

Informatics

AN  GOVERNANCE BULLETIN FROM NATIONAL INFORMATICS CENTRE

■ **SPECIAL FEATURE**

- One Day Governance in Gujarat - An e-Governance success story

■ **STATE IN FOCUS**

- Himachal Pradesh
- Madhya Pradesh

■ **DISTRICT INFORMATICS**

- Ghaziabad (Uttar Pradesh)
- Nalgonda (Andhra Pradesh)

■ **TECHNOLOGY UPDATE**

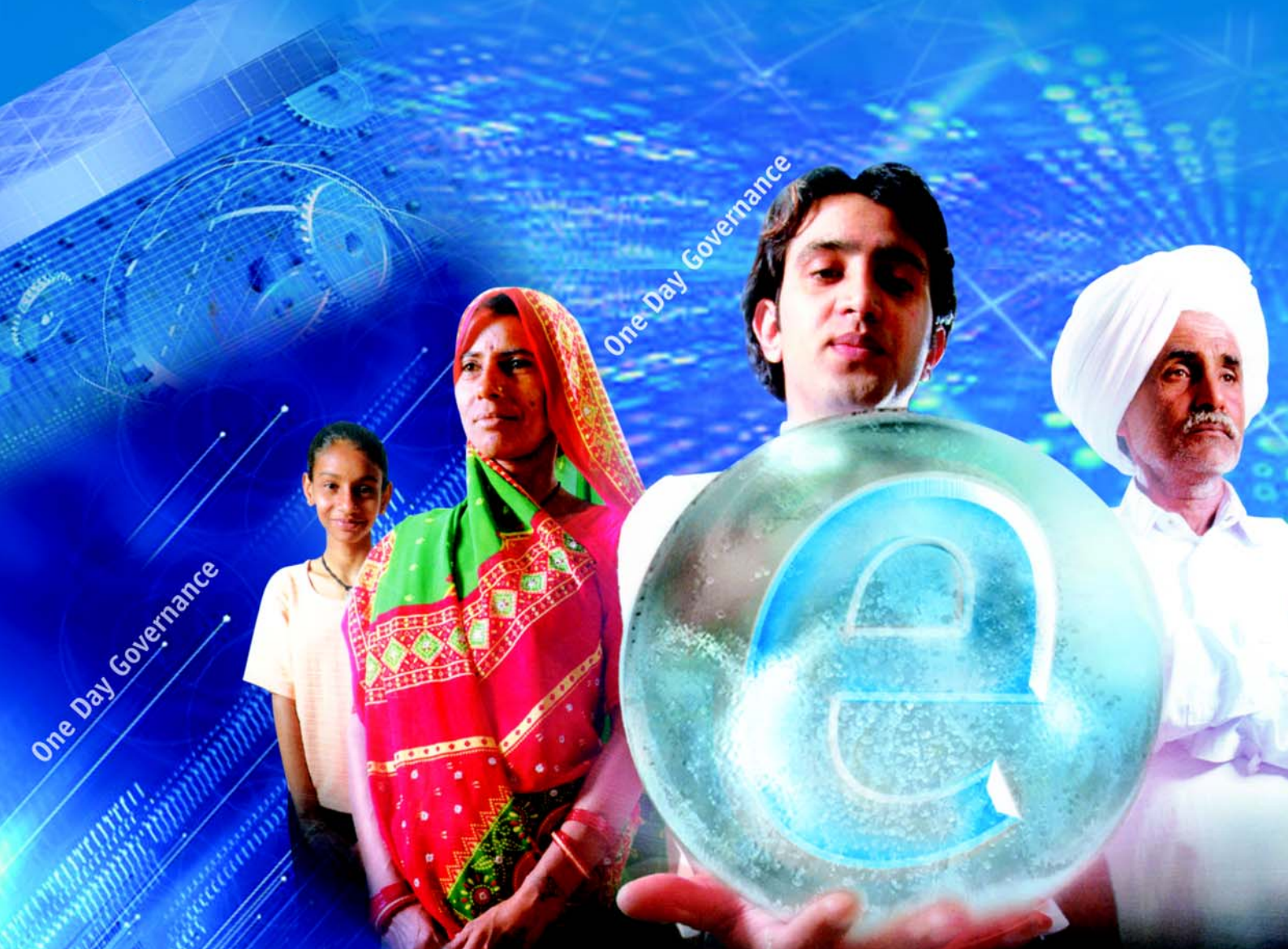
- SQL Injection

■ **E-GOVERNANCE PRODUCTS & SERVICES**

- National Data Centre at Lao (PDR)
- Webstat - Website Traffic Analysis Service
- Results Portal

■ **CYBER GOVERNANCE**

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The months of April, May & June are synonymous with exam results. There is hectic activity at NIC which has taken upon itself the mammoth task of reaching out to students throughout the country, be it the 10th & 12th exams or entrance test for various engineering, medical & dental colleges. The 'Results Portal' of NIC has brought about a paradigm shift in the mode of access to exam results in urban as well as rural areas of the country.

Another e-Governance project that has brought about a welcome change in the life of people is the 'One Day Governance' project of Gujarat. Based on the principle that Good Governance can have only one legitimate objective – the happiness and prosperity of its citizens, the project seeks to provide major citizen-centric services in a most efficient & transparent manner in one single day.

Our commitment & resolve to spread ICT in developing countries got a major boost with the commissioning of National Data Centre at Vientiane (Lao, PDR) where we provided all technical guidance and support. Our projects were also well appreciated at the Stockholm Challenge, Sweden and won many accolades at the Skoch Summit.

This issue highlights these special initiatives and gives you a kaleidoscope of activities during this quarter hope you enjoy reading the details as much as we enjoyed creating this issue.

Anshu Rohatgi

Readers Write

Dear Debashish Ghosh, DIO, NIC Hooghly

I read the issue of 'Informatics' regularly every month. I believe that the information provided in the magazine is really interesting and informative. I want to congratulate you on the article on the District Hooghly. I am particularly happy as we do not contribute often to the articles in Informatics.

Binod Kumar, District Magistrate, Hooghly

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

or by post at the following address:
Room No. 379, NIC HQ, A-Block, CGO Complex, Lodhi Road, New Delhi 110003

Dear Editor,

I am a regular reader of Informatics and eagerly await the new issue every-time as it keeps us informed & updated with the latest e-Governance related happenings across the country. The 'Technology Update' section attracts me the most as it gives us an insight into latest trends and technologies. It will be great if you can enhance this section. The happenings section is another area, which gives us a glimpse of what is going on in other states and one can pick up valuable ideas, and projects that can be developed or replicated with minor changes.

It was a proud moment to read about the awards & recognition that NIC projects have received at Kochi & Delhi. We all are very proud of these achievements and will continuously strive to build and deliver better applications for the people of the country.

Thanks to the 'Informatics' team for bringing out the magazine & enriching our knowledge

Sushant K Bhol, Scientist-D, NIC Bhubaneswar

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► *Rajnish Mahajan, Sanjay Sharma & Manoj PA, NIC Gujarat*

One Day Governance in Gujarat – An e-Governance success story

The initiatives taken by National Informatics Centre & District Administrations in Gujarat, to leverage on Information and Communication Technology (ICT) for effective governance have not only resulted in innovation in governance but have also set a role model of e-governance in the country. “**One Day Governance**” is all about IT enabled service delivery to the citizens, bringing in the required transparency and eliminating chances of delay, harassment, nepotism & corruption. The objective of the One Day Governance project is to provide all types of certificates (income, caste, domicile etc), renewals (arms license, hotel license, ration card etc.) to the citizen in **ONE DAY**.

Services that used to take a number of days earlier are now processed in one day. The Application software has been developed by National Informatics Centre, Gujarat and it supports the local language – Gujarati. The success, popularity and impact of the project have prompted all districts of Gujarat to implement the project, and almost all 225 taluka centers of the State are in various phases of implementation of the project.

Towards One Day Governance...

The delay in G2G and G2C transactions traditionally is due to the physical nature in which it is exchanged. Big thick dusty files are what one can see at any government office. That seeking redressal of grievances, seeking of information and other such work being synonymous with multiple visits to the office, having to oblige people and yet being unsure of getting results from the exercise is what the common mindset is.

For achieving the final aim of attaining the level of One Day Governance, wherein the citizen would get solution to his requirements within 24 hours of reporting it to the competent authority, it was decided that the tools offered by Information and Communication Technology should be leveraged upon. This would not only speed up the process but would also be the right answer to the

problem. The fact that the citizen has a right to information, that the government has an obligation to provide the same was also understood and incorporated.

How One day Governance Center Works

In a democracy, people are the most important stakeholders. Peoples’ satisfaction or involvement becomes very crucial when it comes to public administration. The evolution of citizen charter in the state of Gujarat is a step forward in achieving the public satisfaction through citizen centric administration.

One Day Governance System has a unique design – it is a fusion of Information Technology and willingness of district

administration to provide the best services to the citizen and the society. The District Administration, represented by the District Magistrate & the Sub-Divisional Magistrate, and NIC sat together to design the framework of the project.

Nagarik Seva Kendra

Today, people demand more openness, more efficient support, greater user-friendliness and more flexibility in the services being provided to them. An urgent need was felt to create an environment that is capable of recognizing and responding to the presence of individuals in a seamless & unobtrusive way. The concept of one stop shop was framed, which provides the infrastructure for

Nagarik Seva Kendra – Jamnagar



Services offered at ‘Nagarik Seva Kendra’

- ❖ Income Certificate
- ❖ Caste Certificate (SC/ST Certificate)
- ❖ Domicile Certificate(Permanent)
- ❖ Domicile Certificate(Temporary)
- ❖ Senior Citizen’s Certificate
- ❖ Baxipanch Certificate
- ❖ Widow Certificate
- ❖ Attestation of Certificates
- ❖ Renewal of Small Savings Agency (MPKBY)
- ❖ Renewal of Small Savings Agency (NSC)
- ❖ Renewal of Arms license
- ❖ Renewal of Hotel license
- ❖ Renewal of Petition Writer license
- ❖ Renewal of Stamp Vendor license
- ❖ All transactions related to ration card (such as issuance of new/duplicate ration card, name cancellation from ration card etc.)



offering different services of public interest under one roof.

The once dusty, gloomy and highly bureaucratic offices have now been transformed into Centres of Excellence. These Citizen Convenience Centres, known as “Nagarik Seva Kendra”, provide impeccable services at an astonishing speed.



Applicants filing the application form at NSK

The NSK typically resembles the railway reservation halls, wherein one has many citizen- interface counters, all equipped with computers and web cameras. Citizens have to fill-in the application form and submit it to the data entry operator, who then keys in application details and takes the applicant's photograph. After scrutiny, if the application is complete in all respects, the certificate is issued to the applicant. This process takes around 25-30 minutes and all the certificates

are issued with a photograph. The web camera is one of the biggest attractions of the 'Nagarik Seva Kendra'. People, especially the villagers and youth are really fascinated and thrilled that their certificate is not only being signed by the Mamlatdar (Tehsildar) but also has their photograph. This has also increased the credibility of the certificates and prevented issuance of bogus certificates.

The situation before the initiative

For any certificate or affidavit, a visit to the Mamlatdar Office used to be a harrowing experience for the citizen, especially the senior citizens. Long queues at every counter of the ancient and dilapidated work place and apathetic employees behind these counters were accepted facts of life. Delays and disorder made it a very difficult situation and the citizen's trust on government and administration was diminishing.

Strategy adopted

The strategy was to help the citizens in getting their application attended and a certificate or services rendered within a single working day. The first eight services (shown in the box on page 3), which are basically related to issuance of certificate are done in 10 to 30 minutes time instead of a full working day. This strategy worked well and the pilot center at Vadodara served around one lakh applicants in 3 yrs.

Results achieved

The ultimate goal of all e-Governance applications is the satisfaction of people. The Administration and National Informatics Centre, Gujarat through implementation of One Day Governance have managed to achieve this goal. The results have been phenomenal. People are impressed by the services being provided by these centres and are even ready to pay for them. After three years of successful implementation various sections of the community want more and more services to be added to NSK which in itself speaks volumes of the quality of services being offered.



Information Kiosk at Vadodara

Nagarik Seva Kendras have also become icons of change for the wave that is sweeping the district administration in Gujarat. People friendly staff, special arrangements for senior



Hon'ble Chief Minister of Gujarat, Shri Narendra Modi visits the centre



Hon'ble Governor of Gujarat Shri Kailashpati Mishra at Vadodara NSK



citizens and for those who are physically challenged is testimony to the sensitivity of the administration. People, who used to shy away from Government Offices, are now thronging these centers to avail the services being provided by the trained and courteous staff. Another important factor is the ease of getting their work done.

Sustainability

The project sustainability has been ensured by people participation. Certificates are issued at a nominal charge of Rs.20/- or Rs.10/- as decided by the respective district administration and the amount collected is used for the maintenance of these centers, technological up-gradations and setting up other citizen friendly initiatives.



Revenue Secretary Smt. Vilasini Ramachandran IAS visiting the centre with Mr. Bhagyesh Jha, IAS

Highlights of 'One Day Governance'

- * Project Training provided to staff, sensitizing them to the needs of the physically challenged and Senior Citizens. Special emphasis is given on development of interpersonal skills and capacity enhancement.
- * Transparency and accountability has been built into the system by introducing file tracking system, which helps in tracking all requests or applications and makes the staff answerable if there is any delay. This has not only enhanced the faith of the people in the government but has also reaffirmed their belief that **"change in government services is possible"**.
- * Unique identity is automatically generated for each file/application/request by the computer, ensuring that there is no bias/

prejudice on any account.

- * The success of One Day Governance project lies solely on the people participation. Right from the designing phase to the implementation phase, people have been involved. Their needs and inputs have been analyzed and incorporated.
- * All the technological support for the project has been provided by National Informatics Centre, Gujarat and its District Centres
- * On an average about 200 people per day visit a single Nagarik Seva Kendra. The highest applications handled, in a day, so far is 875 - 900 at the Vadodara NSK.
- * The project received the 'Exemplary Implementation of e-Governance' Award at the 7th National e-Governance seminar at Chennai

Special Mention

In Kheda district physically handicapped operators hired by the Government are operating the computers at Nagarik Seva Kendra. Dr. N. Vijayaditya, DG NIC after his visit to the centre said "During one of my recent visits to one of the block offices in Gujarat, I noticed that the office was using a computerized system entirely managed by physically challenged people. This particular technology (ICT) has really created a sense of empowerment."



Dr. N. Vijayaditya, DG NIC, Shri. R R Varsani, IAS, Collector, Shri. Rajnish Mahajan, SIO Gujarat & NIC officials at NSK, Kheda

'One Day Governance' is a unique project as it involves greater level of bilateral communication, active involvement of common man in smoothening the administrative machinery and the speed and accuracy of ICT. The involvement of stakeholders is not only visible

but it is the corner stone of the project planning and implementation.

It is a project that has translated electronic governance & effective governance from e-Gov manuals and white papers into reality. The citizen are enjoying and feeling it everyday. For the administration the working environment has changed, the monotonous & cumbersome filing and retrieving is over, and above all their image is undergoing a huge transformation from a non-performer to a friendly government.



Guiding the Applicant at Service Centre

The project has also received tremendous response from the citizens which has forced the administration to replicate NSK in each Taluka of the State. The demand for more and more services is increasing and the district administration plans to add many new services in the near future like - registration of documents, land records, social welfare activities like pensions for widows, senior citizens and physically challenged people etc.

For more information, please contact -

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email: sio-guj@nic.in



Ritu Ghai, NIC Hqrs

WebStat : Web Site Traffic Analysis Service

How many hits does your web site get? For a long time this has been the benchmark to evaluate the success or failure of a web site. It is also a known fact, that 'number of hits' does not give a clear and true picture of the people's view of the web site. A number of other parameters such as - which pages are most people friendly, which pages have been visited the maximum number of time, where

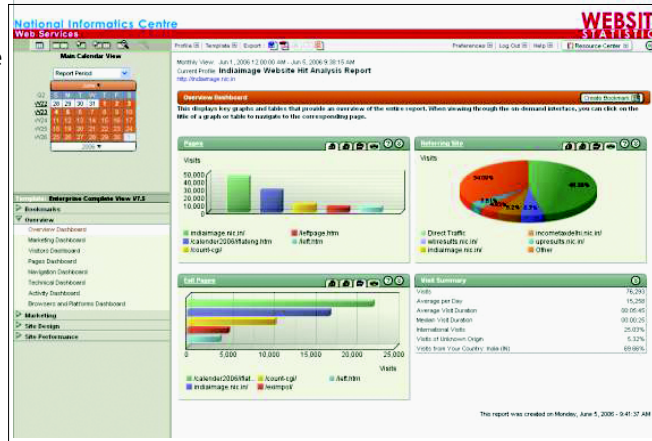
surfers have spent the maximum time, what browser is being used, which pages were least persuasive, which other sites refer or are having links to the web site and many more are required to really find out the success of a web site. The web managers too like to have these statistics related to their web site to restructure and upgrade their web pages to suit the user requirements and for making sites more friendly & informative. The Web Site Traffic Analysis Service of NIC provides all these analysis and much more.

Web Server Log Files

All the web statistics mentioned above are available in the Web Server's Log File, as each communication between a Client Browser and a Web Server results in an entry in the Web Server's Log File. However, it is almost impossible to manually go through the Log file and get meaningful information out of it, as the Log file registers thousands of entries per hour and it is a tedious & time consuming task to filter out different statistics about a particular web site.

The data recorded in Log Files

- Date of visit
- Time of visit
- IP address or domain name
- What pages did they visit?
- Any errors encountered
- Files downloaded
- Which browser was used.
- Which Web site has referred visitors to your web site, etc.



WebStat Service (<http://webstat.nic.in>)

WebStat is a web-based service that uses the raw Log File data, analyzes it and converts it into meaningful information about the Web Site Traffic. It generates the daily, weekly, monthly & yearly traffic analysis reports of the Web Sites hosted on NIC Web Servers

The application is user-friendly & the simple navigation structure helps in locating/ accessing the required reports quickly & easily. It helps in finding the number of visitors to the site, gives the report of frequently visited pages/folders/downloaded

files, facilitates the exporting of reports in PDF, DOC, or any other formats, and the information is also displayed graphically showing activity by day of the week or time of day.

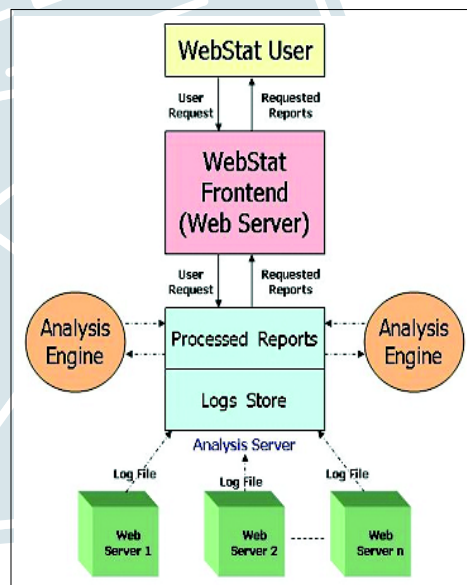
Statistics based on hit analysis reports generated by WebStat

- Total number of hits, page-views & visits received by the site
- Top number of pages/folders/dynamic pages (asp/php/jsp/cgi/....) visited & downloaded files
- Top visitors & most active companies and other organizations visiting your web site
- Top geographic regions (Countries/Cities) of the visitors to the site
- Trends Analysis - displaying how many times a visitor has visited the web site, duration of visit as well as the visit trends
- Site performance reports like the Bandwidth usage (Kbytes transferred), average time to serve pages, etc.
- Details of successful & cached hits
- Error (failed hits) analysis report
- Top domains, Sites, Pages and IP addresses that refer visitors to your site
- Top search engines that referred visitors to the web site and the keywords & phrases used to search

How to avail WebStat Services?

The service is available through the support center at <http://webservices.nic.in> and is based on a userid/passwd authentication mechanism. Web managers of sites, hosted on NIC Servers, can avail this service using the above mentioned methodology through their coordinators to access the in-depth hit analysis reports of their respective web sites.

The webstat tool helps in making the websites more attractive to the surfers and will also help in content management and performance tuning of the websites. The web pages featuring the analysis reports have been enhanced using JavaScript/Java applet and one has to use Java-enabled browser at their end to see the reports.

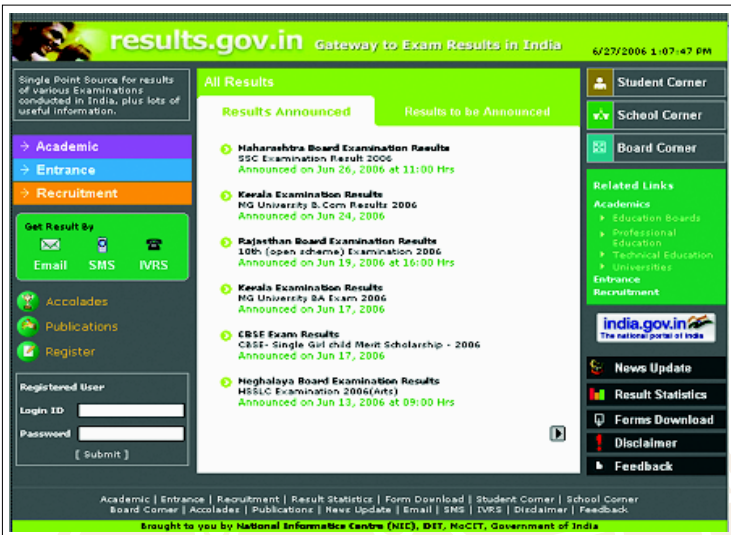


Please address your queries as well as valuable feedback/suggestions to webstat@nic.in.



▶ Anshu Rohatgi, NIC UP & Anupam Johri, NIC Hqrs

Results Portal (results.gov.in)



NIC has been successfully publishing various examination results on the Internet for many years now. The Results Portal 'http://results.gov.in' is a one-stop source to get online results of various academic, entrance and recruitment examinations conducted by various government agencies including CBSE, State Education Boards, Universities, Professional Institutes etc.

The portal has become a household name with the students, parents and teachers alike who are keen on checking the results for various Central and State level entrance examinations for Medical, Engineering, MBA, etc., exams conducted by Staff Selection Commission (SSC) and other recruiting agencies. For some organisations, the portal also publishes Examination Schedules, offers downloading of Admit Cards, printing of Mark Sheets and online submission of Application Forms and Re-evaluation Forms.

With a large number of exam related activities coming into the online arena, we are witnessing a paradigm shift in the delivery of service in the result announcement system. Millions of students, across the country appear for examinations every year and wait for the results with baited breath. Till a few years back, it was a common sight to see the students thronging notice boards & news papers offices trying to find their roll

number in the list of successful candidates. In some parts of the larger States, it used to take days, even weeks to have a glimpse of the result leave alone having a copy of the mark sheet. The emergence of Internet has transformed the above scenario as it has made it possible for students to check their Exam Result in the comfort and safety of their own homes or Cyber Cafes. A click of a mouse not only gives them the result but also shows the details of the marks scored in different subjects.

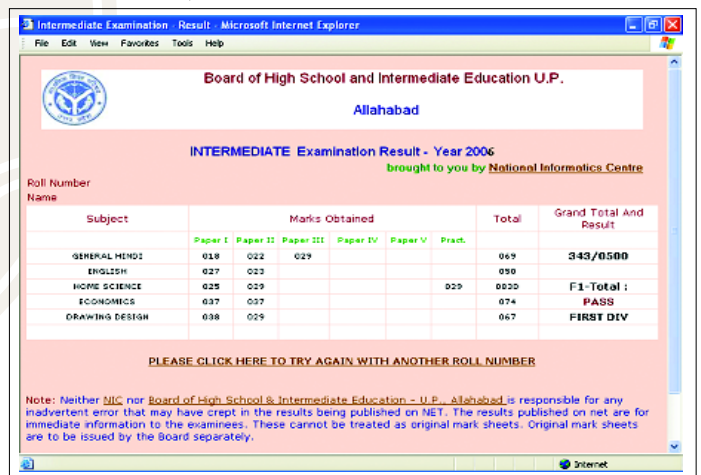
The portal also features important announcements, both prior to the declaration of the result and upon its launch on the Internet, informing students, who can then access their results using a simple browser based interface by entering their roll number at the requisite place. The students are ecstatic with the new system and the response overwhelming.

Students can also avail the facility of receiving their results by Email, SMS or IVRS (Interactive Voice Response System). In 2006 itself, a whopping 40 million hits were received on this portal during the declaration of class X & XII results of CBSE alone. More than 1,66,000 mark sheets were emailed into the individual mailboxes of students who had registered on the portal for the service.

On its part, NIC has setup dedicated infrastructure to cater to the needs of students. A number of servers have been set-up exclusively for publishing the results. Web servers at the front end are powered with the state-of-art software and database servers at the backend. The technology of content switching has been used to ensure effective Load Balancing to cater to peak traffic on the servers. Staging servers have been set up to enable the NIC state centres to upload and verify the results data before it is finally published on the Internet.

The Result Portal got a new look in the year 2006 to encompass new features benefiting the students, the schools and the Boards. Special areas, within the portal, have been assigned for proper information dissemination and administration. The Schools and Boards have been allotted Login Ids and Passwords for maintaining security & confidentiality, while the students have the option to register online for availing the service.

Students Corner - Students can access various value added services such as Results Announcement, Circulars / Communications from Education Boards in this section. Their queries addressed to the respective boards can be keyed-in and their feedback is used to make the portal more interactive.



Continued on page 19



► M. Vinayak Rao, Santosh Shukla & Sucheeta Kak, *NIC Madhya Pradesh*

Madhya Pradesh – An emerging e-Governance State

Madhya Pradesh – also known as the “Heart of India”, is a home to rich cultural heritage, innumerable monuments, large plateaus, spectacular mountain ranges, meandering rivers and miles and miles of dense forests offering a unique and exciting panorama of wildlife in sylvan surroundings. With 48 districts and 313 Blocks, MP is the second largest state of the country and is fast emerging as one of the major destinations for the IT industry.

Realizing the potential of ICT in streamlining governance and enhancing service delivery to the citizens, and to enhance efficiency and effectiveness of government functioning, the state government is fast moving ahead with deployment of ICT infrastructure and e-Governance applications across the state.

NIC Madhya Pradesh State Centre (MPSC) was setup in the year 1988 at Bhopal and since then it has played a catalytic role in promoting informatics culture within the state. It is providing IT consultancy, solutions and services to different government departments and has contributed immensely in extending IT Enabled Service to the common man. The current NIC network in MP is spread across 44 districts with site office at major locations like - State Secretariat (Mantralaya), CM's Secretariat, State Legislative Assembly (Vidhan Sabha), High Court and its two Benches, Commissioner offices of Land Records, Commercial Tax, Central Excise & Customs, Registrar of Companies, Passport Office etc.



NIC, MP State Unit, Bhopal

E-GOVERNANCE APPLICATIONS

● | e-Gram Suvidha (CSI-Nihilent e-Governance award in the year 2005)

Is a Geomatics-based Facility Management Information System aimed towards creation and management of various village-level facilities, for sustainable development in Rural Areas. It provides an interactive and user-friendly interface for map-based outputs and facilitates generation of thematic maps and suitability maps for facility creation based on certain prescribed decision criteria.

● | Gyandoot (Stockholm Challenge Award for public service and CSI Award)

Is an Intranet based G2C service delivery portal with an objective to provide better access to government information and services to the rural masses. A chain of computer kiosks are established in the districts which provide a range of services on a nominal charge basis. NIC has played a key role in the entire project life-cycle of Gyandoot, which has now been extended to six districts after successful pilot at District Dhar. Efforts are also underway to replicate it in the remaining districts of the state.

● | Panch-Lekha

Panch-Lekha, is a web-enabled solution to facilitate efficient management and monitoring of funds of the Panchayati Raj Institutions (PRI's) with detailed accounting classification at different levels of the Panchayat System & State Hqrs. The system is aimed at empowering the administrators to monitor the fund receipt, availability, and expenditure at each level of the four-tier administrative set up of PRI's.

● | Collectorate New Millennium (CNM)

CNM is a suite of 10 GUI-based packages for Public Grievances, Arms Registrations, Land Records Case Monitoring, Court Case Monitoring, Fund Management, Expenditure Monitoring etc. It has been designed to cater to the needs of District Administration and is implemented in all the districts of MP. Some of the distinct features of CNM are -

- It can work on a standalone system or over the network.
- It can work on any database that supports ODBC.
- Bilingual (English & Hindi) support for Data Management.
- Local level customization for Report Generation, etc.



e-Governance projects implemented in the State by NIC, Madhya Pradesh

● | Result Processing System (RPS)

RPS is a reliable and user friendly information system developed for MP Rajya Shiksha Kendra, by the NIC DIC Ujjain to process the results of Board Examination for class 5th & 8th. Major thrust areas of RPS are creation of student and school database, printing of hall tickets, Result Processing, Result Dissemination (on Internet) and Analytical Report Generation; simultaneously it provides consistency, quality and reliability in examination results. Presently the Software is under implementation in various districts of Madhya Pradesh.

● | Result Processing System for MPPSC

This application has been developed by DIC, Indore (MP) for processing the results of MP State Administrative Services (MPPSC) Examination. The software generates call letters, prepares merit-list, waiting-list and various other reports for the Commission and helps in seat allocation. The post result analysis helps in answering different queries.

● | City Civil Court Computerization, Bhopal

The pilot implementation of the CC-COURTIS project is being carried out at District Court Bhopal since January 2006. The application registers current/backlog cases, maintains disposal/transfer of cases, captures all judgments/orders and finally the cause-lists



are put on the web. There are around 90 desktops connected over LAN with two Linux Servers (Application Server and Database Server) to handle the application.

● | **Public Distribution Monitoring System 'PDMS'** is a monitoring system developed for the Directorate of Food, Civil Supplies & Consumer Protection in Madhya Pradesh. State level monitoring of about 20,000 Fair Price Shops (FPS) is carried out through this software. This e-Governance application is implemented in all the districts of MP.

● | **System for Ration Card Automation 'SCRA'** has been developed after a detailed requirements analysis of the Directorate of Food & Civil Supplies to eliminate bogus Ration cards. The application generates computerized Ration Cards based on the Rural Data taken from BPL Survey 2003 and Census 2001. The application has the facility to generate shop-wise card-holder list for distribution to Fair Price Shops. Pilot implementation has been carried out in Vidisha district.

● | **Land Record Computerization (BHU-ABHILEKH)**
NIC took the charge of Land Records Computerization in Madhya Pradesh during the year 2002-2003. The "BHU-ABHILEKH" software (version 2.0) has been developed and implemented successfully upto the Tehsil level. Records of 35 million Khasras comprising of 10.5 million landowners have been computerized so far. Updation of land records and distribution of Khasra (ROR) and Khatauni (B1) are facilitated through this software. Land Record information of MP is available at the website <http://www.mpbhuabhilekh.nic.in>

● | **Watersoft**
NIC MPSC has developed an Integrated comprehensive Web based MIS WaterSoft (PHEMIS), which consists of 18 different modules covering management of water resources, water quality, stores and inventory, schemes/programmes etc. These modules are designed to cover almost all the functions of the Public Health Engineering department. The system has been implemented in all the districts of MP.

OFFICE AUTOMATION PROJECTS

● | **Chief Minister's Information System**
A dedicated computer cell has been estab-

lished by NIC at the office of Hon'ble Chief Minister of M.P for effective monitoring of movement of files, implementation of cabinet decisions, departmental monitoring, district monitoring, incoming mails etc.

● | **Samadhan Online**
Is a web-based Grievance Redressal and Monitoring system wherein grievances pertaining to various districts are hosted on the Internet. The District Collectors access these grievances and send their feedback to the Hon'ble CM on the website. The Chief Minister finally reviews the redressal of the grievance in the presence of the complainant & the DM (using the Video-Conferencing facility). NIC handles all the technological logistics of the project including Application, Network and VC infrastructure etc. The project has increased the rate of redressal of grievances.



● | **Five Year Plan and Annual Plans**
NIC Madhya Pradesh has prepared a Plan database consisting of information related to over 1000 schemes. The database is being regularly updated & used for automatic generation of the various annexures required for preparation of Five Year & Annual Plans. NIC has played a pivotal role towards timely preparation of 8th and 9th Five Year Plans and Annual Plans since 1990.

● | **Election Management System**
This dual-module application was designed, developed & implemented to automate the cumbersome office procedures of office of CEO, Madhya Pradesh. The District Module facilitates the nomination process, formation of polling parties and tabulation of election results whereas the State Level Module covers the compilation of nominations/withdrawals/rejections and Monitoring of

Election Results besides generation of segment-wise (Assembly/Parliament) results & GIS-based maps.

● | **Electronic PROcessing Of Firms & Societies (EPROOFS)**
This e-Governance application is targeted for the office of Registrar Firms & Societies, GoMP. EPROOFS, developed by NIC MPSC, automates the whole process of registration of Firms & Societies, i.e. it takes care of generation of certificates, monitoring of annual return, buying and selling of property, amendments, dissolutions etc. The system has been successfully implemented in seven divisional offices in MP.

● | **Electronic Registration Application 'ERA'** is aimed for the Registration Department, M.P., and facilitates Market Valuation of immovable properties, Stamp Duty calculation, Scanning and Archiving of documents, Financial Accounting, Searching and issue of Encumbrance Certificate etc.

● | **Crew Management Information System**
This application developed for Railways encompasses efficient management of the railway crew by monitoring the crew duty, pre-medical examination of the crew, road learning, safety psycho, refresher courses etc. The system has been implemented in Bhopal, Itarsi and Bina lobby of the Central Railways.

● | **Community Needs Assessment Approach 'CNAA'** is a system developed for reporting/monitoring of Family Welfare Programmes. This Software, meant for country-wide implementation, facilitates data entry/editing, compilation & transmission of Annual Action Plans and monthly performance reports from districts. Based on the percentage achievement against service needs, ranking of a district within the state can be depicted. Various other reports at state/central level can also be prepared in tabular as well as graphical form.

● | **Computerisation of MP Vidhan Sabha**
With the establishment of a separate NIC cell at the State Legislature (M.P. Vidhan Sabha Bhawan) in 1989, Madhya Pradesh gained the distinction of being the first State in the country to set up such a service node in the State Legislative Assembly. Internet access via RF link facility has also been provided to



the MLA's and officials of M.P. Vidhan Sabha. Softwares pertaining to Zero Hour, Bills passed, calling attention Motion, Adjournment Motion etc. are already implemented and operational in MP Vidhan Sabha. In addition to the above Vidhan Sabha Library Books, MLA profiles, subjects raised by the MLAs in the house etc. are also available in a database. Website of the MP Vidhan Sabha can be visited at www.mpvidhansabha.nic.in

SERVICES

◉ | WEB services

Web Services of NIC, Madhya Pradesh covers the maintenance of over 379 websites through Madhya Pradesh Portal (www.mp.nic.in), value addition for Web site design & development, registration of domain under NIC.IN & GOV.IN domains, state-of-the-art support for secure web servers and databases, unlimited web-updates through FTP over VPN, uploading facility of tenders on India Portal & Government Policies Portal, Internet publication of proactive disclosure of documents under RTI and many more.

The Websites/Web-enabled Applications, like Samadhan Online, GramSampark, Gyandoot, DISHA, Examination Results, Election Results etc. are an integral part of web services which provide a greater access to all interested netizens for promoting G2G/G2B/G2C/G2E interaction. The website <http://www.mpstate.nic.in> provides complete information about NIC in Madhya Pradesh & the web services.

◉ | GIS Services

Realizing the impact of spatial dimension on planning, a separate Geomatics Division was setup at NIC M.P. State Centre, Bhopal in 1997 to give impetus for the development of Geomatics-based application systems. This division is equipped with state-of-the-art Servers, GIS software & GIS Web server. Some of the major project initiatives include

- e-Gram Suvidha
- GeoApproach - Geomatics-based Application for Planning Rural Road Connectivity to habitations (under PMGSY).
- GIS-based Watershed Management.
- Development of Geomatics-based System for Preparation of Environment Impact Assessment & Environment Management Plan for Command Area of Indira Sagar and Omkareshwar Projects for NVDA.

- Geomatics-based Power Distribution Network Planning & Management Information System for M.P. Paschim Kshetra Vidyut Vitran Company Limited.

◉ | Training Services

The training division of NIC MPSC has been conducting a wide range of need-based training courses/programmes and workshops to cater to the requirements of various government organizations. About 35-40 regular training programmes are conducted every year covering more than 50 departments/organisations of the state and central government. These programmes are conducted in English and the local language - Hindi. Regular update courses are also conducted for the in-house staff to enable them to upgrade their technical skills and impart awareness regarding emerging technologies/application tools.

◉ | Video Conferencing Services

The VC Services in MP were inaugurated at the district level by Hon'ble Chief Minister in 2004. Since then these services are being used extensively by the government officials at Mantralaya and various districts of Madhya Pradesh. On an average about 30 VC Sessions are conducted per month. The VC facility has resulted in better monitoring of government programmes and schemes with significant savings in cost, time and manpower effort.

◉ | NICNET

The NIC State Centre at Bhopal and the NIC Districts Centre are equipped with state-of-art IT and networking Infrastructure to provide e-mail, Internet & Video Conferencing facilities to the different departments across the State. The State has also established Internet Data Centre (IDC) having 4TB capacity Storage Area Network (SAN).

SPECIAL MENTION

◉ | Bhopal Gas Tragedy

The Bhopal Gas Leakage Tragedy was one of the worst-ever industrial disasters that took place in Bhopal in 1984. It affected a large population of the city and resulted in many deaths. To assist proper monitoring of Relief & Rehabilitation work, NIC extended complete support services towards the computerization of related data involving massive efforts. NIC also provided extensive

Informatics services towards efficient management of the associated programmes such as SPARC (Special Programme for at Risk Children) and SPANDAN.

◉ | Employee Bifurcation between MP and Chhattisgarh

This computerized system was designed & developed for bifurcation of MP state cadre employees (over 1.6 lakhs) between the successor states of Madhya Pradesh & Chhattisgarh. The system was implemented in phases for provisional, tentative & final allocation of employees besides management of employee representations. The bifurcation was done for 105 departments and institutions. The process of bifurcation for the State PSUs is under progress.

◉ | DISHA

DISHA is an in-house Web-based Information System for reporting the Monthly Technical Achievement of DIC's of MP. The system generates Monthly Technical Achievement of DIC's by covering the status of development & implementation of various application packages, training etc. The SIO together with various Group Heads at MPSC reviews the work carried out at district level on monthly basis.

◉ | Agricultural Marketing Network (AGMARKNET)

NIC Madhya Pradesh has implemented the widely acknowledged AGMARKNET project in about 187 Krishi Upaj Mandis. Apart from providing hardware, software and technical support for successful implementation, training programmes have also been conducted for the employees of Upaj Mandis. To further strengthen the project, Kisan Awareness Programmes (Kisan Sammelans) were organized for farmers, traders and general public. To augment the popularity of AGMARKNET portal, Agmarknet-Yatras have also been organized in 80 Mandis with the assistance of NGOs and DIOs.

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► Dr. Venkata Ramana V.V & Mohd Arif Ali, NIC Andhra Pradesh

Nalgonda: Scaling new heights in e-Governance

Nalgonda District in Andhra Pradesh is also known as NEELAGIRI (BLUE HILL) owing to a large range of hills which run through the district. Spread in an area of about 14000 sq kms the district is divided into 4 Revenue Divisions.

◉ | NIC Nalgonda

National Informatics Centre was established, in Nalgonda, in the year 1989-1990 with an objective to promote computer culture in the district & extend the Informatics Services & its advantages in day-to-day district administration. Since then, NIC has been involved in various computerization activities in the district and has been conducting training programmes to create IT awareness amongst the government staff and the citizens.

NIC officers in Nalgonda have contributed effectively in promoting the IT culture in the district especially in Mandal Offices, Gram Panchayats & Agriculture Market Committees. The various e-Governance projects like ePanchayat, eCollectorate, Spandan etc., have brought transparency & efficiency in the government system.

*Shri. K Vijayanand, IAS,
Collector & DM Nalgonda*

◉ | **ePanchayat** : The ePanchayat project facilitates single window services of about 30 sectoral functions of the panchayats like Issue of Birth & Death Certificates, Demand Notices, Trade Licenses, Record of Rights, Dissemination of prices of Agriculture Market produces, latest information on scientific methods in Agriculture Management, Rural Technologies and many more. Nalgonda is the first district in Andhra Pradesh to launch the ICT enabled services through ePanchayat. Four ePanchayat Centres are already operational, while another five centres will be functional by August 2006.

◉ | **Land Records Management Information System (LRMIS)** : NIC Nalgonda has been actively involved in the LRMIS project in the state, right from the design phase to the training phase. The project facilitates issuance of various revenue certificates such

as ROR, PAHANI, land ownership certificate, online mutations etc

◉ | **eCollectorate**: is an eGovernance application that enables the District Collector to Monitor the monthly Physical and Financial Progress of Developmental Schemes of all the departments in the District. Two Modules, Arms Licenses and Freedom Fighter Information of the Collectorate 2000 project have also been implemented in the district

◉ | **Lok Sabha & State Assembly Elections** : NIC Nalgonda is providing all technical support for the Lok Sabha & State Assembly elections in the District. The responsibilities include appointment & training of polling personnel, timely data transmission of data to all agencies for declaration and analysis of election results etc. The District Centre is also involved in preparation of Electoral Rolls for the Zilla Panchayat, Taluk Panchayat & Gram Panchayat Elections.

◉ | **Spandan** : It is a web-based online File Monitoring, Grievance Monitoring and Press Clippings Management System for collectorate and all the departments of the district.

Many other projects have been developed and implemented in the district for the benefit of the administration and people. The Zilla Parishad GPF System has data of about 17,000 teachers, the BC Welfare Scholarship System helps in preparing the final list of eligible students for the Scholarships. Announcement of 7th class results & Teachers Recruitment and Transfer Counseling is done every year, issuance of household ration cards, monitoring the progress of different developmental activities taken up for "Indiramma Model Village" are some of the other citizen centric applications implemented in the district.

The district centre is also involved in various state and central government projects such as District Court Computerisation, AGMARKNET, DISNIC PLAN, PARC (Passport Application Receiving Counters at SP Office), NREGS (National Rural Employment Generati-

on Scheme), EPIC (Electronic Photo Identity Cards project) etc

◉ | **Web Services at the District** : District Centre, Nalgonda, is providing all technical support to the departments in the district interested in hosting their websites. The official website of district Nalgonda <http://nalgonda.ap.nic.in> and a website for the benefit of pilgrims visiting the Krishna Pushkaralau have already been designed and hosted by the District Centre.

◉ | Awards & Achievements:



Mohd. Arif Ali, DIO, Nalgonda receiving the Best District Officer Award on 26th Jan. 2006.

- * Dataquest eGov Champion Award 2006 & Best District Officer Award to Shri Mohammed Arif Ali, DIO, NIC, Nalgonda
- * Implementation of ePanchayat got appreciation at the 9th National eGovernance Awards 2006 at KOCHI
- * Shared the Editor's Choice Award 2006 for ePanchayat at Skoch Summit Challengers 2006 at New Delhi
- * ePanchayat initiatives of the district appreciated by Hon'ble Union Minister for Panchayati Raj Shri Mani Shankar Aiyer & Hon'ble Union State Minister for IT Dr. Shakeel Ahmed

◉ | **Projects under development** : House Building Advance Information System for Zilla Parishad, Design & Development of Right to Information Act Web site, Bio-Metric based Attendance Monitoring System at Collectorate.

NIC Nalgonda District Centre
District Informatics Officer
Mohd. Arif Ali

For further details please mail to nlgap@ap.nic.in



► Anshu Rohatgi, NIC UP (with contributions from Shefali Dash & Naina Pandita, NIC Hqrs, Mukesh Ralli, NIC HP, Rajesh D Bhusari, NIC Nanded)

NIC at Global IT Front

Continuing its grand success at the Oracle e-Governance Awards and the 9th National e-Governance Awards in the first quarter of 2006, NIC has once again proved that its e-Governance solutions are at par with the Global IT standards. In the recently held Stockholm Challenge 2006 Awards at Stockholm Sweden, five NIC projects were adjudged as finalists in their respective categories. The Stockholm Challenge programme is a well established global networking program for Information and Communication Technology (ICT) entrepreneurs for over ten years. It focuses on ICT for development in underserved parts of the world with an objective to highlight ICT implementations that have benefited the people and are based on sustainable business models.

NIC projects - 'OpenMED'@NIC, 'AGMARKNET', 'HIMBHOOMI', 'SETU' & 'LOKVANI' were among the 151 finalist selected from 53 countries. Dr N Vijayaditya, DG, Ms Naina Pandita, Sr. Technical Director, and Mr. A.P. Singh, District Informatics Officer, Sitapur represented NIC in the project workshops held during the event. The 'LOKVANI' project of NIC Uttar Pradesh received a special mention during the award ceremony from the chairman of the jury.



DG NIC with Mayor of Stockholm



Lokvani (An e-effort to empower citizen through e-Governance) is a single window e-Governance system for providing transparent, accountable and responsive government administration for Redressal of Public Grievances, Land Record Maintenance and much more. The project not only generates employment for educated local youth but also brings in a sense of social security within the community and opens up avenues for ICT based development in rural areas. It is based on the PPP model where people can access government information and file complaints to the District Authorities by paying nominal fixed charges through the registered Lokvani Kiosks. The system keeps track of the complaints lodged and the status is available on the Internet or can be accessed through the IVR/SMS System.



Ms. Naina Pandita along with Panelists of the Workshop in Health Sector at Stockholm, Sweden

OpenMED is an open access & discipline based International archive for Medical and Allied Sciences where authors/owners can self-archive their scientific and technical documents. It seeks to encourage self-archiving culture amongst medical professionals in India, preserve valuable research publications for future medical researchers and publicize research activities being carried out in the country. The system accepts both published and unpublished documents having relevance to research in Medical and Allied Sciences including Bio-Medical, Medical Informatics, Dental, Nursing and Pharmaceutical Science and provides free service to academics, researchers, and students for archiving or viewing the documents.



AGMARKNET (Agricultural Marketing Information Network) is aimed at empowering farming community with the knowledge of latest commodity prices and arrivals information through innovative usage of ICT by networking agricultural produce wholesale markets in the country. **AGMARKNET** links up Mandis, State Agricultural Marketing Boards and Directorates in the country and provides online information on prices of over 300 major commodities. Farmers can access these rates from the Mandi itself or from the nearest Community Information Centre. The project has played a catalytic role in ushering in market led agricultural extension in India. The prices and arrivals information is already being disseminated in eight Indian languages apart from English to enhance the reach of the portal.



Hon'ble CM of Maharashtra at the SETU Centre in Nanded, Maharashtra

SETU is a friendly interface and service provider between Public and Government for issuance of various Government certificates/permissions/licenses. The system has gone a long way in empowering citizens through easy dissemination of Information and has increased the confidence of citizens in the administrative processes. More than 64 types of certificates /permits/ licenses are being accepted & issued from the Citizens Facilitation Centre (CFC) located at six different Offices of Collector, SDM, BDO, RTO, Tahsil and Taluka Inspector of Land Records. These centres provide the applicant a facility to complete all formalities under one roof. More than 1 lakh certificates/permits/ licenses have already been issued from the SETU centre located at Nanded, which is the first in the state to receive ISO 9001:2000 certificate for Quality Management System.



HimBhoomi (Land Records Computerisation) Software for Himachal Pradesh is a workflow application that computerizes the complete Revenue System. Be it land records of rural & urban areas, land reforms, irrigation census details, agriculture census statistics, customary and forestry rights, the project seeks to provide a solution for all these activities. The project has played a significant role by not only standardizing the land records documents, procedures and implementation of various acts & policies but has also made life easy for people by making available legible records of rights (ROR) in time. The online mutation module keeps track of all the various mutations/transactions on any piece of land and has helped the administration in their daily work. (<http://www.himachal.nic.in/himbhoomi>)



Skoch Challenger Awards 2006

Skoch Summit over the years has emerged as the most prestigious and respected annual confluence for Indian IT Industry consisting of central and state government functionaries, academia, IT industry, economists, NGOs, analysts and users. The Skoch Challenger awards recognize and acknowledge excellence and exemplary efforts made by individuals and organizations for their contribution in key areas such as e-Governance, Banking & Financial Services, Education, ICT penetration, affordable computing & innovation. Every year hundreds of "best-in-class" contenders compete for recognition at the Skoch Challenger Awards.

NIC's contribution in the field of good governance through ICT, the impact of its projects on changing people's lives, and the exemplary use of ICT in areas of social transformation was recognized and appreciated by a number of awards during 9th Annual Skoch Summit held in March 2006 at New Delhi.

Dr. N. Vijayaditya, DG NIC was presented the Skoch Challenger award for NIC's technical contribution to '**Rural Delivery Systems**' through many projects/initiatives such as Warana, CIC, GyanDoot, LokMitra, e-Panchayat, InfoGram, e-Grama, Akshaya, Rural e-Seva, e-Suvidha, Rural Digital Services, Land Records Computerisation, RuralSoft, PriaSoft, NREGA Information System, DDWS/PHED/RWSS Information System etc.

The Editors Choice Awards for technical conceptualization, implementation and sustaining support on operationalisation were conferred on Panchayati Raj Computerisation (e-PRI/e-Panchayat), National Panchayat Portal (<http://Panchayat.nic.in>) and AGMARKNET (<http://agmarknet.nic.in>).

Many other projects such as Judiciary Computerisation, Rural e-Seva and CIC led initiatives in Sikkim, where NIC has contributed technically, also won the Skoch Challenger Awards 2006

DG NIC felicitated at International Event



Dr N Vijayaditya receiving the award from ESRI president Jack Dangermond

Dr N Vijayaditya, Director General NIC was felicitated by ESRI at their 26th Annual ESRI International User Conference recently held in San Diego (USA). DG NIC was conferred the 'Distinguished Service' in GIS Award as a recognition for making a difference. The conference was attended by 14,000 ESRI users, scientists, engineers, and students from 200 countries around the world. This event focuses on how GIS technology can better serve the world and our communities, and is the largest GIS event in the world. Dr Vandana Sharma, Senior Technical Director, NIC was also amongst the recipients of the prestigious award.



Mr. Mani Shankar Aiyer, Hon'ble Minister of Panchayati Raj presenting the award to DG NIC for Rural Delivery Systems



Shri D.C. Misra, Sr. Technical Director, NIC receiving the award for Panchayati Raj System



Mr. M. Momi, DDG & Dr. N. Vijayaditya, DG, NIC receiving the award conferred on AGMARKNET from Mr. O. T. Lepcha, MP, Rajya Sabha, Sikkim

We, the NICians are proud of such achievements and must strive to achieve more in terms of meaningful contributions to the society at large through ICT interventions.

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Himachal Pradesh : In Pursuit of Excellence

(Six National eGovernance Awards in 4 years!)

Two National e-Governance Golden Icon Awards in the year 2006 for ePension (under the Innovative Operations - Professional Category) and HIMRIS software (under the Process Reengineering - New Entrant Category) and nomination for the Stockholm Challenge Award 2006. NIC Himachal Pradesh has proved its strength at the national level yet again. The Secretary (IT) Government of India visited Himachal Pradesh in December 2005 and inaugurated the land records computerisation in 15 tehsils through VC in Shimla. He was appreciative of the role of NIC HP in carrying out major e-Governance activities in the State.

Every great accomplishment has a small beginning. NIC HP State Centre was set up in 1986 in Himachal Pradesh Secretariat with a modest infrastructure setup with the objective of empowering the state administration with IT tools and promoting informatics culture in the government.

NIC HP has achieved the set target of IT promotion in the state and recent years have seen pace in terms of expanse and magnitude along with its application and technological advancements. On the infrastructure front, NIC Himachal Pradesh can today boast of its state-of-art equipments, be it Servers Storage Equipments, Video Conferencing Network or Internet/ E-mail Service. The professional services towards Software Design & implementation need no emphasis.



DG NIC on VC during Inauguration of Land Records Computerisation in 15 Tehsils of HP

NIC HP has fulfilled its objectives in all the three institutions of democracy viz Executive, Legislature and Judiciary. The weighing factors have been neither technology, nor Internet/Email or e-Commerce. It is the unprecedented change that is brought about in the work culture through informatics by bridging the gap between the Government and the people.

PROJECTS

● | Lokmitra

A vital lifeline of a democratic society is a Government to Citizen interface. The central theme of governance revolves round its citizens and their quality of life. Hence G2C interface assumes a very important position with respect to entire delivery mechanism of Indian Administrative setup. The underlying objective of Lokmitra to expand the domain of public access and speedy redressal of grievances has been well established. Ever since the success of 'LOKMITRA' there has been an exponential growth in recent years in the establishment of thirty (30) e-Governance centres in district and tehsils and these centres disseminate the information available in databases on various socio-economic sectors that NIC has built over a period of time. Besides they are providing services like Driving Licenses, Registration of Vehicles, Passport Status and many more. These centres are not only self sustainable, but have become a source of revenue generation to the government through service charge collections and till date revenue to the tune of rupees two crores (approx.) has been collected through these e-Governance centres.

● | Land Records

Application of ICT in land records is a novel and challenging experiment altogether in view of the whole system being unwieldy, laborious and space intensive besides being costly and tardy. Land records forms the backbone of basic and vital statistics required for policy formulation and decision making and with this spirit; NIC HP took up the

challenging task of Land Records Computerization. NIC HP has been successful in not only designing the software to suit the intricate requirements but implementing it in all the 12 districts of HP. Presently as many as 76 tehsils have been computerized and their data is available online and efforts are on to cover 100% tehsils by the year-end. The operational tehsils are generating revenue by issuing computerized copies of land records. On similar lines, the implementation of HIMRIS (HP Property Registration) is in the pipeline. It is already under implementation at 15 tehsils and has been made fully operational in live mode. The replication in all viable tehsils will be done by the year end.



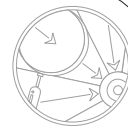
Copy of Jamabandi being handed over to the Chief Minister, Himachal Pradesh by the Deputy Commissioner, Mandi

● | Treasuries & Budget

The Treasury Computerisation captures data directly from vouchers and challans which goes through validation and consistency checks (in the background during data entry) to guarantee the accuracy and efficiency. Similarly the computerization of state budget not only guarantees accuracy in figures but also saves many laborious man hours. The State budget for the year 2004-05 onwards is made available on the website, CDs and printed budget volumes.

● | Examination Results

The board examination results are a source of great anxiety and attract vast media attention. Anxious students and parents used to throng their respective schools on the day of results. The revolutionary technology of Internet and its application by NIC HP brought about an end to these queues all over. The board results are not only available globally online but the results are



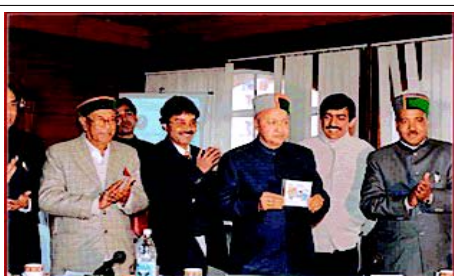
disseminated through the most popular mediums of SMS (BSNL/AIRTEL), emails, Touch Screen Kiosks, IVRS and Soochna Kendras (*Information booths*). Disseminating the results through various media won accolades for NIC HP from various authorities and press media. It was hailed as, "A remarkable public utility exercise aimed at serving common masses and making the lives of students easy by effective utilization of ICT". Similarly results of PMT entrance, JBT entrance, B.Ed, UIIT entrance, Polytechnic entrance and HP Public Services Commission are made available to common masses.

● | Elections

NIC assumes central role during Assembly/ Lok Sabha elections in forming polling parties, their deployment as per ECI guidelines and support at counting centres in implementation of GENESYS of ECI and result transmissions to media for live coverage. In May/2004 and Matrch/2003 the results were transmitted through NICNET and these results/ashes were displayed on Doordarshan Screen through Interface developed by NIC.

● | REFNIC

The implementation of References Monitoring System of NIC (REFNIC), that keeps track of the file/letter movement, marked the start of E-Tracking of correspondences (letters/files) in HP Secretariat. Reminders are generated automatically in printed form as well as by e-mail and pop-up message on the screen. The application is running on approximately three hundred nodes in secretariat and emboldened with its success, the government has decided to implement REFNIC in all the districts and government departments.



Release of REFNIC Software by Shri. Virbhadra Singh, Hon'ble Chief Minister, Himachal Pradesh

● | Court Computerisation

There has been a wholesome involvement of NIC in the HP High Court Computerization. In

the year 2004, a new LAN was designed and setup in High Court building. Already Software implementation for making Cause List online and computerization of judicial register and record room has been done. The case status will be made online shortly after the platform conversion of software is complete.

● | Assembly Computerisation

NIC HP has been providing manpower and technical support to HP Legislative Assembly for various office automation works. The daily proceedings of the HP Vidhan Sabha are made available on the Internet on the Vidhan Sabha website at <http://himachal.nic.in/hpvs> instantly. In addition, list of business, rotation of ministers, assembly questions and brief of days' proceedings are also hosted on the website during the assembly session. The ID Cards Issuance Software was developed and implemented for the HP Vidhan Sabha and now all ID cards for the last two sessions are being generated & issued through this software only.

● | 7th AISES

The design of the software for 7th All India Education Survey speaks of the image of NIC HP at National Level. The Software has been designed and distributed to all state units of NIC for implementation.

● | ICT Training

Induction Level & In-Service ICT Trainings for various categories of Officers/ Officials in Himachal Pradesh have been conducted at Himachal Institute of Public Administration. So far, about 450 Training Programmes of 3 to 6 days duration covering topics starting from Basic Computer to E-Governance have been conducted including 12 Batches of Officers of the State Civil Service (HAS) & Other Allied Services. These programmes have resulted in successful implementation of many of computerization and e-Governance projects in Himachal Pradesh.

● | INFRASTRUCTURE

The success story of NIC, Himachal Pradesh would not be complete without a robust server platform (9 servers), a vibrant network and its highly secure and safe services. NIC HP provides INTERNET service through 4 Mbps Managed leased line connectivity. A 500 node strong network connecting various buildings through Fiber and providing 100 Mbps desktop access is served through a central Anti-Virus

and Patch Management server apart from application servers. Security concerns are addressed with a highly secure LAN setup using hardware and software firewalls. A 1.2 TB of SAN storage installation in (Network Operations Centre (NOC) caters to the data storage requirements of the state.

● | Video Conferencing

Himachal Pradesh is one of the leading states with the state-of-art Video conferencing equipments established in all the districts including the CM Secretariat. The network is extended to the remote subdivisions of Bharmour, Pooch, Kaaza and Pangi as well. NIC Himachal, inspite of being a small state with just 12 districts, is among the leading states to utilize the VC facility for e-Governance applications at the national level.

● | Web Services

The Himachal Pradesh Govt. website <http://himachal.nic.in>, developed and maintained by NIC State Centre, provides comprehensive details about anything and everything related to HP, including 55 government departments and 12 districts. The website has assumed the significance of a single source of reliable reference information about Himachal Pradesh.

NIC has been in forefront to help automate government business and continues with this commitment to reach new vistas of IT enabled Govt, services. With the pervasive support of NIC HP to the Government at all levels, it has been made possible to reduce the communication gap between central-state governments on one hand, the state government and the district administration on the other and above all between the people and government on different fronts and thus bringing rural masses in direct contact with the government by acting as a transparent mediator.

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Pradeep Kumar & Sanjay Agarwal, NIC Ghaziabad

Ghaziabad: Using ICT for Masses

Ghaziabad, also known as the 'Gateway to Uttar Pradesh', was founded in the year 1740 by vazir, Ghazi-ud-din, who called it Ghaziuddinagar after his name. It was declared a district on 14th November 1976, and is now a part of National Capital Region (NCR) due to its close proximity to national capital New Delhi.

NIC in Ghaziabad

NIC District Centre, Ghaziabad came into existence in the year 1988 with an objective to create computer awareness amongst the people and to assist different government departments in computerisation & office automation for better and effective administration, management and planning. Since its inception, NIC Ghaziabad has been striving hard to put Management Information Systems in place and extend the benefits of ICT to the common man. **With a motto to 'reach the unreached'**, NIC Ghaziabad has rolled out a number of e-Governance applications to benefit the rural masses and people living in the remote areas of the district

e-Governance Applications

SULABH - is an IVRS (Interactive Voice Response System) based facility for rural community used for disseminating the information on treasury, old age, widow & disabled person pension, scholarships, FPS quota, financial assistance to villages for development work and status of Arms licenses applications over the telephone. People living in far flung and remote areas of the district are no longer required to visit government offices for the above mentioned information. The IVRS facility has provided a welcome relief to the senior citizens and the pensioners of the district who found it very difficult running around government offices to collect the status of their pension and other details.

The efforts have received widespread appreciation from the Hon'ble CM of Uttar Pradesh, the Chairman, Board of Revenue & the general public. The success of the project also prompted senior officers from other districts to visit Ghaziabad and study the project logistics for its replication in their respective districts.

● | **Jan Mitra Ekal Seva Kendra** - is a Single window interface for generation and delivery of different certificates (Income, Domicile, Caste, Character and Varisan certificate) at the tehsil level.

The tehsil offices issues various certificates, which are essential to apply for jobs, claim legal benefits, prove identities/heirship etc. Meeting large requirements of such certificates and that too time bound and legible was a tedious task for the administration. The web enabled G2C interface "**Jan Mitra-Ekal Seva Kendra**" developed by NIC-UP, in the local language (Hindi), is a solution based on integration of various types of services for issuance of certificates for different departments at a single point in a professional and citizen friendly environment

The project envisages various direct/indirect social as well as economic benefits to the citizens -

- The status of the application is available on the Internet (<http://www.ghaziabad.nic.in>).
- Certificates available in Hindi or English on charge basis
- Saving in time and cost due to reduced number of visits of the applicant to the Tehsil Hqrs.
- The system has created transparency, efficiency & accountability
- A neatly printed certificate improves quality of service and increased Citizen satisfaction
- More than 500 certificates are being issued per week.



● | **Bhulekh** - Ghaziabad was one of the first few districts in Uttar Pradesh to have successfully implemented Land Records Computerization in all the four tehsils of the

district. Computer generated copies of Record of Rights (RoR) are being distributed to farmers, land owners and other institutions from the Tehsil Computer Centre.

● | **Arms License Monitoring Information System** :This system has been developed to monitor information of the license holders in the district. There are two separate modules - One module deals with the registration part of the licenses and second part handles management of existing licenses.

● | **Examination Results** : An IVRS based results announcement system for UP Board results was also implemented this year for the benefit of the students of the district. More than 3000 calls were addressed through this system in one day.

In addition to these, several state and central level projects including Court, DRDA, Treasury, Transport computerisation, AGMARKNET, Public Grievances System, Recovery Certificate Monitoring System and many more, have been implemented in the district.

● | **District IT Infrastructure** : NIC District Centre, Ghaziabad is equipped with high-end servers & clients for development and hosting of applications. The district website <http://ghaziabad.nic.in> provides valuable information on the projects and IT initiatives in the district. A LAN of about 70 nodes has been established encompassing the collectorate and Vikas Bhawan to strengthen the e-Governance activities in the district.

Future Plans

- Hindi text to voice conversion for better services to local public over IVRS
- SMS facility for pensioners
- Installation of Touch Screen Kiosks
- Delivery of authentic copy of ROR to the farmers at their doorstep, through courier.

NIC Ghaziabad District Centre
District Informatics Officer
Shri. Pradeep Kumar
District Informatics Associate
Shri. Sanjay Agarwal

For further information, mail to gha@up.nic.in



► Punam Gupta & Vanashree Ramteke, NIC Pune

SQL Injection

Safeguard your Applications

What is SQL injection?

SQL injection is a hacking technique used to exploit web applications that use client-supplied data in SQL queries without validating the input. This is one of the most common application layer attacks currently being used on the Internet. The technologies vulnerable to this attack are dynamic scripting languages like ASP, ASP.NET, PHP, JSP, CGI, etc. This kind of attack is not a technological security hole in the Operating System or server software, but rather it depends on the way a web site is developed. Some developers are unaware of this kind of attack and unknowingly develop web applications which open doors for hackers to inject SQL Queries / Commands into the system.

Techniques of SQL Injection

The basic concept behind a SQL injection attack is that a web-page allows the user to enter text into a textbox that is used to execute a query against a database. A hacker enters a malformed SQL statement into the textbox that changes the nature of the query so that it can be used to break into, alter, or damage the back-end database. The level of security set by the database and the coding of the website determines the type of access the attacker gets on the database. In general, the SQL injection happens through two modes

1. Access through Login Page -

The easiest SQL injection is to bypass the logon forms where the user is authenticated against a password supplied by him.

- Using 'or' condition – the attacker bypasses the username/password authorization using ('or 1=1-) code in the password field.
- Using 'having' clause - 'having' clause can be used to know the database table name with its attribute, the error message tells the attacker the name of one field from the database.
- Using multiple queries - SQL Server, delimits queries with semi-colon. The use of semi-colon allows multiple queries to

- be submitted as one batch and executed sequentially.
- Using extended stored procedures.

2. Access through URL

- By manipulating the query string in URL.
- Using the 'SELECT & UNION' statements. The attackers use system tables - sysobjects & syscolumns to make a UNION statement and ascertain schema information for a database

Preventing SQL Injection attacks

The best way to defend against SQL injection attacks is to filter extensively any input that a user can give. One should 'remove everything but the known good data' and filter

meta characters from the user input. This will ensure that only what should be entered in the field will be submitted to the server.

Escape Quotes

By using a simple replace function and converting all single quotes to two single quotes, one can greatly reduce the chance of an injection attack succeeding.

Sanitize the input or Remove Culprit Characters

Certain characters and character sequences such as ;, —, select, insert and xp_ can be used to perform an SQL injection attack.

By removing these characters and character sequences from user input before we build a query, we can help in reducing the chance of an injection attack further.

Limit the Length of User Input

- Keep all text boxes and form fields as short as possible
- While accepting a query string value for a numeric field, always use a function to check if the value is actually numeric.
- Always use method attribute set to POST.

Prevention Principles

SQL injection attacks are a serious concern for application developers as they can be used to break into supposedly secure systems and steal, alter, or destroy data. E-Commerce web applications are most vulnerable to such attacks. Any application that queries a database using user-entered data is a potential target of an injection attack. It is also important to realize that SQL injection attacks are not limited to MS-SQL Server. Other databases, including Oracle, MySQL, DB2, Sybase, etc. are also susceptible to this type of attack.

Principle	Implementation
Never trust user input	Validate all textbox entries using validation controls, regular expressions, code, and so on
Avoid using dynamic SQL	Use parameterized SQL or stored procedures
Never connect to a database using an admin-level account	Use a limited access account to connect to the database. One should setup specific accounts for specific purposes.
Don't store secrets in plain text	Encrypt or hash passwords and other sensitive data; you should also encrypt connection strings
Exceptions should divulge minimal information	Don't reveal too much information in error messages; use custom Errors to display minimal information in the event of unhandled error; set debug to false
Don't store passwords in clear text	A better alternative is to store encrypted or hashed passwords in the database. Hashed passwords are more secure than encrypted passwords.
Avoid using default system account (sa).	Remove all unused extended stored procedures, triggers, stored procedures, user-defined functions, etc, or move to an isolated server
Have separate database & web server	Isolate database server and web server. Both should reside on different machines

As far as SQL injection attacks are concerned – 'prevention is the only cure'. All developers should take necessary precautions to thwart these attacks before they actually happen.

For more information, pls mail to punam@nic.in



National Data Centre at Lao PDR



Dignitaries during inauguration of Data Centre

National Informatics Centre has established a state-of-art National Data Centre at Vientiane (Lao PDR), under 'Lao PDR - India Bilateral Cooperation on Information Communication Technology'. The National Data Centre was inaugurated jointly by Hon'ble Minister of State for External Affairs, Government of India Shri. E. Ahamed, and Dr. (Prof.) Bountiem Phissamay, Minister to Prime Minister and President Science Technology and Environment Agency, Government of Lao PDR on May 28, 2006 at Vientiane. Dr. N. Vijayaditya, DG NIC, Shri Tsewang Topden, Indian Ambassador to Lao PDR, Shri Ajeer Vaidya, Joint Secretary & Financial Advisor, DIT, Shri Biren Nanda, JS(South), MEA and a high level Indian Delegation was also present during the inauguration of the Data Centre.

Shri. Ahamed, in his address during the inauguration ceremony, reaffirmed that Government of India remains committed to bridging the digital divide and contributing to the socio-economic development of Laos. He also stressed that India will always be a

development partner to Lao PDR.

Welcoming the initiatives of Government of India, Dr. Bountiem Phissamay said that "the Government of Lao is grateful to the government and people of India for their generous assistance". He emphasized that the cooperation between India and Laos will enable Laos to achieve its long-term development goals and the National Data Centre will provide opportunities to enhance the Lao PDR's role in ICT development, with a view to create and strengthen conditions for sustainable growth and development in the region.

The Data Centre is the first of its kind in Laos and would act as the hub of all eGovernment activities that the Lao government seeks to develop. It will host all the eGovernance applications and integrate the National Portal with Portals of various Ministries/ Department/ Provinces of Lao to be developed subsequently. It will also provide a platform for delivery of citizen-centric solutions for the people of Lao PDR.

Services at Data Centre:

- Messaging Services
- Database Applications Services
- Web Services
- Centralised Antivirus and Spam Support
- DNS and Authentication Services
- Integrated Security
- Network Management
- Backup and Recovery support
- 24 X 7 Monitoring

National e-Governance Action Plan

The Ministers of the two countries also released the National e-Governance Action Plan for Government of Lao prepared by National Informatics Centre. The Action Plan is based on the Need Assessment Survey and Study conducted in about 80 Ministries/ Departments/Provinces of Government at Vientiane and outlines the framework for offering appropriate e-interfaces to the people of Lao PDR through electronic delivery channels. The plan once implemented will contribute effectively in ushering 'SMART Governance' in Lao.



Release of e-Gov Action Plan Document

Launch of National Portal:

The National Portal for Lao PDR (<http://www.laopdr.gov.la>) has been designed & developed on Open eNRICH framework by NIC. The Portal consists of National Portal, Dynamic websites of Ministries/Departments, portals of all provinces and districts, and was launched during the inaugural function. It is the first dynamic application, made available on National Data Centre, and provides a digital face of Government of Lao in cyber space. The Content Management for the National Portal will be done by the respective



NIC team with the Ministers and Officials of India and Lao PDR

Ministries/ Departments of Lao Government for which an extensive training will be provided by NIC.

NDC - Infrastructure

A world class Infrastructure has been created to house the Data Centre at the Prime Minister's office building at Science Technology and Environment Agency (STEA) office in Lao. The Data Centre has been designed in line of the TIA-942 standards to meet Tier II & Tier III specifications of the standard which would provide very high availability at all times. Accordingly, Interior, electromagnetic and IT Infrastructure was setup for Data Centre. It has multiple functional areas, which include high security Server Room, Console Room, Help Desk Area, Workstation Area, Telecom Room, etc.

It has a Doubly Protected Power system, Access Control system based on IRIS control as well as Proximity Cards and Fire systems to take care of any emergency. The Computing environment includes high-end servers which are essential to provide various e-governance and other generic IT services, plasma screens for monitoring the operations, a Storage Area Network (SAN) of 1 TB capacity (scalable upto 8 TB), Backup Library and Backup Server, Security infrastructure consisting of Integrated Security Appliance which provides Firewall, Intrusion Detection,

Intrusion Prevention, VPN and other such functionalities.



National Data Centre at Lao



For more information, please mail to amishra@nic.in

Result Portal
(continued from page 7)

School Corner - Schools can access service such as Results Update, Circulars / Communications from Board, Results Archive, suggestions & feedback in this area. This is a secure area and the schools have to apply for a user-id and password with covering letter from their Board for accessing information.



Board Corner - The different Examination Bodies/Boards can access the following service in this section

- Send Message to all the Schools affiliated with them
- Send Message to Students registered with the Board
- Watch Hit Analysis / Usage on the web
- View Previous Year Results etc.

Winner of the Golden Icon Award in 2005 & CSI Award for Best IT Usage in the year 2004, the 'Results Portal' provides links to various websites for academic, recruitment and entrance examination of different Boards & Institutions for easy reference. The success of the portal is based on hard work, technical co-ordination and seamless planning in the background to meet the ever increasing expectations of the aspiring candidates and the Examination Boards.

for more information, please mail to anupamjohri@nic.in



CYBER GOVERNANCE

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

<http://www.kheri.nic.in/revsoft>



Shri R.K. Mittal, Commissioner Lucknow Division inaugurated the RevenueSoft application developed by NIC, Lakhimpur Kheri. Shri Anil Swaroop, IAS, Member Board of Revenue, who has been the guiding force behind the project, was also present during the inauguration.

RevenueSoft is a web based MPR System for the Revenue Department and facilitates monitoring of different schemes implemented by Government of UP. There are 43 different proformae, which are filled in each district every month and the information is then compiled at the commissioner & the state level to generate different reports. The computerisation will facilitate online updation of MPR data and auto generation of reports.

Anshu Rohatgi, UP Correspondent

<http://agpunjab.gov.in>



Sh. Pawan Kumar Bansal, Hon'ble Union Minister of State for Finance inaugurated the website for the office of Accountant General (AG) Punjab and Chandigarh on 31st March, 2006. The function was held in the office

chambers of Shri. Nand Lal, AG Punjab and UT Chandigarh.

The site has been developed by NIC, Punjab State Centre, Chandigarh. In addition to the basic information about the department, its organizational setup, responsibilities, forms download the site also offers the status of pensioners' cases submitted to the AG office and model guidelines for preparing the pension cases.

Vikram Jeet Grover,
Punjab Correspondent

<http://mahavet.mah.nic.in>



Hon'ble Minister of Animal Husbandry, Maharashtra, Shri Haji Anees Ahmed has launched a web site of Department of Animal Husbandry, Government of Maharashtra (GoM). The web site has been designed, developed and hosted by NIC Software Development Unit, Pune. The launching ceremony was attended by

Hon'ble Shri Hasan Mushrif, Minister of State, Animal Husbandry, GoM; Shri Uttamarao Khobragade, Secretary; Shri Bijay Kumar Sinha, Commissioner & Senior officials from the department. The web site covers Information on Aims, Objectives & Functions of the Department, Acts, Rules, Policies, Schemes, Budget, details about Tenders, Citizen Charter, Right to Information Act etc. It has separate sections for Maharashtra Livestock Development Board, Sheep & Goat Development Centre, Institute of Veterinary Biological Products etc.

Girish M.Phegade, SDC, Pune

<http://jetropa.up.nic.in>



A Web Site for Jetropha (Bio Fuel) Mission in Uttar Pradesh was inaugurated by Shri V. Venkatachalam, Principal Secretary, Planning, Government of UP. Shri Sunil Kumar, Secretary Planning, Scientists, Farmers and other senior officers from

Planning Department & NIC were present during the inauguration.

The Bilingual website provides information about: Jetropha seeds, plants, cultivation in UP, extraction of oil, benefits and uses at different stages, Jetropha mission strategy, partner agencies, availability of inputs, Related Documents, Reports, a Photo Gallery, etc.

Anshu Rohatgi, UP Correspondent

<http://trti.mah.nic.in>

Commissioner, Shri Y.P.S. Tomer, inaugurated the website for Tribal Research & Training Institute (TRTI), Pune. The Institute undertakes evaluation studies in order to assess the impact of developmental programmes / schemes on the life of the tribal people in the State. The web site contains information & activities of TRTI, Public Notice Board, Glimpses of Tribal Museum, Tribal Culture, Tribal Statistics etc. The site also provides guidelines for Tribe Certificate Verification, Downloadable forms needed for Tribe Verification and other useful information for Public, Researchers, Tribals, Government and Non Government Organisations.

Shri D.P. Bobde, DDG, NIC, Ms P.V. Kamat STD, NIC Pune and other senior officials from NIC and TRTI were also present during the Inauguration.

Punam Gupta, Maharashtra Correspondent

HAPPENINGS

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

Inauguration of "CollabCAD Training & Support Centre" at Basveshwar Engineering College, Bagalkot, Karnataka

With an objective of promoting CollabCAD Software in Educational Institutions and Industries, a Memorandum of Understanding (MoU) has been signed between National Informatics Centre and Basaveshwar Engineering College (BEC) Bagalkot for setting up of "CollabCAD Training & Support Centre" at the Institute



During the inauguration, Mr. K.S. Nagesh, Technical Director, NIC explained about the utility of the CollabCAD Software in Industries & Educational Institutions and made technical presentations on the different features of the Software. He also displayed the various CAD Models created using the CollabCAD Software. Shri. R.N. Herkal, Principal, BEC, Bagalkot expressed his pleasure on setting up of the Centre by NIC.

The inauguration was followed by one week training cum workshop on CollabCAD for the faculty members of the College. The Institute has also made plans to introduce CollabCAD in curriculum of B.Tech & M.Tech courses. This will help in creating technical manpower around CollabCAD and will also go a long way in popularizing CollabCAD in Indian Industries.

K S Nagesh, NIC Hqrs

Election Support by NIC during Assembly Election 2006 in West Bengal

NIC, West Bengal and its District Units

extended full support to the State Government during the Assembly Elections held in April-May 2006. The major activities included

1. Technical assistance in preparation of database for polling personnel
2. Supervision of the preparation of Contesting Candidates' Databases, including scanned copies of their affidavits, criminal records (if any) etc
3. Preparation of various statutory reports like Form 7A, A03, D03 and uploading the data on the website of the Election Commission of India (ECI).
4. Issue of appointment letters as Presiding officers and Polling Officers based on the random selection
5. Formation of polling parties and allocation of assembly constituencies
6. Preparation of database for polling booth-wise voter turnout, preparation of statutory reports like A05, D05 etc. and their transmission to the website of ECI, on the polling day.
7. Counting party formation and issue of appointment letters on the day before the counting day.
8. On the counting day, preparation of database for polling booth-wise candidate-wise votes obtained and generation of cumulative votes as trends, trend-reversal and final result, with total votes obtained and finally transmission of the final results to GENESYS website of ECI & CEO, West Bengal.

The role of NIC in election work was highly appreciated by CEO, WB and ECI in general. In some cases, the DM issued appreciation letters to the DIOs/DIAs.

Goutam Mukherji,
West Bengal Correspondent

Similar messages - of NIC Officials receiving appreciation for their contribution in the election work have been received from other State Centres as well
- Editor

North East Agri - Expo 2006 at Nagaland
NIC, Nagaland setup the first of its kind Wi-Fi

broadband internet connectivity at the NE Agri-Expo 2006, Dimapur. Open source IPCop software was used for providing Web Proxy and DHCP services while Access Points were used for extending Internet facilities to all the stalls at the Expo. Officials, Industrialists and media persons were the major users of Internet and they appreciated the efforts of NIC for making it possible.



Shri P.K.Suri from Agricultural Informatics Division, NIC made a presentation on 'Leveraging ICT for a better future: Agri-business opportunities through AGMARKNET'. He urged the NE states to report market data regularly to the portal and draw maximum benefit from the domestic and international trade opportunities facilitated through AGMARKNET.

Swadesenuo Natso,
Nagaland Correspondent

DG, NIC Visits Jalandhar

Dr. N. Vijayaditya, DG, NIC visited Sant Baba Bhag Singh Institute at Adampur and NIC Jalandhar office in April 2006. He was accompanied by Senior Officials from NIC Hqrs & Punjab State Unit. DIOs from Ludhiana, Kapurthala, Hoshiarpur and NIC Officers posted at Passport Office and Registrar of Companies, Jalandhar also attended the meeting.

DIO, Jalandhar & Kapurthala made presentations on major eGovernance initiatives taken by NIC, especially SUWIDHA, PRISM & newly established Video Conferencing facility between Central Jail & District & Sessions Court at Jalandhar. DG showed keen interest in the services being rendered by District Administration to the Citizens. He was deeply impressed by the implementation of Property Registration System (PRISM) - which has brought down the time taken for property registration to less than 30 minutes.



In his address, Dr. Vijayaditya stressed upon taking Information Technology to the masses by building newer interfaces. He also appreciated efforts of NIC Punjab & District Administration especially the keen interest evinced by Sh. Anurag Verma, IAS, Deputy Commissioner Jalandhar in promoting e-governance in the district.

A. S. Kalsi, DIO Jalandhar

Haryana e-Governance initiatives presented in eGov Asia 2006 Conference

Mr. Ghan Shyam Bansal, SIO, NIC Haryana and Mr. Anurag Rastogi, IAS Spl. Secretary IT, Haryana participated in "e-Gov Asia 2006" at Bangkok, Thailand - an International Conference on e-Governance Initiative organized by Ministry of ICT, Royal Thai Government.

During the conference Mr. Bansal & Mr. Rastogi presented

- 1 e-Governance Initiatives taken in Haryana, key strengths, best practices and future ICT road Map.
- 2 Paper on HALRIS: Integration of Property Registration and Land Records,
- 3 Paper on HaPPIS: Welfare pensions Processing & Disbursement System

Shri Bansal also participated as the panelist in the special workshop on "Public Health Information System: Road map for Thailand" organized by the Thai Health Promotion Foundation. He shared the experiences of implementation of e-Health.Net, in Haryana Health Department, by NIC.

Hari Chand,
Haryana Correspondent

AGMARKNET-Yatra in MadhyaPradesh

AGMARKNET-YATRA, a joint venture of the Ministry of Agriculture, AISECT(NGO) & NIC,

was organized in various districts of Madhya Pradesh to popularize the utilities/benefits of AGMARKNET project amongst the farmers. The YATRA was flagged off by the Minister of State for Agriculture, Sh. Chandrabhan Singh from the Mandi Office at Obaidullaganj. This district-level journey commenced in March, 2006 and covered about 80 Krishi Upaj Mandis in M.P. Some arrangements made on the occasion were :-

- 1 Mobile Van equipped with computer systems & Internet connectivity
- 2 Display of banners, posters on AGMARKNET
- 3 Distribution of leaflets amongst farmers
- 4 Establishment of stalls on AGMARKNET
- 5 Special Enquiry Counters for farmers

With the wide publicity given to this event beforehand, around 100-200 farmers participated in the Yatra at each Mandi. Feedback was collected from farmers to address their issues and increase their participation in the programme.

The YATRA concluded in April 2006 at KUM, Raisen. Collector Raisen, Asst. Agri. Marketing Advisor to GoI, Chairman Social Welfare Board etc. were amongst the major dignitaries present. With the active participation of all the concerned DIO's of MP & sincere efforts of Sh. Jitendra Parashar (Sc. Officer at NIC-MPSC) the show resulted in a grand success.

A. N. Siddiqui, NIC, Bhopal

"Recognition to exemplary e-Gov Projects" award to NIC, Orissa State Unit

NIC, Orissa State Unit, Bhubaneswar was awarded the "Recognition to exemplary e-Gov Projects" for successful implementation of CCR/ACR module of GAPROR (General Administration PROcess Reforms), PriaSoft



(Panchayati Raj Institutions Accounts Monitoring Software) & Ruralsoft in the state

GAPROR is a comprehensive suite of citizen-centric as well as employee-centric solution, which attempts automation of Government processes and management of human resources of General Administration Department. The ACR/CCR module of GAPROR, is designed to keep record of all information relating to Character Confidential Roll (CCR) of State Govt. Officers & Annual Confidential Report (ACR) of All India Services Officers in the State and monitor the tracking of CCRs / ACRs at all stages in order to avoid any unnecessary delay in submission of the same.

The awards were presented by Dr. Subas Pani, IAS, Chief Secretary, Orissa in a seminar on "Best Practices on e-Governance" organised by IBM, Confederation of Indian Industry (CII) and Orissa Computer Application Centre (OCAC) at Bhubaneswar in April, 2006.

Shri B. P. Mishra, PSA, and Shri Bana Priya Satpathy, PSA, NIC, Orissa received the awards on behalf of NIC, Orissa State Unit.

A K Hota, Orissa Correspondent

Workshop on e-Granthalaya and NewsNIC Software at NIC, Shillong

A three days "workshop on e-Granthalaya and NewsNIC software" was conducted during 11th - 13th April 2006 at National Informatics Centre, Meghalaya State Unit, Shillong. The workshop was sponsored by the Directorate of Arts and Culture, Meghalaya Government. The workshop was attended by about 50 participants from 15 major libraries of the state.



The Workshop was inaugurated by the Hon'ble Minister for Arts and Culture, Meghalaya Government. Sh. T Dkhar, TD & SIO, NIC gave the inaugural address. The participants were given an overview of the various modules of the software and CDs were distributed to the



participants. E-granthalaya is a Library Management Software being provided by the NIC at no cost to the libraries in India.

Koushik Choudhary,
Meghalaya Correspondent

Smart card introduced in Tripura

Smart card for Driving License and Registration Certificate was introduced by Shri Manik Sarkar, Hon'ble Chief Minister of Tripura on 5th June, 2006 at a function held at Agartala. Agartala is the first city in the entire North-East and Tripura is the 5th state in the country where SCOSTA compliant interoperable smart card has been introduced for Driving License and Registration certificate. NIC has provided the Vahan and Sarathi software product with smart card interface.



Various dignitaries including Shri Manik De, Transport Minister, Gour Kanti Goswami, Chairman- STA, Shri S.K.Roy, Commissioner, Shri A.Guha, Transport Secretary, Dr. A. Rama Mohan Rao, Sr. Tehnical Director, C.K.Dhar, SIO, were present during the inauguration. The Chief Minister and the Transport Minister acknowledged NIC's active support in implementing e-Governance in various departments and across the state of Tripura. The Secretary, Transport also acknowledged support provided by NIC for modernizing Transport Department.

Special touch screen kiosks have been setup for citizens that provide information on application status, tax status & assessment, vehicle details etc. The project details are also available at <http://tsu.trp.nic.in/transport>.

C K Dhar, Tripura Correspondent

DevInfoIndia MODULE AT LBSNAA, MUSSOORIE

Training on DevInfoIndia Module was organized for IAS Professional Course Phase - I

at Lal Bahadur Shastri National Academy of Administration, Mussoorie in April 2006. The module was conducted by NIC Training Unit, Mussoorie in collaboration with UNICEF, New Delhi.

DevInfoIndia is a database system which contains social indicators, time periods and geographic areas organized to monitor global and national commitments to sustained human development. The sessions on the module were a Lecture-cum-Demonstration followed by Hands-on. The contents of the sessions included the representation of the data in Tabular Form, Graphical Form, Map Formation etc.

The members of the faculty who conducted the module were Sh. Raj Gautam Mitra, Project Officer, UNICEF, New Delhi, Sh. M. Chakraborty, Sh. Azad Singh & Sh. Amarjeet Singh Dutt of NIC Training Unit, LBSNAA. Manotosh Chakraborty, NICTU Mussoorie

National Seminar on DC*Suite Replication held at Palakkad, Kerala

National Seminar on DC*Suite Replication was held at Palakkad in May 2006. The Seminar was inaugurated by Shri P.H.Kurien IAS, Secretary (IT), Govt. of Kerala in the presence of Shri. D. Dutta, Sr. Technical Director, NIC, New Delhi. Shri. V.S. Raghunathan, SIO, NIC Kerala delivered the welcome address & presented the vision of the project while Dr. Mahesh Chandra, MD, NICS released the multimedia CDROM on the project.

Representatives from NIC State Units & District Centres from various parts of the country participated in the seminar which included DC*Suite product demo, technical presentations, replication strategy and panel discussion on Replication.



The delegates were given a live demonstration of the actual workflow at the collectorate,

Palakkad, which has undergone a modernization exercise with infrastructure facilities like Data Centre, Rack Servers, Touch Screen Kiosks, Video Conferencing etc.

Asha Varma, Kerala Correspondent

e-Governance Standards Indian Government's Initiatives



Ms. Suchitra Pyarelal, Technical Director, e-Governance Standards Division was recently invited to speak at a conference on 'Open Standards: the key to Open ICT Ecosystem' held in Bangkok from 2nd - 4th May 2006. The Conference was organized by the National Electronics and Computer Technology Centre (NECTEC), a semi government agency in Thailand. Ms. Suchitra also participated in policy dialogue organized by the United Nation's Development Programme's Asia-Pacific Development Information Programme (UNDP-APDIP) on the way forward to open technology environment. The purpose of the dialogue session was to explore policy issues affecting open standards and discuss and share practices, to come to a common understanding for future collaboration. 54 participants representing 13 countries from government, private sector, academia and civil society attended the conference.

Anshu Rohatgi, NIC UP Correspondent

Informatics invites its readers to contribute towards the various sections of the bulletin by sending news items/articles reflecting the on-going e-governance activities in various parts of India.

The articles along with relevant coloured photographs may be sent to the following address.

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