

Informatics

Current issue : January 2001

Cover Story

● Public Grievances Redress and Monitoring System (PGRAMS)

The Objective.....

An Overview.....

Target Users.....

Salient Features.....

How to procure PGRAMS ?

H/w and S/w Requirements..

Public Grievances Redress and Monitoring System (PGRAMS)

Democracy, they say, is the Government 'of' the people, 'by' the people and 'for' the people. And a vital life line of a democratic society is the Citizen-Government interface. Like all citizen conscious countries, the central theme of governance in India too revolves around its citizens and their quality of life. Hence, the citizen - government interface assumes a very important position with respect to entire delivery mechanism of Indian administrative set-up. Keeping this in view, the Directorate of Public Grievances (DPG) Cabinet Secretariat, Department of Administrative Reforms and Public Grievances (DAR & PG), the nodal agencies of Government of India in the given context, are continuously engaged in policy formulations, evolving new guidelines, initiating the reforms for effective redressal and monitoring of public grievances. Along similar lines, DAR&PG, DPG and NIC jointly undertook the endeavour to set up a Uniform and Online Public Grievance Redress and Monitoring System for Ministries and departments of Government of India.

The Objective.....

The underlying objective of the package was to be able to expand the domain of public access and speedy redressal of grievances.

In the first phase of this programme, launched in July 1997, most of the ministries and departments were equipped with the Public Grievance Monitoring System (PGMS), designed and developed by NIC as per the DAR & PG's guidelines, which extends the facility of periodic transmission of data over the NICNET.

The primary aim of second and current phase of the programme is to introduce a Uniform and Systematic approach towards monitoring of procedures by adopting a comprehensive classification and standardization of grievances and redress actions practised within government's domain . Further, the objective is also to employ state-of-the art IT-advances to modernize the entire existing system.

An Overview.....

PGRAMS is an Integrated application system, based on web technology which primarily aims at capturing the real time work flow and interaction among all the participant users. **The central idea of application architecture is to introduce a standard and uniform approach to various functions in user departments, at the same time to enable them to carry out the business as per their local business needs.** Briefly stating, the entire life cycle of an operation consists of

1. Lodging of the grievance by a citizen or Netizen .
2. Receipts or acknowledgement of acceptance of grievance by organization.
3. Assessment of matter regarding follow up action.
4. Forwarding and transfer ; Reminders and clarification
5. Monitoring of redress procedures and actions
6. Closure of the case.

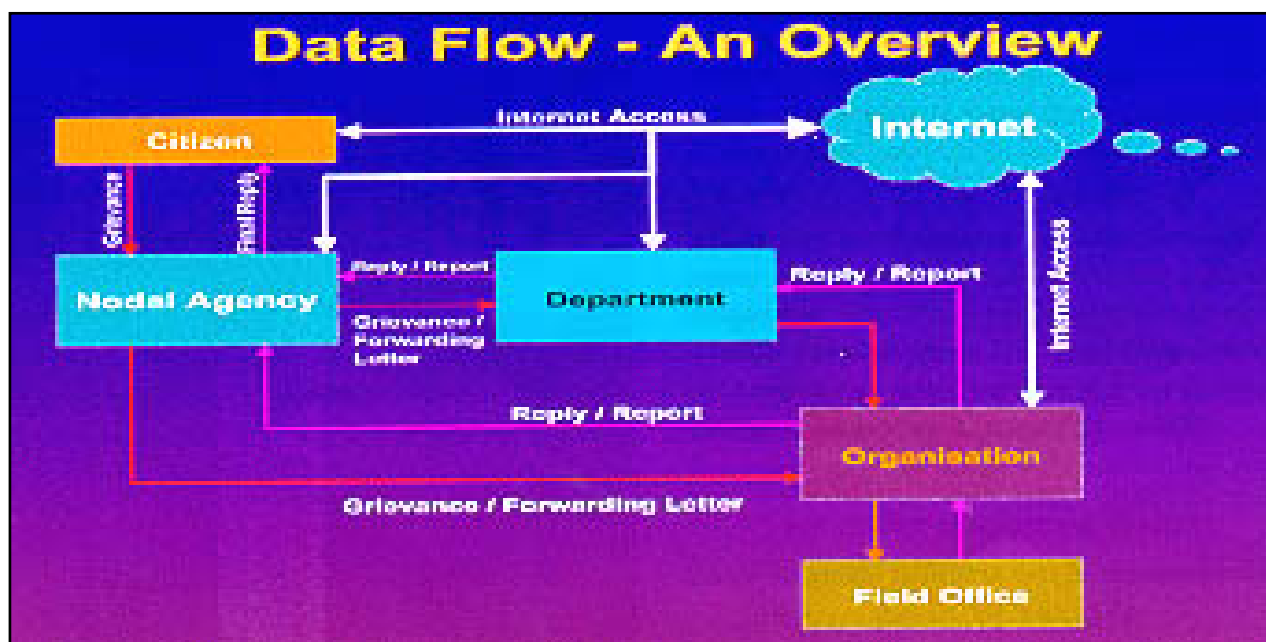
In addition to the aforesaid functionality, each organization may receive the cases from following sources: a). Directly from aggrieved party on paper or via network b). Forwarded cases from PMO ; Cabinet Secretariat ; Department of Administrative Reforms and higher formations.

Keeping this in view , lodging of the grievances over Internet may be facilitated using one of the modules named "Public Site" which could be hosted along with the organizational web site. This module extends the facility to lodge grievances using a standard redress form and issues the reference number. Further, the concerned citizens can use this number to monitor the action status or send more details to dealing organization using the same reference number. This same is presently operational for Directorate for Public Grievance (DPG) and may be seen at <http://www.dpg.bharatsarkar.nic.in>.

The grievances which are received on paper can also be entered by the departmental staff by using the similar facility meant for another module "Official site" . The Public Site as well as Official site both have been designed using web technology and are sharing the same database for storing and transacting the records.

Another salient feature of the application design is an attempt to use auto mailing based updating and transaction of records. For this purpose , the back end database is connected to another utility software which takes care of forwarding and transfer of records to target destination sites.

The official site offers a digital desk for public grievance officials who can carry out assessment of new grievances ,update action of running cases or forward or transfer the case as per the requirements. Digital desk of PG officers includes the facility for generating reports or viewing the proceeding of a particular case.



In an ideal scenario , a citizen can lodge a grievance over web which would appear on PG officer's digital desk. The concerned official can initiate the necessary action and forward the case to any subordinate organization and update the proceeding on day to day basis until the case is closed. Meanwhile, concerned citizen can monitor the progress of redress proceeding over internet using the reference number issued to him. The monitoring authorities may use the PGRAMS (Integrated Application System) for desired purposes.

In order to facilitate the user departments to interact with nodal agencies , PGRAMS envisages to extend the workflow connectivity via specified modules with DPG or DARPG or with higher formation at the time of site configuration.

Target Users....

a. The Citizens : PGRAMS software or site may be used by any citizen for lodging the grievances, sending the reminders or clarifications as well as for checking the status of their grievances. **This facility or feature is only available with "Public-Module" of the PGRAMS system.**

b. Secretarial staff and officials: The Official staff that would like to record the grievances received from public in their departments; print acknowledgements and forward letters as well as other desired correspondances can also make the best use of the software. In addition to this they can use it for generating various periodic reports.

c. Public Grievance Officials: The PG officials who would like to carry out the assessment of received grievances ; update actions and forward it to concerned dpartments along with monitoring functionalities etc.

d. Chief Executive Officers: The CEOs who may like to have an overview of redress operations as well as performance of various PG officials.

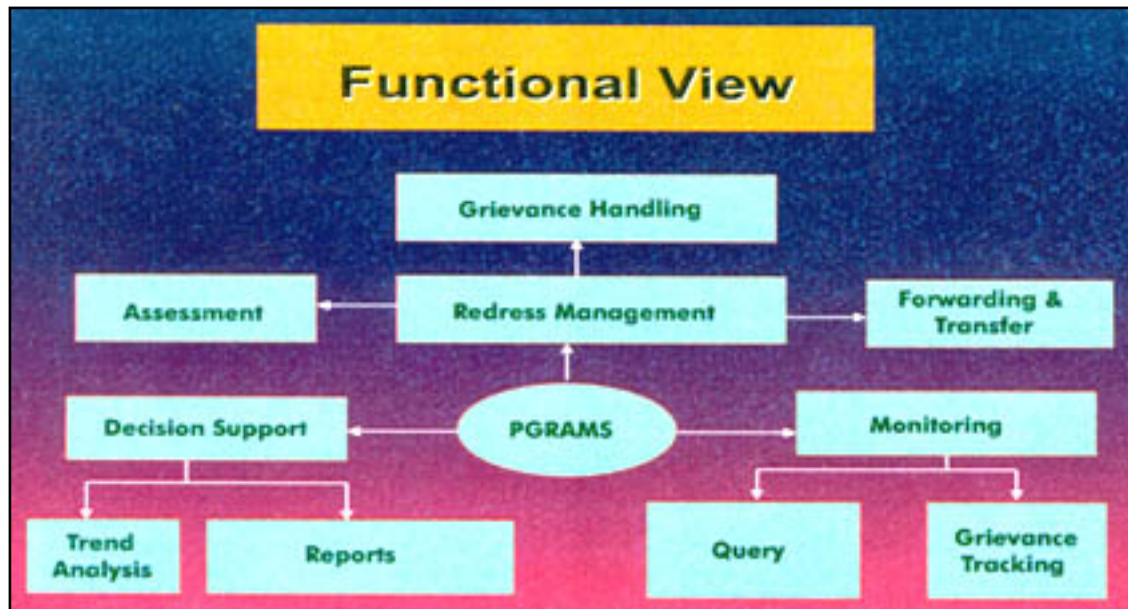
Salient Features....

• Easy to customize as per specific requirements of domain.

• Data transmission between any two sites is based upon electronic mail which requires low bandwidth connection.

• The entire system could be made compatible for State Govt., Corporate establishments and undertakings.

- Several official sites could share one common public site .
- Scalable architecture.
- Web enabled application may be implemented in LAN/WAN environment. At client end, only a browser is required to connect with the application site.



How to procure PGRAMS ?

PGRAMS is an **Integrated Application System** consisting of following domain specific modules designed as per functionality, that may be integrated with each other as per requirement :

- Software for DAR & PG as nodal agency for cases received at DAR & PG and forwarded to other departments.
- Software for DAR & PG as monitoring agency for receiving the data (statistical reports) from all the departments.
- Software for DPG for the cases received at DPG.
- Software for Departments which are not connected to DPG and only respond to DAR & PG

about the cases received at local site as well as from DAR & PG.

• Software for Departments which are connected with DPG and DAR & PG and receives the cases locally as well as from their higher formations.

Hence, In order to implement the PGRAMS software , it is essential to know which module of the system is desired ,such as the Ministry Module or the organisation module. This software can be obtained from NIC at the contact email address given at the end

H/w and S/w Requirements..

For implementing the system, Windows NT 4.0 with option pack 4.0 alongwith SQL server 7.0 database are needed.

On the hardware side it is expected that the department or organisation would have a High End Server (with min.256 MB RAM and 8 GB HDD) for optimum performance. This server may be configured as WEB server in proxy or direct IP environments . Any authorised users can access it from their client system if they are having a browser to explore the site.

With the completion of the first phase, more than fifty Departments have already acquired the PGRAMS software or its earlier version from NIC and it is expected to have a far reaching impact on the work culture, ensuring a paradigm shift.

For further information, contact :

Land Records Information Systems Division

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Around the NIC world

- [Chief Minister of Rajasthan Honours Dr. N. Vijayaditya](#)
- [Inauguration fo Ruralsoft - 2000 at Hazaribagh](#)
- [Internet Facilities Inaugurated at Nagaland](#)
- [Search Facility for All Govt. Websites](#)
- ['DICNET' Inaugurated at MP](#)
- [Award Presented to NIC Scientist](#)
- [New Web on NIC'S Web Servers](#)

Products/Services

● NIC's Video Conferencing Service

Salient Features of NIC's Videoconferencing Network

Prominent Clients

Location of VC Studios

● Recent Video-conferencing Sessions

NIC's Video Conferencing Service

With the rapid changes brought about by the Information Technology revolution in every walk of life, Video-conferencing, or a remote meeting between individuals physically present in geographically dispersed locations, is being seen as an effective alternative to conventional meetings. The National Informatics Centre ventured into the field of Videoconferencing Technology and Applications way back in 1995 and has grown from strength to strength ever since. As this service involves a cultural change, NIC is putting a lot of efforts in educating the users to see Videoconferencing as a viable option.

NIC has invested in the state-of-the-art Multipoint Conferencing Server (MCS), which enables several sites to participate in one conference. MCS is the central point of connectivity for endpoints. It enables different networks, different bandwidths, and different types of endpoints to communicate effectively.

Salient Features of NIC's Videoconferencing Network

- The Largest Videoconferencing Network operational in India, spread across length and breadth of the country.
 - Operational over VSAT (NICNET) in 26 cities spread all over India
 - Also operational over ISDN from 23 Ministries in New Delhi and 10 State Secretariats
 - Multi-point Video meeting up to 16 sites over VSAT, ISDN BRI and ISDN PRI .
 - "AnyWhere AnyTime Videoconferencing" services using Mobile & Portable VSATs.
 - Affordable charges of Rs 3,150/hour including both sites for a point-to-point video meeting and Rs.3,150/- for every additional site in a multipoint meeting.
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Prominent Clients

NIC can provide video-conferencing service to any organization which comes under NICNET user domain as approved by the Govt of India. By now more than 2000 video-conferencing sessions have been conducted for various NICNET users. Conferences have also been held at outside venues like Talkotra Stadium, Delhi & Kanteerva Indoor Stadium, Bangalore to name a few.

Some of the valued users of NIC's Video Conferencing Services include Honourable President and Prime Minister of India, Hon'ble President of US Mr. Bill Clinton, Press Information Bureau, NHPC, Powergrid Corporation, Ministry of Non-Conventional Energy Sources, Ministry of Tourism, Director General of Foreign Trade, Government of Gujarat, Ministry of Food & Consumer Affairs, UNICEF, UNAIDS, UNIDO, British Council Division, National Institute of Fashion Technology and others.

Location of VC Studios

***The Video Conferencing Studios
of NIC are located at***

***New Delhi, Chandigarh, Jaipur,
Jammu, Lucknow, Mumbai (Air
India Building), Navi Mumbai,
Pune, Ahmedabad, Bhopal,
Chennai, Hyderabad, Tirupur,
Vishakhapatnam,
Thiruvananthapuram, Calcutta,
Bhubaneswar, Patna, Guwahati,
Shillong, Gangtok, Agartala,
Itanagar, Kohima, Imphal and
Aizwal.***

Recent Video-conferencing Sessions

Some of the recently held important Video-conferencing sessions include the ones given below :

📍 Prime Minister's Interaction with Lucknow over VC

Honourable Prime Minister Sh Atal Behari Vajpayee interacted with Local representatives, Social workers and Gram Pradhans of Lucknow over Video Conferencing on Saturday 25th November, 2000.

The Video meeting was organised over NICNET at 768 Kbps by using two Portable SCPC VSATs; one at PM's residence in New Delhi and other at Lucknow Development Authority, Lucknow. It was an interactive meeting which lasted for more than 30 minutes with near TV quality video.

📍 Video-Conference on AIDS, HIV

The Union Health Minister Sh. C.P Thakur interacted with Chief Minister of Karnataka Sh S.M. Krishna, the Chief Minister of Maharashtra Shri V.R.Deshmukh and the Chief minister of Andhra Pradesh Shri Chandrababu Naidu over videoconferencing on 30th November 2000 on the eve of 'World Aids Day'. The Video conference, facilitated by NIC, was organised by UNAIDS in association with the Union Health Ministry. The conference, to discuss the topic of HIV and AIDS was moderated by Shri Vikram Chandra and



The video-conferencing session on AIDS in progress

For further information and queries, send a mail to

vc-delhi@alpha.nic.in

Note : For related story on video-conferencing, please refer to

Informatics (Vol 5. No. 4) April, 1997

Projects

- [Computerization of Admission Procedure in Agricultural Colleges](#)
 - [PEARL for the Registration Department](#)
 - [Computerization of Guahati High Court, Imphal Bench](#)
 - [MIS Developed for the Revenue Department](#)
-

Computerization of Admission Procedure in Agricultural Colleges

The NIC Pune Unit recently accomplished a Project for the computerization of the Admission Process in the Maharashtra State Agricultural Universities. The Project involved the development of a software package for the Maharashtra Council for Agriculture Education and Research (MCAER), a State level Apex body responsible for admitting students in agricultural colleges throughout Maharashtra . The merit list of all eligible candidates is prepared after a thorough review based on the various criteria specified by MCAER. The software developed by NIC facilitates this task and has the following modules :

● **On-line Admissions** : The candidates are called according to merit and during the counselling, the available colleges and faculties are displayed to him/her on the computer screen, from which the candidate can make his/her choice. After the choice is made, the appropriate quota tables and admission tables are updated.

● **Online Cancellation** : This Module facilitates the possibility of cancelling the admission by the candidate if he secures admission in a better college/discipline. The module, in this case releases the respective quota for other candidates.

● **Maintenance of Quota Table** : Online admissions are provided on the basis of available seats. The quota table is prepared before the on-line admission procedure begins and takes into account the categorization of available seats according to the various constitutional classes such

as SC, ST, OBC etc.

🌸 **Report and Utilities** : At the end of each round of counselling as well as at the end of the day, the collegewise list of admitted candidates and various statistical reports are generated for each college and university.

The software was extensively used by MCAER during admissions for the year 2000-2001 and counselling was done for a total of about 10,000 candidates.

PEARL for the Registration Department

A Windows based software package PEARL (Package for Effective Administration of Registration Laws) has been developed by the NIC Kerala State Unit for the Registration Department, Govt of Kerala, with the aim of providing better service to the common man and to eliminate the maladies affecting the system of registration. PEARL software has Visual Basic 6.0 as front end and SQL server 7.0 at the backend. The project is to be implemented in 14 Sub Registrar offices covering all districts of Kerala State in the first phase. A trial run in four offices has already begun. On the successful completion of the Project, the following services will be fully computerized :

- 🌸 Registration of all categories of documents
- 🌸 Issue of encumbrance certificates
- 🌸 Issue of certified copies

The salient features of the software include the following :

- 🌸 The entire registration process is completed in just one hour
- 🌸 The original document is scanned and stored for record. A copy is kept in a CD too.
- 🌸 Search based on various parameters
- 🌸 Maintains a Data Dictionary of all codes
- 🌸 Automatic Preparation of Indexes, memos, registers etc.

- Provides three levels of security.



Hon'ble CM of Kerala Sh.E.K. Nayanar lighting the lamp at the inauguration Function of PEARL software



Chief Vigilance Commissioner Sh.N.Vittal showing keen interest in the PEARL software

Computerization of Guahati High Court, Imphal Bench

As a part of NIC's resolve to provide effective IT support to the Indian Judiciary in bringing about transparency of information to the litigant, judges and the public at large, NIC Manipur State Unit has undertaken a Project and signed an MoU with the Registrar of the Guahati High Court, Imphal Bench. The project involves enhancing and streamlining the court operations through the

use of computer applications. The installation of necessary hardware and software got completed a few months back and a 5 day training programme on "Handling of Computers and LOBIS software was also imparted to the officials of the Imphal Bench. The application software was locally modified to suit the day-to-day requirements of the Imphal Bench. The main objectives of the system include monitoring of pending cases, case filing, summary generation of registered cases, allocation of cases to different judges, generation of weekly and daily cause lists and disposal of cases.

The system has been operational for a few months now and data entry for around 2000 old cases has been completed till date. By adopting the computerised system, the overall work of the Court is supposed to speed up and the number of pending cases is expected to decrease in large numbers.

MIS Developed for the Revenue Department

NIC Kerala State Unit has developed important Management Information Systems for the State Revenue Department to facilitate the tasks of revenue recovery and effective land administration. To carry out the function of Revenue Recovery, the MIS includes :

- Revenue Arrears Monitoring System
- Revenue Recovery Computerization

The MIS developed for the Land Administration includes

- Land Survey Database
 - Land Lease Information System
 - Land Records Computerization
 - Land Acquisition Monitoring System
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In the Limelight

NIC Tawang District Centre - Forging Ahead with Hope

- NIC at Tawang
 - Software Packages Developed
 - NICNET Services
-

Tawang District, situated in the Western most part of Arunachal Pradesh, is also known as a Tourists' Paradise with snow covered hills. It is situated at a height of more than 10,000 feet and blessed with the second largest monastery in Asia. The District has abundant natural beauty in the form of more than 100 lakes, hot springs and waterfalls and is also famous for the Tawang war memorial dedicated to the warriors of 1962 war who made supreme sacrifice.

The district has a population of 28,287 according to the 1991 census. People of this area mostly practice agriculture and horticulture activities. The percentage of literate population is 27.14%.

NIC at Tawang

The NIC Tawang district unit was established in the year 1994. As in case of most of the districts, initially it was tough to motivate the people, but within a span of six years, it has brought a vast change in the attitude of the staff of the district administration.

Now, the situation is such that the administration is getting almost all the database related works computerized. More and more people are getting trained in different fields of computers and the Deputy Commissioner's office and NIC is getting connected with LAN so that the computerized activities in the various departments related to the District Commissioner's Office can be carried out from any place at a time.

Software Packages Developed

As a part of its constant endeavour to bring about total computerization in the District's Activities, NIC Tawang Unit has developed and implemented a number of useful Software Packages and carried out computerization projects , some of which are highlighted below :

- Processing of monthly salary, monthly expenditure statement and annual budget for the Deputy Commissioners Office has been fully computerized.
- Registered Motor Vehicle Information System has been implemented which helps in getting any information about a particular vehicle like Tax paid so far, year of manufacture etc.
- Below Poverty Line Information System developed by NIC Tawang is being used all over the state to know the exact number of people living below poverty line, assistance received, migration etc.
- The Software developed on preparation of Electoral Rolls is one of the major achievements for the district and based on this roll ,the 1999 election of MPs & MLAs were held. Tawang was the first district in Arunachal Pradesh to prepare this roll and the election commission of Arunachal Pradesh appreciated Tawang District for its efforts.
- A Package on Relief Measures for Crop Damage etc generates a report, which helps the District Administration to avoid any discrepancy in the distribution of money.
- A Software has been developed for the effective implementation and monitoring of DRDA's schemes .
- Employees Information System for education department is helping them in maintaining service record book of each employee in the district.
- A Package for maintaining five year pay roll saving scheme of the employee of various govt. offices has been developed by the NIC Unit.

- The Border Area Development Program Information System monitors the amount spent on each scheme in the Blocks and Villages etc.
 - An Employment Exchange Information System has been developed to know the unemployment status of the district, the jobs applied for, level of education required for various jobs etc.
 - A software Package developed on File Monitoring System helps district administration to get rid of pending files in a short span of time.
 - A Grazing permit database assists the district administration in avoiding duplicacy and saves time in printing of grazing permit certificates for the grazers of Indo-China and Indo-Bhutan borders.
 - A database has been developed on the pending criminal cases which helps to identify the pending cases with the Judicial Magistrates, nature of judgement given for a particular case etc.
-

NICNET Services

Tawang being the remotest district of Arunachal Pradesh., the communication infrastructure is tough to build and maintain but still NIC has ensured that almost all the officers of the district are effectively using the NICNET services .The district receives a large number of mails from the Secretariat and other departments.NICNET connectivity has also been given to DRDA, Planning and Police Department for easy reception and transmission of messages. Especially at the time of Elections, Budgets, CBSE examination result declaration NICNET was used extensively for the collection and dissemination of data.

Still in budding stage, NIC Tawang District Unit has a long way to go. But its efforts over the years look very promising for achieving the aim of spreading informatics culture till the very roots of the District.



An inside view of the NIC-Tawang District Centre
