

Informatix

- ◆ SMS based Monitoring System for Fair Price Shops in Tamil Nadu
- ◆ eITIs - Standardizing Industrial Training Institutes
- ◆ Launch of Prime Minister's Website
- ◆ Electoral Roll Management System
- ◆ Online Drug Inventory and Supply Chain Management System
- ◆ ICT in Districts: Bhiwani, Jajpur & Mandi



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PATRON
Rajiv Gauba, IAS

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EDITORIAL

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arliamentary Election is an important event in the Indian Democracy. Considering electorate size, geographical spread and terrain of India, Indian Elections involve colossal complexity. ICT intervention has fostered transparency and speed in the election process rendering it more efficient and accountable. NIC was entrusted with the responsibility of hosting the results and trends of General Elections, 2014 on the day



of counting for world-wide dissemination by Election Commission of India. With state-of-the-art infrastructure and technology deployed by NIC, whole exercise was executed effectively to the satisfaction of all stakeholders. It seems to be well appreciated in the Government circle.

Another milestone in the success journey of NIC is the launch of Prime Minister's website which was made live just seconds after Shri Narendra Modi was sworn in as the 15th Prime Minister of India, inviting wide scale appreciation. This issue of Informatics endows with a comprehensive overview of these success stories.

Besides these, in E-Gov Products and Services section this time, we bring for you other significant ICT initiatives including SMS based monitoring system for Fair Price Shops in Tamil Nadu, e-Courts in Manipur, Online Drug Inventory and Supply Chain Management System, Waqf Management System of India, e-ITI etc.

This issue also covers highlights on the latest ICT initiatives in the districts of Mandi, Jajpur and Bhiwani. Our regular sections such as Cyber Governance, International e-Gov Updates and In the News would acquaint you with latest happenings in the e-Governance regime in India as well as the world.

Happy Reading

NEETA VERMA

.....
We invite your valuable articles and write-ups for Informatics.

Please send your inputs/contributions/feedback to our State Correspondents or else directly to us at the address below:

.....
Editor-in-Chief
Room No-375, 3rd Floor, NIC-HQ
A-Block, CGO Complex, Lodhi Road
New Delhi - 110 003
editor.info@nic.in



Rajiv Gauba, IAS
Additional Secretary, DeitY



E -Governance in its true manifestation aims at leveraging the constructive relationship between the governing and the governed, by accomplishing the laid governance objectives through integration of people, processes along with information and technology. In India, numerous exemplary e-Governance initiatives have been introduced to transform the conventional government-citizen relationship by fostering transparency, efficiency, accountability of informational & transactional exchanges and Open Government for the citizens.

In the wake of increased public expectations in government, e-Governance must be leveraged as a key enabler and the ICT can be pivotal in revolutionizing the governance by bridging the digital divide between government and the citizens, thus facilitating participation of the people in the governance process.

With the changing ICT paradigms, DeitY and NIC are constantly striving to cater to the diverse demands of the Government and the public at large. As the Government of India is emphasizing acceleration of e-Governance in all the sectors, the DeitY and NIC have a challenging role to play in taking e-Governance right down to the grass root level by ensuring timely implementation of various ICT projects at national and state level.

I wish you all the very best with the hope that NIC would continue to prove its mettle in taking ICT to the masses at every level by instituting best of technology and continue with its spree of innovation and quality cognizance in its future endeavours.

Rajiv Gauba

CONTENTS

E-GOV PRODUCTS & SERVICES

- 5-8 Collection, Consolidation and Dissemination of Results of General Elections 2014 using ICT Tools
- 9-10 SMS based monitoring system for Fair Price Shops in Tamil Nadu
- 11-12 eITIs-Standardizing Industrial Training Institutes in Punjab
- 13-15 Waqf Management System of India (WAMSI)
- 16-17 Launch of Prime Minister's Website
- 18-20 EDSoft - Online Collection and Monitoring of Electricity Duty in Odisha
- 21-23 Electoral Roll Management System (ERMS) for State Election Commission, Himachal Pradesh



24-26 Online Drug Inventory & Supply Chain Management System of Haryana

35-37 **MANDI:** Taking ICT to the Masses

27-28 e-Courts Mission Mode Project in Manipur

38-39 **INTERNATIONAL E-GOV UPDATE**

DISTRICT INFORMATICS

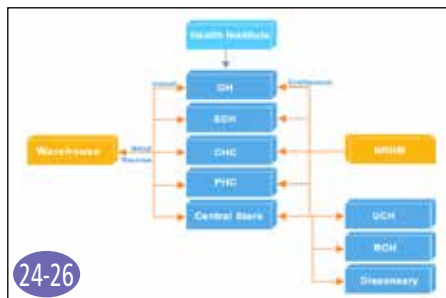
29-31 **BHIWANI:** Leveraging e-Governance Culture through ICT

40-41 **CYBER GOVERNANCE**

32- 34 **JAJPUR:** An Emerging e-Governance Hub

42-46 **IN THE NEWS**

47-48 **INFORMATICS CORRESPONDENTS**



COLLECTION, CONSOLIDATION AND DISSEMINATION OF RESULTS OF GENERAL ELECTIONS 2014 USING ICT TOOLS

Real Time Election Information Portal registers 467 Million Hits!

India is the largest democracy of the world. Considering vast geographical expanse and large size of electorate, carrying out free and fair election process in India is quite complex and challenging. With 814.5 million registered voters taking part, General Elections 2014 have proved to be biggest election event in the history. Election Commission of India has teamed up with National Informatics Centre for successfully carrying out the whole election process and on the counting day – May 16th, 2014 real-time dissemination of election results was carried out through <http://ecireresults.nic.in>, which was channelized from 989 Counting Centres.



Dr. V.N. SHUKLA
Director (IT)
Election Commission of India
vnshukla@eci.gov.in



CHANDER SHEKHAR JAIRATH
Senior Technical Director
cjairath@nic.in



R. K. AGRAWAL
Technical Director
agrawal.rk@nic.in

Edited by

MOHAN DAS VISWAM

INTRODUCTION

The penetration of ICT in election process has strengthened the cause of democracy in the country. Election Commission of India utilized Information Technology in a big way in the General Election, 2014, to ensure easy access of services by the voters and to enhance the service delivery, transparency, information dissemination and management of the election procedures. India is the world's largest democracy; Election process in the world's largest democracy poses immense challenges with respect to collection of huge data from the geographically diverse area. Further processing, presentation, and real-time, world-wide dissemination of the election results is quite a daunting task in itself.

To manage various challenges, Election Commission of India worked in close collaboration with National Informatics Centre to provide real time information on election results all over the world on the counting day i.e. May 16, 2014. The high-end servers created supercomputing centres at NIC's National Data Centres at New Delhi and Hyderabad as the primary and DR site respectively. NIC along with ECI designed the results delivery



SHRI V.S. SAMPATH
Chief Election Commissioner
Election Commission of India

“NIC empowered us to deliver the largest elections in the world most effectively and efficiently.”

architecture in high availability (HA) environment for high performance keeping in view the high computational requirements. Anticipating very high traffic from across the world, CDN technology was deployed for smooth delivery of election results. The results delivery proved to be a big hit across the world. Total 467 million hits were recorded with peak of 13357 hits per second. The whole system worked

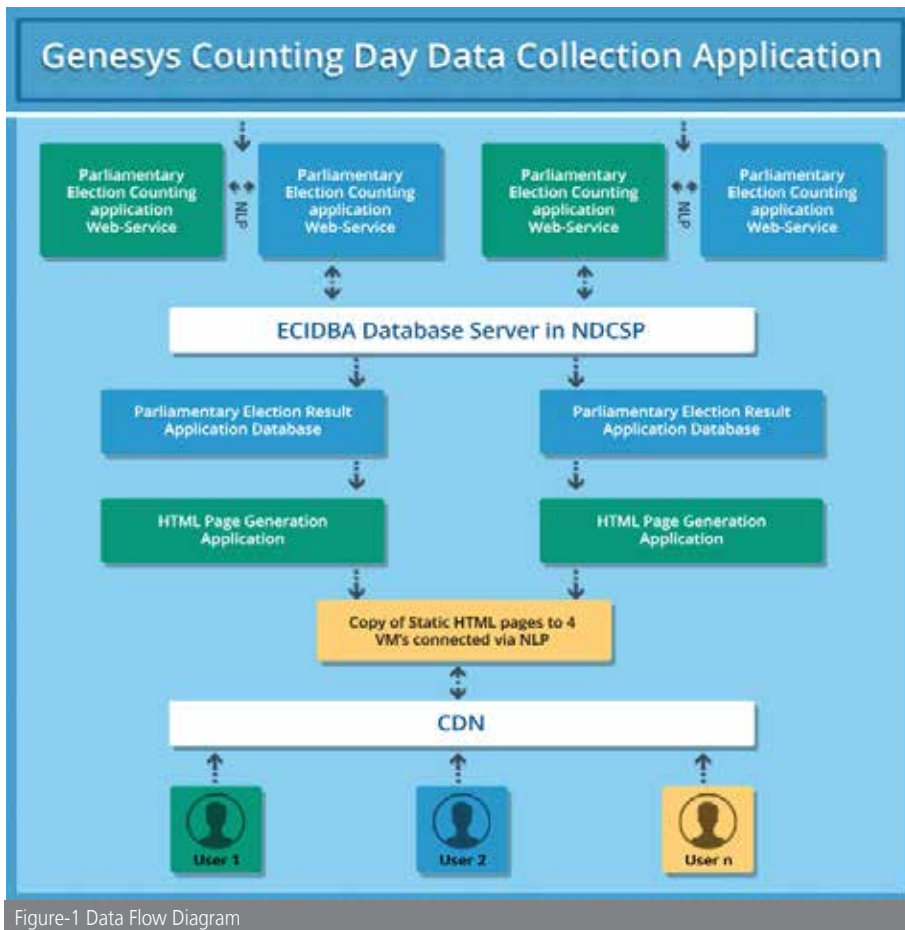


Figure-1 Data Flow Diagram

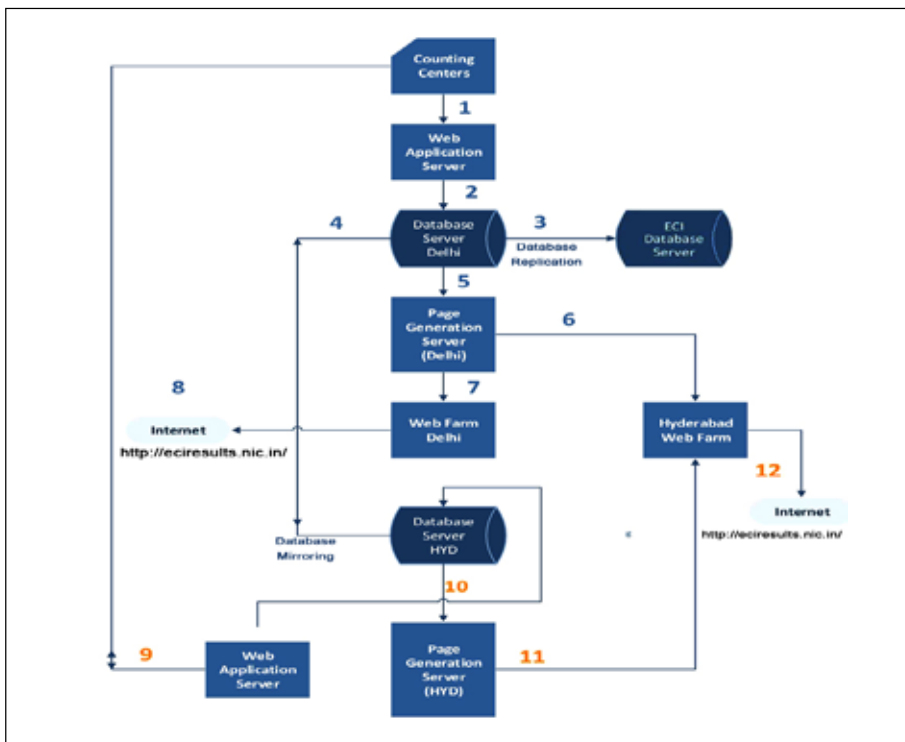


Figure-2 Work Flow Diagram

in tandem successfully without any technological glitch in spite of such high demand on the infrastructure resources. This has set an example of large scale of appraisal.

SITUATION

The General Elections to the House of People- 2014 to constitute the 16th Lok Sabha were held in nine different phases in the month of April and May-2014. Counting of the votes polled was held on 16th May-2014 simultaneously at all the 989 Counting Centres located across the nation. The results of counting were captured with the valuable efforts of field level administrative officers i.e. Returning Officers (ROs) and technical officers i.e. District Informatics Officers (DIOs) of NIC District Centres from all the Counting Centres. The information was disseminated in real time to public all over world through url <http://eciresults.nic.in>. The data flow diagram of the same process has been depicted in Figure 1.

The first key challenge is to ensure free, fair counting and make sure the information is disseminated by the Election Commission of India (ECI) in almost real time. Therefore, it needed a solution that collects data from each of 989 Counting Centres, so that counted votes are sent to the NIC Data Centres, Shastri Park, New Delhi. This application must seamlessly integrate with backend database to ensure smooth flow of accurate and real time data from the Mini Data Centres. The data of 9,30,000 Polling Stations was transmitted from 989 Counting Centres with about 5000 concurrent users which required a highly available application.

The second challenge is to make this information available on their website, as this is the first source of election information. It caters to the interest of Indian citizens, government officials across the world, NRIs and analysts watching and working on these results. Uninterrupted, real-time, election trends and results on ECI website from 8:00 AM was very critical. Our website had to be robust enough to handle millions of visitors and thousands of concurrent hits. Performance and high availability of the website were extremely essential. Finally, to ensure there is no downtime at all, all applications must replicate in real time, and a Disaster Recovery (DR) site is essential.

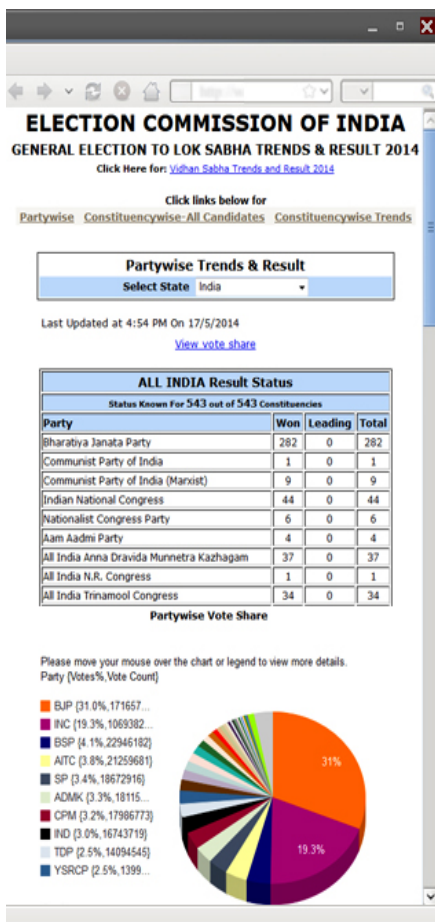
KEY DELIVERABLES

The comprehensive information which was made available to the public includes:

- All India Party wise Result Status along with Vote Share
- State wise, Party wise Result Status along with Vote Share
- Constituency wise All Candidate’s Vote Details
- State wise, Constituency wise Leading Candidate, Leading Party, Trailing Candidate, Trailing Party, Margin of Votes, Result Status.

TECHNOLOGY USED

The Results Delivery Architecture was designed in High Availability (HA) mode keeping in view of the high computational requirements. High end servers were deployed at supercomputing level. The 989 Counting Centres where counting for all the 543 Parliamentary Constituencies was carried out throughout the country were connected directly to NIC Data Centre, Shastri Park using web services for sending the round wise result on counting data in real time. Counting was carried out from 4125 Assembly Segments and the setup was so prepared to take the load of 5000 concurrent live connections from Counting Centres. All committed transactions were mirrored to Disaster Recovery site at Hyderabad. Partial data was replicated to ECI, Nirvachan Sadan, New Delhi. HTML pages were generated to disseminate the results all over the world through url: <http://ecireresults.nic.in>. Anticipating



Dr. ALOK SHUKLA
Deputy Election Commissioner,
Election Commission of India

“...467 million users...with a peak of 13,357 hits/ second...We leveraged National Informatics Centre to attain such performance, delivery, uptime and availability.”



Dr. (Mrs.) SHEFALI S. DASH
Dy. Director General,
National Informatics Centre

“The smooth delivery of IT services for the 16th general elections of India is a great achievement for NIC. In spite of such high demand on the resources, our teams across the country were able to help deliver results without a glitch.”

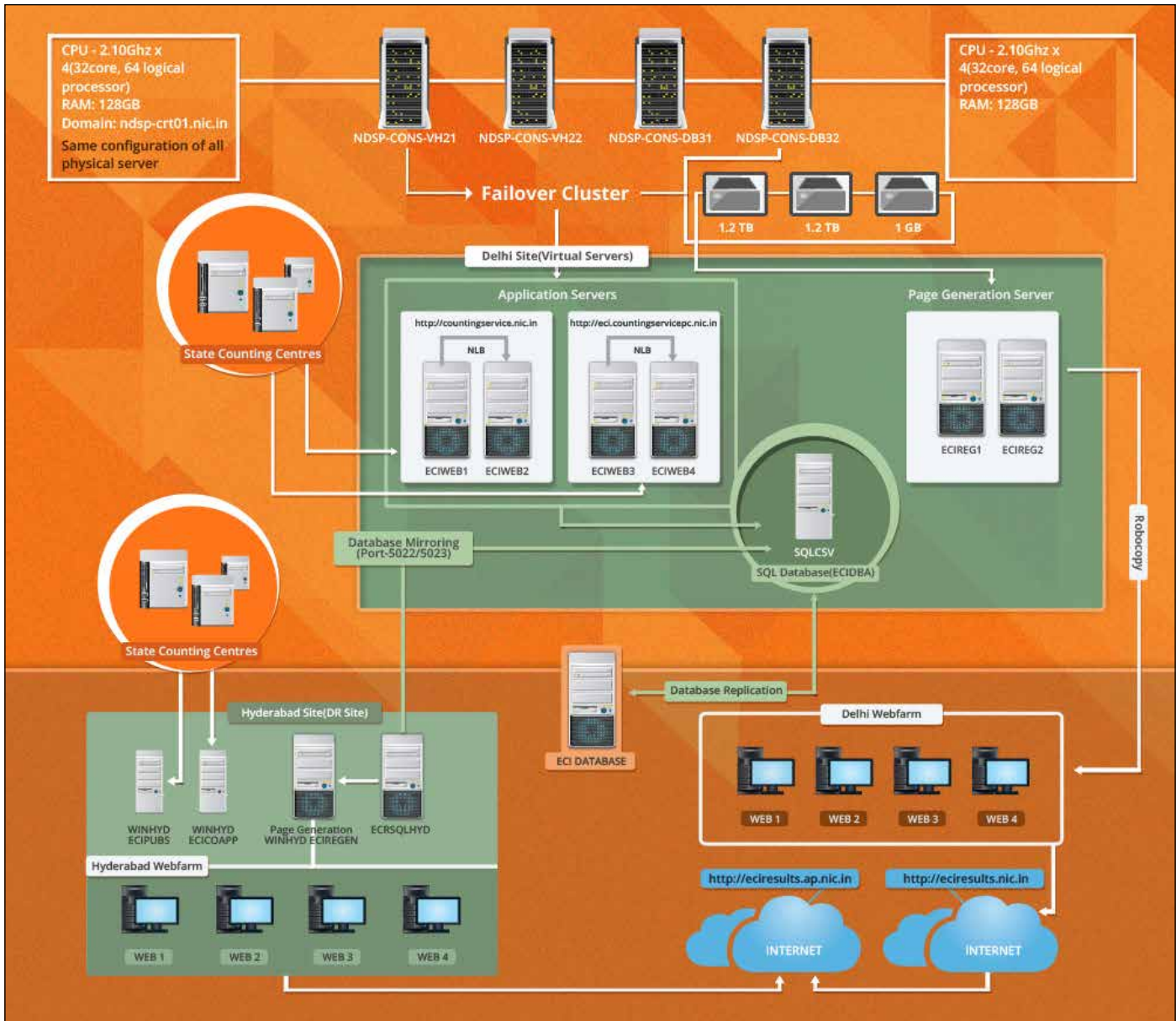


Figure 3- Infrastructure Architecture

large number of hits from across the world, CDN technology was used for smooth delivery of election results.

NDC, Shastri Park, New Delhi was the primary site and NDC, Hyderabad, Andhra Pradesh acted as DR Site. The primary site (NDC, Shastri Park) was configured as tier 3 Data Centre with expected availability of 99.982%. The tasks performed to

achieve the set goals of the project includes Virtualization of Servers, Setup of DR/Mirror Site, Replication to ECI, NLB Configuration, Pre counting data availability, Live Data Fetching from Counting Centres, Business Logic Implementation, Web page generation, Emailing trends/results to given emails etc. The work flow diagram of the entire process is given in the Figure 2 while

architecture of the infrastructure has been represented in Figure 3.

For further information:
CHANDER SHEKHAR JAIRATH
 Senior Technical Director, NIC HQs
 E-mail: cjairath@nic.in
 OR
R.K. AGRAWAL
 Technical Director
 NIC HQs
 E-mail: agrawal.rk@nic.in

SMS BASED MONITORING SYSTEM FOR FAIR PRICE SHOPS IN TAMIL NADU

The Co-operation, Food and Consumer Protection Department of the Government of Tamil Nadu has the operational responsibility of identification of beneficiaries, issuance of ration cards and supervision of movement and distribution of food grains from godowns through Fair Price Shops located all over the state of Tamil Nadu. Diversions, leakages, delays in allocation & transportation, and inappropriate distribution of food grains to fair price shops often go unchecked because of lack of timely information for monitoring. To counter these inefficiencies and enhance transparency in the system, SMS based monitoring system for Fair Price Shops has been introduced in Tamil Nadu.



S. GAYATRI DEVI
Senior Technical Director
s.gayatri@nic.in



S. VIDYASANKAR
Technical Director
vshankar.tn@nic.in



S. MANIVASAGAN
Senior Systems Analyst
vasagam@nic.in

Edited by
R. GAYATRI

For strengthening of Public Distribution System in the state of Tamil Nadu, a monitoring system has been developed by NIC TNSC that employs SMS facility to collect stock details of PDS commodities from Fair Price Shops (FPS) and godowns distributed all across the state. Fair Price Shops in Tamil Nadu are run by the Cooperative Department and Tamil Nadu Civil Supplies Corporation (TNCSC). The Cooperative Department in Tamil Nadu operates around 30,636 Fair Price Shops. These shops are run by 4562 registered Cooperative

Societies. These Cooperative Societies also operate 262 kerosene bunks. In addition to these, there are around 1466 Fair Price Shops in the state which are operated by the Tamil Nadu Civil Supplies Corporation (TNCSC). The Cooperative Societies procure various commodities meant for distribution from 422 godowns of the Tamil Nadu Civil Supplies Corporation (TNCSC), and supply them to Fair Price Shops as per the allotment fixed by the Civil Supplies & Consumer Protection Department.

NIC TNSC has developed a system to effectively track down the daily stock available for essential commodities including raw rice, boiled rice, AAY rice, sugar, wheat, palm oil, tur dal, urad dal, atta, rava, maida and

District-wise Daily Closing Balance

Sl. No.	District Name	Total Shops	Reported Total SAG	Reported SAG WTD	Total Reported Stock	Boiled Rice	Raw Rice	AAY RICE	Sugar	Palm Oil	Wheat	Other Cereal	Urad Dal	ATP	Other	Maida	Neerola	Garbanzo
1	Arundhikudi	426	415	0	415	732355	127631	259612	96391	46278	70888	36191	30735	0	145	20	0	41274
2	Chidambaram	1230	1227	3	1234	3754514	617816	461769	428678	30027	355247	61959	64208	0	752	0	0	12274
3	Chidambaram	1230	1227	3	1234	3754514	617816	461769	428678	30027	355247	61959	64208	0	752	0	0	12274
4	Chidambaram	995	927	0	928	17628	147564	40554	14476	61762	177292	134478	40178	315	243	275	0	92763
5	Chidambaram	995	927	0	928	17628	147564	40554	14476	61762	177292	134478	40178	315	243	275	0	92763
6	Chidambaram	995	927	0	928	17628	147564	40554	14476	61762	177292	134478	40178	315	243	275	0	92763
7	Chidambaram	1227	1244	0	1244	236329	706782	357144	254329	122798	122717	122736	74263	0	0	0	0	12274
8	Chidambaram	554	472	0	472	98284	476148	77344	17662	10763	116992	47728	1076	433	513	482	0	15424
9	Chidambaram	554	472	0	472	98284	476148	77344	17662	10763	116992	47728	1076	433	513	482	0	15424
10	Chidambaram	554	472	0	472	98284	476148	77344	17662	10763	116992	47728	1076	433	513	482	0	15424
11	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
12	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
13	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
14	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
15	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
16	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
17	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
18	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
19	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274
20	Chidambaram	1027	1027	0	1027	11502	138181	476232	384291	98388	171818	191423	49442	0	0	0	0	10274

Shop No	Shop Name	Closing Date	Mobile Number	Reported Date	Store Price	Stock Price	Commodity in B
DC001	HEAD OFFICE	04/07/14	9077454015	04/07/14	7100	7100	...
DC002	Modestur 1	7/01/14	994517060	08/01/14	2017	2700	...
DC003	Modestur 2	01/01/14	9012787004	02/01/14	6000	5040	...
DC004	Puchermani Head, P	03/01/14	9079581953	03/01/14	560	330	...
DC005	Puduchery 2	7/20/14	9056650373	13/07/14	1307	1141	...
DC006	Motripura godown	04/07/14	9000207150	04/07/14	8074	8100	...
DC007	Mankani godown 1	03/07/14	9000140155	03/07/14	401	4307	...
DC008	Kannan Rice Mill	04/07/14	9043717060	04/07/14	1004	5052	...
DC009	Nadu godown	03/07/14	9344000074	03/07/14	2500	3000	...
DC010	Indraprastha godown	03/07/14	9150350002	03/07/14	1073	1704	...
DC011	Appayam godown	04/07/14	9000271060	04/07/14	21	1440	...
DC012	Arakkal godown	03/07/14	9164755000	03/07/14	130	6000	...
DC013	Puduchery 1	03/07/14	9150031000	03/07/14	474	5004	...
DC014	Puduchery 2	03/07/14	9060411013	03/07/14	800	3307	...
DC015	Perambur 1	7/10/14	9100530000	07/10/14	1130	8812	...
DC016	Perambur 2	08/07/14	9000271060	08/07/14	510	5140	...

kerosene, in the Fair Price Shops located all over the state. Data in the form of SMS is sent daily through mobile phones by the salesmen of Fair Price Shops in pre-defined formats. The system facilitates compilation and generation of required MIS reports, providing instant access through a web based system to all the decision making authorities.

There are defined individual formats for SMS messages pertaining to each of the following:

- Daily closing stock of commodities in the FPS
- Daily stock receipts of commodities at the FPS
- Daily closing stock position of commodities in godowns
- Monthly count of empty gunnies/barrels
- Status of electronic weighing machine/billing machine in the FPS
- Record of inspections as and when carried out by inspecting officials

Through a single SMS, the salesman sends information comprising

the day's closing stock of all the commodities available in the shop. Similarly, a single SMS is sent for stock receipts of all the commodities in the shop, and so on. When there is any problem in the functioning of electronic weighing machines or billing machines the salesman can report the working status of the machines, before and after repair, in the defined syntax to the headquarters through SMS. Officials at various levels, who carry out periodic or surprise inspections of the shops, can also send their preliminary reports via SMS.

The system accepts SMS data only from registered mobile numbers. Salesmen and godown clerks may send SMS pertaining to those shops/godowns alone for which their number has been registered. Registration and management of valid mobile numbers of salesmen, godown clerks and inspectors is done through a web interface by authorized officials at the district level and the concerned Cooperative Societies.

The application software parses the SMS string and updates the database in case the message is error free. Invalid SMS messages including

those that follow wrong syntax, wrong codes, duplicate commodities, or originating from unregistered mobile numbers are displayed through web based reports. The respective societies can keep a track record of these and take corrective actions in time.

The software has been developed using Open Source Technology, in JSP & Java Servlet on Struts framework, and hosted at Tamil Nadu State Data Centre. The SMS gateway of NIC has been utilised for sending SMS. Implementation of the system requires salesmen of Fair Price Shops, godown clerks and the inspecting officials to have mobile phones for transmitting data. A desktop PC system with internet connection is required by the district level officials of the cooperatives, societies, and the officials of TNCSC for registration and management of mobile numbers and for accessing reports.

The system has been in place since Feb 2013. Daily data generated from nearly 94% of the shops of the Cooperatives and TNCSC is being currently received through the system. The system has enabled decision makers at Co-operation, Food & Consumer Protection Department, the Registrar of Cooperative Societies and Tamil Nadu Civil Supplies Corporation, to monitor the critical level stock position of commodities in the shops on daily basis, and ensure timely movement of stocks of PDS commodities, thereby improving service levels at the various Fair Price Shops.

The daily stock position in the Fair Price Shops has also been made available in the public domain through the portal <http://www.consumer.tn.gov.in/>, as well as in the e-PDF Portal of India.

For further information:
S GAYATRI DEVI
 Senior Technical Director
 NIC, Chennai
 E-mail: s.gayatri@nic.in

eITIs: Standardizing Industrial Training Institutes in Punjab

Due to ever increasing demand for skilled manpower, large scale establishment of the Industrial Training Institutes (ITIs) is taking place both in public as well as in private sectors. At the same time, there is a need to regularly monitor the infrastructure, results, faculty, trainees etc. of these ITIs to enhance their quality and deliverance.

Government of India has come out with a standard performance, which is to be used by each ITI for reporting as well as for maintaining its own website. This will facilitate the concerned department to keep a tap on the quality of the institutes. Moreover, information regarding courses offered, seats available under various schemes and criteria, admission process etc. can be easily accessed by the common masses. eITI initiative has been started to remove all the roadblocks faced by ITIs in developing and maintaining their websites.



MUKESH KUMAR RALLI
Technical Director
ralli.mukesh@nic.in

Edited by
VIVEK VERMA

As per the directives of Government of India, many ITIs got their websites developed and hosted. However, these websites are plagued with multiple problems. Some of these are:

1. The website developed was rarely updated with the latest information about the ITI.
2. These websites are developed in a non-standardized way where information culling and meaningful Management Information System were not possible.
3. The website hosts static information and query based display of information was not possible.
4. Due to development of the website from the private vendors, expenses were incurred for the development of the website and its hosting. Any

updates desired by the ITI once the website is hosted, used to put extra burden on the ITI in terms of funds required.

To overcome above mentioned challenges and also to provide facility of instantaneous website development and hosting to each ITI, NIC Punjab has developed a portal which helps the Department of Technical Education and Industrial Training, Punjab to succulently manage its information and also assists in monitoring the progress of all ITIs in a cohesive and coordinated manner. Additionally, the ITIs are able to make their presence felt in technical education by hosting information related to various aspects like courses available, faculty, students, placement etc. on their respective websites. Some of the other benefits incurred are as follows:

- Information is fed in uniform and standardized manner thereby offering facility to maneuver the information





Launch of eITI

for planning and monitoring in a better way.

- The quality of ITI, infrastructure, trades and seats under each trade being taught at ITI can be seen online by using query parameters.
- Various query based and analytical MIS reports are made available to the department which helps it to monitor the progress of ITIs and exercise proper control on them.

ABOUT eITIs

The portal <http://punjabitis.gov.in> is designed and developed in such a way that not only does it help the Department of Technical Education and Industrial Training, Punjab to manage the site itself but also facilitates the ITIs to manage their own websites and keep them up-to-date. The content management features of the portal keep it updated without any dependence on the website administrator. The success of the portal developed can be gauged from the fact that within the short span of 6 months, after its inauguration and launch by the Hon'ble Minister of Technical Education and Industrial Training, the site has received around 4.50 lakhs hits.

The eITI portal comes with the following interfaces:

- **Interface for Department of Technical Education & Industrial Training** - This is the home page of the department where the important information about department, schemes, admission/counselling, RTI, results, citizen charter, download forms, important related links etc. is made available.
- **Entry Module for ITIs** - This interface known as Standardized Access Automated Module (SAAM) is available to authorized users of concerned ITI for entry of details related to Performa prescribed by GoI and improvised by the Department of Technical Education and Industrial Training, Punjab. Since the information related to the ITIs changes over time, this interface helps the ITI concerned to keep the information updated without being dependant on anyone.
- **Interface for eITI Site Administrator of Department** - Using this interface, Site administrator/Nodal Officer of the Directorate at state level is able to add/update the master information, upload photographs, news, messages, create login ids for the ITIs etc.

- **Website for ITI** - Whatever information is entered by ITI, the same is displayed immediately on the website of the concerned ITI.

HIGHLIGHTS OF eITIs

- Totally dynamic, work flow based, role based application with single interface for access providing real time updates
- Developed in accordance to the GoI guidelines on the website development
- Utilizes automated standard calculations wherever necessary so as to minimize the data entry operations
- Usage of a standard generic codification scheme related to schemes, trades, sectors, categories and modules which can be updated as and when necessitated
- Three-tier security viz. at OS, database and application level
- Google Maps for location, direction and graphical analysis for better monitoring

ROAD AHEAD

- Provision for bilingual interface for displaying information in local language
- Introduction of another layer of authentication in terms of Digital Signature Certificates
- Integration of data with other similar services available and computerized
- Providing Job portal for industry and ITIs to make available jobs to the pass out candidates

For further information:

MUKESH KUMAR RALLI
 Technical Director,
 NIC Punjab State Centre
 Punjab Civil Secretariat, Chandigarh
 Ph: +91-172-2745973 Ext 13
 E-mail-ralli.mukesh@nic.in

Waqf Management System of India (WAMSI)



Waqf is the permanent dedication by a person professing Islam, of movable or immovable properties for any purpose recognized by the Islamic law as pious, religious or charitable. Waqf Management System of India (WAMSI) is an integrated on-line work flow based Information System for the management of Waqf Properties under the control of various State/ UT Waqf Boards.



GAUTAM GHOSH
Deputy Director General
ggh@nic.in



DINESH CHANDRA
Technical Director
dchandra@nic.in



NAEEM AHMED
Technical Director
naeem@nic.in

Edited by
MOHAN DAS VISWAM

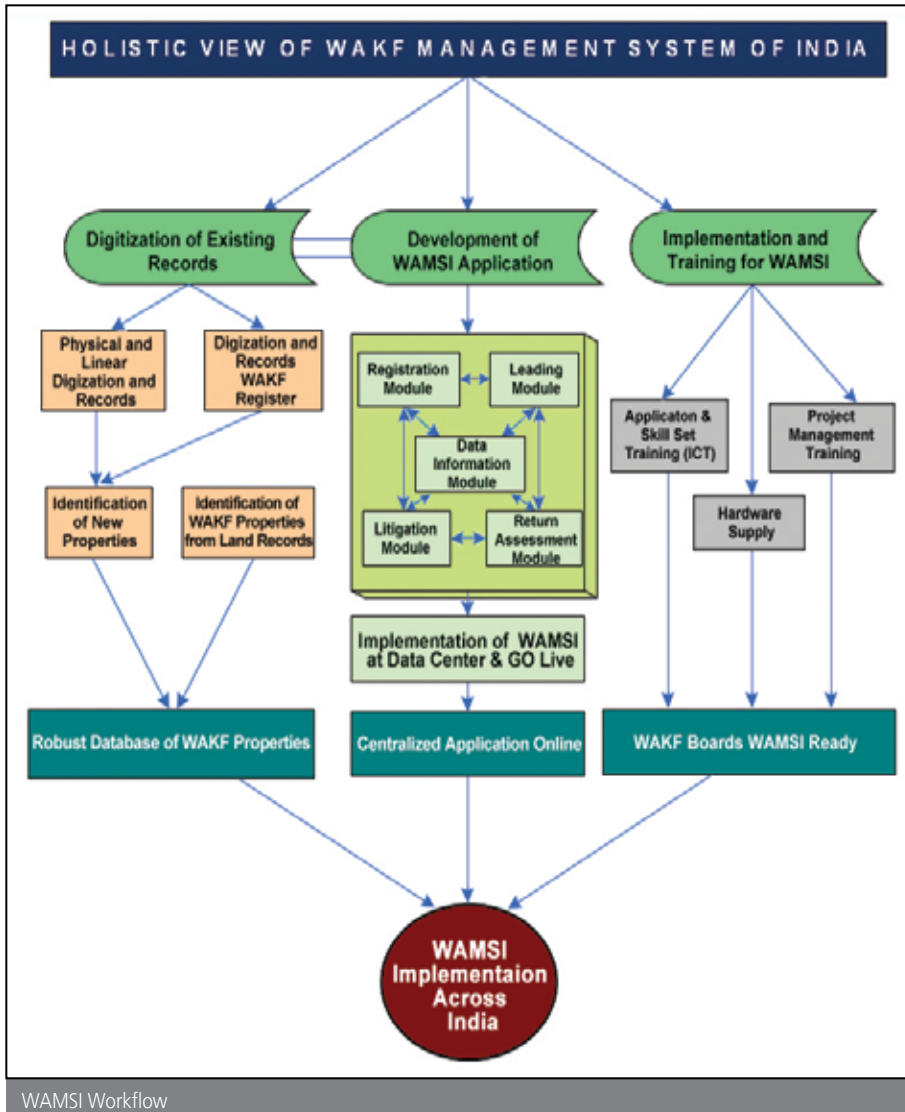
Waqfs are the national resources which are meant to be used for the development of the institutions and raise funds for various welfare activities. In a large number of cases, Waqf properties are observed to be inefficiently managed and often faces the threat of encroachment, litigation, alienation and sometimes sold-out. Cases of blatant corruption abound and selling of land for buildings, hotels, malls or factories for a pittance or handling out for meager rents to satiate commercial interests has become quite common these days. A Joint Parliamentary Committee or JPC on Waqf in its 9th Report had recommended the computerization of

the records of State/UT Waqf Boards.

In order to ensure transparent management of all the Waqf Properties and computerize the core functions of all State/UT Waqf Boards (SWBs), Government of India has launched "Scheme of Computerization of Records of State/UT Waqf Boards" in December 2009. In this scheme, Central financial assistance is given to the State Waqf Boards for setting-up of ICT Infrastructure, deployment of Technical Manpower for initial hand-holding period for managing & operating the ICT Infrastructure and Software Applications, and for imparting training and knowledge transfer to the staff of the SWBs.

The Phase-I of the scheme involves compliance to annual return filing of each assessable Waqf Property and implementation of the work flows for leasing processes and tracking





WAMSI Workflow

litigations. Digital archiving of legally admissible documents pertaining to Waqf Properties that establishes the Ownership Right as Waqf to the SWBs, is another important component of this phase.

NIC, New Delhi is the key technology associate in designing, development, implementation and maintenance of the Software Systems (WAMSI) for the scheme in close consultation with the Ministry of Minority Affairs, Government of India.

The phase-I of the project entails to accomplish the following objectives:

(a) To maintain up-to-date correct inventories for Waqf Properties.

(b) To facilitate cross checking of Waqf Property Records with other databases maintained at State/UT level especially those of Revenue Records and Civic Bodies.

(c) To track the revenue generated from individual Waqf Properties by ensuring timely reminders for submission of Annual Returns by Waqf Properties' Managers.

(d) To transparently manage the leasing process of Waqf Properties and to monitor the pending payments from lessees thereof.

(e) To track the litigations on Waqf Properties by ensuring timely pleading in the Hon'ble Courts.

(f) To digitally preserve the documents establishing the Waqf Properties Ownership rights.

(g) To facilitate easy retrieval of documents when required in case of litigations in Hon'ble Courts.

Apart from the known benefits as part of objectives listed above, there would be many intrinsic benefits such as streamlining of record keeping at State/UT Waqf Boards, enhanced transparency in the existing system of Waqf Management, etc. Another anticipated benefit would be electronic access of valuable documents related to Waqf Properties that will reduce unnecessary handling of fragile documents, thus contributing to their long-term preservation.

The project is a landmark one and is allowing the development of Waqf Properties to increase the revenues which can then be utilised for an all-round development.

The greatest benefit will be the real time monitoring that can be carried out for each Waqf Property in the country to ensure that such Waqf Properties are not encroached and/or alienated.

TECHNOLOGY FEATURES

1. The **WAMSI On-line System** for SWBs consists of the following modules:

- WAMSI Registration Module
- WAMSI Annual Return Filing Module
- WAMSI Leasing Module
- WAMSI Litigations Tracking Module

Technologies involved (Software)

- Red Hat Enterprise Linux 5 (Operating System)
- Apache Tomcat 5.5 (Web Server)
- PostgreSQL 8.2 (RDBMS Database)
- JDK 1.5 (Programming Language)
- J2EE 1.4 (JSP, JSTL)
- Oracle JDeveloper 10.1.3 (IDE)

- Strut 1.1 (Framework)
- SVN 5 (Collaboration and Versioning)
- Services of Google Map APIs

Technologies involved (Hardware)

- WAMSI On-line System is deployed at NIC-National Data Centre.

2. **WAMSI Public Interface On-line System** aims to search Waqf Properties and their present status any time by any one. The Software and Hardware specifications are similar to the WAMSI Online System.

3. **WAMSI Off-line DMS System** for SWBs consist of

- WAMSI DMS System
- WAMSI BDU Utility

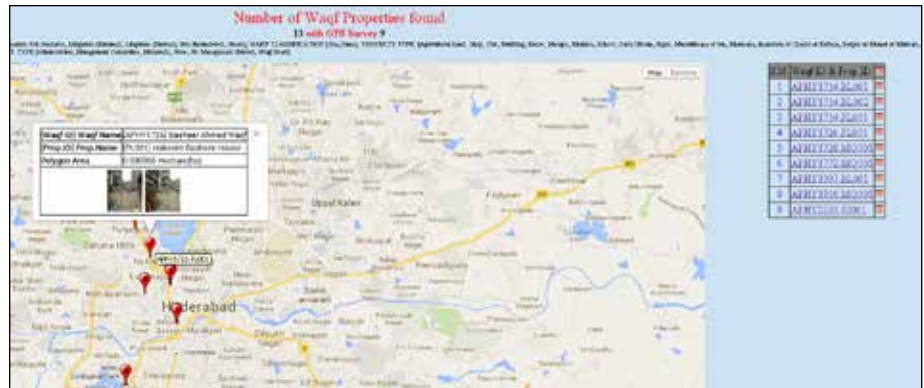
Technologies involved (Software)

- Red Hat Enterprise Linux 5 & MS-Windows XP/7 (Operating System)
- Apache Tomcat 5.5 (Web Server)
- PostgreSQL 8.2 (RDBMS Database)
- DSpace Source Code 1.4.2 (Open Source DMS)
- Apache Ant 1.8.0 (Building Tools)
- JDK 1.5 (Programming Language)
- Eclipse (IDE)
- Net Beans 6.9.1 (IDE – BDU Development)
- Java Swing 2.0 (Java – BDU Development)
- JRE 6.0 (for BDU run on PCs)

Technologies involved (Hardware)

- WAMSI DMS System & WAMSI BDU Utility are deployed at individual SWB locations on PC/Server Environment in compliance to the requirement of SWBs i.e., not to use Internet for Waqf Ownership Digital Documents delivery although technology supports this aspect.

4. **Locations:** Location of each Immovable Waqf Property is identified on the basis of Census 2011 Geographical Location Codes designed by MDDS Committee for the said purpose headed by Registrar General of India.



5. **GPS Coordinates:** GPS Coordinates of Immovable Waqf Properties are used to help SWBs to locate their Waqf Properties layouts and find out encroachments (if any) over the period of time using Google Maps/Earth APIs through different permutation and combination of parameters tightly integrated within the Application.

IMPLEMENTATION

As on May 31, 2014, WAMSI Project has been implemented in 28 SWBs across the country. In spite of various hurdles, the project is going on smoothly and leveraged with the continuous training & motivation of SWBs officials/staff by the Members of PMU(WAMSI)-cum-Development Team stationed at NIC-HQ, New Delhi. The registration of Waqf properties in WAMSI On-line System has crossed the figure of 2,92,301 as on May 31, 2014 since its first release on November 15, 2010.

The contributions to SWBs have multiplied manifolds due to tracking of annual returns submission in SWBs. Madhya Pradesh and Assam SWBs have proved as an exemplar in this case. Digitization of Ownership Documents has been completed in Eleven SWBs namely Madhya Pradesh, Assam, Puducherry, Manipur, Lakshadweep, Bihar (Shia), Uttarakhand, Chattisgarh, Maharashtra, Kerala and Tamil Nadu.

ACHIEVEMENTS

- Nearly three lakh (2,92,301) data entries on immovable properties have been entered in the system so far through online web application <http://waqf.gov.in/wamsi/> from respective State/UT Waqf Board interfaces with their own role-based credentials.
- Public Interface <http://wamsi.nic.in/> has been created for searching the Waqf properties in India where anyone could know about the current status, location on map and annual returns, litigation, leasing details of the property in consideration. Public Interface is powered by online web application running for State/UT Waqf Boards.
- Open Source Technologies such as Java Programming Language, PostgreSQL Database, etc. have been intensively employed for the project.
- GPS coordinates are being used for drawing layouts of the Waqf Properties on satellite imageries with advanced search parameters like encroached and/or litigated Waqf Properties in a particular district/city/town/village.

AWARDS

WAMSI Project has received Skotch Digital Inclusion Award 2012 for being among Top-100 ICT Projects in India during the year 2012.

For further information:

NAEEM AHMED

Technical Director

Minority Affairs Informatics Division

E-mail : naeem@nic.in

Launch of Prime Minister's Website

Just seconds after Shri Narendra Modi was sworn-in as the 15th Prime Minister of India, the official website of the Prime Minister of India <http://pmindia.nic.in/> was made live by NIC's web development team with active support from NIC Cell at Prime Minister Office (PMO). Brimming with latest features, the website has garnered appreciation from various sections of media. The interactive site has been developed in line with the vision of the Prime Minister who himself is a firm believer in the power of leveraging technology for participative governance.



MOHAN DAS VISWAM
Technical Director
mohandas@nic.in



D.P. MISRA
Principal Systems Analyst
dpmisra@nic.in

NIC has always been the key technology hub for numerous Government websites. One of the most prestigious tasks assigned to NIC was to come up with the PMO website which was launched soon after Shri Narendra Modi was sworn in as the 15th Prime Minister of India. Being one of the key sites with high popularity quotient, the website has several characteristics in aspects of design, content, navigation, interactivity and accessibility.

DESIGN & CONTENT

The spanking new website has been ingeniously designed with clear identity elements and overall abstemious look and feel. The clutter

free website sports a demure cream-yellow background with azure coloured banner portraying the image of newly sworn-in Prime Minister along with the tricolor. Its highlighting functionality with separate dark and light versions frame a significant look in web place and high quality pictures hover over its decent background.

Content of the website is well laid and updated on a daily basis. Latest information, Prime Minister's speeches, meetings, schedules, foreign visits has been furnished.

The home page of the website features sections for 'News Updates', 'Social Media Updates', and a newly included section 'Interact with Hon'ble PM'. Just below the image banner, complete information has been furnished under



separate sections related to the profile of Prime Minister, PM Office, Our Government, Information related to Prime Minister National Relief Fund along with Media Gallery capturing latest videos, photographs and live events. The important images have also been transitioned with the help of an image slider on the home page.

The footer region of the website has pages on Website Policies, Link to Us, Site Map and Help.

NAVIGATION AND INTERACTIVITY

PMO website has been designed for smooth and easy navigation between pages. The website abounds in interactive elements. A special feature called 'Interact with Hon'ble PM' has been added to the website which invites queries, ideas, suggestions, comments, etc. from the visitors. Besides, the website provides links to Prime Minister of India's pages on Social Media networks such as YouTube, Facebook and Twitter.

ACCESSIBILITY & COMPLIANCE

It is ensured that the PMO website is accessible to all users irrespective of variety of device in use, technology or ability. The website is perceivable, operable, understandable and robust. It has been built, with an aim to provide maximum accessibility and usability to its visitors.

Best efforts have been invested to ensure that most information on the website is accessible to people with disabilities. A visually challenged person can access the website through assistive technologies, such as screen

readers and magnifiers. It is also ensured that the site follows principles of usability and universal design, to facilitate all visitors of the portal.

The site carries explicitly stated Website Policies containing Terms & Conditions, Privacy Policy, Copyright Policy, Hyperlink Policy, etc. The site can be viewed in both English and Hindi languages, both these versions are simultaneously updated. The site is compatible with all the popular browsers.

FUTURE ROADMAP

Actions are underway to enhance the website features and transform it into a CMS based dynamic website with bi-lingual support. The new version will be based entirely on Word Press featuring sector specific sites or micro sites for various sectors such as foreign policy, trade and agriculture. It will also contain Customer Relationship Management (CRM) feature to manage users' feedback, comments, ideas, suggestions etc.

APPRECIATION

Office of the Prime Minister as well as ICT officials from Hon'ble Prime Minister Shri Narendra Modi's team applauded the exemplary efforts and timely updating of the content to make it reach the masses across the world. The ingeniously designed website received laurels from media houses and citizens alike. Several media houses have extensively covered the launch of this new website and have highlighted the quickness in bringing the site live. By receiving



NEETA VERMA
Deputy Director General, NIC

The role of ICT in ensuring transparent and inclusive governance cannot be stressed upon more in this technology driven era. NIC has always been instrumental in developing, hosting and securing Government websites by deploying state-of-the-art technology and infrastructure. 'Interact with Hon'ble PM' is one of the most popular sections of the website besides integration with Social Media sites such as Facebook and twitter.

thousands of mails from users across the country as well as abroad within hours of its launch, this site has proved its popularity worldwide.

For further information:

MOHAN DAS VISWAM
Technical Director & Scientist-E
User Experience & Interaction Design
Data Centre & Web Services Group
NIC Headquarters
Phone: 011-24305365, 24363692
E-Mail- mohandas@nic.in

EDSoft: Online Collection and Monitoring of Electricity Duty in Odisha

The EDSoft system radically enhances collection of electricity duty in the state of Odisha. The system builds consumer database, calculates Electricity Duty, facilitates e-payment, monitors arrear, exemption, export grants etc. ensuring transparency at all levels.



Dr. A. K. HOTA
Senior Technical Director
ak.hota@nic.in



SUJATA DAS
Principal Systems Analyst
sujata.das@nic.in

Edited by

PRASHANT BELWARIAR

Being one of the first states in the country to bring reforms in the power sector, state of Odisha is poised for ICT based governance in power sector. EDSoft has a unique distinction of being the ideal ICT based solution. Mandated by the Orissa Electricity (Duty Act) 1961, the Engineer-In-Chief (Electricity)-cum Principal Chief Electrical Officer is entrusted with the task of revenue collection through Electricity Duty (ED) apart from planning, managing and advising on various government schemes.

The restructuring and thus the spinoff of the huge power sector to various divergent but cohesive units like Generation, Transmission and Distribution led to formation of various independent units/organizations thus posing greater challenges before this advisory and implementing agency as demand for power and its state wide management have become an enormous task.

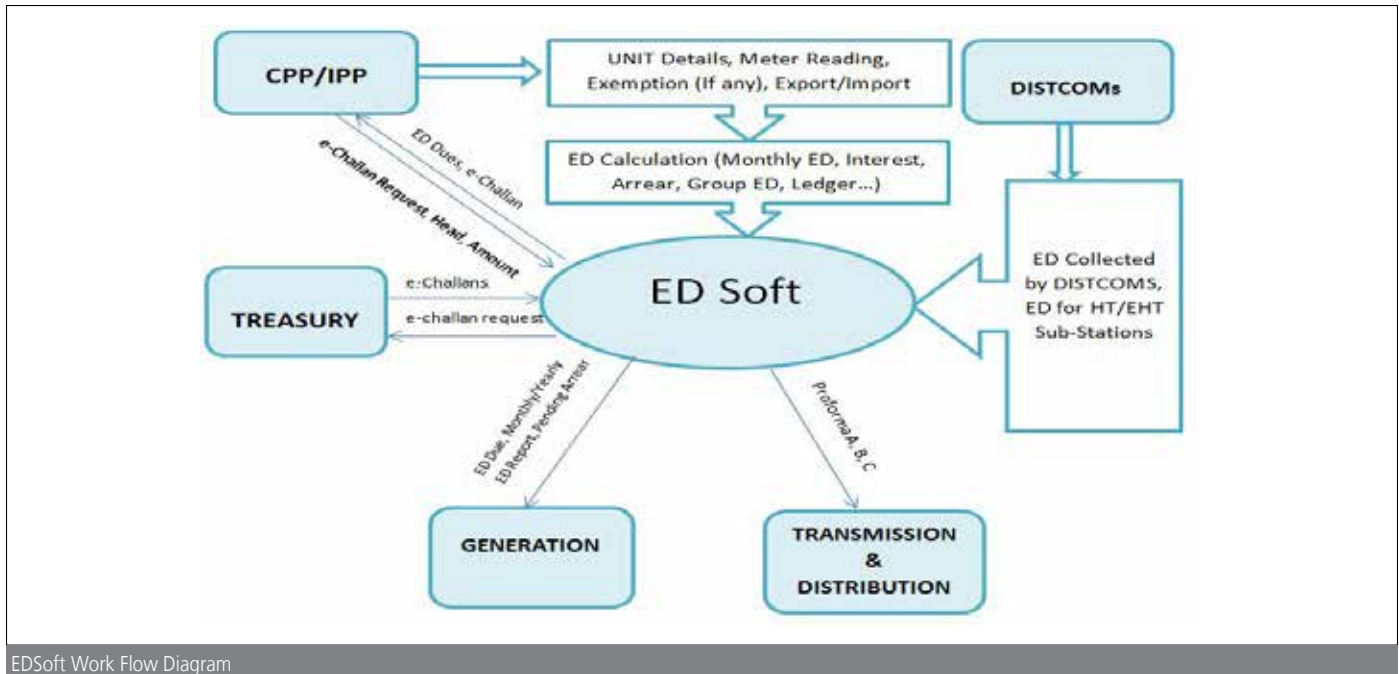
Entrusted with the task of Electricity Duty Collection from Generators as well as Transmission and Distribution (T & D) Organizations in the state to the substantial tune of 700 crore towards ED both from captive and non-captive sectors involving complex, complicated, time consuming calculations, the Engineer



ER. S. S. PATI
EIC-cum-PCEI
Department of Energy
Govt. of Odisha

We truly appreciate the dedication and unstinted support of NIC for the development of Internet Platform as an e-Governance initiative of our department. The EDSoft developed under the e-Governance initiative have e-enabled us to monitor the organization more effectively thus resulting in the availability of an integrated and improved service delivery mechanism for the benefit of general public. Making use of this software, the Electrical Inspectorate has been able to identify the non-payment of ED to the tune of ₹ 4.00 crore approximately. Also it has enabled us to finalize calculation disputes of ED to the tune of ₹ 1500 crore since 1999.

With a skeletal workforce, the Internet Platform shall be definitely of great help in increasing the efficiency of our organization. We look forward to such future associations.



EDSoft Work Flow Diagram

in Chief (Electricity) cum Principal Chief Electrical Inspector (Odisha) or EIC-PCEI partnered with NIC for coming up with an ICT solution to ensure easy and quick governance.

To tide over the problem, NIC Tech Team at Odisha State Centre in active consultation and co-ordination with Er. S. S. Pati (EIC (Electricity)-cum-PCEI formed a domain team for EDSoft with the objectives to:

- ensure that ED collections from Captive Generation Plants/Generators being carried out on self-declaration/meter reading submitted by the respective units.
- ED levied on auxiliary consumption of HT/EHT sub-stations.
- make certain that ED from different category of consumers being collected through distribution companies on monthly basis.

The restructuring as per the Odisha Electricity Reforms 1996 resulted in creation of organizations like WESCO (Western Electricity Supply

Company of Orissa Ltd.), NESCO (North Eastern Electricity Supply Company of Odisha Limited), SOUTHCO (Southern Electricity Supply Company of Odisha Limited) and CESU (Central Electricity Supply Utility of Odisha) from GRIDCO (Grid Corporation of Odisha Ltd.) apart from various IPP (Independent Power Producers) and state owned Hydro and thermal Power generation under OHPC (Odisha Hydropower Corporation Ltd.) and OPGC (Odisha Power Generation Corporation Ltd.) respectively. This invited greater challenge of co-ordination and revenue collection along with ensuring smooth functioning with regulatory body like OERC (Odisha Electricity Regulatory Commission). Therefore, these distribution and transmission corporate companies came under EDSoft scope apart from the domestic consumers.

EDSoft BACKGROUND

The electricity duty is levied by the State Government in accordance with

The Orissa Electricity (Duty) Act-1961, as amended from time to time. This amount is collected on behalf of the State Government for electricity consumed in the state and is deposited in the Government Treasury.

This entails redesigning of the existing processes, delivery mechanisms and backend computerization support.

EDSoft FOCUS

- To ensure correct and quick calculation of ED dues for each consumer, every month
- To eliminate inconsistencies in ED data, if any
- To generate the ED bill every month for each consumer, which was cumbersome in the manual system
- To bring transparency in ED calculation and create confidence among consumers
- For easy and prompt re-calculation of ED dues of a consumer in the event of change of any basic data due to court order, administrative decision

or any observed mistake in reporting/ data entry etc.

- Easy shorting/grouping of consumers as per desired requirement
- To ensure long-term preservation of all data with easy accessibility at any place, at any time and thereby explainable and convincing to any consumer/authority/court etc.
- To ensure Data security with adequate back up and privacy of all consumers with proper password protection
- Immediate accessibility of all required data by the Government for any policy decision and implementation etc.
- Easy and immediate calculation of Treasury Challans received in a month/year for a particular office under the particular head of accounts

EDSoft INSIGHT

- **Electricity Duty Calculation**
Electricity Duty is calculated after final meter reading and the export amount entered at the end of every month. For Captive power plants (CPP), who are self generators may export there excess generation through grids. On the other hand Independent power plants (IPP) have the main function of supplying power to the grid. The following is the process of ED calculation:
 - Meters of all consumers are read once every month. The final meter reading and the export amount is entered.
 - To arrive at actual consumption of the consumer, consumption registered by meter is multiplied by proportionality factor which is called Multiplying factor or MF.

• $MF = (\text{Adopted CT ratio} \times \text{Adopted PT ratio}) / (\text{Meter CT ratio} \times \text{Meter PT ratio}) \times \text{Meter Constant}$

• **Delayed Payment Charges-** In case electricity duty are not paid within the due date (within 30 days of the expiry of the month), delayed payment charges with 18% interest per annum on the total electricity duty is levied on the bill amount.

• **e-Payment of Treasury Challan-** The major challenge faced by the department is to recognize the fake challans and restrict them. To overcome this problem e-Payment of Treasury Challan has been introduced, where both individuals and industries can make challans online using net banking/debit card facilities.

Features Implemented

- Calculation of Multiplication Factor (MF)
 - Full or Part Meter reading
 - Archive information about Change of Meters
 - Handling of Exemption and Export Grant
 - Automatic Calculation of Export unit by Fractional Method
 - ED Arrear Handling
 - Automatic Arrear and Interest Calculation
 - Handling Colony ED
 - Billing adjustment for defective metering period
 - Automatic alert through Email/SMS for e-payment of Electricity Duty
 - Integration of Payment Gateway to receive online payment for Treasury Challans
- ### Major Deliverables
- List of consumers

- Monthly meter reading with generation of bills
- Pending arrear list
- Ledger maintenance (with interest calculations)
- Challan entry with verification

EDSoft ACHIEVEMENTS

- More than ₹ 4 crore have been immediately levied and realized under the jurisdiction of SE (P) – Cum- EI (G), Circle No-1, Keonjhar only due to transparency, which was totally undetected earlier due to data inconsistency.
- Around 13 certificate cases could be initiated in the current year against defaulting consumers in the above circle alone, due to undisputed and convincing bill generation.
- The department is able to send timely and correct reply to all Assembly/Parliamentary Questions after implementation of the module.
- All payment details are available for checking and securitization by the consumers.
- The new solution offers on the spot solution to any ED dispute by consumers, at field sites.
- The new solution facilitates immediate calculation of ED dues of the consumer and also assists in on the spot payment through online e-challan.
- The system is able to finalize arrear ED calculation dispute with M/S NALCO pending since November 1999 and involving an amount of ₹ 1500 crore approx.

For Further Information:

S.K. PANDA

State Informatics Officer

NIC State Centre, Odisha

E-Mail: sk.panda@nic.in

ELECTORAL ROLL MANAGEMENT SYSTEM (ERMS) FOR STATE ELECTION COMMISSION, HIMACHAL PRADESH

Electoral Roll Management System (ERMS) aims to leverage the use of voter’s data/electoral rolls generated by Election Commission of India (ECI) during Parliament and State Assembly elections for the purpose of Panchayat/ Urban Local Bodies elections, thus thwarting the duplicacy in efforts, time and money invested by the State Election Commission.

Edited by
VIVEK VERMA

On the year 2010, State Election Commission (SEC), Himachal Pradesh took an initiative to reuse electronic data created by Election Commission of India (ECI) while preparing electoral rolls to conduct elections for Parliament and HP State Legislative Assembly. This electronic data was adopted so as to produce working copy of Draft Electoral Rolls of SEC to conduct elections for Panchayati Raj Institutions (PRI) and Urban Local Bodies (ULBs) in the state of Himachal Pradesh.

In the past, as a part of conventional process, the State Election Commission

(SEC), Himachal Pradesh has been involved in conducting house to house enumeration for a period of fifteen days whenever elections were declared for Panchayats and Urban Local Bodies. These Enumeration Forms were converted into Manuscript Draft Electoral Rolls over a period of three days. Another ten days were then devoted to publish the hand written copies for inviting claims and objections from general public. After incorporating all the changes including claims and objections, the final electoral rolls were outsourced to the printing press for accomplishing the publication process. In the last lag, proof reading of the rolls was carried out by the field staff before final copies were printed and stitched.

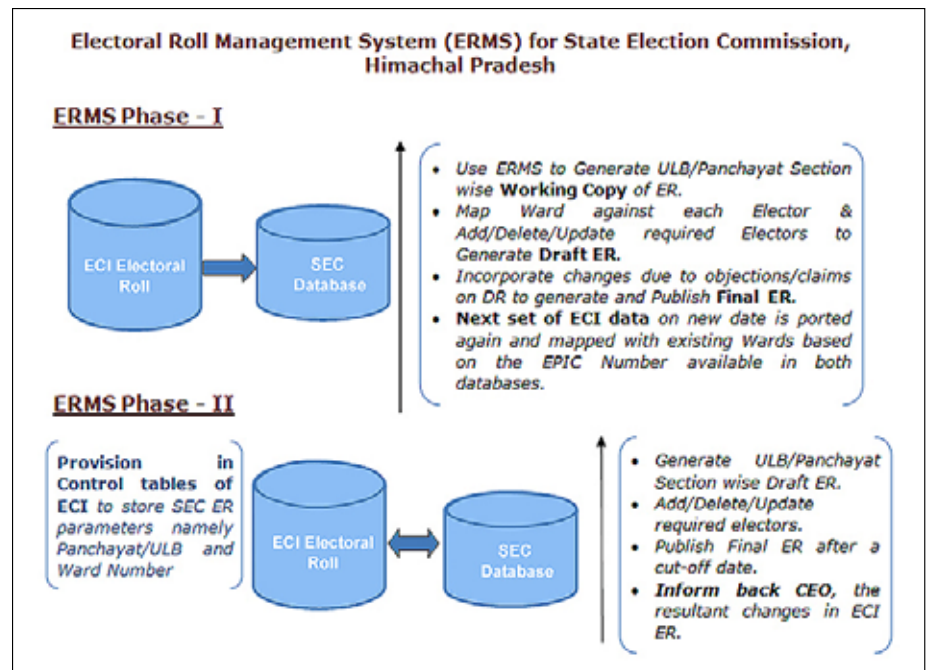
A similar process was followed by the



AJAY SINGH CHAHAL
State Informatics Officer
NIC-HP
ajay.chahal@nic.in



SANDEEP SOOD
Principal Systems Analyst
sood.sandeep@nic.in



VISION STATEMENT OF SHRI DEV SWARUP

State Election Commissioner Himachal Pradesh



“Electoral India is one. Therefore, electors’ data should also be one. This database should be useable to generate draft electoral rolls for all elections”.

Shri Dev Swarup joined the Commission in 2009 and he has been the driving force behind convincing the ECI for the ERMS initiative. An HP Cadre Civil Services officer, Shri Dev Swarup has worked for different positions at GoI. The rich experience which he carried along has motivated him to take up the ERMS initiative. He was all praise for the NIC State Centre team in providing him the desired software support in making his dream come true.

He realized that while the laws governing all elections were similar, dual efforts, time, resources, money were being wasted in creating separate electoral rolls for PRI/ ULB elections. He found a previous reference from ECI dated 4-July-2005 where the ECI has allowed use of its database to SECs. However, no state has done any further work in this regard. Therefore, in 2010, he decided to stop the door-to-door enumeration in Himachal Pradesh and started the ERMS initiative based on ECI data.

Election Commission of India (ECI) for which a huge investment was made in terms of manpower, time, stationery and money. With advancements in technology, ECI started using various ICT tools for expediting the election process. As a part of this exercise, electoral rolls are made available in the electronic, searchable format, on the Internet carrying photos and ID card details of the voters. The existing rolls are updated on timely basis, thus downsizing the conventional labour intensive process, checking on the wastage of time and public money.

While preparing electoral rolls, ECI uses the top most locational parameter as Parliamentary Constituency which is composed of one or more Assembly Constituencies (AC) and each AC is further divided into parts and each of these parts comprises of multiple sections. As a part of ERMS in Himachal Pradesh, the control tables

obtained from ECI were modified to include Panchayat against each section. Once each section was mapped with Panchayat, working copy of electoral rolls were generated - Panchayat, section wise, leaving ward number as the collectable parameter. Field level enumeration was carried out to fill ward number against each voter thereby generating the draft rolls. These draft rolls were then further processed by incorporating all the changes due to claims and objections, leading to generation of final electoral rolls. Final electoral rolls were then published on the Internet (<http://himachal.nic.in>) in searchable format. In **Phase-I** of the exercise, fresh data was obtained from ECI, electors were mapped to Panchayats/wards based on the existing SEC data and working rolls were generated for the new voters. NIC State Centre, Himachal Pradesh developed the

Electoral Rolls Management System software, which was rolled out in the state and with the pro-active support of the District Informatics Centres of NIC, data updation/addition was carried out within a short span of 15 days.

In **Phase-II** of the initiative, the State Election Commissioner, Himachal Pradesh made a presentation in front of ECI on 26th September 2013 for modification of the control tables of ECI database in order to correctly generate PRI/ULB ward wise draft rolls directly from the ECI database. This is to be without any further need to get a copy of ECI database and modify the same at the time of elections. The process involves incorporating additional parameters as per SEC requirements in the control tables of ECI. Once this is achieved, the data will flow both ways in comparison to unilateral

ONLINE DRUG INVENTORY & SUPPLY CHAIN MANAGEMENT SYSTEM OF HARYANA

With the aim to provide "Right Quantity of "Right Product" on "Right Place" on "Right Time" in "Right Condition" at "Right Cost" for "Right People" and also to streamline the distribution of drugs to institutions and ensure availability of drugs at all times, a new, innovative system called online Drug Inventory and Supply Chain Management System (SCMIS) has been introduced in the state of Haryana.



GHAN SHYAM BANSAL

State Informatics Officer,
NIC-Haryana
sio-hry@nic.in



RAHUL JAIN

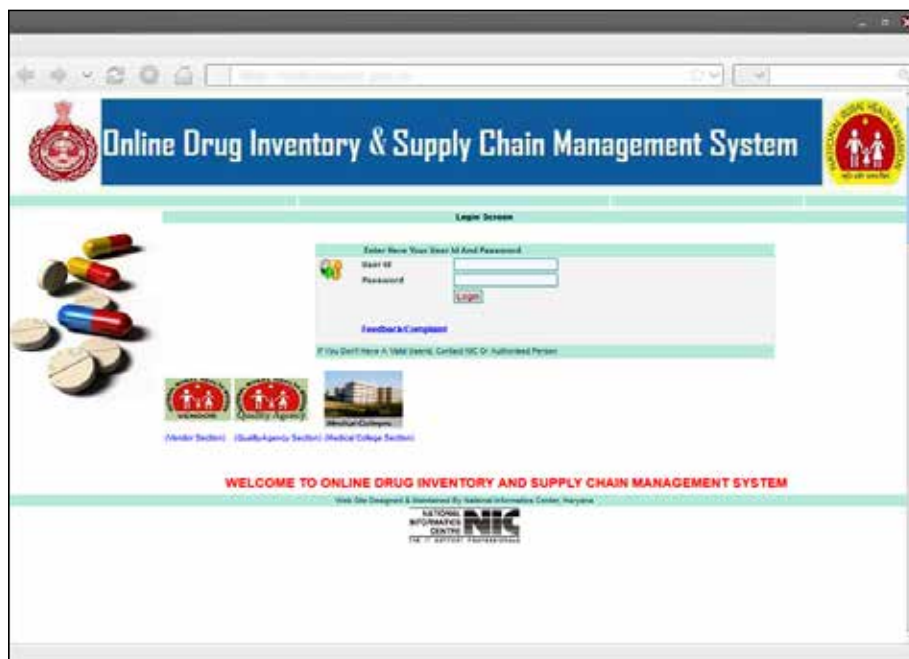
Principal Systems Analyst
rahul.jain@nic.in

Edited by
VIVEK VERMA

INTRODUCTION

An online Drug Inventory and Supply Chain Management System (SCMIS) has been developed to integrate various inter-related activities of the National Rural Health Mission (NRHM) Haryana. This application is operational since March 2013 and in accordance to the New Drug Policy of Government of Haryana. Prior to the initiative, drugs, surgical and sutures were procured in de-centralized mode. Manual monitoring was conducted to check the flow of drugs, surgical and sutures from purchase to consumption at district and state level. There were literally no tools to monitor and evaluate demand, consumption, inspection budget

and other documentary evidences. There was no track of flow between procurement and consumption, leading to shortage/excess of drugs. The system prevalent at that time was fraught with errors and there was no control on critical issues like alerts on expiry medicine, supply of medicine by vendors, whether drugs have reached the reordering level etc. The system leads to lots of time wastage and requires continuous monitoring to ensure that each transaction is accounted for and makes inventory record keeping a more cumbersome process for the operator. Not more than one person was able to access data at the same time unless they keep multiple copies of reports and the resultant paper work takes lot of space and often searching the relevant information becomes a tedious exercise.



OBJECTIVES OF THE SYSTEM

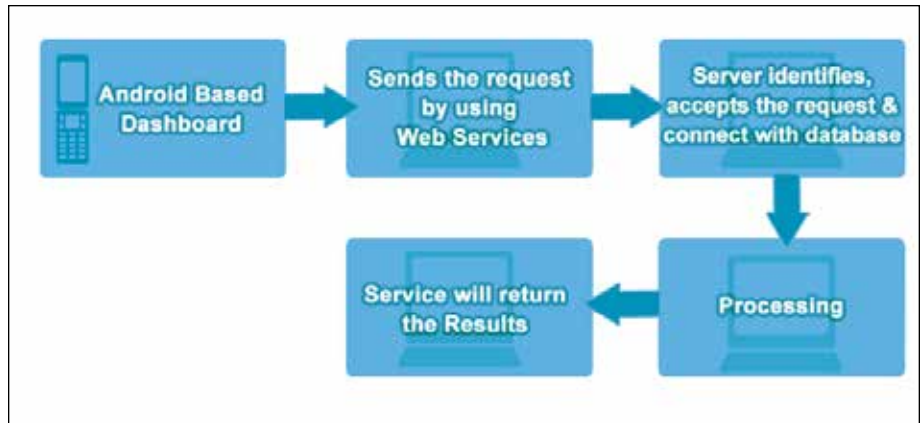
- a) To improve efficiency and effectiveness of procurement and distribution systems through robust quality controls
- b) To provide dashboard based online monitoring of all activities at each level
- c) Tracking of vendor activities like preparation of Supply Order, Shipment etc
- d) Monitoring of Drug consumption pattern

FEATURES OF SCIMS SOFTWARE

Modular approach was adopted for the development of SCIMS software application. NIC team has designed and developed the web based solution according to the new Drug Policy of Government of Haryana. The new software comes with the following features:



Procurement Cycle



Workflow of Android based Dashboard

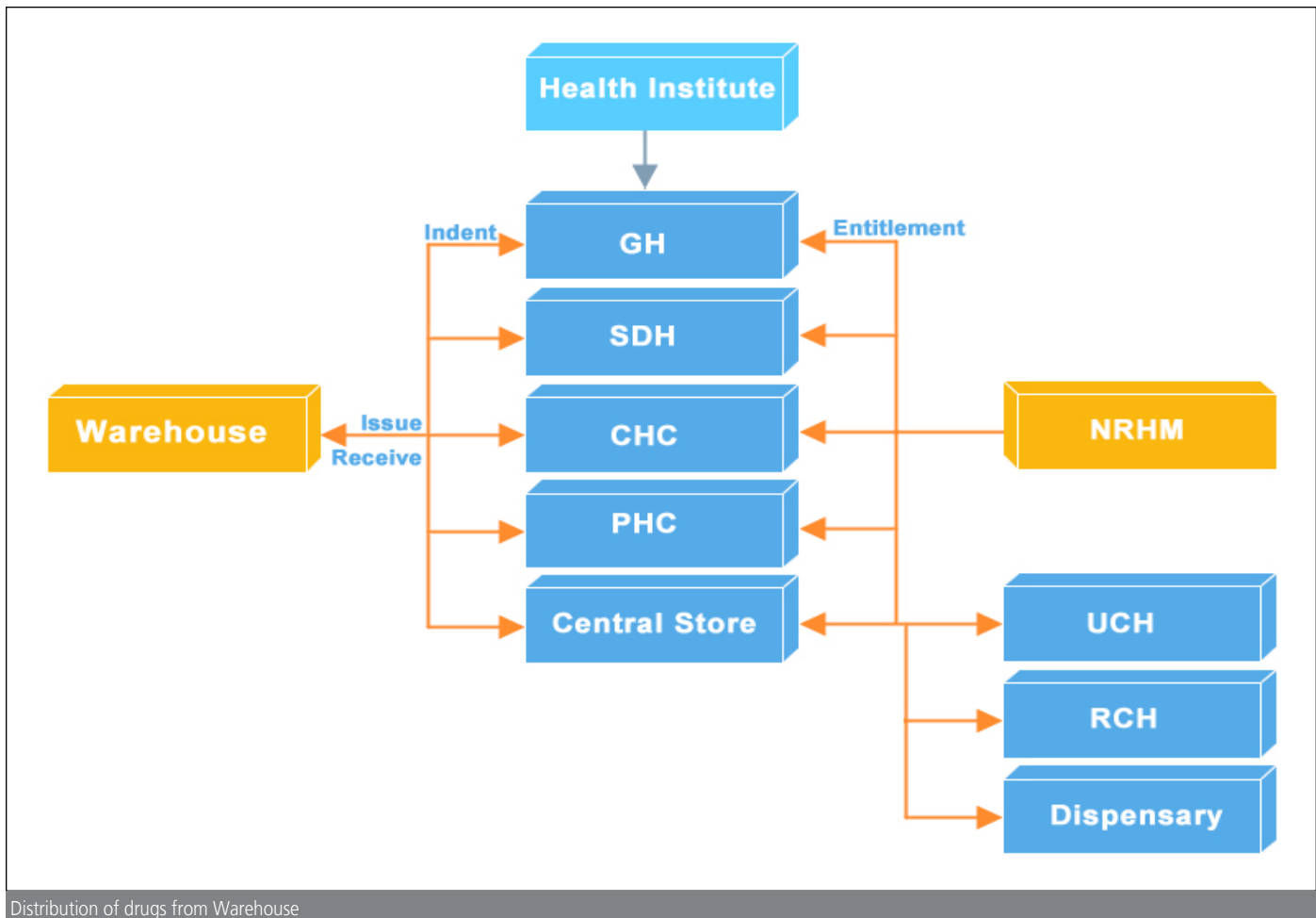
- Accounts for stakeholders on portal
- Workflow based access to different modules
- Dashboard for all concern to monitor and evaluate purpose
- Stores, maintains, updates, searches & displays information related to drugs
- Ability to define the items into groups, sub groups, categories, codification of drugs
- Provision to maintain expiry date/shelf life for an item wherever applicable
- Email Alerts with different colours for the drugs near expiry well before its expiry date
- Indent generation
- Ability to define and maintain various levels of stores that will not only allow maintenance but also keeps transaction history
- Ability to maintain control on stocks (such as quantity tracking) and their replenishment
- Ability to reserve items within the district ware house
- Ability to search items using a number of search criteria like identification id, item specification, equivalent / related item etc

- There is provision to link all drug warehouses hierarchically to understand their physical as well as functional structure.
- Transfer of drugs among Institutions, provision of record transactions while moving items from one location to another

SCMIS plays an important role in monitoring various Govt. sponsored National Programmes such as Anti-Malaria, School Health, Epidemic Anti Rabies, Medical Camps etc. It provides indenting and issuing features to the pharmacists located all over the state. It also provides interface to the suppliers, Testing labs and Medical Colleges.

SALIENT FEATURES OF SCMIS SYSTEM

- Efforts to make minimal data entry by providing selections, Pop-up windows, choice boxes wherever possible.
- User log details and user status details are also captured in database.
- Android based dashboards have been provided in the system to facilitate Higher Authorities in the process of decision making. The same facility helps the warehouse managers



Distribution of drugs from Warehouse

in monitoring of Performance Indicators.

- Drug Management from procurement to distribution has improved due to online monitoring of each activity through the system.
- Alerts are generated with different colours for drugs to be expired and the same is also sent through email.
- Non Availability Certificate is generated before any local purchase of medicines and consumables with an objective of better utilization of local funds available with the institutes and civil surgeons. This prevents undue wastage of drugs.
- The system carries out intra-institute, intra-warehouse and intra-district drug transfers to ensure optimum utilization of drugs.

- The system comes with the ability to suggest which vendor should be preferred and which should be rejected on the basis of non compliance to the quality standards of the drugs.

KEY PERFORMANCE INDICATORS (KPIs)

- Age of Inventory at various levels
- Drug Fill Rate
- Inventory turnover
- Supply Tracking
- Monitoring of medicine expiry and re-distribution
- Budget and payment monitoring

FUTURE EXPANSION/PLANNING

- Plans are in place to integrate the system with the e-payment system for the procurement of medical equipments.
- It is also planned to enable auto-generation of Purchase orders on the basis of consumption pattern for the procurement of items (other than drugs) on the same Procurement Cycle.

For further information:

GHAN SHYAM BANSAL
State Informatics Officer,
NIC-Haryana State Centre
G03, Haryana New Secretariat, Sector-17,
Chandigarh – 160017
Ph: +91172-2711642
E-Mail: sio-hry@nic.in

E-COURTS MISSION MODE PROJECT IN MANIPUR

The implementation of e-Courts in Manipur has resulted in the setting up of 14 ICT rooms/ Judicial Service Centres at 12 court complexes, providing a range of services including generation of Cause lists, availability of judgments, viewing of case status, availability of digitally signed copies of orders and judgments through the Internet etc. At present, 31 courts of Manipur have been chosen for setting up of web-based access for e-filing of cases at the Facilitation Counters located in every court complex. Other practical manifestations of the project include commissioning of Video Conferencing facility at Moreh that connects with Shania Jail, Imphal for production of victims and under trial prisoners; and seamless transfer of data across the judicial system through creation of the National Data Grid at url: <http://ecourts.gov.in/services>.



CH SWARNALATA DEVI
Principal Systems Analyst
swarna@nic.in

Edited by
RUBAIYAT ALI

A landmark project called the e-Courts Integrated Mission Mode Project was started throughout the country in the year 2007 with a vision to revolutionize Indian Judiciary through ICT enablement of courts at various levels. The project was started in the year 2008 in Manipur, and extensive discussions were carried out with the Hon'ble Judges of High Court regarding the implementation of the project which includes setting up of monitoring committees at different levels, selection of sites,

building infrastructure, preparation of estimates, etc.

ABOUT THE SOFTWARE

The need for a user-friendly software for providing transparency of information to the litigants, and assisting the judicial administration in reducing the pendency of cases, had been felt for a long time. This would require acquiring and customizing a compatible software for computerization of all courts of Manipur. Initially, the Case Information System (CIS) software, designed and developed by NIC Delhi was used for computerization of all the courts in Manipur. The software was migrated to a web-based system with



software developed by NIC Pune, designed and developed in PHP and MySQL as backend in the Ubuntu-Linux Platform. This application software helps the court staff in online filing of cases, case registration, daily proceedings, generation of statistical reports, creation of judgment, query, etc.

KEY FEATURES OF THE SOFTWARE

- Master data entry for all entities related to Computerization of e-Court in Manipur.
- Admin menu for performing administrative task
- Caveat filing feature for checking any Caveat against Petitioner
- Civil Case Filing for generating computerized case number for a civil case
- Criminal Case Filing for generating computerized case number for a criminal case
- Fees generation including court fees, process fees and search fees
- Reports generation including filling of reports
- Registration of a case by selecting a date
- Case Allocation for different courts
- Court Proceedings for generation of different types of Orders
- Litigant Updation for adding additional information with respect to cases
- Proceedings Report for generating reports edited by Court Master
- Management Reports for generating management documents
- Queries for searching any report desired by the litigant

- Mail for sharing information within CIS users
- Query Builder for firing simple query demanded by the litigant
- Backlog Data entry for entering back log cases
- Plead Guilty Judgment generation and bulk disposal of pleads
- FIR details for entering First Information Report of a criminal case

ACHIEVEMENTS

Out of various measures taken up under this scheme, the following achievements are notable:

- **Upgradation of Gauhati High Court, Imphal Bench:** Forty computers, 20 printers and UPSes were delivered for the court officials of the Gauhati High Court, Imphal Bench (now High Court of Manipur) with Internet facility.
- **Providing Laptops and Internet facility to the Judges:** Laptops with internet facility were provided to all the judges of courts of Manipur. All judges were imparted training on Ubuntu-Linux Operating System and Internet browsing so that cases from all the courts can be viewed at any given place and at any given time.
- **Infrastructure Set up:** 14 Judicial Service Centers were set up in the 12 Court Complexes of Manipur with three different workstations for every court. Computer hardware along with UPSes, printers, scanners, etc. were provided for successful implementation of the project with LAN facility. Generators were provided to the courts having more than one court for every complex.

• **Software:** Currently, cause lists, daily orders and judgments are being uploaded on the portal <http://ecourts.gov.in/services> by using the CIS Pune version of the software.

• **Video Conferencing facility:** Video Conference facility was installed at Moreh Court Complex to connect Shajiwa Jail, Imphal. It was inaugurated by the Hon'ble Chief Justice of the High Court of Manipur, Shri Manohar Sapre on September 21, 2013. Live demos of the VC facility was conducted wherein inmates from the Shajiwa Jail, Imphal, interacted with the Chief Justice and other Judges sitting at the Moreh Court which is located at a distance of 110 kms from Imphal.

All court officials are now able to operate computer independently and able to generate cause list and upload the same on the Internet.

• **MOU:** As per the guidelines of e-Court, an MOU was signed between Government of India, Government of Manipur and High Court of Manipur regarding recurring expenditures for maintenance of computer hardware, printers, UPSes, VSAT connectivity, LAN items, manpower, DG sets, etc.

For further information:

CH SWARNALATA DEVI
Principle System Analyst
NIC, Manipur State Centre
E-Mail: swarna@nic.in

BHIWANI:

Leveraging e-Governance Culture through ICT

Bhiwani city, named after a Rajput King's wife Bhani, is also mentioned in Ain-e-Akbari. Bhiwani has been a prominent center of commerce since the time of the Mughals. District Bhiwani came into existence on 22nd December 1972. The district is spread over an area of 5099 Sq. Kms. and comprises of 5 Sub Divisions, 7 Tehsils, 2 Sub Tehsils and 442 villages. The Bhiwani city has been a conventional school of boxing and produced Olympic level champions making it earn the name "Mini Cuba".



PANKAJ BAJAJ
District Informatics Officer,
NIC Bhiwani
bajaj.p@nic.in



AMIT LAMBA
Additional District
Informatics Officer, NIC
Bhiwani
lamba.amit@nic.in

Edited by
VIVEK VERMA

NIC Bhiwani- the cyber gateway to the district, was established in 1989, to play a catalytic role in promoting informatics culture and providing ICT services to government departments/ organization, besides architecting & implementing various e-Governance initiatives with the best possible technology support for achieving targeted goal of delivering efficient citizen services to the common public in the district. Over the years, NIC

Bhiwani has proved its ability in assisting district administration as well as being technology advisor to the Board of School Education, Haryana. At present, NIC Bhiwani is running 10 E-Disha Centres along with an e-Learning Centre on road safety with dedicated centre for Learner License Test and Drive Test Range.

INNOVATIVE E-GOVERNANCE INITIATIVES

- **EEMIS - Election Expenditure Monitoring System for General Lok Sabha Election 2014**

NIC Bhiwani has developed online

S.No	S.No	Description	Qty	Rate/Unit	Total Amount	Any/Other Ref
01	1	1343 Three Wheeler	1.00	300.00	300.00	4803/06/20/01/14
02	2	1344 Three Wheeler	1.00	300.00	300.00	4803/06/20/01/14
03	3	2248 Auto Cycle (Temp. Rawalpindi)	1.00	1500.00	1500.00	4803/06/20/01/14
04	4	2250 Auto Cycle (Temp. Rawalpindi)	2.00	200.00	400.00	4803/06/20/01/14
05	5	2254 Auto Cycle (Temp. Rawalpindi)	2.00	200.00	400.00	4803/06/20/01/14
06	6	2256 Auto Cycle (Temp. Rawalpindi)	2.00	200.00	400.00	4803/06/20/01/14
07	7	2258 Auto Cycle (Temp. Rawalpindi)	1.00	1500.00	1500.00	4803/06/20/01/14
08	8	2260 Auto Cycle (Temp. Rawalpindi)	1.00	1500.00	1500.00	4803/06/20/01/14
09	9	1386 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
10	10	2277 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
11	11	1377 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
12	12	1378 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
13	13	1379 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
14	14	1380 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
15	15	1381 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
16	16	1382 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
17	17	1383 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
18	18	1384 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14
19	19	1385 Auto Cycle (Temp. Rawalpindi)	1.00	200.00	200.00	4803/06/20/01/14



E-Disha Kendra

EEMS software for monitoring of expenditure done by candidates during Loksabha Election 2014. The software enormously helps district administration to maintain expenditure detail of all candidates and to generate Shadow Register on daily basis. Also, it generates the reports to be sent to Election Commission automatically.

E-GOVERNANCE PROJECTS

• E-Disha Kendra

10 E-Disha Kendras have been established at District, Tehsil and Sub Tehsil level to provide various citizen centric services. These kendras provide various services like issuance of certificates, land records, Driving License, registration of Vehicles etc. E-Disha Kendra initiative of the district is aimed at bringing greater transparency and accountability in the government departments. It facilitates people by providing single window access to various government schemes and services.

• Transport

Vahan software developed by NIC-HQ has been successfully implemented in all the 5 Sub Divisions and RTO Office of District Bhiwani. This software is primarily designed for registration of new vehicles, Road Tax collection, transfer of ownership & permits etc. So far, 72,5367 vehicles have been registered under Vahan and 24,2719 driving licenses have been issued through Sarathi. Also in 2013, a modern E-learning Centre on Road Safety with dedicated centre for Learner License Test has been established and Drive Test Range has been constructed for conducting driving test.

• Computerization of Land Records (HALRIS & HARIS)

A complete integrated workflow automation system of land record components has been implemented in all the 9 Tehsils & Sub Tehsils of District Bhiwani. It provides a single window interface for Deed Writing, Registration, Mutation, Jamabandi

and copy of Records-of-Right, which is also available on website <http://jamabandi.nic.in>. System has been made secured by defining the role and biometric access of each user.

NETWORK SERVICES

• District Website

The district website (<http://www.bhiwani.gov.in>) has proved to be useful source for important information related to the district. In view of its popularity, the site is being given a complete facelift and information is being collected from different departments. Information of interest to general public includes tenders, elections, recruitments etc.

• Connectivity

NIC District Centre, Bhiwani is connected with 34 Mbps OFC (Optical Fibre Cable) for Internet in order to provide Email, Video Conference and web services. A Local Area Network (LAN) has been established in DC Office covering all the branches of the complex. . The network consists of more than 400 nodes connected to each other and is maintained by the District NIC Centre.

• Capacity Building

Regular training sessions are conducted to impart knowledge on basic computers and IT concepts, use of database and other ICT related tools to the employees of various government offices in the district. This has proved quite beneficial in promotion of e-Governance culture in the district besides timely execution of many ICT projects.



ICT SUPPORT IN OTHER AREAS

• General Elections (Parliamentary & Assembly Elections)

NIC Bhiwani has provided best ICT support during Parliamentary and State Assembly elections. Technical support has been provided for polling party formation, randomized booth allocation, counting party formation, generation of different counting performas, transmission of data to ECI, State Election Commission and Doordarshan.

• Technical Advisor to HBSE

In the year 2003, Board of School Education (BOSE), Haryana with the help of NIC has started transforming its service delivery method and took many ICT initiatives like online issuance of Admit Card, single point web based delivery of services etc. NIC and BOSE have won many National e-Governance Awards. At

present, NIC Bhiwani has taken over the role of technical advisor to HBSE board.

• National Animal Disease Reporting System (NADRS)

NADRS is an ICT enabled web-based system designed for monitoring and surveillance of animal diseases and their control in the country. The system aims at networking of all the offices of Animal Husbandry Departments. The system has been operational in all the 10 blocks of the district.

AWARDS

The efforts of NIC Bhiwani have been recognised at many levels and also by Dr. Abdul Kalam Azad, Ex-President of India. The team has been felicitated by numerous appreciations and awards received by, Present and Ex- Chief Ministers of Haryana, Ex-



ASHOK KUMAR MEENA, IAS
Deputy Commissioner
Bhiwani

National Informatics Centre, District Division Bhiwani has been working as an integral part of District Administration in capacity building, promoting and implementing various information & communication technology (ICT) enabled projects in the district. ICT inclusion has played a major role in bringing significant transparency and accountability in the government processes and public delivery system. The whole system has been made more strong and accessible by inclusion of web and mobile technologies.

I appreciate the remarkable contributions by Shri Pankaj Bajaj, DIO and Shri Amit Lamba, ADIO in making e-Governance a true success in the district.

Deputy Chief Minister and various Ministers during Republic Day and Independence Day functions.

For further information:

GHAN SHYAM BANSAL
State Informatics Officer,
NIC-Haryana State Centre
G03, Haryana New Secretariat, Sector-17,
Chandigarh Ph: +91172-2711642
E-Mail: sio-hry@nic.in

JAJPUR:

An Emerging e-Governance Hub

Jajpur was founded by 'Jajati Keshari', the Somavanshi King in the early 10th Century. The district takes the name from its headquarter town, which is the main hub of activities. The history of the district from time immemorial is synonymous with the Biraja and Biraja Khetra. Be it in agriculture or industrialization, Jajpur district has been able to mark its own distinction among the thirty districts of Odisha state. Tagged with high literacy rate, the district's glory is well known, be the capital of ancient Kalinga before shifted to Cuttack and then to the present day Bhubaneswar.



SUDHANSU MOHAN SATPATHY

District Informatics Officer,
NIC Jajpur
sm.satpathy@nic.in



JYOTI PRAKASH BEHERA

Additional District Informatics Officer, NIC Jajpur
jyoti.prakash@nic.in

Edited by

PRASHANT BELAWARIAR

NIC District Unit, Jajpur has played an instrumental role in hosting numerous ICT based applications in various government domains which have proved as a catalyst in ensuring ICT enabled growth of the district.

ICT IN DISTRICT ADMINISTRATION

The high demand for public services has gone exponential with the onus to deliver it through ICT applications, which have now become the natural choice for the district administration.

The rich coastal district with 10 blocks and Tehsils with 280 GPs and 1781 villages, Jajpur has been able to maintain its significance because of efficient & transparent administration caused by high e-Governance penetration.

ICT PROJECTS

- **Standardized District Portal (<http://jajpur.nic.in>):** <http://jajpur.nic.in> is the info highway for the administration as well as for the citizens. The single window portal hosts information on the whole range of various G2C, G2G, G2B and G2E services.
- **e-Abhijoga:** e-Abhijoga is the grievance redressal system through



ANIL KUMAR SAMAL, IAS
District Collector, Jajpur

NIC Jajpur District Unit has been instrumental in conceptualizing efficient IT plans and providing all out support to the Jajpur District Administration for effective grass root administration and management through use of modern ICT tools and infrastructure.

The district team is headed by the pro- IT collector Mr. Anil Kumar Samal, IAS and under his able guidance the ICT infrastructure and projects have covered all the blocks and Tehsils and are ready to penetrate to the Gram Panchayat level.

which citizens can directly send their grievances to the District Collector/Hon'ble Chief Minister. The portal facilitates complete cycle of online redressal of grievances such as tracing of the application, reporting the action/s taken on the grievance etc. It is a one of its kind move by the top bureaucracy and political system



of the state to reach out and to listen to the people thus strengthening the principles of democracy.

- **Land Record Computerization:**

With the latest build ver.3.02, Bhulekh is now fully operational in all the 10 Tehsils of the district. The client-server application software facilitates the Revenue Department in easy keeping of all the RORs. It also assists the public in getting ROR copy and availing land mutation services at the Tahasildar offices with use of modern biometric fingerprint technique. The web version of Bhulekh is also available at (<http://bhulekh.ori.nic.in>) which assists users to view the copy of their RORs on the click of a button.

- **Document Management System (DMS):** With the objective to store, preserve, manage, search, locate & utilize the old Case Record Documents of Tehsils for better management, DMS project has been initiated. The project facilitates conversion of physical case records into digital format, easy storage & retrieval of case

record documents using a suitable Design Framework. Not only this, the system creates metadata for successful search, analysis & management of documents; assists in efficient storage & retrieval of the documents stored in physical storage devices etc.

- **PRERANA:** In order to expedite the efficient disposal of scholarship applications and to ensure timely

payment of scholarships to the students, Post-metric Scholarship Registration Release and Network Automation or PRERANA has been initiated. The system deposits the scholarship amount directly into the bank account of the students.

- **e-MPR on Land Acquisition System:** With radical changes in the recent Land Acquisition Act, the Land Acquisition System enables G2G services to monitor land acquisition proposals. Earlier the entire information was unorganized but with the introduction of this new system the proposals are now submitted online to R & DM Department for notification and compliance reports. It also monitors issue of orders and disbursement of projects.

- **NADRS:** NIC Jajpur took the lead to train all VAS of Jajpur district from time to time to use this system. The ICT infrastructure and established computerized network through VPN connectivity for National Animal Disease Reporting System links each block, district and State Headquarters



Inauguration of District Jajpur official Portal



Training on DMS

and monitors livestock disease situation in the country through the Central Disease Reporting & Monitoring Unit (CDRMU).

- **AGMARKNET:** Government is on a continuous endeavour to eliminate the middleman in the agri-business so that the farmers get their suitable dues and the prices of essential commodities remain under check. AGMARKNET is an important web based project that updates all the stakeholders on the details of prices of essential commodities in the market such as food grains, pulses, oilseeds etc. Jajpur RMC and Jhumpuri RMC are covered with the transmission of market data on daily basis.

- **CONFONET:** CONFONET provides a single-window solution for automation of activities undertaken at the Consumer Forums at the national, state and district level. The project has provided an ICT solution to achieve efficiency, transparency and e-governance at the consumer

forums and has facilitated disposal of cases in a time bound manner. The registration of complaints, recording of court proceedings, issue of notices, generation of cause lists, recording of judgments, record-keeping and generation of statistical reports etc. are carried out through the Case Monitoring application software. The CONFONET website (<http://confonet.nic.in>) provides Information on Consumer Rights and Protection to facilitate consumers, NGOs, Consumer Rights Organizations and Consumer Activists. Other services offered by the website include Online schedule of cases - List of cases to be heard by the courts on the following day and search of date-wise list of cases, lists of National Consumer Disputes Redressal Commission (NCDRC), various State Commissions and District Forums. The CONFONET project caters to a wide range of beneficiaries like consumers, Consumer Activists, Non-Governmental Organizations, members of Consumer Courts, Bar

Councils and advocates.

- **District Court Computerization:** With the establishment of LAN and broadband connectivity in the District Court, the Court Information System (CIS) has been made operational. At present, the digitization of backlog cases of all the courts of the district is under progress.

- **Recruitment and Training:** NIC Jajpur supports district administration in recruitment of Jr. Clerk, Jr. Stenographer, R.I, A.R.I and Admin by managing the applicants' database, generating intimation letters and generating rank-wise results of the examination. Time to time training is being provided to the staff of district administration and other government offices for use of ICT in administration and for other application packages.

- **Lease Line / Broadband:** Lease line Network has been extended to Head Post Office, Jajpur, Jajpur Road and to RTO Chandikhole Office on 24x7 basis.

- **eProcurement:** This MMP is running successfully in the district with all govt. departments and local bodies using the G2B portal at <http://tendersorissa.gov.in> portal. NINL (Nilachal Ispat Nigam Limited) the PSU steel manufacturer joined the e-procurement through <http://eprocure.gov.in> portal and is a key user of this application in the district.

For further information:
SUDHANSU MOHAN SATPATHY
 District Informatics Officer,
 NIC District Centre Jaipur
 E-mail: sm.satpathy@nic.in

MANDI:

Taking ICT to the Masses

Mandi, one of the twelve districts of Himachal Pradesh, is the second largest district in terms of administrative strength. Mandi is also known as 'Chhoti Kashi', thanks to so many temples in the town. Due to its varied altitude, there are some places in the district where the climate is quite pleasant and welcoming.



AKHILESH BHARTI
District Informatics Officer
akhilesh.bharti@nic.in

ASHWANI KUMAR
Additional District
Informatics Officer
ashwani.k@nic.in



Edited by
VIVEK VERMA



The District NIC Unit was set up in the year 1989 and since then the unit has assisted various Government Departments to use the ICT effectively.

DISTRICT WEBSITE

The official website of District Mandi (<http://hpmandi.nic.in>), has been designed & developed as a one-point-source to provide information about history, fact-file, culture, temples, accessibility, tourist places, rates of local vegetables and essential items and miscellaneous citizen services of the district.

DISTRICT COLLECTORATE

• **Election Support:** Technical support has been provided for entry and random deployment of polling staff, result compilation & dissemination to ECI for General Elections 2014. On the polling day, live webcasting of 11 polling booths was arranged.

• **Panchayati Raj Institutions Electoral Rolls:** An initiative was taken by State Election Commission to have an online database of the Electoral Rolls for PRI and ULB elections. In the process, all the electoral rolls available in the ECI database were ported and draft electoral rolls have been prepared.



DEVESH KUMAR, IAS
Deputy Commissioner
Mandi

Information Technology plays a vital role in providing good governance. District Administration, Mandi with the help of NIC has implemented many e-Governance projects. I will mention one such locally developed software- Schemes Monitoring Information Software (SMIS) which enables us in real-time monitoring of the schemes' status and take right decisions. I congratulate the entire team of NIC Mandi for its contributions and proactive technical support.

• **Schemes MIS:** The district administration receives many funds in different scheme-heads for the developmental works. Schemes MIS is an online application which has been developed in the district to store details of the schemes and monitor them from the time of sanctioning till the time they are completed. The



software has been replicated in all the districts of HP.

SUGAM KENDRAS

To provide efficient, transparent and citizen friendly IT enabled services, e-Governance Centres or Sugam Kendras have been set up in all the subdivisions, RTOs and Tehsils by district administration with active support of NIC. Some of the prominent G2C services offered through these kendras are:

- **Vahan and Sarathi:** These software are used for registration of vehicles and issuance of driving licenses.
- **e-Samadhan:** e-Samadhan is an online public grievance redressal system.
- **Lok Mitra Kendras:** The project is being extended to the village level where VLEs are working as front-end delivery centres for different government schemes. The copy of record of rights, different certificates, water and electricity bill etc. are the prominent services being provided from these kendras.
- **Shastr:** This is an online arms licensing system.

- **Him Bhoomi LMK:** Him Bhoomi LMK is a web interface for issuance of RoRs to the land owners of the state.

FINANCE & TREASURY COMPUTERIZATION

- **eKosh:** eKosh software has been implemented in all the treasuries of the district. Computerized tokens are assigned to bills/challans for subsequent processing till payment/receipt.
- **ePension:** ePension is a web based system for management of pension

scrolls, arrear calculation etc. for the state government pensioners.

- **e-Salary:** e-Salary initiative has been implemented in all the treasuries of the district for generating salary scrolls of the employees of various departments.

REVENUE DEPARTMENT COMPUTERIZATION

The main software implemented in the Revenue Department are:

- **Location Directory** (standard coding directory of all revenue villages of the district)
- **HimRIS** (registration of land deeds in integration with the HimBhoomi s/w where mutation data is transferred automatically along with other deeds),
- **HimBhoomi** (land records computerization) and
- **LokPraman Patra** (issuance of all types of certificates).

SOCIAL JUSTICE & EMPOWERMENT

- **e-Kalyan:** e-Kalyan software is used for disbursement of welfare pensions through bank accounts, MOs and post office accounts.



VC of Deputy Commissioner with Field officials in progress



Citizens availing services at SUGAM Kendra

- **e-Pehchan:** e-Pehchan software is used for issuance of the Disability and Senior Citizen Identity Cards.

RURAL DEVELOPMENT & PANCHYATI RAJ DEPARTMENTS

The MNREGA, IAY, Double Entry Accounting System software have been implemented in the Rural Development Department while the ePRI suite, a complete suite for the management of PRI activities, has been implemented at the Gram Panchayat level of the district.

OTHER MAJOR PROJECTS

- **DBT:** Direct Benefit Transfer Scheme is a GoI flagship programme for transfer of benefits directly into the beneficiary's bank account under numerous Central/Centrally Sponsored and State Schemes has been implemented in the district.
- **e-Courts:** e-courts is an NeGP MMP for computerization of subordinate

courts that has been implemented at district and taluka courts.

- **iCJS:** A pilot project was initiated by NIC HP, named Inter Operable Criminal Justice System. The system integrates courts, prisons, police stations and forensic labs. District Mandi was chosen as the Pilot District to implement the system.

- **Manav Sampada:** Manav Sampada is an on-line application to manage the full details of employees and to generate service books electronically.

- **Kanoon Vyavastha:** Kanoon Vyavastha application has been used to automate the process at various police stations in the district. It is integrated with State Police Portal for auto transmission of data and generation of MIS reports.

- **e-Rozgar:** This system has been implemented at all employment exchanges of the district for

computerization of the registration process.

- **NADRS:** National Animal Disease Reporting System is being implemented in the district for entry of data related to animal diseases.

NICNET & VIDEO CONFERENCING

Mandi is connected with State HQs. over 34 Mbps link to provide smooth connectivity to different departments. NKN connectivity has been extended to IIT Mandi. The district unit provides point-to-point/multi-point Video Conferencing services to different departments through State Wide Area Network for district level and below.

For further information:
DISTRICT INFORMATICS OFFICER,
 NIC District Centre Mandi, HP.175001.
 Phone: +91-1905-221410
 E-Mail: hpman@nic.in

AUSTRALIA UPTAKES WHOLE-OF-GOVERNMENT CONTENT MANAGEMENT SYSTEM (GOVCMS) FOR EFFECTIVE SERVICE DELIVERY

In order to ensure tangible implementation of the Government policies for e-Government and the Digital Economy to enhance transparency and service delivery mechanism, the Australian Government has planned for implementing Whole-of-Government Content Management System (GOVCMS). This system intends to support more effective web channel delivery functions within government, thus enabling agencies to channelize their efforts from non-core transactional activities to those having higher value and centrally aligned with the core agency missions.

GovCMS seeks to deliver cost savings to agencies through coordinating government activity and economies of scale. The coordinating agencies of government will now have a common and scalable, Software-as-a-Service cloud based technology platform to host websites that will reduce the total cost involved in maintaining the web presence. GovCMS also enables sharing of codes, modules and applications between agencies using open-source technology which is expected to reduce development costs, and will develop modules that suit the needs of APS agencies. The initiative also aims to augment the productivity following transition of non-CMS websites on to a CMS besides enabling a better user experience for the citizens.



The Australian Government's Department of Finance has proposed to make GovCMS live by September 2014. In a feasibility study, it has been divulged that between 182 and 437 government websites can be migrated to the GovCMS platform in the time period of four years.

For Further Information:
<http://www.finance.gov.au/>

MOBILE 3-D MAPPING APP FOR CITIZENS HALL LAUNCHED IN SEOUL CITY

To facilitate the visitors visiting Seoul Citizens Hall located in the new building of the Seoul City Hall and spread over an area of over 7,600-square metre, consisting of more than 20 rooms and galleries, a new 3-D Mapping App has been designed and launched for citizen engagement activities and programmes. The new

app has been rolled out after monitoring that some of the visitors face difficulty in locating the desired location inside the colossal venue.

Users can easily navigate inside the venue with the help of 3D mapping technologies and photographs of the hall using their mobile phones. This initiative has been further extended to other crucial sites which include 56 public buildings, two underground shopping centers along with 105 subway stations in the city.

The Government intends to release all these maps publicly to ensure that businesses and citizens can leverage this handy geo-data. According to the authorities, the new initiative and location based data will augment the response and emergency resilience as information of emergency exits and escape routes will now be easily accessible for the general public.

For Further Information:
<http://english.seoul.go.kr/>



AUCKLAND, NEW ZEALAND HOSTED ITS FIRST CIVIC HACKATHON TO SUPPORT DEMOCRATIZATION OF OPEN GOVERNMENT DATA

City of Sails"- Auckland, New Zealand hosted its very first civic Hackathon to support the democratization and evolution of open government data and also to provide an opportunity for self development and personal network building. The event was organized on 24th and 25th May 2014 at AUT University, Sir Paul Reeves Building and involved developers, designers, activists, entrepreneurs and anyone else who is an Aucklander or New Zealander.

In its endeavor to become the world's most liveable city, the Auckland Council has foreseen Auckland Transport(AT) and its services as a key enabler of its goal. While infrastructure upgrading is underway, plans are in store to perk up the customer experience and emotional connection with users of services of AT. Hackathon has been organized to enable innovation for greater good and solving local challenges mainly those related to transport in conjunction with technology. The broad areas for creating data solutions include Public Transport, Walking & Cycling, Parking and Driving. The event was supported by AT and organized in partnership with AUT University and software house



Propellerhead. As the event approached, AT published a beta application programming interface or API to open up a wide range of the organisation's data, including real-time bus information, geo-coding, road and congestion data. A community GitHub has been set up by the organizers where collaborators can store, access and improve source code.

For Further Information:
<http://hackakl.org.nz/>

ACRA SINGAPORE LAUNCHED ITS CUSTOMER FRIENDLY, BUSINESS-CENTRIC WEBSITE TO FACILITATE USERS

The Accounting and Corporate Regulatory Authority of Singapore (ACRA) has launched its customer-centric web site in all new avatar to leverage user experience and to strengthen business atmosphere in the country. The overhauled website of the authority comes with user friendly navigation and dynamic visual design with info-graphics and smart menus for navigation.

The national regulator of business entities, ACRA, Singapore is commissioned to provide a responsive and

trusted regulatory environment for businesses and public accountants. ACRA's role is to realize synergies between the monitoring of corporate compliance with disclosure requirements along with regulation of public accountants performing statutory audit.

The important information is well-placed on the Home Page which enlists 'How-to-Guides' section which manages information under various sub-sections- 'Starting a Company', 'Managing a Company', 'Exiting a Company'. On similar lines, Online Services section enlists important services under Popular Services, Startup Transactions, Annual Transactions and Ad Hoc Transactions sub headings. The dedicated sections for public accountants and corporate service providers have also been provided. The website is high in terms of interactivity and searchability along with a dedicated Site Map. An upcoming one-stop business registration and filing portal initiative known as BizFile will soon be included with improved features such as value added mobility options & e-services and a customer-oriented interface.

For Further Information:
<http://www.acra.gov.sg/Home/>



Cyber Governance

DEPARTMENT OF FERTILIZERS

Department of Fertilizers comes under the ambit of Ministry of Chemicals & Fertilizer, Govt. of India. The department ensures adequate and timely availability of fertilizers at affordable prices for maximizing agricultural production in the country. The main activities of this department in relation to the fertilizer industry are overall sectoral planning and development and regulation of the industry, as well as monitoring of production pricing and distribution of the output. The Department of Fertilizers also administers 9 Public Sector Undertakings and one Multi-State Co-operative Society.

The ingeniously designed website of the Department of Fertilizers is also enriched with up-to-date content. The website offers content related to the Wings and Divisions of the Department, Fertilizer Projects, Fertilizer Movement, Fertilizer Gallery, important publications and reports, Parliament questions, gallery etc. Links to Fertilizer Management System (FMS), Mobile based FMS (m FMS) developed by the Department along with links to Right to Information Act 2005, Receipts and Expenditure Report, Results Framework Document and Archive Policy are being prominently displayed on the left navigation of the website. Besides this, the latest releases along with Rates of Fertilizers, Weekly Headwise Booking Chart and important messages have been strategically placed on the home page to facilitate the users.



<http://fert.nic.in/>

CONTENT: ★★★★★

NAVIGATION AND BROWSER COMPATIBILITY: ★★★★★

DESIGN: ★★★★★

INTERACTIVE ELEMENTS: ★★★★★

In terms of navigation, the website has a detailed Site Map along with a Search Button ensuring quick search. The bilingual website is also high in terms of accessibility. It has separate sections for registering complaints and receiving feedbacks from users. The website exhibits high compatibility with all major browsers.

AQUACULTURE & MARINE BIOTECHNOLOGY, DEPARTMENT OF BIOTECHNOLOGY

Aquaculture & Marine Biotechnology has been the subject of great relevance for ensuring sustainable utilization of the marine resources along with coping up with future challenges for discovery of new products and process of economic importance through its rich biodiversity that is yet to be fully understood and exploited. The Department



<http://dbtmarineprog.gov.in/>

CONTENT: ★★★★★

NAVIGATION AND BROWSER COMPATIBILITY: ★★★★★

DESIGN: ★★★★★

INTERACTIVE ELEMENTS: ★★★★★

of Biotechnology has garnered several milestones in Aquaculture & Marine Biotechnology. Diagnostics, vaccine and immune-stimulant research in aquaculture has been a priority along with discovery of bio-molecules that have anti-bacterial, anti-inflammatory and anti-cancer properties. DBT funded research has led to commercialization of aquatic animal disease diagnostics and health management technologies in India. The initiation and establishment of suitable cell lines and tissue culture systems from aquatic animals is expected to provide the much needed support to enhance diagnosis of aquatic animal viruses and could lead to development and large scale production of vaccines.

The aesthetically planned and diligently designed website of the department is also a rich repository of latest information. The header region provides information related to the department, its achievements in R & D, patents, publications and Technology Transfer, besides important collaborations, ongoing and completed projects, National and International Associations etc. The left navigation of website contains information related to Organizational Structure, scientific news, Support to Researchers, video and photo galleries etc. The website provides screen reader access and multiple accessibility options. A search button has been provided for easy navigation. The website has clearly stated Terms of Use, Privacy Policy along with Feedback section to invite comments/feedback from end-users. The website exhibits high compatibility with all major browsers and can be best viewed at 1024 x 768 screen resolution.

MINISTRY OF FINANCE

The Ministry of Finance is one of the crucial ministries of Government of India. The Ministry is responsible for the administration of the finances of the Central Government. It is concerned with economic and financial matters affecting the country as a whole, including mobilization of resources for development. It regulates the expenditure of the Central Government, including the transfer of resources to the states. The Ministry comprises of the five departments viz. Departments of Economic Affairs, Expenditure, Revenue, Disinvestment and Financial Services.

The conscientiously designed website of Ministry of Finance is also a rich repository of latest information. The left corner of homepage features content related to Ministry and its Departments, Allocation of Business, acts and rules, RTI Information, Parliament Questions, documents/reports including Outcome Budget, speeches and information on Foreign Investment Promotion Board (FIPB). The right corner of the homepage is dedicated to business/citizens and employees and carries information on Capital Markets, Financial Regulators, Financial Sector Legislative Reforms Commission(FSLRC), tenders/auctions, Bilateral Investment Promotion and Protection Agreements (BIPA), Tax Administration Reform commission(TARC) Direct and Indirect Taxes, Direct Benefit Transfer etc. The same corner also hosts various links to Grievance/Complaints Redress System of Sebi, Administrative Departments etc. Besides this, recent updates, important Press Releases, Union Budget and Economic Survey, Data & Statistics and e-Services of the department are also featured on the homepage.



<http://www.finmin.nic.in/>

CONTENT: ★★★★★

NAVIGATION AND BROWSER COMPATIBILITY: ★★★★★

DESIGN: ★★★★★

INTERACTIVE ELEMENTS: ★★★★★

The website has a detailed Site Map besides explicitly stated Disclaimer, Website Policies and Accessibility Statement. The site comes with screen reader access and can be viewed in English and Hindi languages. The feedback section of the site invites important comments and feedback from the users. The site exhibits high compatibility with all major browsers.

ASSAM TOURISM

Assam is a beautiful and diverse state with an incredible range of cultures and landscapes located in the northeast of India. Assam is synonymous with unspoiled natural beauty, teeming wildlife, immaculate tea gardens and warm, beautiful people. It's strategic location in the northeast of India, and it's accessibility from the rest of the country makes it the gateway to the northeastern states. Assam



<http://www.assamtourism.gov.in/index.php>

CONTENT: ★★★★★

NAVIGATION AND BROWSER COMPATIBILITY: ★★★★★

DESIGN: ★★★★★

INTERACTIVE ELEMENTS: ★★★★★

Tourism envisages promoting and developing tourism by generating revenue in the state, thereby improving the existing tourist infrastructure, ensuring safe, enjoyable and comfortable stay of tourists both domestic and foreign in the state.

The website of Assam Tourism is conscientiously designed using a harmonious mix of colours. The header region displays various colorful images depicting rich cultural and natural legacy of Assam, portrayed with the help of an image slider. The website is teeming with up-to-date content furnishing exhaustive information on the history, culture, arts and festivals of Assam. The site offers complete assistance for planning the trip to Assam furnishing details on Getting to Assam, Best time to visit, Tourist Guide Map, Accommodation, Tourist Offices, Tour Operators, Tourist Guides, Local Travel, Hospitals & Police stations etc. The details of popular tourist destinations in the state like Guwahati, Sualkuchi, Hajo, Tezpur, Jorhat, Majuli, Sivasagar, Dibrugarh, North Cachar Hills, Barak Valley etc. are also made available on the website. The footer region of the website features Tourism Policy of Assam along with tenders, photo gallery, Site Map, RTI and Contact Us information.

The website offers quick and easy navigation between pages and is compatible with all major web browsers.

CONTRIBUTED BY: LOKESH JOSHI
Principal Systems Analyst
E-mail: lokesh@nic.in

In the News

WORKSHOP ON COLLABCAD AND COLLABDDS ORGANIZED AT SHRI VITHAL EDUCATION & RESEARCH INSTITUTE'S COLLEGE OF ENGINEERING, PANDHARPUR, MAHARASHTRA

NIC conducted a workshop on CollabCAD and CollabDDS at Shri Vithal Education & Research Institute's College of Engineering (SVERI), Pandharpur, Maharashtra from May 12 to May 16, 2014. SVERI organized the workshop in collaboration with National Knowledge Network, NIC, Belapur, Bhabha Atomic Research Centre (BARC) Mumbai and Rajiv Gandhi Science & Technology Commission, Mumbai.

The workshop was inaugurated by Shri D. S. Salvithal, President of SVERI. Prof. P. S. Dhekne, Scientific Consultant to the Principal Scientific

Adviser to the Government of India and former scientist from BARC was the Chief Guest of the function. Officials from NIC, Shri P. Venkata Krishna, Technical Director, Mumbai, Shri S. Sankar, Research Scientist, OTC, Chennai shared the dais along with the College officials. Students of the engineering college and the faculty from surrounding engineering colleges also attended the workshop.

Prof. Dhekne explained the need of indigenous products in Indian industry and appreciated the efforts of NIC in developing advanced software like CollabCAD and CollabDDS. Shri Venkata Krishna briefed the audience of the applications and features of CollabCAD. Shri Sankar conducted the training program and covered



Workshop in Progress

the various modules of CollabCAD such as Basic Curves, Solid & Surface, 2D Drafting, Constraints, Assembly Modules and Collaborative design with hands on experience. Shri Mridu Pobon Rajkhowa, Systems Analyst, NIC Delhi conducted the training program on the PLM & ERP modules of CollabCAD. He also gave a presentation and live demo of CollabDDS for the students and faculty from SVERI Pharmaceutical College.

Mridu Pobon Rajkhowa, Delhi

HANDS ON TRAINING ON COLLABDDS PROVIDED TO MEDICAL AND DENTAL FACULTY AT CDER, AIIMS, NEW DELHI

Hands on Training session for Medical and Dental Faculty on CollabDDS was successfully conducted from 21st-22nd April, 2014 at Centre for Dental Education and Research (CDER), All India Institute of Medical Sciences (AIIMS), New Delhi.

The workshop was formally inaugurated by Dr. M C Misra, Director AIIMS, Prof. S.V. Raghavan, Scientific Secretary to the Principal Scientific Advisor to GoI and Dr. Shefali Dash, Director General, NIC. The CollabDDS website (www.collabdds.gov.in) was launched along with simultaneous release of a brochure.

CollabDDS is an extension of CollabCAD to Biomedical Applications and is an outcome of the Model Project "Network Enabled Medical Diagnosis

and Education in Skeletal Imaging using X-Rays" funded by the National Knowledge Network (NKN). The model project was undertaken as a Proof of Concept to provide a real time collaborative environment to visualize medical and dental images (digitized X-Ray images or DICOM data) for diagnosis and treatment planning. The overall goal is to enable low-cost, real-time collaborative diagnosis between Remote Health Centre technicians or doctors on one side, and expert radiologists on the other side. This was enabled by developing an indigenous, user-friendly digital diagnosis system using the latest technologies and tools, which meets the local requirements and is suitable for wide deployment across the country.



Launch of CollabDDS website

The workshop was conducted as a part of the project "Pilot Implementation of CollabDDS", which is an extension of the NKN Model Project "Network Enabled Medical Diagnosis and Education in Skeletal imaging using X-Rays". Four Medical and two Dental Colleges have been selected for participating in the project. The workshop was held in order to provide an introduction to CollabDDS and understanding of the project.

Arti Garg, Delhi

DIAL.GOV BAGGED PRESTIGIOUS E-LETS CLOUDGOV 2014 AWARD

An Intelligent Search Engine for the masses, Dial.gov bagged another accolade as it has been awarded as “The Best In-House Innovation Project” by elets CloudGov, at the contest held at New Delhi on 10th June 2014.

Based on an immaculately conceptualized information

dissemination model, Dial.gov has come up as a single platform for the users to know about the information related to welfare schemes and benefits being provided by the government. This project is progressing, under the able guidance of Shri Sanjay Singh Gahlout.

Dial.gov, common man’s interface to welfare schemes is an ICT enabled single window for dissemination of information related to schemes & benefits provided by government for the

citizens of India. The aim of the government is to undertake welfare of the society. Dial.gov bridges the information gap between the benefactor & the beneficiary by providing information through an Intelligent Search Engine (www.dial.gov.in). The information is also available through a dedicated call centre (0120-3076200) and Interactive Voice Response System (IVRS).

Sanjay Singh Gahlout
NIC HQ, Delhi

E-DASHBOARD FOR COUNTING (16TH MAY, 2014) FOR LOK SABHA ELECTIONS-2014 IMPLEMENTED IN HARYANA

A web based E-Dashboard for counting of votes has been developed by NIC Haryana in coordination with the office of Chief Electoral Officer, Haryana.

This dashboard was implemented on 16/05/2014 during the counting of votes for Lok Sabha elections 2014.

The dashboard is web based and has three separate modules. Admin module for data entry from counting centers, Monitoring module for the CEO and Returning Officers (RO) and Public View module.

The data on dashboard was populated by 90 users from over 30 counting locations. The dashboard helped the Returning Officers to monitor round wise date entry by 90 ARO (Assembly Segment Wise). The CEO could monitor the counting progress for whole of Haryana and the Public View module provided graphical details of counting progress, party positions and lead margins of various candidates. The dashboard is hosted at <http://electharyana.nic.in>.

The public view software has features to show candidate-wise votes polled in Parliamentary constituency, the leading candidates along with

lead margin, four trailing candidates and NOTA votes. It also depicted the progress of counting i.e. percentage of counting completed in each segment, a bar chart depicting the party positions and a pie chart showing vote share of various political parties in whole of state as well as in each PC.

The RO module of the dashboard has the features to enter round 0 votes (i.e. postal ballots), monitor the round wise progress of each assembly under that PC and finalization of results by RO.

The CEO module comes with features to monitor over all counting progress in whole state and detailed monitoring of round wise progress in each assembly segment of the state.

CEO, Haryana, ROs, DEOs, AROs & other authorities continuously monitored the result trends till results were finally declared. A media centre was setup in CEO office and all RO offices, where the result trends were showcased to media using NIC Haryana Counting Dash Board software.

NIC Haryana had setup special



infrastructure for the counting day which included two high end web servers (IIS 7.5) in load balancing mode for public view, one high end web server for data entry from Counting Centres (This web server was accessible to CEO, ROs and AROs only) and one SQL Server 2012 Database Server with 164 GB RAM as backend database server.

CEO, Haryana appreciated the efforts of NIC Haryana, during a press briefing. The total site visits during the period was 14,20,144. The dashboard was also made mobile compatible which enabled users to view it on wide variety of devices including mobile devices.

Poonam Gupta, Haryana

TWO DAYS STATE LEVEL WORKSHOP ON C-FORM AND S-FORM ORGANIZED AT AIZAWL, MIZORAM

NIC Mizoram in association with State Home Department, Mizoram has organized a two days workshop cum hands-on training program on CForm and SForm online application. The workshop was held at Secretariat Conference Hall, New Secretariat Complex, Aizawl on 22nd and 23rd of May, 2014.

Shri Lalhriatpuia, Deputy Secretary, Home Department, Mizoram chaired the workshop program. After the Inaugural address given by Shri Lalbiakzama, Joint Secretary, Home Department, Mizoram, Shri Lalhriatpuia briefed the participants about the overall views of IVFRT project, its use and why it is important for the state as well as the country.

Shri Rodingliana Chawngthu, SP, CID (SB) who is current FRO at Aizawl district also gave presentation and overviews on the required duties and conduct with penal provisions. After his speech Shri David H.Lalthangliana, OSD-cum-Under Secy., Home Department, Mizoram

who is also State Nodal Officer, IVFRT gave his presentation on Govt. of India's instruction/policies for the implementation of IVFRT project and in detail view of CForm and SForm applications.

Shri Krishnendu Das, Scientific Officer, NIC and IVFRT State Coordinator of Mizoram, was the main resource person during the workshop, gave a detailed presentation followed by hands on training to the participants on both CForm and SForm system. With the help of FRO, Aizawl he also provided the user credentials to the participants.

It was two full days program with first two sessions of the day were dedicated for presentation, discussion and hands-on training at the training server followed by registration of the participants on actual site (<http://indianfro.gov.in/frro/FormC>) with approval given by the FRO. The participants have been distributed manuals in both English and local Mizo language for better understanding of the system.



Workshop in Progress

The target audience on 22nd May, 2014 included representatives from Hotel, Guest House and Tour operators from districts of Mizoram while that on 23rd May, 2014 included representatives from Institutions (Secular and Religious) with and without hostel facility. Representatives from NIC, FRO office and State Home Department were also present in the workshop.

The workshop was covered by the media and an article on the same was published in the local newspaper on the following day. Also the program was telecasted on local news channels and Doordarshan for awareness of people in Mizoram.

Lalmachhuani, Mizoram

TECHNICAL AWARENESS SESSION FOR 'SPARROW' ORGANIZED IN MAHARASHTRA

A Technical awareness session to implement SPARROW (Smart Performance Appraisal Reporting Online Window) was arranged for Maharashtra IAS Officers in the presence of Chief Secretary, and Principal Secretary, GAD on 1st April 2014 as per the requirement of Dept. of Personnel and Training. SIO Maharashtra gave the presentation along with Coordinators (Mrs. Ireni,

PSA & Shri V. Srinivas, SSA) in the awareness session, held at office of the Chief Secretary. IAS Officers from 35 districts attended the session via video conferencing.

NIC Maharashtra is providing technical support for implementation of SPARROW system. Necessary email login ids have been created



Technical Session in Progress

and digital signatures have been issued to all concerned IAS officers of Maharashtra state.

Moiz Hussain, Maharashtra

NATIONAL CLOUD SERVICES OF NIC RECEIVES E-LETS CLOUDGOV 2014 AWARD

National Cloud of NIC (MeghRaj Cloud Initiative) has recently bagged the prestigious elets CloudGov Award for the year 2014 under the category - “Best Cloud Deployment in Government Sector”.

The award was received by Shri Vijay Kumar Vishwakarma (Technical Director) from Shri R.S. Sharma, Secretary, DeitY, Ministry of C&IT, in the presence of other dignitaries in the function held at The Royal Plaza, Ashoka Road, New Delhi on 10th

June 2014.

National Cloud is a state-of-the-art secure Government Cloud, setup up by NIC, providing services over the ICT infrastructure spanning its National Data Centres. The Cloud Services available are Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) and Storage as a Service (STaaS). NIC is providing Cloud services under the umbrella of



Shri Vijay Kumar Vishwakarma, TD receiving the award from Secretary, Department of Electronics and Information Technology, Ministry of C&IT

MeghRaj through <https://cloud.gov.in>.

Vijay Kumar Vishwakarma
NIC HQ, Delhi

GOVERNMENT E-PAYMENT GATEWAY (GEPG) WINS CLOUDGOV 2014 AWARD

Government e-Payment Gateway developed by the Accounts Informatics Division, NIC (an initiative of the Controller General of Accounts, Deptt. of Expenditure, Ministry of Finance, Govt. of India) has recently bagged the prestigious elets CloudGov Award of year 2014 under the category - “Best Cloud Usage for Business Efficiency”.

The CloudGov Award 2014 was received by Shri Dipankar Sengupta (Senior Technical Director) and Shri Vivek Joshi (Principal Systems Analyst) from Shri Ram Sewak Sharma, Secretary, DeitY, Ministry of C & IT, Government of India at The Royal Plaza, New Delhi on 10th June, 2014. The nominated projects were evaluated according to innovation, scalability, replication ability, ability to overcome challenges, achievements and impact potential.

Government e-payment system is a secure payment delivery system for direct credit of dues from the Government of India into the account of beneficiaries using digitally signed electronic advice (e-advice) through the ‘Government e-Payment Gateway’ (GePG). This system enables the successful delivery of payment services from Pay & Accounts

Offices (PAOs) for online payment into beneficiaries’ accounts in a seamless manner under a secured environment. GePG serves as middleware between COMPACT (Computerized Payment and Accounts) application at PAOs and the Core Banking Solution (CBS) of the agency banks/RBI to facilitate paperless transaction, reducing overall transaction cost and promoting green banking.



Shri Dipankar Sengupta, SSA and Shri Vivek Joshi, PSA receiving the award from, Secretary, Department of Electronics and Information Technology, Ministry of C&IT. Also seen in the picture is Shri Anil Swarup, Additional Secretary, Cabinet Secretariat, Government of India.

e-Payments through GePG touched INR ₹ 8,25,568 Crores as on 1st-July-2014 with over 68,62,053 successful e-payment transactions from 406 Pay and Accounts Offices and 8 Cheque Drawing DDOs of 54 Ministries and Departments made through 22 Public Sector and Private Sector Banks.

Dipankar Sengupta, NIC HQ, Delhi

eBAALNIDAN PORTAL OF NCPCR, NEW DELHI LAUNCHED

The application eBaalNidan, developed by NIC Himachal, was formally launched by Dr.(Ms) Syeda Hameed, Member, Planning Commission on 5th March 2014 during the celebration of 7th Foundation Day of National Commission for Protection of Child Rights (NCPCR) at Siri Fort Auditorium, New Delhi. The eBaalNidan software has been developed by National Informatics Centre Himachal Pradesh as a web enabled Complaint Management System for NCPCR, New Delhi.

The basic objective of this application is to provide an online interface for lodging of complaints related to child rights and online tracking of such complaints by the members of the Commission by forwarding these for concerned quarters all over the country. The application is available online at <http://ebaalnidan.nic.in> and is also accessible from NCPCR web site at <http://ncpcr.gov.in>.

The complaints are accessible to NCPCR and are further assigned to

respective State Commissions for Protection Child Rights (SCPCR), Police authorities as well as concerned department at District/State/National level to redress through eBaalNidan.

The complainant is informed about the actions being taken through email and SMS in addition to availability of up-to-date status through the application interface. Any individual or organization can register with eBaalNidan using the link available on the home page. It is mandatory that the user should possess a valid email account to register on eBaalNidan. Being a role based application, the expected users are categorized into different roles, like Complainant, NCPCR or outside officials, Chairperson, Members NCPCR etc.

All registered complaints are accessible to NCPCR members who can send complaints to the technical experts



Launch of eBaalNidan by Dr.(Ms) Syeda Hameed, Member, Planning Commission

within NCPCR. The complaints are also accessible to the Chairperson and the Member Secretary who can give their comments. Once the complaint is scrutinized, it is forwarded to the concerned Department / SCPCR / Police for taking action. These departments then send back the Action Taken Report through eBaalNidan which is further intimated to the complainant. The complainant can view the latest status of his/her complaint by accessing the application. The complainant sends his/her feedback based on which the complaint is finally closed.

SANDEEP SOOD, HIMACHAL PRADESH

eOFFICE IMPLEMENTED IN MUNICIPAL CORPORATION OF GREATER MUMBAI

Municipal Corporation of Greater Mumbai (MCGM) is one of the biggest Municipal Corporations in India with more than 100 thousand employees.

As per the Maharashtra State Government issued resolution dated 09-August-2012, the commissioner of MCGM requested NIC Maharashtra to assist in the implementation of eOffice. eOffice implementation was

initiated in a phased manner by NIC Maharashtra with technical support from NIC HQs.

The orientation and demonstration of eOffice was given to the officers and staff of MCGM. It was decided to implement eOffice software in the MCGM Data Centre at Worli Mumbai. A detailed study of the available infrastructure resources was conducted and a Gap Analysis Report was prepared. Accordingly new computer hardware, operating software, and network equipments were made available by the MCGM. Extensive training was also given by NIC to the officers and staff of MCGM.

The project was taken up in 2 phases. In the first phase, 300 users with single location were taken up. Only eFile and KMS modules were taken up for implementation with vertical top down approach, which facilitates 100% electronic file movements among Commissioner, Addl. Commissioner, Dy. Commissioner and all HODs of MCGM. After successful implementation of the first phase, second phase was taken up for all the modules of eOffice for around 2000 users till the lowest level in 200 Ward Offices in Mumbai.

Moiz Hussain, Maharashtra

Informatics Regional Editors



SOUTH ZONE

R. GAYATRI

r.gayatri@nic.in

(Also Correspondent of Tamil Nadu)



NORTH ZONE

VIVEK VERMA

vivek.verma@nic.in

(Also Correspondent of Chandigarh)



CENTRAL & WEST ZONE

ANSHU ROHATGI

anshu.rohatgi@nic.in

(Also Correspondent of Uttar Pradesh)



EAST ZONE

PRASHANT BELWARIAR

prashant.b@nic.in

(Also Correspondent of Jharkhand)



NORTH-EAST ZONE

RUBAIYAT ALI

rubaiyat@nic.in



HEADQUARTERS

MOHAN DAS VISWAM

mohandas@nic.in

Informatics Correspondents



ANDAMAN & NICOBAR ISLANDS

GAUTAM GUPTA

gautam.g@nic.in



ARUNACHAL PRADESH

DEBASISH NATH

debasish.nath@nic.in



ARUNACHAL PRADESH

UTPAL KUMAR GHOSH

utpal.ghosh@nic.in



ASSAM

TASIRUDDIN AHMED

tasir@nic.in



BIHAR

SANTOSH KUMAR

santosh.kumar@nic.in



BIHAR

RAJIV RANJAN

rajiv.ranjan@nic.in



CHANDIGARH

MANRAJ KAUR

manraj.kaur@nic.in



CHHATTISGARH

Y. V. SHREENIVAS RAO

yvsrao@nic.in



DAMAN & DIU

UTPAL N. MEHTA

utpal.mehta@nic.in



DELHI

NITTAL SRINIVAS

nsrini@nic.in



GOA

ARCHANA NAGVEKAR

archana.nagvekar@nic.in



GUJARAT

AMIT DINKERBHAI SHAH

amit.shah@nic.in



HARYANA

G.S. BANSAL

sio-hry@nic.in



HARYANA

POONAM GUPTA

poonam.g@nic.in



HIMACHAL PRADESH

AJAY SINGH CHAHAL

sio-hp@nic.in



HIMACHAL PRADESH
SANDEEP SOOD
sood.sandeep@nic.in



JAMMU & KASHMIR
JIT RAJ
jit.raj@nic.in



KARNATAKA
S. NARASIMHA RAO
sn.rao@nic.in



KERALA
ASHA VARMA
ashavarma.kc@nic.in



KERALA
SUSY M
susy.m@nic.in



MADHYA PRADESH
VIVEK CHITALE
vc@nic.in



MAHARASHTRA
MOIZ HUSSAIN
hussain@nic.in



MANIPUR
M. BUDHIMALA DEVI
bmala@nic.in



MEGHALAYA
CANDIDA B.M. BOOTH SHADAP
candida.shadap@nic.in



MIZORAM
LALHMACHHUANI
chhuani@nic.in



NAGALAND
T. Y. SANGTAM
tysangtam@nic.in



NAGALAND
NOVOTSONO NATSO
novotsono.natso@nic.in



ODISHA
SUSANTA KUMAR PANDA
sk.panda@nic.in



ODISHA
DR. A.K. HOTA
ak.hota@nic.in



PUDUCHERRY
S. SIVANANDAM
siva.pon@nic.in



PUNJAB
VIKRAM JEET GROVER
grover.vikram@nic.in



RAJASTHAN
CHANDAN SEN
chandan.sen@nic.in



SIKKIM
DR. LAXMI PRASAD SHARMA
lp.sharma@nic.in



TAMIL NADU
S. GAYATRI
s.gayatri@nic.in



TRIPURA
CHAYAN KANTI DHAR
chayan@nic.in



TRIPURA
CHAITALI BHATTACHARJEE
chaitali.b@nic.in



UTTARANCHAL
RAJESH GOYAL
rajesh.goyal@nic.in



UTTARANCHAL
ARVIND KUMAR DADHICHI
ak.dadhichi@nic.in



WEST BENGAL
MOTIUR RAHMAN
motiur@nic.in

Note: Due to administrative/management reasons, correspondents of some states have not been included.