Informatics

EDITORIAL

e-Governance in the country today has witnessed numerous innovative ICT initiatives at various administrative levels, enabling swift and efficient delivery of citizen-centric services. This has facilitated significant improvement in transparency, accountability and efficiency in the Government systems with public participation fostering further effectiveness.

This issue of Informatics brings out various initiatives taken up at the national and international spheres. The **e-Gov Products and Services** section touches upon various paradigms of technology and its synchronisation to achieve integrated service delivery for the masses. Identity Card Management System, National Portal of India 2.0, Medico Legal Examination of Post-mortem Reports, Computerization of Department of Commercial Taxes in Goa and Uttarakhand, MIS on Direct Benefit Transfer, Textual and Demographic De-duplication of LPG Beneficiaries have been detailed out in this section.

From the States section highlights various initiatives taken by the states of Tamil Nadu and Himachal Pradesh and their journey of getting transformed into ICT power centres. The **Technology Update** section in this issue introduces you to the new mobile technology - 4G.

Besides, the current issue covers the latest ICT related developments in the districts of Haridwar, Jabalpur, Jhalawar and Gajapati. Our regular sections such as **International e-Gov Updates, Cyber Governance** and **In the News** would apprise you on the latest developments for good governance in India as well as the world.

Have a pleasant reading.

We invite your valuable articles and write-ups for Informatics. Please send your inputs/contributions to our State Correspondents or else directly to us at the address below:

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NATIONAL PORTAL OF INDIA 2.0
A GATEWAY TO GOVERNMENT INFORMATION AND SERVICES

The India Portal (india.gov.in) is a Mission Mode Project under integrated services category of the National e-Governance Projects (NeGP) to bring in a Single-Window-access to Government information and services.

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Ever since its launch on 10 November 2005, National Portal of India has been increasing in popularity, catering to a wide range of stakeholders, from citizens to government and from businesses to Indian Diaspora. It is a gateway to over 7000 Indian Government websites and has a rich repository of Forms, Documents, Services, Acts, Rules, Schemes, Web Links etc.

The main objectives of the India Portal are:

■ To establish a single point source of information related to any Government under Indian Constitution, be it the Ministries and Departments of Central Government, State/UT Governments, Districts, Panchayats or even organizations and affiliates, for the benefit of the citizens, businesses and other target audience

■ To facilitate launch/ implementation of various e-Governance initiatives by the Government

■ To emerge as a comprehensive one-stop-source of Government information and service delivery through a unified interface

■ To define the standards for publishing the information and electronic delivery of Government information and services

■ To establish a platform for participation by public in the process of governance

The new version of the portal was formally launched and dedicated to the nation by Dr. (Smt.) Kruparani Killi, the Honourable Minister of State for Communications & Information Technology, Government of India at a public function on 10 December, 2012.

National Portal aims to enhance interaction between government and citizens and to act as integral part of the overall mission of good governance. The portal has nation-wide content coverage and a world-wide reach for its target audience and stakeholders namely citizens, Ministries, departments, offices, State or UT Governments, Judicial Institutions etc.

FEATURES OF NATIONAL PORTAL V2

The National Portal V2 comes with unique features and technology to facilitate improvement in speed of service delivery, enhancement in quality and to provide convenient single-window access to all information and services. Some of these features are:

1. NEW INFORMATION ARCHITECTURE

India.gov.in has been successfully operational since May 2005. Based on experience of the past years and guided by the feedback of the users, the information architecture of the new version has been totally overhauled to make it easier for accessing the information. The revamped portal provides comprehensive as well as accurate information which has been well classified into distinct modules. The main sections of the portal include:

■ **Topics** – This section gives access

to information on various subjects such as Agriculture, Defence, Industries, Commerce, Infrastructure, Health and Family Welfare, Education, Governance and Administration etc.

■ **How Do I?** – This section provides access to a variety of Government services such as obtaining a birth certificate, applying for a passport, lodging a complaint, booking for hotels, trains, buses etc or seeking any other information.

■ **My Government** - This module provides information about the Indian Constitution, the Parliament, Who's who in the Indian Government and information about Government policies and schemes. There is a website directory to search for Government websites.

■ **People Groups** – Highlights the content for the Rural Indians, Students, Job seekers, Government Employees, Differently Abled, Kids, Senior Citizens etc.

■ **e-Governance** – Here one can get information about the Central, State and Integrated Mission Mode Projects etc.

■ **India at a Glance** - Visit this section to know about India, its unique culture and heritage, people and lifestyle, National Identity Symbols and States, Union Territories, Districts etc.

Apart from this, there are spotlights, newsletter, banners, new updates, webcast, to highlight recent events and issues. In addition, one can also browse the most viewed section to know what others are looking for in the portal.

2. METADATA BASED

The portal features metadata repository that enhances discoverability and can be shared with other government portals who desire to use it. A smarter search option is also given so that the relevant information can be accessed easily and quickly by the citizens. The user has the option of searching the whole portal or performing a search within any of the specific sections of the portal.

3. INFORMATION WITHOUT BARRIERS

A number of accessibility features have been incorporated in the National Portal so that it conforms to internationally accepted standards and best practices, to ensure that all citizens have equal access to the information and services provided here. The portal is compatible with various assistive technologies like Screen Readers. Support to these technologies will be constantly enhanced over time.

4. USER PARTICIPATION

Recognizing the fact that citizen engagement is an essential element in its evolution, the National Portal features enhanced user participation modes. Apart from the general feedback on the portal, the users can participate in enhancing the quality of content of the portal by

■ Rating each block of information on the portal. This feedback will motivate the user departments to make the information more citizen-centric

■ Submitting comments or alternate URLs for each section of the portal

■ Suggesting appropriate tags to enhance the search functionality

Finally, if the user fails to find the relevant information that he was looking for, the option 'Could not find what you were looking for?' ensures that it is made available on the next visit.

5. NEW LOOK

New look of the portal is based on the philosophy of a clean understandable and clutter free interface so that users can focus on what they are looking for.

6. OPEN SOURCE TECHNOLOGY

NPI V2 is built on Open Source Technology featuring a robust content management system with a multi-stage workflow to ensure the quality of content that is put up on the portal. Different sections of the portal have role based access so that the content owners can update information at their end, thus ensuring currency of content. Both English and Hindi versions are maintained through the same CMS interface ensuring that they are always in sync.

CONCLUSION

The new version of the National Portal has been developed with enhanced features keeping in mind the change in user expectations and technology trends. As evolution is a continuous process these enhancements are a launching pad for better and more efficient features that will be added in the near future.

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MIS ON DIRECT BENEFIT TRANSFER (DBT)

The machinery of all Government Departments now depends on ICT to transform Government business and services to meet people's expectations for better services. Every department is putting in its best efforts to build capability in government to meet people's need and deliver improved services and with this vision in mind, the software application 'DBTMIS' has been designed, developed and implemented by the local NIC unit at the Planning Commission.

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With the Aadhaar rollout covering almost 20 crore people and rapidly growing to 60 crores, and along with the National Population Register doing the other half, it is possible to move to a system of transferring cash benefits directly to the people in need. To rollout the implementation of a seamless electronic Aadhaar based cash transfer system for transfer of cash benefits to beneficiaries, a scheme on 'Direct Benefit Transfer' has been launched from 1st January, 2013. It endeavors to rapidly rollout cash transfers across the country for as many government schemes and benefits as possible within the next one year.

Cash Transfer is a program that transfers cash directly, especially to poor households, with or without
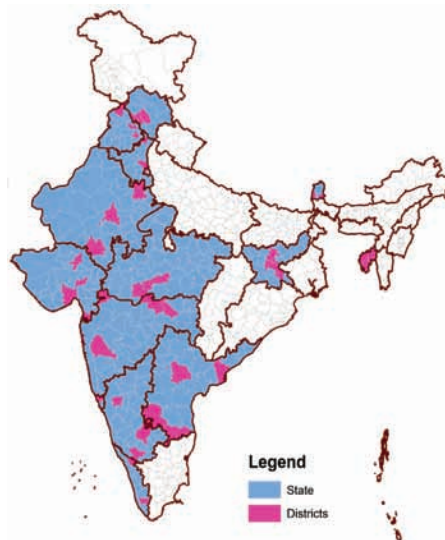
Map depicting states and districts where DBT has been rolled out till date

conditions. The purpose of a cash transfer could be:

• To provide a monetary benefit for a specific purpose or use - such as for education through a scholarship, healthcare through a medical assistance program, and so on.

• Direct income support – such as old age income support, unemployment assistance through unemployment benefit schemes etc.

A decision was taken in the meeting of the National Committee on Direct Cash Transfer held by Hon'ble Prime Minister that Direct Benefit Transfer (DBT) will be rolled out from 1 January 2013 in 43 identified districts to ensure that benefits go to individuals' bank accounts electronically, cutting down delays and diversions. Cash Benefits are transfered to individuals through Government schemes. These include –

(a) Scholarships – Merit, SC, ST and OBC scholarships, sports & cultural scholarships etc.

(b) Pensions – These include old age pensions, pensions for destitute, women etc.

(c) Income support of other types – unemployment allowances, other benefits for the poor.

(d) Wage Payments – such as through MGNREGS

(e) Health Benefits – through National programs like the Rashtriya Swasthya Bima Yojana (RSBY), etc. Making the transfer electronic and linking it to Aadhaar will ensure accuracy and easy traceability to individuals.

OBJECTIVES

To facilitate quick decision-making, it was decided to establish a web-based application to monitor and manage the periodic review on statistics of beneficiaries, number of beneficiaries having UIDs and bank account details

DMs/Collectors of the districts to assess preparedness for commencing the rollout. At the field level, Ministries implementing scheme were asked to firm up and digitize databases, completing Aadhaar enrolment for all beneficiaries, ensuring bank accounts etc.

FINANCIAL / WORK FLOW OF DIRECT CASH TRANSFERS
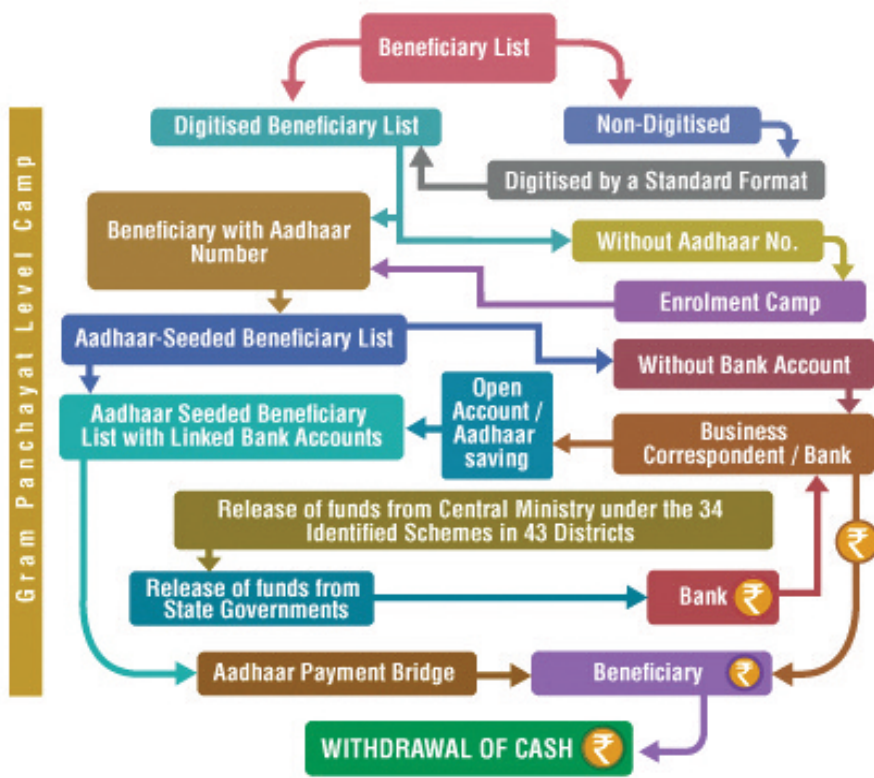
etc. The MIS provides online entry module to update requisite information from their locations. It also provides online entry module to nodal officials of 26 schemes pertaining to 08 Ministries/ Departments to update. The MIS can be accessed at the URL http://pcserver.nic.in/dbtmis.

To make the program successful, Planning Commission organized several video conferences with the Chief Secretaries/Finance Secretaries of the participating States and

The MIS application is a collective effort made by the local team at NIC – Planning Commission Unit in developing web-based software application in.NET environment. Government launched the DBT based on the financial/work-flow of the scheme so that the beneficiary gets benefit through Aadhaar payment bridge. There are three different types of user interfaces depending on the privileges of the user-id.

IMPLEMENTATION & UTILIZATION

As on date, this National level project is being monitored at highest level. The application is operational for updating this web-based MIS online from 43 Districts locations and also by 26 Nodal officers dealing with 26 schemes from 08 Ministries/Departments. Updation is going on daily basis. Monitoring the status of fund transferred via Aadhaar bridge and other statistics about beneficiary details is a regular feature resulting in successful online updation of the MIS. This program helps every citizen to understand the grass-root realities and how Government programs need to be monitored and enhanced in order to bring them in line with the aspiration of every citizen.

The DBTMIS has been appreciated by the Deputy Chairman and the Secretary, Planning Commission and other higher officials. The MIS helps to view the status of implementation and generates various reports in real time.

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IDENTITY CARD MANAGEMENT SYSTEM (ICMS)

Identity Card Management System (ICMS) is a fully integrated system that identifies individuals of an organization by way of issuing Identity Cards (ID Cards). It assists in controlling access to the resources of an organization on the basis of such ID Cards. The new system provides role based security verification by authorized officials with customization option and also generates various MIS reports for administrative needs.

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WHAT IS ICMS?

Identity Card Management System (ICMS) deals with uniquely identifying individuals of an organization by way of issuing Identity Cards (ID Cards) and thereafter controlling access to the resources of the organization on the basis of such ID Cards. The unique encrypted 2D barcode placed on the card can enable access at entry and exit points. The system supports identity access cards for both employees and other outsourced agency people who enter the premises regularly for required work, maintenance and support activities.

This application will be used by an authorized official of an organization entrusted with the responsibility of managing the ICMS for the organization and issuing ID cards to employees and other agency employees. The user roles are conceptualized as "Administrator" and "Nodal officer". Administrator is in-charge of assigning the "Nodal officer" who will be authorized thereafter for issue of ID Cards. Nodal Officer is responsible of design and standards for the ID Cards being used in the organization.

With the Software-as-a-Service (SaaS) model, businesses can consume applications that are hosted online, enabling them to lower their costs by paying only for what they use, enjoy seamless and painless upgrades in functionality, and integrate easily with their existing data and systems. Identity Card Management System (ICMS) is offered by NIC as a SaaS service.

As a SaaS Service, ICMS is instantly made available for a new organization or department with the resources required. As the application has already been pre-audited for security, the master data and personalization are the only configurations that needs to be made and the application can go online.

WHY CHOOSE ICMS?

ICMS is a fully integrated system that can perform functions such as:

- Card Design
- Card Printing
- Attendance maintainence
- Check-in & Check-out
- Security Gate Authentication /Verification
- Alerts/Escalation
- Anytime/Anywhere Mobile Verification

Of the different Employee/User Management methods available today, use of encrypted open standards based 2D barcodes will be more economical and effective at the same time.

Smart Cards involve printing costs and card manufacturing costs and monitoring and maintenance time is


Sample ID Cards generated

extended as access needs to be programmed for each card at the time of issue.

Biometric Management Systems do not require any manufacturing of physical IDs but the cost saved is neutralised by the costly Biometric Reading Systems that need to be installed. The identity of each employee needs to be matched and maintained, hence increasing monitoring, maintenance period, complicates the entire process.

However, a simple encrypted open standards based 2D barcode can be placed on the generated ID Card at the time of printing and with the use of a Barcode Scanner at entry/exit points, complete role based management can be achieved. This can be implemented in **Government Complexes, Secretariats, Bhawans, Organizations,** etc in a very cost effective manner. The scanned ID card will display information about the Employee with the Photograph at the Security Gate.

Since the application is fully configurable to suit the requirement of any organization of any size, a variety of requirements in that domain/area can be satisfied. After necessary approvals, a new instance can be created and given for the new implementation in no time as the application is pre-audited for security and standards.
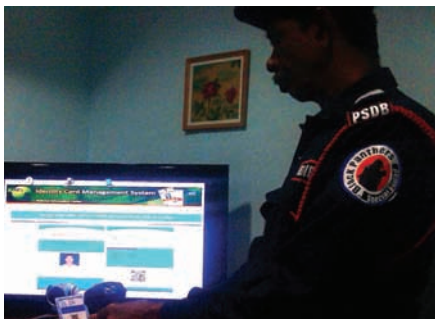

Security Gate Verification – Output on desktop

KEY MODULES

- Employee Management
- Agency Management
- Template Management
- Configuration Management
- ID Card Issuance
- Admit Card / Entry Pass Issuance
- Security Gate Registration
- Attendance Monitoring
- Visitors Management

FEATURES

- Provides a single point solution to create and design various ID cards templates as per requirements with International and National Standards
- 24/7 Service
- Barcode technology (secured open standards) for more security into capture and retention
- E-mail alerts to authorized officials and employees at actionable points
- Role Based Security verification by authorized officials with Customization option
- Various MIS Reports for administrative handling
- Work flow based and hence more intuitive and transparent
- Subsequent additional role creation possible at any point of time
- Security verification through front end devices with the use of Mobile Client
- Can be integrated with HR/Salary Department
- Less overheads, fool-proof transactions and easy maintenance
- Reduces the monitoring time and prevents fraudulent usage
- Effective data storage inside the system for any subsequent fast query retrieval and analysis
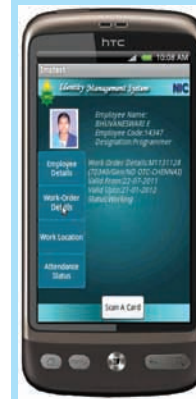
MOBILE CLIENT SERVICE FOR ANYTIME VERIFICATION

- Security Verification possible anytime through front end devices such as Mobile Client by security officials, security executives and other authenticated officials.
- Mobile client for ICMS can be issued by the Nodal officers for trailing the card, status, entry / exit history

- Sending alerts of expiry of cards and on unauthorized Entry

ACHIEVEMENTS IN ICMS

- The ICMS product was developed using Drupal 7.15 with PostgreSQL 9.2 as PoC in 2012 for generating ID cards instantly and has currently been implemented in NIC, TNSC.

- All State Centre employees and Agency employees have been issued with ID Cards and Entry passes using this system.

- All Agency employee ID cards verification and attendance are being recorded on a daily basis, with the use of Barcode Scanners.

- The product is registered under apps.nic.in for replication across the country.

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ONLINE SERVICES OF DEPARTMENT OF COMMERCIAL TAXES, GOA

In order to ensure high transparency and productivity in the Department of Commercial Taxes, NIC, Goa started implementation of the VATSoft software in May 2008. Over the years, the software has been enriched by incorporating all the tax types to facilitate the Department of Commercial Taxes in carrying out its day-to-day activities.

Edited by
ANSHU ROHATGI

Department of Commercial Taxes, Goa, is administering levy and collection of tax revenue under the Goa Value Added Tax / Goa Sales Tax, Central Sales Tax, Goa Luxury Tax on residential accommodation, Goa Tax on entry of goods into local area and Goa Entertainment Tax Acts. With a view to ensure transparency and increase productivity, the Goa administration announced complete computerization of Commercial Taxes Department, a key revenue generator for the government.

For the purpose of proper control and administration, the State of Goa has been divided into seven ward offices, while the overall tax administration is controlled and monitored by its Headquarters at Panaji. NIC, Goa was entrusted with the responsibility of the computerization and it started with the implementation of the VATSoft software in May 2008. Over the years, the software has been enriched by incorporating all the tax types to facilitate the Department of

Commercial Taxes in carrying out its day-to-day activities.

Since NIC, Karnataka had put in a lot of efforts in understanding, developing and implementing a similar project for Karnataka Government, Goa decided to take advantage of their learning and use the VATSoft application of Karnataka as the base model. However, to implement the application in Goa, customization of the existing processes and development of new modules was carried out by NIC, Goa. The rollout of the application started in May 2008 and over the years, the software has undergone many enhancements to incorporate all the tax types prevalent in the state. The software facilitates the department in carrying out day-to-day activities such as, Registration, Tax Collection, Returns, Transfer, De-registration, Statutory Forms, Scrutiny, Assessment, Audit Report, Acknowledgement, MIS Reports, etc. Backlog entry of Registration, Returns and Tax Collection has been completed to achieve 100 % data availability through the electronic system.

Online Services for the dealers were started in August 2010. Initially, filing of returns, online generation of

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LIST OF ONLINE SERVICES CURRENTLY AVAILABLE FOR THE DEALERS:	
1.	Dealer Registration (7 Categories)
2.	Renewal of Registration (5 Categories)
3.	Filing of Returns (7 Categories)
4.	Online Generation of Statutory Forms (5 Categories)
5.	Receipt of Statutory Forms (5 Categories)
6.	Utilization of Statutory Forms (5 Categories)
7.	Payment of Tax (2 Categories)
8.	Casino Ticket Booklet Request
9.	Refund Submission
10.	Audit Report Submission

Hon'ble Chief Minister of Goa Shri Digamber V Kamat launching the e-Services Portal on 20th August 2010

statutory forms & receipts and utilization of statutory forms services were offered to the dealers. These services were gradually increased over the years.

All the services offered to the dealers are user authentication based except registration services. Dealer can obtain username and password by online request, and the same is mailed to them by PIN mailer. As a security measure, the dealer is prompted to change the password compulsorily on his first login.

In registration, renewal, casino ticket booklet request and refund services, the dealer enters and saves the details online, and submits the duly signed online printed application with necessary documents to the department for further processing. The dealer as well as department is benefited as data entry at the department is eliminated and data entry errors or mistake are almost negligible. Another advantage is that the dealer does not have to visit the office for obtaining application forms, etc and the cumbersome task of filling an application form is avoided.

In filing of returns, audit report, statutory form services and payment of tax, the task is completed by using the online service with no visit to department.

ONLINE GENERATION OF STATUTORY FORMS

Using this service, the dealer is able to generate the statutory forms online,

after electronic approval by department. In case the dealer is regular in filing of returns, payment of taxes, etc., 'Self Approval' option is provided for generating the forms instantly. This feature is enabled or disabled automatically based on certain set of rules inbuilt into the system.

The forms are generated in PDF format with a barcode and water marked background which has Government of Goa logo. The details of the forms can be verified by the receiving authority through department website by entering either the barcode number or form number and TIN.

AUDIT REPORT SUBMISSION

Using this service, dealers can enter / print / verify / modify and finally submit the auditor's report to the Department.

UPLOADING OF DATA USING EXCEL

Many a times for availing online services the dealer has to submit large volumes of data, like thousands of invoices has to be submitted for statutory forms. To simplify the process and avoid network connectivity issues, Microsoft Excel File Data Upload facility is provided for return, refund, audit and statutory form services.

SMS AND E-MAIL INTEGRATION

SMS services have been integrated with the application to provide instant confirmation to the users. SMS and e-mail alerts are sent with details of acknowledgement after the service is availed by the dealer. In case, the online application is further processed in the department, status messages are auto generated and sent through the system to keep the citizen informed on the progress.

SUCCESS INDICATORS

Most of the manual systems have already been replaced by the electronic system which clearly indicates the faith that the computerization has generated in the dealers and the government. The success of the project can be gauged with the number of activities that have been switched to 'only electronic mode'

1. Dealer registration accepted only through online mode.

2. Statutory forms are issued only through online system. Department has discontinued printing of manual forms.

3. Over 4 lakhs statutory forms have already been issued online since inception. On an average 600 forms are generated daily.

4. Since dealer submits the invoice details while generating the form, utilization submission has become redundant.

5. Filing of online returns has been made mandatory for dealers whose previous year turnover is above ₹50 lakhs.

6. System disables online services for dealers whose registration is not renewed and vice versa.

7. Over 13000 dealers are using online services, which is nearly 43% of the total dealers in the state.

FUTURE PLANS

1. Introduction of Digital Signatures for submission of forms using online services and issuance of certificates and notices by the officials of the department.

2. Scanning and storing of all the relevant documents of the department in electronic form so that the retrieval is easier and faster and enables quick disposal of cases and decision making.

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MedLEaPR-
FIRST STEP TOWARDS ICT ENABLED INTEGRATED JUSTICE DELIVERY SYSTEM

"Medico Legal Examination and Post-mortem Reports System" (MedLEaPR) is a generic software developed by NIC-Haryana to facilitate computerization of MLRs & PMRs. Further, the system is workflow based, which provides requisite access security, based on roles & responsibilities of concerned Doctors and Health Institutes.

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INTRODUCTION

The medico legal examination of persons involved in accident, assault, poisoning etc. is an important function of the Health department. The MLRs are sent to investigating officers (IO) for further investigation and is important for the individual, institutions, family of the deceased, physicians, undertaker and those authorizing burial, legal certification, police, judiciary, insurance company etc. The MLR(Medico Legal Reports) & PMR(Post Mortem Legal Reports) are mostly penned down by the doctors and it is difficult for the courts, prosecution and defence to understand it during the trials as the writing is illegible in most of the cases.

During the hearing of a criminal case, related to attempted murder, wherein hand-written MLR was submitted, the Hon'ble High Court (Punjab & Haryana) passed orders that only computer generated MLRs & PMRs will be submitted to the judicial courts and no hand written report shall be accepted after a prescribed date. The State Governments of Haryana, Punjab, UT Chandigarh & Post Graduate Institute of Medical Education and Research (PGIMER) Chandigarh submitted a requirement of generic software to undertake this activity, for which NIC was asked to explore the possibility.

RAJESH BINDAL
Hon'ble Judge, Punjab & Haryana High Court

Earlier post mortem reports /medico legal reports were handwritten by doctors and photo copies of the same used to be submitted in the courts. At the time of trial, it was difficult to appreciate what was mentioned therein. Considering that we are in the era of technology, it was decided to use the expertise of NIC for developing a software for preparation of post mortem reports/medico legal reports. The states of Punjab & Haryana and Union Territory, Chandigarh were requested to finance the project, which they happily agreed. After strenuous efforts made by a team of the officers from NIC, Haryana and High Court and the doctors from the States of Punjab, Haryana, Union Territory Chandigarh and the Advocates, a web based software was developed for preparation of post mortem reports/medico legal reports. The software developed is user friendly and will help in a long way in administration of criminal justice and solve the difficulties being faced by all the stake holders on account of non-readable post mortem reports/medico legal reports being submitted in the courts. The effort of all concerned deserves to be appreciated.
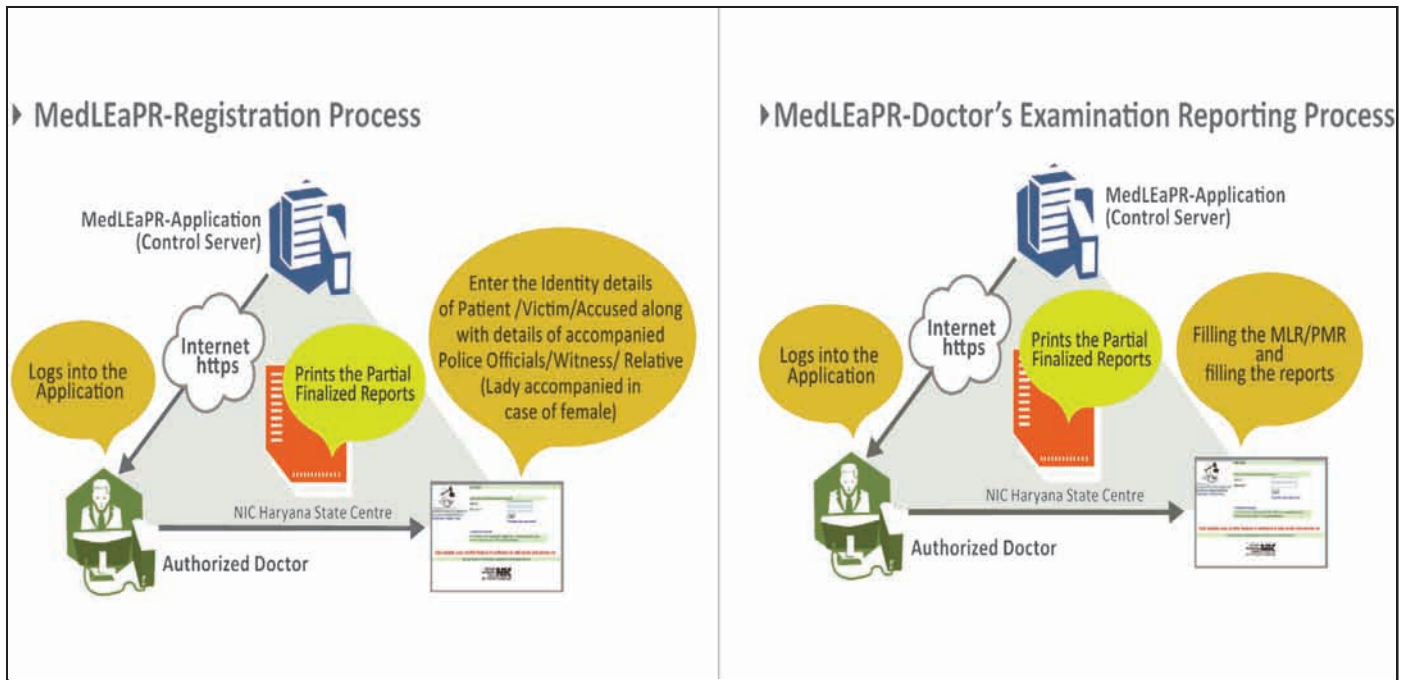
NIC Haryana took initiative and developed the software with inputs from experts in the field including prestigious institutes like PGIMER Chandigarh and Rohtak. The software, "Medico Legal Examination and Post-mortem Reports System" has the software product name as MedLEaPR.

OVERVIEW OF MEDLEAPR SYSTEM

The software is a web based system, as per legally approved forms related to MLRs and PMRs. The domain inputs were provided by the designated doctors from the states of Haryana, Punjab, UT Chandigarh, PGIMER Chandigarh & Rohtak and ESI Hospital Chandigarh.

BASIC WORKFLOW OF THE SYSTEM

A. Registration of a Case – When a victim/accused is brought to a Health Institute, his/her registration process is completed. Details of persons, including police,

accompanying the victim/accused are also captured.

B. Doctor's Examination Reporting Process – Thereafter, the victim/accused is examined and the opinion and observations are fed online by the doctor, in the relevant prescribed format.

C. On-line Graphical/Pictorial Representation Module – These modules takes care of the cases where some injury is found on the body of the person, including burns etc. This needs to be clearly illustrated on the sketch of the human body. The requirement was given by a core team of doctors handling domain specific requirements. The NIC Haryana team, spent days with doctors at Hospitals in Panchkula, Mohali, Chandigarh and PGIMER to understand the requirements and explored the requirements.

The required sketches of human body (Male & Female) were obtained from Directorate of Health Services Haryana and stored in the software.

The access was provided to the concerned doctor, with a facility to mark injuries at the exact location on the sketch, along with the facility to enter the injury details.

D. Subsequent Opinion Process - Often samples of body parts, viscera, clothes etc are sent to various specialist forensic/chemical laboratories for examination. Based on the reports received from these laboratories, doctor opinion is sought by law enforcement agencies, which becomes the base for the final opinion on the case. After receiving the laboratory reports, the doctor enters his/her final opinion in the system, using his credentials.

SALIENT FEATURES

(a) Data entry by doctor in stages (keeping in mind, typing speed of doctor and speed of Internet connectivity).

(b) Centralized web enabled solution, hosted at the State Data Centre. Only a system with Internet connectivity required by the doctor.
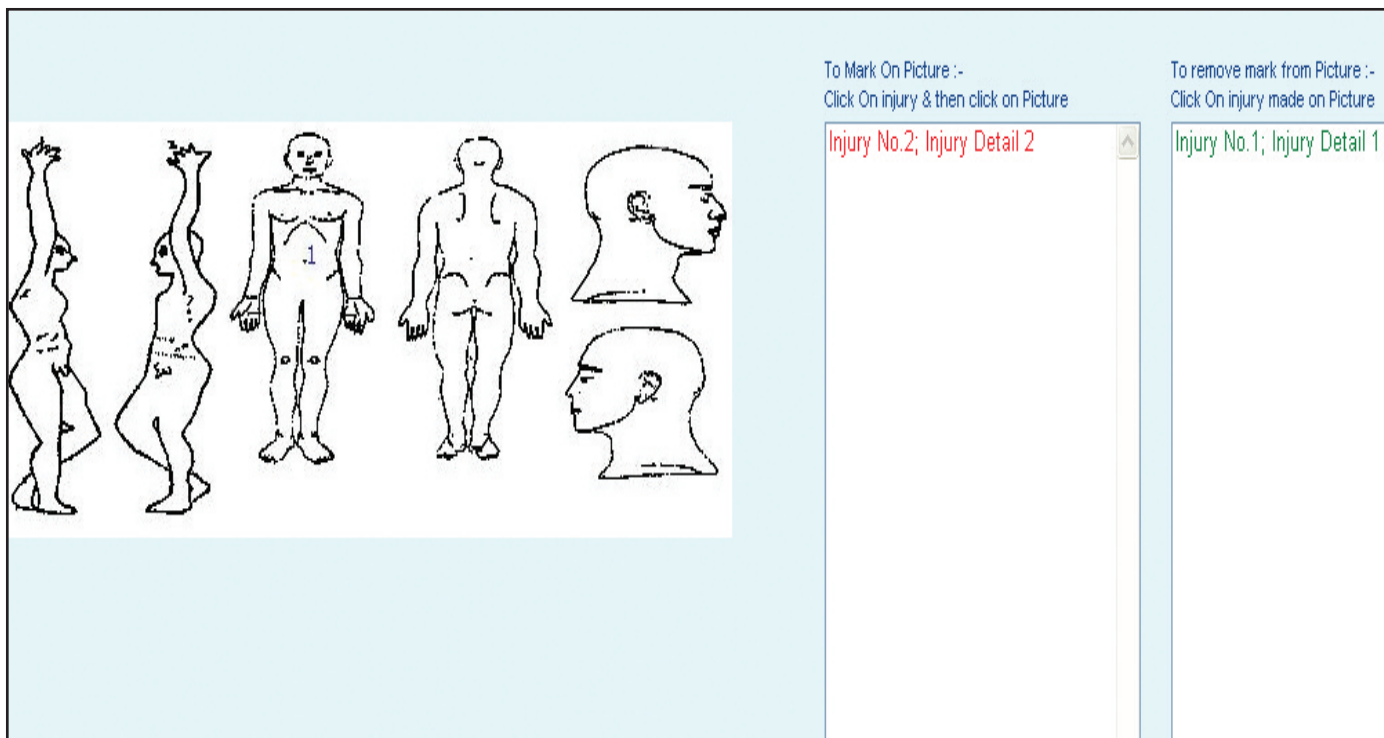
(c)	In case of some problem with the system, blank formats available for offline entry, which can be entered subsequently when the system is working.

(d)	Complete audit trail in Admin module for maintaining User Log and Status details.

(e)	The mandatory consent form has been provided in Hindi, English and Punjabi languages.

(f)	Since the role of doctors is very crucial in the whole working of the system and transfer of doctors is a regular event, a mechanism has been incorporated in the system in which there is no intervention of System Administrator to accomplish this. A user can make required transfer request in the system and HOD of the transferee institute accepts the request at the time of joining of the doctor in the institute.

SECURE ACCESS CONTROL TO ENSURE PRIVACY OF VICTIM,

ACCUSED & DOCTOR

(a)	There is restricted access to the system and only authorised users can gain entry into the system based on the login User-ID and Password issued to them.

(b)	Passwords are generated using strong password policy. Users are forced to change their passwords, on the first login and passwords are stored in encrypted form.

(c)	The doctor conducting the examination and entering/uploading data of a particular MLR / PMR is able to enter, edit and update the complete record, till it is converted into a read-only, view-only format.

(d)	The access to the system is role-based only.

IMPLEMENTATION MANDATE & STATUS

After the acceptance of software by the designated doctors & hospitals in the states of Haryana, Punjab and UT Chandigarh, Hon'ble High Court

made it mandatory for these states to implement the MedLeaPR software w.e.f. 03/12/2012. The software implementation progress is regularly monitored by the Hon'ble High Court and the system is now being used by the doctors in Government Health Institutes and Private Nursing Homes/Hospitals in these states.

On the directions of Hon'ble High Court, NIC Haryana has apprised all the States and Union Territories, National Judicial Academy and State Judicial Academies, through respective NIC State/UT Centres, about the availability of MedLEaPR software for preparation of PMRs/ MLRs for use in their respective areas.

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TEXTUAL & DEMOGRAPHIC
DE-DUPLICATION OF LPG BENEFICIARIES

The subsidized domestic LPG connections in India are almost 14.58 crores. The policy to avail LPG gas connection is "One Kitchen, One Connection" with Single bottle or double bottled cylinders for domestic purpose. Textual and Demographic Deduplication (TDD) technique assists in identifying a duplicate person using well defined algorithm and computing facility.

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There exist various deduplication techniques and technologies for identifying a duplicate person through DNA samples, biometrics like finger print, iris, facial photograph, hand geometry and other such methods. But, it is always difficult to identify the duplicates by the authentication or other modes of de-duplication, as a large chunk of data has accumulated with enormous duplicates with or without intentions over a period in almost all sectors. In governance, the duplicates pave the way for diversions and misuse of the subsidy meant for the intended beneficiaries.

Textual and Demographic Deduplication (TDD) can be achieved without the beneficiaries' presence for authentication with a well defined algorithm and computing facility. Though name and address matching may seem to be simple and straight-forward process, however, when the live data is analysed, immense complexities quickly emerge. It was experienced that originating a quality name and address matching solution requires focussed analysis into alchemy of data. These include detailed analysis and understanding of data to derive the causes where differences can originate.

The algorithm was developed with an objective of name and address matching using the following strategies:

1. Spelling variations include interchanged or misplaced letters due to typing errors, substituted letters, and omissions

2. Phonetic variations due to mishearing and digitizing mistakes

3. When individual changes his/her name during the course of life

4. Issues due to various cultural adoptions

5. Capturing phonetic equivalents

6. Data Quality/Data Completeness

TEXTUAL AND DEMOGRAPHIC DEDUPLICATION

The subsidized domestic LPG connections in India are approximately 14.58 crores cumulatively for IOCL, HPCL and BPCL. In a set astir of curtailing the subsidised cylinders by tracking and blocking fake multiple connections, Textual and Demographic De-duplication activity is being performed on this data.

The policy to avail LPG gas connection is "One Kitchen, One Connection" with single bottle or

Market Share of Oil Marketing Companies in Domestic LPG Connections

IndianOil 7,24,63,981 — 49.7%
24.5% — 3,57,50,924
25.8% — HP 3,76,21,197
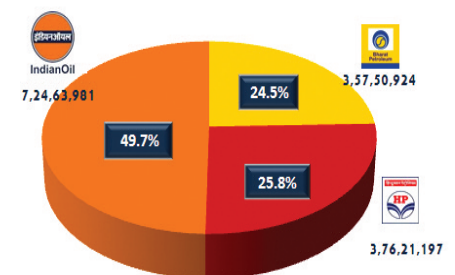
Market Share as on Nov, 2012.
Total Data for Deduplication : 14.58 crore

All India Percentage of Waitlist Suspects found by De-duplication

■ % Of Waitlist Suspects for October ■ % Of Waitlist Suspects for November
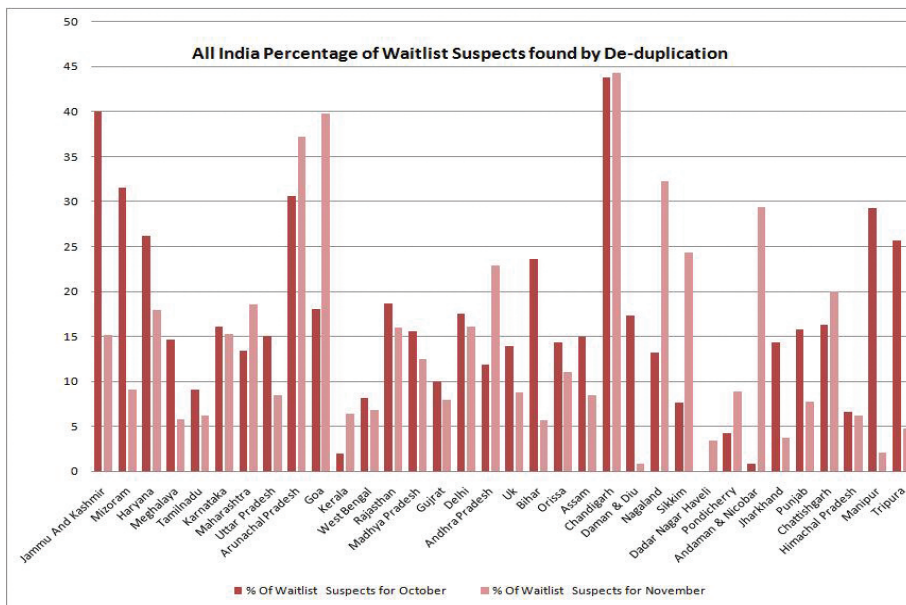
double bottle cylinders for domestic purpose. All India LPG domestic connections data as provided by Oil Marketing Companies (IOCL, HPCL & BPCL) have been collated and de-duplicated after which suspect report is generated state wise with a count of Inter and Intra OMC connections. The challenge in the activity is that the data is legacy and in different formats with names and addresses found incomplete or in varied transformations.

Results generated by NIC algorithm were compared with the Industry and the OMC's data and results found were superior and encouraging.

In the first phase, waitlist connection data till October 2012 of 34 states / UTs was taken up for deduplication. The details of this processing are as follows:

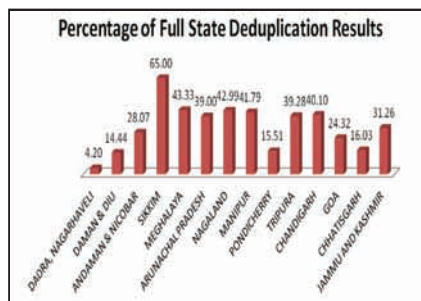| PHASE I	
Total no of consumers	12,35,67,627
Total no of wait list connections	14,97,538
Total Suspects	1,55,014
Clear List	13,42,524
Percentage of suspects	10.30%

In the second phase, waitlist connection data till December 2012 of 34 states was taken up for

Percentage of Full State Deduplication Results

deduplication. The details of this processing are as follows:

PHASE II	
Total no of consumers	14,58,36,1027
Total no of wait list connections	13,68,535
Total Suspects	1,90,045
Clear List	11,78,490
Percentage of suspects	13.80%

In the third phase, entire state data for fourteen states has been de-duplicated and other states are in progress till date.

PHASE III	
Total no of consumers	60,17,974
Total Suspects	17,29,348
Percentage of suspects	28.73%

OMC DATA DEDUPE AGAINST PDS BPL DATA

Oil Marketing Companies data was

taken up for Deduplication against the Public Distribution Systems BPL (Below Poverty Line) data of Delhi and Chandigarh. The details of this processing are as follows:

OMC Data Dedupe against PDS BPL data - DELHI	
Total no of LPG consumers	52,34,152
Total no of PDS's BPL beneficiaries	3,74,358
Total Suspects	95,248

OMC Data Dedupe against PDS BPL data - CHANDIGARH	
Total no of LPG consumers	4,43,402
Total no of PDS's BPL beneficiaries	67,299
Total Suspects	42,611

The de-duplication activity is being carried out by NIC using the de-duplication algorithm developed by NIC and only computing facility is availed from CDAC's HPC PARAM YUVA Supercomputer with 24 nodes of 16 cores each which recently upgraded to 48 nodes of 16 cores each to reduce the LPG beneficiaries waiting period (who have applied for new connections) from months to hours.

PARAM YUVA	
Configuration	24 nodes (each nodes 16 CPU's)
Model name	Intel(R) Xeon(R) CPU: X7350 @ 2.93GHz
Cache size	4096 KB
Address sizes	40 bits physical, 48 bits virtual

FUTURE SCOPE AND WAY FORWARD

TDD has targeted to automate deduplication and identify duplicates in any variations to prevent large scale aberrant uses of the subsidies which are meant for the poor populace of this country. There is a lot of scope on the TDD for the egov projects, namely LPG beneficiaries, ration cards deduplication in PDS, other welfare schemes of Govt. of India.

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AUTOMATION OF COMMERCIAL TAX DEPARTMENT, UTTARAKHAND

The Commercial Tax Department of Uttarakhand is one of the major contributors to the state's revenue. It mainly interfaces with business community and is responsible for administering value added tax (VAT), central sales tax (CST), and State Tax on entry of goods into the local market. Its functioning and performance directly impacts the image of the state as a business destination. No wonder, there has been a strong demand for streamlining VAT administration.

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ANSHU ROHATGI

In its endeavor to replace the cumbersome manual systems with citizen-centric, service-oriented processes, and to establish a certain degree of standardization with respect to Commercial Tax (CT) administration, the department carried out a comprehensive automation drive as a Mission Mode Project under the National e-Governance Plan of Government of India. Having a firm belief that Information and Communication Technology can serve as the most potent tool to usher in an era of electronic governance the state government initiated the task of simplifying procedures, making need based, good quality and timely information available to all dealers, and providing services in an efficient and cost-effective way. The State Centre of National Informatics Centre was appointed as the nodal agency for application software development and providing technical assistance in setting up the necessary infrastructure for launching the e-Services.

The first and the foremost service to be provided was an IT driven single window system for interaction that reduced the physical interaction between the citizens and the tax office. This was accomplished with launch of a web portal (http://comtax.uk.gov.in) that delivers comprehensive information with quick navigation. The remaining computerization can be divided into two broad categories –

■ Implementation of web based citizen centric e-Services , and

■ Back office automation of 71 section offices connected over SWAN. Role based modules for various activities have been developed and implemented successfully for administrators and officials.

The automation has resulted in transparency, convenience and cost effectiveness.

Ms RADHA RATURI
Secretary (Finance), Government of Uttarakhand

Information Technology has immense potential to transform delivery of government services. Use of ICT in Commercial Tax Department, Uttarakhand under Mission Mode Program (MMP) of Commercial Taxes by GoI not only helps us to bring services to the doorsteps of citizens, it also helps us to supervise working of Government machinery, thus making Government offices more accountable. The launch of e-Services like e-Registration, e-filing, e-Tax Declaration & e-Payment under technical supervision of NIC Uttarakhand helps Commercial Tax Department in delivering better and timely services to its stakeholders.

CITIZEN CENTRIC e-SERVICES

■ e-Registration: Online submission and disposal of application for seeking registration of dealer under VAT and CST Acts. More than 21000 e-Registrations completed till date.

■ e-Payments: Facility for online payment of taxes and other receipts by registered dealers. Electronic transactions already crossed 3000 ₹ crore mark.

■ e-Filing: Online filing of periodical return comprising details of sales/purchase and other business information by registered dealers. 80% of the dealers are e-filing returns through the system.

■ e-Forms: Online generation of Central Statutory Forms

■ e-Tax Declaration: For monthly tax deposited by dealers

■ e-TDAN : Online registration of TDAN for Government departments

■ e-Vehicle & E-Tripsheet: The truck owners and transporters carrying goods into the state of Uttarakhand have to get their vehicles registered for the purpose of generating Trip sheet of goods being carried.

■ Web-MIS for department officers: For use by Commercial Tax officers at different levels. Various kinds of statistical and informative reports can be generated based on data submitted online.

TRANSPARENCY

All information, mandatory to be disclosed under the RTI Act is now available online, and every citizen has access to information about registration, amendment in registration and its disposal etc. Details of return data along with sales & purchase details of dealers are available on click of a mouse. This helps in comparative analysis of growth, monitoring of Government revenue and in plugging tax leakages.

The application has been integrated with SMS and email facility. The alerts regarding application status, verification of authenticity of a dealer, confirmation of e-payment, submission of e-registration and e-filling are sent to different stakeholders automatically by the system.

CONVENIENCE

For the ease of users, manuals and instruction for most of the services are available on the website. Option for offline filling of data and submission to CTD web-site is made available where large amount of information is to be submitted by a dealer/applicant. This facility is available for both - submission of e-Registration application and filing of e-Return. Help desks have been established in all offices of the Commercial Tax Department and toll free numbers have been provided to address the queries of e-Service users.

COST EFFECTIVENESS

The web application has reduced the amount of money spent on paper and postal work as most of the information is available online and can be transferred electronically by just one click. Computer hardware and its maintenance costs have been reduced by replacing conventional desktops with thin clients.

EFFICIENCY ENHANCEMENT

The new workflow based system has revolutionized the department. Officials are free from repetitive, mundane work & unnecessary work pressure. It has also helped them in clearing the pending files quickly.

TECHNICAL DETAILS & ARCHITECTURE

The web portal and citizen-centric services are based on centralized architecture and hosted at National Data Centre, Shastri Park New Delhi. The intranet based back office automation servers are located at Finance Department Data Centre, Dehradun, while database mirroring is configured between web database servers at NDC and servers at NDC Pune for real time mirroring of data for the purpose of disaster recovery. Web services are developed in dot net framework and are referenced in the intranet application wherever it is required to get data from the web or real time synchronization of data is required. The offline form filling and uploading is done using MS Excel and XML.

The Commercial Tax automation in Uttarakhand by NIC is one of the major successful e-Governance projects in the state with implementation of various e-Services like e-Registration, e-Filing and e-Payments etc. The effort made by the department has widely been appreciated by all the stakeholders, specially the business community.

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TAMIL NADU-
The Success Story of a Premier IT Hub

The state of Tamil Nadu with its capital at Chennai has established itself as a leader in the IT industry with reliable and efficient infrastructure, excellent trained manpower skills, proactive approach of the state administration and a zeal to grow.

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NIC, Tamil Nadu State Centre has been actively providing support to the State Government in all its endeavours in implementing various e-Governance projects. Some of the recent successful projects are highlighted below.

MERIT CUM MEANS SCHOLARSHIP – MOMA
(**http://escholarship.gov.in**)
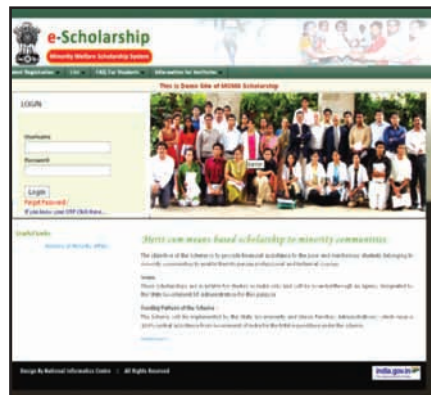
Merit cum Means Scholarship scheme of Ministry of Minority Affairs provides financial assistance to the poor and meritorious students of the Minority communities for studying professional courses. A web based system has been designed and developed as a part of the e-Scholarship project wherein the students can apply for scholarships online. This system facilitates quicker processing of the applications and infuses more transparency by providing students a facility to view the status online. More effective monitoring by Ministry and State Directorate is also facilitated.

The workflow is configurable for each state. The system handles fresh & renewal applications, listed and unlisted institutions. SMS Alerts to students after registration and scholarship disbursement are also provided.

The system is being implemented across the state. So far, 10806 institutions have registered. In the year 2011-2012, about 2,11,561 students submitted their applications online. More than 2.59 lakh students have applied online in the academic year 2012-2013.

e-DISTRICT – REVENUE

The main objective of the e-District Revenue project is to facilitate citizens to apply for various certificates through CSCs/online. There is a built in electronic workflow to the system for processing the applications.

Digital Signing facility for approving officers, Dashboard for State / District level Officers, 2D Barcode encryption and online verification of the certificates using mobile scanning with GPRS have been implemented.

The citizen services covered under the project are - No Graduate Certificate, Deserted Women Certificate, Income Certificate, Community Certificate and Nativity Certificate.

The project was launched in October 2010. More than 2.15 lakh certificates applications have been filed since then
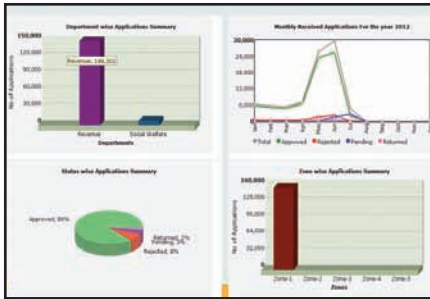
and 1.5+ lakh certificates have been digitally signed and issued. Online filing of applications by schools for Community, Income & Nativity certificates on behalf of students, has been implemented in Tiruvallur. So far, 82000 certificates have been issued in 950 schools.

e-SERVICES FOR COMMERCIAL TAXES

The main objective of this application is online filing of VAT return anytime/anywhere, online issuance of Transit Pass to the dealers who are moving goods to other states, online issuance of C and F forms for interstate transactions and enabling e-Payment facility for collection of taxes.

The main features of online C and F

forms are filing of Annexure IA along with the e-Returns, cancellation and regeneration of online forms with the approval of Circle Offices and verification of genuineness of online forms by other state dealers.

The main features of e-Transit Pass includes 24 X 7 online generation of e-Transit Pass for vehicles passing through Tamil Nadu; printing of e-Transit Pass with unique Movement Number (MVR No); cancellation of e-Transit Pass, which is permitted within 24 hours of confirmation by dealer. Dealers can also view the status of vehicle movement passing through the check post.

Every month, more than 3.01 lakh dealers file their returns, while more than Rs. 2300 crores of tax amount is collected through e-Payment system enabled through 17 banks. Currently, an average of 53,000 C and F forms are issued online and more than 9000 Transit Passes are being issued.

e-SERVICES FOR TRANSPORT

The main services offered under the e-Services for Transport are - online filing of new vehicle registration application, online filing of learner's license application, online filing of Hire Purchase Agreement (Form-34), online filing of Hire Purchase Termination (Form-35), online payment of fee and taxes currently through five banks, online issuance of Heavy vehicle Driver's Training Course Certificate. The online filing of new vehicle applications is integrated with Vahan & Sarathi software.

More than 1, 57,000 new vehicle applications are filed every month.

80,000 Learner's licenses and 21,000 Heavy Vehicle Training Certificates have been issued so far. Besides this, 3100 Hypothecation Endorsement / Termination Applications are filed every month. An average of Rs. 140 crores per month is collected from 1,40,000 new vehicles being registered at RTOs across the state.

State Register for vehicles and licenses have been created and access has been given to the officials of Police, Passport and Civil Supplies to view the details of vehicles and licenses. Web service has been developed for retrieving details of vehicles / licenses and is being consumed by the Police Department with more than 80,000 vehicles and license details being accessed every month.

e-DISTRICT – SOCIAL WELFARE

The main objective of this initiative is to develop an efficient electronic workflow system for end-to-end processing of applications submitted either through Citizen Service Centres or directly through internet for availing the services of 6 Marriage Assistance Schemes of the Social Welfare Department.

Moreover, citizens can also file for applications and track the status online.

Automatic SMS alerts to the citizens are sent when sanction proceeding is generated. The system has been implemented in the state since October 2010.

GOVERNMENT e-PROCUREMENT SYSTEM

The main objectives of the Government e-Procurement application include:

- Online enrollment of the Government officials & bidders,
- Tender creation and publishing,
- Publishing of corrigendum,
- Publishing of pre-bid meeting documents,
- Online bid submission/re-submission,
- Two-factor authentication,
- Facility for online payment collection through bank payment gateway,
- Encryption of bids submitted by the bidders using Digital Signature Certificates (DSC),
- Facility for single/two/multiple cover bid system,
- Withdrawal of online bids,
- Online tender opening,
- Automatic evaluation of financial bid, Mail/SMS communication to bidders/Government officials,
- Digital signing of files / documents,
- e-Auction covering Forward/Reverse categories.

The application adheres to the guidelines of Central Vigilance Commission, Asian Development Bank and World Bank. The system so far has been implemented in the states of Orissa, Tamil Nadu, West Bengal, Uttar

Pradesh, Haryana, Chandigarh UT, PWD Punjab, Jharkhand, Himachal Pradesh, Tripura, Govt. of NCT Delhi, Maharashtra, Jammu and Kashmir, Uttarakhand, Rajasthan and Kerala.

Ministry of Rural Development has implemented the application for the PMGSY project in 21 states. Mahanadi Coal Fields (MCL) Limited, Orissa, Visakhapatnam Port Trust, IOCL, NICSI, Midhani, Goa Shipyard Limited have also successfully implemented e-Procurement application.

The following awards have been received by the application:

- e-World 2011 Public Choice Award for implementation at MCL
- CII-IT Awards 2011 for Auto Tech evaluation for MCL e-Proc System
- Skoch Award-2010 under 'World is Open Category'
- e-India 2010 Public Choice Award for implementation at MCL
- e-India 2009 Public Choice Award for implementation at Govt. of Orissa
- India Tech Excellence Award - Eastern Zone – 2009

TAMIL NADU LOCAL BODY ELECTIONS 2011

The main objective is to create the voters' database for Local Body Elections from Electoral database and to handle the Electoral Roll printing and result dissemination for the Tamil Nadu State Election Commission.

The features of this project are: mapping voters from Assembly Constituencies to the local body's streets, wards and polling booths, printing draft electoral rolls, photo electoral rolls and booth slips for 4.62 crore voters; reservation entry for various local body posts, nomination entry of candidates and result entry.

The above system has been implemented in 32 districts, 385 blocks, 10 corporations, 151 municipalities and 525 town panchayats. About 1.3 crore hits were reported from the server on the day of result dissemination.

DR. MUTHULAKSHMI REDDY MATERNITY BENEFIT SCHEME

Photo Electoral Roll
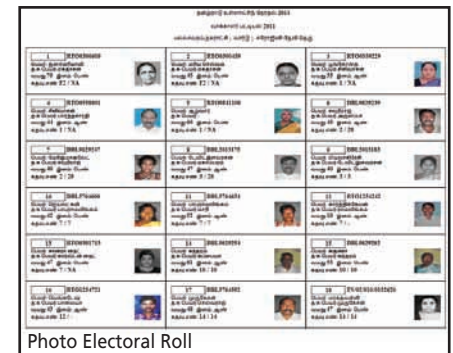
Under this scheme, implemented by Directorate of Public Health and Preventive Medicine, financial assistance of Rs 12000 is given in three installments at 3 stages (Pre natal, Delivery and Post natal) to women from poor families.

The software was designed and developed for automating process of sanctioning assistance under MRMBS, validating eligibility criteria with PICME database, and monitoring disbursement of each installment of the scheme.

The work flow based software, which handles right from the capture of application details processing up to
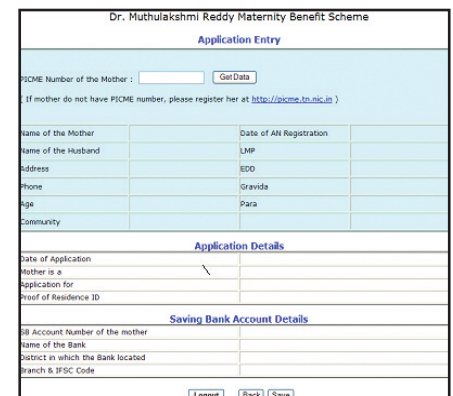
generation of sanction proceeding, has been implemented. A linkage with PICME database for validation of eligibility criteria filtering only eligible women, maintenance of payment details, effective monitoring by District level Health Offices and integration with treasury by creation of ECS files are some of the important features of the application.

The application has been implemented since Dec 2011. So far 9.4 lakh women have applied for the benefit under the scheme. The number of women who have received the amount in the 1st, 2nd and 3rd installments are 8.22 lakh, 5.92 lakh and 4.39 lakh respectively.

e-PENSION SYSTEM

e-Pension is an intranet based workflow system which handles all transactions related to pensioners.

It is a centralized system built to handle the existing 7 lakh pensioners in the state. The main features of the intranet based application are – maintaining common database structure for all pensioners of Govt. of Tamil Nadu; work-flow based system for handling all transactions; capturing of images through web cameras for mustering, answering adhoc queries to pensioners immediately and correctly; automatic conversion to family pension in death cases; preventing wrong payment to non-eligible pensioners.

The payments done through transaction are approved by three levels viz Unit level, Superintendent

and Treasury Officer. The system handles 2,81,051 pensioners in 7 districts including 40 sub treasuries and PPO, Chennai.

PRE-EXAMINATION MONITORING SYSTEM FOR ANNA UNIVERSITY, CHENNAI

The primary objective of this web application is to enable the Controller of Examinations (CoE) to monitor all the 'Pre Semester Examination Processes' effectively.

The main features of this application are-Registering the students for the semester examinations, capturing the

periodical course attendance details, capturing the periodical internal assessment marks, generating Examination Hall Tickets for the eligible students, capturing examination absentees' details and publishing of Examination Results.

So far, profiles of about 1.6 lakh UG students and 2000 PG students have been uploaded by the institutions. Hall Tickets (as PDF Documents) for about 1.5 lakh UG students were generated and downloaded by the institutions. Internal Assessment Marks and Examination Absentees details of about 4.5 lakh UG students have been captured, which will be used by the CoE for examination results processing.

MONTHLY PDS ALLOTMENT SOFTWARE

This online system helps to arrive at

monthly PDS Allotments for all Fair Price Shops in the state. The main features are:

- Monthly entry of number of cards (Fair Price shop wise) and commodity stock

- Generation of over 60 statements and reports relating to allotment, Off take and sales of sugar, PDS/AAY/ANS/OAP rice, kerosene, wheat and special commodities at various levels, such as Fair-price shops, Agency/ Cooperative Society, wholesalers, godowns and taluks,

- Allotment for Police cards and Bulk permits

- Generation of Comparative Statements and Exception Statements for monitoring purposes

The system has been implemented in the state since August 2008, covering 232 Taluk Supply Offices, 29,560 Fair Price shops, 6545 Societies/Agencies and 244 godowns.
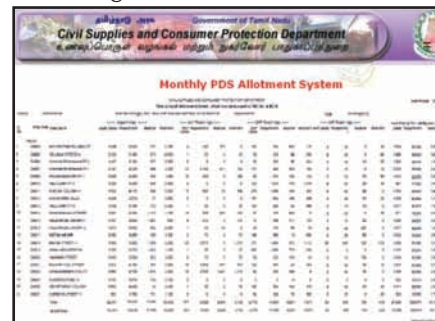
CRIME & CRIMINAL TRACKING NETWORK SYSTEM (CCTNS - TN)

An event based and workflow based application - CIPRUS, captures details of all cases registered at the Police stations and automates the process of disposing the cases including the investigation and prosecution besides generating FIR of the case. The data from all Police stations gets replicated at the central server using the service of default replication agent installed at all individual Police stations. From the

consolidated database the web enabled services are provided to the public (http://eservices.tnpolice.gov.in) to identify the missing persons and unidentified dead bodies and assist the Police Officers of the station and at higher level to search the criminals involved in the crime and maintain the history of the Police station and the cases registered. Citizens can also get to know the status of the cases registered at the Police stations on the web.

The application is targeted for more than 2000 Police stations of Tamil Nadu and integrates scanning and searching, automatic Version Control and Bilingual reporting. It handles all

the 5 types of cases (Crime, Law & Order, Prohibition, Accident & others) along with total of 30+ Sub case types and 13 different events of the investigation. It also handles the station history of both crime and demographic details. Pilot implementation of the project has been carried out at 119 Police stations of Tiruvallur, Ariyalur, Sivaganga Districts and Coimbatore City.

WEB ENABLED DISTRICT GIS FOR CUDDALORE & NAGAPATTINAM DISTRICTS

District GIS project has been initiated for two pilot districts viz. Cuddalore and Nagapattinam under the guidance of Tamil Nadu State Planning Commission. The spatial and non-spatial data were collated from various Government departments. More than 80 layers for Cuddalore district and 60 layers for Nagapattinam district have been prepared.

Salient features of the web based framework include:

■ Any layer may be dynamically linked to any kind of attribute dataset for querying and thematic mapping

■ Unique symbol mapping using non-numeric based data such as soil, geomorphology etc

■ Spatial search on administrative units

■ Dynamic spatial queries including buffer generation, distance based queries, villages without schools / health facilities at a specified distance, etc

■ Developed using Open standards

and Open source software tools

The other e-Governance initiatives taken up by NIC Tamil Nadu are as under:

■ e-Governance Portal for Directorate of Technical Education

■ e-Scholarship system under e-Dsitrict project for Department of BC and MBC and Department of Adi Dravidar (SC/ST)

■ Automated Treasury Bill Passing System (ATBPS)

■ SMS based Monitoring System for Fair Price Shops for the Cooperative Department

■ System for school enrollment for Directorate of School Education

■ System for distribution of milch cows/ sheep for Directorate of Animal Husbandry

■ Online filing of Entrepreneur Memorandum Form Part I and Part II for Directorate of Industries and Commerce

■ Pregnancy and Infant Cohort Monitoring and Evaluation System for Directorate of Public Health and Preventive Medicine

■ Online filing of application of Re-totaling and Revaluation for Directorate of Government Examination

■ Chennai Utility Mapping project

HIMACHAL PRADESH-
Setting New Paradigms in ICT

Proclaimed by ancient Indian texts as Devbhumi - "Land of the Gods" - the beautiful, far-flung Himachal Pradesh has an almost palpable presence of divinity and is famous for its abundant natural beauty. Himachal Pradesh has a rich culture which is very much apparent in the day to day lives of its citizens. It is their warm and friendly nature that will draw you towards them.

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Edited by
VIVEK VERMA

The economy of Himachal Pradesh is currently the third fastest growing economy in India. Himachal Pradesh has been ranked fourth in the list of highest per capita incomes of Indian states. The abundance of perennial rivers enables Himachal to sell hydroelectricity to other states such as Delhi, Punjab and Rajasthan. The economy of the state is highly dependent on three sources: hydroelectric power, tourism and agriculture. The state has been using Information Technology in a

AJAY MITTAL IAS
Additional Chief Secretary (Transport)

NIC State Centre has developed a number of s/w for the Transport department upto field level, in improvising the systems of service delivery to citizens. The creation of electronic databases in the form of National Registers is going to benefit the Department of Transport a lot in increasing revenue collection and monitoring activities.

big way for monitoring the development aspects.

MANAV SAMPADA

Manav Sampda initiative, is a complete Human Resource Management solution for the state government, which has been implemented in 146 departments and organisations covering nearly 2.36 lakh employees. It generates and preserves the service book of all employees in electronic form. The s/w is integrated with 17 major e-Governance applications for single user ID/password.

KANOON VYAVASTHA

The basic data of CIPA (Common Integrated Police Application), implemented at 100% Police stations in Himachal Pradesh, forms the core of the Kanoon Vyavastha s/w. This data from all Police stations is transferred to a central server and is integrated with other crime & criminal control activities in seamless manner to provide a web-enabled decision support system for HP Police officers at all levels (PHQ, Vigilance, CID, Traffic Control, Districts/Sub-divisional offices, Police stations) through a graphical dashboard.

LAND RECORDS COMPUTERISATION (HIMBHOOMI, HIMRIS)

The computerisation of land records in Himachal Pradesh has been a massive exercise over the last 20 years. Started as true replica of existing Record of Rights (RoR), it got integrated with the registration process and thereafter, a

Dr. Saurabh Gupta, SIO Himachal Pradesh and NIC HP Team receiving the Skoch Digital Inclusion 2012 Award for Kanoon Vyavastha web portal

number of process changes (reforms) have been effected in the recent years. During the process of computerization, the Revenue Department in consultation with NIC has carried out many amendments to simplify and provide value additions to the RoR entries like removing internal fractions (dar-var) while specifying shares owned by co-sharers, in case of Shajra Nasb removing the constraint of maintaining record up to last 10 generations maximum etc. Now, the Citizen Service Operators have been notified by the government to issue certified copies of Record of Rights (Jamabandi) and family tree (Shajra Nasb) of any tehsil in the state.
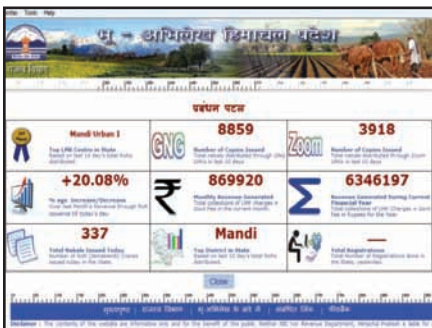

INTEGRATED FINANCE MANAGEMENT SYSTEM

The NIC HP has developed s/w for all functions of the State Finance Department, including budget preparation, its online distribution by HODs to DDOs; preparation of various bills related to GPF, TA, medical;

centralized salary and pension preparation; New Pension scheme; submission of accounts to HP AG office in online mode.

The Online Treasury Information System (OLTIS) module is running in all 100 treasuries/ sub-treasuries of the state and is the core s/w for IFMS (e-Kosh). The budget (e-Budget) is prepared through NIC s/w and distributed electronically (e-Vitran) by respective heads of departments to their Drawing & Disbursing officers distributed all over the state. The preparation of bills related to salary and pension is done through the web-enabled e-Salary and e-Pension s/w. The payments are made through the Electronic Clearance System of various banks directly into the accounts of the employees/ pensioners. The bills related to Medical, TA and GPF are made in online mode directly in the treasuries by DDOs. The payments to contractor for Works department are made through NEFT. The processed accounts are submitted to the HP Accountant General office through a web-enabled account created for this purpose. The New Pension Scheme s/w has also been developed for keeping online accounts of the NPS holders and for online transfer of funds to the NSDL. A number of other s/w have been developed for different functions and are in the process of being integrated into a single web-enabled IFMS for managing the finances of the state government.
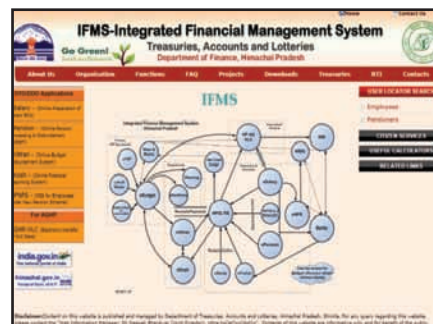
Ms MEERA MOHANTY IAS
Deputy Commissioner, Solan

The NIC in our district and the entire state has been doing a very good job and I am really thankful to them for excellent technical support and all the e-Governance initiatives that they have taken under land records, certificates issuance, registration, treasuries, elections etc.

WELFARE PENSIONS

e-Kalyan s/w for welfare pension schemes has been in operation for the last many years covering 2.7 lakh pensioners who are being provided pension under four state level (old age, leper, widow, handicapped) and three national level schemes (IGNOAPS, IGNWPS, IGNDPS). The pension disbursement mode is money orders, post office saving account and bank accounts. In Una district, pension is disbursed to 100% pensioners through bank accounts.

e-LOKPARMAN

The s/w for issuance of 14 types of certificates related to caste, income, bonafide, agriculturist, has been implemented in all locations of the state and copies of these certificates can also be obtained through Citizen Service Centres (LokMitra) at Panchayat level by the citizens on payment of a nominal fee.

e-PROCUREMENT

The e-Procurement s/w has been implemented in 7 departments and 1545

tenders amounting to 1669. 65 crores have been floated through it. Another 14 departments have started the process to adopt e-Procurement s/w for all their purchases.

EMPLOYMENT JOB PORTAL

The Employment Job Portal application has been developed for the online registration of un-employed persons, private employers, submission of vacancy information, searching and sponsoring of candidates, issuance of letters to candidates, entry of interview and joining status of selected candidates etc. The Job portal assists the unemployed youth of the state, along with the private sector employers who are looking for quality manpower for recruitment in their newly established industries in the state.

ONLINE HOTELS RESERVATION SYSTEM SOFTWARE

The software, developed for 64 hotels of the HP Tourism Development

Citizens availing various online services at Sugam Centre, Shimla

Corporation, has been in operation for more than ten years now, with regular upgradation as per Industry standards over the years. More than 30 crores of advance bookings have been done through the s/w. The s/w model has been replicated in Haryana and Meghalaya states and under implementation for the Youth Hostel Organisation of the country.

e-GAZETTE

The e-Gazette, digital Raj Patra, is the

The DIO & DIA in front of District Centre, Keylong (Lahaul & Spiti), after heavy snowfall in February 2013

first online gazette of the country, which is published online. The decentralized contributions from different stakeholders are accepted in online mode only for publishing the State Gazette on daily basis. The citizens and government can access it in searchable format. The gazette is digitally signed and available in PDF/A (ISO 19005 standard) for long term archiving purposes.

CITIZEN SERVICE CENTRES (SUGAM & LOKMITRA KENDRAS)

NIC has developed interfaces for providing citizen services under a single roof at district/ tehsil and Panchayat level. Known by the names of Sugam and LokMitra, these centres are providing services like Record of Rights, certificates, licenses, registrations etc to citizens on payment of nominal service charges.

WEB SERVICES

The NIC State Centre has developed more than 85 websites, which are hosted on NIC web-servers either at IDC, New Delhi or locally at Mini Data Centre at NIC Shimla. To confirm to e-Governance standards, all documents hosted on these websites are PDF/A

compliant. Presently, work is underway to convert all websites comply to the GIGW and WCAG 2.0 guidelines. The website registration under NIC and .Gov.in, website hosting, website/ application auditing, remote publishing using VPN, VPN connectivity etc are provided to the state users. The examination results of educational and other institutes are published regularly on the results portal at http://hpresults.nic.in.

e-COURTS MMP FOR COMPUTERISATION OF DISTRICT AND TALUKA COURTS

Himachal Pradesh is one of the top three best performing High Courts of the country in the implementation of the e-Courts MMP for computerisation of District and Taluka Courts. So far, 100 District/Taluka Courts located at 38 court complexes have been fully covered under the project and data entry of all pending cases at these courts has also been completed. The pilot-District court of Mandi has been mapped with the National Judicial Data Grid for online data transfer. Presently, the emphasis is on making the Judicial Service Centres functional to better serve the litigants, lawyers and citizens.

NICNET/ VIDEO CONFERENCING/ INTERNET/DATA CENTRE

The NIC network provides connectivity to HP Secretariat, 12 District Headquarters, HP High Court, 4 Tribal Sub-divisions, HP AG Office, CPWD, CGO Complex with about 3000 clients. There is 10 Gbps connectivity to state centre, with 1 Gbps/ 100 Mbps connectivity to districts. The Mini Data Centre is being used to store data of all major e-Governance initiatives of Finance, Land Records, Employment, Welfare departments. All 14 NKN Institutes in the state have been provided connectivity.

A total of 20 VC studios have been set up in the state, covering the 12 districts and 4 tribal sub-divisions. In the two districts head-quarters of Lahaul & Spiti and Kinnaur, and 4 tribal sub-divisions of Kaza, Pangi, Bharmour and Pooh, the NICNET connectivity is the only means of communication with these locations. During the current year, has been heavy snowfall, completely cutting off all other means of communication. The 6 DAMA VSATs are used for Internet/ Email/ VC purposes. The snow is manually removed from VSAT dishes every morning during winter months, even on holidays, as the two districts have been declared as disaster affected districts and communication through NIC VSATs keep the districts in touch with the state capital and other places.

OTHER e-GOVERNANCE PROJECTS

1. Schemes MIS
2. e-Samiksha-Tribal Works Monitoring
3. e-Samadhan-Grievance Redressal System
4. Examination Processing System
5. House Allotment MIS
6. Double Entry Accounting System
7. REFNIC/ CM-REFNIC References

Monitoring System
8. Transport Barriers MIS
9. Gates Pass Issuance System
10. Road Permits System
11. Shastra-Arms Licensing MIS
12. Works MIS
13. Vehicle Expenditure Monitoring System
14. Telephone Directory
15. State Information Commission-RTI MIS

NATIONAL LEVEL PROJECTS

1. NADRS
2. NeGP-A (Pilot State)
3. Vahan-Vehicle Registration
4. Saarthi-Driving License Issuance
5. MNREGS
6. e-PRI (PriaSoft, PRI Profiler, LGD, Action Soft)
7. AGMARKNET
8. e-PDS
9. National Portal of India
10. Missing Child Tracking System
11. e-Mamta
12. Wakf Board Computerisation

ACCOLADES

A number of NIC Himachal Pradesh projects have been awarded at different forums over the years –

- 9 National e-Governance Awards
- 3 Web Ratna Awards
- 1 Stockholm Challenge Diploma
- 1 CSI-eNihilent Award
- 1 Skoch Digital Inclusion Award

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LONG TERM EVOLUTION(4G) -
A Generation Gallop Technology

Earlier, downloading a large file used to take 30 minutes to a couple of hours depending on the broadband speed. Now the same task is possible in few minutes time even while on travel! The LTE (Long Term Evolution or 4G) has made this possible with its lightning fast Internet capabilities.

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MOHAN DAS VISWAM

4G is the fourth generation of cell phone mobile communication standards. A successor of the third generation (3G) standards, 4G system provides mobile ultra-broadband Internet access to laptops with USB wireless modems, smart phones and to other latest mobile devices. Applications include amended mobile web access, IP telephony, gaming services, high-definition mobile TV, video conferencing and 3D television.

The Mobile WiMAX standard and the first-release of Long Term Evolution (LTE) standard (since 2009 in Scandinavia) have launched products in their respective countries. In the U.S., Sprint Nextel has deployed Mobile WiMAX networks since 2008 and Metro PCS was the first operator to offer LTE service in 2010. USB wireless modems have been available since the start, while WiMAX smart phones have been available since 2010 and LTE smart phones since 2011. Equipments made for different continents are not always compatible because of different frequency bands. At present, Mobile WiMAX and LTE smart phones are not available in the European market.

The generations refers to a change in the fundamental nature of the service, non-backwards-compatible transmission technology, higher peak bit rates, new frequency bands, wider channel frequency bandwidth in Hertz, and higher capacity for many simultaneous data transfers (higher system spectral efficiency in bit/second/hertz/site).

In every ten years, new mobile generations have appeared since the first move from analog (1G) in 1981 to digital (2G) transmission in 1992. This was followed in 2001 by 3G multi-media support, spread spectrum transmission with at least 200 kbit/s peak bit rate in 2011/2012, expected to be followed by "real" 4G. Real 4G refers to all Internet Protocol (IP) packet-switched networks giving mobile ultra-broadband (gigabit speed) access.

In 2G, the Second Generation of communication technology, telephones moved from fixed to wireless. In India, within a few years of its launch, mobile phones became the standard device of communication. Currently, India has 94.3 crore mobile subscribers, while the number of landline phone subscribers is around 3.23 crores. Voice and text messages are the primary services offered in 2G, with a limited Internet surfing. While the International Telecommunications Union has adopted recommendations for technologies that would be used for future global communications, they do not actually perform the standardization or development work themselves and rely on the work of other standards bodies such as IEEE, The WiMAX Forum and 3G.

In mid 1990s, ITU-R standardization organization asked for IMT-2000 requirements as a framework, considered 3G systems, requiring 200 kbit/s peak bit rate. In 2008, International Mobile Telecommunications Advanced requirements for 4G systems were specified by ITU-R. The fastest

3G-based standard in the UMTS family is the HSPA+ standard, which was commercially available in 2009 and offers 28 Mbit/s downstream (22 Mbit/s upstream) accelerated up to 42 Mbit/s peak bit rate downstream. In theory, 672 Mbit/s is possible, but still not deployed. The fastest 3G-based standard in the CDMA2000 family was available in 2010 offering 15.67 Mbit/s downstream.

Then came 3G or Third Generation, where data transfer became the primary service. It offers data download at greater speed along with services such as mobile payment, mobile banking and video-on-demand. While 2G offers a data transfer speed of 128 Kbps, in 3G it is up to 10 Mbps.

The concerns of 3G spectra getting crowded with increasing data traffic led to the formation of a new technology. Thus, the Fourth Generation of communication had been conceptualized and in March 2008, a standard definition of 4G was formed. The International Telecommunications Union-Radio Communications Sector (ITU-R) defined Internet speed to be considered for 4G as 100 Mbps for high mobility, such as train or car, and 1 Gbps for static users.

LTE had been developed over a long time, hence the name. It is now the fastest and most advanced wireless technology available. LTE enables access to rich content services like high definition video streaming and HD video conferencing.

India, which has 1.35 crore broadband subscribers and 94 crore mobile subscribers has huge potential for super fast mobile broadband. According to industry estimates, by 2016, about 6 percent of all mobiles will have 4G connection, which will account for 36 percent of the total mobile data traffic.

[4G Network]
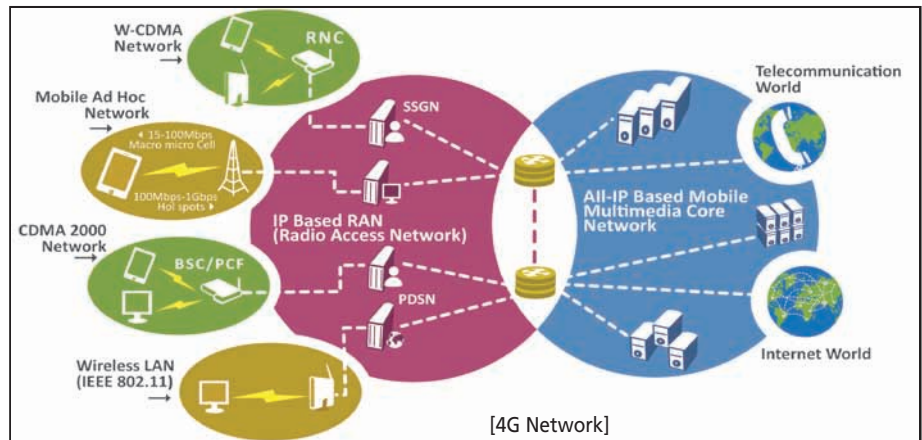
DATA SPEED OF LTE

Peak download	**100 Mbit/s**
Peak upload	**50 Mbit/s**

The migration to 4G standards incorporates elements of many early technologies and often you will read about solutions that use Code (a cipher), frequency or time as the basis of multiplexing the spectrum more efficiently. While spectrum is considered finite, Cooper's Law has shown that we have developed more efficient ways of using spectrum.

IPV6 SUPPORT

Unlike 3G, which is based on two parallel infrastructures consisting of circuit switched and packet switched network nodes respectively, 4G will be based on packet switching only. This will require low-latency data transmission. By the time that 4G was deployed, the process of IPv4 address exhaustion was expected to be in its final stages. Therefore, in the context of 4G, IPv6 support is essential to support a large number of wireless-enabled devices. By increasing the number of IP addresses, IPv6 removes the need for NAT, a method of sharing a limited number of addresses among a larger group of devices, although NAT will still be required to communicate with devices that are on existing IPv4 networks.

4G MOBILE SYSTEMS

4G mobile systems dictate entirely new approaches and novel infrastructure solutions to seamlessly integrate the existing wireless technologies including wireless broadband, 802.16e, CDMA, wireless LAN, Bluetooth etc.

KEY FEATURES OF 4G MOBILE

- All IP based heterogeneous networks that allow users to use any system at anytime and anywhere.

- Provide end-users with high-speed, large volume, good quality, global coverage, and flexibility to roam between different types of technologies.

- Provide high-data-rate services to accommodate numerous multimedia applications such as video conferencing, online games etc.

CHALLENGES IN MIGRATION TO 4G

- Seamless Mobility
- Vertical Handoff
- QoS Support
- Multimode User Terminals
- Wireless System Discovery/Selection

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HARIDWAR:
Demystifying Haridwar with use of ICT

Haridwar, the paradise for nature lovers, presents a kaleidoscope of Indian culture and civilization. The word 'Haridwar' or 'Hari-ka-dwar' literally means 'Gateway to God'. River Ganga, one of the major rivers of northern India, worshipped as a Goddess, runs through the district making Haridwar a favorite destination for tourists and pilgrims. The district is spread in an area of about 2360 sq. kms with a population of little above 19 lakhs (as per 2011 census). It is subdivided into three tehsils and six development blocks for administrative purposes.

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Edited by
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Changing with the modern times, the city of Haridwar is fast developing into an ICT gateway with the adoption of various e-Governance initiatives that have redefined the government-citizen interaction, making it simpler and easier. The district unit of National Informatics Centre and the administration has joined hands together to roll out efficient IT based service delivery to the citizens in areas of public grievances, court cases, land records and issuance of various certificates.

CITIZEN CENTRIC SERVICES

e-Janadhar (http://ejanadhar.uk.gov.in): It provides a single-window system to the citizens of the district with a facility to apply for various certificates such as caste, domicile, character, income, status (or hasiyat) etc. at the collectorate or tehsil offices. The major aim of the project was to give hassle free, transparent and timely services to the people within stipulated time frame and provide them with a tool to track the progress of their application over Internet.

Samadhan (http://samadhan.uk.gov.in): It is a web based system for people to register their complaints through the Internet. State Directorate and District Administration monitor all the complaints/ pubic grievances submitted by the citizens and dispose them within the specified time frame. SMS services have been integrated

Janadhar Centre at Tehsil, Haridwar
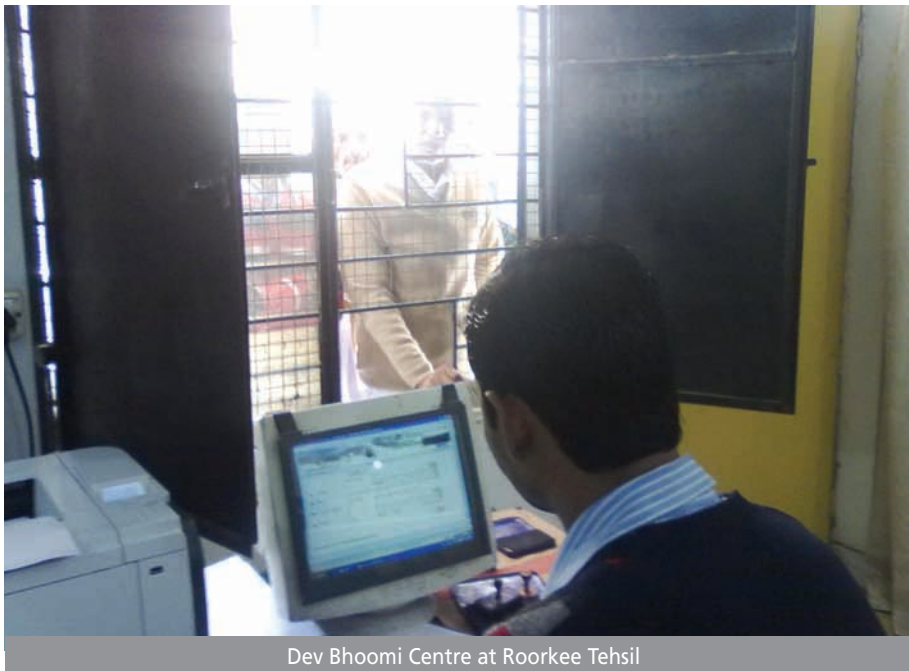
Dev Bhoomi Centre at Roorkee Tehsil

with the system to assist people in tracking the status of their application using mobile phones.

Computerization of Land Records (Dev-Bhoomi) (http://devbhoomi.uk.gov.in): The land records computerization in Haridwar has two distinct components. The citizen centric land records website (Dev-Bhoomi) that allows the citizens to view the details of their land holdings (Khataunies) on anywhere, anytime basis using Internet. One can even search by owner's name or khata numbers after selecting the concerned village, tehsil and district. In order to make it more convenient and user friendly the website has been developed in local languagae 'Hindi'. With the new system the farmers do not have to contact lekhpals or patwaries to obtain the details of their land holdings.

The second component is computerization of land records at tehsil level. Bhulekh Centres have been established in all the three tehsils of the district and the citizens or farmers can visit these centres to obtain a signed computerized copy of the Khatauni or Record-of-Right (RoR). Since its implementation more than 6 lakh RoRs have been distributed to the citizens.

District Court Computerization (e-Court): The court computerization was initiated with the implementation of Case Information System (CIS) in the District Court, Haridwar that facilitates filing of cases through JSC, case registration, updation of daily proceedings by court officials, statistical reports, query and generation of cause list which is in turn uploaded on the

Judicial Service Centre at District Court, Haridwar

SACHIN KURVE
District Magistrate, Haridwar

Information Technology plays a vital role in providing good governance. District administration Haridwar with the help of NIC has implemented many e-Governance projects like e-Janadhar, MG-NREGA, Samadhan, e-Court, Computerization of Land Record etc for providing better services to the citizens. I hope and believe that NIC will keep up its good work and continue to provide us with technical expertise for implementation of e-Governance projects.

judiciary website http://dchar.uk.gov.in along with the judgments. The necessary infrastructure has been created with establishment of server room, network connectivity and JSC at Civil Court Complex, Roorkee. Extensive training has been provided to the court officials and registration of new cases has been started.

Core Treasury System (CTS): CTS has been implemented in the District Treasury Office Haridwar, Treasury Office, Roorkee and Sub Treasury Haridwar and Laksar. All treasuries are connected through dedicated leased line using state wide area network (SWAN) to state data centre. Employees and Pensioners can get instant information through

http://ekosh.uk.gov.in by using their login and password. The system also helps the DDOs in reconciling the receipt and payment details with treasury figures.

Election Computerization: NIC, Haridwar has always played an important role during the Lok Sabha, Vidhan Sabha and Local Body Elections. Deployment of polling personnel & counting personnel after randomization is carried out as per Election Commission of India (ECI) guidelines during the election period. Software has been developed for EVM randomization and the district centre also facilitates and ensures online transmission of 'counting and results data' to the Election Commission of India (ECI), and State Election Commission at the time of elections.

Transport Computerization: The VAHAN & SARATHI application software has been implemented in ARTO office, Haridwar, for vehicle registration and issuance of driving license respectively.

National Animal Diseases Reporting System (NADRS): Under the project necessary ICT infrastructure has been installed at office of Chief Veterinary Officer and block offices for online data entry through the centralized web application. Training programs were conducted on computer basic and application software for the participants.

MGNREGA: The Mahatma Gandhi National Rural Employment Guarantee Act project has been successfully implemented in all six blocks of the district. All the six blocks have completed the offline data entry and are now carrying out the entries in an online mode on regular basis.

ICT SERVICES

Network Services: The NIC District Centre, Haridwar is connected with 34 Mbps OFC (Optical Fiber Cable) for Internet, Email, and Video Conferencing. A 100 node Local Area Network (LAN) has been established in the collectorate connecting all the sections and offices. Post Office Haridwar, Rishikesh and Pollution Control Board Roorkee are also using NICNET services through leased line connectivity.

All the tehsils and blocks of Haridwar have been connected over Uttarakhand SWAN, which is currently working as the backbone network for all e-Governance projects of the state. Large number of horizontal connections have been provided through SWAN network to local government departments including - district treasury and sub-treasuries, commercial tax offices, e-Janadhar centers, land record centers, sub-registrars offices etc.

District Official Web Site (http://haridwar.gov.in): The official website of district is designed & maintained by the NIC District Centre in coordination with the district administration. The detailed information including district profile, history, important phone no., helpline, RTI, educational institutes etc available on the website.

In addition to these, many other state and national level projects have been implemented in the district to extend the benefits of IT to the common man. These projects are fast changing the life of citizens in the district and establishing Haridwar as the Gateway to IT powered city.

JABALPUR:
Moving Towards Good Governance

National Informatics Centre, Jabalpur has been spearheading in promoting e-Governance culture in the district administration and other offices. NIC is providing multifaceted Information Communication Technology based initiatives for betterment of services delivery to the citizens living in far and remote areas.

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NIC, Jabalpur has played a significant role in architecting & implementing several e-Governance projects in the district with an aim to leverage IT for transparency & better governance. Several IT applications have been developed and put in active use in the district to improve the functioning of administration and delivery of government services to the citizens.

SERVICES INFRASTRUCTURE

Since its inception in 1988, the District Centre has been working in areas of application development, implementation, training, consultancy, video conferencing, establishment of network etc which enables the district administration to create responsive, transparent and efficient government. The centre provides state-of-art ICT infrastructure, technical guidance for software and hardware procurement, as well as web designing, development and hosting to support e-Governance services to the citizens.

NETWORK & VIDEO CONFERENCING

A 180+ node local area network (LAN) has been established in the collectorate connecting all the district officials to Internet. Dial-up e-mail connectivity has been extended to State, Central Government Offices, and important Educational Institutions etc which are outside the collectorate. A portal based desktop video conferencing has been setup in the district which provides effective interaction between district administration and block administration. In addition to this, leased line connectivity has been extended to Divisional Commissioner Office, District & Session Court, High Court of Madhya Pradesh, Head Post Office, Central Government Health Scheme Dispensary etc for effective implementation of various projects.

PROJECTS

Bhu-Abhilekh & Bhu-Naksha: Bhu-Abhilekh is an ISO certified G2C and G2B application developed with an aim to deliver excellent grass root level governance within the domain of land management. Bhu-Naksha, as the name suggests takes care of the spatial component of Land Records. Bhu-Abhilek & Bhu-Naksha have been integrated and each khasra has been mapped with its Naksha and reports are made available on public portal. In every Tehsil, Computer Centres have been established so that the citizens can directly get the copy of Khasra, without

GULSHAN BAMRA
Collector, Jabalpur

Information and Communication Technologies (ICT) have revolutionized the government process and transformed relationships with citizen. The potential of ICT also inspires visions of a more open Government with greater public participation.

Efforts made by NIC Jabalpur in adopting use of ICT in District Administration, & spreading ICT culture are praiseworthy. I appreciate the officials of NIC, Jabalpur for their sincerity and contribution in making ICT usable for District Administration to move towards Good Governance.

going through mediators. A Data Centre has been also setup in the Collectorate to store the data of all the tehsils. This is very useful for citizens who come for land registration. On an average, over 6400 certified copies of Khasra's are distributed per month in the district.

e-District : It provides 52 services of 26 government departments to the citizens in a time bound manner. 11 Lok Sewa Kendras have been established in the district from where citizen can apply for the services.

e-Court: The e-Court project has been implemented in the district with an aim to enhance judiciary productivity both qualitatively as well as quantitatively and to make the justice delivery system affordable, accessible, transparent and accountable, with a view to reach the door steps up to village level by bringing all judicial services under one roof. Under the project three courts have been included i.e. District & Session Court Jabalpur, Sub Court Patan and Sub Court Sihora. Necessary ICT infrastructures like LAN and Judicial Service Centre have been established. The Case Information System has been implemented which facilitates e-Filing of cases, case registration, daily proceedings, generation of cause list, statistical, query based reports, etc.

OIC's Appointment System for Court Cases: This application software helps in maintaining proper record of all the pending cases filed against the District Administration. It keeps track of OIC appointment and filing status of returns. The officers can get the status of a case at any moment.

Prisoner Management System: The Prisoner Management System in the

Training programme on Prisoner Management System at Jail

district jail is implemented with the aim to support the jail administration in monitoring and planning. This system also keeps complete record of prisoner's family details, health, educational background, biometric features, court case details etc.

Marriage Registration & Court Marriage Application (e-MaRCMA): In order to legally approve the marriages and avoid frauds, NIC Jabalpur has implemented 'Computerized Marriage Registration System' in 2012. In order to get the registration form the applicants first need to submit their details and affidavits. After submitting the documents, computerized photographs are being taken at the court premises. The cameras are integrated with the application. The system has bought the registration on fast track mode.

BPL Ration Card in one day: NIC, Jabalpur coordinated the development of an application to enable the issue of BPL ration card on the same day. Earlier it used to take more than one month to issue the ration card, as an applicant had to first apply for the BPL number and after getting the BPL Number, the applicant could apply for the ration card. Now with the new system the whole process of issuing Ration Card has been simplified and shortened. Presently this application has been implemented for urban area; soon it will be extended to rural area also.

National Animal Diseases Reporting System: The NADRS system has been successfully implemented in the district. Training programs on the system have been conducted for veterinary doctors posted in the district.

DISTRICT WEBSITE

The district website http://jabalpur.nic.in has collection of important up-to-date information about the district like, statistical profile, Who's Who, tourism, hospitals, e-Governance initiatives undertaken by the district administration etc.

Project Team receiving the Award

Mr. M. Vinayak Rao, SIO, Madhya Pradesh, Mr. A.N. Siddiqui, TD, NIC, MPSC & Ms. Madhu Mishra, DIO, NIC Jabalpur with the Award

In addition to these, many other applications such as Arms License Monitoring System, Time Limit Monitoring System, Paybill & Accounts Software, Revenue Court Cases Software etc have been developed by NIC, Jabalpur and several new web based initiatives like- e-Scholarship, e-Khanij, e-Uparjan, Sparsh Abhiyan, Samagra Samajik Surksha Abhiyan and Public Distribution System etc have been implemented after proper training to users. National level projects like Agmarknet, ICDS, Socio Economic Caste Census, e-Procurement are also successfully implemented in the district.

AWARDS

District Jabalpur has won the 'Award of Appreciation' under district category and 'Award of Sustenance' for 'Samadhan ek Diwas' in CSI Nihilent e-Governance Award 2011-12. These awards are recognition of seamless efforts of NIC, District Jabalpur in spreading out e-Governance in the district.

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JHALAWAR:
Leading ICT in the Land of Jhala Kings

The Princely State of Jhalawar was created in 1838 A.D. after being separated from Kota by the British. It got its name derived from Jhalas, the Jhala clan of Rajputs, also the rulers of Jhalawar. Lying in the south-eastern region of Rajasthan at the edge of the Malwa plateau, Jhalawar has rocky, but water-laden verdant landscape, unlike much of the Rajasthan. With some exquisite pre-historic cave paintings, massive forts, thickly-wooded forests and exotic wildlife diversity, Jhalawar boasts of rich historic as well as natural wealth and diverse range of flora and fauna.

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INPUTS FROM CHANDAN SEN, INFORMATICS STATE CORRESPONDENT, RAJASTHAN

Edited by
VIVEK VERMA

Spread over 6219 sq. kms, district Jhalawar has around 20% of its area as forests. It comprises of 7 Sub-divisions, 8 Tehsils, 3 Sub-Tehsils, and 6 Blocks and 1618 villages.

Various e-Governance projects undertaken by NIC have brought benefits of ICT and modern technology to the district administration bringing in efficiency and transparency in the whole system and convenience to the masses.

KEY ICT INITATIVES:

Website (**http://jhalawar.nic.in**) : Launched by Chief Secretary, Government of Rajasthan in 2002, the comprehensive website has been designed, developed and hosted by NIC and covers all aspects of information which could be of interest to a common man.

SUGAM-RPG: (**http://sugamrpg.raj.nic.in**): - It is a web based system for providing an efficient and effective grievance redressal mechanism for the citizens and is being monitored regularly by District Administration.

SUGAM Single Window: Implemented in District Headquarters and all tehsils. It facilitates timely delivery of various citizen services such as Bonafide certificate, Caste certificate, Income certificate, Birth and Death Certificate, Solvency Certificate etc.

LALIT KUMAR GUPTA IAS
District Collector, Jhalawar

It gives me immense pleasure to know that NIC is covering Jhalawar District in its forthcoming issue of Informatics. NIC District Unit, Jhalawar has been working closely with District Administration and other government associated functionaries in promoting and implementing various ICT projects in the district.

NIC Jhalawar has contributed stupendously in the various e-Governance initiatives of Administration. Recently, Sub Divisional Officer (SDO) level VC by using WEBVC services of NIC has greatly changed the style of district administration thus strengthening overall efficiency of the District Administration by way of constant monitoring and guidance to the officers.

I congratulate the entire team of NIC Jhalawar under the able leadership of Mr. Badal Agrawal, DIO for his contribution and pro-active support to District Administration in all spheres to make e-Governance a true success. My best wishes for the ongoing initiatives and the future endeavors.

Land Record Computerization (APNA KHATA): Running smoothly in all Tehsils, Jamabandi (ROR) is generated through computer. Copy of the ROR can be obtained by tehsil "APNA KHATA KENDRA" & KIOSK. Jhalrapatan Tehsil of District is issuing Digitally Certified ROR to the citizens.

Election Management System: This system has helped in successfully conducting the elections for Parliament, Assembly, Panchayat and Nagar Palika. Major activities included Polling and Counting formation, EVM Randomization and result transmission.

Integrated Financial Management System (IFMS): It is a web based system for complete government financial accounting. It includes budget planning, estimates preparation, distribution/allocation, fund management, treasury functions etc. This has not only improved the Government services but also expedited Government operations, thus making the budget process more transparent. IFMS has been initiated with the concept of "Any-Where-Treasury".

Web Conferencing facility to SDO Headquarters: It facilitates District Collector to immediately interact with SDO's by using WEBVC services of NIC.

Video Conferencing Services: A state-of-the-art VC studio has been established in the District Collectorate. It has enabled District Collector and other District Level Officers to attend the various review meetings with their senior officers.

NADRS (National Animal Disease Reporting System): The hardware has been installed at all 8 locations fo the district along with VPN connectivity. Training has been provided to all Nodal Officers.

Arms License Monitoring System: It keeps up-to-date records of Arms Licenses registered and list of defaulters.

IT Awareness Program: From time to time various IT awareness trainings have been organized to facilitate the end-users.

Pay Manager: It is a Pay Bill Preparation System for the employees, which provides a common and integrated platform to prepare the pay bills. It has been implemented in the entire district and DDO's have been trained to use the same.

CCTV Network at Mini Secretariat: Close circuit cameras have been installed at many important locations in Mini Secretariat for monitoring purpose.

District Network: Structured LAN has been established in District Collectorate, having a number of servers & clients which are being used for various software applications. E-mail & Internet connectivity have also been provided. District Centre is connected to State HQs through 34 Mbps leased line circuit.

Besides the above mentioned projects, NIC Jhalawar has provided effective support for implementation of some of the National Level Projects like e-Court, CONFONET, CIPA, AGMARKNET etc.

AWARDS

NIC Jhalawar has won CSI Nihilent e-Governance Award 2011-12 (Award of Appreciation) under District Category at Kolkata on 02-12-2012.

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GAJAPATI:
Using Technology to facilitate e-Governance & Services

The stately district of Gajapati, an erstwhile subdivision of Ganjam district of Odisha, came into being on 2nd October, 1992, is named after the Maharaja Sri Krushna Chandra Gajapati Narayan Deb. The major part of the district is hilly with undulated topography having forest area of approx 2,300 sq. Kms producing products like timber, bamboo, hill broom, soap nut etc. It also provides congenial environment to be inhabited by tribals. The district is based on agrarian economy with flourishing agro processing units and cottage industries. The climate is conducive for production of crops like paddy, sugarcane, sunflower, oilseed etc.

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INPUTS FROM A.K. HOTA, INFORMATICS STATE CORRESPONDENT, ODISHA

Edited by
PRASHANT BELAWARIAR

The very nomenclature of the district Gajapati, which relates to regality, also has a remarkable progress in today's digital era through various e-Governance activities. Some of the remarkable efforts of NIC District Unit, Gajapati include:

ICT DISPLAY AT GAJAPATI UTSAV

During Gajapati Utsav 'ICT initiatives & uses' were displayed by NIC district unit using Wi-max connectivity. e-Governance initiatives were demonstrated along with the importance of Internet & emails, use of public utility services such as Internet Banking, Railway, Air ticket / Bus ticket reservation, payment of telephone / electricity bills, deposition of insurance premiums, mobile top-ups / recharge etc.

DISTRICT PORTAL (http://gajapati.nic.in)

The portal makes available single point visit for services like web GIS, e-scholarships, Bhulekh (land records), tenders, result publications etc. It provides varied information related to transport facility, banks and contact numbers of public utility services under citizen services corner.

MSDP (MULTI-SECTORIAL DEVELOPMENT PROGRAMME)

The district has been identified as the only Minority Concentration District (MCD), (Category: A) under MsDP by the Ministry of Minority Affairs, Government of India.

The MsDP computer cell established at ITDA, Paralakhemundi manages Baseline Survey, Committee meeting proceedings, budget provision, fund allocation, beneficiary information etc using web based online system. Data of 4942 beneficiaries under IAY, 143 Anganwadi Centres, 4 PHCs, 36

BASUDEV BAHINIPATI
Collector & District Magistrate, Gajapati

NIC District Unit, Gajapati, is playing the key role in implementation of e-Services in the district & providing e-Information to the masses. Integration of e-payment and SMS services in various projects has brought transparency in the administration.

The pro-active initiative of Shri T. Balakrishna Murthy, DIO, in conducting various training programmes, organising workshops, updating websites, conducting VCs and extending his support at all levels including Tehsils, Courts, Veterinary Hospitals etc are well appreciated.

Distribution of Minority Population in Gajapati District
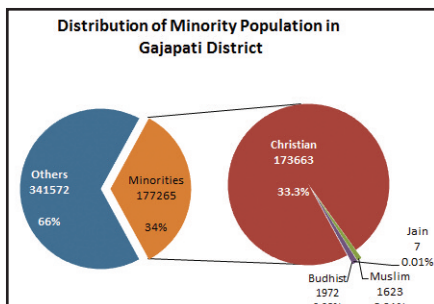
primary school hostels etc have been processed with financial achievement of Rs. 26.59 crore towards the development process.

e-FUND MANAGEMENT SYSTEM (e-FMS)

e-FMS has been launched to speed up payment of wages to workers employed under the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA).

Through e-FMS, wages are electronically credited directly to the beneficiaries' bank accounts a day after the transaction, doing away with the previous time-consuming payment system and involvement of middlemen. Since implementation of project, Rs. 55.37 lakhs have been transferred

Prerana Workshop

through 7496 transactions made through the new system.

PRERANA

"Post-metric Scholarship Registration Release and Network Automation System" (URL: http://www.ori.nic.in/odishapms) is aimed to facilitate faster and efficient disposal of scholarship applications and timely payment to the ST/ SC/ OBC/ SEBC/minority students directly to their bank accounts. During 2011-12, around 2854 students of 35 institutes of the district have been benefited from the project and have availed more than Rs.1 crore.

The ease of online application with transparency at every level, providing SMS alerts at every stage accompanied with trainings, workshops etc. resulted in doubling of beneficiaries.

A web portal – 'Prerana' has been developed using .Net environment for front-end business logic and MS SQL Server 2005 as back end database. The main features of the web based application are -

■ NIC SMS Gateway is used for SMS delivery to all stakeholders

■ Provision of localization

■ Menu driven search facility over the portal

■ FAQs for students as well as for institutions

■ High availability on 24x7 basis

■ Help-desk facilities at every district and State HQs with e-mail and phone number

■ Role based application leading to authentication and authorization for each stakeholder

■ With Application ID and Password student can now track the current status of their application, whether it is pending or forwarded to District Welfare Officer

■ Portal facilitates online registration, submission, processing by institute and online sanction, generation of Bank release order for transfer of scholarship to student's bank account

ONLINE PADDY PROCUREMENT (URL: http://paddy.ori.nic.in)

This system helps in monitoring paddy procurement through Regulatory Market Centres (RMCs), Civil Supplies Office, and Tribal Development Coordination Corporation (TDCC). In 2012-13, 119,454.93 quintals of paddy have been procured through participation of 51 millers, 33 societies and 9 market yards thus giving reasonable price to the farmers by eliminating middlemen and other bottlenecks.

Paddy purchased by the State Government is milled into rice by the millers and is subsequently distributed to targeted beneficiaries under Public Distribution System (PDS). In order to bring the transparency in the procurement system, Odisha State Civil
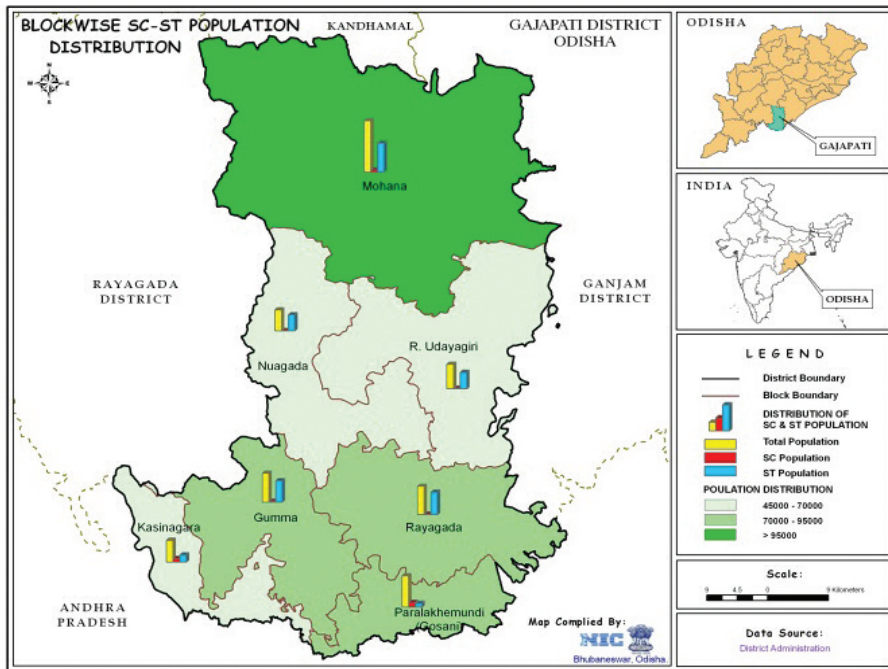
Supplies Corporation approached NIC and a web based solution was developed using ASP.Net [C#] and MS SQL Server 2005 database. This application is in use by the PACS, SHGs, PP, Market Yard, NAFED, Markfed and FCI. The scope of the application includes -

- Token Slip
- Vendor Receipt
- Transit Pass
- Paddy Acceptance Note
- Paddy Purchase Register
- Quality Test of Paddy
- Paddy Payment Receipt
- Paddy Stock Register
- Millers Control Register

Display during Gajapati Utsav - 2012

WEB-GIS

The web GIS, with dynamic Browse, Query, and Thematic maps along with Static Map Gallery, is being extensively used by the district administration for effective planning and decision making for various projects.

The district comprises of 1528 villages, 7 Blocks and 129 GPs with hilly terrain, lush green forests and undulated topography. A complete GIS application (desktop as well as Web based GIS) has been helpful to the district administration at different levels in monitoring, planning, decision making and implementing the Geographic data for various sectoral activities. Different activities such as capturing, storing, manipulating, integrating, organizing, analysing and displaying geographical data is now possible. This application is capable of combining both spatial data (map) with non-spatial one (tabular data).

OBJECTIVES OF THE PROJECT

The main objectives of the project are to develop rural-informatics for decision-making, which involves:

- To map the district/subdivisions /tehsils/RI Circles/block/GP/village along with existing infrastructure and their associated information relevant for decision making in a GIS environment
- To map the Parliament and Assembly Constituency boundaries
- To assess the type and nature of databases that are necessary for various department functionaries
- To identify and customize/ standardize a GIS format and software that suits the requirements of the various departments
- To generate / collect the required database from grass-root level for rural development in GIS format
- To facilitate query based analysis (generation of thematic maps based on Single query, Range query and Multiple query along with query based reports) of the GIS data
- To retrieve attribute information of the mapped feature based on the requirement
- To host the GIS data on the WEB for G2G and G2C applications

TECHNOLOGY USED

1. Desktop Applications: Arc GIS 10, SPANS, ArcView-3.2
2. Web-Based Application for G2G & G2C application (Using Open Source)
3. Apache HTTP Server version 2.2.11
4. PHP version 5.3.0
5. Map Server CGI 5.4.2
6. Map Script 5.4.2 (C#Sharp, Java, PHP, Python)

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BIOMETRIC VOTER REGISTRATION GETS MANDATORY IN PHILIPPINES

Anew law has been introduced in Philippines which makes it compulsory for all voters to register their biometric information with the Election Governing Body- Commission on Elections (Comelec). Passed in the Senate and the House of Representatives, the new law states that "it is the policy of the State to establish a clean, complete, permanent and updated list of voters through the adoption of Biometric technology".

In a country where about 8 million out of the 50 million registered voters have no biometric records, this law entails for the voters to submit their biometric credentials which include voice samples, signature, fingerprints and iris scan, for validation. This has to be done before the last day of filing of registration applications for the May 2016 elections. Those who fail to do so shall be removed from the voter registry, and may have to apply for reactivation only after the elections get over. The whole process of validation will start from 1 July, 2013.

The new law also proscribes the use of the voter information database for other purposes except electoral processes.

For Further Information
http://www.comelec.gov.ph/

CANADA LAUNCHES ONLINE TRAVELLER INFORMATION SERVICE

The Government of the Province of Alberta, Canada has launched a new website to assist road travellers by providing them with updated road related information for a safe and secure journey. Named as Alberta 511, the new website is a repository of information linked to roadwork, condition of highways, along with various event reports such as weather alerts, availability of ferry services, waiting time at border crossings and closures or detours.

With mobile-savvy features, Alberta 511 is equally accessible through smart phones thus ensuring extensive availability. Besides this, the website also provides travellers with traffic camera images, an interactive highway map for displaying highway conditions, latest weather updates and links to National and Provincial Parks within Alberta.

Users from Alberta can easily avail the information by simply calling toll-free 5-1-1 or 4-1-1 for directory assistance. People from other parts of North America can also avail the facility by dialing toll-free 1-855-391-9743 on their phones. The users can also subscribe for RSS Feeds for getting up-to-date information. The information is updated on regular basis and can be availed free of cost. A Twitter account has also been set up by the government @511Alberta, to promulgate the information.

The central government has collaborated with provincial government in developing this service and has also contributed a sum of US$314,000 (CA$314,000) as a part of the initial investment.

For Further Information
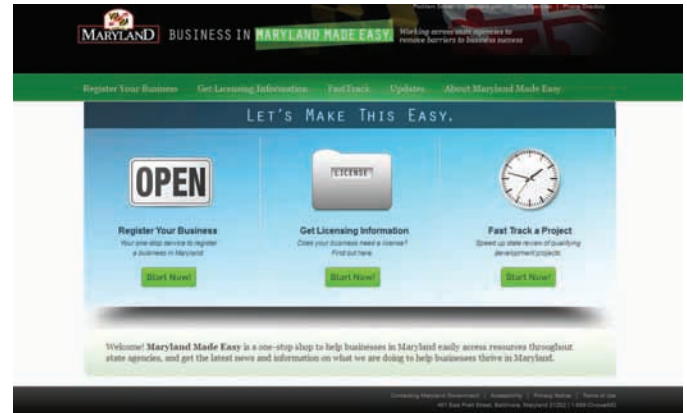*http://511.alberta.ca/ab/en.html*
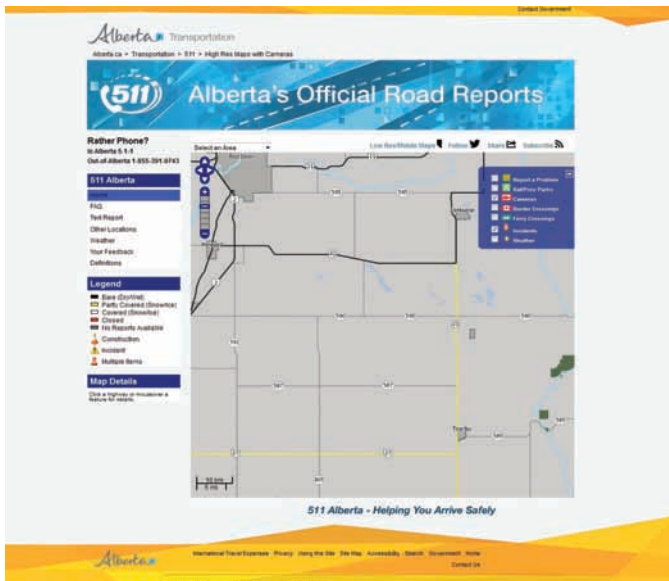
MARYLAND USA UNVEILS STATE'S FIRST ONLINE BUSINESS REGISTRATION SYSTEM

In order to expedite the business scenario and streamline the various business linked processes, Martin O' Malley, Governor of Maryland, USA launched state's first-ever Online Business Registration System on 14 January 2013. A part of the Maryland Made Easy, an inter-agency initiative to ensure easy business operations in the state, the new system promises reduced time in establishing a business in the state.

On the launch of the system Governor Malley added that system will serve as a tool for easing the administrative burden and therefore help the entrepreneurial Marylanders by creating more jobs and expanding opportunities. According to the statistics, every year, approximately 47,000 new businesses are registered in Maryland. The previous system tends to be quite pesky where business owners had to fill out paper forms and then deliver them by hand or through fax or mail them to the State Department of Assessments and Taxation (SDAT) in Baltimore. With the introduction of Central Business Licensing System (CBL), business owners can complete and submit their applications regardless of agency or type of business at one, single point. They can also register a new business trade name; register tax accounts with the Comptroller's Office; and learn about other state and county licensing requirements.

The new system can be accessed 24/7 and automatically revert back to the business owners through a mail to confirm the submission and approval of their filings thus eliminating the regular need for calling the state agencies for status updates. The system has been developed in a cohesive effort and along with SDAT and the Comptroller's Office, the Department of Business and Economic Development (DBED) and the Department of Information Technology (DoIT) are the other two agencies involved in the process.

For Further Information
http://easy.maryland.gov/

THAILAND DIVULGES G-CLOUD 2013 PLAN

To fast pace the development and use of Government Cloud in Thailand, Electronic Government Agency (EDA) under Thai ICT Ministry has revealed the G-Cloud plan for the year 2013. The key focus of the plan is to provide more Software as a Service (SaaS), creating a Government Application Centre (GAC), and pushing forward Open Government IT project for further integrating data and services for citizens. Implementing 'Smart Box' programme to connect with and deliver government services for remote communities is also on the list of agendas.

Dr Sak Segkhoonthod, President and CEO of the EGA added "SaaS will be the key system on our G-Cloud, while the GAC will become the centre of applications for public sector." Launched in April 2012, Thailand's G-Cloud has enabled 140 e-Government services on the secured cloud environment. EGA has further proposed to bring in sixty more projects to this besides increased investments on G-Cloud technology. Further adding to his point, Dr Sak Segkhoonthod announced that the EGA so far has been successful in linking 1,199 Government Agencies from National, Provincial, and Regional levels, to the Government Information Network (GIN) over the G-Cloud and support services such as Government Financial Management Information System (GFMIS) and Teleconference. EGA has also plans to expand the connection further to incorporate 2,000 more agencies, along with initiating two more new services including GIN Web Conference and Flood Alert System.

For Further Information
http://www.ega.or.th

DEPARTMENT OF INDUSTRIES AND COMMERCE, KARNATAKA

The Department of Industries and Commerce, Government of Karnataka has been established with the vision to promote investment and trade in the state of Karnataka. The department functions through the Districts/Industrial Centres, various Boards/Corporations and special purpose vehicles. As one of its key role, the department has established Single Window mechanism for faster, single point clearances to be given to projects seeking infrastructure facilities/incentives/concessions and assistance for establishment of industries and businesses in Karnataka.
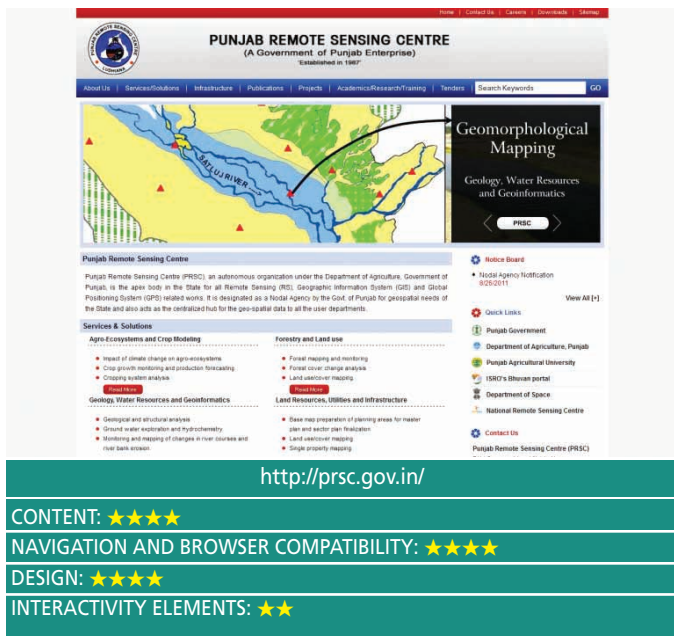
The website is well organized and provided with menus on each page to ensure easy and smooth navigation. From the designing aspect, the website has soothing colours and clean layout with clear identity elements. The website seems to be compatible with all major browsers.

The website is rich in content which seems to be updated on frequent basis. It offers information related to policies such as IT Policy, BPO Policy, Industrial Policy etc of the state along with initiatives taken by the department from time to time. Links to other related websites, Citizen Charter and RTI have also been displayed prominently on the left side menu.

The website offers interactivity in terms of seeking and

http://karnatakaindustry.gov.in

CONTENT: ★★★
NAVIGATION AND BROWSER COMPATIBILITY: ★★★★
DESIGN: ★★
INTERACTIVITY ELEMENTS: ★★★★

tracking information related to establishment of business and industries in Karnataka. The right side menu of the homepage contains information related to various online services offered by the department such as online application submission, application tracking etc. Various forms and reports are available for download. The homepage also depicts News and Events section featuring the current events and notifications of the department.

http://prsc.gov.in/

CONTENT: ★★★★
NAVIGATION AND BROWSER COMPATIBILITY: ★★★★
DESIGN: ★★★★
INTERACTIVITY ELEMENTS: ★★

PUNJAB REMOTE SENSING CENTRE

Punjab Remote Sensing Centre is an autonomous organization that functions under the aegis of the Department of Agriculture, Government of Punjab. The key role of the organization is to undertake, promote, co-

ordinate, aid and guide research and development in the area of remote sensing in Punjab. It carries out important research related work in the field of Geographic Information System GIS), Global Positioning System (GPS) and Remote Sensing (RS).

The website is well organized and diligently designed with quick navigational menus. There is a judicious use of colors. The header image predominantly displays the logo of PRSC. The important services/ solutions provided by PRSC are depicted in the form of banners which run through the image slider on the homepage.

The website offers content related to objectives and Organizational structure of PRSC, services and solutions provided by PRSC, notifications and important projects both ongoing and undertaken by PRSC. The website also provides the important Research Papers published by PRSC in the state.

The website is also provided with a search button to ensure quick access to information. Links to other important websites along with contact information are also provided on the homepage. The website is quite compatible with all major browsers.

GURUKULAM, ANDHRA PRADESH

The Andhra Pradesh Tribal Welfare Residential Educational Institutions Society (APTWREIS) popularly called "Gurukulam" was established to manage the enrollment of tribal children in schools and reduce their drop-out rate besides leveraging the quality of education imparted to them. The core vision of the project is to ensure an all-round development of tribal children through quality education so that they can become the real assets of the nation. For its commendable feats in IT enabled services in Gurukulam institutions, the Tribal Welfare Department of Government of Andhra Pradesh has recently received the National Awards for e-Governance 2012-13.

The Gurukulam website has been conscientiously designed using a harmonious mix of colours. The website has multi-level navigation. The header of the website features information about the Gurukulam institutions and their location across the state of Andhra Pradesh, their achievements, budget, important government orders and circulars, RTI, citizen charter and contact information. Images focusing the achievements of Gurukulam project are transitioned through a slider on the homepage.

The left side of the homepage contains News and Events section. Just below this lies links to Gurukulam's Students

http://www.aptwgurukulam.gov.in

CONTENT: ★★★★
NAVIGATION AND BROWSER COMPATIBILITY: ★★★
DESIGN: ★★★
INTERACTIVITY ELEMENTS: ★★★★★

Academic Monitoring System (SAMS) along with other important managing software, staff seniority list, Inter and SSC Results etc.

The website is compatible with all major browsers and offers high interactivity. The Students Academic Monitoring System (SAMS) contains profiles of students, teachers and parents; students and teachers attendance; progress card and consolidated reports; Management dashboard for complete analysis along with other innovative features.

http://powerdnh.nic.in

CONTENT: ★★★
NAVIGATION AND BROWSER COMPATIBILITY: ★★
DESIGN: ★★★
INTERACTIVITY ELEMENTS: ★★★

ELECTRICITY DEPARTMENT, DADRA AND NAGAR HAVELI

Electricity Department functions as an integral part of the administration of Union Territory of Dadra & Nagar Haveli.

The organization runs under the aegis of Secretary (Power) and its day to day work is handled by the Executive Engineer (Elect.) at Division level.

The website has visually appealing design with multi-level navigation to ensure quick and easy access to information. On the header, very few images have been intelligently displayed through an image slider. The website seems to be compatible with all major browsers but can be best viewed with 1024 x 768 screen resolution. The choice of bold colours in text and design ensures high visibility.

Enriched with content, the website provides information about the profile and structure of the department. It also gives complete information on the Consumer services provided by the department such as Electricity Supply Code, Electricity Rules, Distribution Open Access, Complaint Centre, Tariff Order, Application Forms etc. Information about the on-going projects of the department is also provided.

The website offers interactivity in terms of online view of Bills and Payment Details, Complaint Centre and Consumer Grievances Redressal Forum. It is regularly updated with news and latest announcements of the department. Important links to other websites are also provided in the right menu.

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WORKSHOP ON IVFRT CONDUCTED IN PUNJAB

A one day state-level workshop on Immigration, Visa, Foreigners Registration & Tracking (IVFRT) project was organized by NIC Punjab at Mahatma Gandhi State Institute of Public Administration, Chandigarh on February 28, 2013 for District Foreigners Registration Officers (DFROs) and District Informatics Officers (DIOs) of the Punjab state. The aim of this workshop was to equip DFROs and DIOs with the domain knowledge and also sensitize them regarding the implementation of various modules of the IVFRT project at the district level in the state of Punjab. The workshop was attended by Shri Varinder Kumar, IPS IGP (Intelligence) Punjab Police, Shri Navneet Kukreja, DDG and SIO (Punjab), Shri S.N. Sharma, FRRO (Amritsar), DIOs of NIC Punjab, officers posted in DFROs / SSP offices of Punjab State and Punjab Police Headquarters, Chandigarh.

Shri Raj Kumar Tickoo, State Co-ordinator, IVFRT project, Punjab delivered a welcome note to the present dignitaries and participants. Shri Varinder Kumar, IPS IGP (Intelligence) in his inaugural speech stressed upon the importance and advantages of IVFRT project in Punjab. Shri Navneet Kukreja addressed the participants and highlighted the role of NIC in IVFRT project & other initiatives launched by the government. Shri S. N. Sharma also addressed the session and gave detailed overview & importance of IVFRT project and emphasized for speedy implementation of various modules of IVFRT in all districts of Punjab.

The technical sessions were conducted by Shri A. Ravikumar and Shri G. Christopher from NIC HQ, Sh. V. Suresh from NIC, IVFRT, Tamil Nadu and NIC officers from IVFRT, Punjab. The technical sessions were delivered on various modules of IVFRT covering Integrated System View, Centralised Foreigners Registration Office (CFRO), Online Foreigners Registration System, Prior Referral Category (PRC), Indian Citizenship System, National Database of Arms Licences (NDAL), C Form for hoteliers and S Form for universities and educational institutes. At the end of the workshop, a QA session was held for the benefit of the participants.

Vikram Jeet Grover, Punjab

SMART CARD BASED RCS AND VAHAN ENFORCEMENT MODULE STARTED IN STA OFFICE, CHANDIGARH

Shri Anil Kumar, IAS, Secretary, Transport, UT Chandigarh inaugurated various services at the office of Secretary, State Transport Authority, Sector 18 Chandigarh on 8th February 2013. Smart card based printing of Registration certificates of Commercial Vehicles has commenced from the office of STA, which would benefit the applicants. The printing of Registration Certificates of taxis series (CH02, CH02AA) and Radio Taxis series (CH01TR) will be undertaken at this office. Another facility that has been started is the enforcement module of VAHAN Software. With this, the compounding fee for various offences under MV Act would be collected and the manual receipts shall be done away with. It would also remove the misconception of any discretion with dealing officials. The Generator set of 62.3 KVA rating has also been installed to reduce the

Shri Anil Kumar, IAS Secretary Transport, UT Chandigarh inaugurates the services

difficulty faced by general public during power failures/cuts.

Vivek Verma, Chandigarh

NASSCOM SOCIAL INNOVATION HONOUR 2013 FOR SCHOLARSHIP MANAGEMENT SYSTEM, UTTAR PRADESH

SAKSHAM - the Scholarship Management System of Government of Uttar Pradesh developed and implemented by NIC, U.P. State Unit, received the NASSCOM 2013 Social Innovation Honour on 13th February 2013 at Grand Hyaat Mumbai. The award was presented to Shri S B Singh Deputy Director General NIC, UP and Shri R H Khan Senior Technical Director NIC, UP by the Chief Minister of Maharashtra Shri Prithviraj Chavan & Minister of Commerce and Industry, GoI, Shri Anand Sharma amidst a gathering of IT professionals from India and more than 30 countries.

'SAKSHAM' has been developed with an aim to automate the complete scholarship distribution system in the state and to eliminate leakages and frauds in scholarship distribution. It is a delivery oriented solution that patronizes students and monitors their growth throughout the education lifecycle. Many technological innovations have been carried out to directly transfer the scholarship to the beneficiaries and make the processes simple and easy for the students. The complete statistics of more than 4 crore beneficiaries from the minority community and the weaker section of the society are available on the scholarship portal (www.scholarship.up.nic.in).

The NSIH 2013 was given by NASSCOM foundation which is a non-profit organization under the industry body- NASSCOM. The awards, organized in partnership with Genpact, celebrate innovations that promise to bring social change in India. Participants from across public, private and not-for-profit sectors showcase innovations in the form of a principle, an idea, an intervention or a combination of all of the above. The award to Scholarship was given under the category – 'ICT led social innovation by a Government body'.

The jury members comprised of India's corporate leaders and strategists, including Shri S. Ramadorai, Vice Chairman, Tata Consultancy Services Ltd., Shri Rama Bijapurkar, Expert, India's Consumer Economy and Business Marketing Strategy and Shri Ganesh Natarajan, Vice Chairman, CEO of Zenser Technology.

Another project from Uttar Pradesh - the IVRS based daily monitoring system for Mid-day Meal was also awarded with the UNICEF Special Recognition Award - 'Innovation for children' by NASSCOM.

The NIC state project team was led by Shri S.B. Sngh, DDG, Shri R.H. Khan, STD, Ms. Shubha Srivastava, PSA, Shri Parwaiz Islam, PSA & Shri Udai Kant Jha, SOE.

Anshu Rohatgi, Uttar Pradesh

Shri S.B. Singh, DDG & Shri R.H. Khan, STD receiving the award from the Chief Minister of Maharashtra, Shri Prithviraj Chavan

Shri S.B. Singh, DDG & Shri R.H. Khan, STD with NSIH 2013

ONLINE FILING OF MUNICIPAL CORPORATION GRIEVANCES STARTED IN CHANDIGARH

Ms. Raj Bala Malik, Mayor Chandigarh launched Online Grievances Monitoring System at UT Guest House on 19th December 2012. Also present on the occasion were Deputy Mayor, Councillors, Commissioner and other officials of Municipal Corporation.

With the launch of new system, city residents will be able to register their grievances on the website of Municipal Corporation at http://mcchandigarh.gov.in The system is well integrated with SMS and e-mail facility, enabling the complainant to track the status of his/her grievance. All categories of complaints have been mapped to the official dealing with it so as to bring efficiency into the system for a faster redressal. The moment a grievance is lodged, both complainant and the dealing official will get an alert through SMS and e-mail. The status of the grievance can be tracked through the Grievance Registration Number generated through the system. The official dealing with the grievance can update the status either online or

Ms Raj Bala Malik, Mayor Chandigarh with other officials during launch of Grievances Monitoring System

through SMS. Senior officers of MC can monitor the status of grievances pending with officials under him/her. A robust reporting and feedback module has also been provided for the convenience of users.

Vivek Verma, Chandigarh

ODISHA STATE WOMEN COMMISSION (OSCW) WEBSITE LAUNCHED

On the eve of International Women's day, the website of Odisha State Commission of Women was launched by Shri Naveen Patnaik, Hon'ble Chief Minister of Odisha on 08.03.2013 in the presence of Smt. Usha Devi, Hon'ble Minister of Women and Child Development (WCD), Government of Odisha, Smt. Saraswati Hembram, Hon'ble Minister of Textiles, Shri Prasanna Kumar Patsahani, Hon'ble MP, Bhubaneswar. Other dignitaries present on the occasion are three Hon'ble MLAs of Bhubaneswar, Smt. Nibedita Nayak, Chairperson, Odisha State Social Welfare Board, Smt. Lopamudra Baxipatra, Chairperson, OSCW, Smt. V. Sugyan Kumari Deo, Hon'ble MLA, along with Padmashree Dr. Prativa Ray.

This is first of its kind portal, where women of Odisha can interact with Odisha Women Commission. Speaking on this occasion Hon'ble

Honorable CM, Odisha inaugurating the portal

Portal Development team at the program

CM expressed that our Government is determined for the welfare of the women and this website is the mirror to raise their voice to get justice.

The portal was demonstrated by Dr. R. N. Behera, Sr. Technical Director, National Informatics Centre, Bhubaneswar. The website has various features like - About the Commission, its formation, messages of Hon'ble CM and Chairperson Dr. Lopamudra Baxipatra, various activities of the commission, latest news and communication to the women, Success Stories, Photo Gallery and Directory etc.

The introductory address was given by Smt. Arati Ahuja, IAS,

Commissioner-Cum-Secretary, WCD Department. Other dignitaries present were Shri S.N. Tripathi, IAS, Principal Secy, Rural Development, Director, WCD Department, members and officials of Women Commission, and women representatives from various NGOs, social bodies across the State.

The portal has been developed by NIC, Odisha State Centre by Dr. R.N. Behera, STD and team members - Shri Sambit Panda, PSA, Shri R.K. Sahu and Smt. S.Smita, STA-B under the guidance of Shri S.K. Panda, DDG and SIO.

A. K. Hota, Odisha

NIC MAHARASHTRA IMPLEMENTED e-OFFICE SOFTWARE INAUGURATED AT SINDHUDURG DISTRICT

Hon'ble Chief Minister of Maharashtra Shri Prithviraj Chavan inaugurated e-Office in Sindhudurg District Collector office on 24-12-2012 in the presence of Industry Minister Shri Narayan Rane, Revenue Minister Shri Balasaheb Thorat, Chief Secretary, IT Secretary, SIO, NIC Maharashtra and District Collector, Sindhudurg. District Collectors of remaining 34 districts also attended the inauguration through VC via NICNET. Sindhudurg district is the first district in the country to implement Electronic Office including the 8 Tehsil level offices.

Hon. CM Maharashtra Shri Prithviraj Chavan, Industry Minister Shri Narayan Rane, Revenue Minister Shri Balasaheb Thorat, CS and IT Secy and SIO MH

SIO Maharashtra addressing during the Inauguration of e-Office in Sindhudurg Collectorate

The e-Office implementation team from NIC was felicitated by the Hon'ble CM. He appreciated the role of NIC in e-Governance initiatives during the press conference held on the occasion. SIO Maharashtra in his

address referred to the initiatives of the CM in rolling out of e-Office in PMO and Cabinet Secretariat during his tenure in Union Government.

Moiz Hussain, Maharashtra

NATIONAL e-GOVERNANCE GOLD ICON AWARD FOR NIC, MADHYA PRADESH

The initiatives of NIC Madhya Pradesh have brought laurels as the NIC and Government of Madhya Pradesh has received the prestigious National Award for outstanding e-Governance.

The award winning "Special Project for Assistance, Rehabilitation & Strengthening of Handicapped" (SPARSH) targets to facilitate

SPARSH Project team with Award Certificate

proactive services to PwDs (Persons with Disabilities) and makes an attempt to create a framework to facilitate the compliance of PwD Act 1995 initiative in Social Sector.

'Gold Icon' National e-Governance Award was presented to the team of NIC and Social Justice Department for SPARSH project during the 16th National e-Governance Conference at Jaipur, Rajasthan. Nearly 650 e-Governance projects were evaluated for the awards.

The SPARSH project team consisted of Sh. CN Rao, Sr. TD, Sh. Sunil Jain, TD, Sh. Ajay Kulkarni, Sh. Mahesh Kumar Sharma, Sh. Sanjay Garg, Sh. Vipin Bose and Sh. Pusphpankar Chand.

The Chief Minister, Cabinet Minister for Rural Development & Social Justice, Chief Secretary and Secretary (IT) Madhya Pradesh have congratulated Shri M. Vinayak Rao,

Award Certificate

SIO, NIC MP State Centre and his team.

SANTOSH SHUKLA, MADHYA PRADESH

e-NIJUKTI: ONLINE JOB PORTAL FOR STATE EMPLOYMENT MISSION TO BE LAUNCHED SOON

The unemployed youths of the state will now have a smile on their face as they need not worry to search for a job. Odisha State Employment Mission (OSEM) is going ahead to have a web based portal for imparting skill based training to less qualified and unskilled youths for skilled jobs like Fitter, Mali, Driver, Electrician and many more.

Job seekers can apply online for getting training free of cost through the portal and can accordingly choose the training institute of the relevant sector of their choice.

A candidate can get enrolled into a course offered by a Government recognized training institute of PIA (Project Implementing Agency) online. Once candidate gets enrolled and completes training as per Govt. guidelines, it becomes the responsibility of the PIA to ensure a job for the candidate. PIA has to provide jobs to at least 75% of its total strength in a training batch.

This online system will facilitate job providers to recruit the trained job seekers. SMS alert is integrated through this system so that job seekers and PIA can get SMS alerts. OSEM and NIC (National Informatics Centre) are jointly working to implement this project in the state.

The software is developed by NIC, Odisha State Centre with support from NIC (HQ), Labour and Employment division. Shri R S Sethi, STD, Shri S K Panda, Dy. Director General, NIC and Dr R N Behera, Sr. Technical

DDG & SIO Shri S.K. Panda, Director (Employment) Shri H. K. Sharma, IAS, Dr. R. N. Behera, STD on dais

Dr. R. N. Behera presenting the project features

Director, NIC and their team have put in their sincere efforts. At present, the software is all set to launch. The advice and technical suggestions from Shri M Moni, DDG are being incorporated into the system.

An in-house training program was organized for the officials of OSEM, PIAs, District Employment Officers (DEOs) at NIC Odisha State Centre, Bhubaneswar from 1st February 2013 to 2nd February 2013.

The Commissioner-cum-Secretary, ETET department Shri C. S. Kumar, IAS & Shri Hemant Kumar Sharma, IAS Commissioner-cum-Director, Employment are taking the lead role in making this project a grand success. In a review meeting by Chief Secretary, this online system was widely appreciated and it has been decided that other 4 departments that are doing similar type of jobs through other agencies should be made a part of NIC developed system.

This Mission Critical project of Odisha is likely to be formally launched very soon.

A. K. HOTA, ODISHA

LAUNCH OF NATIONAL ANIMAL DISEASE REPORTING SYSTEM (NADRS)

Shri Sharad Pawar, the Hon'ble Union Minister of Agriculture and Food Processing Industries, launched the National Animal Disease Reporting System (NADRS), at the National Conference of State Ministers of Animal Husbandry, Dairy Development and Fisheries (DADF), in the Symposium Hall, NASC, Pusa, New Delhi on February 6, 2013. NADRS websites, http://nadrs.gov.in and http://nadrsapps.gov.in, provide computerized information of animal diseases linking each block / taluka, district and state headquarters to a Central Project Monitoring Unit (CPMU) at New Delhi.

Shri M.Moni, DDG, NIC addressing the gathering explained that NADRS is a sponsored project of Department of Animal Husbandry, Dairying and Fisheries (DADF), Ministry of Agriculture being implemented by NIC at total estimated cost of Rs 104.05 crore with the support of State/UT Departments of Animal Husbandry and Veterinary Services. This system covers 6,350 blocks and 615 districts of the 28 States and 7 Union Territories networking 7032 locations in the country. NADRS provides instant alerts about animal diseases outbreak, remedial measures, etc. The system also generates daily incidence disease case reporting,

The Union Minister for Agriculture and Food Processing Industries, Shri Sharad Pawar launching the National Animal Disease Reporting System (NADRS) on February 06, 2013. Shri G C Pati, Secretary(ADF), Dr. B K Gairola, Mission Director (e-Gov) DeitY, Shri M.Moni, Deputy Director General & HOG (Agriculture Informatics) and Shri Naveen Kumar, TD & National Project Director (NADRS) are also seen.

creation of first information report of the outbreak and follow-up.

Case reporting incorporates the location details, case information, animal details like species, habitat, breed, etc., disease symptoms, gender and treatment details. It enables the Block, District and State Animal Health Officials and Livestock Farmers to report the disease through a web based interface, SMS and e-mail. All the notifiable diseases scheduled in the 'Prevention and Control of Infectious & Contagious Diseases in Animal Act 2009' are included in the reporting system. NADRS will help in generating GIS mapping and analytical modeling of animal diseases and the animal health situation in the country.

Shri M.Moni stated that ICT Infrastructure has been established

through M/s. Wipro Ltd. and M/s. HCL Ltd across the country. He also explained that about 8,000 veterinary/animal husbandry officials at state, district and upto block levels have been imparted training on NADRS Applications Software and Portal through M/s. Shriram Horizon, M/s. Net Creative, M/s. Indus Net and training on basics of computers has been achieved through M/s. NIIT Ltd, the empanelled vendors of NIC/NICSI, during 2011-13.

Shri Moni thanked DADF for sanctioning the NADRS project to NIC for implementation, through collaborative efforts of State / UT Departments of Animal Husbandry and Veterinary Services, their District and Block level offices. For decision support on disease advisories, ICAR and State Veterinary Universities have been involved. The project has been successful on account of the efforts of the Project Team at NIC Headquarters, NIC State / UT Centres and NIC District Centres across the country. To strengthen the NADRS Project, 5 Senior Research Fellows (SRFs) and 35 Junior Research Fellows (JRFs) with Veterinary/Animal Sciences subject specialization have joined the NADRS project and are posted at Central Project Monitoring Unit (CPMU) and 35 State Project Monitoring Units (SPMUs).

Release of NADRS Brochures and CDs by The Union Minister for Agriculture and Food Processing Industries, Shri Sharad Pawar, Ministers of State for Agriculture and Food Processing Industries, Shri Charan Das Mahant and Shri Tariq Anwar

(L to R): Ms. Pratibha Lokhande, TD; Ms. Nandita Chaudhry, Sr.TD; Dr. B K Gairola, Mission Director (e-Gov) DeitY; Shri M.Moni, DDG; Shri Naveen Kumar, TD and Shri Sanjay Sharma, PSA

The NADRS Portal