

Informatics

AN  GOVERNANCE BULLETIN FROM NATIONAL INFORMATICS CENTRE

■ UT IN LIMELIGHT

- Chandigarh
- Lakshadweep

■ DISTRICT INFORMATICS

- Baran (Rajasthan)
- Yavatmal (Maharashtra)

■ E-GOV PRODUCTS & SERVICES

- NIC-WWW Services Portal (webservices.nic.in)
- ICT At Pension Office
- Research & Advisory Services @ NIC

■ GUEST COLUMN

- Sixth Central Pay Commission-
Using Technology To Reach Out

WWW



SPECIAL FEATURE
Universal Accessibility
of Websites



Advisors
Dr. B.K Gairola
Dr. Y.K Sharma
Sh. T.A Khan
Dr. Gautam Bose
Dr. R.K Gupta

Editor-in-Chief
Neeta Verma

Editor
Sonal Kalra

Editorial Committee
Dr. Mahesh Chandra
Dr. Shefali Dash
Sh. B.V Sarma
Sh. S.B Singh
Sh. Vinay Thakur

VOLUME 15 NO.3 JANUARY 2007

Design & Layout
Mohan Das VS
Subhash Kapoor

WWW Version
P.Hemamalini

Regional Editors
Vivek Verma
R. Gayatri
Anshu Rohatgi
Prashant Belwarier

Printing, Dispatch & Distribution
A.K Aggarwal
Anita Arora
Anita Bhardwaj
Jasvinder Kaur



There is something typical about this time of the year.....The New Year brings with itself, new hopes and aspirations for all aspects of our lives. We all tend to make resolutions and normally the first resolution is to stick to the rest of them !! Some of us succeed in meeting all our resolutions, some don't.....but still that does not deter us from keeping our hopes alive and facing the year with optimism. On a more serious note, we have attempted to cover a vital issue as our lead story this time, that of Universal Accessibility of the WWW, especially with regards to those who are differently-abled. We hope the story would help create awareness about this significant aspect and would lead to more and more 'barrier-free' websites in the times to come.

With this issue, the Advisory and Editorial Committees of Informatics have undergone a revision with the introduction of New Committee Members and Regional Editors. Informatics wishes to express heartfelt gratitude to the out-going committee members for their exemplary guidance and support during the past five years. With the direction shown by our esteemed members, the bulletin has grown immensely and it is hoped that Informatics shall continue to receive their kind encouragement in future.

We also welcome the new Committee members in the Informatics family and hope that they shall usher in new ideas and fresh perspectives which shall help the bulletin grow further from strength to strength.

Wishing you all a great year ahead.

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,
Lodhi Road, N.Delhi 110003

To know more about the latest e-governance
news and activities across the Country, visit

INFORMATICS NEWS ONLINE

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

CONTENTS in this issue

04 UT in Limelight
Chandigarh

07 Special Feature
Universal Accessibility of
Websites

11 UT in Limelight
Lakshadweep

14 District Informatics
Baran (Rajsthan)

15 Guest Column
Sixth Central Pay Commission

16 E-Gov Products & Services
NIC-WWW Services Portal
(webservices.nic.in)

17 District Informatics
Yavatmal (Maharashtra)

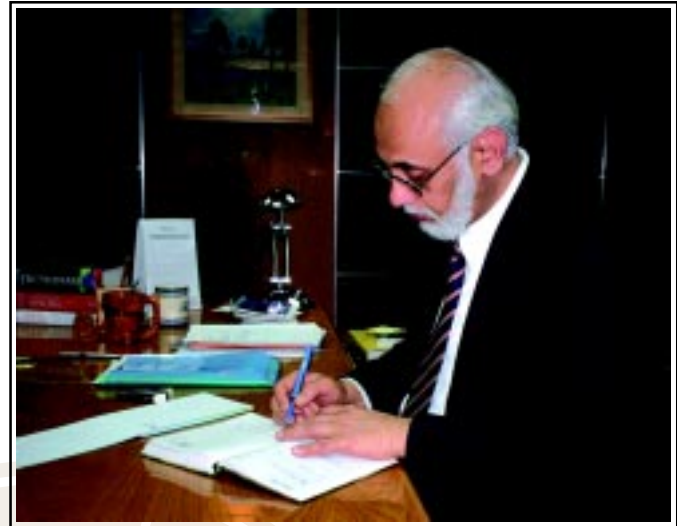
18 E-Gov Products & Services
ICT at Pension Office

19 E-Gov Products & Services
Research & Advisory
Services @NIC

20 Happenings



Dr. B.K Gairola
Director General
National Informatics Centre



At the outset, let me wish you all a very Happy and Prosperous New Year. This New Year brings with itself, new challenges and opportunities for NIC, as well as the Indian ICT fraternity in general. With the changing dynamics in the Global arena of Information and Communication Technologies, NIC is gearing up further to cater to the diverse demands of the Government and the public at large. We are committed to striving towards bridging the digital divide and a major step in this direction is our endeavour to establish world class ICT infrastructure. Communication Networks, Data Centres and also a stringent security cover shall be the major components of this infrastructure set-up. This ICT set-up shall primarily cater to various G2G applications across sectors. At the same time, we are also interfacing with a number of Service Providers to facilitate smooth access of G2C services being rendered from our data centres for the public at large.

In line with the Government's priority to accelerate e-governance at all spheres in the Country to ensure efficiency, transparency and accountability at the Government-Citizen interface, NIC is actively involved in various key national initiatives. For ensuring a fast paced and smooth roll out of nationwide e-governance projects, NIC is also exploring the option of partnership with Indian ICT industry to leverage upon their strength and overcome the exponentially growing demand of skilled human resources.

A lot of administrative and procedural reforms are also being worked out with an aim towards expediting the implementation and roll-out of ICT initiatives as well as facilitating smooth and speedy delivery of services to the citizens. I look forward to suggestions from you too, in this regard.

I'm sure that as always, NIC will continue to prove its mantle of being a premier ICT organization in the Country, contributing immensely to the growth of ICT sector, not just at the National, State and District level but even upto the Block, Panchayat and Village level.

I once again wish everyone, the best in this year and the times to come.

(B.K Gairola)



► Vivek Verma, Chandigarh Correspondent

Chandigarh – Jan Sampark with technology

Chandigarh is named after the local presiding deity 'Chandi', the goddess of power. The city was planned on gently rolling plains at the foot of Shivalik Hills by Le Corbusier, a French architect. Today Chandigarh is a fully grown town of most modern architectural splendour and has acquired the enviable reputation of being the 'City Beautiful'. It is stretched over an area of 114 sq. kms and is administered by Union Government through an Administrator and assisted by an Adviser, three Administrative Secretaries and a team of officers.

● | NIC Setup

National Informatics Centre, Chandigarh UT Unit was setup in 1990 in the office of Deputy Commissioner, Chandigarh. The centre started its operations from a relatively small room and slowly grew in terms of infrastructure. In 1995 NIC State unit was established in UT Secretariat. Subsequently, additional space was allotted to establish Training Centre and thereafter Network centre. With the merger of NITPU with NIC UT Chandigarh in 2004, a regional Network hub was established with VC studio.

● | e-Governance in Chandigarh

Chandigarh Administration is committed to providing a responsive and effective



Hon'ble Governor Punjab & Administrator UT Chandigarh Gen. (retd.) S F Rodrigues, PVSM, VSM inaugurating the eSampark centre

administration for the welfare of the public keeping in view the national objectives. Recognizing the need for technology-enabled service delivery, the residents of this UT are enlightened enough to realize the significance of the ICT revolution and expectedly they are wholeheartedly participating in this movement.

● | e-Sampark – “Single Window Multiple Convenience”

As a key initiative to achieve the above objective, the Administration has decided to

set-up Electronic Citizen Service Centres across the city. This initiative is named as **Project e-Sampark**. The objective is to bring together all the departments under one single umbrella and give citizens of Chandigarh a “multi-service” – “single-window” experience. It has been made possible by involving an array of partners (Government and Private), having domain expertise in their respective areas.

The Centres not only provides the **Online Transaction Processing** through the portal (chandigarh.gov.in) but is also a major source of information dissemination. There are 9 e-Sampark centres in place with around 36 service counters spread across city.

The critical factors behind the success of the Project have been the state of the art technology, an eye catching e-Sampark centre infrastructure, citizen facilities available at these centres and above all the process reengineering. Now, on an average, a service from e-Sampark centre is delivered in few minutes without any inconvenience.

● | Current Status of e-Sampark

- 17 G2C and 3 B2C Services are being provided at 9 Centres spread across the City.
- Since launch in Sept. 2004, Rs 536 Crores of Government revenue has been collected in 24 Lakh transactions.
- Number of transactions have touched 1.28 lakh transactions per month
- Rs. 272 Cr of revenue collected in months of 2006 (April to December) compared to Rs 167 Cr for the corresponding period in 2005.
- Select private services are also being launched to make the project self sustainable. Phone bills of Connect, Airtel and Spice are being collected and more similar services are under process of initiation.
- eSampark Services are also being extended to Gram Sampark Programme where 17 Gram Sampark Centres are being constructed covering all the UT Villages.
- Jan Sampark Services from these Centres are also being provided for information and facilitation services to the

Services being provided through e-sampark centres

Departments	Service
Excise & Taxation	Deposit of Taxes
Chandigarh Transport	Issue of Bus passes
Social Welfare	Disbursement of Pensions, Issue of Senior Citizen Cards, Issue of Disability Certificates
Birth & Death	Issue of Birth & Death Certificates
Chandigarh Police	Domestic Servant Registration, Tenant Registration, Payment regarding Sticker / Postal Challan
Engineering	Payment of Electricity Bills
Municipal Corporation	Payment of Water Supply & Sewerage Bills, Booking of Open Spaces, Booking of Community Halls
Chandigarh Housing Board	Sale/Acceptance of CHB applications
Treasury	Deposits of all CHB schemes
GOI Services	Sale of Stamp Papers and Special Adhesive stamps
B2C Services:	Passport Applications
	Deposit of bills of HFCL Connect, Airtel, Spice



citizens including registration of grievances and applications under Right to Information.

● | **e-Jan Sampark - IT for Society**

After the successful launch of the eSampark Centres and in the second phase of the e-Governance initiative, the Administration has identified certain services of various

- availability of educational and health related facilities in each sector etc.
- Transport and Tourism related inquiries e.g Bus Routes, information relating to tourism activities etc
- Inquiries relating to Passport status; Railway booking status, Train timings etc
- Providing access to all Government websites.

connectivity. Information services in these Centres would be provided free of cost, on the lines of eJan Sampark Services. These Centres would also help the rural citizens in registering their grievances, apart from helping them fill their applications under RTI. These Centres will also have safe drinking water facility, clean toilets, etc.

● | **Other departments providing eGovernance**

- Registering & Licensing Authority – A smart card based solution is operational since 2000 for both Registration and Licencing. It is now shifting to SARATHI and VAHAN solution developed by NIC.
- Sampada (Estate Office) – Property details of dwelling units in Chandigarh have been computerised and is also available on the website <http://sampada.in>
- Community Police Resource Centre (Police) – A single window counter for public interface has been provided at Chandigarh Police headquarters catering to various requirements like – grievances, passport verification, etc.
- Citizens Facilitation Centre (Engineering) – A centralised control room has been established by engineering department whereby any grievance/complaint relating to engineering department can be lodged and followed up.
- Registrar Births & Deaths – A solution in the office of Registrar Births and Deaths is running



These services are provided free of cost except when the citizen needs any print out, the same is available at a nominal cost per page of print out.

● | **Gram Sampark – IT for Rural Masses**

To bridge the digital divide amongst the rural population, 17 e-Gram Sampark centres have been planned across all the villages

of Chandigarh. The villagers will be able to use all the 17 G2C services and 3 B2C services, which are presently available to the eSampark Centres situated in the urban areas. These Centres will provide the rural citizens access to loads of information, using broadband

departments to be provided through the 70 e-Jan Sampark kiosks which are to be set up in each sector and each village of Chandigarh. The e-Jan Sampark services are enabling residents to access information and avail services from the kiosks with ease, and without any harassment. These Centres also enable the citizen to submit their grievances at a common centre and their quick redressal thereafter, apart from being a one stop for filing applications seeking information under RTI pertaining to any of the Departments of the Chandigarh Administration. The type of services provided by the Jan Sampark project include

- Registration of grievances and applications seeking information under RTI relating to all departments at one place;
- All Procedures and Forms for all departments, which are frequently used by a common man e.g how to apply for a birth/death certificate, how to lodge a FIR etc.
- Education and Health related information services e.g daily updated information regarding availability of blood in Blood Bank of Govt Medical Hospital, Exam Results, Information about

Excerpts from a letter by Director, IT (Chandigarh Administration)

"...Administration involves dealing with large number of people in a mass. It also requires keeping meticulous records to ensure that there is transparency in the process of decision making and more information is retrieved to check precedents so that no injustice is done in handling two cases of the same type. It is said that "justice must not only be done but must seen to be done". Record keeping and timely information retrieval are important components in the process of making the process of justice in administration visible. IT, which is a happy marriage of computers and communications, is designed to achieve these very purposes. The general complaints against public administration are delay, inefficiency and corruption. Delays and inefficiency provide a rich environment for promoting corruption.

Any efforts at administrative reforms involve removing these commonly perceived defects of administration, and bring greater speed and transparency in the system, so that the satisfaction of citizens can be enhanced and there could be greater productivity, efficiency and transparency in administration.

Chandigarh Administration has started the process for providing good governance to the citizens through e-governance. As a first step in the direction, common service centres have been opened across the city which have been an instant hit among the citizens. These centres provide transparency in services in a comfortable environment to the citizens apart from helping them save time, money and energy. These Centres will help the Administration reach the masses apart from bridging the digital divide in providing the requisite information and facilitation services to the common man at his door step. I applaud the efforts of NIC in their exemplary support for all e-governance initiatives in the UT..."



Manjit Brar
Director Information Technology,
Chandigarh Administration



Sh Ajay Rampal, SIO receiving the CSI Nihilent best state award from Gen (Retd.) K V Krishna Rao, Governor Andhra Pradesh

successfully for the last 6 years for the convenience of public. The facility has also been extended to the eSampark centres, from where citizens can avail it.

- Municipal Corporation – Municipal Corporation has also implemented a centralised solution for addressing complaints/grievances of citizens pertaining to services being provided by them. A facility to book open spaces/community centres etc is also provided for the benefit of citizens.

- Chandigarh Housing Board – A solution has been provided for the benefit of CHB beneficiaries regarding various details about the dwelling units. It includes installments details, current status of payment, plans etc.

Application Development

Intranet Portal of Chandigarh Administration

The portal harnesses content from across the various departments of Chandigarh Administration and provides a common information platform. Although, the primary driver for the development of this solution was the need to have a single point of access for various applications of Chandigarh Administration, this portal has now become the face of the Chandigarh Administration. Some of the applications accessible through the portal include Online services (applications) such as File Monitoring System, Court cases monitoring system, Meeting Manager, Rent Controller - License Fee Monitoring System, Integrated Schemes & Budget Monitoring System, Visitor Information System, Budget Monitoring System and Tenders and Quotations. Besides, other information includes Press Releases, Telephone Directory, G2E Services, Calendar, Acts/ Notifications, NIC Mail etc.

Administrative Tribunal.

Chandigarh Transport Undertaking

Transport Department software is running since 2000 and it comprises 2 modules, namely Duty module for allocating bus, driver and conductor on stipulated routes as per fixed timings and Box branch for complete issuance, return and report generation of the ticketing part.

Besides, some of the key projects undertaken by the NIC Chandigarh unit include payroll computerization, Treasury computerization and personnel management information system. Major National level projects such as CIPA, National Unique ID, eGranthalaya, AGMARKNET, 7th AISES etc are also being implemented in various stages.

Network support

Network & Data Centre (NDC)

Chandigarh NIC UT Unit is serving as the network hub for the region north of Delhi covering 4 states and a UT.

SWAN

For implementing State Wide Area Network (SWAN), NIC is going to support the administration and the concerned proposal has been accepted by DIT. It will have 7 PoPs covering 125 offices, 15 of which will be on 2 mbps connectivity.

Right of Way (RoW) options

4 important government buildings (DC office, MC, Court, Births and Deaths) have been connected with NDC through high speed channels paving a way for making information

Courts computerization available for citizen centric services.

A centralized solution is in place covering all the 19 District courts (chddistrictcourts.gov.in). The data is being used to generate cause list, case details, judgments etc.

Besides, computerization has been carried out at State Consumers Disputes Redressal Commission (<http://admser.chd.nic.in/scdrc>) and Central

LAN

Departmental LANs have been established in the UT Secretariat and a large number of important buildings facilitating data and information sharing so that centralized applications can be used thus bringing paperless culture in offices and encouraging use of e-mail and internet.

Services

Training

A Training Centre was setup in 2002 with complete infrastructure. Regular training sessions are conducted from 2PM to 5PM in which officials from various departments of Chandigarh Administration are trained. NIC has conducted more than 100 courses in last three years in which around 1200 participants were trained.

Video Conferencing

A full fledged VC studio is established and regular VC sessions are conducted for the benefit of various departments of Chandigarh Administration.

Website

Official websites of various departments of Chandigarh Administration are being developed, hosted and maintained by the UT unit. At present around 22 websites are being maintained.

District Centre

Chandigarh UT is a city state comprising one district only. The district centre is equipped with state of art infrastructure and is connected to the Network Data Centre with a 2 mbps Leased Line connectivity and 11 mbps RF connectivity.

For further information, contact

Sh. Ajay Rampal

State Informatics Officer

NIC Chandigarh UT Unit

#222, UT Secretariat,

Sector 9-D, Chandigarh – 160017

Tel – 0172-2743208

sio@chd.nic.in



Universal Accessibility of Websites

"The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect." **Tim Berners-Lee, W3C Director and inventor of the World Wide Web**

Our Society has benefited in many ways from the information technology revolution. However, not everyone can reap the benefits of this technology change. In context of the Internet a website should be developed to serve the largest possible audience using different hardware and software platforms, connectivity and devices. Also the needs of users with disabilities should be considered while developing the website. What is important is that users should be able to view a web page the way they wish to view it with the equipment that they have available.

The term 'universal accessibility' or 'barrier free access' refers to making a website accessible to ALL irrespective of technology, platforms, devices or disabilities of any kind. However, the scope of this article is primarily to focus on making websites accessible to people who are differently abled and suffer some limitation on account of physical challenges.

It is now being felt world over that it is the responsibility of every web site developer to design 'Barrier-Free' Websites to ensure that people with disabilities have equal access to public information that is available on the Internet and the World Wide Web. It is the direct responsibility of the agency and its web page developers to become familiar with the guidelines for achieving universal accessibility and to apply these principles in designing and creating any Website.

Many accessibility solutions described in this article contribute to "universal design" (also called "design for all") by benefiting non-disabled users as well as people with disabilities. For example, support for speech output not only benefits blind users, but also Web users whose eyes are busy with other tasks; while captions for audio not only benefit deaf users, but also increase the efficiency of indexing and searching for audio content on Web sites.

◉ | What is Barrier Free Web Access?

The term "Barrier Free Access" refers to the initiative to make sure information, especially

that being made available on the web, is accessible by all citizens, including those with disabilities requiring special software to "read" the information.

◉ | Barriers of different kinds

It is worthwhile remembering that impairments take a variety of forms and can exist together in combination. These vary from person to person and can be either sensory or motor disabilities.

However, the term "physically challenged" or "disabled" is used very generally in this article.

Some people with conditions described below would not consider themselves to have disabilities. They may, however, have limitations of sensory, physical or cognitive functioning, which can affect access to the Web. The lists of barriers below are illustrative and not intended to be comprehensive.

Visual disabilities

Some common visual disabilities are blindness, low visions and colour blindness. Such people depend on screen software that reads a web page one line at a time, horizontally across the screen. In case of images, the screen readers read the 'alternate text' portion. Examples of barriers that individuals with these forms of disabilities may encounter on the Web include:

- Images that do not have alt text and so can not be read by screen readers and complex images (e.g., graphs or charts) that are not adequately described by using
- Video that is not described in text or audio
- Tables that do not make sense when read serially (in a cell-by-cell or "linearized" mode)
- Forms that cannot be tabbed through in a logical sequence or that are poorly labeled
- Browsers that lack keyboard support for all commands
- Non-standard document formats that may be difficult for their screen reader to interpret
- Inadequate contrast between foreground and background.

Hearing Impairment

People with hearing problems also have to overcome various obstacles while accessing the Web. Some common barriers related to hearing

disabilities viz. deafness and heard of hearing are as follows.

Deafness

Due to substantial uncorrectable impairment of hearing in both ears, one may or may not read or speak a language fluently. As a result he/she faces some common barriers due to the reasons listed below.

- lack of captions or transcripts of audio on the Web
- requirements for voice input on Web sites.

Hard of hearing

One major barrier faced by this group is difficulty in comprehending audio and video content. To use the Web, these people may rely on captions for audio content and/or amplification of audio. They may need to toggle the captions on an audio file on or off, or adjust the volume of an audio file.

Motor disability

This type of disability includes weakness, limitations of muscular control and sensation, joint problems and missing limbs among others. Barriers that people with motor disabilities affecting the hands or arms may encounter include:

- time-limited response options on Web pages
- websites that do not support keyboard alternatives for mouse commands
- forms that cannot be tabbed through in a logical order.

Speech disability

This kind of disability includes difficulty in producing speech either in terms of clarity or loudness. One major disability encountered by these people on the web is with the websites that require voice-based interaction without any alternative input mode.

Cognitive and neurological disabilities

Dyslexia, dyscalculia

Often termed as "learning disabilities", an individual with this disability faces various problems related to processing adequate information from written data, reading or visualization data from the web. Lack of alternative modalities for catering audio and



visual related data can be subjected as a barrier for such disabilities.

Attention deficit disorder

Individuals with attention deficit suffer from difficulty in focusing on information with continuity. Some challenges that may be faced by these people are distracting visual or audio elements that cannot easily be turned off and lack of clear and consistent organization of websites.

Impairments of intelligence

Often individuals suffer from slow learning while understanding complex concepts. Barriers related to accessibility of websites for such persons can be categorized as follows

- use of unnecessarily complex language on Web sites
- lack of graphics on Web sites
- lack of clear or consistent organization of Web sites.

Memory impairments

Individuals with mental or emotional disabilities may have difficulty focusing on information on a Web site, or difficulty with blurred vision or hand tremors due to side effects from medications. Barriers that are attached to this disability includes

- Distracting visual or audio elements that cannot easily be turned off
- Web pages with absolute font sizes that do not enlarge easily.

Seizure disorders

Visual flickering or audio signals at a certain frequency trigger some individuals with seizure disorders. Hence visual frequencies that can trigger seizures should not be used.

Ageing-Related Conditions

Changes in people's functional ability due to aging can include subtle and/or gradual changes in abilities or a combination of abilities including vision, hearing, dexterity and memory. Barriers can include any of the issues already mentioned above.

◉ | **Laws and regulations**

The good news is that, many rules and regulations are now in place all over the world to support the need for ensuring universal accessibility for the physically challenged. WAI (Web Accessibility Initiative) is the name given

to the World Wide Web Consortium's (W3C) commitment to lead the Web to its full potential includes promoting a high degree of usability for people with disabilities. WAI, in coordination with organizations around the world, pursues accessibility of the Web through five primary areas of work: technology, guidelines, tools, education and outreach, and research and development. As with all W3C recommendations, compliance is voluntary. The recommendations comprise a set of "Checkpoints" or design practices. These Checkpoints are ranked into three categories, defined by the WAI as Priorities 1, 2 or 3, according to its view of their relative decreasing importance in enabling Web access by people with impairments. Conformance with all the Checkpoints in a particular priority category (and those below it) qualifies a site for the designation "Conformance Level A, AA, or AAA" respectively.

The Indian Government is also keen to ensure that the Indian websites are accessible for the physically challenged users. The Civil Commissioner of Disabilities (CCD) is working out mechanisms, in consultation with NIC whereby guidelines shall be formulated for adhering to web design practices in compliance with accessibility regulations prevalent world over.

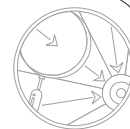
The Indian Government is also keen to ensure that the Indian websites are accessible for the physically challenged users. The Civil Commissioner of Disabilities (CCD) is working out mechanisms, in consultation with NIC whereby guidelines shall be formulated for adhering to web design practices in compliance with accessibility regulations prevalent world over.

◉ | **Assistive Technologies**

A lot of new technologies are now being used which are opening doors for the physically challenged people to a previously inaccessible world. Assistive technologies mainly refer to the products used by such people to help accomplish tasks that they cannot accomplish otherwise or could not do easily otherwise. When used with computers, assistive technologies are also referred to as adaptive software. Some assistive technologies rely on output of other user agents, such as graphical desktop browsers, text browsers, voice

browsers, multimedia players, and plug-ins. Some popular assistive technologies include:

- Alternative keyboards or switches: the purpose of alternative keyboards or switches is providing alternative way of creating keystrokes apart from a standard keyboard. This may include various software and hardware especially designed for physically challenged people. Examples are on-screen keyboard, eyegaze keyboards, key guards that allow pressing one key at a time.
- Braille and refreshable Braille: Especially designed for blind people, these technology consists of six to eight raised dots in various patterns representing letters and numbers that can be easily read by fingertips.
- Screen magnifiers: This technology makes various presentations larger and reduces the area of the document that is to be viewed. This system is primarily for individuals with low vision.
- Sound notification Sound notification is an alternative feature of some Web-based applications that allows deaf or hard of hearing users to receive visual notification that a warning or error sound has been emitted by the computer.
- Screen readers Software used by individuals who are either blind or who have dyslexia that interprets what is displayed on a screen and directs it either to speech synthesis for audio output, or to refreshable Braille for tactile output.
- Speech recognition Speech or voice recognition device is used as an input process by those physically disabled suffering from injuries to hands and forearms.
- Scanning software Scanning software is adaptive software used by individuals with some physical or cognitive disabilities that highlights or announces selection choices (e.g., menu items, links, phrases) one at a time. A user selects a desired item by hitting a switch when the desired item is highlighted or announced.
- Tabbing through structural elements: It includes assistive technologies such as software or hardware. This technology is for those individuals who cannot use a mouse, scan through links, list items or surf other structural items on a web due to blindness or dyslexic disability.
- Text browsers: Text browsers such as Lynx are an alternative to graphical user interface browsers. They can be used with screen readers



How to know if your website is accessible (Testing tools)

Bobby testing

W3C Web Accessibility Initiative is not a standard but a set of guidelines. A page can be compared against the guidelines to raise a Web manager's awareness of accessibility issues. The leading tool for this is Bobby software. The bobby service will scan the page and then generate an automated report highlighting areas of concern and suggesting what could be done to rectify them.

Bobby analysing application - <http://webxact.watchfire.com/>

The WAVE accessibility test

The Wave accessibility checker, is an online service that will check the webpage and mark it visually with icons that help you understand how assistive technology will read or display the page. Other useful features are:

- shows the order in which elements will appear on the page to, eg, a screen reader
- denotes "alt" text of images and applets
- marks links that contain JavaScript events, headings, and HTML keyboard shortcuts

Wave accessibility checker - <http://wave.webaim.org/index.jsp>

Page Valet

The Page Valet is an online validator with a range of accessibility testing features based on the W3C's Web Content Accessibility Guidelines. Useful features are

- supports a range of markup languages,
- it shows the source code with any errors annotated and highlighted (provided your browser supports CSS).

Page valet validator - <http://valet.webthing.com/page/>

Web Accessibility checker from ATRC

This is a service provided by Adaptive Technology Resource Center (ATRC) at the University Of Toronto. Web accessibility checker has been designed to check for the three WCAG conformance levels - A (Priority 1 items), AA (Priority 1 and 2 items) and AAA (Priority 1, 2 and 3 items). When accessibility issues are detected the toolkit displays relevant dialog boxes and guides to enable the user to fix a range of problems.

A-Prompt Toolkit - <http://checker.atrc.utoronto.ca/index.html>

for people who are blind.

- Voice browsers Voice browsers are systems, which allow voice-driven navigation, some with both voice-input and voice-output, and some allowing telephone-based Web access.

◉ | Making websites accessible

It has become very important for designers and developers to make websites that provide the most aesthetically pleasing content available for any group of users, irrespective of their physical challenges or the kind of platforms and devices they are using.

No authoring tool can automatically create accessible sites. Designing accessible websites requires one to understand accessibility requirements and make decisions about how users with disabilities will interact with their web pages.

However For web designers who need to create accessible content, authoring tools like Dreamweaver and Front page assist in creating pages that contain useful content for screen readers and comply with accessibility guidelines. For example Dreamweaver provides dialog boxes that prompt the user to enter accessibility attributes when they insert elements like images forms media etc in a webpage. In dreamweaver the accessibility dialog box for images reminds the user to add text equivalents for graphics so that when the image appears

The accessibility option is available through edit > preferences > accessibility menu from the dreamweaver interface. Here the user can choose the elements that he wants to be prompted for when they are inserted into a page. Dreamweaver also provides template web pages that were designed for accessibility.

on a page for a user with visual disabilities the screen reader reads the description.

◉ | Portable Document Format (PDF) and accessibility

The Portable Document Format (PDF) is widely used in electronic publishing. It is the universal file format that preserves the look and feel of a document, including the fonts, formatting, colours and graphics, regardless of the application and platform used to originate it. Information on Accessibility features present in adobe PDF is available at Adobe online accessibility resource - <http://www.adobe.com/products/acrobat/solutionsacc.html>

◉ | To ensure that an organization's website is universally accessible, the following WCAG (Web Content Accessibility Group) 1.0 Guidelines can be initially implemented

- Provide equivalent alternatives to auditory



and visual content - Provide content that, when presented to the your user, conveys essentially the same function or purpose as auditory or visual content, e.g., text summaries or transcripts.

- Do not rely on colour alone - Ensure that your text and graphics are understandable when viewed without colour

- Use mark up and style sheets and do so properly - Mark up documents with the proper structural elements; control your presentation with style sheets rather than with HTML presentation elements and attributes

- Clarify natural language usage - Mark up documents with the proper structural elements; control your presentation with style sheets rather than with HTML presentation elements and attributes

- Create tables that transform gracefully - Ensure that your tables have necessary mark up to be transformed by accessible browsers and other software

- Ensure that pages featuring new technologies transform gracefully - Ensure that pages are accessible even when newer technologies are not supported or are turned off, e.g., when style sheets are not supported, when appropriate provide the <noframes> and <no script> options

- Ensure user control of time-sensitive content changes - Ensure that moving, blinking, scrolling, or auto-updating objects or pages may be paused or stopped

- Ensure direct accessibility of embedded user interfaces - Ensure that the user interface follows the principles of accessible design: device-independent access to functionality, keyboard operability, e.g., do not rely on scripts, applets and plug-ins for essential functions

- Design for device-independence - Use features that enable the activation of your page elements via a variety of input devices, e.g., if an image map is used provide a text alternative
- Use interim solutions - Use interim accessibility solutions so that assistive technologies and older browsers will operate correctly

- Use W3C technologies and guidelines - Use W3C technologies (according to specification) and follow accessibility guidelines. Where this is not possible or doing so results in material that does not transform gracefully, provide an alternative version of the content that is accessible.

- Provide context and orientation information- Provide context and orientation information to

help your users understand complex pages or elements, e.g., complex relationships between parts of a page can be difficult for users with cognitive disabilities and for those with visual impairment

- Provide clear navigation mechanisms - Provide clear and consistent navigation mechanisms - orientation information, navigation bars, a site map, etc in order to increase the likelihood that a user will find what they are looking for on your site

- Ensure that documents are clear and simple - Ensure that documents are clear and simple so they may be more easily understood, e.g., consistent shape and feel, use of plain language, recognizable graphics.

Other Considerations

In addition to the w3c guidelines there are a few more tips which if kept in mind not only benefit the less abled but also make the site more usable for the average user

- Contrast between the background and the text on a webpage is very important. It should be ensured that there is adequate contrast between these. If using a coloured background it is better have one that is single and solid, rather than textured or patterned. There are a range of colour combinations that do cause difficulty, for example

- Red and green
- Red and purple
- Yellow and white/light grey
- Pink/lavender pastel colours

it is better to avoid such combinations

- Pop up windows are disorienting for users who cannot see that a new window has been created, eg, users with a screen reader or screen magnifier, or where the pop-up window covers the original one.

- Use of invisible images to aid page layout should be avoided. CSS attributes and values should be used instead. If an image is simply for decorative purposes and is not essential to the understanding of the website, an empty alt=" " also known as a 'null alt' should be used.

- Blinking or scrolling text creates problems for people with visual disabilities and is distracting for the normal user. It also creates a difficulty for text-reading software. It should therefore be avoided. Some moving type is browser specific, eg the marquee element;

some moving type uses scripting or active content that may also be browser-limited.

- Text links to documents should be descriptive and convey meaning Rather than using just 'Click here' It is more meaningful to link on the words 'Go to the next page'.

- Title attribute can be added to the HTML href element within an HTML page as a screen reader reads out the text contained in this attribute.

- Ensure that a website using frames is usable with non-frames-capable browsers by using the <noframes> option. Give each frame a meaningful title.

Hence, Website developers, in government or outside must obtain a better understanding of the accessibility needs, and recognize that such improved understanding is in their interest in the long run. They also have a moral duty to anticipate these needs and should address the issue urgently, rather than waiting for the next redevelopment cycle.

For further information, Contact
lokesh@nic.in ; sonal@nic.in

Let us know what you think of this article...and all others published in this issue.

We value your feedback as it will help us improve the quality of our stories.

Do write to us at

*The Editor - Informatics
Room No 379, 3rd Floor
NIC Headquarters
A-Block, CGO Complex
Lodhi Road, New Delhi - 110003*

email : sonal@nic.in



▶ Ajith Brahmanandan, lakshwadeep Correspondent

Lakshadweep- the beautiful island is becoming a smart island

The National Informatics Centre is all set to make the beautiful islands spread all over the Arabian Sea into "SMART ISLANDS"

Since its establishment in 1988, National Informatics Centre (NIC) is engaged in furnishing wide spectrum of information technology services to various offices within Kavaratti, Lakshadweep. During the last eighteen years a large number of projects were conceived and successfully commissioned, along with developing and implementing certain software packages.

Introduction of VSAT service and PORTNET project are proving to be a milestone in creating Lakshadweep a formidable e-governance union territory. The PORTNET project for 'anywhere to anywhere' advance ship ticket reservation system has received the Microsoft e-governance award for "Innovative Project" during the year 2006.

Some of the major e-governance projects being executed by NIC Lakshadweep UT unit are

PORTNET

PORTNET project is proving to be a boon for the inhabitants of Lakshadweep. People can now opt for hassle free advance ship ticket reservation and flight booking for all those ships and flight plying between Lakshadweep, Kochi and Kozhikode. Tickets can be booked from any of the thirteen ticket counters of Lakshadweep administration prior to 30 days with all types of credit cards and prepaid cards as well. All the vital information including availability of tickets can be access easily with this project. Complying with VSAT, Tickets can now be easily booked from those areas where Internet facility is not available. All the functions are monitored and updated at Kavaratti NIC centre. Further proposals are being carried out for establishing new counters as well.

Challenges The challenge was to have a central database that can deliver details of ship schedules, ticket availability, ticket status etc. to those people residing at remote and isolated islands.

Solution

The software was developed using .NET technologies. It uses SQL Server 2000 at the backend and IIS and ASP.NET technologies to



Sh. Ajith Brahmanandan, SIO, Lakshadweep receiving the Microsoft e-Governance award for "Innovative Project" from Sh. Ravi Venkatesan, Chairman, Microsoft India.

develop the application.

Benefits

- Made ship ticketing system more transparent
- Facilitated ticket booking and monitoring its status from any counter.
- Allowed checking of ship schedules and ticket availability through the Internet
- benefited the rural population in the remote and isolated islands.

Video Conferencing Services

This service interconnects all the islands of Lakshadweep with nation wide Video Conferencing network. Four video conferencing Studios are in operation at Kavaratti, Minicoy, Chetlat and Lakshadweep Administration office, through SCPC/DAMA VSAT. The remaining islands are provided with videophones and plasma screens facilitating reliable conference in the Chamber of Hon. Administrator, Government House at Kavaratti. Services like *Public grievance* and *Distance education* can now be effectively carried out with this service.

IntraLAK

Intranet Portal of the Administration of Union Territory of Lakshadweep

The IntraLAK is an integrated one-stop Intranet

Portal for all government G2E applications, aiming to provide a single and personalized entry point to information and systems that any employee needs. Besides, this portal also aims at bringing employee-centric focus and provides a strategic service delivery platform for sharing, transaction and collaboration of routine and critical applications.

The Intranet Portal Solution provides a flexible Portal Platform for Document Management, Content Management, Collaboration and

Workflow modules. Some of its benefits are

- Empower employees as they get the information in the right time
- A depository of all documents will be created
- Employees can participate in the decision making process irrespective of the location where they are posted.

E-Permit

The Lakshadweep islands

being a restricted area, this project automates the issue of restricted area Entry Permit for visiting Lakshadweep through online application. The system can be monitored efficiently from anywhere.

It is proposed to have the following enhancements to the e-permit system.

- All the police station will be provided with Internet access for making the entry and exit details of the permit holders.
- For the official permits, departments will be able to give approval on-line and for other permits the sponsors (who are already registered) will be able to give the approval on-line Interfacing with Inter active Voice Response System.

Automation of Regional Transport Office Implementation of VAHAN and SARATHI

Two softwares viz. SARATHI and VAVAN are developed by NIC collaborating with Ministry of Road Transport and Highways, for issuing Driving license as well as registration of vehicles respectively through internet. Both the packages are implemented at Regional Transport Office, Kavaratti.



The Hon. Administrator of Lakshadweep inaugurating the e-permit system and IntraLAK

◉ | **Web-PLANMIS**

Web-enabled Plan Monitoring Information System

The system maintains the plan outlay for each scheme and for each department and the implementing departments has to enter the expenditure on each scheme every month. The planning department and higher authorities can monitor the same from anywhere. The system generates various reports and furnishes the following benefits.

- The plan monitoring become easy
- The primary data entered by the departments is available to all
- There is no compilation/consolidation required
- Plan data can be viewed from anywhere through Internet
- Various reports can be generated

◉ | **SDONET**

A VSAT network connecting all the SDO offices in Lakshadweep

VSAT's are installed in all the Sub Divisional Offices/Addl. Sub Divisional Offices/Office of the Deputy Collector Minicoy considering the geographical isolations of islands.

The network is operational in all islands, and the SDO's/ASDO's are using this project for checking mails as well as browsing Internet for various e-governance applications. Point to Point Video Conferencing facility is also provided through this network in the remote and isolated islands.

◉ | **Comprehensive Modernization of Land Records**

GPS/ETS Cadastral Survey and Spatial data creation and integration of the same with land records data

The project envisages the GPS/ETS Cadastral survey (Parcel level Survey) of the land parcels and creates the spatial database and integrates the same with the non-spatial land record data. The surveyed maps are then geo-referenced with the

Quick bird satellite imagery. Kavaratti Island is fully funded by NIC and is being done as a joint project of National Informatics centre, Revenue Department of Lakshadweep Administration, and Survey of India.

With the completion of the project a comprehensive database of Land records of the entire territory will be created.

◉ | **LIRICS**

(Lakshadweep Islands Resident Identity Card System)

This project creates the resident database of all the bonafide residents in Lakshadweep for issuing Resident Identity Cards to all. The created database are then used for planning



The Hon. Administrator of Lakshadweep launching the SDO Suite.

purpose as well as for identifying beneficiaries for various schemes. The same can be integrated with Ship Ticket Reservation system and e-permit system. The birth and death registration along

with up-to-date resident details are also available with the help of this system.

◉ | **PRISM**

Personnel Resource Information System for Management

The database of all the employees of Lakshadweep Administration is maintained and generated with this system. This improves the internal efficiency of the Administration and helps in taking various MIS reports.

The development of a web interface for updating/accessing the details through the Intranet Portal are in progress for enabling various departments and employees to check their details from any where through the Intranet portal. The development of a complete web-enabled Personnel Management System is also in progress.

◉ | **SDO-SUITE**

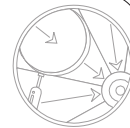
A Suite of e-Governance applications for sub divisional offices in Lakshadweep.

SDO Suite is a comprehensive suite of applications conceptualized, designed and developed by National Informatics Centre, Lakshadweep U T unit to solve information management problems at Sub Divisional level. The following modules are integrated into SDO suite.

1. Certificate Management System
2. Residents management System
3. Dak Monitoring System
4. Personnel Information System
5. Payroll and Accounts monitoring Information System
6. Transportation and boat hire Management System
7. Inventory Management System

In all the SDO offices Local Area Network (LAN) with a server and three client systems and peripherals like laser printer, scanner etc are installed for consolidating reports

to entire Lakshadweep. This system improved the efficiency of the Sub Divisional Offices providing swift citizen services.



◉ | **Electoral Roll and EPIC Management Information System for the management of Electoral roll and EPIC**

The system maintains, updates as well as generates the electoral roll of all the electorates in Lakshadweep as per the instruction of Election Commission of India. The softcopy of the electoral roll is published in CD-ROM every year as well as in websites.

The Complete Electoral Photo Identity Card (EPIC) is also generated from this system in the form of jpeg files. The system is in operation for the last five years and modifications/ updating are done as per the instructions of Election Commission of India.

◉ | **Web-enabled Scholarship Management System**

Ever since the system was introduced, the processes of scholarship disbursement became very efficient and transparent for the department of education; Lakshadweep. The system generates the sanction order as per approved guidelines, which are hard coded in the system. The State Bank of India, the designated bank for the disbursement of the scholarship can access the details through web and make payments to the parties with necessary updation.

The system uses a unique ID system for each student availing scholarship from the administration that enables the department to monitor the details of all the scholarships availed by a student.

◉ | **Inventory management System for Electricity**

The inventory management system is developed and implemented in all electricity sub divisions within Lakshadweep Electricity department. The system maintains the inventory of all the items of the department and generates the cargo list and various MIS reports. It is operational in the area for the last three years.

◉ | **Web-enabled Consumer Management for Department of Electricity**

Web-enabled system provides all the information required by the consumers, through a portal along with on-line services like acceptance of application for electricity connection and other related service, accepts consumer bills, receives complaints from the consumers. The system also keeps accounts of various transactions and generates various account statements and MIS reports required

by the department. The system is under trial run.

◉ | **Other software packages**

Various other software packages implemented in the departments are Payroll information system, Accounts Management Information System. Software packages like GPF Management system, Pension information system, Land Acquisition system, Recruitment Management System, Case Monitoring system, software for providing MIS support for professional college seat allotment, DAK Monitoring system, WAN-enabled DAK monitoring system etc are operational.

◉ | **Web Services**

All the major departments are provided with separate domain names and those who have cleared the security audit are hosted with their respective domain names. Others are hosted in www.lakshadweep.nic.in

Former Administrator, Sh.Parimal Rai has stated the following after his tenure in the Union territory.

I am leaving the Lakshadweep islands after serving the territory as Administrator for one year and nine months. The induction of Information Technology was one of my priority areas of the development of Lakshadweep islands. During this short period, we could initiate and implement many e-governance projects with the active support of National Informatics centre with a vision of making these islands as "SMART ISLANDS". The PORTNET project for ship ticketing, automation of Regional transport office, SDONET connecting all the islands, Intranet for the administration, e-permit system, computerization of employment exchange etc. are some of the projects we have recently implemented recently.

This is to place on record my appreciation for the excellent work done by Sh. Ajith Brahmananda, Technical director and state informatics officer, NIC, Lakshadweep unit and his team during my tenure in this territory.

System etc. various seminars and workshops are also organized for the benefits offices and IT departments.

◉ | **Apart from above, various new projects are also under implementation process.**

- Implementation of Common Integrated Police Applications (CIPA) in all the police stations in Lakshadweep.
- Web-enabled Integrated Financial Management System along with single personnel and Payroll Management system
- Development and implementation of web-enabled integrated inventory and cargo management system for department of electricity
- Development and implementation of web-enabled medical inventory management system for Directorate of medical and health Services.
- Implementation of Web-enabled employment exchange services.

For more information, contact :



The Hon. Administrator inaugurating the e-governance Seminar organized by NIC.

◉ | **Training Services**

The NIC, Lakshadweep U.T. Unit organizes regular training programs for the government employees and keep them updated on the use of office productivity tools. Along with training programs on PORTNET and Medical Inventory

Sh. Ajith Brahmanandan
 State Informatics Officer
 NIC, Lakshadweep UT Unit
 E-mail: sio-laks@nic.in



Baran- exploring new heights in e-governance



District Baran was carved out of erstwhile Kota district on 10th April 1991. Consisting of six sub-divisions and eight tehsils, the district has two constituencies viz. Kota & Jhalawar. Hadoti is the main dialect.

Emergence of NIC District Centre

Since its establishment in 1991, NIC is engaged in providing vital ICT support to various government offices on e-governance projects along with providing training to officers and staffs at different levels. Some of its major contributions are as follows



DIO Baran Amit Agarwal receiving appreciation letter from District Collector on Independence Day

Land Records Computerization /Apna Khata

Land Records of all 1238 villages of the district are updated with this LRC system. **Apna Khata Kendra** of each tehsils along with district headquarters and authorized cyber café are responsible for monitoring and providing computerized **Jamabandi's** copies (Records of rights).

District Official Website

District official Website <http://www.baran.nic.in> provides vital information related to the district. Along with past and present events, one can also download various application forms and tenders from the website.

Web based Online Public Grievances

Public Grievances can now be effectively entertained with the Web Based Public Grievances system. As soon as an application is forwarded, NIC centre informs about the complaint to the District Collector.

Treasury Computerization System

Computers with net connectivity are installed in the two Sub-Treasuries of the district for executing all major work of district Treasury. All the pensioner's data and Money Order for the pensioners are now being effectively generated on pre-printed stationary leading to less consumption of time.

Video Conferencing Facility

Video-conferencing facility helps in conducting regular meeting for District Collector and other officers in the district.

Public Grievances Redressal System

All the applications received from citizens are now entertained with the Computerized Public Grievance Redressal System.

AGMARKNET

Daily commodity prices are being sent to all the three-krisi upai

Mandi Samiti via AGMARKETNET connectivity. NIC District centre and Directorate of Marketing organize regular Agmarketnet awareness workshops for farmers and merchants at Mandi Samiti, Baran.

Revenue Court Computerization

Dates of hearing and judgment of any court case are entered through Revenue Court Computerization System. It monitors both revenue and judicial cases under revenue courts. District Collector court & SDO courts of the district are using the system.

Expenditure Accounting System for District Courts

This system plays a vital role for maintaining daily as well as year wise expenditure accounting and MPR generation within the district. It uses Budget Head wise expenditure for facilitating in generation of reports for the district courts.

Lottery System

A computerized Lottery system of Small Savings Schemes has been executed by NIC under "*Coupon Uphar Yojna.*" Hon'ble MLA, Shri Hemraj Meena and District Collector performed draw at the Conference hall of the Collectorate, in the presence of general public and other delegates.

Pay bill of Govt. Departments

Pay bill data from all government departments are validated and updated in the treasury offices with the help of Data Depository System software. The software is being used in all the 32 District courts of Rajasthan for efficient salary generation.

District Courts Computerization system

Now all files of civil and criminal cases in district courts can be checked through this system easily.

Election Management System

All election proceedings can now be monitored effectively through Election Management system at various Computer centres through dial-up connectivity.

Arms Licenses Monitoring System

Arms Licenses monitoring system is generating an easy task for monitoring around 9000 arms license holders along with their details related to arms types and makes.

Training

NIC District center is regularly conducting project based training programs on these systems to government employees.

Network Support

Transferring and receiving important data and reports has become more feasible now within the district due to Hi-speed network support.

NIC Baran District Unit

Mr. Amit Agarwal

District Informatics Officer

Mr. Sanjay Kumar

District Informatics Associate

For further information, contact

dio-brn@raj.nic.in



► Sangeeta Singh, Joint Secretary, Sixth Central Pay Commission, Government of India



Sixth Central Pay Commission – Using Technology to Reach Out !!

The Government of India has been considering for some time, the changes that have taken place in the structure of emoluments of Government employees over the years. Conditions have also changed in several respects since the last Pay Commission made its report in 1997. Accordingly, the Sixth Central Pay Commission was appointed in October last year under the Chairmanship of Mr Justice B.N Srikrishna. The Sixth Central Pay Commission members are Shri J.S Mathur and Prof Ravindra Dholakia with Smt Sushama Nath, as the Member Secretary.

The terms of reference (ToR) of the Commission give it a mandate to examine the structure of pay, allowances and facilities/benefits, whether in cash or kind, for the following categories of employees -

- Central government employees – industrial and non-industrial.
- Personnel belonging to the All India Services.
- Personnel belonging to the Armed Forces.
- Personnel to the Union Territories.
- Officers and employees of the Indian Audit and Accounts Department; and
- Members of the regulatory bodies (excluding the RBI) set up under Acts of Parliament.

One of the primary objectives before the Commission is to transform the Central Government Organisations into modern, professional and citizen-friendly entities that are dedicated to the service of the people and to work out a comprehensive pay package for the categories of Central Government employees mentioned above that is suitably linked to promoting efficiency, productivity and economy through rationalization of structures, organizations, systems and processes within the government, with a view leveraging economy, accountability, responsibility, transparency, assimilation of technology and discipline.

The functioning of the Central Government Organisations have to be in harmony with the demands of the emerging global economic scenario taking into account the totality of benefits available to the employees, the need of rationalization and simplification of the same and the prevailing pay structure and retirement

benefits available under the Central Public Sector Undertakings, the economic conditions in the country, the need to observe fiscal prudence in the management of the economy, the resources of the Central Government and the demands thereon on account of economic and social development, defence, national security and the global economic scenario, and the impact upon the finances of the States.

Recently, the Commission utilized ICT in an innovative manner when it decided to seek public's opinion on some items of specific interest through a specially designed online questionnaire. The technology support for this endeavour was provided by National Informatics Centre and the medium for hosting and publicising this questionnaire was the extremely popular National Portal of India (india.gov.in). A special section in the Portal, which has specific modules on Government and Government Employees, was dedicated to promoting the questionnaire and encouraging members of the public, peoples' representatives, consumer associations, staff associations, State/UT governments, ministries/departments etc to send their views on the subject by a specified deadline.

A customized software developed by NIC enabled convenient submission of public responses to different questions from the comfort of their homes. Since the questionnaire had many questions asking for detailed answers, a facility was provided to the respondents to save/edit their intermediate responses and fill up the questionnaire in multiple sessions as per their convenience. For availing this facility, a brief registration form had to be filled up but the large number of users who had already registered with the National Portal for personalized view of information could use the same login details to access the questionnaire as well.

The questionnaire had different categories and sets of questions for individuals and organizations.

Although the public could also download the questionnaire and submit the same by post to the Commission, still the facility of online

submission of responses made things easy for people who wanted to send their valuable suggestions and views to the Commission. True to its objective, the National Portal proved to be an extremely effective medium for facilitating public participation in the process of governance.

Other useful information on the activities of the Commission such as information called for on prevailing pay structures, questionnaires for State Government and studies undertaken by the Commission have also been published on the Portal. The meetings and hearings of the Commission with officers, unions and associations is also listed on the portal.

The Commission has received a very good response to the questionnaire from all quarters and is in the process of analyzing the same. The software developed by NIC is proving very useful for this exercise as it presents a structured view of the responses and will generate useful reports. The responses to the questionnaire, both online and through post, will be available on the portal after some time. The success of this endeavour has the potential to set an encouraging example of how technology and its innovative usage can help the government to reach out to people and give them a chance to voice their opinion on



significant issues impacting on governance.

For further information, mail to sixth.cpc@nic.in



NIC – WWW Services Portal (webservices.nic.in)

- Resource Centre on various web tools / technologies
- Support Centre for on-line submission of any request/complaint
- Request for Value Added Services such as webcast facility, Traffic Analysis (WebStat),

Web presence today has become a vital element for an organization striving to fulfill its objectives in an efficient manner. And in such cases it becomes necessary for an organization to know about various technicalities involved & solutions available to them.

WWW Services Portal (<http://webservices.nic.in>) of NIC is a one point source for such organizations. NIC prides itself on providing a complete and comprehensive range of WWW services, be it analyzing the very feasibility of a website/ web portal / e-gov applications to conceptualizing its architecture, providing expert consultancy on its various facets to even a complete design, development and hosting of the same from a scratch.

Important services provided by the portal are as under

• Domain Name Registration

'Gov.in' domain is a prime domain for any Government of India website. NIC is the exclusive registrar for the GOV.IN Domain names. NIC has also been in practice of providing NIC.IN to various govt. dept. /org from the beginning.

• Web Site Hosting Registration

NIC also provides over 5000 government websites/portals/applications with hosting support with the help of futuristic Internet Data Centre.

The web Hosting infrastructure includes a large number of powerful performances tuned and secured servers, which are well connected, to the Internet. Web Hosting is generally offered on Windows & Linux platforms. Also supported are state-of-the-art Web Technologies, right from CGI, PERL, ASP, ASP.NET, PHP, JSP, Servlet etc. A variety of databases including MS SQL, MS Access, MySQL, Oracle etc. are also supported. Besides a variety of web servers, the hosting infrastructure also includes powerful Database & Application Servers. Hi-end traffic analysis, search (Index), chat & media servers are also part of the set-up.

There is a strong team of around 80 web-coordinators of NIC personnel at various levels (Ministries / Departments/States/UTs) for attending the hosting related issues. Web Hosting Support team at the NIC Headquarters



remains in touch with the web-coordinators through the web-based on-line system.

• Value Added Services

Following value added services are also provided as a part of the NIC's Hosting services,

• Web Cast

Streaming Media Services facilitate you to do live webcast of the important Events, Conferences, Seminars etc... and it also allows you to stream pre recorded audio/video clips as a part of your website.

• WebStat

It provides access to on-line analysis of the traffic received at your web site. It not only gives daily / monthly / yearly hit analysis reports of the sites, but also provides information on most popular pages, most often downloaded documents, least popular pages, top referrers/search engines, geographical distribution of visitors etc... and many more reports which help you in developing effective strategies for your Web Site.

• Index Services

It helps in facilitating a comprehensive and powerful search facility on your website to help the visitors locate the desired information quickly. This search facility not only allows the visitors to search HTML Documents, but also allows them to search wide variety of documents published on your website such as PDF, DOC, RTF, PPT, ASP, etc.

Highlights

Search Facility and adding the website to GOI Directory (goidirectory.gov.in) can also be made online.

At any time, the system shows the status of all such requests made by the concerned coordinator and also shows complete details of under process/pending requests.

Request for Staging Accounts to test the functionality of the

website before it is launched can be made online through this system, which also shows the status of all the staging accounts ever taken by the concerned user.

Other online services which can be availed from the system include request for VPN services, FTP accounts, additional web space, additional/new database space, request to close/suspend a website etc.

Online submission of complaints, queries for immediate redressal can also be made through the System.

Salient Features

- On line system for Domain name registration & web site hosting registration.
- Work flow based on-line system with escalation facility for NIC personnel (web-coordinators) for processing the hosting request with NIC headquarter team

For further information, contact
Data Centre & Web Services Division
NIC Headquarters
Tel No. 91-11-24305041

or send a mail to
vijay.vk@nic.in



Moiz Hussain Ali, Maharashtra Correspondent

Yavatmal - Ahead in E-Governance



Yavatmal, also known as "Yeotmal" is located in the eastern region of Vidarbha, in Maharashtra. The name is derived from "Yeota"; a chief town of a phargana and the termination is either the word "mal" or a "hill" or may be a "mahal".

NIC District Centre, Yavatmal was established in 1988 with a view to providing latest electronic facility to the locals of the district. Apart from endowing the district administration with technical support, it also deals in developing and implementing various government projects in a transparent way. It provides software, e-mail and Internet support to about 50 Government Offices in the District.

Some of the Major Projects developed and implemented by NIC Yavatmal District Centre are:

Computerization of Election Process
NIC Yavatmal developed some useful software for election process; such as

1. Counting Information System for Parliamentary Election

This system is turning out to be very helpful for counting votes during Parliamentary General Election as well as assembly elections. The software accepts data for polling station and generates textual and graphical reports for declaring results.

2. Team and Booth Allotment System

This software has been developed as per the instructions of Returning Officer and Observer for random allotment of election parties.

File Monitoring System
This system not only monitors the files of various collectorate departments but also checks the status of files such as pending, disposal,

submitted to record room etc. This multi-user system is used for data entry of new files as well as updating the progress of the files.

Water Scarcity Information System
Designed to monitor Water Scarcity problem in the district, the software generates various vital reports for district administration usage. It contains information about villages having water scarcity, work assigned to different agencies, type of water resources proposed, work progress etc.

Zilla Parishad Pending References System
This software has been developed for monitoring various References received at Zilla Parishad, Yavatmal. It maintains information of References received, References assigned to Departments, Progress, Action taken, Disposal etc. and generates various pending references reports.

Geographical Information System of YAVATMAL District
This system facilitates maintenance of the Geographical Information System of Yavatmal District and all 16 Tehsil offices both in map as well as text format. It contains information on Census, Geography, Offices, Places etc. in the district and its tehsils.

Leave Information System
This is for monitoring the leave records of all the employees of Collectorate and other Departments and helps in generating formidable reports useful for District administration. The software is developed as per Maharashtra (Leave) Rules 1981.

Official Website of Yavatmal District
The official website of Yavatmal District (<http://yavatmal.nic.in>) provides useful information on History, Geography, Geology, Religion, People, Maps, Census, Places, Industry, Public

Services, Transport, Telephone Directory, VIP Personalities, Govt. offices and various schemes for Public.

District Training Centre
District Training Centre was established in 1999 with an objective to cater awareness as well as impart training to Government officers and employees of Yavatmal district in the areas of information technology.

Project based trainings are rendered to many Government Employees of different offices at regular intervals. These trainings covers an array of areas related to ICT and e-governance. Around 1000 Govt. officers/employees have been trained till date.

Besides the above, NIC Yavatmal centre has successfully carried out implementation of major National Project such as Land Record Computerization (LMIS, PCIS), Agmarknet, PMGSY, MPLAD, Rural Soft, Daily Crime Reporting etc. as well as implemented major



Yavatmal, NIC District Center

state government projects such as NICNET-Mahanet integration Project, Payroll, MAHASIM (Status Information Management System), MAHAFOOD (Food and Civil Supplies), Zilla Parishad Accounting System, CODISS, SGY, EGS (Employment Guarantee Scheme), Mahasahakar (Public Health Department) etc.

NIC Yavatmal District Unit
Arun M. Ranvir
District Informatics Officer
Prafull P. Karnewar
District Informatics Associate
For further information, Contact dio-mahyav@nic.in



► Sunil Kumar & Sudhir Mittal, NIC HQ

ICT making lives easy for Pensioners

Central Pension Accounting Office (CPAO), which came into existence with effect from 1st January 1990, authorizes civil pensioners retired from central government excluding Railways, Telecom, Post and Defense Pensioners. Along with Civil Pensioners, it authorizes former Presidents/Vice Presidents, Ex-MPs, Central Freedom Fighters, All India Services (IAS/IPS/IFS) Pensioners and Pensioners of Delhi Administration. The Accounting and post auditing of the pension disbursed and reimbursed is also done by CPAO.

CPAO is provided with budget grant of the order of about Rs 5250 crore every year. Pension disbursement is done through 31 Authorized Banks, which have 245 Nodal Branches, 2800 link branches and over 20,000 paying branches. CPAO deals with 486 Pay & Account Offices (PAO) and other offices all over India. Annual Processing of 30,000 to 35,000 Pension Payment Orders (PPOs) is done. CPAO receives around 50,000 bank scrolls per annum for processing and compilation of expenditure. The quantum of work detailed above is handled in an efficient & smooth manner through extensive use of ICT with active support of NIC.

• NIC established ICT Centre at Central Pension Accounting Office (CPAO) in January 1990 to achieve following objectives

- To have Centralized Control over the pension payments to the Central Civil Pensioners by the Public Sector Banks.
- To simplify & reduce the number of agencies for pension payments and transfers.
- To speed up the process of authorization, revision and transfer of pension through Public Sector Banks.
- To expedite compilation of monthly accounts.
- Preparation of Budget & Appropriation Account of composite pension grant and Finance Accounts.
- Post Payment test check of pensions disbursed through public sector banks.
- To create the databank of Pensioners for MIS and Statistical Reports.

With the introduction of New Pension Scheme, CPAO has been declared as Interim Central Record-keeping & Accounting Agency (i-CRA) with following objective.

With the objective of Total ICT based functioning of CPAO, following Applications Software has been developed and implemented

• **Pension Accounting & Retrieval System (PEARL)** PEARL manages the process right from receipt of pensioner's case at reception to Receipt & Dispatch Section to its processing, which includes authorization, printing of Special Seal Authority and dispatch of case to the concerned bank. PEARL software maintains the database of post 1990 pensioners only and is now being redesigned using 3-tier architecture to take care of new business requirements.

• **Public Interface for Pensioners** Pensioners of various categories like Fresh Pensioner Case, Revision of Pension, Transfer of drawl of pension from Treasury to Bank, Transfer of drawl of pension from PAO to Bank, Family Pension, Commutation to Pension can check their status from website <http://cpao.gov.in> which is updated on daily basis. Apart from this pensioner's can get the status enquiry from Interactive Voice Response System (IVRS).

• **Interim Central Record-keeping & Accounting Agency (I-CRA)**

I-CRA software has been developed which accepts the data of newly recruited employee in electronic form. It keeps the general information of such employees and also receives tier-I deductions & government contribution every month. It calculates the interest on Employee contribution as well as Government contribution and generates the annual statements for all such employees.

• **AG Pensioners Management Information System:** Some of the pre-1990 pensioners have been taking pension from treasuries of the state government. Pension released by Treasuries are

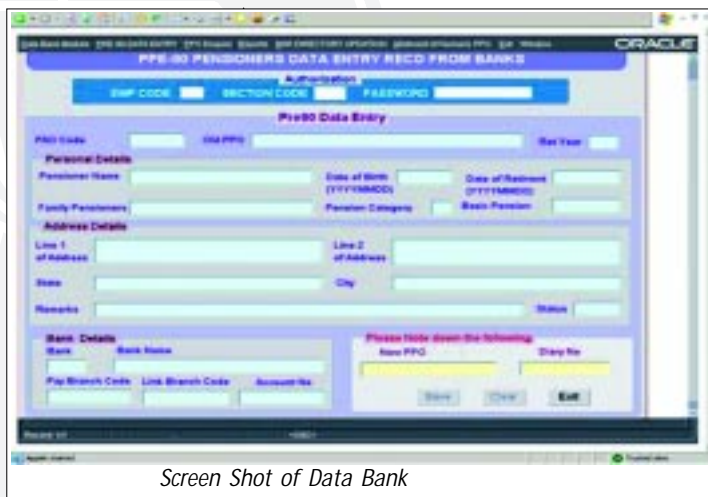
compiled by respective Account Generals of the states and the claims are sent to CPAO for reimbursement. This software, developed using 3-tier architecture maintains the record of such pensioners received from treasuries and details of the claims received from AG offices. The reimbursement of amount to the AG is regulated based on this database.

• **Compilation:** Banks, which disburse the pension, submit their claims every month. This software records bank-branch wise scroll summary and compiles against the put through received from GAD & CAS.

• **Databank:** Some of the pre-1990 pensioners have been taking pension from bank and not much record for such pensioners is available with CPAO. This software maintains the record of such pensions as received from banks.

• **100% Electronic Exchange of Data with Banks:** The entire data exchange between CPAO and bank is proposed to be electronic. CPAO sends the PPO data to bank on electronic media thus reducing the time and efforts of data entry at bank. Similarly, the scrolls are received from banks electronically, compiled at CPAO and 100% post audit for the pension paid is done.

NIC-CPAOD has setup this model office where from receipt to dispatch, the entire processes



Screen Shot of Data Bank

are computerized and movement of PPO is tracked at any stage.

For further information, Contact
Central Pension Accounting Office Division,
National Informatics Centre
Trikoote-II, Bhikaji Cama Place, N D- 110066

or send an email at
amita@nic.in



Research & Advisory Services @ NIC : A Value Chain

National Informatics Centre (NIC) subscribes to various Digital Information Resources in the field of Information Technology and its allied areas for the access of NIC officials up to district level across India. Online Gartner Research & Advisory Services is one of among them. National Informatics Centre (NIC) has been subscribing to Gartner Reports (earlier published by McCraw Hill as Datapro Reports) since 1987. However, from the year 2000, NIC subscribed to Gartner Reports as Intraweb CD-ROM. It was accessible to NIC officials through IntraNIC and Library Website. Gartner has now phased out the CD-ROM version and brought out a world class unbiased independent Research Report, Market and Industry Trends covered under 27 fields and available as online at <http://www.gartner.com>

analyst expertise for strategic insight and tactical guidance that applies specifically to needs and issues of IT Organisations.

● Deliverables @ NIC

There are two levels of named user access to Gartner Reference and Advisor sheets

● Reference Users

have access to written Gartner Research for the number of Users licensed in the Service Agreement. Deliverables for Reference Users include a range of written reports, such as Spotlights, Special Reports, Research Notes, Perspectives/Research Briefs, Executive Summaries

● Advisor Users

have access to written Gartner Research with

the ability to interact with Gartner analysts through Standard Analyst Inquiry Advisor. Users receive the Core Research deliverables for Reference Users, stated above, as well as.

Area of Coverage

Application Development	Mobile & Wireless
Application Integration & Middleware	Networking & Communications Equipment
Business Intelligence	Networking & Communications Services
Business Process Management	Open Source
Consumer Technologies	Outsourcing & IT Services
Customer Relationship Management	PCs, Laptops & Handheld Devices
Data Management & Integration	Print Markets & Management
ERP & Supply Chain Management	Regulatory Compliance
Emerging Trends & Technologies	Security & Privacy
Enterprise Architecture	Semiconductors
High Performance Workplace	Servers & Storage
IT Asset Management	Small & Midsize Business
IT Management	Software Markets
IT Operations	Web Services

● Features

Gartner offers the combined brainpower of more than 1,200 research analysts and consultants who advise executives in 75 countries every day. Research and Advisory with 800+analyst provides suggestion and expert comments to various project proposals and documents before execution.

Gartner Core Research is a comprehensive program designed to help IT Leaders and Professionals. Gartner provide an impartial and invaluable perspective of Research by Market, Topic and Industry with the world's most knowledgeable analysts organizations on any topic of IT. Gartner Advisory Services provides the opportunity to directly leverage Gartner

● Standard Analyst Inquiry

provides Advisor Users with access to Gartner analysts for inquiry sessions for the User's individual business purposes for the benefit of organisation. Inquiry sessions are related only to the interpretation or application of published Gartner Research and are based on applicable Research Service scope of coverage, as determined by Gartner.

● Teleconferences

periodic "telephone meetings" on pressing, timely issues. Gartner analysts speak on these topics and then poll the listeners.

● Talking Technology

a monthly CD-ROM that provides an executive summary focusing on current IT issues.

Theme Conference Ticket

a ticket for one employee to attend one of Gartner's theme conferences.

● Benefits

Gartner Research has a set of powerful dynamics which can lead to improvement in the Technology Understanding and Project Deployment capabilities and also the purchase, implementation and management of technology.

NIC is getting benefits to

- Discover the trends and traps of new technologies, providing NIC with the ability to provide world-class IT services to its citizens
- Verify and validate key strategic business initiatives that involve technology, using world-leading, authoritative and independent research and analysis from more than 800 dedicated, expert Gartner analysts;
- Gain an improved understanding of technology and market dynamics that can avoid bad decision-making expensive errors and short-lived vendor partnerships
- Understand market alternatives and methodologies.
- Improve the position of NIC in purchase processes that can reduce costs, time to selection, improve Service Level Agreements (SLAs) and reduce risk to the Government.

• Access privilege to Full text Gartner Research & Advisory Services is through userid and password.

• At present NIC is having two Advisory Seats and One Reference Seat

Other Online Digital Resources are

- IEEE/IEE Electronic Library(IEL)
- ACM Digital Library
- Science Direct
- JCCC@MCIT
- Standards Online

For more details contact

Library & Information Services Division
National Informatics Centre, New Delhi
Web: <http://library.nic.in>
Email : niclib@nic.in, pku@nic.in



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....

● **NIC participates in Good Governance Conference at Nagaland**

A Regional Conference on "Fostering Good Governance" was recently held at Chumukedima, Dimapur, Nagaland where NIC Dimapur District Centre actively participated and provided complete technology support right from Internet Connectivity at the conference site through LAN and Wireless. The Conference was chaired by Sh L.K Joshi, Secretary to Government of India, DOPT and Sh Rahul Sarin, Additional Secretary (DAR&PG). The State Government had officially appointed the District Informatics Officer of NIC Sh V.Vikishe Sema as the Liaison Officer for the event. The dignitaries attending the conference applauded the efforts of the entire team of NIC including officers from the Dimapur District Centre and the Nagaland State Centre.

Kemvu Elah, Nagaland Correspondent

● **Manthan Award for NIC Project**

The Manthan Award is an Indian initiative by Digital Empowerment Foundation, India as the national initiative of World Summit Award, to select and promote the best practices in e-Content and Creativity in India. It involves representatives from each state and union territory of India and visualizes the bridging of digital divide and narrowing of the content gap as its overall goal.

The 'Sanjay Gandhi Post Graduate Institute OPD on Video Conferencing' Project by NIC Pilibhit (Uttar Pradesh) has been chosen as "India's best e-content" in the category e-health from 25 states by the Manthan AIF (American India Foundation) Grand Jury 2006. The Video Conferencing health care project is to facilitate people of districts of Uttar Pradesh to consult SG PGI Lucknow for their ailments irrespective of distances through the NIC VC Setup. The project is facilitating the needy and poor people who are not able to bear the expenses incurred in transport and boarding at Lucknow to treat



Sh Ravindra Kumar, former DIO, NIC Pilibhit receiving the award from Sh Wajahat Habibulla, Chief Information Commissioner.

their serious ailments at SG PGI. The project has resulted in a very high level medical consultancy of reputed SGPGI doctors by the poor people at their own place at very low cost.

Anshu Rohatgi,
Uttar Pradesh Correspondent

● **E-Information System for Orissa Information Commission**

In a bid to facilitate easy access for citizens preferring Second Appeals/Complaints under

Right to Information Act, 2005, the Orissa Information Commission has put in place an e-Information System with the help of NIC State Centre. The web-enabled software (orissasoochanacommission.nic.in) has been developed by Sh. Prasanta Kumar Mohanty, NIC, Bhubaneswar under the guidance of Dr. R.N.Behera, Head of Portal Group, and supervision of Sh. S.K.Panda, STD & SIO, NIC, Bhubaneswar. The system caters to both G2G and G2C model and helps the officials of Orissa information commission to manage and monitor the second appeals/complaints cases and decision/judgment taken on it. The citizens can know the status of their second appeals/complaints and decisions by using the PNR number generated by the computer. Inaugurating this e-Information system of the Orissa Information Commission, Sh D.N.Padhi, Hon'ble State Chief Information Commissioner underlined the imperative need to use information technology extensively for efficient and effective functioning of any progressive organization.

R.N Behera, Orissa Correspondent

● **Workshop on CONFONET Project at State Consumer Commission, Shimla**

A two-day workshop-cum-training programme on CONFONET Project was held at the Himachal Pradesh State Consumer Disputes Redressal Commission, Shimla on 14-15th December 2006. The workshop covered the installation of CONFONET Software on the servers at the State Consumer Commission, Shimla, District Consumer Forum, Shimla, demonstration of the software and uploading of the contents on the CONFONET portal at <http://confonet.nic.in>

The officers from NIC HQ, Sh. Vinay Kumar and Sh. Ramandeep explained the various steps involved in Server installation,



Sh D.N Padhi, State Information Commissioner inaugurating the system



CONFONET Workshop at Shimla and the participants

software operation and other related topics. The participants included officers from NIC HP, District Informatics Officers from the 4 NIC Districts, 2 officials each from the 4 District Consumer Forums and 10 officials from the State Commission. The cause list data was entered for the District Forum Shimla and the cause list was uploaded on the CONFONET website during the training session.

The Hon'ble President of the State Consumer Commission, Justice Arun Goel took keen interest in the various functionalities of the software during the demonstration.

Ajay Singh Chahal, Himachal Pradesh Correspondent

• | Inauguration of Raj Bhavan Website at Jharkhand

His Excellency Sh. Syed Sibtey Razi, Governor, Jharkhand inaugurated the official website of Raj Bhavan, Jharkhand (<http://www.rajbhavanjharkhand.nic.in>) at a glittering function on 10th Dec'2006 organized at the Raj Bhavan, Ranchi. On the occasion of completion of second year in office, the governor honoured the artists from various fields. Many top dignitaries and officials of the state attended the function. Speaking on the occasion the governor praised NIC for the development & hosting of the website. Shri Amit Khare, Principal Secretary to Governor also thanked NIC for the day-to-day IT support given to the Raj Bhavan and governor secretariat.

The website has all the necessary information & activities about Raj Bhavan, important

speeches & messages and a colourful photo gallery etc. The website has been designed and developed by NIC Jharkhand State Centre.

Prashant Belwarier, Jharkhand Correspondent

• | Inauguration of Smart Card based DL and RC at RTO Puri, Orissa

'Sarathi' and 'Vahan' application for issuance

RR Pattanaik, IAS, Collector & DM, Puri.

Hon'ble Speaker also inaugurated a training centre for e-Governance activities with capacity of 30 participants, which will be utilized to educate the transport department users of Orissa.

A.K.Hota, Orissa Correspondent

• | West Bengal State Council of Biotechnology launches website

The West Bengal State Council of Biotechnology (SCBT), Government of West Bengal recently launched a website (<http://wbbiotech.nic.in>) designed, developed and hosted by the NIC State Centre. The SCBT headed by Sh. Hirak Ghosh, Chairman took active participation in collecting, compiling the entire information and coordinated with NIC.

The website provides useful features and information for Students, Academicians, Scholars, Faculties in Institutions and Scientists in organizations and Industries. Latest topics concerning the field of Biotechnology such as Bio fuel and Biopark have been featured in the site. The website also provides complete course curriculum and other details of Bengal



Shri Razi, Governor, Jharkhand inaugurating the official website of Raj Bhavan

of Smart Card based driving license and Vehicle Registration Certificate were inaugurated at RTO, Puri, Orissa as the second site after Bhubaneswar by the

Hon'ble Speaker, Orissa Legislative Assembly Shri Maheswar Mohanty and Hon'ble Minister of State, Commerce & Transport (Ind) Shri Jaya Narayan Mishra. At the function, the chief guest handed over the first Driving License and Registration Certificate to applicants in presence of the Transport Commissioner Dr. S. B. Agnihotri, IAS and Shri

Engineering & Science University and Uttarbanga Krishi Viswavidyalaya and further provides a blend of static and dynamic content.



DL & RC Distribution by Hon'ble Speaker



A plethora of information on various topics related to bio-technology have been presented in the website under distinct modules. A content management system has also been developed for the Council, which allows the authorized users to add information on various relevant topics at their own end in order to enrich the site further with more comprehensive content.

IT Training Drive for Rural Youth in Bhiwani

District Administration Bhiwani, under the aegis of District IT Society and in collaboration with NIC Bhiwani, has launched a special drive to impart Basic Computer Training to Rural Youth. Each Tehsil and Sub Tehsil Center in the district will enroll 20 students for a period of 2 months to impart Basic IT Training.



DC Bhiwani inaugurating the IT Training Centre

Deputy Commissioner Bhiwani inaugurated Pilot IT Training Center at Loharu Tehsil on 27th November 2006. DIO Bhiwani delivered the Inaugural Lecture for trainees at the Center.

Hari Chand, Haryana Correspondent

Launch of UTPLSA Website - Puducherry

The Union Territory of Puducherry Legal Services Authority (UTPLSA) website (utplsapon.nic.in) was recently launched by Hon'ble Thiru Justice A.P. Shah, Chief Justice, Madras High Court, Chennai. The function was attended by Hon'ble Thiru Justice R. Sathasivam, Judge, Madras High Court, Hon'ble Thiru Justice P.D. Dinakaran, Judge, Madras High Court, Chennai, Thiru M. Chinnapandi, Chief Judge, Union Territory of



Launching of UTPLSA Website - Puducherry

Puducherry and Thiru D. Ramabathiran, Member Secretary, UTPLSA, Puducherry. The website has been designed and developed by NIC, Puducherry UT Centre.

The website provides useful information on the functions and activities of UTPLSA including Legal Aid Clinics, Lok Adalats, Legal Literacy, Legal Aid Counseling and Jail Clinic etc.

Disaster Management Portal "Chetana" inaugurated

Sivanandam S, Puducherry Correspondent.

& hosted by NIC, Bihar at <http://disastermgmt.bih.nic.in>. The Secretary, dept. of Disaster Management explained that the web portal will contain all disaster management related activities carried out by the department as well as the scope of various Disaster Risk Management Programmes along with dissemination of useful information, in general for the people of Bihar. The objective behind the Portal is to help in reducing the loss of life and property caused by natural hazards and calamities. The Chief Secretary particularly

emphasized to ensure that the site makes people aware of the dos and don'ts during earthquake, as Bihar lies in the risk-4 zone. He praised the efforts of Dr. Saurabh Gupta, STD & SIO Bihar, along with his team for the visionary consultation on various strategies for a coordinated Disaster Risk Management program during the development of the web site.

N.K Prasad, Bihar Correspondent

CM inaugurates Video Conferencing facility at Rajouri

Hon'ble Chief Minister of J&K Sh.Ghulam Nabi Azad recently launched Video Conferencing facility at DC office Rajouri and talked to Chief Executive Councilor LAHDC, Leh Tsering Dorje from whom he enquired about pace of development, stocking of food grains and other essential commodities in the region. Hon'ble CM also had multiple VC sessions with



Shri AK Chaudhary, Chief Secretary, Bihar with Dr. Saurabh Gupta, SIO, Bihar at the function

a number of key state officials and sought the status and progress of development activities within the region.

On the occasion, Hon'ble Chief Minister said that this video conferencing



facility will largely benefit the people of state especially of far-flung areas like Rajouri. He said this facility can also help in seeking tele-medicine guidance and can also link with prestigious health institutions like SKIMS. While talking to DDG (NIC) Dr. Y K Sharma, the Chief Minister thanked the NIC for providing this facility at Rajouri. Dr. Sharma informed the Chief Minister that with the commissioning of this video conferencing centre, all the 14 districts of the state have been covered with this facility. He said internet facility is already available at all the block headquarters through CICs, further adding that tele-medicine consultations sessions can now be arranged from the Jammu and Kashmir with all the state capitals and 470 other locations of the country.

Jit Raj, Jammu & Kashmir Correspondent

● | **NIC at Jharkhand Udyog Mela**

A week long *Udyog Mela* was organized at Ranchi from 15th to 22nd November '2006 by the Government of Jharkhand. The Department of Information Technology, Jharkhand along with NIC Jharkhand State Centre participated in the *mela* with an impressive display of ICT products and services. NIC Jharkhand demonstrated various e-governance products like the National Portal (<http://india.gov.in>) and Agmarknet portal through touch screen-based kiosk. A video conferencing demonstration was also organized for the visitors. Information was also provided through colourful posters showing Video conferencing (between Civil Court and Birsa Munda Central Jail) and other products of NIC like Vahan/Sarathi, e-treasuries, Commercial taxes etc. The ICT stall was inaugurated by Shri C. P. Choudhury, Hon'ble Minister of I T, Govt. of



(Sh P Belwariar (L), Sh S Ahmad, SIO, Sh A K DAS, and Sh S K Mohakul (R)

Jharkhand in the presence of Shri A K Basu, Principal Secretary, IT, Govt. of Jharkhand, Shri A P Subuddhi, Director, JSAC, media persons and other officials of Deptt. of IT Govt. of Jharkhand. Shri Shahid Ahmad, SIO and other officials represented NIC Jharkhand.

Prashant Belwariar, Jharkhand Correspondent.

● | **Industry Portal for Malappuram (Kerala)**

An Industry portal ([http://](http://malappuramindustry.gov.in)



Hon'ble Minister inaugurating the Portal

malappuramindustry.gov.in) for Malappuram district was recently inaugurated by Hon'ble Minister for Industries and Commerce, Kerala state, Shri. Elamaram Kareem. The function was chaired by Sh A.Ummer, MLA. The District Industries Center, NIC, and Akshaya jointly organized this function.

The portal has been developed for promoting industrial products from Malappuram district in the global market, which is registered in DIC. District Industries center collected the

information from all the Villages in the State was completed by State Revenue Department (Govt. of UA) right up to the Tehsil Level in the year 2005-06 and officer. The selected Legal Sanctity accorded to only Computerized Record of Right (RoRs) with effect from 30th Sep'2005. The website consists the data of about 16,618 revenue villages. In all there are 78,21,462 Joint Land-holders/Land-owners comprising around 13,03,916 *Khatas*/records. Through "dev-bhoomi" website, citizens will be highly benefited and they will no need to wait for long time for obtaining the details of their Land-records. At present one can only view the *Khataunies* on Internet besides other useful information but work is also underway for issuing the authorized copy of RoRs through

units in selling the products globally and also asked the department to replicate the same in other districts. The NIC District Informatics Officer Sh P.K Basheer Ahammed demonstrated the web portal before the august gathering.

Asha Varma, Kerala Correspondent

● | **Citizen Centric Land Records Web Information System launched at Uttarakhand**

Recently, during the 6th Uttarakhand State Anniversary, Hon'ble Chief Minister of the state Sh.Narayan Dutt Tiwari dedicated the entire Land Records Data of all the 13 districts of the state on Internet by launching the Citizen Centric Land Records of Uttarakhand-"Dev-Bhoomi" (<http://gov.ua.nic.in/devbhoomi>) in the presence of a large gathering. With the launch of this system, citizens and farmers across the state can receive details of their *Khataunies* anytime, anywhere on Internet, both in Hindi and English. One can search either by Owner's name or by Plot/*Gata* numbers or by *Khata* numbers after selecting the concerned village in the *Tehsil* from the District.

With financial assistance from Ministry of Rural Development and Technical Support from NIC-Uttarakhand State Unit (Govt. of India), the computerization of *Khataunies* of all the Villages in the State was completed by State Revenue Department (Govt. of UA) right up to the Tehsil Level in the year 2005-06 and officer. The selected Legal Sanctity accorded to only Computerized Record of Right (RoRs) with effect from 30th Sep'2005. The website consists the data of about 16,618 revenue villages. In all there are 78,21,462 Joint Land-holders/Land-owners comprising around 13,03,916 *Khatas*/records. Through "dev-bhoomi" website, citizens will be highly benefited and they will no need to wait for long time for obtaining the details of their Land-records. At present one can only view the *Khataunies* on Internet besides other useful information but work is also underway for issuing the authorized copy of RoRs through



Rajesh Goyal, TD, NIC-USU assisting Hon.C.M. of Uttaranchal Sh N.D.Tiwari

Internet based kiosks on PPP or other models.

Rajesh Goyal, Uttarakhand Correspondent

◉ | **CIPA & HP Police Web Portal launched**

Hon'ble Chief Minister Himachal Pradesh Sh. Virbhadra Singh inaugurated the Common necessary Integrated Police Application (CIPA) project & Himachal Pradesh Police Web Portal (<http://hppolice.gov.in>) on 1st January 2007 at Police Headquarters, Shimla. On this occasion, Secretary (IT), DGP, Secretary (Home) and senior officers of Police & NIC were present.

Sh. Ashwani Kumar DGP welcomed the dignitaries and apprised them about the constitution and progress of the CIPA development and implementation committees. CIPA is to be introduced in Himachal Pradesh

during the current financial year. Sh Rajesh Bahadur, S I O & S T D, NIC H P gave a presentation on CIPA & Police web portal (HIMPOL). Dr. Ambreesh Kumar, STD & National Coordinator CIPA has appreciated the efforts of HP Police. Hon'ble CM also extended appreciations to Dr. B.K. Gairola Director General NIC and All-India CIPA Coordinator Dr. Ambreesh for providing exemplary support to the project. Hon'ble CM



Hon'ble CM, Himachal Pradesh at the inaugural function.

in phases and NIC is actively involved in the project. The 1st phase has been implemented in 11 Police Stations. The second will be implemented in 29 Police Station in 12 Districts. As regards 3rd phase, there is provision in 2006-07 budget and additional funds to the tune of Rs. 1.26crore have been provided from other modernization schemes to CIPA

◉ | **National Portal Bags CSI Award**

Computer Society of India (CSI) and Nihilent, a global business consulting company present 'CSI-Nihilent e-Governance awards' every year in various categories for pioneering work in the area of e-governance. The award for 'Best e-Governance Project – Technology' for 2006 has been conferred upon National Portal of India (india.gov.in). The National Portal facilitates **single window access** to the information and services being provided by the Indian Government for the citizens. The portal provides a unified interface to over 5000 Indian Government websites. The awards distribution function was held during CSI Annual Convention at Science City, Kolkata.

The 1st Content Advisory Committee meeting of the National portal was also held recently at



Content Advisory Meeting of National Portal in progress

also honoured the team as well as the police offices for their contribution in projects and rendering indispensable service for the computerization of the Police Department and e-governance in Himachal Pradesh.

Mukesh K Ralli, HP Correspondent.

New Delhi to discuss and work out the requirements and modalities for ensuring a regular and timely in-flow of content to the National Portal. The meeting was chaired by Sh Rahul Sarin, Additional Secretary, DAR&PG and was attended by the various Committee members comprising senior officers of Cental and State Governments who are also the National Portal Coordinators of their respective Ministry/State. Sh R Chandrashekhar, Additional Secretary (Egovernance) DIT and Dr B.K Gairola, Director General NIC also addressed the gathering. Presentations were made by Sh Rajiv Chawla, Secretary (Egov), Government of Karnataka, Dr. G.D Badgaiyan, Secretary (IT), Administration of A&N Islands and Ms Neeta Verma, STD and National Portal Project Head, NIC.

Sonal Kalra, NIC HQ