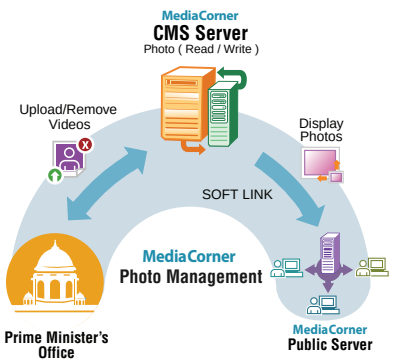
launch in November 2012. Regular and quick update of latest resources is the site's highlight.

A BRIEF GLANCE AT THE MEDIA CORNER

- A home grown Content Management System (CMS) developed by NIC's web development efficient team is used to manage both the dynamic resource modules (Photos and Videos) of Media Corner site. The front-end web interface of the application system is https://mediacorner.pmindia.nic.in and the backend for content management is https://mediacornercms.pmindia.gov.in. Both the front-end and back-end are deployed over Secure Sockets Layer (SSL). The resources are updated/added based on the PM's official and public activities, which are categorised based on events, place and calender. The CMS keep a track on the logging activities of registered users and administrators through Audit Trail.
- The simple online registration process in the system authenticate a user to download the available resources. The CMS enables site administrators to manage the registered users. Through the CMS, the site administrator/s can view and generate reports on details of photos and videos downloaded in various digital formats.
- The technologies used for development and deployment of the portal are PHP, HTML, CSS, MySQL, JavaScript and jQuery.
- The CMS uses two MySQL databases. The first database is used by the front end application for published content and the second one for the unpublished or draft content.
- The resource content is pushed to each of the two categories in the Draft workflow stage. The draft content resides in Back-end (CMS) Database. It can then be moved to Publish stage during Editing. Once published, the content is copied to the front-end database. When content is moved from Publish to Draft, it is deleted from the front-end database. And when the published content is deleted, it is removed from both the databases.
- The user friendly Search facility is one among the key features of the site. Simple Graphic User Interface helps the user to identify the availability of Photos and Videos for each search results.
- The Feedback feature facilitates users to provide their observations, suggestions or usage problems through an online Form. Through the CMS, the site Aministrator/s reviews and take actions on the feedback of the users.

FEATURES OF PHOTO RESOURCES

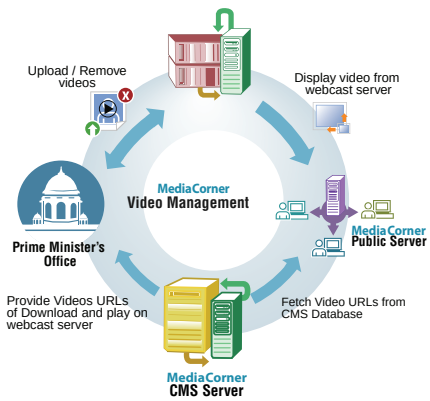
- The size of the photos to be displayed at Front-end is restricted to an image dimension of 740pixels by 555pixels. But there is no restriction to the dimension and resolution of the downloadable photos.
- The photos which can be downloaded are currently in .jpg and .png formats.



- The photos uploaded through CMS is made available to users with read-only privileges at the front-end enabled through a soft link provided between the "uploads" directory of CMS and Front-end.

FEATURES OF VIDEO RESOURCES

- Adding of Video resources are through the CMS along with the inclusion of respective preview(screenshot) images with dimension: 740pixels by 555pixels.
- The file formats currently made possible for video uploads are .flv (for web preview) and .avi, .mp4, .3gp, .flv and .f4v
- The added video resources are uploaded to NIC's WebCast server. Previewing and downloading of the videos are made possible for users



from this Server.

Media Corner site of the PM is constantly observed for its performance and resources usage. The site's visitor activity is closely monitored to ensure security from external threats. The NIC's web development team is constantly at work on improvements and enhancements of the user experience of the site. Hence the feedback and suggestions of the users would hold a key role in the next face of the Media Corner site.

CHHATTISGARH – State on a Mission with a Vision

Located at the centre towards east of India, the country's 13.79 million hectare "Rice Bowl" came into existence on 1st November 2000 and soon it paved the path towards all round development. Having gifted with eye catching scenic beauty, the numerous waterfalls, rivers, caves vast forests with variety of wild life, ancient temples and structures dating back to 5th century, Chhattisgarh is fast becoming a land of tourists' interest. It is also rich in forest produce and mines of Diamond, Iron, Coal and Bauxite.

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INTRODUCTION

The state is divided into 27 administrative districts with its major cities, evenly spread between Northern and Southern extremes, well connected with Rail. Predominantly an abode of tribal population the State is perhaps the only among its contemporary states to boast of small and large scale industries including Steel Plant, Universities, Medical and engineering colleges, NIT, IIM, Airport, Doordarshan, AIR, and FM stations, Parks, and wild life sanctuaries. With its State Wide Area Network (CG-SWAN) in place, State Data Centre in offing and much talked about CHOICE project it has given clear signal that it is not lagging behind in the field of IT either. Supported by relentless quality services of National Informatics Centre, Chhattisgarh has already been in quite a few accolades and is already recognized as one of the best IT implementing states of India. Details of IT infrastructure and some of the projects implemented are listed here.

NETWORK OPERATION CENTRE (NOC)

NIC commissioned 'Network Operation Centre' (NOC) which also serves as the Digital Gateway for Chhattisgarh. Total number of nodes connected with NOC stands at about 10000.

NATIONAL KNOWLEDGE NETWORK (NKN)

A very high speed (Multi-Gigabit) network has been setup in 14 institutes, universities, IIM & NIT of the state. Chhattisgarh State Wide Area network (CG SWAN) and State data Centre (SDC) are also connected over NKN. Based on this high speed network State of the art Virtual Classroom has been established in NIT Raipur.

LAN SETUP AT NEW MANTRALAYA

State of the art fibre backbone, redundant, structured LAN with more than 5000 nodes has been setup in four campuses of new Mantralya Building at New Raipur.

VIDEO CONFERENCE SETUP (VC)

Video conferencing facilities are available at NIC Sate Centre (2 nos.), Chief Secretary Office, Chief Minister Residence, State Information Commission, and all 16 NIC district centres. All are IP based and equipped with Quality of Services (QoS) to ensure maximum quality during VC meeting. MCU is installed at State Centre for conducting a multipoint VC session at any time.

WEB SERVICES

State Centre provides web services such as Domain Name Registration and Web Hosting. At present about 100 websites are hosted on NICHQ and more than 300 web based MIS are hosted on State centre.

e-MAIL MESSAGING

NICNET based Mail messaging services have been extended to approximate 2754 users of various Central/State government departments and Educational Institutes spread up to block level.

GRAMSURAJ

Every year Gramsuraj is organized and details are collected directly from villagers of each village in the state. A unique code is given to each application and preprinted receipt is given to each applicant during Gram Suraj Abhiyan. Applicants can see the status of their complaints at any time on the portal at **http://cg.nic.in/gramsuraj** or through SMS/e-mail. Registered letters are forwarded online to district, department or officer for necessary action.

NAGAR SURAJ

It is the urban variant of Gram Suraj Abhiyan. Nagar Suraj Abhiyan 2012 was organized during 19th to 26 Nov'2012 to collect problems/demands of urban people of Chhattisgarh State in 168 Urban Local Bodies and more than 3000 wards. On-line registration facility is also provided to the citizen. Citizens can trace their application on the portal **http://cg.nic.in/nagarsuraj**.

Dr. Raman Singh, CM with people during Jandarshan

JANDARSHAN

In Jandarshan program on every Thursday Honourable CM meets the public and personally receives their grievances. The whole process of jandarshan is computerized for effective monitoring and redressal of these grievances. Collector Jandarshan program is also organized in the districts from time to time for public. Applicants can see the status of their applications on the website **http://cg.nic.in/jandarshan** using the Token number issued at the time of online registering.

e-KOSH :TREASURY COMPUTERISATION

The product is to provide solutions for effective Fiscal Management, Budgetary Control on Expenditure, Receipts, Accounting, online tax payment etc. e-Payment system is being facilitated to ensure that payments are credited to the

beneficiary's bank account directly from treasury in respect of salaries, sales tax refunds etc.

e-Kosh is a hybrid system that has two components e-Kosh (Core) offline and e-Kosh online (online portal) with all types of synchronization between these two. While e-Kosh (Core) takes care of process automation at treasuries, e-Kosh online provides online information on expenditure, receipts, budget availability etc.

Contributions of employees recruited on or after 1.11.2004, who are covered under the New Pension Scheme (Contributory Pension Scheme), are accounted through the salary system compiled by treasuries using e-Kosh software and consolidated at Directorate. The combined account is transmitted to NSDL on monthly basis.

The web enabled software e-Challan facilitates government tax payers to pay the taxes online.

PENSION MANAGEMENT SYSTEM

Online pension management system automates the pension processes and various related transactions at divisional joint director offices. The broad objectives are to track monthly pension payments, evaluate government requirements on pension liabilities from time to time and redressing the grievances of pensioners.

E-PAYROLL

The online payroll software is implemented in the state to facilitate DDOs to generate salary bills, personal claims, arrear bills for each state government employee.

The eKosh Project has received Oracle e-Governance Excellence Award in 2006.

LAND RECORDS COMPUTERISATION PROJECT (BHUIYAN & BHU-NAKSHA)

The Chhattisgarh Land Records Computerisation project named 'BHUIYAN' has been under implementation accross all the Tehsils of the State for the past ten years. The public has a facility to view the land details on WEB (**http://cg.nic.in/cglrc**). An open source based comprehensive tool BHU-NAKSHA to store and secure the digitized parcel maps and to edit them to reflect actual changes arising out of mutations caters to all basic necessities of Patwari with regard to parcel map management. BHU-NAKSHA has been integrated with existing BHUIYAN database.

TRANSPORT PROJECT (VAHAN & SARATHI)

The vehicle registrationa project VAHAN and the driver's licence project SARATHI have been successfully implemented in all Transport offices of the state. While VAHAN provides all the facilities related to Registration Certificate (RC) transactions, SARATHI facilitates Learning and Driving Licence (DL) related transactions. Both the applications have been customized to print SMARD CARD based RCs and DLs. The registration and Licence data regularly get transmitted to State and National Registers. Customisation of VAHAN application has also been done for successful implementation of Online Dealer Point Registration System (DPRS) in Chhattisgarh.

e-RETRUN OF COMMTAX DEPARTMENT

Implemented since July 2010, 56000 registered dealers of commercial Tax Department in the state have filled quarter/annual returns online. This system has eased the burden of dealers and helped the commercial tax department in monitoring revenue besides identifying the defaulter dealers. The system facilitates the dealers to file their quarterly returns online. e-Return is available at **http://cg.nic.in/AnnualReturn** for the public.

e-REGISTRATION OF COMMERCIAL TAX DEPARTMENT

Any dealer who wishes to apply for registration under VAT and CST or VAT only or CST only shall have to submit application online and obtain a temporary TIN No. with validity for 15 days within which dealer shall appear before registering authority for a personal hearing and to get Temporary Tin converted into Permanent TIN.

This service is covered under the Right to Service Act which mandates approval/rejection of registration application within 15 days. The fear that the Software auto approves the pending applications on the expiry of 15 days creats a pressure on registering authority to dispose off the application within stipulated time. e-Registration can be accessed at **http://cg.nic.in/eServices**.

ONLINE INVENTORY SYSTEM FOR CHHATTISGARH STATE BEVERAGE CORPORATION

With an annual turnover of Rs 600 crore the Chhattisgarh State Beverage Corp. has two godowns at Raipur and Bilaspur catering to contractors from all over the state. Online inventory System helps maintain the inventory at both godowns as well as accounts of corporation. It keeps distillers with first hand information of balance stock at 2 godowns of their products so that they can apply for fresh Purchase Order. This software also has an online liquor


Sh. A.K.Somasekhar, TD receiving PM award for excellence in public administration

purchase facility for contractors by using payment gateway of Punjab National Bank. The URL to access the software is **http://cg.nic.in/csbc**.

COMPUTERIZED FOOD GRAIN SUPPLY CHAIN MANAGEMENT

- Awards Received
- National eGovernace Award 2008 (Bronze)
- eIndia 2008 Award (Best Project in eAgriculture Track)
- eIndia 2008 Award (Best ICT enabled department)
- Manthan South Asia Award 2008
- CSI-Nihilent Award 2008- Best eGoverned Department
- National eGovernance Award 2009 (Gold)
- Over All Best IT implementation of the year 2012
- Prime Minister Award for excellence in Public Administration - 2008
- sKoch Digital Inclusion award 2012
- CSI-Nihillent Award 2012

Chhattisgarh has been operating computerized food grain supply chain starting with paddy procurement from farmers, its storage, milling and distribution of rice and other commodities to 3.4 million ration card holders through 10,800 Fair Price Shops. As a part of this project, 1800 Paddy procurement centres, 60 storage centres, all district offices concerned, 120 Civil Supplies Corporation distribution centres and 35 FCI rice receiving centres have been computerized covering six different organizations involved in food grain management. Purchase and issue at paddy procurement centres including generation of cheques has been computerized. Miller's registration, Agreement with millers and generation of Delivery Orders etc. are computerized. 3.4 Million Ration card holders database has been prepared. Calculation of monthly allotment to FPS has been automated. Call centre with a toll free number 1800-233-3663 is operational from 8:00 AM to 10:00 PM. Citizen interface web site is hosted to increase the citizen participation in controlling diversion of PDS commodities.

COREPDS

Chhattisgarh has successfully launched FPS automation under the name COREPDS which expands as Centralised Online Real-time Electronic PDS. COREPDS has introduced mechanical authentication of beneficiary at the time of service delivery to check proxy issues and empowering beneficiary with the right to chose FPS by offering portability of FPS, to improve service delivery. In COREPDS, FPS' are equipped with a POS device with GPRS connectivity. Each BPL beneficiary is provided with a Smart Ration Card (SRC). APL beneficiaries have been registered with their mobile numbers. PDS commodities are delivered to BPL beneficiary with Smart Card authentication and to APL beneficiary with OTP (One Time Pin) authentication. They can now go to any FPS to claim their entitlements. Portability introduced fear of losing customer in FPSs and competition among FPSs, giving a reason to improve service delivery, in terms of not only quality and quantity of commodities but in the behaviour and treatment with the beneficiaries at FPS.

MAHATMA GANDHI NATIONAL RURAL EMPLOYMENT GUARANTEE ACT (http://nrega.nic.in)

The MGNREGA is being implemented in all 27 districts of the state through the web enabled software NREGAsoft. The electronic fund management system (e -FMS) and e-Muster roll are being implemented in pilot in district Dhamtari.MGNREGA Call centres have been established at various locations in the state (**http://cg.nic.in/epanchayat/nregacall**).

e-WORKS: WORKS & ACCOUNTING SYSTEM OF RURAL ENGINEERING SERVICE (RES)

(**http://www.cg.nic.in/resworks**)

RES is responsible for carrying out various kinds of works in rural areas under various schemes, entrusted to it by the Panchayats. Web enabled software captures the entire process flow of the department and has the feature of online cheque printing to the contractors or agencies.

e-PANCHAYAT – http://cgpanchayat.gov.in

Under e-Panchayat project the modules PRIAsoft, Planplus, Local Government Directory, Actionsoft and Area profiler of the Panchayat Enterprise Suite [PES] have been implemented in the state.

The state was awarded the second prize in the national e Panchayat awards for the implementation of e Panchayat during the FY 2011-12, by the Ministry of Panchayati Raj.

ELECTORAL ROLL MANAGEMENT SYSTEM (ERMS) http://ceochhattisgarh.nic.in

The software captures entire process flow of the assembly and parliament elections conducted in the state. Digital Signatures are being used for authentication in the software. The software used extensively during the Assembly elections 2008 and Parliament elections 2009 is now being rolled out in all the states by Election Commission of India.

e-ROJGAR: ONLINE EMPLOYMENT SERVICE

It is a web based application that takes care of all common activities carried out at employment exchanges to maintain uniformity of the procedures. e-Rojgar was made online in oct-2010 for the job seekers. The related websites are **http://cg.nic.in/cgemployment** and **http://cg.nic.in/exchange**

VIDHAN SABHA COMPUTERISATION

A web based MIS application catering

Shri D.K. Debnath TD assisting the CM, Dr. Raman Singh inaugurating the service. Shri M.K. Mishra SIO (extreme left) looks on .

to the question/Answer monitoring needs of the State Assembly. On one hand it takes care of activities related to the initiation of a question by MLAs till its finalization and sending it to the HODs at Vidhan Sabha side and on the other takes care of the activities starting from receiving the question by HODs/Secretary till sending the reply to Vidhan Sabha at Mantralaya side. It is hosted at **http://cg.nic.in/cgvidhanqams**

OSMS (MINORITY WELFARE SCHOLARSHIP SYSTEM-)

It is a web based application to automate the procedure for the merit-cum-means based scholarships (financial assistance) provided to the poor and meritorious students belonging to minority communities.

Implemented in Chattisgarh State for the students belonging to minority communities and in the 105 educational institutions providing the courses covered under merit-cum-means scholarship. Its URL is **http://momascholarship.gov.in**.

AGRIMIS

Web based solution for monitoring the activities of agriculture department that includes fertilizer & bio-fertilizer distribution, seed distribution, loan distribution, fertilizer testing and rainfall monitoring. **http://cg.nic.in/agrimis**

AGRICULTURE SUBSIDY

An online application that automates the subsidy distribution operation under various schemes of Agriculture department. **http://cg.nic.in/agrisubsidy**

e-MAHTARI

Mother & Child Tracking System:- An online application through which the details of health services provided to a women during pregnancy, delivery details, services given post delivery, registration of child is done. **http://cg.nic.in/healthmctscg**

Shri M.K.Mishra, SIO & Sh.T.N.Singh, TD receiving award from Health minister Sh. Amar Agrawal

RSBY ONLINE

Web service has been used to receive real time data from insurance company and generate analytical reports to monitor the work flow to speedup the claim settlement process for BPL beneficieries of free treatment under Rashtriya Swasthya Beema Yojna. **http://cg.nic.in/healthrsby**

STATE HUMAN RIGHT COMMISSION (SHRC)

Web based office automation software for SHRC covers the complaint registration, case proceeding, disposal, re-open, complaint category administration, and reminder & notice generation. It also generates various reports for SHRC and National Human Rights Commission. **http://cg.nic.in/cghrc**

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KERALA - e-Services for "God's own Country"

Kerala, popularly known as "God's Own Country", has had far reaching achievements in providing a better quality of life to its citizens. With a very high Human Development Index (UN Indicator), in par with most western countries, UN has declared "Kerala Model" as one to emulate for development. It has the highest life expectancy, literacy, sex ratio among the states in India.

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INTRODUCTION

IT in Governance has been the key to enhancing the Kerala State's thrust on citizen access to government services. The State has also led the world in the Free and Open Source movement by being the first state in the world to openly declare its affinity to FOSS. NIC Kerala has played a significant role in the implementation of e-Governance in the State. Some of the significant e-Governance Projects developed and deployed in the State are as follows:

E-District

A project that has won the prestigious CSI-Nihilent award for e-Governance in 2012, it provides Government services to citizens through Common Service Centers (CSC). The project seamlessly delivers services to public by automation, integration and boldly making changes in processes through Business Process Re-engineering. Services currently covered are mainly public related like : Certificates issued from Taluk / Village Offices, local bodies, PDS services, RTI services, Grievance and complaints, Utility Payments, Payments to Motor Vehicle Dept and Revenue court cases. Certificate services from Revenue department have been implemented in two pilot districts. About 12 lakh services have been provided as on date.

DIA Palakkad receiving the CSI-Nihilent 2011-2012 award for eDistrict

hsCAPnic

This is for the Centralized Seat Allotment Process for Higher Secondary Courses. There are about 1500 higher secondary schools with about 40 different combinations. The eligible candidates need to give single application form for applying in any one of the schools in the district, with his options in the order of preferences. The sequence of activities includes preparation of rank list for each school and each course. Allotment process will be done based on the seat availability, community reservation, rank and the options filed by the applicants. Allotment memo can be printed by the applicants.

e-Transport (http://www.keralamvd.gov.in)

In Kerala, 100% computerization of the Department is achieved in all 65 RTOs and Sub RTOs SRTOs including RTO- National Sector, 19 Check-posts and Office of State Transport Authority. All RTOs/ SRTOs and STA are connected to the SDC (State Data Centre) through KSWAN. Building the State Register, National Register, citizen

services through AKSHAYA centres, e-payment, Intelligent Enforcement Automation, and Dash Board etc are some key achievements in the Motor Vehicles Department.

Realcraft

It is a workflow-based online application for registration of the fishing vessels working along the Indian coast for better coastal security .It is presently operating in 164 locations and has brought details of around 3 lakhs fishing vessels and fishermen into one national database. Fishing vessel owners, coast guard, navy, coastal police; fisheries department , MPEDA, insurance agencies, state and union ministries are benefitted out of this.

E-procurement

GePNIC has been implemented in Kerala PWD, PMGSY, 60 PSUs and KSEB. Around 2000 tenders worth 1200 crores have been successfully submitted & processed. 1000 staff of various departments and PSUs and 1500 bidders have already been trained.

E-Procurement launch by the Hon'ble Minister for PWD, Govt. of Kerala

e-Office

e-Office has been launched in Kerala State Planning Board and Spices board Ernakulum . The first e-Office implementation in the State of Kerala was inaugurated by Hon. Chief Minister of Kerala Sri. Oommen Chandy in the Planning Board on 6th November 2012.

Inauguration of e-Office by Hon. Chief Minister of Kerala

FMPDS (Food grains movement Monitoring for effective Public Distribution System)

Sh.Anoop Jacob, Minister for Food, Civil Supplies & Registration launched a Citizen centric M-Governance Project, at Alappuzha on 20th November 2012. It empowers the ration card holders by providing the lifting details of ration commodities as SMS when the Whole Sale Dealers lift the items from FCI godown and Ration Dealers lift the items from Whole Sale Dealers. The ration card holders can register their mobiles through www.civilsupplieskerala.gov.in. The lifting details entered by officials are automatically transmitted as messages to the registered mobile numbers.

e-Hospital for Ayurveda

Kottakkal Ayurveda College, the first ayurvedic hospital in the country which has implemented the e-Hospital project with the help of NIC Agarthala since August 2012. The key features of e-Hospital@NIC are provide an integrated solution for hospital and clinical needs.

EMLI (Effective Management of Letter of Credit Issuance)

A web based application for automating the Issuance of Letter of Credit (LoC) based on the bills submitted by the work executing departments. On an average, 30,000 bills are being submitted every year from 220 division offices of various departments. Letter of Credits for nearly 2000 Crores are being issued every year using the application.

Examination Management Systems (EMS)

It is a comprehensive Examination Management System developed for handling various examinations conducted by GOK. About 4 lakhs candidates appear every year in these examinations under various schemes. The system handles all activities like candidate registration, result processing, result publication and certificate generation. Examinations covered in EMS are SSLC, THSLC (Technical High School Class X), A-Level (Class X Equivalency Examination), DHSE (Plus 2 / Higher Secondary), Vocational Higher Secondary, TTC (Teachers Training Course), KGTE (Kerala Government Technical Examination).

XLN implementation

(eXtended Licensing Node) developed by NIC-Gujarat has been implemented for Drugs Controller Department, GOK. The software automates all activities related to retail drugs sales licenses, drug testing etc. The main benefits include SMS alerts to stop sales of non-standard quality drugs tested in lab, stopping sales of banned drugs and transparency.

SAND

It has bagged the CSI Nihilent award of appreciation under project category in 2011 . It is an application developed by NIC Thrissur that helps

the district administration to control and distribute the quantity of river sand that can be lifted from various mining points in an organized and neutral manner. More than one lakh citizes are benefited with sand available to them at Government rates.

Network Operations & Data Centre

Network Operations & Data Centre (NODC), with 24 x 7 operations and support, has been established at NIC Kerala State Centre for strengthening the network and services to user departments. The network is connected to the MPLS enabled National Network Backbone with a 2.5-10 GBPS bandwidth and the 14 District Centres are connected with 34-100 MBPS. 2/8/34 MBPS leased line network with 200 WAN nodes has been established in Kerala which includes High Court, NITC, Lakshadweep, Post Offices, BOI, DGFT, PAO, PQS and LAN with VLANs of around 750 clients. NIC Kerala has a Data Centre with 40 high end servers including 10 co-located servers and SAN storage, hosting websites and applications of user departments. Mail services, Anti Virus Support, Update and security services are also being provided. Studio based Video Conferencing services with High Definition VC systems at State Centre and Training Centre, EVCS (Executive Video Conferencing System) facility at NIC District Centres, Chief Secretary's office and CPMG office are being extensively used. 46 institutes, including 6 NMEICT links, are connected to National Knowledge Network (NKN) in Kerala.

Web services

NIC Kerala provides hosting support on Linux & Windows platform. Around 70 websites are hosted and maintained . The other activities are result publishing, VPN support for districts websites, Security auditing using Appscan, coordination of security auditing with CERT-IN empanelled auditors for the applications developed by NIC Kerala, development of CMS based websites.

DR. K.M. ABRAHAM CFA
Principal Secretary to Government, Higher Education Dept., Government of Kerala

It gives me immense pleasure to know that Informatics in the forthcoming issue is focusing on the e-governance initiatives in the state of Kerala. The Government of Kerala could implement various e-governance projects like Professional College seat allotment system, Integrated Scholarship Management System, SPARK (Personnel and Payroll management System), Treasury Information System, DC*Suite, e-procurement etc. with the technical support from NIC Kerala state centre.

I take this opportunity to place on record the work done by NIC Kerala State unit officials in making the e-Governance initiatives in the state successful.

I wish all readers a very Happy and Prosperous New Year.

RA set up in NIC Kerala

A Registration Authority office for NIC CA is functional in NIC Kerala State Centre, Thiruvananthapuram from July 2011 onwards. Around 2200 Digital Signature Certificates in SmartCards/USB tokens have been issued as on date, mainly for projects like e-District, e-Procurement and e-Office. Ten SSL certificates were also issued during the period. Approximately 240 renewal of Digital Signature Certificates were also done.

The other significant e-Governance projects undertaken by NIC Kerala:

- Blood Donors Online Directory (http://blooddonors.gov.in) at Kollam district
- e-Disbursement of National Family Benefit Scheme at Kasaragod district
- e-Campus*Suite for the Kottakal ayurverda college, Malappuram district
- Gazetted Entitlement Portal for Accountants General office Kerala
- GAINPF (Government Aided Institutions Provident Fund System)
- FREES -a "single window scheme" where citizens have the opportunity to pay all the taxes and other dues to Government
- Guest House management system for Kerala House, New Delhi
- RR ONLINE for the monitoring of Revenue recovery activities of the district administration
- Service And Payroll Administrative Repository For Kerala (SPARK)
- Professional College seat allotment system
- Integrated Scholarship Management System
- Treasury Information System
- Assurance Implementation Desk (AID) for monitoring of assurances given by ministers on the floor of Legislative Assembly.
- Implementation of Central Projects like MGNREGA, SECC, AGMARKNET, NADRS, WAKF, MCTS

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OPEN SCHOOLING SYSTEM THAT TOUCHES & CHANGES THE LIVES OF MILLIONS

The National Institute of Open Schooling (NIOS), formerly known as National Open School (NOS), was established in November, 1989 as an autonomous organisation in pursuance of National Policy on Education, 1986 by the Ministry of Human Resource Development (MHRD), Government of India. NIOS is mandated to offer pre-degree courses up to senior secondary level as one of the national level board of the Govt. of India. It has also been providing a number of vocational, life enrichment and community-oriented courses linking education with livelihood. With more than 2.2million students on its roll in a given time, it is considered to be one of the largest open schooling systems in the world. Majority of its learners are school dropouts, youths from socio-economically disadvantaged sections and persons with disability, who have missed their first chance of formal education.

The National Skill Development Policy aims to empower all individuals through improved skills, knowledge and qualifications so that they have access to decent employment and enhance India's competitiveness in the global market. The policy focuses on creating opportunities for all to provide/acquire skills especially for youth, women and disadvantaged groups, promoting commitment by all stakeholders to skill development initiatives and most importantly developing a high quality of skilled workforce/ entrepreneurs relevant to current and emerging employment market needs. The National Institute of Open Schooling (NIOS) aims at development of flexible models of skills development and an innovative system of skill training with an objective of reaching out to a huge workforce and strengthen the government's skill development programme. At this juncture NIOS in collaboration with National Informatics Centre (NIC) has come up with a proposal for preparation of courseware on web design and development with specific emphasis on Guidelines for Indian Government Websites (GIGW). The NIOS has received the NCPEDP & MPHASIS universal design award for the year 2012 for its newly created website. It is worth mentioning that there is a shortage of technical manpower in the area of Web Development and Maintenance particularly with the knowledge of W3C's Web Content Accessibility Guidelines (WCAG) and GIGW.

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The programmes on "Web Designing and Development" with specific emphasis on Guidelines for Indian Government Websites (GIGW) may play a significant role in enhancing skill of the aspiring youths

and preparing them for the expected opportunities particularly in the field of developing websites where the number of trained technical manpower is less. This collaborative programme is being developed based on the National Vocational Education Qualification Framework (NVEQF) for IT - Sector Skills Council.

The objectives of this initiative are as follows:

1. To provide vertical and lateral mobility of learners, specifically those at senior secondary level in web designing programmes.

2. To develop program in accordance with guidelines for Indian Govt. Websites.

3. To prepare learners for web designing and development of GIGW compliant websites.

4. To create the contents for skill based curriculum by sharing knowledge/ faculty resources.

Three academic programmes are being developed under this collaboration following the modular approach in course delivery. The courses so designed are:

1. Web Designing and Development as an academic subject (8 credits) at Senior Secondary level. The course may be offered as one of the subjects in the core group for the newly introduced vocational stream on Computer and IT area at Senior Secondary (+2) level by NIOS.

2. A certificate programme on Web Designing and Development (16 credits) that will include 2 modules.

3. A diploma programme on Web Designing and Development (32 credits) that will include 4 modules.

The three programmes are presented in a modular structure so

that there is option for students for upward mobility and credit transfer. A student can take admission to any of these programmes directly or can move from one programme to another in a gradual manner.

The minimum duration of the Certificate programme is six months and Diploma programme is one year. Thus a learner can appear in the public examination of NIOS after six months or one year as the case may be. The learner can complete this course within five years of registration by appearing in any public examination as per NIOS norms, which is unique to the course delivery of pacing the study as per convenience of the learner.

The NIOS courses are normally offered using multi-channel and multi-media delivery mode with a judicious mixture of:

- Self-instructional print material
- Face-to-face counselling
- Hands-on Experience/Practical facilities at study centre (AVIs/AIs)
- Audio/Video Multimedia Components
- ICT-based instructional system

Central and State examination boards mostly restrict the choice of streams to Science, Commerce and Humanities. NIOS is in the process of adding a vocational stream which will widen the scope of studies and enable students to opt for job-oriented courses. Vertical mobility and lateral entry are also taken into consideration as students can opt for various unconventional combinations of subjects, as per their interest and choose for other diploma, specialization or degree courses.

There is a unique provision of lateral entry of learners to its specialised vocational courses. Learners who have completed 12th standard with the 8 Credits course on 'Web Designing & Development' are allowed the facility of credit transfer under the scheme. Thus they have to do additional 8 credits if admitted to Certificate Programme. Similarly they have to do 24 credits if admitted to Diploma Programme.

This programme would help in filling up the gap for developing and maintaining the accessible websites. The learners can also be absorbed in the private sector as web designer or as instructor. They can even set up their own business unit on website design, development, implementation and maintenance.

INTERNETING IN THE FUTURE – WEB 3.0

Internet started as a military exercise to link offices across the USA, has become ubiquitous in every sphere of human lives whether living in rural, urban or semi-urban habitats. The information flow from top to bottom and vice versa has made the people more knowledgeable not only about their rights but also about their social, cultural and historical backgrounds.

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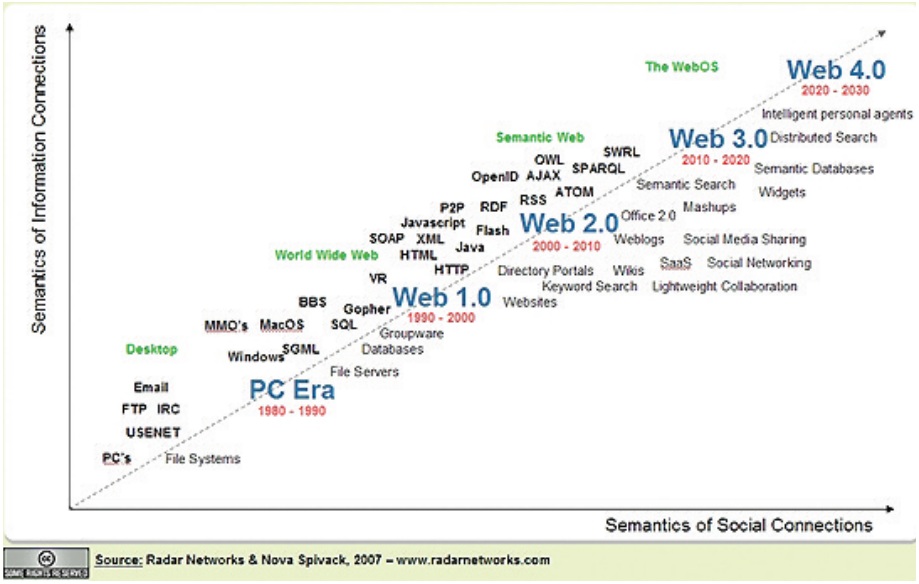
Internet has made people in developed and under-developed world to been same footing in their knowledge. From Web 1.0 to Web 2.0 and now moving to Web 3.0 to Web 4.0 in future are effects which this technological revolution has made in the lives of humans of its kind unparalleled in human history.

During the period of Web 1.0 (ranging during years 1989 to 1999), the efforts of the web developers and architectures was to standardize the infrastructure, protocols, web languages like HTML, Java, JavaScript etc. It was mainly one way communication where the people were reading what the writer was saying. The Paradigm shift from Web 1.0 to Web 2.0 which we are witnessing till now started in 2000 and has turned the people from mere readers to contributors. It has become a channel for two way communication, where people participate in the discussion, socially collaborate through Social Networking sites; share their knowledge through videos and photographs. The efforts of web architectures during this period are concentrated on writing the software/protocols to share the information among the web-sites developed on numerous platforms on various topics. If Web 1.0 was from Writer to Readers (WTR) then Web 2.0 can be acronymed as Writer to Readers to Writers (WTRW). Virtual world of formation on the internet has not only resulted into sharing of information, ideas but also as a common platform for the people to grow in terms of knowledge.

However with the plentiful of information available at its helm contained in varied and numerous websites a new thought is emerging where in the internet is considered as a BIG computer which may take the command from the people in an English like language and process the ocean of information available into its repositories to present information in a meaningful response to the people. To make things clear, imagine going to a trip to a North India Hill station at present, you may search the maps for the location and route, browse weather sites to search the information related to the weather during the specific month and yet number of other websites for the availability of hotels suiting to your budget. With this much information available, still you are at a loss to understand and collate the information in a meaningful way so that your trip for pleasure is actually a pleasurable one. Now think of a scenario where you simply give/write a command 'A Trip to North India Hill Station with budget of Rs 10000' Lo and behold the Internet searches the information available with it and checks various sites related to the

query itself and brings out the information related to route, length of route, best period to visit and hotels available at Hill station with Restaurants on the way in a lucid and succinct way. So what Web3.0 is doing is simply processing the vast amount of data available on various websites and replying in a manner for taking decision in rapid manner. With these features in built into, the web will turn into Semantic Web which the inventor of Internet Tim Berners-Lee contemplated in year 2006. Internet experts think Web 3.0 is going to be like having a personal assistant who knows practically everything about you and can access all the information on the Internet to answer any question. Many compare Web 3.0 to a giant database. While Web 2.0 uses the Internet to make connections between people, Web 3.0 will use the Internet to make connections with information. Some experts see Web 3.0 replacing the current Web while others believe it will exist as a separate network.

According to technology expert Nova Spivack, the development of the Web moves in 10-year cycles. In the Web's first decade, most of the development focused on the back end, or infrastructure, of the Web. Programmers created the protocols and code languages we use to make Web pages. In the second decade, focus shifted to the front end and the era of Web 2.0 began. Now people use Web pages as platforms for other applications. They also create mashups and experiment with ways to make Web experiences more interactive. We're at the end of the Web 2.0 cycle now. The next cycle will be Web 3.0, and the focus will



shift back to the back end. Programmers will refine the Internet's infrastructure to support the advanced capabilities of Web 3.0 browsers. Once that phase ends, we'll enter the era of Web 4.0. Focus will return to the front end, and we'll see thousands of new programs that use Web 3.0 as a foundation. The Web will evolve into a three-dimensional environment. Rather than a Web 3.0, we'll see a Web 3D.

The Web will build on developments in distributed computing and lead to true artificial intelligence. In distributed computing, several computers tackle a large processing job. Each computer handles a small part of the overall task. Some people believe the Web will be able to think by distributing the workload across thousands of computers and referencing deep ontologies. The Web will become a giant brain capable of analyzing data and extrapolating new ideas based off of that information.

The Web will extend far beyond computers and cell phones. Everything from watches to television sets to clothing will connect to the Internet. Users will have a constant connection to the Web, and vice versa. Each user's software agent will learn more about its respective user by electronically observing his or her activities. This might lead to debates about the balance between individual privacy and the benefit of having a personalized Web browsing experience.

The Web will merge with other forms of entertainment until all distinctions between the forms of media are lost. Radio programs, television shows and feature films will rely on the Web as a delivery system.

It's too early to tell which (if any) of these future versions of the Web will come true. It may be that the real future of the Web is even more extravagant than the most extreme predictions. We can only hope that by the time the future of the Web gets here, we can all agree on what to call it.

WEB ANALYTICS SERVICE: Ranking Government Websites

Web Analytics Service, an initiative under the National Portal of India, is offered by NIC for the Indian Government Websites. Web traffic to Government Websites is tracked and analyzed by NIC to help them understand the usage of their website & enhance its reach. Rank of websites is calculated based on this analysis.

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INTRODUCTION

Web analytics is the measurement, collection, analysis and reporting of internet data and traffic for purposes of understanding and optimizing web usage. It is possible to track information of a visitor to a website with the help of third party cookies which can be shared between different web sites. Personal information can't be collected through cookies because it is only possible to automatically collect technical information through this method, such as the operating system's version and the web browser's version.

Web Analytics Servicer fetches details from Webstat (webstat.nic.in), a service that monitors the government websites hosted and managed at NIC servers. It analyses the visit statistics and computes it to rank websites enlisted, based on the number of visits. It does not crawl or fetch any information directly through the websites, as all the required information is collected from Webstat server log.

Web analytics is not just a tool for measuring web traffic but can be used as a tool to assess and improve the effectiveness of a web site. It helps gauge traffic and popularity trends which are useful for research related to reach and popularity of a particular service, information or a scheme.

It helps one to estimate how traffic variation to a website after the launch of a new campaign or user section or any major change in layout, presentation, navigational architecture, color schemes and page set-up.

WEB ANALYTICS SERVICE BY NIC AND YOUR WEBSITE

Webstat measures a visitor's behavior once it appears on your website. This includes its drivers and conversions; for example, extents to which different landing pages are associated with the parent page or Home Page. This data is typically compared against key performance indicators for performance, and used to improve a web site for audience response.

It tracks visits to a website and calculate its ranking as compared to other government websites, which are being monitored. At present near-about 700 Government websites are being monitored and soon it will encompass all

major Government websites. The Rank is calculated on the basis of traffic driving to a website for past week and month.

IS YOUR WEBSITE LISTED ON WEB ANALYTICS SERVICE?

You need to visit http://www.webanalytics.gov.in , to find rank of your website as compared to other government websites enlisted for monitoring. The home page displays top 20 Websites with their rank based on their respective traffic in past week and month. There is a quick search on side-left corner which helps you find; if your website is being monitored. In case, you do not find your website listed, you need to register an account by visiting (http://webservices.nic.in/webstat/default.aspx) and submit your website to enable monitoring and rank. This may be helpful in getting insight into some better websites to seek help while you rejuvenate your own campaign.

BADGE

Web Analytics Service also offers webmasters a badge that can be embedded on their website to show their rank. The badge is available only for top 20 websites. The HTML code to embed a badge is available in the user area available after login. The badge helps in gaining credibility in the eyes of visitors

and in promotion of your web campaign.

OPTIMIZING A WEBSITE TO ENSURE BETTER RANKING

Webmasters put in a lot of efforts in maintaining a quality website and ensure traffic to it. Analytics help webmasters to get the most of out of every effort invested and drive great benefits for them and their organization.

Data collected at each step of the way to conversion can help webmasters and their organization in optimizing each campaign's performance. By 'Campaign' we mean your drive to promote any service, information or scheme amongst the visitors. Some handy tips on how to use the data to maintain a balance between the visitors' satisfaction index and content promotion is mentioned below.

• Know your visitors

For a campaign or your website in total, to have any chance of succeeding, it has to reach the right audience. Clearly defining visitors' segments is a critical component of any campaign. You can use the data from previous campaigns or website's with similar nature of content or service to determine which visitors are more likely to respond to your campaign.

Alternatively, if the website is meant for some specific group of people or a particular genre, it becomes easy for you to analyze and conceptualize, the way you should put the data and the extent of instructiveness you need to offer for interactivity.

For an in-house email list, you can use attributes that you have available in the database and create a segment of visitors with those attributes that have responded in the past.

• Target the Right Channels for Promotion

The question webmasters often struggle with is where to start promotion of a website to make it popular among masses. Which channel (e.g. direct mail, email, display, search, social, etc.) or combination of channels is likely to be most effective for that particular campaign? Use historical data to figure the channels that your target segment is more likely to respond to.

Visitors' use various channels in their journey in becoming a regular reader and likely to browse your services/information as first source. They use those channels differently. Use data (current and historical) to figure what a typical visitors' (your desired segment) journey is and then determine where you should focus your efforts.

• Proceed Strategically, Focus on Quality and Up-To-Date Content

If your creative and messages do not work you will notice it immediately in the form of clicks. It is one basic rule that matters most and that is usually overlooked.

Your website should have sufficient and latest updates for the target audience group. You should keep an eye on keywords that are being searched for and also the search terms that are deriving traffic to your website. The landing pages should be user friendly, fast loading and with quick navigational menus. To help you make your website compliant to the Guidelines for Indian Government Website, you may visit http://web.guidelines.gov.in. It is highly recommended to follow the guidelines in order to ensure it proper accessibility, validity and performance.

It is expected from all the governments functional at state, ministries and districts to enroll into Web Analytics Service to help them keep an eye on traffic to their respective websites, which may further be helpful in better web administration.

BONGAIGAON –

Administration Committed towards e-governance

Bongaigaon – carved out from parts of Goalpara and Kokrajhar districts of Assam state, the presence of rock caves(Gumphas) and stone carvings of Jogi gupha hill rocks indicates that Buddhist culture had existed here. Bongaigaon falls in the Lower Brahmaputra Valley zone. The agro climatic conditions of the district are conducive for various agricultural activities. The district is drained by the Brahmaputra on the south and two of its major tributaries viz. Ai & Manas flowing from the north to south. Agriculture is characterized by over dependence on rainfall, predominance of seasonal crops and traditional methods of cultivation. The forest cover in the district is estimated to be 22.6 percent of its total geographical area. The Manas National Park is a wildlife forest reserve lies in the northern part of the district.

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The setting up of NIC in 1993 paved the way for e-governance activities, high-quality ICT infrastructure along with facilities like Project Development, Implementation, Consultancies, Video Conferencing, net connectivity etc. gave the administration much needed technical support in their effort to provide efficient, responsive & transparent governance to its citizens. Both centrally sponsored & locally developed ICT projects have been implemented in the district, major ones being computerization of Land Record, Registration Offices (e Panjeeyan) and District Courts (e courts) etc.

MAJOR PROJECTS

Computerization of Land Records (CLR): Bongaigaon was the first district in Assam to implement the CLR project successfully in Sadar Office, Sub-Divisional Office(C) and 3(three) Circles. The citizens can avail the facilities of the computerized system in their respective areas. As a special drive, Jama Wasil (a Revenue Collection Format) forms are generated directly from the CLR database and distributed to all offices concerned and Jamabandi (ROR) have been printed and distributed to all the pattadar (Land-holder) in the district under technical support & supervision of NIC. A total of 512 villages have been included under the special drive and about 4 Lakhs RORs have been distributed so far.

Sql Server 2008 database has been used with ASP running with IIS web server. The system enables the revenue staff to enter Pattadar details, generate RoR that is Jamabandi from Chitha, perform mutation that is registration of new pattadar, partition etc. The application also enables the revenue office to generate different types of reports on daily, monthly and yearly basis.

E-Panjeeyan: The e-Panjeeyan (Registration) project has been implemented in three Sub Registrar Offices (SRO) in the district where the citizens can get their property registered and the original deed is returned on the same day. Every month approximately 200 Sales Deeds are registered in each SRO office under the overall support and supervision of NIC.

The system works on open source technology using Wamp Server – the windows web developemnt environment that allows to create applications with Apache2, PHP and MySQL database. The e-Panjeeyan helps in registering new deeds with details of applicants, witness along with photographs, thumb impression, scanned copy of deeds etc – all in digital format.

VIEW OF SUB REGISTRAR OFFICE

e-Court : Under the e-Court project three judiciary Court Complex have been included viz. District & Sessions Judge, Sub-Divisional Judicial Magistrate (Abhayapuri) and Sub-Divisional Judicial Magistrate(Bijni). Necessary ICT infrastructure like LAN, Judicial Service Center(JSC), etc. have been established The Case Information System (CIS) has been implemented which facilitates e-Filing of cases, case registration, daily proceedings, statistical reports, query, preparation of the master data, generation of cause list which is in turn uploaded on the judiciary web site - http://bongaigaonjudiciary.gov.in along with the judgments.

The system uses open source technology LAMP - Linux, Apache, My SQL, & PHP /Perl - an ideal platform for rapid development of web based applications.

Bakijai (Loan Recovery): For smooth monitoring of BAKIJAI system, an application has been developed in Visual basic & SQL Server 2008 database as backend and implemented in the district. The application has the facility to store the details of all debtors and their details regarding issue of NOC, notice, arrest warrant etc as per the rules of 'Bengal Public Demands Recovery Act, 1913'. It helps to track Debtor details, amount to be recovered, Bank name etc. The details of Debtor are published on the District Web Site http://bongaigaon.gov.in.

Information and Communication Technology (ICT) has the potential in providing important information and delivery of public services in an effective and efficient manner.

In this scenario, NIC, Bongaigaon is playing an important role in promoting the benefits of ICT by disseminating accurate information in transparent manner which has changed the way of providing services to the citizen in the district by the administration.

I appreciate the efforts made by officials of NIC, Bongaigaon District for their active participation and regular contribution in promoting ICT culture in the district and in making e-governance a true success.

S P Nandy
Deputy Commissioner
Bongaigaon, Assam

Public Distribution System (PDS): An application has been developed towards computerization of Ration Card incorporating features to capture the basic details of the beneficiary, printing of Cover Page, generating different reports for final print out of the Plastic Smart Card with family details etc. Approximately, details of 50,000 beneficiaries have already been entered and all have been uploaded on the security audited website - http://pds.bongaigaon.gov.in

SAMPLE PLASTIC CARD ISSUED TO CONSUMER

Elections: For proper tracking of voters details, Electoral Roll Management System (ERMS) developed by the State Centre has been implemented and data is captured in both Assamese and English. Summary Revision, Special Summary Revisions and Continuous update of Electoral Data and generation of final Electoral Rolls/ supplements etc. are generated.

National Animal Diseases Reporting System (NADRS): Under NADRS, necessary set up was done for online data entry through the centralized web application. Training programs were conducted on Computer Basic and on the application software for the participants.

Transport: Issue of Registration Certificate (RC) and Driving License (DL) from the 'District Transport Office' have been computerized which gave the benefit of e governance to the citizens in true sense. Approximately 200 Registration Certificates and Driving Licenses are issued every month.

District Website: The district website http://bongaigaon.nic.in is a repository of important information about district administration including district profile, history, organizational structure, who is who, phone no. as well as various e governance initiatives undertaken by the district administration. The section on citizen centric services is useful and gives details of circle wise census data, panchayat & village names, forms related to old age pension, PMRY scheme, pre & post matric scholarships, etc.

FOR FURTHER INFORMATION

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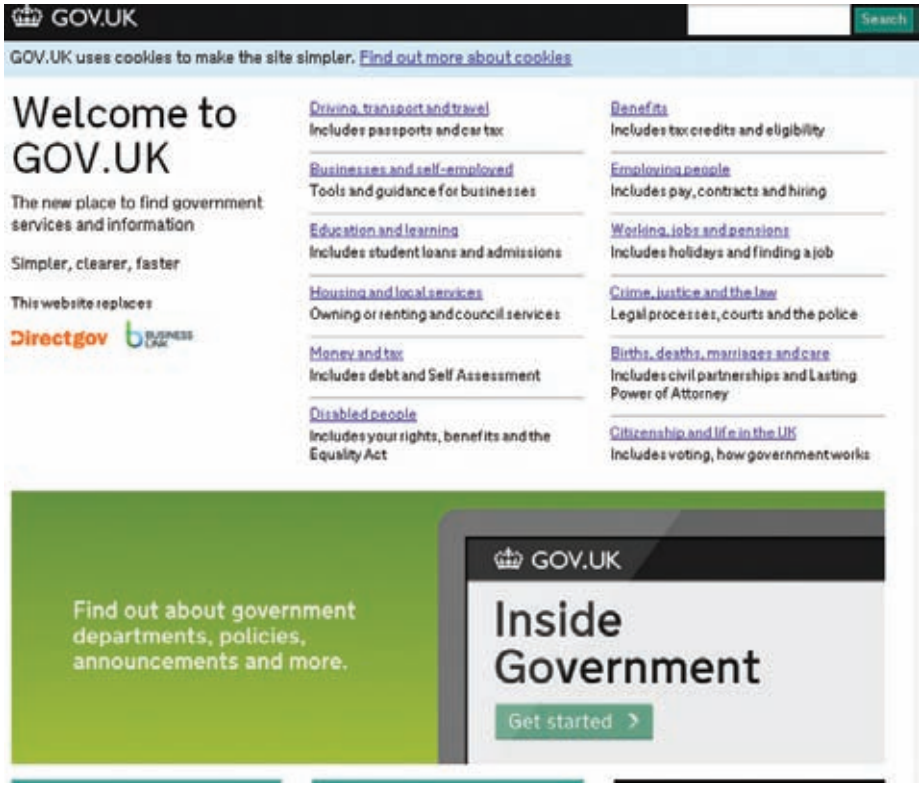
UK LAUNCHES NEW GOVERNMENT DIGITAL STRATEGY

United Kingdom has launched the new Government Digital Strategy (GDS), an action plan for redesigning government digital services around user needs, and to improve digital skills within government. It uses a list of principles and concrete actions to build a framework for re-engineering government.

Government Digital Service, a team within the Cabinet Office, the UK Government is hoping to save money for taxpayers and make services clearer by moving them online. The Digital Strategy sets out how the Government can make up to £1.2 billion worth of savings by 2015 simply by making everyday transactions digital and £1.7 billion (US$2.7 billion) a year after 2015. A Digital Efficiency Report, released by GDS this month, found that the average cost of a digital transaction can be almost 20 times lower than the cost of telephone and 50 times lower than face to face.

At the release of the strategy, Minister for the Cabinet Office, Francis Maude, stated: "Britain is in a global race and that's why we need to have modern, efficient, digital-by-default public services that are fit for the 21st Century", Maude explained that despite the fact that 82 per cent of the UK population is online, most government services aren't. "Government provides more than 650 transactional services, used about 1 billion times every year," he said.



"But presently, there is only a handful where a large majority of people who could use the online option do so." Research shows that only 46 per cent of the UK population has used a government transaction online.

The current government has already launched plenty of projects that could fit into the new plan. For example, the overall number of government websites has been reduced by 74 in the last year alone. And fewer websites means less money spent. As an example, Maude mentioned a resource dedicated to British mosquitoes. Open Standards, adopted last week, are yet another stepping stone in the Digital Strategy. This set of policies was designed to make public sector IT cheaper, more transparent and better connected through the use of Open Source solutions.

For Further Information
http://gov.uk

SOUTH KOREA EXTENDED FREE PUBLIC WIFI NATIONWIDE

On South Korea, which counts over 8.4 million fourth-generation long-term evolution (LTE) network users and recently became the first country to pass 100 percent wireless penetration as free Wi-Fi services are now being offered at over 1,000 public areas across the country. The Korea Communications Commission (KCC) is planning a joint collaboration with the country's top telecommunication providers to launch free WiFi in public areas nationwide.

According to an official statement, the Wi-Fi networks were developed to prevent the overlap of wireless networks and allow convenient Internet access regardless of telecommunications service provider.

Free Wi-Fi is now available in public service centres such as bus terminals, train stations, and airports, as well as regional cultural centres, libraries, athletics facilities, national public hospitals, welfare centres, and select tourist spots. Visitors will find a Public Wi-Fi logo at areas that offer the service. Using the network is as easy as selecting the network entitled "Public WiFi Free" and logging in with your user information at the shared login page. A complete directory of the locations of public Wi-Fi spots can be accessed at the websites of the KCC and the National Information Society Agency.

For Further Information
http://korea.net

MOBILE APP FOR ELDERCARE SERVICES IN SINGAPORE

Singapore has introduced a free on-the-go mobile application to help people locate eldercare services at the first ever Community Health Assist Scheme (CHAS) Health Carnival. The GPS-enabled app called "Mobile Eldercare Locator" (MEL), allows users to search for clinics, learn more information about eldercare and search for health and social care services, based on the location and type of service required by the elderly. The app and festival are also meant to raise awareness of CHAS.

The CHAS benefits people aged 40 and above who live in a household with a monthly income of no more than $1,500 per head. Some 220,000 people already receive subsidised care at private general practices and dental clinics under the scheme.

Singapore Silver Pages (SSP) is a specialised one-stop resource entity for Integrated Care that aims to address the information needs of the ageing population in Singapore by providing a single source where the elderly, their family members and caregivers can access trusted and authoritative information on eldercare. There are more than 1,000 such organisations featured in the app, which was developed by the Agency for Integrated Care. In addition to this, the app also features a GPS-enabled journey planner that instructs users how to get to the location of the service provider either by private car, taxi, bus or MRT.

Guest-of-honour and Health Minister Gan Kim Yong said there is a need to help people understand their own state of health better and support them in managing any conditions. The MEL app is available on iOS and Android platforms for download free of charge.

US FEDERAL AGENCY MOVES EMAILS TO THE CLOUD

The Department of Veteran Affairs (VA), has moved 15,000 employee email accounts to Google Apps for Government, announced Charles De Sanno, Executive Director of Enterprise Systems Engineering, Department of Veteran Affairs. The five-year contract will eventually move 600,000 users to cloud services provided by Microsoft. The agency is expected to complete its migration early next year.

The move is providing government employees many of the same benefits as when businesses migrate to the cloud including improved efficiency, savings and service. The Department of Veteran Affairs is the second US federal agency to move to cloud email. Earlier to this, the General Services Administration (GSA) announced its move to cloud.

Moving to the cloud enables the VA to fulfill the cloud-first federal mandate while anticipating improved employee productivity and collaboration and reduced costs.

The VA will use Microsoft Office 365 for Government, which features a separate community cloud, for email, shared calendars, instant messaging, and Web and video conferencing. It also includes industry-leading applications for productivity and collaboration including cloud-based Office, Exchange, Lync and SharePoint.

VA provides a wide range of benefits including, Disability, Education and Training, Vocational Rehabilitation and Employment, Home Loan Guaranty, Dependant and Survivor Benefits, Medical Treatment, Life Insurance and Burial Benefits. Veterans Administration Transformation Twenty-One Total Technology' (VA T4) was launched in 2010. This US$12 billion programme aims to improve the department's execution of IT projects and further advance top-priority programmes for veterans. The initiative will award 15 contracts, at least four of which are reserved for service-disabled veteran-owned small businesses and three for veteran-owned small businesses.

The contract worth US$9.8 million is expected to save the agency, $12 million over four years by moving its 25,000 employees from the current on-premises email system to cloud.

For Further Information

http://va.gov

FOOD, CIVIL SUPPLIES AND CONSUMER PROTECTION DEPARTMENT

The 'Department of Food, Civil Supplies and Consumer Protection' deals with the demand and supply of various essential commodities in the open market as well as Public Distribution System. The basic responsibility of the department is to enforce various control orders passed in respect to the Essential Commodities Act, 1955 for price stabilization and matters pertaining to weights and measures

The website is rich and updated with information, categorized under left sidebar navigation architecture. Users can download Ration Card application forms and take benefit from PDS Complaint Redressal System, which serves as a unique application of e-governance service. The home page shows Retail Prices of various commodities under Targeted Public Distribution System. The website has bilingual interface in English and Marathi languages, to ensure its reach to every common person.

The Website is well designed with elegant colour schemes. The Home Page clearly establishes the ownership with a big banner logo and the motive of the website runs through the image slider on the homepage.

The navigation is smooth and the availability of sub-menu's on internal pages adds consistent navigation for the users. The website is compatible with all major browsers

http://mahafood.gov.in/

CONTENT: ★★★

DESIGN, NAVIGATION & COMPATIBILITY: ★★★

INTERACTIVITY: ★★★

and it has proper response to standard screen resolution.

The website has a contact page with contact information of Hon'ble Minister/ Hon'ble State Minister Principal Secretary and Administrative Staff. Downloadable forms are also available to help the user group apply for the ration cards. Proper and weighted placement of links to national portal and other state ministries, are also given.

http://healthaccountsscheme.nic.in

CONTENT: ★★★★

DESIGN, NAVIGATION & COMPATIBILITY: ★★★★

INTERACTIVITY: ★★★★

HEALTH ACCOUNT SCHEME

Health Account Scheme is meant to improve health of the people by utilizing information technology for getting and analyzing information for better policy planning. Under this scheme you get one Health Diary with carbon page with each page. Original of the Health Diary remains with the user and carbon copy is used by us for feeding information in your individual health account.

The website is full of relevant and updated information pertaining to Health Scheme and Health Education Scheme. FAQ Section with Downloadable attachment answers various questions pertaining to maintenance of health diary and health camps. The website is available in Hindi and English languages and it can be toggled in a click from the top right navigation bar.

The design is simple with pleasant colour scheme. Large banner logo on the header looks attractive. The global navigational menu on the top provides quick navigation. Links to the important pages in the left-sidebar provides quick access to latest updates. A site-wide image slider serves as a major attraction and defines the process of registration. The website is compatible with all major browsers and it has proper response to standard screen resolution. The website is also accesible to differently-abled visitors.

Users can apply for a health account and number and they can maintain their health diary. The contact page enlists email address and contact number of the major government officials, and it may be useful to those looking for immediate access. A feedback form is also of great importance to users as they can seek support from the website admin.

CHILD LABOUR JHARKHAND

This website has been launched by the Government of Jharkhand, to ensure healthy, educated & empowered children and to tackle the problem of child labour. The aim of this website is to carry out vulnerability mapping on a priority basis to identify the areas and trades which employ maximum children.

The content rich and visually appealing website has been built with an aim to provide maximum accessibility and usability to its visitors by facilitating quick access to various schemes like ICPS, ICDS, MGNREGA, NCLP, Mid Day Meal etc. The website is continually updated with e-bulletin, videos and information, press releases and policy updates pertaining to the target beneficiary group. Detailed information on the Child Labour (Prohibition & regulation Act, 1986) and related laws is also available.

The design is attractive with use of pulsating colours. Site wide navigational menu on the top provides quick and consistent navigation. Four content boxes serve featured section in a striking manner. The right bottom block on the home links to national portal and other important sites. The website is elegant in presentation and layout.

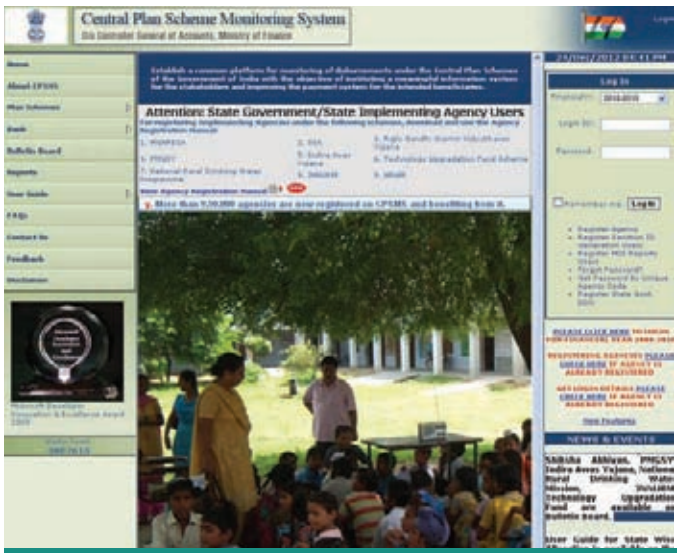
http://childlabourjharkhand.nic.in

CONTENT: ★★★★

DESIGN, NAVIGATION & COMPATIBILITY: ★★★★

INTERACTIVITY: ★★★

The website contains a FAQ section and a feedback page to assist user seeking information. The contact page enlists email address and contact number of the important officials. A font adjustment option at the header provides better reading experience.



http://cpsms.nic.in/

CONTENT: ★★★★

DESIGN, NAVIGATION & COMPATIBILITY: ★★★

INTERACTIVITY: ★★★★

THE CENTRAL PLAN SCHEME MONITORING SYSTEM

There are over a thousand Centrally Sponsored and Central Sector Schemes being implemented through different ministries of the Government of India. Given the diversity in implementation hierarchy, number of implementing units and the geographical reach of these schemes it has been a challenge to have meaningful information on these schemes. The need for a central monitoring, evaluation and accounting system for the Plan Schemes has been widely acknowledged and this site facilitates the same.

To enable regsitration of Implementing Agencies under the following schemes, downloadable Agency Registration Manuals are available for various schemes like MGNREGA, SSA, Rajiv Gandhi Gramin Vidyutikaran Yojana, PMGSY, Indira Awas Yojana, NRHM etc. The site provides information on various Banks and a Bulletin Board serves latest Updates. Banner images that link to the national portal and other major sites are being displayed in the bottom bar on home page.

The Website with simple colour scheme and a large featured establishes the idea and motto of the initiative. A contact page and FAQ area is available to assist users seeking additional information. The website is compatible with all major browsers and it has proper response to standard screen resolution.

The website offers interactivity in terms of registering agencies, sanction ID Generation Users, MIS Reports Users and State Govt. DDO. This is of great importance in bringing hassle free registration process and it serves as an ideal implementation of e-Governance.

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ONLINE QUESTION ANSWERING SYSTEMS INAUGURATED AT JHARKHAND STATE ASSEMBLY, RANCHI

The grand celebration organized on the twelfth anniversary of Jharkhand State Assembly got off with the inauguration of the online "Question – Answering System" of NIC at the newly established computer centre especially dedicated for purpose, by Dr. Syed Ahmad, Hon'ble Governor Jharkhand on 22nd Novembr'2012, Shri Arjun Munda Hon'ble Chief Minister, Shri Hemant Soren, Dy. CM, Shri C P Singh Speaker of the state assembly, Shri Hemlal Murmu, Health Minister and Shri N N Sinha, Secretary IT were among the dignitaries who heard the vivid presentation of the online system given by Shri Shahid Ahmad, SIO. A large number of state assembly officials and media persons were also present on the occasion.

The centre will be the hub for online question – answering system comprising of two modules namely 'Question Management System' (QMS) and 'Online Answering Information System' (OASYS). QMS will help in in-house processing of the questions and will generate due notices and provide interface for the online question portal to the departments. OASYS on the other hand will provide online interface to the departments to access their questions and provide answers. The final proceedings of the question – answer sessions will be put up on the Jharkhand State Assembly portal (http://jharkhandvidhansabha.nic.in)

Dr. Syed Ahmad (C), flanked by Shri Arjun Munda (L) and Shri C P Singh (R) inaugurate the system along with other officials

for the citizens.

The system, developed by NIC Rajasthan has been adopted by the Jharkhand State Assembly, will use digital signatures for authentication of the answers to be uploaded on the portal by the nodal officers designated for the purpose.

PRASHANT BELWARIAR, JHARKHAND

SMART CARD BASED DRIVING LICENSE IN UTTAR PRADESH

A MoU (Memorandum of Understanding) was signed between State Transport Department, Government of Uttar Pradesh, National Informatics Centre (NIC) and NICSI (National Informatics Centre Services Inc.) on 8th November 2012 for implementation of project 'Sarathi' in the state that entails issuance of electronic chip based Driving Licences to the citizens. The tripartite agreement was signed in the presence of state transport minister Shri Raja Mahendra Aridaman Singh. Shri B.S Bhullar, IAS & Principal Secretary, State Transport Department, Shri Rajesh Bahadur MD, NICSI & Dr. Y K Singh, Technical Director, NIC signed the MoU. Speaking on the occasion Dr. Y.K Singh informed the gathering that the preparation work is already in progress and very soon the smart card based DLs will be issued to the public.

The smart card based DL system will not only simplify the process of getting a driving license it will also help in eliminating middlemen from the process and reduce the chances of bogus Driving Licenses. It will be mandatory for all the applicants to be physically present in the RTO office after implementation of the new system, as his thumb impression and signature will be taken on the biometric device and electronic pad respectively. The new DL will come in tamper proof plastic cards embedded with a microprocessor chip that will store the digital photograph, biometric thumb impression, digital signature and other important details of the applicant. The information will also be updated in the national register and state register through a backend process required by Ministry of Road Transport and Highways.

The new DL will be available to the public from the new year (2013) as the Issuance of smart card-based driving licenses will commence in 10 districts including Lucknow, Kanpur, Ghaziabad, Agra, Meerut, Jhansi, Allahabad, Varanasi, Aligarh and Barabanki from first quarter of 2013. The remaining districts will start issuing the new DLs from the second quarter of 2013. A token amount of Rs.250/-has been fixed as the fee for smart card based driving license.

ANSHU ROHATGI, UTTAR PRADESH

NDSAP WORKSHOP CONDUCTED FOR DATA CONTROLLERS BY NIC

NIC conducted one Day Workshop on October 5, 2012 for implementation of National Data Sharing and Accessibility Policy (NDSAP). Nodal officers (Data Controllers) of several ministries and departments were invited. A briefing on the NDSAP policy and a walk through of the portal and workflow for submission of data was provided during this workshop. Data Portal, India has been set up at http://www.data.gov.in with workflow based backend, to enable publishing of datasets by Data Controllers. These datasets would essentially relate to various ministries and government departments.

The workshop started with a welcome address by Director General of NIC and a keynote address by Secretary, DeitY. An overview was given on Open Data policy followed by its importance and its implementation steps. In using this open source method of development, the Open Government Platform (OGPL) community will provide future technology enhancements, open government solutions, and community-based technical support. Through this medium, government will be able to engage in social media and can react to public reaction on issues of public interest.

Dr. R Siva Kumar from Department of Science & Technology presented the experience of the department, and the current usage. Ms. Neeta Verma (Sr. TD, NIC) mentioned that the datasets on Open Data can be used, re-used and re-distributed. The data formats used are independent and does not require proprietary software. The portal was showcased and the various features which were user friendly and how it would enable greater participation from general public were put forth. She indicated that there were already close to 70 unique requests for data that were received in just less than 10 days, which depicts the interest shown to this initiative by general public.

The workshop also involved the presentations by data controllers, Dr. L. Harendupralkash from Department of Earth Sciences, and Sh. P.C. Mohanan from Department of Statistics and Programme Implementation, Ms. Madhuri Sharma, Dr. Harendupralkash, Shri. Mohanan, Ms. Madhuri Sharma,

It was followed by a walk through on publishing of datasets on Data Portal by Ms. Alka Mishra & Mr D.P. Mishra from NIC. Ms. Verma also discussed NDSAP policy and formation of NDSAP cells under the controllers of each ministry, department. Later, the workshop was opened for the panel discussion on NDSAP Implementation Methodology by DG (NIC), Head (NSDI, DST), DDG (MoSPI) and several others.

CSI NIHILENT E-GOVERNANCE AWARDS 2011-12

Computer Society of India (CSI) and Nihilent Technologies joined hands in the year 2002 and instituted "CSI-Nihilent e-Gov Awards" with an objective to recognize and appreciate successful efforts in applying ICT for good governance for the benefit of all stakeholders. Year 2012 was the 10th Year of the eventful journey towards recognizing e-Gov initiatives in India. The awards were announced and the winners were honoured at a grand ceremony at the 47th Annual Convention of CSI held in Kolkata.

- The Manav Sampda initiative, developed and implemented by NIC Himachal Pradesh State Centre as a complete Human Resource Management solution, has won the CSI eNihilent Award of Excellence under the G2E Project category. Dr. Saurabh Gupta, State Informatics Officer and Sh. Sanjay Kumar, Principal Systems Analyst received the award at during the ceremony.

- The seamless and valuable efforts of District Jhalawar (Rajasthan) in bringing good governance through utilization of ICT (Information and Communication Technologies) made them bag the prestigious award. Informatics Officer, NIC Jhalawar Mr. Badal Agrawal and Assistant Programmer Mr. S.D. Mathur ceremoniously received the CSI Nihilent Awards 2011-12 Award of Appreciation under District Category.

- The Haryana's project Dynamic Integration of Property Registration; Land Records & Cadastral Maps was awarded under Projects Category. Chief Secretary Haryana Sh. .K.Chaudhary congratulated SIO Haryana Sh. G.S.Bansal for receiving this prestigious award.


Manav Sampda


District Jhalawar


Dynamic Integration of Property Registration

INFORMATION KIOSKS LAUNCHED IN UT CHANDIGARH

The Chandigarh Administration has launched information kiosks for checking vehicle registration number availability and for providing tourist information here on 31st October 2012. The information kiosks were formally inaugurated by Mr. K K Sharma, Adviser to the Administrator, UT. One meant for providing information on availability of vehicle registration number and another, Tourist Information Kiosk, provides information on Chandigarh, hotels etc.


Mr. K K Sharma, Adviser to Administrator UT Chandigarh inaugurates the information Kiosks

Vehicle registration number availability kiosk would enable the residents to check the availability of the vehicle registration number. The software for the kiosk has been developed by the NIC-UT Chandigarh. The kiosk will be operating at Registering & Licensing Authority in Sector 17. The touch screen kiosk would enable people to learn about the availability of registration numbers of their choice in the ongoing as well as previous series. The kiosk would make it convenient for the general public to choose the vehicle registration number, he added.

The second kiosk is the Tourism Information Kiosk which provides information on Chandigarh, hotels, tourist attractions, restaurants, etc. This kiosk would be placed at the UT Guest House. Secretary Tourism Mr D K Tiwari, IAS said the Tourism Department would assess the needs of the tourists coming to Chandigarh to enhance the utility of the Tourism Information Kiosk. Ms Prerna Puri, IAS Secretary, Information Technology, said Department of Information Technology is also considering the use of kiosks for providing various other services in various public institutions such as government hospitals. Senior officers including the Home Secretary, Finance Secretary, Director General of Police, Commissioner Municipal Corporation, Deputy Commissioner, Secretary Tourism and Secretary IT, Chandigarh Administration were present.

VIVEK VERMA, CHANDIGARH

INAUGURATION OF NATIONAL DATA CENTRE, NIC, DELHI & LAUNCH OF DIAL.GOV SERVICES

The Hon'ble Minister of Communications & IT, Shri Kapil Sibal, inaugurated National Data Centre and launched the Dial.Gov services in the presence of Hon'ble Minister of State for Communications & IT, Shri Milind Deora and Hon'ble Minister of State for Communications & IT, Dr.(Smt.) Kruparani Killi on 17th December 2012 at Data Centre, Shashtri Park.

The National Data Centre inaugurated, is one of the largest Data Centres spread over 60,000 square feet, with a capacity to host 480 server racks to host a large number of physical servers. The cloud services provided from this Data Centre including Infrastructure as a Service (IaaS) and Platform as a Service (PaaS), will enable application providers to quickly develop applications using standard stacks and deploy them on pre-configured platform on demand, thus bringing down the total turnaround time for an eGovernance service.

The Dial.Gov Service, which was launched on the very day, is a step in the direction of inclusive Governance, where citizen is empowered by information regarding his eligibility on Government benefits from various schemes. Often the true beneficiaries of these schemes do not have access to the necessary information and hence are deprived. At present, the Dial.Gov service has been set up with a Web Portal and Call Centre support with information on scholarship schemes of Ministries of HRD, Social Justice and Empowerment, Tribal Affairs, Minority Affairs and S&T and that of various State Governments. Dial.Gov service will evolve to include information on other welfare services provided by the Government of India such as Pensions, Farmer/ Agriculture related benefits, welfare schemes for BPL category, etc.

A state-of-art Software Development Centre has been set up with facilities for development of large e-Governance projects for various Ministries and Departments such as Panchayati Raj, Transport, IVFRT, Counselling, UPSC, e-Office. It is spread over 30,000 sq ft of area with 375 seats for developers.

Speaking during the inauguration, Minister of Communications & IT, Shri Kapil Sibal, said that the Data Centre will act as a vehicle to provide information and data which is needed to serve our consumers who are the recipients of various Central Government services and scholarships.

"When you really imagine connectivity to the level of Panchayat, we see an exponential increase and the complexity of dealing with data, as large as that, and then being through that data to be able to deliver services to the common man" Shri Sibal said.