

# Informatics

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## Inauguration of NIC Uttaranchal Centre

From Rajesh Goyal, our Uttaranchal Correspondent

10th November was a historic day for NIC Uttaranchal State Unit when Hon'ble Chief Minister of Uttaranchal Sh Bhagat Singh Koshyari formally inaugurated the NIC Centre in the State, which had been working ever since the State was born last year. The occasion coincided with the first anniversary celebrations of the formation of the new state. The event also witnessed the inauguration of the facility of Video Conferencing at two divisional Headquarters of the State from NIC Uttaranchal State Unit Dehradun Office. Various dignitaries were present on the occasion when the Chief Minister interacted with the various District Officials through VC and took stock of the status of the development projects.



## Dewang Mehta Memorial Lecture at Patna

From NK Prasad, our Bihar Correspondent

First Dewang Mehta Memorial Lecture was organised on 26th November 2001 at Patna's Taramandal Conference Hall. The Lecture was jointly organised by CSI Patna Chapter, National Informatics Centre-Bihar State Unit and Dr. Zakir Husain Institute, Patna. On this occasion Chief Justice of Patna High Court Hon'ble Justice Mr. Ravi S. Dhavan graced the evening as Chief Guest. Dr. N. Vijayaditya, Director General, National Informatics Centre was the Guest of Honour. He delivered a Keynote Address on the theme '*E-Governance for the Optimum Development of Indian Society*'. During the event, Dr. Saurabh Gupta, State Informatics Officer, NIC Bihar, highlighted the ongoing IT projects in the State.



## Workshop on SESAM Software

From N K Prasad, our Bihar Correspondent

■ A workshop on the use of SESAM (Super Element Structural Analysis Module) Software was recently organized by the NIC Bihar State Unit for the Structural Engineers of Building Department, Govt. of Bihar. It was inaugurated by the Commissioner-cum-Secretary, Building Dept., Govt. of Bihar. Mr. P. V. Laxminarayan, Senior Technical Director from CAD Group, NIC Headquarters also participated in the Seminar, attended by a large number of practicing Engineers. A live demonstration of the analysis of canopy at Patna was taken up to demonstrate the effectiveness of SESAM.



## Training on Budget Information System

From Shiv Kumar, NIC HQ

■ The Communication Informatics Division of NIC has developed a Budget Information System to computerize the budget work in the various Postal Circles in Delhi. A training was conducted at Dak Bhawan, Department of Posts, recently to apprise the officers about the new system. Various Officers from the Budget and Book section of the Department attended the training programme.

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## Computerized Pension Disbursement System Inaugurated

From Ajay Chahal, our Himachal Correspondent

■ A computerized pension disbursement system, developed by the Himachal Pradesh State Unit of NIC for the District Treasuries was formally **inaugurated by Sh. Harsh Gupta, Chief Secretary, Himachal Pradesh** at District Treasury Office, Solan. Under this system, the District Treasury offices will generate the Pension Scrolls every month instead of the various bank branches, as was being done previously. The banks will get the Pension Scrolls from the Treasury offices and credit the pension amount to the pensioners' accounts. This will help in reducing pension anomalies and quick update of pension records in case of revision of pension, calculation of arrears, ADA rates etc. at one place. **The pensioners will be the ultimate beneficiaries. The web interface of the pension being credited to pensioners' bank accounts** has been made available at <http://himachal.nic.in> website.

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## VC and Intranet inaugurated at Ministry of Consumer Affairs, Food and Public Distribution

From Ranjana Nagpal, NIC HQ

■ Hon'ble Cabinet Minister for Consumer Affairs, Food and Public Distribution, Sh. Shanta Kumar inaugurated the VC facility at the Ministry Office in Krishi Bhavan, New Delhi on 27th Nov. 2001. The dignitaries attending the event included the Secretary, Consumer Affairs, Secretary, FPD and Dr BK Gairola, DDG, NIC. Also an Intranet Website providing link to a number of Web-enabled database applications implemented in the Ministry, was launched during the same programme. With this, most of the items of Minimum Agenda of E-Governance (AR&PG) as well as easy access to sectoral applications, have been completed in the Ministry.

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## CSI Award

From Vinod Taneja, our UP Correspondent

■ Under the Chairmanship of Dr. Rakesh Goel, Senior Technical Director, NIC, the CSI Lucknow Chapter bagged the "National Award" for the "Best CSI Category-II Chapter" for the year 2000-2001 at the recently held "XXXIV Annual Convention of Computer Society of India" at Kolkata, during 21-24 Nov'2001. Dr. Rakesh Goel also received the "CSI Service Award" by the CSI National Executive Committee for his "Significant Contributions" to CSI in Lucknow.

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## VC at Chhattisgarh

From YV Shreenivas Rao, our Chhattisgarh Correspondent

■ On 1st November 2001 it was a moment of pride for the one year old Chhattisgarh Government, another feather in

NIC's cap and a dream come true for the people of Marwahi - the Chief Minister's constituency, when the Congress President Mrs Sonia Gandhi inaugurated the Video Conferencing facility in the State. Mrs Gandhi and Sh Ajit Jogi, Hon'ble Chief Minister of Chhattisgarh interacted with the residents of Marwahi over VC from the Chief Minister's Office.



# E - Governance : Success story

## Land Records Computerization

**“Earth is precious. Whatever befalls the Earth - befalls the sons of the Earth. Man did not weave the web of life - he is merely a strand in it. Whatever he does to the web, he does to himself.”**

*This we know - the Earth does not belong to man - man belongs to the Earth. This we know, all things are connected like the blood, which unites one family (rewritten by Ted Perry)*

This was the reply of Chief Seattle to “The Great White Chief” from Washington, in response to the offer made by the latter for a large area of Indian land accompanied with a promise of “reservation” for the Indian people. The quote described above is regarded as the most beautiful and profound statement on the EARTH & its Environment ever made. Land and its people define basic framework of any civilization. The resources, their ownership and accessibility of land are some of the fundamental constituents of any system which is meant to govern multilateral aspects like socio-economic; cultural and political aspects of human societies. Soon after India achieved Independence, efforts were made to liberate landowners from the clutches of colonial system by bringing in paradigm shift from tax based approach to land resources management. In India land ownership lies in the name of individuals and not the State. After Independence due significance has been accorded to statistics related to crop, irrigation and land use for them to form a basis for land development in the country. In present day land record systems, a number of records are being maintained at the village, tehsil and district levels as in statement of land holdings, land revenue, rental cropped areas and land use pattern. There are more than 20 registers that are being maintained by Revenue Department. The number of registers varies from State to State though.

Principal records being maintained are

- (1) Village map: A pictorial form showing the village and field boundaries;
- (2) Field book or ‘khasra’ which is an index to the map, in which changes in the field boundaries, their area, particulars of tenure-holders, methods of Irrigation, cropped area, other uses of land etc. are recorded.
- (3) Records of Right, also known as ‘khatauni’, which records the names and classes of tenure of all occupants of land.

In 1985 it was resolved in Conference of Revenue Ministers to computerize Land Records on pilot basis. The Ministry of Rural Development (MRD), Government of India, took the initiative to identify the deficiencies in the present systems of revenue administration and Land records. It provides funds to States for utilizing IT as a remedial tool to build Land Information System. The 100% Centrally Sponsored Scheme on Computerisation of Land Records (CLR) was started in 1988-89 with the intention to remove the problems inherent in the manual system of maintenance and updating of Land Records to meet the requirements of various group of users. It began as a pilot project in eight Districts/ States viz; Rangareddy (A.P.), Sonitpur (Assam), Singhbhum (Bihar), Gandhinagar (Gujarat), Morena (M.P.), Wardha (Maharashtra), Mayurbhanj (Orissa), and Dungarpur (Rajasthan). It was decided that efforts should be made to computerise core data contained in land records, so as to assist development planning and to make records accessible to people/ planners / administrators. Further, the scheme was extended to other districts as well. When the scheme was reviewed in 1993-94 it was observed that States were finding it difficult to sustain the project due to non-availability of skilled manpower, hardware maintenance etc. So, it was decided to use NIC’s infrastructure and network. NIC upgraded its district centres with latest hardware and software and States were requested to allocate



one room near NIC district centre to start data entry operation.

The Project is being implemented in Collaborative manner by Ministry of Rural Development (MRD) & NIC. MRD provides funds to states for Data Collection, Collation, Site preparation etc. and NIC is providing technical support and training etc.

### ***Prime Focus & objectives***

- The Computerisation of Land Records (CLR) could safely claim to be the first initiative of E- Governance in India, at the Grass-root level. The focus of the entire operation has always been to employ state of art information technology (IT) to galvanize and transform the existing land record system of the country.
- Ensuring efficient, accurate, transparent delivery mechanism and conflict resolution in ownership.
- Providing electronic record of rights (ROR) to land owners at nominal rates
- Information empowerment of land owners
- Low cost and easily reproducible data for reliable and durable preservation
- Value addition and modernization in land administration
- Integration with other Data sets towards Comprehensive LIS

### ***Status and related Issues***

The manual system of land records in the country is an age-old system. Over the period it has adapted to local practices and traditions. Hence, each state has its own specific way of maintaining the records. There are several ways of transfer and recording of ownership of lands as per the traditional style. These transfers should rightly represent shares and inheritance. Each plot is assigned a particular Identity number for which, particulars of owner(s) and respective shares are recorded in actual fractions. For assessment of tax, land categories and crop related details are also recorded. Village officers are supposed to update these records every harvesting season. Once transfer has been properly notified it should be duly registered. But in actual practice, the system has not been duly adhered to and thereby the village book that records the transactions is the only document with legal standing in maximum cases. Every owner is given a reference map depicting the boundaries and location of plot(s). An ownership document and a document containing physical details of land are also given along with this, referred to as Record of Rights (ROR).

In order to develop appropriate software, LRIS Division of NIC carried out a detailed system study of existing manual system of 17 states. It was noted that these systems were similar to the extent of 60-70 percent in functionality, projecting a requirement for customization. As per the agreement with all concerned it was worked out that initially only attribute data would be converted in electronic formats. For this purpose, a data entry module was developed in DOS or UNIX/FOXBASE environment. Subsequent and mandatory requirement was to provide for data update, data verification and validation. To facilitate all these operations NIC equipped its district centres with appropriate hardware, software and application software. With consistent efforts on the part of NIC Officials, most states could successfully realise this stage.

By this time, technology had changed considerably and a requirement to capture all functions in the workflow, in a GUI environment, surfaced. Thus the operation came face to face with the usual problems of Change Management, Configuration Management and Technology Obsolescence. Porting of data for more than 5000 Talukas posed yet another challenge. Subsequently the Central & State units developed a new system comprising **ROR, Mutation** and customised **Query** module and several utilities for data porting, validation and verification on Windows platform.

NIC is extending technological support towards operationalisation at Taluk level. Implementation of such a large system in terms of number of sites and related non-technical issues, could be no less than solving a puzzle. Notwithstanding these issues, NIC state units realised distribution of computerized record of rights to common public

in quite a few states. An overview of current state of affairs is as follows :

As of now CLR project is being implemented in 569 districts out of about 599 districts in the country. The Govt of India has provided Rs. 3.80 lacs per Tehsil/Taluk for installation of hardware and software in 2426 Tehsils/ Talukas out of about 6000 in the country. Since inception MRD has released financial assistance of about Rs. 215 crore for computerization of Land records to the states/ UTs

### **. Highlights**

**(Source : DLR, MORD Dec'2001)**

**Goa:** Computerised Record of Rights is being issued in all 11 taluks. First state which can claim 100 percent computerization of land records.



**Karnataka :** Computerised copies of ROR are being distributed in 130 out of 177 taluks to land owners. Touch screen Kiosks and Biometric technology has been deployed.

**West Bengal :** In 257 blocks , computerized Mouzas (ROR ) is being distributed .

**Rajasthan :** 18 out of 241 tehsils are distributing Computerised copies to land owners. Data entry and validation is in progress in 140 tehsils

**Gujarat:** ROR (Form 7/12) being issued in 3 talukas and another 52 are ready for operationalisation.

**Tamilnadu:** Data entry work is near completion. 50 Taluka computer centers have been setup and ROR is being distributed in 7 talukas.

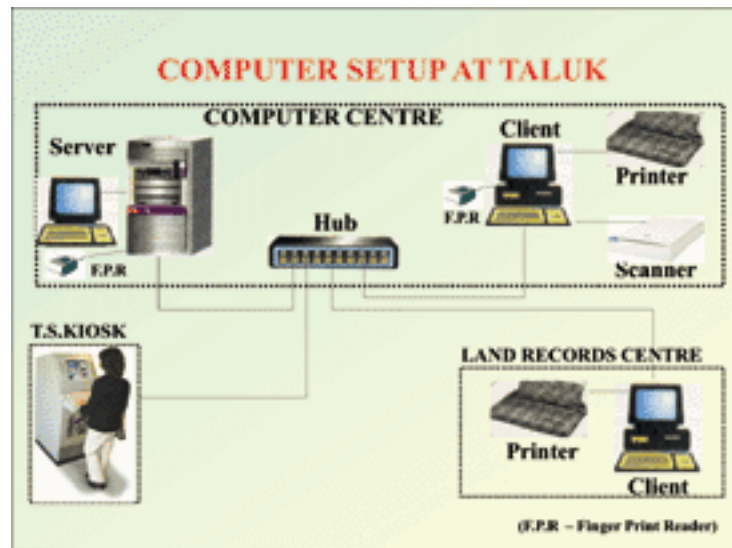
**Sikkim:** Data entry is complete for all 4 districts. Computerised ROR is being distributed in one district.

**Orissa :** Tehsil level computerization is in progress. Hardware and Software is already being procured for more than 70 taluks out of 171 taluks. Training of Patwaris on LRC is going on. The ROR and Mutation s/w is ready. Shall be online shortly.

**Andhra Pradesh:** Data entry/ Verification over for all 23 Districts.

**Haryana** - Data entry work has been completed for 19 districts of the State. Setting up of Tehsil centres is in progress.

**Madhya Pradesh** Tehsil level computer centers are ready in 136 out of 256 taluks.



**Uttar Pradesh** : Data entry for Khatiyani (ROR) has been completed for 84857 out of 98449 villages of the State. Data validation and verification work is in progress.

In all other states Data Entry, verification and validation is in various stages of Completion.

### **Evaluation**

In order to keep up the pace in some states and accelerate the implementation of this project in others, periodic multilevel monitoring is being carried out by concerned agencies. In addition to these, several evaluation studies are also carried out from time to time by external agencies, Main findings of these studies are: -

- (i) The monitoring mechanism needs to be strengthened, as this serves as a crucial component for the success of the scheme.
- (ii) There is a need to spread more awareness about the implementation of the scheme.
- (iii) Training under the programme is inadequate; it should be conducted at different levels, District, Tehsil and Village.
- (iv) Computerisation of Land Records and setting up of a Land Information System (LIS) is incomplete without a vectorized database of land holdings through Digitization of Cadastral Survey Maps.
- (v) There is a need for Networking of the scheme at different levels so that data moves from District to State and then to Centre through NICNET.

CLR project is of immense significance for Public as well as planners and policy makers of the country. In order to potentially utilize the information resources thus generated, it is very important to create IT awareness among grass root functionaries and establish an integrated network for district and tehsil level users. Further, there is a need for formulating standards and guidelines for security, legal sanctity and routine facility management. However, ultimate

goals of CLR operations would stand accomplished only when village maps are also available electronically. Any future strategy of implementation has to accord due priority to cadastral maps.

The current trends and times may be rightly summarized through the words of an information activist: -

*“The hand-off between government and governance is going to be one of the most delicate and demanding enterprises that human species has ever had to take up, and I think that’s where we are. And you are either at this point, on the side of that change or you’re trying to pretend it’s not taking place”.*

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**For further information, please contact**  
**Land Records Information**  
**Systems Division, NIC HQ,**  
**A- Block, CGO Complex, Lodhi Road**  
**New Delhi 110003, Tel No. 91-11-4362093**  
**Email : [irisd@hub.nic.in](mailto:irisd@hub.nic.in)**

### Bihar- Defying All Odds

Bihar, the land of Buddha with rich heritage and culture having an area of 94,163 sq. km. and population of 8,28,78,796 can't afford to lag behind as far as IT revolution is concerned. The Bihar State Unit of NIC was set up at Patna in 1988, the same year when there was a tremendous wind of IT culture through out the country. During 13 years of its untiring service to the state, NIC has achieved, in a planned way, an ever growing computer culture by undertaking various computerization initiatives in different State Government Departments and introducing new ICT tools in the identified 27 priority sectors in the State.

### Major projects

- **NICTRAN** : One of the major success stories of the NIC Bihar State Unit relates to the successful implementation of the computerisation programme of the State Transport Department. The package, aptly titled NICTRAN, takes care of Tax Collection, registration, renewal of licenses etc. The package has been very popular and proved to be very useful as it has made the entire process of Revenue Collection very fast, easy and convincing to the tax payers. This exercise to computerise the Surface Transport Sector in the state govt. is further extended to cover the rest of the district Transport Offices. Presently 5 DTOs are fully computerised in the State of Bihar after division of Jharkhand and rest of the DTOs are to be computerised in the near future. As per the Ex. State Transport Commissioner Mr. RS Sharma, ***“Revenues at Patna and other DTOs have doubled within a year of its implementation”***
- **TRAMSNIC**: District Treasuries of Bihar have been computerized over the years in a phased manner. 37 district treasuries have been taken in the purview of the computerisation programme, which included site preparation, installation of systems and conducting exhaustive training programmes. Computerization of Treasuries is a major breakthrough as far as NIC BSU's achievements are concerned. All district treasuries in the State as well as the Sachivalay Treasury have already been computerised
- **Finance Computerisation** : The State Budget 2001-2002 was prepared using innovative computerisation techniques, resulting in a saving of over Rs. 40 lakhs to the Bihar Govt. Exchequer. Shortly afterwards, it was also released on a CD-ROM to facilitate the users in micro level planning and analysis. On the release of Budget CD-ROM, the then State Finance Minister Mr. Sankar Prasad Tekriwal said ***“..with this, Bihar has now become one of the few select states where such an exercise has been carried out. The exercise deserves the loudest applause since it has preserved the content and feel of budget in its entirety and presented in Hindi”***
- **GPF Computerisation** : The Directorate of GPF, Govt. of Bihar deals with almost 3,00,000 state govt. employees regarding maintenance of their GPF subscriptions, loans, withdrawals and refunds. NIC has initiated the computerisation programme for the Patna District Office comprising 60,000 employees. The software package has been successfully designed, developed and implemented in Patna in ORACLE RDBMS with Developer 2000. It is envisaged to be implemented in the rest of the districts in Bihar very soon.
- **STAMINA** : The Finance (Commercial Tax) department plays a vital role in the physical arrangement of

decentralised Tax Collection through out the state. NIC has developed a comprehensive software 'STAMINA' to monitor the fund flow, defaulters' list, reminder letters, cases monitoring etc. The State Govt. is working out on an ambitious program to monitor the revenue receipts through network. The Software has been operational in seven circles of Bihar. The software package has been designed and developed in ORACLE 8i and Developer 2000.



■ **REVENUE MANAGER 2000** : Bihar State Electricity Board (BSEB) is the sole agency for all types of work related to power generation, transmission and its distribution across the State. Being a capital intensive project, regular and accurate billing and timely collection of revenue is necessary to keep the cash-flow in correct shape and this is the focus of this project. Revenue Manager 2000 is a **web-enabled software package** which deals with the consumer billing system. The package is operational at three divisions at Patna. **The IVR facility** is also provided at the Kankarbagh Division where consumers can get the answers to their billing related queries. Recently BSEB web-site (<http://bseb.bih.nic.in>) designed, developed and implemented by the NIC Bihar State Unit was inaugurated by the Hon'ble Energy Minister, Govt. of Bihar.

■ **ELECON** : ELECON , designed by the NIC Bihar State Unit is a software package for fulfilling the MIS requirements of the District Administration during Lok Sabha & Vidhan Sabha elections. Its utility value was duly appreciated and noted by the then Chief Election Commissioner, Shri T.N.Seshan who noted **'In the background, the Management Information System package ELECON developed by National Informatics Centre will go a long way in giving support to District Administration in conducting elections. This marks the beginning of modernisation of election machinery. India has now become the First Afro-Asian country to use Computer-Communication for elections. We are proud of giving this lead.'**

ELECON was designed from the very outset as a software tool that could be deployed by any district administration in a fairly short time with minimum of problem. It has the ability to initialize itself, generate its own database files and to create its own data-entry screens based on local requirements.

■ **Urban Basic Services for Poor (UBSP)**: The UBSP project is a centrally sponsored scheme financed by UNICEF and executed by NIC Bihar. The main objective of the project is to improve the overall living condition of the slum pockets of the cities in Bihar. NIC is engaged in generating various MIS and GIS based reports to monitor the life style of slum dwellers vis-a-vis their existing environments.

■ **High Court Computerisation** : This is an area where NIC Bihar State Unit has got major success and has proved to be exemplary to other High Courts of the country. The cause list preparation, AO filing etc. are problem



areas where the computerisation has provided a wholesome solution. Many useful training sessions have been conducted by NIC for the benefit of High Court officials. ***Patna High Court was computerised in the year 1990-91 . Hon'ble Justice A. M. Ahmadi, inaugurating the Computerisation Programme of Patna High Court remarked 'Patna High Court has the privilege of being the First High Court of the country to computerise the cause list preparation and to answer to the queries of litigants through modern IT tools.'***

■ **VC facilitates justice for undertrials** : Recently, Video Conferencing based Public Justice for the Undertrials conducted in Bihar created history in the judiciary system where VC facility was extended from Beur jail to Civil Court and more than 100 undertrials were released after recording their statements of facts. A proposal for VC facilities for all Jails and respective Civil Courts has been prepared by NIC and submitted to the apex body for subsequent action. As a second major breakthrough the same exercise was also conducted at Muzaffarpur where Dr. N. Vijayaditya, Director General, NIC inaugurated the facility.



Besides all these, NIC Bihar State Unit has also designed, developed and implemented many software packages like Petition Monitoring System, Computerisation of Elementary Education in Bihar, Rural Development related Scheme Monitoring, Public Distribution System, Surplus Ceiling Land, Land Record Computerisation Projects etc.

#### ■ **Bihar Official Web-Site**

Bihar official web-site (<http://bihar.nic.in>) was inaugurated by Bihar Chief Minister Hon'ble Smt Rabri Devi on 14th August 2001. Inaugurating the Web-site Smt Rabri Devi said that Bihar web-site contains many important items besides regular and conventional information about Bihar. This web-site also contains information on various Govt. schemes for the downtrodden and economically backward citizens of the State. She also praised National Informatics Centre Bihar State Unit for its efforts in developing the website.

राजदी देवी  
मुख मंत्री  
बिहार



पटना

बिहार वेबसाइट का शुभारंभ करने में राष्ट्रीय सूचना विज्ञान  
केन्द्र, बिहार राज्य इकाई, सूचना प्रौद्योगिकी मंत्रालय, भारत सरकार  
भूमिका निरूपापूर्ण रही है । ये राज्य सूचना विज्ञान केन्द्र, बिहार  
राज्य इकाई के प्रमुख २० सीध गुला एव उनके रोम को इस  
उपलब्धि के लिए बधाई देती हैं ।

राजदी देवी

(राजदी देवी)

दिनांक: 14.08.2001

स्थान: पटना

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## Other Important Centres

NIC Bihar State Unit has also opened up many centres which are providing IT services to the administrative authority at their door steps. The centres are at important places such as the Governor House, Patna High Court, CM Secretariat, Chief Secretary's Office, Passport Office etc.

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## State-of-the-art Training Centre



Effective training is vital for the success of any computerisation activity and NIC Bihar State Unit has set up a full-fledged Training Centre at its NITPU centre. The centre is well equipped with modern Computers, Sitting arrangements, Projectors, teaching aids etc. Since its inception, NIC has continuously imparted training to State Govt. employees. On an average 600 - 800 trainees are being trained by the NIC Officials per annum. The Video Conferencing facility is also available through which, State Executives carry out VCs with other important VC centres in the country.

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## NIC District Units

After the creation of Jharkhand, Bihar now has 38 districts. NIC District Units are operational at 27 districts presently and the remaining newly created districts shall soon have NIC Centres. At Districts the NIC Officers are busy in delivering software products as per the need of the Administration. Following are some of the the software packages running at various districts :

- PDS-MIS - Distribution of food grains, Anupurna Yojna, Antodaya Anya Yojna for Supply Department
  - Treasury Account Management System (TRAMSNIC)
  - Election Booth MIS for Election • Integrated Scheme Monitoring System for Rural Development
  - Certificate Cases Management System
  - National & State Old-age Pension, National Maternity Schemes, National Family schemes for Social Security
  - GPF Account Management System
  - BPL-MIS - Welfare schemes for Boys/Girls living below Poverty Line, Scholarship for poor Boys & Girls, Mid Day Meal
  - Revenue Collection, Commercial Lagan, Land Acquisition & Distribution for Land Reforms
  - Commercial Tax, Excise Tax, Registrations, Transport, Municipality for Revenue Collections
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## Initiation of E-Governance Project in the state

Recently NIC Bihar State Unit was requested to submit a Project Proposal for the improvement of overall IT infrastructure and implementation of e-Governance for the State. The Project Funding was sanctioned under Planning Commission, Govt. of India. The Steering Committee under the Chairmanship of Development Commissioner, after careful review, passed the Project Proposal to the Cabinet for further necessary action. Subsequently, the Cabinet also approved the proposal. The objectives of the Project are

***"to improve IT infrastructure in the State, bring in IT awareness among the Citizen, conversion of Govt. machinery from IT Culture to e-Governance and above all facilitate public with efficient services".***

***The major components of the above Project are as follows:***

1. Public Utility Projects ( Transport, Commercial Taxes, Land Registration, Municipal Tax, Police, Public Grievances)
2. Computer Systems for the Govt. Departments
3. Computer Systems for Divisional Commissioners Offices

4. Strengthening District Computer Centres in terms of Computing facilities
5. LAN for the Secretariats
6. Development of IT manpower (Training)
7. Building Data Warehouse
8. Construction of Conference-cum-Training Centres
9. Installation of Internet/ NICNET & Video Conferencing Facility

These are the major innovative activities undertaken by NIC Bihar which will help a great deal in giving a boost to E-Governance in the state. Systems Study for the Public Utility Projects has already been done.

***The day is not far when Bihar shall be making a mark for itself in successfully operating, transacting and delivering useful public services thus keeping the flag of E-Governance flying high.....***

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**For further information, please contact**  
**State Informatics Officer,**  
**NIC Bihar State Unit 3rd Floor,**  
**Technology Bhawan, Bailey Road, Patna – 15**  
**Tel : (0612) – 236198/220964**  
**Email : [sio@bih.nic.in](mailto:sio@bih.nic.in)**

# E - Governance Products and Services

## InterTalk Software

From S K Bajpai, NIC Fatehpur

“InterTalk” is a windows based “Chat” application developed in Microsoft Visual Basic/6, specially for the environment of NIC district centres. This software enables you to establish interactive connection with one of the remote stations connected to the ‘Net’ using SLIP or similar protocols, which use pre-assigned I.P.Addresses. NIC district centres accessing Internet by IPA / FTDMA are using similar protocols .

### How is InterTalk different from others?

An obvious question comes to mind that when many professionally designed Chat-applications like “Yahoo Messenger” are available free of cost then why should one bother to develop such an application. The main feature that distinguishes it in the crowd of others, is its ability to alert the recipient about an incoming call. People using other “Chat applications” can establish a connection with the desired person, only if, he is already logged on to the same domain . This considerably limits the chance of finding a desired person on the ‘net’ at your will and is the main hurdle in establishing an interactive communication . Thus, the only way left is to first set your timings with the counterpart through telephonic call/email . the other hand, eliminates this problem atleast within the NIC environment . You just select a remote site from the list, the memory resident ‘InterTalk’ running at other side in server mode will sense the call and alert the recipient about the incoming call by triggering an audio/visual alarm .Beside this, the ‘InterTalk’ is equipped with some other features and many future enhancements are also possible. This can be modified to simultaneously support multiple connections to provide a platform for conferencing . It is important to note that although the software has been developed specially for NIC, yet, one can install it on any node which is connected to the Internet with a preassigned I.P.address. Also, any computer on the net using conventional ‘dial-up’ connection can exploit its client feature, that is, they can initiate a connection request using ‘Intertalk’ , though, others can’t connect to them .

### Main features

1. Automatic incoming call detection with audio / video alarm . Even if at that time, the user is busy in some other application on the same machine, he/she would get alerted to the incoming chat call .
2. “Send File” option available during “Chat Mode” This enables you to send an ASCII file to remote user online using TCP/IP, which ensures data integrity .
3. “Save File” option available during chat mode, which enables you to save “Chat Session” in a file including any file uploaded from remote .
4. In case of user’s absence, this will act as an “Answering Machine”, and also it will save “Callers” message in a log file which will enable the user to read message(s) received in his absence .
5. Automatic signal, if any message(s) are received in your absence .
6. Study is going on to convert it to support multi-connection simultaneously to provide a platform for conferencing .

### Limitations

Presently, the software does not have a provision for editing “Remote stations directory”. You have to do it manually, the data is stored in a table named “stations” in remotestations.mdb file . One just has to open the table in MS Access and fill remote station and its I.P.Address, the table has only two fields . The remotestations.mdb file is located in the

folder where the software is installed, by default it is "c:\programfiles\InterTalk" . Another limitation is the possibility of facing windows run-time errors since the error detecting routines of the software are still under development

### **Hardware & Software Requirements**

Any Internet ready machine suitable for installation of Windows-95/98 with multimedia. The software files will take approximately 3 MB of Hard disk space The presence of Windows'95 / Windows'98/ Windows 2000 operating systems is a must.

**For further information and acquiring the 'Intertalk',  
please contact  
Sh. SK Bajpai,  
District Informatics Assistant  
NIC Fatehpur District Centre  
Uttar Pradesh**

[fat@up.nic.in](mailto:fat@up.nic.in)

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### **"Offerings"... Strengthening Knowledge Management From CRISP Group, NIC HQ**

Let us look into our Treasure Chest before we leap to develop yet another software package. NIC has dedicated about a quarter of a century in promoting and applying IT solutions in the Central, State and District Administration with the support of client/user community. In the process, besides other IT solutions, a number of software packages and other artifacts have been developed by NIC that are operational in various sectors of Indian development administration. An effort has now been made to collect information about all these valuable products into the Treasure Chest of NIC. Do explore 'Offerings' (<http://offerings.nic.in>) before starting a new application software development venture – it is possible the product matching your client's specifications is already readily available !

Offerings provides a 24x7 access to NIC Product Base, with a view to prevent re-invention. As a result of collective efforts undertaken by various NIC Units/Divisions, to register into the Offerings web site and post product information, Offerings, the online/dynamic software information system of NIC software packages, now displays around 700 products, operational across the country. The Product Details include information about the Client (Sector, Ministry/ Department/Directorate to which the product belongs), end users, Technical info and the duration since when the product is operational. Meant for the internal usage of NIC, the site is password protected. To maintain authenticity, only HODs and SIOs can enter information and the rest of NIC Officials could have a 'Read-Only' access. An important feature is that the site not only gives product information but also allows for uploading the training material and other documents.

**For further information, please contact**  
[offerings@hub.nic.in](mailto:offerings@hub.nic.in)

# Technology update

## **DAMA based Video Conferencing Set up in Uttar Pradesh**

The State of Uttar Pradesh recently achieved a landmark with the setting up of DAMA based Videoconferencing by NIC, connecting all its seventeen Divisions. The historic event was inaugurated by Hon'ble Prime Minister Sh Atal Bihari Vajpayee at a special function on the Occasion of Gandhi Jayanti. Uttar Pradesh Chief Minister Shri Raj Nath Singh extended his heartiest wishes to the Hon'ble PM on the occasion and said "The state is grateful to you for your inspiration and guidance. The state has finally made a major breakthrough in the field of IT with all its divisions interconnected through Video Conferencing." It was not a telephonic conversation or a closed door meeting between the Hon'ble Prime Minister Shri Atal Bihari Vajpayee and the U.P. Chief Minister but a "Virtual meeting", between the PM and the Uttar Pradesh CM and Divisional Officers of all the 17 Divisions of U.P.

### **PM uses the VC setup**

The facility had a live use on the inauguration day itself, when the PM enquired from the Agra Divisional officials about the unfortunate plane crash involving the late Shri Madhav Rao Scindia near Mainpuri under Agra Division. At the request of the CM, the PM also sanctioned the total expenditure to be incurred on expanding the VC setup to all the



remaining 53 districts of UP by 25th December 2001. The CM and his officers also conferred with the Secretary, MIT, Government of India Mr. Rajeev Ratan Shah who participated from NIC's New Delhi studio. The CM later reviewed the Law and Order situation in the state with his Divisional officers in the 17 divisions.

### **U.P. Chief Minister's enthusiasm for VC facility.**

The Uttar Pradesh Chief Minister, Mr. Rajnath Singh and senior officers are actively using the VC facility around the state. The CM is particular in monitoring the development schemes running in the state, esp. the "Antyodaya Scheme" and other development schemes. The facility almost had around 30 hours of usage by CM alone since the inauguration. On the inaugural day itself, the CM held a marathon 6 hour meeting with his divisional officers to review the law and order situation in the state. The event proved to be a mega event, as it turned out to be a live show, watched by Secretaries to the Govt. of U.P., other senior bureaucrats and media persons in all the 17 divisions of U.P.

and the state capital. Earlier the U.P. Chief Minister inaugurated “**NIC Videoconferencing Studio**” at Yojna Bhawan, Lucknow.

NIC has provided the technology, equipment and the expertise through installation, training, and operation of state-of-the-art DAMA based Videoconferencing facility. This Video-Conferencing network initially links all the 17 divisional headquarters of Uttar Pradesh among themselves, and also to the state capital. With the commitment made by the Chief Minister before the Prime Minister, NIC has taken upon itself to interlink all the 70 districts of Uttar Pradesh by 25th Dec'2001.

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## What is DAMA ?



A Demand Assigned Multiple Access (DAMA) system is typically a single hop satellite transmission network which allows direct connection between any two nodes in the network among many users sharing a limited “pool” of satellite transponder space

DAMA supports full mesh, point-to-point or point-to-multipoint communications — any user can connect directly to any other user anywhere within the network. The result is economical and flexible bandwidth sharing with any mix of voice, FAX, video and data traffic. DAMA optimizes the use of satellite capacity by automatically allocating satellite resources to each active node upon demand.

In a DAMA system, the network allocates communications bandwidth to each call from a pool of frequency channels on a demand-assigned basis. When a caller at a remote terminal requests service (e.g. picks up the telephone to make a call) the request is made to a Network Control System (NCS) over the shared DAMA common signaling channel. The NCS functions as a “switchboard in the sky”. The NCS determines if the call is valid and then establishes the channel (including bandwidth) between the originating site and the called number. Circuits remain active only as long as needed, then are broken to free bandwidth for other users. When the call is completed, the NCS is informed by the remote terminals and the freed bandwidth is returned to the frequency pool. By using a DAMA system a single transponder can support several thousand subscribers.

Any remote unit can be configured to perform as the Network Control System with the addition of some hardware and Network Management System (NMS) software. The hardware, together with the NMS, serves as the single focal point for system level control within the satellite communications network. The NCS can be located anywhere within the satellite footprint.

## What are the benefits of using a DAMA system ?

DAMA systems quickly and transparently assign communication links or circuits to users on a call-by-call basis. After

use (hang up), channels are immediately returned to the central pool, for reuse by others. By using DAMA, many subscribers can be served using only a fraction of the satellite resources required by dedicated, point-to-point Single-Channel-Per-Carrier (SCPC) networks.

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**For any further information or help, email may be sent to**

[upstate@up.nic.in](mailto:upstate@up.nic.in)

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## Central Delhi District

From Anurag Shrivastava, NIC Delhi

National Capital Territory of Delhi was organized into nine districts in 1997 by an order of the then Lt. Governor of Delhi. Soon after the formation of the Central District, National Informatics Centre was entrusted with the task of computerization of the district and thus NIC's first district centre of Delhi was set up in the year 1997 with an aim to provide relentless informatics services to the District Administration in planning and development. Ever since, the NIC centre has been helping authorities by providing the necessary IT support in various important projects of the district administration. Though it was a tough task initially to motivate the officials to adopt the computer culture, NICNET has since become an indispensable tool for the district administration within this short period. At present Mr.X.K. Mahto, IAS is the Deputy Commissioner of the Central District. The NIC staff at the district unit, led by DIO Sh SSP Singh has efficiently responded to the needs of the centre and computerization work is being pursued actively in the district. The Deputy Commissioner is keenly interested in the computerization activities of NIC and personally monitors the functioning of the computer center.

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## Major Tasks

- 1. MIS for PMRY :** The computerization work for the PMRY (Prime Minister Rozgar Yojana) scheme in the district is being actively carried out by the NIC Centre. All the reports such as loan application receipt, interview call letter, interview list, attendance list, interview result, bank wise result, bank intimation letter and the candidate copy are being generated for all the interviews. MIS for PMRY have been of great support to the district authorities in review meetings of the committee.
- 2. Prevention of Food Adulteration (PFA) :** A database has been created for PFA and reports of samples lifted, samples deposited, food inspector wise list and action taken against the errant dealers is being generated fortnightly.
- 3. Liquor Licenses Inspection :** The job of computerizing the liquor licences inspection reporting has also been taken up by the NIC. Liquor shop inspection reports, date wise inspection reports and covering letters are being generated.
- 4. SDM Court :** The SDM court takes up cases of Land Revenue and Reforms besides criminal cases. Daily cause list, section wise list of cases, date wise court register and list of cases appearing in all the next due dates are being generated. The court register which shows the date wise movement of pending cases has been used.
- 5. Electoral Roll Revision :** The process of Electoral Roll Revision is an annual activity in the district. Booth wise addition, deletion and modification lists are being generated.
- 6. Certificates :** Deputy Commissioner Office issues various certificates and statements which are required by the public for different purposes. These include Birth Certificate, death certificate, residence certificate, nationality certificate, income certificate, marriage certificate, surviving member certificate, Legal Heir certificate etc. All these certificates are generated through computers. Issuing of various certificates is one of the most difficult job of DC office which keeps most of the staff of the DC office busy. Computerization of various certificates has definitely eased their



task.

7. **Stamp Duty Computerisation** : Stamp duty computerization system for the purpose of SPA/GPA/affidavits/undertaking etc. have been developed. It generates challan verification, impoundment reports, NJ Verification, refund of stamps etc. which find use in collectorate, treasury and in different courts.

8. **Computerisation of Naib Court** : The Naib Court in Delhi has been computerised and custody orders, release warrants and notice orders are generated through computers.

9. **Chief Minister's Bhagidari Scheme** : The services of NIC-Central district was also utilized by the administration in Chief Minister's Bhagidari Scheme. A database of Area Resident Welfare Associations and Nodal Officers of Government Departments have been prepared. Bhagidari workshop for this district was conducted recently by the Hon'ble Chief Minister and the database was extensively used for participants attendance, grievances, redressal of grievances and further followup actions. Similar workshop will be held at regular intervals and the database will be very useful in monitoring the follow up actions by the Chief Minister's Office. The support and efforts of NIC were appreciated at the workshop.

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## Internet Connectivity

NICNET/INTERNET connectivity has been provided to DC, ADM and all SDMs. All the officers of this district have been provided email facilities as well as training for usage and the same is being utilized effectively. It has been decided by the District Authorities to send all official circulars/notices by email only.



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## Achievements

(A) SDM Court information System has resulted in timely disposal of the cases thus protecting the public from undue harassment.

(B) Proper and effective monitoring of Loan applications of unemployed youths and quick disposal of the cases has helped the government in getting a positive image

(C) Timely issuing of various certificates to public has been appreciated by the public and Resident welfare associations.

(D) Quick redressal of public grievances.

The above are only a few milestones covered, several challenging paths are still to be treaded by NIC Central District Unit of Delhi. Considering the fact that services provided by the District Centre have generated wide interests in the government circle, the dream of complete computerization and paperless office in the district will definitely be realized in the years to come.

***In the appreciative words of the Deputy Commissioner Mr. X.K. Mahto, IAS "... such computerization has not only evolved transparency at every stage but also created an effective system for monitoring and disposal of pending cases..."***

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#### **Contact**

**District Informatics Officer  
NIC Central Delhi District  
Room No 137 B, Tis Hazari, Delhi  
Tel No. 011-3967175  
Email : [dlycd@hub.nic.in](mailto:dlycd@hub.nic.in)**

## Lakshadweep

From KP Mohammed Koya, our Lakshadweep Correspondent

The National Informatics Centre (NIC) set up its first centre in Lakshadweep at Kavaratti way back in 1988. Subsequently two other NIC units at Minicoy and Lakshadweep administration office at Willingdon island, Kochi were also set up in 1990. Right from its inception, this UT Unit has been rendering Information and Communication Technology (ICT) services to the Lakshadweep Administration. Various Software Packages have been developed for different departments such as, the department of Port, Cooperation, Planning & Statistics, Finance & Accounts, Employment Exchange and Health etc which are extensively utilizing the software specially developed for them. All the departments of Lakshadweep Administration have been provided with e-mail facilities. Software developed for computerization of Ship Ticketing and Entry Permit Holders are significant landmarks in computing activities undertaken by the NIC in Lakshadweep. The software developed for Pay-Bill computerization, Electoral Roll and Land Records have also proved to be extremely effective and useful.

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## Major projects

**NIC Lakshadweep UT unit has taken up and implemented various UT level and central projects. Some of the important UT level projects include :**

- Creation of Socio-economic database for Lakshadweep which contains the details of all families in the entire territory. Various MIS and statistical reports are generated from the same.
- The electoral roll for the entire territory has been computerized and the CD-ROM of the electorates has been released. The same is regularly being updated and revised.
- Computerised ship ticket advance reservation system has been developed and implemented at Kochi, Beypore and all the nine ports in Lakshadweep islands. One server with terminals are installed at Kochi and client systems are provided at all other locations.
- Inventory management information system for the department of electricity has been developed and implemented in five sub divisions. This is being extended to all the sub divisions in Lakshadweep. NIC has also been providing continuous support for the implementation of consumer billing system for electricity consumers.
- Permit Holders System for the issue of permits for visit/work to Lakshadweep islands has been developed and implemented at U T administration Office at Willingdon Island, Kochi.
- Payment/receipt compilation system has been implemented at Principal Pay and Accounts office at Kavaratti, field pay unit at Kochi, Amini and Minicoy.
- Professional college seat allotment system has been implemented at the Directorate of Education for the allotment of seats to various colleges all over India.

- A scholarship management information system has been developed and implemented at Lakshadweep administration office Kochi for the issue and monitoring of the scholarships to the students from Lakshadweep studying in various colleges across the country.
  - Accounts monitoring information system has been implemented in around 32 offices ( DDO's ) at Kavaratti and Kochi. Payroll management system has been implemented in around 48 offices all over Lakshadweep.
  - Land Records Information System has been implemented for three islands(blocks) and land register generated. Integration of spatial and non-spatial data for a pilot island is completed.
  - Under MPLAD programme, NIC has provided multimedia computer systems in all the high schools in Lakshadweep. Five teachers from each school were also trained under this programme.
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## **NICNET Services**

A C-200 VSAT was installed at Kavaratti in 1988 and in Minicoy and Kochi offices of the administration in 1990 and 1993 respectively. The NICNET facilities were further extended to all the islands (sub divisions/ blocks) in Lakshadweep in 1994-95 by installing C-200 VSAT's. Thus it became the first territory in India to have NICNET services/e-mail services in all the development blocks. In 1998, an IPA VSAT was commissioned at Secretariat, Kavaratti and an FTDMA-NG was installed at Lakshadweep Administration Office at Kochi. Almost all the senior officers and departments at Kavaratti have been provided with e-mail accounts and dial-up e-mail facilities.

In a major drive by the administration to provide Internet facilities to all the high schools in Lakshadweep, NIC installed DirecPC VSAT's in all the high schools in Lakshadweep in 1998.

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## **Central Projects**

In addition to the implementation of central projects such as All India Educational Survey, Agricultural Census, AGMARK Project, Election Data Transmission, Budget Data Transmission, NIC Lakshadweep is providing a wide array of ICT services to Coconut Development Board (CDB) and Marine Product Export Development Authority (MPEDA)

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## **Web Services**

A website ( <http://lakshadweep.nic.in> ) containing detailed information on Lakshadweep and aspects such as its profile, Tourism, Administration, Government departments has been launched on the Internet . It also hosts the complete telephone and e-mail directory of the UT administration, besides a visually appealing photo gallery. An

interesting feature is the detailed information including fares of ship/helicopter in the islands for the benefit of the visitors.

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## **Centre for E-Governance**

In order to strengthen the e-governance activities in the islands a 'centre for E-governance' has been set up by NIC at Kavaratti. A full-fledged training center is also attached with the center. The center provides regular training programmes to government officials besides organizing workshops, seminars etc. Internet browsing facilities for the government departments/officials are also made available in this center.

Undoubtedly, NIC Lakshadweep U T unit has played an important role to inculcate IT culture in these remote islands scattered in the Arabian sea.



**In the words of the Lakshadweep Administrator Sri.K.S. Mehra**

**“ .....NIC has promoted IT culture in Government departments and developed various software for the departments for decision making at various levels.....The services of NIC are helping the people of Lakshadweep in sharing the benefits of the information revolution of the present times”**

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**For further information, please contact**

**State Informatics Officer**

**Lakshadweep U T unit,**

**Tel: 0484-669387**

**Email : [sio-laks@hub.nic.in](mailto:sio-laks@hub.nic.in)**

# Cyber Governance

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Here's a glimpse of some of the new websites launched on NIC's web servers, under its "India Image" programme during the past quarter .

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## **Kathua District, J & K**

<http://kathua.nic.in>

From Rajesh Gupta, DIO Kathua

The website of the Kathua District in Jammu and Kashmir was recently launched by the District Development Commissioner Sh S Mehboob Iqbal at a special function. The website, through various modules, presents comprehensive information about Kathua on aspects such as History, Administrative Set-up, Tourism, Who's Who, National Fish Seed Farm, Trekking Routes and the world famous Basohli paintings etc. The DDC Kathua appreciated NIC J & K for its relentless efforts in developing the websites and also honoured the DIO and DIA with awards.



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## **MAT Adjoin Cases Enquiry System**

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

From Moiz Hussain, NIC Mumbai

The NIC Cell at Mantralaya, Mumbai has developed and launched a web based MAT Adjoin Cases Enquiry System through which various State Government departments, located at different districts of Maharashtra State can know the status of court cases related to them by just entering their name and can also find out the next date of hearing for all the pending matters for a specified period. This has led to a large scale saving of the time and traveling expenses which the Departments had to earlier incur in sending their officers from the District Offices to the Mantralaya in Mumbai to enquire about the court cases .

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## Himachal Forest Department

<http://hpforest.nic.in>

From Ajay Chahal, our HP Correspondent

Prof. Prem Kumar Dhumal, Chief Minister of Himachal Pradesh, inaugurated the website of the HP Forest department on 1st of October, the Wild Life Day. The website provides useful information about the forest cover in HP, Eco-Tourism, wildlife, legislation, events, forest maps etc. The directory of Forest officers is also available on the website in the shape of a database with various search options. The site has been designed and developed by NIC Himachal Pradesh State Unit, Shimla.

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## Food Supplies & Consumer Welfare Deptt, Orissa

<http://ori.nic.in/foodsuppliersorissa>

From A K Hota, our Orissa Correspondent

The Food Supplies & Consumer Welfare Deptt , Government of Orissa recently launched its official website, developed by the NIC Orissa State Unit. The dynamic website , which is an example of effective web enabled e-governance contains up-to-date information on the daily/weekly/monthly prices of the essential commodities as the data is compiled on a daily basis from the various Market Intelligence Centres of Orissa and passed on to the State Government. The website also comprises useful Application Forms for Ration Card, dealerships etc which can be downloaded from the net. The website was formally inaugurated by Sh Beda Prakash Agarwalla, Hon'ble Minister, FS & CW, Govt of Orissa. Sh S K Panda, SIO , NIC Orissa demonstrated the features of the website before the dignitaries.



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## Allahabad High Court,

<http://allahabadhighcourt.nic.in>

From Vinod Taneja, our UP Correspondent



High Court, Allahabad has crossed yet another milestone on its way to adopt Information Technology by launching its website on Internet. The Chief Justice, Mr. Shyamal Kumar Sen, in the distinguished presence of Hon'ble Judges and Registry officers, inaugurated the web site on 15th Oct. 2001. The web site has been developed and hosted on its web server by NIC. The web site of the biggest High Court in the country will enable large number of litigants to get information about the listing of their cases through Internet, by browsing the latest Cause List available on the website. The website also introduces the High Court, its history, details of the judges, judgments/orders passed by the Court, district courts, yearly calendar about court's working etc. besides containing other useful information.



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## **UP Raj Bhawan**

<http://upgovernor.nic.in>

From Vinod Taneja, our UP Correspondent

With the launch of its website, Raj Bhawan, Lucknow becomes one of the few selected Raj Bhawans in the country to have a cyber presence of its own. The website was inaugurated by Hon'ble Governor of U.P., Shri. Vishnu Kant Shastri at a function held within the hallowed precincts of Raj Bhawan. Details of Raj Bhawan are now just a click away from any part of the world. The site gives a brief introduction about the past Governors of both the erstwhile United Provinces and Uttar Pradesh including the present-day Governor, about their Aide-de-Camps etc. Features of the website like "History of the Governor House" inform the users about the historic importance of the building. A tour through a collection of pictures enthralls the users by the tasteful decorations and artistic finery in the rooms within the Raj Bhawan.





## **From the Editor's Desk**

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Your response to the new 'look' of Informatics has been overwhelming. We have been flooded with positive feedback and a lot of suggestions for further improvement, which are being given due consideration. This issue heralds us into another year...of aspirations, dreams and a mission to achieve greater heights. The past year has been marred by global economic recession, terror strikes and the first war of the 21st century. We hope this new year changes things for the better and brings peace and prosperity in this world.

**Wishing you all a very Happy and Presperous New Year  
2002**

**Sonal Kalra**

## From You to Us

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Readers are invited to send their comments/suggestions to the Editor through this column. Your letters may be sent through

email at

[inform@hub.nic.in](mailto:inform@hub.nic.in)

or by post at the following address :

Room No. 379, 3rd Floor, NIC Headquarters, A-Block, CGO Complex, Lodhi Road, N.Delhi 110003

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■ **Dear Editor,**

The new look & feel and content structure of Informatics is really impressive and useful not only for NICians, but also for those who watch, work in and are benefited by the Indian IT Scenario. Needless to say, it carries hot news from the NIC Climate, but I would like to suggest that it should carry more information about completed/on-going prestigious projects from all state units. Another suggestion from my side is , please make sure that it reaches those who are interested in knowing about IT in Government of India through popular search engines. At present they hardly list the website of this newsletter. There can be a link to home.nic.in from the Home Page of Informatics itself.

**Indusekhar M S**  
NIC Headquarters

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■ **Dear Editor,**

Informatics gives us a useful insight into the projects & activities happening in other centers of NIC. There are so many common projects which are being implemented by NICians in different ways of programming. There is a need to create a download site (software bank) for NICians use only to download various software developed by other units of NIC. All software which are developed by state/district unit and running successfully for last 3-4 years may be put on this site with proper documentation. So that NICian in need may download the desired software from this site for local use. This will save our precious time to develop a s/w, which would have already been developed somewhere else by another NIC unit.

**Gaurav Tyagi**  
NIC Muzaffarnagar

Editor Replies : Dear Mr Tyagi, Please refer to the news item on "Offerings" (Technology Update Section of this issue), which is just the answer you are looking for !!

