

Informatics

AN E GOVERNANCE BULLETIN FROM NATIONAL INFORMATICS CENTRE

SPECIAL FEATURE

'India.gov.in' :
The National Portal of India

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Andhra Pradesh
Nagaland

DISTRICT INFORMATICS

Vadodra (Gujarat)
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NIC Products Released at WSIS,
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'Good Governance through ICT':
A Reference Handbook

GUEST COLUMN

eSuvidha: Providing Single
Window Services at the Grass
Roots





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If you ever faced difficulty in trying to look for information in multiple websites about a citizen service as common as applying for a ration card or a birth certificate, your search is over with the launch of 'india.gov.in', the National Portal of India, which shall serve as a single window for government information and services at all levels. With the National Portal, we shall hopefully be able to fulfill the premise of 'making life easy' for the common man or woman in the Country. The Portal also has lots of interesting and useful information about all facets of our great nation. The lead story in this issue tells you all about what is there for 'you' in the National Portal.....

Also, this issue heralds another New Year in our lives and we hope that the year 2006 brings loads of happiness, growth and prosperity to all the readers of Informatics.

Season's Greetings and Happy New Year!!

Sonal Kalra

Readers are invited to send their comments/suggestions to the Editor through this column. Your letters may be sent through email at, sonal@nic.in

or by post at the following address:
Room No. 379, NIC HQ, A-Block, CGO Complex,
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Readers Write

Dear Editor,

I happen to read Informatics quite regularly in my office at Delhi Government Secretariat and I would like to congratulate the editorial team behind the bulletin for the useful service of information dissemination that they are providing to the government employees across the country. Through Informatics, we get to know about what is happening in the area of electronic governance in other States and can also derive inspiration and ideas from the success stories of such projects. I wish Informatics grows further in stature in the days to come.

Trilochan Singh
Statistical Assistant
Government of NCT of Delhi

Dear Editor,

Informatics bulletin carries useful and informative articles which can really help the NIC officers as well as all other readers of the bulletin across the country to gain a perspective on the latest developments in the field of ICT and e-governance. Lately, NIC has been involved in providing technical expertise and support to a number of other countries in joint venture projects. My suggestion is that a special section in Informatics could be started where information on such International Projects by NIC could be highlighted for generating more awareness.

R Sankara Narayanan
NIC HQ

Happy New Year 2006!!

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Brijesh Kumar
Secretary
DIT, Government of India



Message

The context of Public Administration and Governance has changed over the years. People have become more and more aware of their rights and are demanding better services. Along with the need to make Government services transparent, their delivery has to be made more efficient, reliable and easily accessible to the common citizen through an integrated platform.

The recent launch of the National Portal of India (<http://india.gov.in>) by the Hon'ble Union Minister of Communications & IT, aptly marks the realization of the vision to have an ideal single window platform for an integrated delivery of information and services by the government for the citizens.

The National E-Governance Plan, a flagship programme of the Government of India is a comprehensive and holistic programme with an agenda to accelerate e-governance at all spheres in the Country to ensure efficiency, transparency and accountability at the Government-Citizen interface. One of the key points in the agenda has been to

provide a platform to our citizens and the world at large to be able to gain access to government information and services and also constructively participate in the way government functions in our democratic set-up utilizing the benefits of Information and Communication Technologies. Such a platform in the shape of a National Portal was accorded the Mission Mode status in the Plan by DIT and I am happy to note that the efforts of National Informatics Centre have made this the first amongst the mission mode projects to be realized and launched before the public.

The concept of having a single unified web interface for the entire government at all levels is expected to prove immensely beneficial as compared to making the citizen visit multiple websites of different government departments in order to look for the desired information and services. One of the most significant highlighting points of the Portal is that it has been built from the 'citizens' or 'users' perspective rather than the perspective of the government. The aim behind the

initiative is that a common citizen should identify with it and find it easy to understand and use the content and features of the Portal. This National Portal can now identify opportunities for collaboration across government departments, leverage on the existing ICT developments in these departments and act as an effective gateway to provide all these services and information through a single window.

I am happy to use the effective and popular medium of 'Informatics' to convey my congratulations to NIC for the good work carried out in the National Portal Project as well as all other useful services and Projects being undertaken by NIC in the drive to take our mission forward.

Good wishes to the readers of Informatics for a Happy and Prosperous New Year.

(Brijesh Kumar)

For latest and up-to-date news regarding e-governance activities in the country, visit

<http://informatics.nic.in/newsonline>



▶ Neeta Verma & Sonal Kalra, NIC HQ

'india.gov.in' : The National Portal of India



Ever since Internet made its foray into the world of Information and Communication Technologies (ICT), the concept of good governance has assumed a whole new dimension coupled with an increased awareness and desire amongst citizens and other stake holders to have a much more enriching and convenient interaction with their government. Considering the global position enjoyed by India when it comes to progress in the field of Information Technology, the Indian Government has been amongst the front-runners in its initiatives towards adoption of best practices and integrated delivery of information and services to achieve ICT led development in the Country. A recent example of such a vision turning into reality is the launch of 'india.gov.in', the National Portal of the Country.

● Genesis

An important dimension of good governance is the anytime, anywhere delivery of government services. These services are often provided through a number of different departments working in different sectors of

development. This implies that citizens have to visit a large number of websites for different services. Sometimes, one also has to visit multiple websites to avail a single service. Different websites are following different Technology standards, Design Layouts, navigation architecture etc. Accordingly, it results in a lot of inconvenience at the citizens' end and requires a lot of learning on their part to avail these services, thus defeating the very purpose of the various initiatives. For making such information and services accessible in a convenient manner, the requirement normally is one-stop source for all the government information and services. A 'National Portal' of the country can be an ideal platform to facilitate the above. Besides providing in-depth information about the Country and its various facets for a wide range of target audience including the citizens, business persons and Indians living overseas, a National Portal can act as a gateway to a variety of information and services being provided by different government departments. Whether a citizen has to pay utility bills or needs an access to

the information on welfare schemes in different sectors, obtain licenses/certificates, apply for some business permits or even file tax returns online, a National Portal could be the answer.

Studies reveal that all across the world, the concept of having a single unified interface has proved beneficial as compared to having multiple websites of different departments simply because it saves the citizen from the hassles of searching across a large number of sites, with diverse design and navigation patterns in order to look for the desired information or service.

● Background

The seed for the vision to set-up a National Portal of India was laid out in the 15-point National E-Governance Plan (NEGP) announced by the Hon'ble Prime Minister of India. Under the Plan, which has a comprehensive agenda to make e-Governance effective at all spheres to ensure efficiency, transparency, and accountability at the Government-Citizen interface, the National Portal Project was accorded the Mission Mode Status. The responsibility of developing the Portal was given to National Informatics Centre, considering its vast experience of already having developed and hosted thousands of Indian government websites.

● Highlights

The National Portal caters to a wide range of target audience and stake holders right from common citizens, government departments and corporate sector to NRIs, national and international media and general public across the world.

The information in the Portal has been well classified into distinct modules which are also interlinked at relevant places to provide the visitor with a holistic view and an easy navigation experience. The main sections of the Portal include...

• Citizens

Useful information and links for Citizens of India on issues vital to their day to day living such as Health, Education, Employment, Housing, Travel & Tourism, Law & Order, Banking & Insurance and Taxes.

The Launch of 'india.gov.in'

The National Portal was formally launched and dedicated to the Nation by Thiru. Dayanidhi Maran, Hon'ble Union Minister of Communications & IT at a function held at Le Meridian, New Delhi on November 10th. The function was presided over by Sh. Montek Singh Ahluwalia, Hon'ble Deputy Chairman, Planning Commission. In his inaugural address, the Hon'ble Minister expressed a lot of appreciation for the Project. DG NIC welcomed the gathering which included several dignitaries and gave a brief introduction of the Project. The keynote address was provided by Sh. Brijesh Kumar, Secretary (DIT) who has been a constant guiding force behind the Project. The demonstration of the Portal was given by Ms. Neeta Verma, STD (NIC). Dr. B K Gairola, DDG (NIC) presented the Vote of Thanks.

1. Sh. Montek Singh Ahluwalia (Deputy Chair Man, Planning Commission) browsing through the Portal along with Hon'ble Union Minister of C&IT Thiru. Dayanidhi Maran, Sh. Brijesh Kumar (Secy-DIT) and Ms. Neeta Verma (STD NIC)



2. The release of the 'india.gov.in' brochure by the Hon'ble Minister of C&IT Thiru. Dayanidhi Maran. Also in the Pic : Sh. Montek Singh Ahluwalia (Deputy Chair Man, Planning Commission, Sh. Brijesh Kumar (Secy-DIT), Dr. N Vijayaditya (DG NIC)



3. Sh. Brijesh Kumar, Secretary (DIT) and Dr. N Vijayaditya (DG NIC) at the launch function

4. Sh. N M Nambiar, Additional Secretary (DIT) and Dr. B K Gairola, DDG (NIC) on the dais



5. Hon'ble Union Minister for C&IT addressing the gathering at the inaugural function

6. The august gathering at the National Portal launch function (Sitting in the front row from L to R : Sh. Ajeer Vaidya (JS&FA - DIT), Sh. R Chandrasekhar (JS-Egov, DIT), Sh. U S Raghavan (Secy DoP), Sh. Pankaj Aggarwal (JS, DIT)



7. The distinguished gathering at the function

8.



• Business

Meant for those currently involved in Business or those wishing to start and grow a business in the Country. Information and links is provided on useful topics such as how to set up a business, incentives offered by the Government, doing business abroad, laws & legislations etc.

• Overseas

A section meant both for Indian Diaspora living abroad and foreigners visiting/living in India. Here one can find Information on NRIs/PIOs, Visiting India, Studying in India, Embassies & Consulates and Travel Advisory.

• Government

This module provides information about the Indian Constitution, the Parliament, Who's Who in Indian Government, Government Policies and Schemes. There is also a special section on Government Employees focusing on their information needs.

• Know India

A section to visit if one wishes to know about India's profile, its unique culture & heritage, National Identity Symbols, States/UTs/ Districts. There is also a special section exclusively for the Kids to enrich their minds with the various facets of the Country.

• Sectors

Useful information and links about the various sectors of the Indian Economy, such as Agriculture, Commerce, Education, Communications, Defence.

• How do I ?

Quick access to a variety of citizen services across sectors being provided by the Government...right from obtaining a birth certificate to applying for a Passport. In addition, the services which are being provided online either partially or completely are prominently highlighted.

• Maps

A section featuring various geographical and thematic maps of India, presented in a visually attractive manner.

• Forms

A repository of important Application Forms required for availing various services and facilities provided by the Government. There is an easy search facility to locate the desired forms.

• Government Tenders/Government Policies

Sections providing information about the various tenders as well as policies issued by the various departments in the Government.

• India-Greetings

A facility to send personalised greetings featuring photographs on the myriad, colourful aspects of India.

In addition, other useful information on the Portal includes access to Government web directory, telephone directories of all States/UTs in India, Database of NGOs operating in the Country, facility to search for STD/ISD/PIN Codes, quick links to Documents and Reports published by the Government, latest national/international news and government press releases, web casts of prestigious national/international events etc.

Salient Features

- Single Window Access to information on the needs of the citizens and other stakeholders ranging from Health, education, housing, employment, travel, law & order, finances....
- Online access to citizen services right from obtaining licenses & certificates to filing tax returns, from applying for a passport/visa to getting the name included in electoral rolls...and from registering a company to booking a train ticket on the net
- Comprehensive, accurate and up-to-date content with a citizen-orientation rather than a government's perspective
- Easy to use navigation built upon the established principles of human centered design and usability.
- Personalization/Customization of the content based on the user's individual profile and preferences
- State-of-the-art tools and technologies at the backend in a world class hosting environment ensuring a fast and secure 24*7 access

• A Collaborative Endeavour

By providing a unified interface and acting as a logical front-end to the e-government initiatives, the edict of the National Portal is to facilitate the foundation of a healthy relationship between the Government and the citizens through the collaborative efforts of various Ministries and Departments. The Portal has been developed as an extensive repository enumerating significant

information about the Country, concomitantly introducing citizens with all the services available for them at every level and relating to every department of the Government. The content in the Portal is the result of a joint effort by the various Government Departments, both at the Central and State level, the various divisions and units of NIC spread all across the Country as well as the National Portal Team in Web Services Group at NIC Headquarters. National Portal Co-ordinators have been appointed in the Ministries/Departments of Government of India as well as all State/UT Governments who shall spearhead further efforts of enhancing the scope and coverage of the Portal.

• Overwhelming Response

Ever since the launch, 'india.gov.in' has received an overwhelming response, both in terms of the visitor traffic on the Portal as well as the feedback received from people from every corner of the world. The preliminary reports suggest over 16 million hits in the first twenty days of the launch with more than 4500 people already having signed up as registered users of the Portal interested in receiving personalized updates. A large number of feedback mails and suggestions are being received daily...just an indication of how people have accepted the National Portal with open arms and are actively contributing to its further improvement through constructive suggestions.

• Just a humble beginning....

The first version of the Portal contains only a limited content and is just a small beginning. The aim is to continually evolve it further both in terms of coverage and scope of information as well as introduction of technology features. An active cooperation from the various departments of Central and State Government as well as regular feedback from the visitors is extremely important for continuous enhancement of the Portal and for it to achieve its intended objectives in the true National spirit.

For further information, contact
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▶ K Rajasekhar, NIC Andhra Pradesh

Andhra Pradesh: Treading on Technology Path



Andhra Pradesh, situated in the southern part of the country is the fifth largest state with an area of 2,76,754 sq. km, accounting for 8.4 % of India's territory. The state has the longest coastline (972 km) among all the states in India. NIC State Centre was established in Andhra Pradesh in the year 1986 and since then, it has been rendering informatics services to all the sectors of socio-economic development. Major activities of NIC in the state can be broadly categorised as:

- Creation of ICT infrastructure at state Headquarters and all the districts,
- Analysis, design, development and deployment of informatics solutions,
- Capacity building by organising training programmes,
- Research and innovation in evolving low cost ICT solutions/products to address the information management problems of the government departments.

Major Projects:

● | Rural Development and Agriculture

e-Panchayat: It is an application suite that

cater to the requirements of all stake holders at the village level *i.e.* rural masses, elected representatives and the officials of Panchayati Raj departments, etc. It is a low-cost ICT solution at grass roots level that ensures digital inclusion. An e-Panchayat workshop was held at West Godavari Collectorate Meeting hall on 25th Nov/2005. 29 Panchayat Sarpanches, Secretaries, Executive Officers of Mandals and Divisional Panchayat officers participated in this workshop. Sh. B Ramanjaneyulu, Joint Collector, Sh. C S R Prabhu, DDGI & SIO, NIC Hyderabad, Sh. M Rama Rao, District Revenue Officer and others attended the workshop.

PRED RWS MIS Project: NIC Andhra Pradesh has developed this project for workflow automation of the Panchayati Raj Engineering Department and Rural Water Supply Sector, Govt. of AP as part of the Rajiv Gandhi National Drinking Water Mission. This software handles all the major activities of the PRED and RWS such as Work Proposals, Estimates, Water Quality Management, Contractor Management, Work/Project Monitoring, Fund Accounting, Asset/Stock Management and Complaints Monitoring.

Agriculture Department: NIC Andhra Pradesh has designed and developed web portal and MIS for the state's Commissionerate of Agriculture. It also helps the Agriculture Department in analysis of decision support tool for the farmers to suggest crop wise, soil specific inputs.

Agmarknet: The NIC State Centre coordinates and organises regular training programmes for the implementation of Agmarknet project in the state.

Animal Husbandry and Dairy Development Department: Development of MIS for the implementation of Gopal Mitra scheme (Artificial breed improvement programme).

Commissionerate of Rural Development Department, Govt. of AP: Web based Financial Accounting Software for DRDAs has been developed.

Karshak Mitra: Design and Installation of Karshak Mitra, a total supply chain management solution for the farming community has been done.

● | Finance and Accounts

CARD (Computerization Administration of Revenue Department): With the help of NIC, all the registration offices in the state have been computerized, resulting in more accountability and efficiency in rendering services to the citizens.

Stock & Financial Accounting System: This system has been developed and implemented for Andhra Pradesh State Civil Supplies Corporation. About one lakh vouchers have been entered and the staff of the corporation has been trained in using it.

Office of the Accountant General (Pension): Pension Management and Information System has been implemented at the AG office (pension) for the automation of pension related activities.

Integrated Finance & Accounts System for UoH: Various modules under this project have been implemented such as work allocation, budget allocation, inward module, PF module, classification of Account Heads, etc. The following modules have been developed and handed over for implementation:



- Student Challan Module
- Valuables Register Module
- Pension Module
- Pay Roll Module

IMPACT – (Integrated Management System of Pay & Accounts and Treasuries.):

- Base Application is implemented at PAO, Hyderabad and STOs at Rang Reddy District Treasury.
- Fly-Leaf module has been developed and integrated with the base application. The module is under testing.

Zilla Parishad – PF: PF Accounting System for Zilla Parishads was taken up by NIC Andhra Pradesh and ledger maintenance has been developed for Ranga Reddy district and hosted on the web, which enables more than 8000 teachers/officials to print their GPF statements locally.

Payroll: Maintenance and implementation of Standardisation Payroll Package for more than 500 government departments has been done.

● | **Judiciary**

A.P. High Court & Administrative Tribunal: A LAN comprising 65 nodes has been established and automaton software for the following activities of the Tribunal has also been developed: Case Filing, Causelist Generation, Case Status Information, Suit Registers, statistics of pending and disposed cases. A website has been developed and hosted for providing information about AP Administrative Tribunal. In addition to this, a SMS based case information system has also been developed and implemented. Development of SMS package for the AP High Court causelists has also been completed.

At the City Civil Court also, automation software has been implemented for the registers of original suit, original petition, first appeals, etc.

● | **Health**

Directorate of Medical Education, Govt. of AP: NIC Andhra Pradesh has designed Sanjivani, a statewide web-based MIS for the Directorate of Medical Education to benefit the children suffering from heart ailments. A Doctors Information System has also been developed along with a website to implement anti-ragging

policies and orders of the state government.

Sir Ronald Ross Institute of Tropical Diseases:

Implementation of WHO ICD 10 codes for the medical records management module of e-Hospital.

Health Department: Design, development and maintenance of the state health portal on behalf of the department of Health Medical and Family Welfare as well as implementing the provisions of the Right to Information Act for the department.

Institute of Preventive Medicine: Registration and Implementation of the investigations module at Institute of Preventive Medicine.

● | **Examination and Results**

Andhra Pradesh Public Service Commission:

The NIC State Centre has helped APPSC in implementing automation application that facilitates in processing the results of various recruitment examinations, generation and publication of e-hall tickets for all the recruitment tests, e-recruitment, automation of selection of candidates based on preferences, reservation rules, availability of jobs, etc. NIC Andhra Pradesh has supported the development and maintenance of the APPSC portal. Interactive Voice Response System has also been developed for announcing the examination centres to the APPSC candidates.

Results Publication: NIC Andhra Pradesh has designed and developed a website for declaring the results of various examinations held in the state.

● | **Other Projects:**

Government Food Labs: Development of MIS for reporting the results of investigations of the food samples received from various producers.

e-Nagarpalika: It is an informatics solution to manage the urban local bodies.

State Consumer Forum: A website has been developed and hosted for State Consumer Forum and District Consumer Fora.

Civil Supplies Department: Public Distribution System (PDS) software for allotment of essential commodities and offtake of

commodities by Fair Price Shops has been implemented in Circle-V of Hyderabad district.

AP Legislative Assembly: Question Monitoring Information System has been developed and implemented for the AP Assembly. A package for MLA hostel administration has also been developed, which will take care of the accommodation, administration and accounts of the MLA hostel. A pension package (for the MLAs) and Assembly Library package has also been developed and implemented.

Land Records: Monitoring/Implementation of LRMIS Mutation Workflow and Crops Module has been undertaken by NIC in more than 1120 mandals of the state. As part of this, the LRMIS website was redesigned and developed. The whole application works in a three-tier environment *i.e.* client, common gateway server and service provider. This helps in making the system safer and minimises the possibility of hacking. This application will be used at e-Seva centres for issuing land related certificates and accepting the mutation requests for registering change of ownership. Additional modules to generate pattadar passbook and to capture registration data online is being added in the application.

Elections Database: NIC Andhra Pradesh has designed, developed and hosted the website of the state's Electoral office and has also developed a query based system to search for electors' database.

A SMS based voter information system has also been developed along with an online voters' registration system based on WAP, for the State Election Commission. Both the applications have been successfully demonstrated to the State Election Commissioner.

ISO – QMS: QMS was initiated at NIC State Centre in order to enable certification process of ISO 9000:2001. QMS standards documentation has been implemented for all projects of the State Unit. Internal Audit was conducted successfully.

Environment Protection Training and Research Institute, Govt. of Andhra Pradesh: NIC Andhra Pradesh has designed and developed n-tier based project wise financial management information system, human resources management system and bibliographic information system for the Environment



Protection Training and Research Institute. A website with dynamic content about the natural resources and ecology of the Eastern Ghats has been developed by NIC Andhra Pradesh.

Andhra Pradesh Marketing Federation: A web portal has been developed and launched for the Andhra Pradesh Marketing Federation to enable daily transaction of data from the procurement centres to the state headquarters.

Tribal Welfare Department: NIC Andhra Pradesh helps in mapping of the educational institutes and Tribal Welfare Hostels on the digital maps of the ITDA areas for tribal development in the state. It has also helped in analysis, design, development and implementation of rule based Transfers Counselling Information System for the teachers of educational institutes working under the Tribal Welfare Department of the state. Girijan Mithra, a supply chain management solution to market the forest produce of the tribal people has also been designed and implemented by NIC Andhra Pradesh.

GISTNIC: The project developed by NIC Andhra Pradesh facilitates updation of the bi-lingual online catalogue of Sanskrit manuscripts as well as provides information services to students, citizens and knowledge workers. Through Rajiv kiosks at the e-Seva centres, the GISTNIC services are being delivered to masses in the state.

Home Department: Design and development of 'Jail Bazaar' software for online selling of the products made by the jail inmates.

Urban Utility Mapping: Organising workshops, preparation of action plans, mobilisation of existing inventory, organising training programmes for the utility agencies in coordination with the Urban Utility Mapping Team, NIC headquarters.

Geographic Information System: Preparation and updation of the Health Infrastructure maps for all the 23 districts of Andhra Pradesh for Health Medical and Family Welfare department. Mapping the infrastructure in the ITDA areas for the Tribal Welfare department. Mapping the high mast lights, dust bins, bus shelters, etc in the municipal area of Hyderabad.

7th All India School Education Survey has

been executed successfully as per the national level schedule in coordination with the NIC headquarters, NCERT and the State SSO.

PLI system: Maintenance support and database recovery.

I & PR Department: Design and development of software packages for different sections of Information & Public Relations Department has been carried out.

Vigilance Commission: Enhancing Vigilance Cases Tracking System and its implementation. Design and development of Note Monitoring System for Commissionerate of Inquiries (now integrated into Andhra Pradesh Vigilance Commission)

Training: Organising regular training sessions on DOP&T, DOL, MS office, etc. for state and central government officials. Application oriented and basic computer training programmes are also conducted

● | Communication Infrastructure:

Hyderabad-Delhi Connectivity: A 16 mbps BSNL leased circuit connects Hyderabad to NIC Headquarters, New Delhi. An exclusive 34 mbps link connects Disaster Recovery Site through Power Grid Corporation leased circuit. A 16 mbps BSNL link acts as a standby to the DR link.

Gateway Connectivity: NIC Andhra Pradesh State Centre, Hyderabad has a 14 mbps VSNL Internet Gateway connection (to be upgraded to 34 mbps shortly). The Internet Gateway at Delhi acts as a standby route to this connection providing full redundancy.

User Interface: An ISDN PRI Interface supports the dial-up users in and around Hyderabad. ISDN based dialup services have been provided to City Civil Court, Central Administrative Tribunal and Geological Survey of India.

The following departments are connected with leased circuit of different bandwidth:

AP High court (64 kbps), Regional Passport Office, Hyderabad (256 kbps), Regional Passport Office, Vizag (256 kbps), RGI Census (128 kbps), Bureau of Immigration (64 kbps), Inspector General of Police, State crime records (128 kbps), MNIC Centre, Medak 2 mbps (Under Commissioning stage).

E-mail, DNS & Web Hosting Services: An exclusive Mail Server has been installed in Hyderabad with about 2,000 accounts. It supports state and central government departments as well as various web services

NICNET Terrestrial Back Bone: NIC Hyderabad is the central network node catering to the network requirements of Tamilnadu, Karnataka, Maharashtra, Assam and Kerala on E1 links as part of the NICNET Terrestrial backbone. Currently the following links are active: Bangalore (4 mbps, Main link), Chennai (4 mbps, Main link), Trivandrum (4 mbps, Main link), Mumbai (2 mbps, Standby link), Guwahati (2 mbps, Standby link)

Video Conference Facility: Satellite based and ISDN based Video Conferencing facility is available in the state along with a mobile Video Conference facility.

District Connectivity: All the 23 district headquarters in Andhra Pradesh and the 4 special centres at Vijaywada, Rajahmundry, Tirupathi and Kuppam are provided with NICNET VSAT nodes. Three phone RAS has been provided at all the district centres for dialup user interface.

Internet Data Centre: NIC, APSC has Internet Data Centre (IDC) for providing services to various State and Central Government Departments. The IDC is equipped with a state of the art Storage Area Network (SAN) that provides increased system availability and greater accessibility to data due to high-speed connectivity. It has a scalable flexible architecture that efficiently meets future growth requirements.

Disaster Recovery Centre: NIC, APSC has a Disaster Recovery Centre for the National Data Centre at NIC Headquarters, Delhi. The Disaster Recovery Centre is set up to ensure that when disasters occur at the primary centre, the core services continue to operate.

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▶ | Manoj P A & Sanjay Sharma, NIC Gujarat

Vadodra : ICT for Masses



Vadodra, the cultural capital of Gujarat, is situated on the banks of river Vishwamitri. The city has witnessed impressive economic growth with the setting up of huge industrial complexes and Public Sector Undertakings (PSUs) like the Gujarat Refinery, Indian Petrochemicals, Gujarat State Fertilizers, Heavy Water Project, ONGC, etc.

● | NIC Vadodra

NIC Vadodra District Unit was setup in 1988 and ever since its inception, the unit has developed and implemented various MIS and Decision Support Systems, to enable district administration to take informed decisions and serve the people in a more efficient way. NIC Vadodra provides technical support to around 25 government departments and provides e-mail and Internet connections to various District Offices. Some of the major projects carried out by NIC Vadodra include:

● | One Day Governance

The Hon'ble Chief Minister of Gujarat, Sh. Narendra Modi inaugurated this project on 1st May 2003 at the Nagrik Seva Kendra. Nagrik Seva Kendra facilitates single window service for the citizens to get various certificates like Income, Caste, Domicile, Senior Citizen, etc. Renewal of arms license, petition writer, hotel license,



A usual day in the Nagrik Seva Kendra

stamp vendor and all types of affidavits are also issued through this Kendra. The software for this project supports Gujarati and is now implemented in almost all 225 taluka centres of the State. The project has received the 'Exemplary Implementation of e-Governance' award at the 7th National e-governance seminar at Chennai.

● | Model District Project

Under this project, all branch offices of the Collectorate have been connected with a LAN and an information gallery has been setup. The system covers registry with Citizens Charter, Small Savings, Arms Licensing, Collector's Visitor Management, Parole, Entertainment Tax Collection, Revenue Recovery, Record Management, Public Distribution, Mid-Day Meal etc. Based on this model, the Government has setup a LAN in all 25 Collector offices and Panchayats in Gujarat.

Web Interface for Registry data gives the branch wise, table wise daily report of disposal of letters. This system gives the list of pending letters that have crossed the time limit or within the time limit of disposal.

Web-based Personal Information System provides information of employees with their service record and photograph.

Web-based Visitor Information System keeps track of the daily visitors to the Collector's Office. This system enables the collector to know the details of the person who has come to meet him.

● | e-Prant

This web-based system provides an integrated solution for almost all the functions of the SDM Office such as arms license application, hotel license application, petition license application, new stamp vendor, widow assistance, old age pension, monthly patraks etc.

● | Safe Motherhood Monitoring System

Safe Motherhood Monitoring system can trace the cases of Pregnancy and delivery on a village wise basis. Information on expected date of delivery, complex cases, reference etc. can also be obtained on village,

PHC and taluka basis. This also generates report of IMR/MMR, sex ratio, number of female/male child, birth rate for the area of district, taluka and PHC.

● | Mamlatdar Office Reporting System

This bilingual web-based system facilitates the monthly reporting of information in a specified format by Taluka Officers to the Collector.

● | Gujarat State Highway Project Website

The website provides various information about progress of this World Bank funded project and contains graphical views of corridors, present status, etc. of the project.

● | Disaster Response and Relief Website

To facilitate relief work and proper communication between various NGOs and District Administration during the 2005 flood, NIC Vadodra prepared a website. The site provided information on the flood situation, list and contact details of various NGOs, relief provided by district administration to the public, etc.

● | Election Management System

NIC Vadodra has been providing support during parliamentary and legislative elections. This include random selection of polling party and assignments of polling booths, etc.

● | Training

NIC Vadodra has been conducting regular training programmes for employees of the State Government to make them aware of latest ICT tools.

● | Land Record Computerisation- Bhu-Lekh

Land records of all the 12 talukas of Vadodra district has been entered and verified by Talaties. After the operationalisation of Bhu-lekh software at taluka places, all the farmers are receiving the copies of 8A, 7/12 at taluka places. Chhotaudepur taluka of Vadodra was the second in the State and first tribal taluka to be made online.

Other State projects implemented in the district includes computerization of ration card and e-Gram, registration of documents in Sub Registrar's offices, KJP, City Survey (Urban Land Records), District Court, Payroll etc. Agmarknet, which is a central project, is on the rails of implementation.

NIC Vadodra is moving ahead in keeping pace with the latest trends in ICTs and new projects are under way using the best techniques.

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► *Kemvu Elah & Swedesenuo Natso, NIC Nagaland*

Nagaland: Implementing ICT for Good Governance

Situated in the north-eastern India, Nagaland is considered to be one of the most remote states in the Country. Implementation of developmental work has been an uphill task due to the difficult terrain of the state and in this context, the presence of NIC in Nagaland acquires more significance. NIC State Centre was established in Nagaland in the year 1989. Except for the newly created three districts i.e. Kiphire, Longleng and Peren, NIC District Centres are fully operational in all the other eight districts. NIC Nagaland State Centre, located at the New Secretariat Complex, Kohima is the apex NIC body in the state and co-ordinates with the working of all the District Centres and the State Government. NIC had pioneered in bringing IT culture to Nagaland way back in the early nineties with its nationwide satellite-based computer communication network (NICNET). It provides e-mail services, Internet access, file transfer facility, office automation, development of computer-based Management Information System (MIS), etc. Setting up of Community Information Centres (CIC) in 52 blocks of Nagaland has extended the reach of NIC in providing services to the people at the grassroots level. NIC has helped in making the state of Nagaland a part of the Global village. The NIC Infrastructure and its major activities in the state are as follows: -

● | LAN and MAN at Kohima

Presently the Web, Proxy and Database servers are running on Pentium-III based servers at the State Centre, Kohima and support the Secretariat LAN and Web-Based Applications. For data communication, NIC Nagaland State Centre is connected to Guwahati through a 2 mbps leased line and backup link is being provided through SCPC-DAMA VSAT with 256 kbps bandwidth. Another 4 mbps leased line has been approved for the NIC Nagaland.

The CISCO 2611 model router supports the Secretariat LAN with 90 nodes and 24 hours telecommuting services through PSTN lines having 41 dialup users account. RF link, which has been integrated to State Secretariat Network, has been made operational. There are 25 RF sites connecting to 21 Directorates, Chief Minister's residential office, the Raj Bhavan, Chief Secretary's residential office and the VIP Guest House. All the senior officers of the state government have been provided with an official e-mail account.

A dedicated **Network Operating Control Centre (NOCC)** is being set up that will support 268 nodes including 20 Wi-Fi access points through OFC backbone in the State Secretariat along with RF links connecting the State Directorates at Kohima.

● | Video Conferencing

Video Conferencing (VC) Studio was established at NIC Nagaland State Centre in the year 1999 using SCPC-DAMA VSAT. The connection provides 128 kbps uplink and 256 kbps downlink speed for data communication and upto 384 kbps for VC. Recently, another milestone has been reached with the



Sh. P Talitemjen, Chief Secretary, Govt. of Nagaland and other Senior Officers of the State having a VC session with the District Officers

commissioning of 13 VC studios in the state connecting all the District HQs, Nagaland House, New Delhi and Chief Minister's residential office, Kohima. Taking advantage of the VC facilities, senior officers of the state government can now reach out easily to the officers posted in remote districts of the state. Chief Secretary has conducted several VC sessions with DCs, SPs and other senior officers in the districts to assess law and order situation and various developmental activities.

● | State Data Centre



NIC Nagaland State Centre is equipped with **SAN System** having one TB storage capacity. Five **Rack Servers** have also been installed at the State Data Centre that will be used for facilitating e-

governance and citizen centric applications in the state.

● | E-governance Plan for the State

In collaboration with the State Government of Nagaland, NIC had prepared a Rs. 60 Crore E-governance Plan for the state, which was approved by the State IT Council headed by the Chief Minister of Nagaland in July 2004. The IT Projects included in the

e-governance plan are as follows:

- Nagaland Online: Nagaland State Wide Area Network, is a backbone network to connect State Secretariat, Directorates, Districts, ADC/SDO Offices and Blocks, which will be further extended to cover villages and schools.
- IntraNaga Portal (G2E and E2G): A web portal that will cater to all the requirements of the state government employees.
- E-Delivery: Project for the delivery of citizen services over one's preferred medium like CICs, Internet, IT Kiosk, IVRS and ICSC.
- Naga-Smart Village Net/RD-Net: Project to inter-connect each of 1200 Village Development Board/Council wirelessly.



Each VDB/VC centre will be equipped with a PC and necessary peripherals.

- **School-Net:** To enable e-learning, the Nagaland State Wide Network will link all the government Educational Institutes (702) upto middle level schools.

- **Integrated Citizen Service Centre:** To provide a single counter access to avail various citizen services such as utility bill payments, obtain statutory certificates, submit applications, seek information on government programmes and schemes, access other special services, etc.

- **Capacity Building:** To train all the state government employees on basic usage of computers, Internet and MS Office tools.

Some other projects include:

- E-Literacy among masses & Elected Representatives.
- Computerization of State Treasuries and Commercial Taxes
- Modernisation of Information and Public Relation functions

Major Projects

- **Personnel Information System:** This project was implemented recently with the inauguration of PIS Cell (Home) at the State Secretariat, Kohima by Hon'ble Minister for Home, Govt. of Nagaland, Sh. Thenucho. The software for this project was developed by Land Record Division, NIC HQ, and customised by NIC Nagaland to meet the local requirements. The project will be extended to all the state departments and 11 district headquarters in the state. The PIS software can capture details of all employees of the state government and provide a comprehensive database for Enterprise Human Resources Management.

- **Inner Line Permit Computerization:** Any person who desires to cross the Inner Line of Nagaland requires an Inner Line Permit (ILP). NIC Nagaland has developed software for computerization of ILP that has already been implemented in most of the districts. The major activities of ILP Cell in the Deputy Commissioner's Office are listed as under:-

- Issuing Application Form.
- Verification of Form and support Documents.

- Registering the new applicant.
- Registering renewal.
- Collecting registration fee.
- Depositing fee to treasury on daily basis.
- Issuing Inner Line Permit.
- Prepare various reports for submission to higher authority.

- **Weather Information System:** NIC Nagaland has developed and hosted a web-based application 'Weather Information System' for the Soil and Water Conservation Department. The Soil Department feeds the data from 14 Meteorological Stations situated in different parts of the state. Citizens can access this information from the links provided on the state government portal i.e. <http://nagaland.nic.in>.

Sl. No.	Name	Age	Sex	Religion	Education	Occupation	Income	Assets	Other Info
000001
000002
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000010

- **Village Profile:** NIC Nagaland has developed a comprehensive web-based database on village profiles, which would be of immense help in planning developmental work at the grassroots level. This database contains profile information of over 1000 villages with 38 different information parameters in each record. Link to the database is provided on the state government portal.

- **Daily Situation Report:** With the implementation of this web-based application developed by NIC Nagaland, the administrative officers from remote location can send online daily situation report to the higher authorities in the state. Only authorised users can access this system.

- **Pay Roll Processing System:** Designed by NIC Nagaland, this system can generate report for salary statements like Pay Bill, Bill



Abstract, GPF Schedule, HBA Schedule, GIS Schedule, MCA Schedule, Pay Slip and all the standard deductions like professional tax, house tax, income tax, and recovery for advances. The system is user friendly and is generic in nature, which can be implemented in all the state government offices. Altogether 24 departments/offices have implemented this application.

- **Randomisation Software for Election Department:** Developed by NIC Bhubaneswar, Randomisation Software was implemented successfully in Nagaland for the May 2004 Lok Sabha Elections. The Software made the system of polling duty allocation more efficient, error free and unbiased.

- **Habitation Survey 2003 for Nagaland:** Implementation of Habitation Survey 2003 for the state of Nagaland was completed successfully this year and the final report has already been transmitted to the concerned Ministry.

- **AGMARKNET:** Computerization of Agricultural Produce Marketing Centres (APMC) in the State of Nagaland has been taken up in a phased manner. The APMCs already computerized are Khuzama, Jalukie, Pfutsero, Dimapur (4th Mile), Wokha Sadar, Mokokchung Sadar, Aizuto, Dimapur, Kuhuboto, Phek, Zunheboto, Kohima, Tuensang and State Marketing Board, Kohima. These APMCs are provided with a PC and necessary peripherals to connect with the nationwide agriculture information network.

- **7th All India School Education Survey** was completed in the state successfully. The data has been transmitted to NIC HQ and NCERT.



- Computerization projects for PHED, treasuries and the transport department are in the process of implementation.

- **PMGSY:** NIC Nagaland is giving technical support to the PWD (Roads & Bridges) of the state for the data entry of the centrally sponsored schemes implemented in the state since 2001. Training was also imparted to the district officials for the successful online data entry.

- **Rural Development Projects:** NIC has developed applications like Ruralsoft, RuralBazaar, Priasoft, BPL, DRDA Portal, etc. for online monitoring of centrally sponsored schemes. The NIC state centre as well as the district centres are conducting training sessions for the departmental staff.

- **3rd Minor Irrigation census:** Data entry for the minor irrigation census was completed successfully at NIC State Centre.

◉ | Web Services

At present 22 websites have been designed and hosted by NIC Nagaland for various departments and districts like:

- Labour Employment (<http://labournl.nic.in>)
- Agriculture (<http://agringl.nic.in>)
- Information Technology (<http://itngl.nic.in>)
- Dimapur district (<http://dimapur.nic.in>)
- Kohima district (<http://kohima.nic.in>), etc.

◉ | Training

Training is an essential component in bringing about IT culture in the State. NIC conducts intensive Computer Awareness Training of one-week duration for the



A training session in progress

government employees. Training is imparted mainly on office automation, Internet and VC. Training on sectoral applications is also imparted to the employees of end user departments.

NIC also provides resource persons to the State Institute of Rural Development (SIRD) and Administrative Training Institute, Kohima whenever they conduct seminars/workshops and training on ICT Tools.

A training session was conducted for the State Secretariat employees on Mass Skill Upgradation at NIC State Centre, Kohima, wherein 400 employees were trained on ICT tools. In continuation of the programme, 112 typists of Nagaland Civil Secretariat were trained in MS-Word.

In coordination with NICSI, NIC Nagaland organised two DONER sponsored training on 'Utilisation of IT tools in Government'.

◉ | NIC District Centres in the State

All the NIC district centres are equipped with SCPC-DAMA VSAT for VC and Internet facilities are provided through DVB VSAT. NIC District Centres provide LAN network to the DC Office complexes and provide telecommunication services through RAS Finder. The districts websites were designed and developed by the respective NIC district centres. Packages like ILP, Arms, AISES, EAS WWR, ICDS, AISES and E.A.R.A.S are implemented in the district. Online data such as meteorological data are fed from NIC district centres.

◉ | Community Information Centres (CICs)

With the setting up of CICs in all the 52 blocks, the information flow within and outside the blocks has now become easy and the rural people are now able to communicate with the outside world through CIC Internet facility. Services provided in the CICs are as follows:

- Facility for learning basic computer usage and Internet browsing to access all types of information for general public and students.
- Emails, Internet and Video Conferencing.
- Booking of Train/Flight tickets

online.

- Urgent messages are being communicated to the concerned Govt. offices / NGOs.
- A 29" colour TV connected through VSAT link has been installed at all the CICs for broadcasting educational, medical (telemedicine) and general awareness programmes aired from the NIC HQ, New Delhi. The local people are benefiting a lot from these broadcasts.
- Latest information on various examinations and election results is made available to students and general public through CICs. The use of Internet gains a lot of importance in the remote areas where other means of communication are poor. In such context, educated unemployed can rely on the services of CICs for seeking jobs as well as higher studies while remaining at their respective home places. Any news, information, current events, etc. from the national and international newspapers and magazines can be accessed through the Internet. The facilities provided by the CICs have helped the people in availing citizen services and accessing information more easily and efficiently. A recent data states that the total number of visitors to CICs in the state was over 41,000 and the total number of persons trained was about 3,500. CICs in Nagaland generated a revenue in excess of Rs. 7,65,000.

With the efforts of NIC State Centre and active support from the State Government, Nagaland is marching forward to become one of the best e-governed states in the country. The implementation of various e-governance activities and computerization projects, highlight the State's commitment to provide better citizen services.

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Hooghly (West Bengal)



Hooghly District is situated in the southern part of West Bengal. The name 'Hooghly' is probably derived from 'Hogla', a tall reed, which grows in abundance on the riverbanks and marshy areas of the district. Hooghly was carved out as a separate district from the erstwhile unified Burdwan district in 1795 and it became a separate collectorate in the year 1822.

NIC District Centre was established in Hooghly in 1987 and since its inception, it has been providing pivotal support to the district



administration in implementing ICT projects to enable good e-governance. Some of the landmark projects of NIC Hooghly are as follows:

- **Transport Information System (TIS)**
Transport Information System has been developed for the Motor Vehicles Department. Implementation of the system has helped in providing the following services:
 - On-line Registration
 - On-line Tax Collection and other fees collection
 - Laminated Driving License Preparation
 - Monitoring System
 - Total Computerization of Permit Section
 - Demand Notice for Tax Defaulters
 Another package has been developed for the Motor Vehicles Department to provide relevant

information of any vehicle in a CD, which is based on user-defined queries.

- **Election Vehicle Management System**
This package has been developed for managing election vehicles information, allocating vehicles to different sections and generating all kind of reports and receipts. Online payment of the bills generated can also be done through this system.
- **Document Control Management System**
This software has been implemented to have control over the DAK receipts of various sections of the Collectorate. The essence of this project is to provide effective and efficient control over the system and have instant access to information.

- **Land Acquisition**
The Land Acquisition automation package has been implemented to provide fast and accurate service to the public in respect of estimate preparation for acquiring land, owner-wise calculation of compensation, issuing of notices for acquiring land, etc.

- **Arms License Monitoring System**
This project was initiated to create a database of the arms license issued, monitor issue of new arms licenses and renewal of licenses. The software was developed and implemented in the district in 2001.

- **Certificate Case Monitoring System**
The package has been designed and developed for checking court fees and process fees according to the category of cases. There is provision to generate different registers from the data as well as for storing hearing information of each case. If someone fails to be present on the hearing date, a show cause letter is automatically generated.

- **Pool Car Monitoring System**
This software package has been developed to keep a track on the movement of all vehicles that are under the control of the District

Magistrate. Fuel slip generation and logbook printing have been included in the system.

- **Website development and maintenance**
 - The district website (<http://www.hooghly.nic.in>) was developed and hosted in the year 2001 by the NIC Hooghly District Centre. Maintenance of the website is also handled by the district centre. All the important information regarding the district administration and its developmental activities is regularly updated on the website.
 - The website of the *Institut de Chandernagor* (<http://institutedechandernagor.gov.in>), Higher Education Department, has been designed and hosted by NIC District Centre.
- **Public Grievance Monitoring System**
Using this system, citizens can lodge any kind of grievance related to administration, governance, corrupt officials, etc. The software can also generate different kinds of reports related to public grievance redressal.
- **Pension Monitoring System (PMS)**
PMS has been developed for the district treasury, which calculates bank wise monthly pension and generate scrolls accordingly.

- **Kiosk Information System**
The database that have been created for different applications running in the district, are being re-used to provide basic information to the common public, which includes the Motor Vehicles Database, Passport Database, VR Database and Electors Information Database.

- **Training of Officers**
NIC Hooghly organizes regular training programmes for the officers and staff of the district administration to keep their knowledge about ICT solutions up-to-date.

The NIC District Centre has also implemented a number of centrally developed packages like:

- CORD-MVDP software to facilitate the digitisation of market value of Land Registration.
- Computerization of Salary Accounts (COSA) implemented in 2004 to simplify the process of generating pay bills. It has been customised according to the local requirements.

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▶ N K Prasad, Bihar Correspondent

'e-Khazana' for Treasury Computerization in Bihar

Treasury is an integral part of a country's financial system as it is the main starting point of public account. Money receipts of government are made through treasury and it is also instrumental in accounting of the government. This makes the treasury an important tool for effective management as well as for planning and decision-making. The magnitude and volume of the financial transactions in the government, both at the central and the state level, require efficient management of all data. Data entered at the treasuries become the basic input to the complete financial system of the state or the country. Efficient management of data at the treasuries is thus, crucial for sound financial management.

● Objectives behind treasury computerization

Accounts information needs to be provided on time and in proper formats. Hence, a Treasury Information System is needed that helps in managing, monitoring and analysis of various patterns of expenditure and receipts. Besides this fact, the other objectives envisaged behind treasury computerization are:

- To minimise the delays in payment of bills presented to the treasury.
- For timely submission of Monthly Payment Schedule and Summary Accounts to the Accountant General and the State Government.
- To regularly submit the Treasury Voucher No. of the bills withdrawn and the withdrawal wise and month wise summary to the Drawing Officer and the Government, both.
- To issue statement of deposits of various revenue departments, whose revenue deposits are routed through treasuries, etc.

● Introduction and scope of 'e-khazana' treasury software

e-Khazana, that has been implemented in Bihar for treasury computerization, is a user friendly and menu driven application software. With the implementation of this project, most of the important activities performed by the treasury have been automated. The software checks for availability of funds with respect to Bill Codes, Units and Drawing Officers prior to the

generation of tokens. Flow of tokens to the user for advice generation, advice updation and putting objection to that token is done automatically. There is a provision for putting codified objections for monitoring and for on-line GPF schedule entry for all non-gazetted employees.

The automation software covers all types of recoveries and advances as well as payments and receipts, incorporating strict validations. Automatic transfer of deductions from payments to receipts is done and a monthly backup of all this data is taken. There is a facility for online query to locate a particular bill or challan. e-Khazana incorporates features for cross checking and error vaccination to remove the possibility of error during processing of data.

The software facilitates the preparation of detailed accounts for each month and its submission to the Accountant General. This process covers bills paid by banks, debit scrolls sent by banks for direct payment and vouchers from sub-treasuries (if any). The Finance Department of the state is also kept apprised through the online data transmission from treasuries to NIC-BRSC server. Other facilities provided by e-khazana include:

- Submission of Treasury Voucher No. to the Drawing and Disbursing Officer.
- Online entries for General Provident Fund schedule for gazetted and non-gazetted employees of the state government.
- Stamp entry facilities for all denominations of stocks as well as transactions.
- Automatic flow of stamp challans to receipt sections for account generation.
- Annual ledger for Self Drawing Officers.
- Drawing Officers' expenditure report.
- Pensioners' status.

● Reports generated

The various reports generated by e-khazana are Payment/Receipt schedule, Payment/Receipt abstract, list of Payment/Receipt, Cash Book, Sale Tax Deposit Detail, Civil Court Deposit Detail, RBI Remittance, Plus Minus Report, DDO Wise Expenditure and Gazetted Annual Ledger.

● Platform/Technology

This system functions on Linux based server and Windows 2000 based client. Oracle 10g has been used for the Database Management System and the front end tool is based on Visual Basic 6.0. LAN is set up at the treasury and sub-treasury level. Internet is being used for interaction between sub-treasury, treasury and finance department.

● Future Application

For making this project fully web-enabled, a comprehensive proposal for connecting District treasuries to sub-treasuries, banks, District Provident Fund offices and to Finance Data Cell Server has already been submitted to the Finance Department. Action has already been initiated for developing a website and web-based software for the project. It is planned to create an interface that will help the employees to check their bill status relating to passing, advance drawls and pot bill passing activities like the details of treasury voucher number and treasury challan number.

● Training

Eight exhaustive training sessions were conducted for the treasury officers, treasury assistants and data entry operators of all 41



Sh. A K Singh, SIO, Bihar, Sh. S S Verma, Ad. Finance Commissioner (Resource), Sh. M L Daftuar, Registrar L N Mishra Institute, Sh. A K Mohanty, PSA & project coordinator at the inauguration of e-khazana training programme

treasuries of Govt. of Bihar to train them in successfully implementing the e-khazana project. More than 200 participants attended the training programme.

For more information, mail to nkp@bih.nic.in



► Sonal Kalra, NIC HQ

NIC Products released at WSIS, Tunisia

The second phase of the World Summit on Information Society (WSIS) organised by the International Telecommunication of United Nations was held in Tunisia from 16th to 18th November 2005 with an aim to find solutions and reach agreements in the fields of Internet Governance and financing mechanisms and also to follow up on the implementation of the objectives of the first phase of the Summit held earlier in Geneva. Nearly 50 Heads of state/government and

Vice-Presidents and 197 Ministers, Vice Ministers and Deputy Ministers from 174 countries as well as high-level representatives from international organisations, private sector, and civil society attended the Tunis Phase of WSIS.

The Indian delegation at the event was headed by Hon'ble Union Minister of Communications & IT Thiru Dayanidhi Maran. A team of NIC Officers led by Dr N Vijayaditya, DG

(NIC) formed a part of the delegation. The following products of NIC were formally launched by the Hon'ble Minister at the event:

Open eNRICH: A local language community software solution jointly developed by NIC, One World and UNESCO to facilitate knowledge gathering and dissemination in 15 South Asian languages. Through its customisable, multi-

lingual interface, the software encourages collection, preservation and sharing of indigenous knowledge. With the ultimate aim of empowering communities through a collaborative approach, eNRICH acts as a useful tool for voicing the thoughts and feelings of the poor.

E-Government Toolkit for Developing Countries: Developed by NIC at the behest of UNESCO Asia Pacific Regional Bureau for Communication & Information, this toolkit offers an action framework for stakeholders in the developing nations, ranging from policy makers in the government to institutions and NGOs to academicians in understanding the various phases and critical components of e-government implementation. Apart from in-depth analysis of all that is involved in implementing e-government in a developing nation, the toolkit also comprises a number of useful case studies of successful and unsuccessful e-government initiatives undertaken by other countries in the past.

Handbook on Good Governance through ICT: This reference handbook comprises a compilation of useful information about the important e-governance initiatives and ICT projects undertaken by NIC in various sectors of the economy. For details, refer to the news below.

For further information, mail to sonal@nic.in



Hon'ble Union Minister of C&IT releasing the NIC Products. Also in the pic from L to R: Sh. D C Mishra (STD), Dr. Shadrach (Director, One World), Sh. N M Nambiar, Additional Secretary (DIT), Dr N Vijayaditya (DG NIC), Smt. Neeta Verma (STD).

► Sonal Kalra, NIC HQ

'Good Governance through ICT': A Reference Handbook by NIC

In the fast moving ICT world today, the concept of 'Knowledge Sharing' plays a pivotal role, not just to avoid a re-invention of the wheel but also to ensure an optimisation of resources leading to a higher probability of success in the ventures. As the premier ICT organisation of the Country for around three decades now, NIC has essayed the role of an active catalyst in spearheading e-governance efforts for better government-society relations. With a view towards disseminating information about the important e-governance initiatives undertaken by NIC in various sectors as well as to

promote an effective sharing of best practices, NIC has published a reference handbook on 'Good Governance through ICT'. The publication provides comprehensive information with an objective to create deeper understanding into the successful designing and implementation of infrastructure, applications, projects and services of NIC in the areas of agriculture, land records, rural development, judiciary, finance, health, industry, infrastructure, HRD, Legislature, IT for masses, integrated services etc. The information in the book is the outcome of a joint effort by various NIC



Units in the States/UTs and NIC HQ, compiled by an editorial committee headed by Senior Technical Director Dr Shefali Dash. The publication is expected to prove immensely helpful to create a knowledge base

of key initiatives and best practices for utilization by IT specialists and administrators both within India and abroad.

For details, please mail to dash@nic.in



► | *Lok Ranjan, Commissioner & Secretary, Industry & Commerce (IT), Govt. of Tripura*

e-Suvidha: Providing Single Window Services at the Grass Roots



Tripura, one of the north-eastern states of India, is famous for its natural beauty, abundant resources and rich cultural heritage.

Government of Tripura envisions implementing e-Governance up to the Panchayat level in the State with a view to enhance transparency, improve efficiency and provide quality and prompt services to its citizens. As a key initiative to achieve this objective, Directorate of Information Technology, Government of Tripura had decided to set up Service Facilitation Centre (SFCs) in each SDM office, where common people can visit to avail various citizen services. The project titled '*e-Suvidha*' has been implemented in all Sub-Divisional headquarters in association with NIC, at a cost of Rs. 2 crores. The project aims at providing single window service for the people to avail 22 citizen services. The project has in-built citizen charter in terms of transparency and promptness in delivering the asked service. A workflow based e-Suvidha Application Software processes, maintains, archives as well as provides on-line monitoring and tracing facilities at different stages. Status of application for the issuance of various certificates can be checked on the Internet and Touch Screen Kiosk.

Till date, more than 1,12,000 service requests have been catered to, using the e-Suvidha solution that has been deployed in 15 locations spread over the entire state. These results have been achieved based on the state-of-art technology and robust infrastructure. Moreover, introduction of the

Common Application Form (CAF) for various services and better facilities for the citizens available at these centres, have also contributed to achieve this feat. Each e-Suvidha centre is equipped with two mid range servers, five clients, one scanner, one laser printer, two DMPs, one web camera, one DVB VSAT and UPS systems of various capacities. e-Suvidha software runs on a Client-Server architecture on a LAN environment with three-tier Security – OS Level, RDBMS Level and Application Form Level.

Successful deployment of e-Suvidha project is the result of gradual adoption strategy and strong planning by taking into account the ground realities. To ensure clarity, the roles and responsibilities of various agencies involved in the project were well defined from the beginning itself. NIC looks after technical support whereas front-end operations and process re-engineering are managed by the Revenue Department.

● | Impact

Facilities provided by the e-Suvidha centres have relieved the citizens of Tripura from the hardships of standing in long queues as well as from visiting the government offices many times to get their job done. e-Suvidha project has also increased transparency and improved flow of information relating to the citizen services provided by the government.

Turn around time for most of the common services has come down to days, which prior to the implementation of this project, used to take weeks. Now on an average, a service through e-Suvidha centre is delivered in one to four days, depending upon nature of the service. The citizens are spared from inconvenience and more importantly a firm service delivery date is given with provision

for knowing status of their application using Touch Screen Kiosk or the Internet. Such service delivery commitment and citizen interface has created favourable impact at the grassroots level with growth in demand for such services.

● | The Future

The State Government is working towards data consolidation at the state level NIC Data Centre for providing services on a 24X7 basis. Integration of various other services into e-Suvidha umbrella with a payment gateway interface has also been envisaged as many back office activities have been computerized in other line departments. However for data consolidation, integration and 24X7 basis services, a reliable, robust and capable network backbone with adequate redundancy needs to be put in place. State Government has taken up the setting up of Tripura State Wide Area Network (TSWAN) on a priority basis.



e-Suvidha centre at Sadar

For further information, contact
Sh. Lok Ranjan
 Commissioner & Secretary,
 Industry & Commerce (IT),
 Govt. of Tripura,
 Secretariat, Agartala-799001
 Tripura
 email: secyind@trp.nic.in



► Tasiruddin Ahmed, NIC Assam

Scalable Vector Graphics (SVG) for the Web

What is SVG?

You are probably right if you believe that XML can solve all the problems and graphics is no exception where you can apply XML. SVG or Scalable Vector Graphics is an implementation of XML, which defines two-dimensional graphics. It enables Web developers, designers, and users to move beyond the limitations of HTML and create robust visual content and interactivity through a simple declarative programming model. The World Wide Web Consortium (W3C) introduced SVG as an open standard in 1999 for publishing animation and for interactive applications using vector graphics on the Web. SVG 1.1 received W3C Recommendation in January 2003. The W3C specifications for Mobile and portable devices are SVG Tiny and SVG Basic 1.1.

SVG advantage:

SVG files are smaller in size unlike other web graphics file formats like JPEG, PNG and GIF. It produces sharp and crisp images on screen or in print and on resource-limited hand-held devices. In addition, SVG supports scripting and animation, so is ideal for interactive, data-driven, personalized graphics. It provides for greater colour control, and offers gradient and masking. Since SVG is XML-based, it offers unparalleled dynamic interactivity. SVG images can respond to user actions with highlighting, tool tips, special effects, audio, and animation. It can be magnified up to 16 times without sacrificing sharpness, detail, or clarity. SVG is a royalty-free vendor-neutral open standard developed under the W3C. It is text-based, not binary and like HTML, SVG files can be viewed or edited using a text editor. Even a beginner can look at the 'human readable' SVG source code and immediately make sense of the descriptive content relative to the graphic presentation.

SVG files have the extension ".svg" and gzip-compressed versions have .svgz on all platforms. It is specifically decided in the SVG

Working Group to use gzip compression as it drastically reduces SVG file size.

Including SVG in Web pages:

There are a variety of ways in which SVG content can be included within a Web page. In a stand-alone SVG Web page, an SVG document is loaded directly into a Web browser. SVG can be embedded using the most common 'img' element, the 'object' element or the 'applet' element in HTML/XHTML. It can also be embedded inline directly within the parent Web page with an SVG document fragment textually included within the XHTML.

SVG Viewer and Authoring Tools:

There are a large number of different SVG viewer implementations. The most popular is the Adobe SVG Viewer (www.adobe.com/svg/) plug-in available for Windows, Linux, Solaris and Macintosh OS. It runs in Internet Explorer, Netscape, Mozilla, Opera, and many other browsers.

Inkscape:

Inkscape (www.inkscape.org/) is an Open Source vector graphics editor, with capabilities similar to Illustrator, Freehand, CorelDraw, or Xara X. Supported SVG features include shapes, paths, text, markers, clones, alpha blending, transforms, gradients, patterns, and grouping. Inkscape also supports Creative Commons meta-data, node editing, layers, complex path operations, bitmap tracing, text-on-path, flowed text, direct XML editing and more. It imports formats such as JPEG, PNG, TIFF, and others and exports PNG as well as multiple vector-based formats.

Apache Batik SVG Toolkit:

Another complete implementation is the Apache Batik (xml.apache.org/batik/) project, which is open source. It is a Java-based software library for viewing, generation and manipulation of SVG images.

TinyLine:

TinyLine provides Mobile SVG Applications and Development Tools for Java devices. It is a Personal Java (J2ME) software development kit for applications that want to use images in the Mobile Scalable Vector Graphics (SVG) format for various purposes on Java enabled devices.

SVG Support in OpenOffice:

Graphics created using OpenOffice Drawing can be exported as SVG image and the images can be viewed in any SVG viewer. One can use any XML editor of choice for editing SVG, ensuring the image is well formed XML.

SVG in Mobile Phones:

The importance of SVG is much more prominent in Mobile Phones where it fits in quite appropriately and therefore, many Mobile manufacturers are actively supporting the SVG technology. SVG Tiny 1.1 Plus is the current technology included in mobile phones and allows for full-fledged SMIL-based animation, all core graphics and text features, and graphics refinements such as fill and stroke opacity as well as gradients. SVG Tiny 1.2 will take mobile SVG one-step further by providing scripting capabilities as well as multimedia embedding support.

SVG for GIS:

SVG, being a rich visual medium with the capacity for well-structured metadata, is often used to provide Geographical Information System functionality on the Web.

SVG is ready to take the Web:

The main competitor to SVG is Flash. The two have a lot of similar features. The biggest advantage that SVG has over Flash is the compliance with other standards (e.g. XSL and the DOM). SVG is a new, open XML format, generally acknowledged to be technically superior, but has not yet reached the same level of popularity like SWF. However, with the enthusiasm shown by the people developing SVG content and strong support from industry and Open Source developers, it shouldn't be long before SVG becomes a dominant Web format.

For details, please mail to
mozz.psa@nic.in



CYBER GOVERNANCE

A glimpse of some of the new websites/portals launched on NIC's web servers.....

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



Registrar of Companies, Orissa went online: Registrar of Companies, Orissa went online with the launching of its website by Sh. Bibekananda Mohanty, ROC, Cuttack in presence of Sh. S K

Panda, STD & SIO in the inaugural function attended by officials of ROC, Cuttack as well as NIC, OSU.

The website provides a rich source of information and reference materials for citizens, investors as well as for the 7331 companies registered in Orissa so far. It has dynamic online query facility for company information, name availability, director's information, filing status, change in name and default companies.

Dillip Kishore Mohanty, NIC Orissa

<http://mahaegs.nic.in>



Employment Guarantee Scheme, Maharashtra: Sh. Harsh Vardhan Patil, Hon'ble Employment Guarantee Minister, has inaugurated the website of Employment Guarantee Scheme of Government of Maharashtra recently. Sh. Ramesh Chandra

Kanade, Secy. EGS and Sh. Moiz Hussain Ali, State Informatics Officer, NIC Maharashtra along with other dignitaries were present on the occasion.

This website will enable the Department to monitor the progress of various projects being carried out in the state of Maharashtra under the Employment Guarantee Scheme.

Moiz Hussain Ali, Maharashtra Correspondent

<http://ahd.kerala.nic.in>



Animal Husbandry Department, Kerala: Website of the Department of Animal Husbandry, was inaugurated recently by the Animal Husbandry Commissioner in a function presided by Sh. Subrata Biswas, Secretary, Govt. of Kerala (Animal Husbandry &

Diary Development). Dr. S K Bandyopadhyay, Animal Husbandry Commissioner, Government of India, Dr. B Ashok, Director of Animal Husbandry, Dr. S R Jayakumar, Joint Director, Southern Regional Disease Diagnostic laboratory, Bangalore, Dr. K. Prabhudas, Project Director, Project Directorate on Animal Disease Monitoring and Surveillance, Bangalore, Sh. T Mohana Das, TD, NIC Kerala and other eminent persons attended the function.

V S Raghunath, NIC Kerala

<http://himachal.nic.in/welfare>



Directorate of Social Welfare & Empowerment, Himachal Pradesh: Sh. Rangila Ram Rao, Hon'ble Minister for Social Welfare & Empowerment launched the website for the department of Social Welfare & Empowerment recently. On this occasion Sh. Bhim Sen, Principal

Secretary, Social Justice & Empowerment and Smt. Anuradha Thakur, Director, Social Justice & Empowerment were also present.

This is the first Hindi website in Himachal Pradesh. It provides information related to various schemes and projects of the department, Integrated Child Development Scheme, NGOs etc.

Mukesh K Ralli, HP Correspondent

<http://tnpsconline.tn.nic.in>

Online Registration – Web Application for Tamil Nadu Public Service Commission : NIC Tamil Nadu State Centre has designed, developed and hosted the 'Online Registration' websites for Tamil Nadu Public Service Commission (TNPSC) to receive Online Applications for various recruitment Examinations conducted by the commission. The website also caters to the bi-annual Departmental Examinations that are conducted mainly for the Government Employees.

since March 2004, 11 such Online Registration sites have been hosted including 4 Departmental Examinations. More than 21,000 applications have been successfully submitted online through these websites.

R Gayatri, Tamil Nadu Correspondent



HAPPENINGS

This section features news about NIC's activities/events across the Country and the various new software being developed by NIC in its mission towards facilitating e-governance.....

Simputer Application Developed at NIC Assam State Centre

NIC, Assam State Centre has developed an application for the Simputer for entering market price of agricultural commodities. This application has been developed under the Mandrake Linux environment in C language using the PWrap widget library and Xlib library. SQLite has been used for database support. The application also uses APIs provided by Alchemy that are to be used in



applications employed in Amida Simputer under Alchemy environment. Alchemy is the window manager for Amida and is the preferred framework for applications on the Amida. It runs on top of Linux and X-windows. The X Windows system is the foundation for all graphical input and output on the Amida.

Tasiruddin Ahmed, Assam Correspondent

SIO Uttar Pradesh awarded with Transformation Leadership Samman-2005

Acknowledging the e-Governance initiatives taken by NIC Uttar Pradesh, Lucknow Management Association has conferred the Transformation Leadership Samman – 2005 to Sh. S B Singh, STD & SIO, Uttar Pradesh. The award was presented to Sh. S B Singh by Sh. Rajiv Ratan Shah, Member Secretary, Planning Commission during the LMA Annual Convention – 2005 held at Lucknow recently. Mr. Sun Yuxi, Ambassador of People's Republic of China in India was the Chief

Guest for the function. The Transformation Leadership Samman is a State level award given to individuals for display of courage, leadership, exemplary performance and achieving excellence despite challenges. Affiliated to All India Management Association (AIMA), Luknow Management Association is an apex body of the Management Profession in the state. The Transformation Leadership Samman is an annual award for professionals for their dedication and contribution to economy, education and governance. The evaluation criterion includes - personal area of excellence, values, ethics, integrity, vision to turn around organization, contribution to positive implementation of Government Policy and ability to establish right balance with external environment and substantial contribution towards growth and development of the state. The jury comprising of eminent members of the society, retired public servants and people with proven track record of excellence in their chosen field selected



Sh. S B Singh from a long list of nominations received by LMA.

Anshu Rohatgi, UP Correspondent

District level workshop on IT initiatives in Ganjam, Orissa

A district level workshop on IT initiatives for development works and use of computers, was held at the conference hall of Ganjam collectorate recently under the collaboration of Ganjam IT Society, NIC and UNDP. It was inaugurated by UNDP team leader Sh. P K

Jena, IAS and presided by Sh. S.K.Singh, Collector, Ganjam. The workshop was coordinated by Sh. Subash Ch. Misra, DIO, Ganjam. Block Development Officers, CDPOs, all the district level officers and persons from NGOs attended the workshop.

Subash Chandra Misra, NIC Orissa

Planning Commission team visits NIC HQ

Planning Commission team led by Sh. Montek Singh Ahluwalia, Deputy Chairman, Planning Commission, Sh. Rajeeva Ratna Shah, Member-Secretary, Sh C Murali Krishna



Kumar, Adviser, C & I and other Senior Adviser's visited NIC on 26th November to review the progress of the Multi-Layered GIS project being undertaken by RS & GIS Division, NIC Hqrs. Dr. (Mrs.) Vandana Sharma, STD & Head, RS & GIS Division made a detailed presentation on the various activities undertaken as per the project objectives.

Dr. Vandana Sharma also presented the availability of various spatial data layers as per the EFC document. Integration of various data sets from SOI, DOS, CGWB, AISLUS, NBSS and LUP on a common framework was explained and the initiatives taken up for update of data using various sensors like AWIFS, LISS-III, PAN and Cartosat in collaboration with IITs/Universities were also briefed. A detailed demonstration on web based GIS application on NSDB and other value added applications like Village level mapping of Demography and Amenities data, Telecom Infrastructure mapping etc, were also portrayed during the presentation.

Sainath, NIC HQ

HALRIS Centre inaugurated at Jagadhari (Yamunanagar), Haryana

Capt. Ajay Singh Yadav, Hon'ble Revenue Minister, Haryana inaugurated Nakal Services (copies of Records-Of-Right) at Haryana Land Records Information System (HALRIS) Centre



at Jagadhari Tehsil in Yamunanagar District on 27th October, 2005. HALRIS is an



integrated software developed by NIC Haryana State Centre for management of all activities related to Land Records like Jamabandi, Khasra Girdavari and Nakal etc. It has also been linked with the Haryana Registration System (HARIS). Deputy Commissioner, Smt. Sukreti Lekhi, during her speech, highlighted the salient features of the system.

Speaking on the occasion, Hon'ble Revenue Minister said that the new system would bring transparency and save time, energy and unnecessary harassment of the farmers who used to visit Patwaris for innumerable times to get their work done. Anyone owning property at the Tehsil can see updated information of his land holding through various queries by using touch screen kiosk established at the centre and get updated nakal of jamabandi.

Hari Chand, Haryana Correspondent

● | CM visits UP Pavilion at IITF-2005

Chief Minister of Uttar Pradesh, Sh. Mulayam Singh Yadav visited the UP Pavilion at India



International Trade Fair - 2005 on 18th November. He showed keen interest in the various e-Governance initiatives of NIC Uttar Pradesh.

The Chief Secretary, Sh. R Ramani inaugurated the UP Pavilion on 14th November. Various projects of NIC Uttar

Pradesh like Lokvani, Bhulekh, Vahan, Video Conferencing network, conceptual network diagram of State Wide Area Network (being implemented by NIC) and Lokvani Kiosk were demonstrated at the pavilion. A documentary film on ICT initiatives in Uttar Pradesh, made by NIC-UP and the Industry Department of State Government was also shown.

With Power & Communication as the special theme of IITF-2005, the major emphasis at the UP Pavilion was on the Voice and Data network provided by NIC to the State Government and the implementation of the State Wide Area Network, which will be the lifeline of all e-Governance Projects in the state.

Anshu Rohatgi, UP Correspondent

● | Farmers' Awareness Programme at APMC Hazaribagh, Jharkhand

Recently, a Farmers' Awareness Programme was organised at APMC Hazaribagh,



Jharkhand. It was jointly organised by DMI, Ranchi and NIC in coordination with APMC, Hazaribagh. More than fifty farmers from different villages of the district participated in the programme. On this occasion, Sh. N L Singh, SMO, DMI, Ranchi highlighted the benefits of Agmarknet portal (<http://agmarknet.nic.in>). Sh. P K Patel, Scientist-C, NIC demonstrated to the farmers how to use the Agmarknet portal for knowing the market prices of various agricultural produce. Queries of the farmers regarding the Agmarknet project were also answered. Sh. S K Deo, DIO, Hazaribagh assisted in conducting the programme.

Prashant Belwarier, Jharkhand Correspondent

● | CIC workshops for BDOs and DIOs organised in J&K

NIC J&K and Department of Information Technology, J&K Government, organized Community Information Centres (CICs)



Workshops for Block Development Officers and District Informatics Officers of the state. For Kashmir region, the workshop was conducted at Srinagar on 08/11/2005 and about 65 participants attended the workshop.

For Jammu region, the workshop was conducted at Jammu on 11/11/2005 and about 30 participants were present in the workshop. In these workshops each and every aspects relating to CIC Project were discussed in detail. The main agenda of the workshops was to make the participants aware of the roles and responsibilities of various Departments/Agencies and Officers involved in the implementation of this project in J&K. Also various schemes/plans were discussed for making the CICs self-sustaining. The issues relating to security of CIC and other problems relating to day-to-day functioning were also discussed.

Jit Raj, J&K Correspondent

● | Training on Ship Ticket Reservation System for Port Department, Lakshdweep

Sh. Madup Viyas, Collector Cum Development Commissioner and Secretary (Transport and IT) inaugurated a 5-day training programme conducted by NIC Lakshdweep on web based Ship Ticket Reservation System in the Secretariat, Kavaratti recently. All Port Assistants and other staff of the Port



Department attended the training programme. In his inaugural address, the Collector Cum Development Commissioner stressed the need to computerize the system



of ship ticketing and advance reservation of the ship ticket to make the system hassle free for the general public.

Sh. K P Mohammed Koya, DIO, Sh. C M Ahmed, Director (IT), Sh. A Hamza, Port Officer, Dr. M S Syed Ismail Koya, Director (S & T), officials of the Port Department and NIC were present in the inaugural function. The web based Ship Ticketing System provides facility for booking tickets from any island to any island or mainland in one-month in advance. It also has the facility to display the status of reservation, ship schedules, accommodation availability, etc.

K P Mohammed Koya, Lahshdweep Correspondent

Training Programme on CollabCAD held at NIC Assam Training Centre

A five-day training programme on CollabCAD was held at the Training Division of NIC Assam State Unit, Guwahati from November 28, 2005. Sh K S Nagesh, TD from the CAD Division, NIC HQ conducted it. 14 participants from various engineering departments of the State and Central Government including five NIC persons from various north-eastern States attended the training programme. The demo version of the software was downloaded and distributed to all non-NIC participants while those from NIC were handed a full set of the CollabCAD software for official use.

Tasiruddin Ahmed, Assam Correspondent

Inauguration of 'Land Records Computerisation' Project in Uttaranchal

On 8th Nov '2005, during the week long celebrations of Uttaranchal state's 5th Anniversary, Sh. Narayan Datt Tiwari, Hon'ble Chief Minister of Uttaranchal dedicated the



'Land Records Computerization' project to the state at a function held in Dehradun. Sh. Hira Singh Bisht, Hon'ble Minister for Transport,

Uttaranchal, chaired the function. Dr. B K Gairola, DDG NIC, Sh. M Ramchandran, Chief Secretary, Uttaranchal and other distinguished guests attended the ceremony. District Magistrates and DIOs/DIAs of Haridwar and Tehri Garhwal Districts and other staff who had contributed significantly in computerizing the Land Records, were honoured by 'Certificate of Appreciation' by the Hon'ble Chief Minister. Dr. Rakesh Goel, STD & SIO and Sh. Rajesh Goyal, TD & State Coordinator (Land Records Project) from NIC-Uttaranchal State Unit were also honored on the occasion for their contribution to this project.

The Land Records of all the 84 Tehsils of Uttaranchal have been computerized and only computerized copies of RoRs are now distributed in the state.

Rajesh Goyal, NIC Uttaranchal

VC facility inaugurated in Lakhimpur

VC facility that has been established at Lakhimpur, Assam under DISNIC project, was inaugurated on 6th December by Sh. Manish Thakur, Deputy Commissioner, Lakhimpur. On this occasion, the facility was utilised by having VC session simultaneously with New Delhi, Guwahati and five districts of Assam viz. Nagaon, Barpeta, Jorhat, Dibrugarh and Dhubri. Sh. M Moni, DDG NIC, Dr. Saurabh Gupta, SIO Assam and officials from Guwahati and other five districts attended the interactive session. Sh. M. Moni from NIC HQ initiated the VC session.

Kalpna Deka, Assam

NIC M.P. Bags Prestigious e-Governance Award for e-Gram Suvidha

e-Gram Suvidha, a facility management product developed by NIC MP, bagged CSI-Nihilent e-Governance Award-2004 under "Best Project" category. General (Retd.) K V Krishna Rao, Ex-Chief of the Army Staff and Ex-Governor of Jammu & Kashmir, presented the award to Sh. Vivek Chitale, TD, NIC MP at a ceremony held at Hitech City, Hyderabad on 12th Nov '05.

e-Gram Suvidha is a Geomatics-based Decision Support model for creation and management of various village-level facilities. It provides an interactive and user-friendly interface for map-based outputs. Digitised spatial features (locations and boundaries) of Blocks, Panchayats, Villages, Road/Railway network and non-spatial databases on related facilities constitute



inputs to e-Gram Suvidha. It covers major sectors like Education, Health, Communication and Roads. However, it offers a seamless integration of additional facilities/sectors owing to its open-ended design. It determines optimised identification of a suitable location meeting specified criteria. It has a built-in traverse-aid and distance computation options. The system has been successfully deployed for 5 districts in Madhya Pradesh.

Santosh Kumar Shukla, MP Correspondent

Computerized Record Room of City Service Office, Nagpur inaugurated

Hon'ble Guardian Minister and Minister of State for Textiles, Sh. Satishbabu Chaturvedi inaugurated the Computerized Record Room of City Survey Office-2, Nagpur. The City Survey Office is using CODISS (Computerised



Documents Index Search System) software developed by NIC. During the function, the DIO and DIA of Nagpur were felicitated for their contribution to the project.

R S Raut, NIC Maharashtra

New premises of NIC Hingoli District Centre (Maharashtra) inaugurated

Hon'ble Chief Minister of Maharashtra, Sh. Vilasrao Deshmukh along with the Deputy Chief Minister, Sh. R R Patil and other ministers of the State Government recently inaugurated the new premises of NIC Hingoli



District Centre and New Administrative Building of the Collector's office, Hingoli.



Sh. Moiz Hussain Ali, SIO briefed the Hon'ble Chief Minister about the computerization activities of NIC in Hingloi district. On this occasion, the official website of Hingoli district <http://hingoli.nic.in>, designed and developed by NIC Hingoli District Centre was also inaugurated.

Moiz Hussain Ali, Maharashtra Correspondent

● | **The Chief Secretary, Govt. of Kerala Inaugurates NIC Kerala Training Centre**

A state-of-the-art Training Centre of NIC Kerala was inaugurated by Sh. C Ramachandran, Chief Secretary, Govt. of Kerala on 7th Nov '2005. Other dignitaries present on the occasion included Sh. K Haripal, Hon'ble, District Judge & Registrar, Kerala Lokayukta, Sh. Anand Singh, Director, KSITM and Sh. V S Raghunathan, SIO Kerala. Sh. Raghunathan pointed out that the trainings in Kerala are registered through the training portal and the certificates issued can be verified on the web. The entire process of registration, approval and certificate printing



is carried out through the training portal. NIC Kerala has been conducting training programmes in the MGP training centre at the Secretariat and the new premises would be an additional training centre for taking up

more e-governance initiatives in the state.
Asha Verma, Kerla Correspondent

● | **Online bill status and voucher information of District Treasury Offices and Pay & Accounts Office, Gujarat**

The day-to-day operations of all treasuries and Pay and Accounts offices (PAO) of Gujarat have been computerized using third party software. All these offices as well as many state government offices that have to interact with treasuries and PAO are now connected to the Gujarat State Wide Area



Network (GSWAN). NIC has devised a web-based application, 'Online Bill Status and Voucher Information' to facilitate the requirements of Drawing and Disbursing Officers (DDO) connected to GSWAN. 24 District Treasuries and PAO, Gandhinagar are now made online using this NIC developed software. An interface routine at District Treasury offices and Pay and Accounts Office brings the data to the access points. This routine also controls the master details of each treasury and PAO. A web application hosted at NIC state server connects the data access points at each district in the state.

Manoj P A, Gularat Correspondent

● | **Land Records Computerization in District Kinnaur, Himachal Pradesh**

Hon'ble Chief Minster of Himachal Pradesh, Sh. Virbhadra Singh inaugurated the computerized online operations for all six Tehsils of District Kinnaur on 2nd Nov '2005. Smt. Pratibha Singh, MP, Sh. Jagat Singh Negi, MLA, Dr. Aman Deep Garg, Deputy Commissioner and other important officers of the district were also present at the inauguration. Sh. Bhupinder Singh, Incharge, NIC Kinnaur District Unit briefly demonstrated the HimBhoomi software. On this occasion, computer generated Nakals of Land Records were distributed to the



owners along with Jamabandies of six villages for all the six Tehsils of Kinnaur that were handed over to the respective Tehsildars.

Mukesh Kumar Ralli, HP Correspondent

● | **Conference on GIS conducted by NIC Assam State Centre**

A five-day conference cum training on Geographic Information System (GIS) for Urban Management was conducted recently by NIC Assam State Centre in collaboration with the Assam Administrative Staff College (AASC). Sh. B R Samal, Secy. to the Govt. of Assam, presided the conference. He emphasised the need for taking GIS on high priority for urban planning of the entire



North East region and recognised the contribution made by NIC in developing the national spatial database. Dr. M Moni, DDG NIC highlighted the need for integration of spatial and non-spatial data for micro level planning. He also stressed on the issues of rural livelihood to be solved by better district planning by application of GIS and remote sensing technologies. Dr. Vandana Sharma, STD, in her keynote address mentioned the country's map policy and the requirement of GIS in urban management as an essential component. The conference was attended by high-level State Govt. officials, and officials of the Urban Planning Department of all districts. The resource persons were drawn from UNDP,



ASTEC, WWF and Urban Planning department of West Bengal. They contributed to the conference and training by presenting technical papers and case studies on GIS for Urban Management.

Tasiruddin Ahmed, Assam Correspondent

● Inauguration of SMART Card Version of VAHAN and SARATHI at DTO, Champai

The smart card version of VAHAN and SARATHI was inaugurated on 7th October 2005 by Sh. R K Thanga, Commissioner, Transport at District Transport Office, Champai.

For the computerization of VAHAN and



SARATHI, a separate IT Cell has been set up at the Directorate of Transport, which is headed by an Assistant Project Manager. On this occasion, officials of the Transport department and various other departments were present including the Deputy Commissioner, Champai.

Lalhmachhuani, Mizoram Correspondent

● City Civil Court computerization project inaugurated at Nainital

The City Civil Court (CCC) computerization project of Nainital was inaugurated on 20th October 2005 in the District Court premises by Sh. Cyriac Joseph, Hon'ble Chief Justice of Uttaranchal in the presence of all sitting Judges of the High Court. Nainital is the first pilot district in Uttaranchal, where this project has started. Prior to the inaugural programme, all the data of pending cases in different courts was fed in the system.

During the function, the website of Nainital Civil Court (<http://gov.ua.nic.in/courtnainital>) developed by NIC District Unit was also launched by the Hon'ble Chief Justice. In his



address, Project Monitoring Committee Chairman Justice Sh. J C S Rawat, Uttaranchal High Court paid his thanks to NIC officers involved in making this project successful. He also added that computerization of District Court will be helpful to all the litigants, advocates and judges.

Rajesh Goyal, Uttaranchal Correspondent

● NILAMAGAL- Land Records computerization inaugurated at Pondicherry

The NILAMAGAL Ver 2.0 software for Land Records computerization, developed by NIC Pondicherry was launched by the Hon'le Chief Minister of Pondicherry on 7th Nov 2005 at Villianur Taluk. This project, jointly funded by the DIT, MCIT, Govt. of India and the Govt. of Pondicherry computerizes the entire workflow



associated with the Mutation process. It also provides the facility for Issue of "Patta Copy" (Record of Rights) as an across-the-counter service within 30 minutes. Citizens can track the status of their petition through the IT Kiosk, in addition to viewing land and owner related information easily. Sh. Ragesh

Chandra, Additional Secretary (Revenue) and the project champion Sh. L Kumar, District Registrar were present at the occasion. Shri A. Venkatesan, SIO Pondicherry addressed the delegates and explained the salient features of the package.

Sivanandam S, Pondicherry Correspondent

Paper published by NIC Officials

Title: SUWIDHA [Single User Window Disposal Help line for Applicants] – Services Facilitation to Citizens - An experience to share

Author: Sunil Kumar (TD&SIO) & Vikram Jit Grover (TD), NIC-Punjab State Centre

Publication: Conflux 2005 Souvenir

Abstract: Automation of internal processes without improving the delivery of services nullifies the real effect and defeats the very purpose of e-governance. Deployment of Information Technology (IT) associated with re-engineering of processes and coupled with citizen-centric approach, to facilitate delivery of services, can translate vision of good governance into a reality. Citizens face lot of problems while interacting with the Government because of complex procedures, cumbersome processes and manual processing. In Punjab, [Single User Window Disposal Help line for Applicants] SUWIDHA (literally means Facilitation) project has been implemented through out the state with National Informatics Centre (NIC) as technical partner to provide single window services for the acceptance of applications as well as delivery of services with each service/job having specified and defined processing time. The project is self-sustainable and is widely accepted by both masses as well as administrators. The success of SUWIDHA has shown that the people on both ends of the system are receptive to e-governance initiatives, provided it is people-friendly, supportive to administration and simple in operations and implementation.

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