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web ratna awards

Editorial

Web Ratna Awards have been instituted under the ambit of the National Portal of India *(http://india.gov.in)* by National Informatics Centre, DIT to promote exemplary initiatives in e-governance using the medium of World Wide Web. These awards were presented at an ceremony by Thiru A. Raja, Hon'ble Union Minister of Communications & IT in the presence of Shri Sachin Pilot, Hon'ble Minister of State for Communications & IT. We bring an exclusive coverage on Web Ratna Awards in our Special Feature section.

In the Guest Column, we carry exclusive views of Sh. J.B. Tubid, IAS, Principal Secretary (Home), Jharkhand, wherein he reveals his views and plans about ICT, specifically for the Department of Home & Police and in general about the present e-Governance scenario in the state.

Online Consent Management & Monitoring System (OCMMS) for State Pollution Control Board, IntraGov facilitating core government functions in Haryana, ICT initiative in Empanelment of Chartered Accountants (CA) firms for allotment of PSU audit, and Medical Seat Allotment through video conferencing are the highlights of our Products & Services Section.

Technology update covers Migrating applications to PostgreSQL, and Digital Library. National Knowledge Network making the knowledge flow is featured in our Perspective section this time.

In the 'From the States/UTs section', we have covered the ICT initiatives in the State of Manipur and Maharashtra. Various ICT projects and initiatives in Balangir district of Orissa, Bundi district of Rajasthan, and West Kament district of Arunachal Pradesh have also been talked about in this issue.

All our regular sections viz., International e-Gov Update, Cyber Governance, National Portal Update, In the News etc. are there to serve your need to know what's happening in the e-Gov dome around us.

Enjoy Reading…

Neeta Verma

We would like you to contribute to informatics. You can send your contributions directly to us at the following address.

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Web Ratna Awards

The Web Ratna Awards was instituted under the ambit of the National Portal of India (http://india.gov.in) which ostensibly aimed at giving accolades to the departments and individuals for taking exemplary initiatives in e-Governance using the medium of web. The maiden Award Ceremony was held at Vigyan Bhawan, New Delhi on 19th April 2010. Twenty Four Indian e-Governance projects were felicitated under the auspicious presence of various aegises from Department of IT, Government of India and other delegates from NIC.

With the penetration of internet and availability of affordable means to access the World Wide Web, the government web space can now be accessed by the citizens of India across the nation, rural and urban alike. This raises the expectation from Government websites and Portals for higher accessibility and citizen centricity to facilitate inclusive access to government information and services as the Government websites have become first point of contact between the citizens and the Government. Since its launch in 2005, National Portal of India has come a long way in providing a simple & easy interface to a plethora of Government Information & Services. *india.gov.in,* a gateway to more than 6500 Indian Government websites is accessed by Indian citizens, overseas communities and has thousands of registered users seeking regular updates from the portal.

Across the country a lot of initiatives have been taken up by the government Ministries/Departments/States to effectively deliver the services and information to the citizens with the use of ICT. In order to acknowledge the efforts of those who have taken exemplary initiatives using the medium of World Wide Web; Web Ratna Awards have been instituted. The Web Ratna Awards is the result of an active engagement of various ICT initiatives being taken in Indian government. This award also portrays some of the noteworthy, interactive and innovative ICT practices in India. Over 260 nominations from 27 States/Union Territories apart from Government of India entities were received. The selection of the winners involved an in-depth and comprehensive online and offline evaluation by an independent Jury which comprised of Secretary (Department of Information Technology), Director General (National Informatics Centre), Special Secretary (Department of Administrative Reforms & Public Grievances), Additional Secretary (Department of Information Technology), Deputy Director General (National Informatics Centre), distinguished Professors of IIM (Ahmedabad) & IIT (Delhi), President (NASSCOM), Chairman & CMD (Cyber Media) (India) Ltd. and Project Leader (National Portal). In order to choose the best entry in each category the Jury evolved a matrix of parameters including "impact innovation", "significance to common man", "use of technology", "sustainability" etc. These awards have been instituted under the following eight categories:

- Citizen Centric Service
- Outstanding Web Content
- Comprehensive Web Presence -Ministry/Department
- National Portal Coordinator of the Year (NPC)
- Public Participation Initiative
- Innovative Use of Technology
- Comprehensive Web Presence -State
- NIC Coordinator of the National Portal (NCNP)

Altogether 24 awards were conferred by Thiru A. Raja, the Hon'ble Union Minister of Communications & IT, in the presence of Shri Sachin Pilot, the Hon'ble Minister of State for Communications & IT at an exclusive award presentation ceremony. Dignitaries from DIT, NIC, august awardees and distinguished Jury and Screening Committee and participants graced the occasion.

Thiru A. Raja said on the occasion, "Information Technology holds tremendous potential to extend and enable access to critical information and delivery of public services in a far more efficient and effective manner. Reminding the people who need to access this information and services the most, are the ones that currently have virtually little or no access to electronic service delivery channels." He emphasised the need to work together to develop and implement strategies and mechanisms to reach them.

The Hon'ble Minister Thiru A. Raja also launched a new Accessible website of Department of Information Technology, *www.mit.gov.in* on the occasion to make internet accessible to visually impaired and physically challenged persons so that they too can equally benefit from the ICT revolution. The website has been designed and enhanced by tools to facilitate web browsing by people with low vision, problem of colour blindness etc. Not only this, the website has the facility of a freely downloadable Screen Reader that facilitates web browsing even by those who have completely lost the faculty of sight. For those who are suffering from other physical problems which makes mouse control difficult for them the website can be simply browsed though the keyboard.

www.mit.gov.in

On the occasion, Sh. Sachin Pilot, the Union Minister of State for Communications & IT stressed upon the need to increase the penetration of internet and computers to most distant areas of the country to ensure an inclusive digitisation of service delivery.

Citizen Centric Service

Indian Railways

HIMPOL

Bangalore One

Public Participation Initiative

CIC Online

SANJOG Helpline

Ideas for CM

Outstanding Web Content

E-Press Publisher

India Post

Gujarat Tourism

Innovative Use of Technology

Indian Tsunami Early Warning System

The m-Governance Mantra

Justice through ICT

Comprehensive Web Presence

Department of Economic Affairs

Rajya Sabha

Ministry of Rural Development

Comprehensive Web Presence - State

Tamil Nadu

Himachal Pradesh

Chandigarh

National Portal Coordinator (NPC)

A.K.Srivastava, IAS

Sanjay Kumar, IAS

Shaliesh Kumar Singh, IAS

NIC Coordinator of the National Portal (NCNP):

Sanjay Hardikar

Ajay Chahal

Vivek Verma

The **Web Ratna Awards,** an initiative under the aegis of *India.gov.in,* and also an endeavour on its maiden voyage, aims to travel long distances and become an able platform to accredit those who excel in e-governance and other best ICT practices. **i**

Disclaimer :

P P-Platinum Icon

G G-Gold Icon

S S-Silver Icon

OCMMS for State Pollution Control Board

Online Consent Management & Monitoring System for State Pollution Control Board (OCMMS) is web based Generic Model for implementing a well-coordinated system applicable to most SPCBs and PCCs. This system allows industries for the online submission of application for CTE/CTO & for various categories of Industries/Institutions. This system will be helpful for concerned officials of SPCB for online processing of application received from industries and online monitoring of various activities of SPCBs/PCCs.

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State Pollution Control Boards / Committee are independently going for computerization of their core activities like Authorization for Consent to Establish(CTE), Consent to Operate (CTO) for various categories of Industries / Institution and Waste Authorization (Hazardous Biomedical, Municipal Waste etc.), Cess Collection etc. for implementing e-Governance initiatives. This may lead to development of incompatible software application system, whereby interchange of data would be very difficult in their original form. Hence, it was felt by one and all that a Generic Model for implementing a well co-ordinated system of software application system applicable to most SPCBs and PCCs is required and the initiative for the same was taken by the Ministry of Environment and Forests, (MoEF) Government of India. Ministry of Environment & Forests decided to have an online web based system termed as "Online Consent Management and Monitoring System (OCMMS)" in place and awarded this project to Environment & Forests Informatics Division of NIC, New Delhi.

Homepage of OCMMS

The Product

The system has various modules (Consent, Cess, Waste, Laboratory Management etc.). The OCMMS can be implemented in all the SPCBs/PCCs with minimum customization efforts.

The main features of the system are:

*   Unified Global online application / portal

*   State Specific Customization

*   Role based application access

*   Multi level Security Enabled System

*   Online Industry Registration

*   Online Submission of Application, Approval, Clarification and other activities for CTE, CTO for all category (Red/Orange/Green) of Industries / Institutions

*   Online Scheme Monitoring and Evaluation System

*   User management at all level, reviewers and approvals

*   Online Workflow Management

    *   Decision Support System Guidelines, Alert / Notifications, Issues and Risk Management

    *   Integration with Other External System

    *   Reports / Query

    *   Download Facility Forms, Documents etc.

BUSINESS PROCESS WORKFLOW MANAGEMENT

Select "State - >Define Workflow"

Select Industry Category (Red/ Orange/ Green)

Select Industry Category (Small/ Medium/ Large) → Industry type could be Small/ Medium/ Large

Select Process Type (CTE/ CTO etc) → **Process Type:**
- Consent to Establish
- Consent to Operate
- Inspection Process
- CESS Management

Click "Creative Workflow" (Sequential/ Parallel)

Select Role - >Enter Level Sequence for Approval/ Rejection/ Clarification → Role will be picked from master list; containing cumulative list of roles applicable to all States

Assign User Profile with the role. (Email ID and Phone details will be used for alert/ notifications) → Email ID and Phone details of user profile will be used by application for alerts and notifications

CTE Red Category Ind. (Chhattisgarh)

Role	Level Sequence		
	Approval	**Rejection**	**Clarification**
RC (HO)	1	1	
AC (HO)	2	2	1
Gr. I/C		3	2
AEE/JEE	3	4	3
EE	4	5	
Tech. Off.	5	6	4

Modules

- Laboratory Management System
- Waste Management System (BMW, HWM, MSW)
- CESS Administration System
- Scheduled and Routine Industrial Inspection
- Advisory System Bulletin Board, News etc.
- Frequently Asked Questions (FAQ)

The application and database of OCMMS will be hosted and accessed from respective NIC state data centre. This system is online workflow based and the workflow can be customized by the respective SPCB Administrator as per their requirement. This system has multilayer security features. This system allows two types of Login Id (SPCB & Industrial Login). Initially Industries has to register online by using New Industry Registration module of the system. Industry has to enter their basic information for CTE/CTO registration. Based on the

information provided by the industry, like Type (Red/Orange/Green), Capital Investment and place of establishment, the application will be routed to concerned SPCB office. Once the application received by the concerned SPCB user, the SPCB user will process application online along with details. The system has the capabilities like clarification raise to industry, inspection raise to Regional Officer, document uploading facilities both for SPCB and industry, approve/reject the application, Alert Notification, Authorization certificate generation for both CTE/CTO and other activities (Consent, Cess, Waste, Laboratory Management etc.). Besides the system have strong capabilities for SPCB administrator to create/update the Workflow Management (User Role, application forwarding Right to SPCB user, SPCB Activity Right for various modules of the system). **i**

Project team: Sh. Anil Kumar, PSA; Smt. Arpita Gupta, PSA

IntraGov Haryana : Facilitating Core Government Functions

The IntraGov-Haryana is aimed to provide a single point gateway which integrates government transactions and services within Civil Secretariat as well as those between Chief Secretary Office and Secretariat employees. The IntraGov Haryana has been developed & implemented as an Intra Government Transactions Portal, establishing an integrated workflow based system for G2G and G2E services for achieving e-Administration in Haryana Civil Secretariat.

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The *IntraGov-Haryana* system was launched by then Chief Secretary Haryana on 26th October, 2009. The project was funded by Department of Administrative Reforms and Public Grievances, Government of India. The approved funds were released to NICSI during December, 2008.

The goal is to improve significantly the efficiency, effectiveness, accountability, and transparency in intra-department and inter-department businesses within the Haryana government and with its employees. Single standard based Directory Service (LDAP) has been used to provide access to the portal to more than 2000 employees of Haryana Civil Secretariat. Role-based, secure access to the various G2G and G2E services has been provided to the users.

The IntraGov Haryana Portal can be accessed over Haryana SWAN & NICNET at *http://intrahcs.hry.nic.in.*

Services on the Portal

G2E Services: More than 2000 users have been created on LDAP server, which includes all the employees of Haryana Civil Secretariat, IAS and HCS officers of Haryana. Personnel services being provided include access to complete service book, GPF details, missing credits, loan payment details, salary slips, annual statement, and other payments. It also provides facility to interact with external applications like library to see the books catalog and reserves the books if available. Grievances Redressal System has also been integrated where one can lodge his/her grievances. Designated Grievances Officers may take action on it and update the status. Provision for displaying latest DD News, Message Board, Photo & thought of week has also been provided. Information like Today's Birthdays & Superannuation in month, coming from personnel database is also displayed on the portal. Facility of Messaging services like instant messaging, email, shared calendar has been provided on the portal. Latest notifications, rules can be uploaded on the site. User can also upload documents in his/her personal folder and share with anyone.

G2G Services: Fifteen G2G applications have been integrated with portal with single sign on. Administrative module has been provided to manage the roles and accessibility of the applications to the different types of users. Briefs of different applications are given below:

- **The Centralised File Movement and Tracking Information System (CeFMaTIS)** is implemented in all the branches of Haryana Civil Secretariat. More than 1500

Officers/Officials using CeFMaTIS in Issue Branch

references are received and dispatched from various branches daily. With the implementation of CeFMaTIS, movement and tracking of more than 4,00,000 references have been monitored using this software since 1st January 2009. Now tracing any PUC is just a click away.

- **The computerisation of the Record Room:** Having approximately 1,25,000 historic files were completed and it was found that more than 55000 had outlived their life. Now each file in record room can be traced on a click of button and with destruction of outlived records, state has been able to save precious storage space. Training to the e-Champions of the Branches has been conducted so that they can help the assistants in maintaining their current files.

- **With the computerisation of Accountant General, Haryana,** the data pertaining to GPF subscription and loans & advances, Missing credits etc., of all the employees of Haryana State has been made accessible to individual employee through secure authentication. User Id and PIN has been provided to all the 3.1 lacs employees of Haryana. This has helped the employees as well as the departments to take timely action, if there are any discrepancies.

- **The computerisation of library:** Having more than 50000 books along with bar-coding and accounts of member has enabled the employee to see the current status of their account and they can search a book of their interest. Apart from this, now the library staffs are also able to send the alert for overdue books and new arrivals in the library. This activity has been done by the library staffs themselves.

- **Complete service book** of more than 2000 Secretariat employees and Haryana Civil Services officers have been entered. Provision for every entry relating to service book like leave details, promotions, pay fixations, LTC, transfer order etc., have been made in the system. Concerned officers can update and make an entry as and when the event occurs.

- **Pay and bill Processing System** has been implemented. Salary and other bills of more than 2000 employees are processed through this system. Employees can see the status of various payments, salary slips, and annual salary statement.

- **Court Cases Monitoring System:** Training and

user/password has been provided to all the departments for using Court Cases Monitoring System. More than 4500 Court Cases of 23 departments were uploaded on IntraGov Portal; it helps the administration to take timely action.

- **Employees Id-cards Issuance & Verification System** has been developed and implemented. Various types of cards are issued by the secretariat for entering in building. More than 6000 cards have been issued through this system so far. Administration has been provided interface to check the authenticity of the Id-cards.

- **Contents & Document management System** has also been provided in the portal. Interface with authentication has been provided to the concerned branches. More than 3000 acts, rules, offices order, documents have been uploaded on the site.

Other system which have been integrated are Web Enabled Vigilance Cases MIS (e-Vigil), Project Monitoring System for Chief Secretary(CSPMIS), Disciplinary Cases (Section 7 & 8) MIS, Online Grievances Redressal Information System, RTI- MIS with G2C Interface, e-Leave MIS for IAS officers Leave records, IAS/HCS Civil List MIS.

Books being issued using e-Granthalya in Haryana Civil Secretariat Library

Looking Ahead

The IntraGov System is designed in such a manner that it can be replicated in other departments/ State Governments with local customization according to their requirements. The process for packaging & documentation of IntraGov Haryana System is on for facilitating Horizontal Transfer. **i**

ICT initiative in Empanelment of CA Firms for Allotment of PSU Audit

The Comptroller & Auditor General (CAG) of India as the Head of Supreme Audit Institution of India conducts the auditing of accounts of all the government organizations and companies in which government interests are involved. The government offices are audited by its field offices, spread across the country. In respect of government companies, CAG is empowered to appoint the Auditors and for this purpose, every year applications are invited from Chartered Accountant (CA) firms and a panel is maintained by the CAG for the allotment of auditors for Public Sector Undertakings (PSUs) audit for the ensuing financial year.

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National Informatics Centre has been providing technical support to the office of CAG of India and its field offices in computerisation of various e-Governance activities and Network support.

The project "Empanelment of CA firms for Allotment of PSU Audit (ECAPSU)" has been developed and successfully implemented by NIC at CAG office since 2005. Earlier Chartered Accountant firms from all over India were sending application forms by post and the information was fed in computer by the office of CAG. The introduction of ICT initiative in various processes of empanelment , "On-line submission of applications of CA firms, selection process of auditors, allotment of PSU, etc" has helped CAG office to efficiently prepare the empanelment of CA firms for allotment of PSU audit. The system facilitates in speeding up the verification and processing of voluminous data of CA firms.

Excerpt of message from Sh. Sunil Verma, Dy. Comptroller and Auditor General cum-Chairman Audit Board

Sh. S. C. D. Gupta, Sr. Technical Director and his team has greatly speeded up and systematised our annual process of empanelment of Chartered Accountant firms through design and implementation of a web-based on-line system for data input by chartered accountants directly. I am sure that this highly dedicated and motivated NIC team will continue to improve and refine this system to make it more and more user-friendly and easy to use.

This is to place on record my deep appreciation of the efforts made by Sh. S.C.D. Gupta and his team towards this and other projects that have greatly improved the quality of governance through effective use of the latest and most sophisticated Information Technology tools.

Highlights of ECAPSU System

- On-line Registration of CA firms as all new CA firms have to register first time with their own user-id and password for entering firm details.

- On-line submission of Applications from CA firms, only by registered users.

- Online updation of the details of firms only from the registered / existing firms after entering valid login and correct acknowledgment number, issued by CAG office.

- On-line system to view the empanelment and audit allotment status of CA firms, for PSU audit.

- Help facility module for those forgotten their password and be informed them by email.

- Linking the already captured data of CA firms with the diarised supporting documents like IT return of the firm, Signatures of partners and CA employees ,etc.

On-line entry /updation of details of CA firms

- Empanelment process of CA firms which are eligible for empanelment as per the policy laid down by CAG and ICAI.

- Selection process for allotment of PSU audit to CA firms by correlating the auditor's rank with the audit fees of PSU.

- Selection process to prepare the panel of CA firms for RBI for the auditing of the nationalised banks as per the criteria laid down by RBI.

- The system also facilitates to generate various reports for the management and to address the queries raised by CA firms, RTI, etc.

- Validation Process of the CA firm's data with the electronic file of CA firms provided by the Institute of Chartered Accountants of India (ICAI).

- Ranking process to prepare the rank of auditors on points scored which is calculated based upon various parameters   like date of constitution of firm, ISA-CISA qualified , Experience of the firm, number of partners and their association with the firm, number of CA employees, etc.

- Prepare the list of CA firms qualified for Major Audit, based on various factors like constitution date, the size of the firms considering the number of partners, Sectorial experience, etc.

- The system has been audited by IT audit Wing / Review Committee of CAG office so as check points / audit trails inbuilt in the software to be in compliance with the business rules defined for impanelment and allotment of audit to CA firms.

Excerpt of the letter from Sh. K. P. Sashidharan, Director General, Office of CAG, New Delhi.

This is to place on record our deep appreciation for   commendable work done by NIC team in smooth implementation of a G2C major project "Empanelment of Chartered Accountant firms for allotment of PSUs Audit," one of the key constituents of the e-initiatives in the office of Comptroller & Auditor General of India.

The system has been audited by IT Audit Wing of this office and found satisfactory. The system has reduced considerable manual work and saved a lot of time & energy in processing of empanelment and allotment of audit. It has been appreciated by ICAI and CA firms for the system being very user friendly with greater transparency and objectivity, facilitating on-line prompt services to citizens.

Besides the above, there is a continuous process of augmentation as per the new/revised policies and recommendation by IT Audit Task Force. Sh. P. C. Mallik, Principal System Analyst and Smt. Renu Mahindro, Principal System Analyst under the eminent leadership of Sh. S. C. D. Gupta, Senior Technical Director put in considerable efforts and extra hours to timely augment and implement the project successfully. Without their involvement and determination, this project could not have been a success.

Future Plan

- The system will have a facility to upload the scanned supporting documents through on-line system. Presently these are being received by post.

- Information like acknowledgment number, registration details, etc., to CA firms will be sent through SMS also. Presently these are being informed by e-mail. **i**

Medical Seats Allotment through Video Conferencing

In order to promote the excellence of Medical education in the country and to bring in transparency, Ministry of Health & Family Welfare, Govt. of India, had evolved a scheme for systematizing the prospective intake of students for both undergraduate and postgraduate medical courses in 1993, after due approval of Hon'ble Supreme Court of India.

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The Medical seats allotment scheme is being overseen by the office of Directorate General of Health Services (DGHS) under Min. of Health & Family Welfare. As per the approved scheme, National Informatics Centre had been giving technical support in terms of specially designed software taking care of all policy stipulations and court orders for intake of students. The admission is based on eligible students getting into the Rank list after undergoing an entrance examination conducted on All India basis by Central Board of Secondary Education & All India Institute of Medical Sciences, New Delhi for Undergraduate courses and Postgraduate courses respectively. The Rank list, in turn, is used for Seat Allotment by DGHS. Thus, the total process enables All India based allotment of seats giving freedom of choice to the rank holders for selecting a course and institution of study by appearing before a Counselling Committee constituted for allotment of seats by DGHS.

The afore-mentioned process got further strengthened in 2007 by facilitating the region wise rank holders to participate in the Counselling and Seat allotment process for admissions to courses and colleges through Video Conferencing for which, again, NIC was mandated by Hon'ble Supreme Court of India to organize IT support and assist DGHS in the conduct of entire allotment process. Presently, Video conferencing based personal appearance had been implemented with Counselling venues in Chennai, Mumbai, Kolkatta with New Delhi as the Counselling cum Allotment venue. During the last couple of years, SC, ST, OBC and PH reservations by 200 point Roster System also had been implemented. Health Informatics Division of NIC is actively involved in the process from the beginning of the scheme.

Under-Graduate Seats Allotment

- 15% seats of all recognized Medical and Dental Colleges (except colleges in Andhra Pradesh and Jammu & Kashmir) are reserved for All India quota of allotment to the rank holders, every academic year.

- More than 2500 MBBS and around 255 BDS seats are available in 148 colleges across India.

- CBSE conducts entrance examination and declares the Rank and wait Lists.

- Normally 1st Round of Allotment starts from the 2nd week of June, every year after announcement of Rank list by CBSE. Allotment is done in two rounds but extended to one more round, if specifically ordered by court.

Post-Graduate Counselling

- 50% seats of all recognized Medical and Dental Colleges (except colleges in Andhra Pradesh and Jammu & Kashmir) are reserved for All India quota of allotment to the rank holders, every year.

- More than 4500 MD/MS/ Diploma in 65 disciplines and 157 PG Dental seats in 9 disciplines on all India basis.

- AIIMS, New Delhi conducts entrance examination and declares the Rank and wait Lists.

- Normally 1st Round of Allotment starts from the 3rd week of February, every year after announcement of Rank list by AIIMS, New Delhi. Allotment is done in two rounds but extended to one more round, if specifically ordered by court.

Presently, four Counselling locations, as given above, are connected by Virtual Private Network (VPN) on NICNET through high speed terrestrial and VSAT connectivity with sufficient redundancy & fall-back mechanism, thus ensuring uninterrupted VC based counseling by personal appearance by Rank holders as per the choice of venue given in the application form filled in by the candidate. In addition, all centres have Local Area Network (LAN) based CCTV video display systems displaying the vacancies and current allotment, thus providing integrated view of vacancies in all the colleges as well as allotment information.

Database Server, web & Application server and Allotment PC are installed at the main Counselling Centre at New Delhi. The PC clients for Display system, Registration and Document verification at all venues are connected through VPN on NICNET with the Main Counselling Centre to access the main servers. The Seat allotment, vacancies, Report Generation facilities, extensive built-in queries, Allotment and Display Software are designed on .NET based technology with SQL Server as RDBMS.
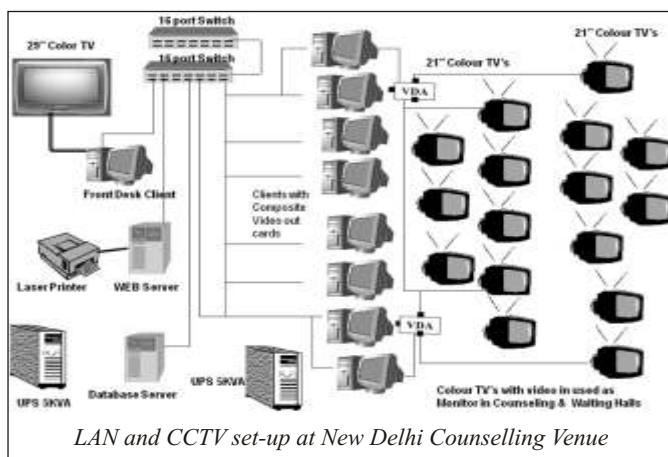

LAN and CCTV set-up at New Delhi Counselling Venue

The software is based on the optimized work-flow requirements of the Allotment process with the following basic assumptions:

- Every Allotment of College/Subject through computer is done at Main Counselling Centre.

- Merit-holders who have opted for any of the Counselling Centres, namely, New Delhi, Chennai, Mumbai and Kolkatta will appear in their respective Centres in order of their merit. The Counselling Committee at New Delhi allots the chosen college/subject of the Rank holder after confirmation over VC. The same information is updated in the Allotment PC installed at Main Counselling Centre.

- On updating the allotment of a seat to the Rank holder, Current Allotment status and Current Vacancy Position are displayed through the NICNET based VPN network to the display clients which, in turn, connects to the CCTV Display System at each venue.
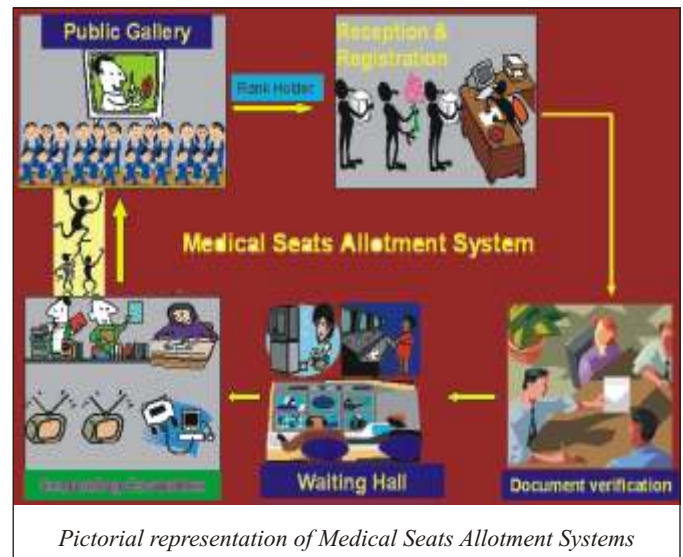
Pictorial representation of Medical Seats Allotment Systems

The allotment letters are generated by the allotment software at the end of each counseling session (forenoon and afternoon) on each counseling day and given to the Merit-holders at each Counselling venue. These letters need to be handed over to the Principals of the colleges by the Rank holder at the time of joining the allotted college.

At the end of each counseling day, letters are generated thro' Computers for college principals, Secretary (Medical) and Director (Health Services) of the State Governments informing them of the allotment done by the DGHS in respect of their college/State.

A web page has been designed wherein the allotment schedule, instructions and information relating to the allotment process are put for the viewing by the general public through Ministry's web site *(mohfw.nic.in)*. In the same website, the Composite allotment list and current vacancy position at the end of each Counselling day are

also published in the same website for general public use. This webpage is extensively viewed by the candidates and their parents, which in turn, facilitates them in deciding on suitable options before they come to the counseling venue for allotment.

Counselling Hall

From the implementation of the On-line Medical Seats Allotment System in the academic year 1993-94, the software went thro' many changes due to court orders and due to implementation of roster based reservations and Multi-location VC based Counselling and Allotment. It is worth to mention that till now, there is no court case regarding the allotment process thro' this software from its inception. Candidates appreciate the transparency as well as better service delivery by instantaneous availability of information related to allotment and vacancies as well as dissemination of information related to allotment process through website. Further, it has eased travel miseries of the Rank holders since personal appearance can be availed in any of the multi-location counselling venues. Ministry's website has very high hits on Counselling days, thus showing the interest of the general public to avail information related to Medical Seat vacancies & Allotment. **i**

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Upcoming ICT Events

13th International Conference on Interactive Computer Aided Learning
Hasselt, Belgium
September 15th-17th, 2010
http://www.icl-conference.org/

2nd Asia Green Data Center & Cloud Computing Congress 2010
Shanghai, China
September 16th- 17th, 2010
http://www.greendcasia.com/

E-Security for Government 2010
WatersEdge, Sydney, NSW
September 21st -22nd , 2010
http://www.e-security.com.au/Event.aspx?id=311828

Server Design Summit
San Diego, CA, USA
September 22nd- 23rd, 2010
http://www.serverdesignsummit.com/

National Conference on Intelligent Information Retrieval-2010
Coimbatore, India
September 24th-25th, 2010
http://www.psgtech.edu/nciir2010/

Asia-Pacific Conference on Technology Enhanced Learning 2010
Osaka, Japan
September 24th-26th, 2010
http://www.aptel.org/

International Conference on Advances in Communication, Network, and Computing CNC 2010
Calicut, Kerala, India
Oct 04-05, 2010
http://cnc.engineersnetwork.org/

Incase you know of any such conferences, please write to us at:
editor.info@nic.in

Manipur : Adding another Jewel through ICT based e-Governance

Manipur as the name suggest is a land of jewels, surrounded by hills on all sides, endowed with innumerable beautiful flora and attractive fauna, has rich culture which excels in every aspects - martial arts, dance, theater and sculpture. The folks here have deep interest in art and culture, which beautifully reflects in its celebrations. Music and dance is an integral part of the lives of Manipuris. People of Manipur also love games & sports and a number of athletes from the state had represented the country at various sporting events. The charm of the place is the greenery with the moderate climate - making it a tourists' haven.

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Established in the year 1988 NIC, Manipur State Centre has nine district centers under its fold. Widely known for its prompt service in the field of IT for consultancy, software development, ICT Infrastructure provider, Project implementer, NIC Manipur, has taken many steps in ushering e-Governance in the state.

ICT Infrastructure and Services at NIC Manipur

- **Network Services:** With state-of-the-art Network Operating Centre (NOC), 45 MBPS PGCIL link as primary Backbone and 45 MBPS BSNL link as backup between Imphal and Guwahati - the state NIC Centre provides a secure network and monitors the flow of network traffic. The latest hardware and software equipments like ISA Server, PIX Firewall and Intrusion Prevention Systems (IPS) have been deployed. Secretariat LAN and 62 RF networks have been set up to provide Internet at Secretariat complex and other government offices including Raj Bhavan, Assembly, Chief Minister's Secretariat etc. Of the nine NIC district centers, eight have been connected by 2 MBPS Leased Line. Further, 72 district level offices have been provided connectivity through Wi-Max.

- **Video Conferencing Service:** An IP based VC studio is set up at Chief Minister's Secretariat at NIC State Center and DC's offices. Executive Video Conferencing Systems (EVCS) have also been installed in the chambers of the Chief Secretary and DGP of Manipur. DAMA VSATs have also been installed for uninterrupted video conferencing service.

- **SWAN:** NIC is implementing Manipur SWAN in two phases. 42 POPs will be implemented in 1st phase and remaining in phase II. Manipur SWAN is slated to become operational by mid 2010.

- **Data Centre and Web Sites:** NIC Manipur has set up a data centre with a capacity of 3 TB SAN Storage. Many applications and databases are hosted in the Data centre. Notable among them are Pension Payment System, CPIS, Transport, FTS etc. Several state government websites are hosted in the Data Centre. The official website *http://manipur.nic.in* designed & developed by NIC provides wide range of information about the state.

e-Governance Activities

- **Computerised Personnel Information System (CPIS):** Updation of employees information in CPIS database has been made mandatory. Withdrawal of salary is not permitted if particulars are not entered and updated. CPIS records information for 61923 employees, 3215 offices and 87809 sanctioned posts for 38 government departments.

The Manipur Public Servants' Personal Liability (MPSPL) Act 2006 was also enacted to support the CPIS implementation. After introduction of CPIS, there is improvement in delivery of public services in remote and difficult areas of the state, prevents transfer and posting of incumbents along with posts, provides clear picture of vacant posts for new recruitment / promotions, checks improper transfer & posting of employees in an office in excess of sanctioned posts, helps annual budget preparation and weeding out irregular/ ghost employees.

The CPIS was conferred the Prime Minister's Award for Excellence in Public Administration on 21st April 2009 at Vigyan Bhavan, New Delhi.

- **Employment Exchange Computerisation:** Employment Exchanges in the state are linked to the national network, which was inaugurated by the Chief Secretary. The state employment portal *http://employmentservicemanipur.nic.in* provides for online registration by new job seekers, new vocational guidance seekers, registration for suitable candidates by an employer, vacancy notification, EMI, submission, vocational guidance along with employment statistical reports.


Online Registration at Imphal West - Employment Exchange

- **Computerisation of Registration of Documents (CORD):** CORD had been implemented at Sub-Registrar Offices (SRO) - Imphal West, Bishnupur, Imphal East and Thoubal since 2007-08. Online Services like preparation of non-encumbrance certificate, verification of documents and duplicate

issue of registered documents are provided. Real time monitoring of transactions, faster delivery of certificates to the citizens, quick retrieval of documents and proper repository and maintenance of data are some of the major benefits.

- **Loucha Pathap:** The Land Record Computerisation software is a full proof system equipped with finger print user authentication. It facilitates generation of ROR copy, Mutation, Query, Record correction, detailed history report and Revenue Tax collection for every land transaction, maintains land revenue clearance. The system supports workflow based mutation and partition cases with fact sheet authentication of records. The software is citizens friendly and facilitates enhanced transparency in Land Record maintenance System.

- **NLCPR:** Implementation of NLCPR scheme, Planning Department, Govt. of Manipur is the nodal Department and liaison with the Planning Commission, the Ministry of DONER, the NEC and state line departments.

NIC has developed a web based software for updation of Detailed Project Report (DPR), status of DPR, Fund Receipt Entry, Submission of Quarterly Progress Report (QPR) and Utilization Certificate (UC). The application is a useful tool to streamline the activities of line departments and monitor the progress of projects thus enforcing efficient implementation of the projects under NLCPR Scheme in Manipur.

NLCPR Work Flow of System
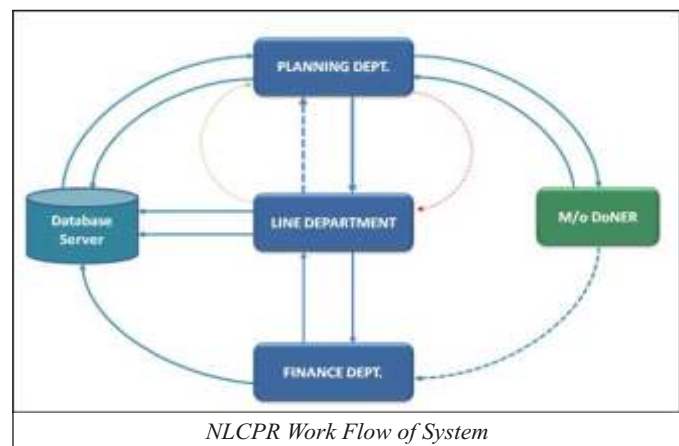
- **Treasury Computerisation:** Computerisation of Treasuries was started in the state by adopting the

Pune model at all the 16 Treasuries/Sub-Treasuries of Manipur. Online Counters were opened for processing the bills submitted by departments. Bills are processed by authorized users only.

Bill Processing at Imphal Sub- Treasury

The computerisation has facilitated - Effective budget control & Proper classification of Head of Accounts, comprehensive State's revenue/receipts and expenditure report. Receipts accounting helps in the consolidation of government fund balances and Achieved transparency and helped in curbing malpractices.

- **Computerisation of Pension System:** Pension payment processing has undergone a major transformation. The system has provided both G2C and G2G services like Crediting of monthly pension to the pensioner's bank account, Check miscalculation and overpayment of pensions and Track pension payment and check fraudulent and irregular withdrawal of pension.

Pensioners at the Pension Office

Pensioner's data and the status of release of monthly pensions are made available on the web, which constitutes a major step towards promotion of e-Governance.

- **Council of Higher Secondary, Manipur:** The academic and examination processing system of Council of Higher Secondary, is fully computerised. The computerisation includes Enrolment, Registration, issue of Class XI examination forms, issue of mark sheets and certificates, examination processing and result declaration etc., for Classes XI and XII students of Manipur. All examination results are also being published on Web *http://manresults.nic.in*.

- **Energy Billing System:** The system has been successfully implemented at two sub-divisions of Imphal Electrical Division (IED-I). Computerisation has helped to closely monitor the billing & revenue collection system and take corrective measures to reduce commercial losses. Electric bills will be soon made available on Internet.

Staff of Electricity Department preparing bills

- **e-Courts:** This is an ICT initiative in the Judicial System to strengthen day to day functioning of the Courts. Under the project, Gauhati High Court, Imphal Bench is upgraded with ICT infrastructure. The administrative staffs are also now quite convergent with computers and usage of internet browsing. Setting up 14 Judicial Service Centres at district and block courts are in progress.

- **Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS):** The project has been implemented successfully in 9 districts. Till date, MGNREGS scheme has given employment to 42, 0818 households.

- **Computerisation of Consumer Forum Network (CONFONET):** ICT infrastructure has been set up at four Consumers Courts viz, Imphal, Thoubal, Bishnupur District Consumer Forum and State Consumer Forum at Sangaiparou. The project aims for providing transparency, efficiency and systematizing work culture in the consumer forum. Judgments are uploaded through the portal *http://confonet.nic.in*. The litigants are can see case status along with copies of Judgment on the web.

- **Transport Computerisation:** The VAHAN and SARATHI software have been implemented at the District Transport Offices. Issue of vehicle Registration Certificates and Driving Licenses have been successfully computerised. Smart card based RCs and DLs have been introduced in 3 DTO offices. Creation of State Registry of vehicles and driving licenses are in progress.

Inauguration of Smart Card by Hon'ble Transport Minister L. Jayantakumar

- **Gauhati High Court, Imphal Bench:** An initiative was taken up to computerise various activities in Gauhati High Court, Imphal Bench using LOBIS. The main features of the software are (1) Fresh filing (2) generation of Cause list and (3) uploading Cause list on the web. It facilitates the litigants for easy follow up of their cases by streamlining routine activity in judicial administration, speedy disposal of cases etc. The cause list is also made available to the public through website.

- **National Social Assistance Programme (NSAP):** Under the Computerisation program the list of Old Age Pensioners, Handicapped and Widow Pensioners were created through the software. Date entry for IGNOAPS has been completed in all the districts and uploaded on the portal https://nsap.nic.in. Data entry for the remaining two schemes i.e IGNWPS and IGNDPA are going on.

- **Sarva Siksha Abhiyan (SSA):** Under SSA Project, a web based application package called "Household Survey Village Education Registration" was developed to monitor efficiently the movement and attendance of children in schools for the last five years. It facilitates entry of Household data at the habitation/ward level and generates school level reports. The URL of the portal is *http://webmani/nic.in/ssachildcensus*.

- **File Tracking System:** The application was commissioned at Manipur Civil Secretariat and is being used by Principal Secretaries / Commissioners / Secretaries and their Section Officials. The system was extended to CM Secretariat also. The application enables the users to maintain a consistent watch over the movement of important documents, files and receipts at different levels during the process of decision making.

- **e-Tendering:** e-Tendering system of NIC was implemented under the national Project - PMGSY. Tenders are invited through this system and Bids are opened. The system incorporates digital signature certificates, which provides authentication and documents are encrypted to maintain confidentiality. The process includes reading of scanned files and showing over the projection screen. Manipur became the first state in North Eastern India to implement e-Tendering System for PMGSY.

Other e-Gov Projects implemented in the state are Integrated Disease Surveillance Program (IDSP), Agriculture Marketing Network (AGMARKNET), Common Integrated Police Administration (CIPA) and Payroll. **i**

Maharashtra: Connecting People and Government

The word Maharashtra, the land of the Marathi speaking people, appears to be derived from Maharashtri, an old form of Prakrit. Located in the north centre of Peninsular India, with a command of the Arabian Sea through its port of Mumbai, Maharashtra has a remarkable physical homogeneity, enforced by its underlying geology. It's one of the leading industrial states of the country and is popularly known as the 'Economic Capital' of India. Today, the state is giving its people every opportunity to raise above all odds and thereby the Government of Maharashtra is using IT as the best medium to upgrade its citizens with the contemporary world.

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NIC Maharashtra State Centre, Mumbai is assisting Government of Maharashtra in major e-Governance and office automation projects by using latest state of art computer software and hardware technology.

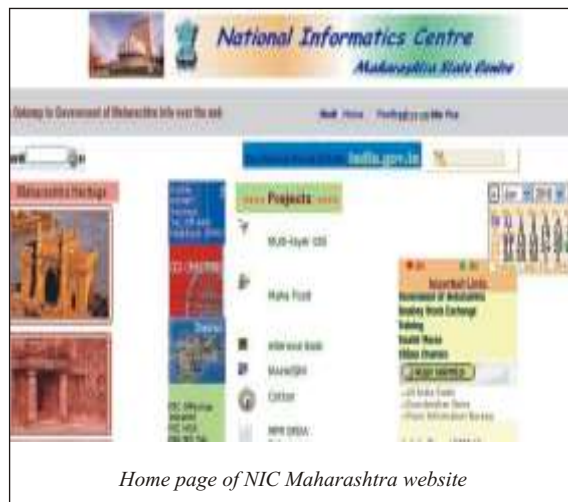## Network operation and Data Centre at Mumbai

The then Hon'ble Chief Minister of Maharashtra Sh. Vilasrao Deshmukh inaugurated the Secured Computer & Communication Network and Data Centre fore-Governance in Maharashtra State in 2005. This center, having storage capacity of 10 Terabyte, provides website hosting, Internet and Email services to Mantralaya and District LAN users. It also provides Dialup facility to government departments.

Dr. B.K Gairola, DG, NIC with NIC Mumbai

Home page of NIC Maharashtra website

NIC Maharashtra State Portal & district websites: The NIC, Maharashtra web portal

http://maharashtra.nic.in provides all information related to NIC and its operations in Maharashtra. It acts as a ready reference of all projects undertaken by NIC Maharashtra State Centre. It also has search, download and feedback options to facilitate the users, while the websites of 35 districts provide insight into the district wise details of IT initiates in the respective districts. The information pertaining to property card and electoral rolls are also displayed on these websites.

Food and Civil Supplies information system-MAHAFOOD: MAHAFOOD is a web-based application which automates the various stages of movement of food grains. The data entered at different locations are summarized and consolidated to provide an E-governance solution for effective decision making and monitoring the progress of monthly allotment, lifting,

off take and distribution of essential commodities under various schemes. URL is *http://mahafood.mumbai.nic.in*

LMIS (Land Records Information System): The Land Records Computerisation undertaken by NIC, Mahrashtra has been extended to all the tehsils. It basically consists of two components LMIS, which is used for incorporating mutations and distribution of 7/12 extracts to Khatedars and PCIS (Property Card Information System), which is used for taking mutation distribution of Property Cards through the City Survey Offices (CTSOs) and Taluka Inspector of Land Records (TILR).

Hon'ble CM, Sh. Ashok Chavan inaugurated the village common service center for distribution of 7/12 extract to khatedars on 25th May, 2010 at Mudkehd tehsil Nanded District. State level register of 7-12 extract record is created on the website *http://mahabhulekh.mumbai.nic.in* for providing the printed information of Record of Rights and property card to the citizens and other stakeholders through common services centres.

Hon'ble Chief Minister Sh. Ashok Chavan inaugurating the CSC at Nanded

Status Information Management System by NIC- SIMNIC

SIMNIC is a web-based application *http://mahasim.nic.in* which acts as a single window for online data collection in dynamically created formats from remote field offices of government departments. It is available in 10 Indian languages.

Lokayukta Automation System- LAS: LAS is a workflow application for the Office of Lokayukta and Upa-Lokayukta, Government of Maharashtra. It enables registration of complaints regarding allegations and grievances and helps the Lokayukta office in monitoring & redressal of these grievances. It also facilitates monitoring & referencing related to the complaints and general letters.

Indian Administrative Service Personnel Information System-IASPIS: IASPIS is a web-based application which automates the various matters related to service book of IAS personnel. It is used for generation of executive and civil list and to provide instant and up-to-date information regarding service matters to all members of administrative services.

Panchayat Portal: Web content, *http://panchayat.gov.in*, has been created on for 33 Zilla Panchayats, 357 Tehsil Panchayats and, 44000 Village level Panchayats of Maharashtra. The application facilitates online updation of content through Internet.

Accounting system for Panchayats-Priyasoft: Priyasoft is implemented in the Finance Department of Zilla Parishads and the Panchayat Samittees. It is designed to help the departments in their day-to-day accounting processes, including bills processing, reports consolidation, grant watch etc. It generates various monthly, quarterly annual reports & cheque slips related to Finance Department.

State level register of transport department of Maharashtra: As part of the computerization programmme for the vehicle registration and driving license system at 45 RTOs, a state level register is being setup at the NIC Data center at Mumbai using the VPN over broadband connectivity between Mumbai and RTO offices for the updating the content.

Court Cases Automation System (CCAS) and Adjourned Cases Enquiry System (ACES): CCAS and ACES are developed for the Office of Chief Presenting Officer, Maharashtra Administrative Tribunal (MAT), Mumbai. These systems facilitate Government Offices and employees to obtain the status of their pending cases over Mantralaya Intranet and Internet. The detailed information of a case such as case no., type, year of filing etc., are maintained in CCAS and the status may be

enquired in web-enabled ACES by giving any Case no., hearing date, applicant name and department name. ACES is available at *http://www.matmumbai.nic.in.*

e-Governance for Directorate of Cotton Development Mumbai under DACNET Project

Under DACNET project, a portal is developed for Directorate of Cotton Development Mumbai to disseminate information related to cotton (which is a Nodal Crop for this Directorate) to the different stakeholders like farmers, state agriculture department, extension personnel, NGOs, Ministry of Agriculture etc. The URL of this portal is *http://dacnet.nic.in/cotton* . An application has also been developed for monitoring the progress of Centrally Sponsored Intensive Cotton Development Programme (ICDP) under Mini Mission-II of Technology Mission on Cotton in the country.

Apart from these many other IT initiatives have been undertaken in collaboration with different departments of the state -

- **CM Secretariat Information system** has been designed and implemented for managing CM Relief fund, CM office VIP reference monitoring and File Movement. These are successfully operational since last 5 years.

- **Utility Mapping Project** for Mumbai City is successfully completed and five utility agencies have been connected to Muncipal Corporation of Mumbai data centre for providing base map of Mumbai City.

- **Certificate Issuing and Monitoring System** (CIMS) has been developed for issuing various certificates like SC, ST, Senior citizen etc. issued by the Mumbai City District Collectorate Office. It includes status and search facilities.

Initiatives launched in 2010

- **Employment Guarantee Scheme-MAHEGS:** an application system to computerize the progress of works under farm pond development as part of Employment Guarantee Scheme of Government of Maharashtra, which is launched with a view to provide employment to all unskilled job seekers in the rural area.

- **Maharashtra IFS officers information System-Mahaifs :** A web based application System is being created for Maharashtra IFS officers.

- **Executive VC systems network** being implemented for Director General of Police and Chief Secretary office and 35 districts of Maharshtra.

- **Setting up of National Knowledge Network** PoP at Mumbai and its connectivity to IIT Mumbai, BARC and TIFR.

- **Fishnet information system** for the coastal districts: The system is being implemented in 6 coastal districts of Maharashtra for providing fishing vessel registration and fishing licenses.

- **Pregcare information system** for monitoring of health during pregnancy at Nanded district.

- **IVRS** based grievance redressal system at Jalgaon district.

- **Medical Admission Counseling** at Mumbai for the All India Medical Admission.

- **Post Graduate & Under Graduate Medical Admission Counselling:** ICT support by NIC Maharashtra in Feb-March & June 2010. NIC Maharashtra has set up the Infrastructure & provided the network connectivity between the counselling centre at All India Institute of Physical Medicine & Rehabilitation Centre, Govt. of India Mumbai & Counselling centres at New Delhi, Chennai and Kolkatta. Network connectivity is provided via leased line, satellite network and ISDN lines for accessing the central application at New Delhi.

Inauguration of State level workshop on AGMARKNET

Central Government Projects

Computer services are provided to the following offices at Mumbai as part of the NIC Central Government Projects: Passport, Customs, Trade Mark, Textile, High Court, Post Office, PAO, CGHS, Agmarknet, Fisheries, census, and bureau of immigration. Projects of NREGS, CONFONET and NSAP are implemented successfully in districts of Maharashtra.

Inauguration of State level workshop on AGMARKNET

Computer training and workshops

Training cum video conference room of NIC Maharashtra State Centre is well equipped with audio-video aids. Computer training programmes are conducted on NIC Application Software, Office Automation tools and Web Based Technology. NIC projects developed for various State/ Central Government departments are demonstrated during every training programme. Practical training is also imparted to all the participants during these programmes.

State Level workshop for the consumer forum network (CONFONET) of 43 locations, Agmarknet workshop for the 350 APMC officers and CIPA workshop for the 430 Police station level officers are conducted successfully.

Awareness programme for NYKS Volunteers at Chandrapur

To involve the rural youth in nation building activities and to develop such skills and values in them with which they become responsible and productive citizens of a modern, secular and technological nation Nehru Yuva Kendra Sangathan has selected 30 volunteers for 15 taluka. NIC district centre in coordination with district coordinator

NYKS Chandrapur arranged one day technology awareness program for new volunteers on 16 Jun 2010 under the guidance of State Informatics Officer,NIC, MHSC, Mumbai ,

Total 30 volunteers participated in two batches. They were briefed about various National as well as State Level projects and schemes and portals and MIS thereof. Email basics and use of Email was demonstrated to them. Email IDs were created for few participants and they interestingly learned this communication mode. Demonstration of data entry for the details of volunteers at *http:// yas.nic.in/nyc/login.asp* was also shown to NYKS staff.

The objective of this Workshop was to show current E-Governance initiative by state and central government and trend thereof and to motivate volunteers to use latest technology in their noble service to the citizens.

NYKS Demonstration at NIC Chandrapur

Web Services

Web services for hosting of website in Govt. Data Centers at Delhi and Mumbai is provided to more than 100 departments. Maharashtra Publicity Directorate, Nuclear Power Corporation and Maharashtra Police website are the prominent online applications running over NICNET. *i*

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Edited by: Anshu Rohatgi

"NIC is our Partner for e-Governance since the creation of the State…"

Sh. Jyoti Bhramar Tubid, a 1983 batch IAS officer of the state and posted as Principal Secretary, Department of Home, Govt. of Jharkhand. In an interview with us he reveals his views and plans about ICT specifically for the Department of Home & Police and in general about the present e-Governance scenario in the state.

Sh. J. B. Tubid

i How would you describe the role played by ICT in the overall progress of the Home Department, Govt. of Jharkhand?

J.B.T. : Keeping all the information at the command level is very important. It improves decision making capability which is important in the background of law and order scenario in the state. ICT plays an important role in this.

i What role do you perceive for Information Technology in the overall modernization of the Police Department, which is going on in the state?

J.B.T. : Manpower, inventory management and Flow of information. The modernization of the Police force is under progress and ICT is going to play a leading role in it. Manpower and inventory management is very crucial in this regard. Moreover with the advent of digital era the flow of information has also assumed greater significance. I hope with greater use of IT in the Police we will be able to achieve our objectives.

i CCTNS is a mission mode project under NeGP of Govt. of India. The project aims to make citizens friendly functioning of the police for improving the delivery of citizen centric services for effective use of ICT. How do you plan to roll out CCTNS project in the state and also what is your time frame in this regard?

J.B.T. : Time frame has been fixed for CCTNS Project. One should follow the time frame. Training of manpower is very important component of this project. Awareness of the people about the scheme will definitely help in making the Project people centric.

i Prison Management System (PMS) and Visitors Management System (VMS) has been implemented in all the Jails of the state. What impact & benefit do you see after implementation of the project?

J.B.T. : PMS is basically for the officials, managing the Jails. Approx. management of 15000 plus prisoners is important. Rolling out various welfare measures, Compliance of Act and rules etc are mandatory requirement.

VMS is for the public. The system Improves transparency and checks corruption efficiently. Relatives of poor prisoners are most benefited with the implementation of the system.

i Govt. of Jharkhand has implemented Video Conferencing between district courts and Jails throughout the state to speed up

Hon'ble Chief Justice, Smt. Gyan Sudha Mishra , inaugurating the VC facility at Khunti Civil Court

the cases of under trials. What benefits do you perceive about the project?

J.B.T. : Time, Money and Security. The VC between district Court & Jails of the state has reduced the time with respect to prisoners presentation in courts. Thus more and more cases are taken up leading to quick disposal of cases. The security issues related to prisoners, has also been reduced greatly and the practice of physically moving the prisoners from Jail to court is almost over thus saving public money also. As per our estimation we could save approx. 100 Crores of Rupees since the inception of the project.

N.B. : *The VC facility between district civil court and jail was implemented by NIC, Jharkhand on turn key basis for the state government.*

i Recently Govt. of Jharkhand has bagged two national level awards on use of ICT in Jails as well as connecting them with courts through VC. Are you satisfied with the achievements and how do you foresee such successful use of ICT in other sectors?

J.B.T. : Continuous efforts with clear targets always give you good results. This is one such scheme. ICT has no boundary. Explore the area and try to find solutions through ICT.

i NIC has extended NICNET connectivity to Police Headquarter as well as SP offices at all districts of the state. What is your expectation from NIC/NICNET with respect to further support or cooperation?

J.B.T.: POLNET is working in the state with proved results. CCTNS is going to be installed. NICNET should integrate with the system.

i In your opinion what is the overall progress towards e-governance made so far in the state? What has been NIC's contribution towards in helping the state government to meet its objectives?

J.B.T. : NIC is our partner for e-Governance since the creation of the state. NIC is helping the state government at all levels. There are many sectors where NIC should explore the possibility of improving services through ICT. NIC should more proactively take part in the project.

i There has been a growing trend to go for partnership with private vendor from IT industry on the Public Private Partnership (PPP Model) for implementation of projects. Do you feel that PPP model has been beneficial for the state?

J.B.T. : PPP models are important for the implementations of the project. While holding hands with the private players one should be careful about the credibility and strength of the partner.

Relationship should be beyond project period so that one can improve upon the existing project. Good PPP projects are being implemented in the state.

i You were the first Secretary of the Department of Science, Technology and IT after the formation of Jharkhand state. How do you rate the overall progress of the state with regards to adoption of ICT in various departments since then?

J.B.T. : Departments have become conscious of the importance of ICT. Good projects in areas such as Treasury, Transport, Registration, Land Records, Commercial Tax etc. have been implemented but lots more has still to be done. Feel of good governance must reflect through ICT.

Interviewed by: Prashant Belwariar

Digital Library

Meaning of a Digital Library is different for different people, organizations and communities. For a school student a Digital Library is collection of digital documents, database, video games and leaning materials accessible via computer network. For a space scientist collection may be available over Internet in the form of GIS and CAD data, satellite imagery, video gallery and so on so forth. For a farmer Digital library is a collection of information over a portal in the form of Government information, Land records, agriculture market information, etc. In a nutshell, Digital Library is a collection of information which is digitized, organized for a group of people or community, gives users power they had never with traditional libraries.

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A digital library is a library in which collections are stored in digital formats (as opposed to print, microform, or other media) and accessible by computers. The digital content may be stored locally, or accessed remotely via computer networks. A digital library is a type of information retrieval system

The DELOS Digital Library Reference Model *http://www.delos.info* defines a digital library as:

An organization, which might be virtual, that comprehensively collects, manages and preserves for the long term rich digital content, and offers to its user communities specialized functionality on that content, of measurable quality and according to codified policies.

Digital Library Standards

a. **User Interface:** Common Web Browser

b. **Data Handling and Interchange:** Graphic Formats JPEG, TIFF, GIF, PNG, Group 4 Fax, CGM

Structured Documents HTML, XML, PDF

Moving Pictures/3-D MPEG, AVI, GIF89A, QuickTime, Real Video, ViviActive, VRML

c. **Metadata:** Resource Description Dublin Core, WHOIS++ Templates, METS, MODS, MARC, TEI Headers, Other Open Source and Domain Specific Standards, PREMIS (Preservation Metadata: Implementation Strategies)

Resource Identification URN, PURL, DOI, SICI

d. **Search and retrieval:** Federation and Harvesting: FTP-enabled, OAI-PMH for intermittently transfer data from one system to another

Federated search: Z39.50 protocol, SRW Protocol

e. **Security, Authentication and payment services:**

Emerging e-Commerce Standards

Major Characteristics of Digital Library

- Variety of digital information resources
- Digital Libraries Reduce the need for physical space
- Users at remote
- Users may build their own personal collections and space by the facilities provided by Digital Library
- Provide access to distributed information resources
- Same information resource can be shared by many at the same time
- Paradigm shift both in use and ownership
- Collection development be based on potential usefulness and appropriate filtering mechanisms be followed to negotiate the problem of plenty
- Ability to handle multilingual content
- Presupposes the absence of human intermediaries
- Should provide better searching and retrieval facilities
- Digital information can be used and viewed differently by different people
- Digital Library breaks the time, space and language barrier

Long-Term Retention

Once a document category is designated as a record, it must be assigned a retention period according to a retention schedule. A records retention schedule is a timetable that identifies the length of time a record must be retained in active or inactive status before final destruction. The schedule may be based on:

- Statutory and legal requirements, which must be researched and documented.

- Business continuity requirements that is, maintaining customer relationships or preserving intellectual property.

- The opinion of the company's chief legal officer, chief financial officer and chief executive officer.

Organizations maintaining an archive for very long periods of time (more than 20 years), have retention challenges that require special management processes and careful tracking of emerging trends to ease the cost of technological change. However, such concerns should not stop present initiatives and deployments. Digital preservation of content requires consideration of file formats, applications support and storage platforms, and the retention period. Adobe PDF/A is an example of an emerging standard that is being widely adopted by organizations as an alternative to traditional PDF and TIFF formats. Tracking industry groups and standards bodies that are working to provide consistent ways of storing content and its metadata will be important, but it will be equally important to understand the general market adoption and longevity of any standards. Storage technologies for archive and retention of content will also need to evolve to deliver more cost-effective storage, while providing a smooth transition to new technologies with minimal repository disruption.

Steps in Building Digital Library

Digital Content Management System is the most complex and advanced forms of information systems because it involves collaboration support, digital document preservation, distributed database management, hypertext, information filtering, information retrieval, instructional modules, intellectual property rights management, multimedia information services, question answering and reference services, resource discovery, and selective dissemination of information. Digital Library design should facilitate "one-stop-shop. There are various experiments, research and real deployment going on using Open Standards, Open Source Softwares and Open Technologies. But on the other hand, commercial players are also showing their presence using their tools and technologies. It is upto the organizations for choosing the technology platform and implementation strategies, because finally Total Cost of Ownership (TCO) matters.

a. **Digital Library System Design and Development:** Design of a digital library should facilitate variety of information resources residing on variety of computer systems in different parts of the world to a number of users of differing notions and needs. It should be One-Stop-Shop. Alternative to in-house development, there are a number of open source and commercial software solutions available. For example: Popular digital library open source softwares are Greenstone *(http://www.greenstone.org),* Dspace *(www.dsapce.org),* Fedora *(http://fedora.info/),* Eprints *(http://software.eprints.org/).* Popular commercial softwares may be Sharepoint from Microsoft, Websphere from IBM, ContentDM, LSPremia.

b. **Selection of materials :** Contents can include paper and electronic documents, audio, video, photos, images, e-mail and Web site content in other words, records are media independent. Enterprises cannot apply a general formula to decide what to keep and what not to keep.

c. **Digitization:** Digital documents may be born-digital, created using digital publishing tools (e.g. Word, LaTex, DTP), or created by converting from an analogue format to digital format or converted from one digital format to another to suite the requirements of a particular Digital Library. The process of capturing and converting from analogue to digital format is often called as 'digitization' or 'digitalization'. The processes involve scanning, page layout analysis, image scanning.

d. **OCR (Optical Character Recognition):** This is another type of scanning for converting the document in computer readable and retrievable format. It is different from image scanning. Documents are converted into text and graphs and images. Alternative to OCR is manual typing, image files or combining images and OCR.

e. **Tagging and Metadata**

f. **Providing Access**

g. **Retention schedule and refreshing.**

Conceptual design of a digital library
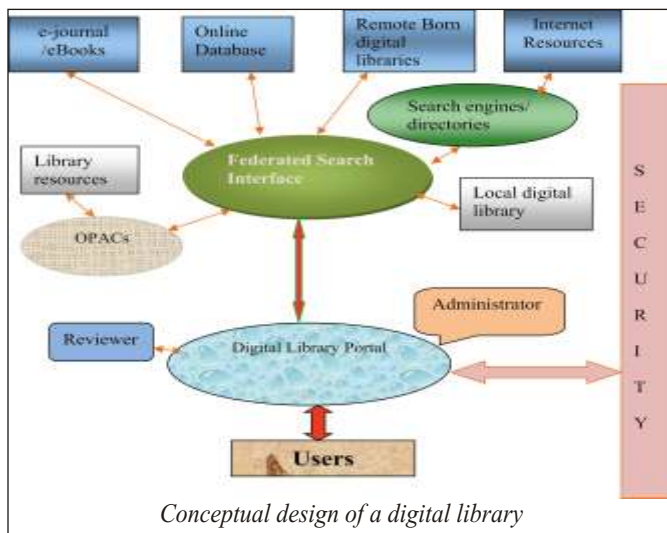
Copyright

Many legal issues are associated with the development and use of digital libraries. Intellectual property rights are a major concern, others are authenticity of information resources, and privacy and security of users and institutions. Librarians, Publishers, lawyers and Governments over the years formulated regulations that control the intellectual property rights of owners of materials. Even then the materials may be free or very cheap; we should not take these content in developing our own Digital Library without the permission of the owner. Scanning the pages of copyrighted documents available in the libraries without permission and addressing legal issues are not permitted. Digitizing our own publications and contents and creating digital libraries is well within copyright.   Sometimes many people download the licensed contents from Digital libraries and transmit them over Intranet and Internet without permission, that cause legal problems.

Organization of Information in Digital Libraries

The quantities of material stored in digital libraries pose the problem of finding what users need. Popular knowledge representation schemes in digital libraries are Library Classification, Indexing words and Thesauri, Metadata creation, faceted knowledge structures, Hypertext, Vector Models, XML and Semantic Web, Folkosonomies, Ontology and Simple Knowledge Organization Systems (SKOS).

The Manager is an Open Source Tool for creating and visualizing SKOS RDF vocabularies. The Manager facilitates the management of thesauri and other types of controlled vocabularies, such as taxonomies or classification schemes. The tool has been implemented in Java. *(http://thmanager.sourceforge.net/).*

Traditional cataloguing is an example of what is now called "Metadata". Metadata is a key component of the provision of online catalogues that are searchable across the Web. In order to use the Semantic Web to its best effect, metadata needs to be published in RDF formats. There are several initiatives involved with defining metadata standards in the library and publishing community, including: Dublin Core Metadata Initiative, MARC, ONIX, PRISM.

Future of Digital Libraries

The Future of Content Is Modular and Miniature. Semantic Web also termed as Web 3.0 might see its existence where computers will be capable of understanding information and performing tedious tasks such as finding, sharing, and combining on Web. There is lot of talk about Semantic Web, which is supposed to draw sense out of data in a meaningful and impactful manner. Also, semantic Web developers are releasing new XML formats, which supposedly would be the final step to the completion of Web 3.0 and hence Library 3.0.

Library 2.0 + Semantic Web + Security + Artificial Intelligence = Library 3.0

Particular kinds of documents in the future will be assembled actively by the consumer or via business process at the moment of need. Content producers will need to identify such document families, then develop related content as modular components that can be assembled in various ways. New content consumption models will drive content providers to produce granular, well-described content and to distribute it in unconventional ways.

For enabling knowledge connectivity in rural areas of India, we need to have a comprehensive plan for developing new infrastructure (viz., development of OCR Software in all the Indian languages, language independent operating system, database servers, search engines, web servers and messaging servers) for extending the digital library services in regional languages. This will enable the digital library initiative to percolate to the rural masses in the form of e-Governance, tele-education and tele-medicine. *i*

Migrating Applications to PostgreSQL - Experiences

Open Technology Centre (OTC) had undertaken migration of few legacy applications to Open Source Based Application. The migration has to be applied at multiple layers depending up on the design principle used by the application.

The article shares the migration process utilized, the issues that are to be carefully addressed, techniques adopted and concludes with a set of recommendations.

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In this article the experience of the team in migration of two applications with different design principles are shared. In one of the applications most business functions were done at the application server level while the others has been implemented and concentrated most functions in the back end database. In both cases the migration was carried out to use Open Source database PostgreSQL. The first application is Office Procedure Automation (OPA) whose back-end was migrated from MS SQL Server. The second application is Employees Provident Fund Organization (EPFO) Application which was migrated from Oracle back end to PostgreSQL. In both the applications, the middle tier was JAVA. The migration activity involves migrating the database schema, porting data and migrating SQL Statements in the application program.

The migration process is described below:
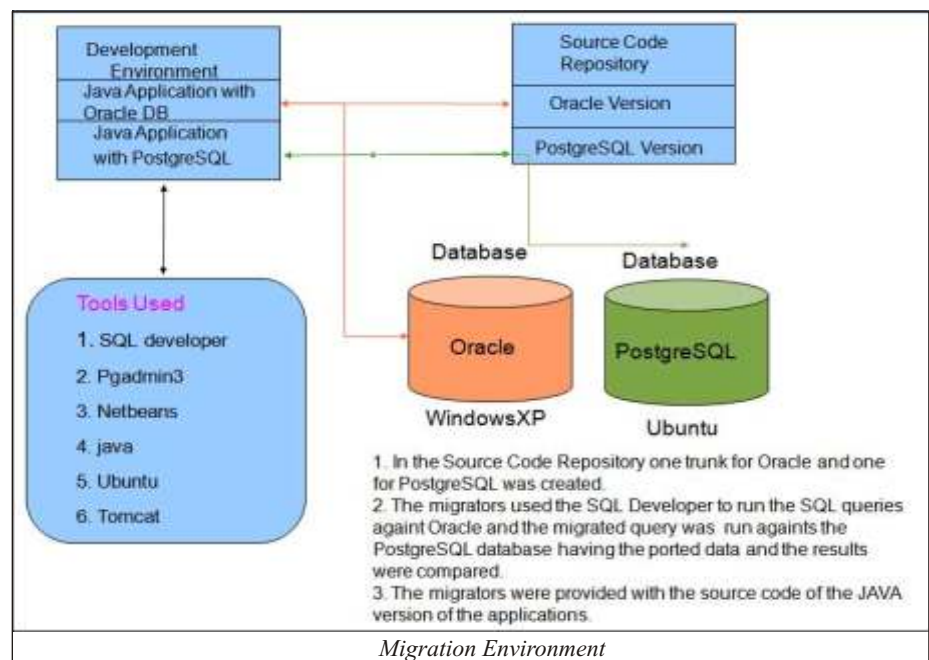
Database Level

Schema Conversion

i) Identify the equivalent data type and replace with it. The preferred mode of conversion is manual. Export schema as a script and alter the data types. Tools such as "Sqlways" and Open Source Tool "Kettle" can be used; manual inspection is necessary.

ii) Care must be taken in the selection of data types so that loss of data does not happen.

Porting Data: The data porting can either be achieved by using native database facility or by third party tool. In case of MS-SQL Server 2000, Data Transmission Services (DTS) along with PostgreSQL ODBC. For Oracle to PostgreSQL, Open Source Tools such as Kettle can be used; or commercial tool such as "Sqlways" can be used.

Development Environment
Java Application with Oracle DB
Java Application with PostgreSQL

Source Code Repository
Oracle Version
PostgreSQL Version

Tools Used
1. SQL developer
2. Pgadmin3
3. Netbeans
4. java
5. Ubuntu
6. Tomcat

Database
Oracle
WindowsXP

Database
PostgreSQL
Ubuntu

1. In the Source Code Repository one trunk for Oracle and one for PostgreSQL was created.
2. The migrators used the SQL Developer to run the SQL queries againt Oracle and the migrated query was run againts the PostgreSQL database having the ported data and the results were compared.
3. The migrators were provided with the source code of the JAVA version of the applications.

Migration Environment

Trigger/Procedure: Tools can help reduce the time in the conversion of Triggers and Stored Procedures. Open Source Tool Ora2pg (a perl script) and the "Sqlways" can be used. But manual verification of functionality is a must.

Identifying equivalent functions/facility in the target database which may not be available as a direct facility. A combination or a work around can provide similar functionality. Eg. Nested Table in Oracle functionality can be achieved through Arrays in PostgreSQL.

Application Level

At the application level depending upon the quality of the application and the developer's awareness about standards conformance various changes are to effected in the DML statements.

SQL Statement conversion: SQL syntax can be converted by using tools which will reduce time. The converted query can be run against the ported database; the out put has to be checked with the equivalent native SQL statement to confirm the correct functionality.

Syntax difference: Some of the Syntax differences are listed below.

    i)   Concatenation function differs in most of the RDBMS. Oracle uses ||, PostgreSQL uses || and MS SQL Server uses +.

    ii) Decode function.

    iii) Execute Query/Execute Update

    iv) Date format

Procedures Invocation: The style of invocation of Procedures depends on the JDBC driver of the target database. This requires changes in the JAVA program.

Approaching Migration

- **Steps Involved**

    i)   Create a replica of the production environment that needs to be migrated.

    ii) Migrate Schema and Port Data to the PostgreSQL. Check the data randomly and ensure that porting is correct.

    iii) Create a separate application instance which is connected to the Ported Data.

    iv) Covert the Procedures/Triggers. This can be done in parallel with the JAVA program migration.

    v)   Prepare list of Statements that require to be changed. The List will get augmented as the migration progresses. Share the list with the migration team.

    vi) Run the Application Against the ported data, capture the error and correct the SQL errors in JAVA programs (Server routines).

- Team Composition: Depending up on the complexity & code size, the following team composition is recommended.

    i)   Team for Converting JAVA Programs

    ii) Team for Converting Procedures and Triggers.

Recommendations for Migrators

Based on the experience gained the following recommendations are made for project teams proposing to migrate applications to PostgreSQL.

- While migrating, use standards based SQL statements instead of using same statements along with a supplementing function package such as "Orafce". Example: Use "COALESCE" instead of "nvl".

- Avoid dependency on Supplementing or Compatibility packages. They are to be used only as a last resort. Even when such packages are used, use it only for those tasks for which equivalents are not available.

- Create indexes depending on the query used in the application. This will improvise the performance.

- It is imperative to understand that tools assist a developer in migration and rarely can be automatic. Human inspection, validation and verification are imminent in any migration project.

Recommendations for Developers

- Use Object-relational mapping (ORM) tool where ever possible. This will ensure that the project will be neutral to all databases.

- Avoid dependency if application is implemented using a specific database, avoid using database specific features. Use the more universal ANSI standard based calls rather than vendor specific calls. ex. Use CASE .. SWITCH instead of Decode. ***i***

Balangir: In Quest of Excellence

Balangir district, the cultural hub of Western Orissa, is spread over a total geographical area of 6575 sq. km. Comprising mostly of tribal inhabitants, Balangir district encompasses a population of 13,37,194 as per the census data of 2001 in 6 tehsils, 14 blocks and 1794 villages. The district bears relics to the rich historical and cultural civilization of the ancient times.

NIC is playing a major role in extending support to District Administration for implementation of e-Governance & delivery of Citizen Centric Services in the district.

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Balangir, one of the backward district of KBK (Kalahandi, Balangir, Koraput) area, became a distinct district on the 1st of November 1949. NIC Balangir district unit, the oldest centre in Orissa, is extending various ICT based services with its well established network backbone & Video Conferencing setup, since its establishment in 1988.

Excerpt of the letter from Sh. Sailendra Narayan Dey, OAS (SAG), Collector and DM, Balangir

"NIC District unit, Balangir has contributed effectively in promoting the e-governance and ICT culture to the District, Block and Tahasil Offices. Comprehensive Implementation of various e-Governance projects has brought transparency & efficiency in the system.

I appreciate the efforts made by Sh. C.V.K. Maruti Rao, DIO, NIC, Balangir for his contributions & active support to District Administration in all spheres to make e-governance a true success".

Major ICT Projects in the District

Land Acquisition Monitoring System: NIC Balangir District Unit has developed the "Land Acquisition Monitoring System" for accurate and timely disposal of Land acquisition cases by the district Revenue Administration. The application evaluates the land based on different parameters, maintains database of the land owners, and generates about 80 types of reports including Estimate, Notice, Land Schedule, Rent Abatement, LA Case Records, Certificates, LA Compensation Payment, Award Statement etc. System generated reports are being used in the fields for acceptance, acquaintance, Payment of Land Acquisition Compensation etc.

Krushak Samrudhi: A web based application on "Krushak Samrudhi" has been developed for maintaining advance paddy purchase allocation system.

The application maintains the database of farmers' I-Card along with biometric fingerprints. Based on parameters like RMC/PPC (Paddy Purchase Centre) wise daily transaction limit, marketable surplus of farmer calculated as per available cultivable land, preference date of arrival of farmer etc. The system allocates date, quantity & PPC for the farmer.

Interface of Krushak Samrudhi

The system developed in coordination with DIO Balangir & DIO Subarnapur, has also been implemented at Subarnapur district. The administration has been able to control the inflow of paddy as per the capacity of the RMC / PPC and has brought transparency in the overall system.

"Counting Rain Drops" - the web-based Orissa Rainfall Monitoring System facilitates Rainfall stations to enter data, which in turn gets compiled, and analyzed time-wise and location-wise. The application generates various Reports and Graphs RR / District wise. On successful implementation of this System in Balangir District, in 2005, the project has been implemented across the state. This has enabled development of a Comprehensive Database of Rainfall of Orissa which facilitates Data sharing among Govt. Organizations, NGO's, Research scholars and Citizens.

*DIO **Sh. C.V.K. Maruti Rao** received the Data Quest e-Governance Champion, Special Jury Award in 2008 for the Rainfall Monitoring System developed by him & implemented across the state.*

Digitization of Service Books of all officials of the District Collectorate, Balangir has been completed & securely preserved. The same can be used for cross examination of any malicious change in the service book. The concerned officials are also being provided with the soft copy of the digitized service book on request.

Chief Minister Relief Fund application is being used by Emergency Section of Collectorate for monitoring the relief being provided to the needy and distressed applicants seeking assistance from the Chief Minister's Relief Fund.

Land Records Computerisation: Bhulekh software has been successfully implemented in all the six tehsils of the district. Citizen can obtain computer-generated ROR copies from e-Bhulekh.

Forest Rights Act application enables for process based data entry of various forest land claims at District and Sub-Divisional Level. Details of 3641 claims received have been made available over web, out of which 725 cases have been approved & patta have been distributed.

Plan plus: This web-based application captures the entire planning workflow starting from identification of needs to the final approval by District Planning Committee. Plans of the urban bodies have been web hosted for the year 2008-09 and 2009-10. The panchayat level has also been made available for the citizen.

Review of various projects over Video Conferencing

National Rural Employment Guarantee Scheme (NREGS): The NREGS Monitoring software has been implemented at all the 14 Blocks of the District. The Role based Software captures the data at the grass root level. Registration details, Job card issued, Muster Roll Issued, Employment details, Work status, Paid Muster Roll, Fund availability, Expenditure detail and the status of Prospective Plan is available over website.

Other major projects implemented in the district include Web based Kendu Leaf Purchase Monitoring System, MIS on Social Security Pension Schemes, Web based Information Register of Public Authority, E-FCS (Online Monitoring of Food & Civil Supplies), e-Procurement, Election, Agmarknet, Ruralsoft, Priasoft, DIC Computerization, District Court Computerization, etc. **i**

Bundi: From Miniature Painting's to Excellence in ICT

Bundi named after a Meena Chieftain " Bunda" is called the queen of Hadoti region of Rajasthan. Thousands of tourists both domestic and foreign come here to see and discover this beautiful place. The finest variety of basmati rice is grown in the district and exported the world over. Bundi sandstone is also a major foreign exchange earner. The district also plays hosts to cement, soya and edible oil industries. Bundi is also part of the constituency of Central Cabinet Minister for RD & PR Hon'ble Sh. C.P. Joshi.

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NIC Bundi, established in the year 1988, has gradually come out as a nodal office for the horizontal and vertical propagation of ICT in the district. Since then, it has played a leading role in MIS and Decision Support Systems towards facilitating e-Governance through organized planning, control, application, and monitoring etc. NIC Bundi has been able to create a large repository of data /information in the form of many useful database which has been of immense use for the common citizens by fast delivery of information through setting up of touch screen kiosk and PGV setup. NIC district center has played a pivotal role for many central, state and district level projects. The district ICT center has made its presence in the ICT map of India with its strong commitment, sincerity and unending support to the district administration using modern technology tools every day. It has also enhanced the capacity building of the government employees by training them at different levels from time to time using modern tools of e-Governance. DIO/DIA Bundi awarded on a number of occasions by the district Administration, Police and Judiciary as an acknowledgement of the services of NIC.

Excerpts of the Letter from District Collector & DM, Arti Dogra, IAS Bundi

NIC Bundi has proven to be an invaluable tool for the district administration and stands as a backbone for the district administration with ICT skills and resources.

Major ICT activities

District e-Governance Society: NIC is a key participant in various e-Governance projects like, e-Mitra, Common Service Centre project, Gyanjyot project for women entrepreneurship development etc.

A normal working day at NIC Bundi

Land Records Computerisation: All the 890 Jamabandis of all 5 Tehsils viz. Bundi, Hindoli, Nainwa, Keshoraipatan and Indergarh of Bundi District have been computerised and ROR (Copy of Khata) are being issued to citizens regularly. The district has been recommended recently to be included in the Comprehensive Modernisation of Land records as the fifth district of the state.

District Treasury Computerisation: All modules of Treasury Computerisation and Sub-Treasury Computerisation viz Compilation of Receipts and Payments, Data Depository System, Pension Monitoring System and Payroll system have been implemented successfully

at Treasury Bundi and Four Sub.Treasuries of the district.

Website for Bundi District: The multilingual district website in five international languages *http://bundi.nic.in* is very useful for the tourists and hoteliers. The district web site gives detailed geographical, historical, culture, statistical and other relevant information and activities of the district besides various static contents.

Tourism, Art & Culture Database: NIC Bundi was entrusted to prepare a database of Tourism, Art & Culture/ Wildlife in the district. A database covering more than 10,000 pictures, text and data has helped immensely in the preparation of various project reports for the district.

District Collectorate LAN: LAN connectivity with more than 50 clients has been set up in the Collectorate connecting all the offices. The district administration is heading towards a paperless office using this network. Internet and email facilities are some of the added features of this network.

AGMARKNET: The AGMARKNET software has been successfully implemented at different KUMS in the district (Bundi, Dei, Keshoraipatan, Indergarh) for entry of daily arrivals of quantity & rates of different commodities.

Videoconferencing Project: Video Conferencing Studio is utilised regularly to organise Video conferencing between District level Officers and their respective department heads as through 2 MBPS leased line.

Nodal office for E-Gram: Bundi district NIC center is the nodal office for reality check programme E-gram. Forms receiving, data updation and training programmes are held regularly.

SAMADHAN: A windows based Public Grievances

District Collector, Zila Pramukh and other officials availing NIC Videoconferencing facility at Bundi

Redressal s/w "SAMADHAAN" has been developed and implemented. Applicant gives their complaints to the Collector which is sent to concerned officer after registration. Reminders and a D.O. Letter to the related Officer are automatically generated.

Information Kiosks: Two touch-screens based Information Kiosks under the caretaking of NIC has been setup at the Collectorate loaded with very useful information for the common citizens. Land Records Details, Public Grievance Application Status, Arms License Application status, BPL List search, Voter List Search and other useful information regarding district etc.

MIS for NREGS: Effective monitoring of the program NREGS under National Rural Employment Guarantee Act-2005 necessitates Computer Based Monitoring. The Offline software has been installed at all 5 Panchayat samitis and Training given to MIS Managers and other deputed staff. Data feeding and uploading of mustroll data on the website is being done regularly.

Election Computerisation: During the elections the district NIC center was visited by the election observers who could monitor and see the district election scenario with the click of a button. Computerised management of elections (Assembly/Parliamentary/Municipal/ Panchayat) by the district centre has helped the administration to greatly simplify various polling activities.

Training Programmes: Regular training is being provided to the staff of District Collectorate and other offices on use of ICT in administration and for various Application packages.

ICT Support to other Department: District Collector, Divisional Commissioner, Police, District Supply Officer, SDM Offices, Zila Parishad etc. with trouble shooting and on the spot training etc.

Today NIC stands apart in the city of miniature paintings as a pivotal center for excellence in implementation of ICT in government projects and setting quality standards everyday. *i*

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Edited by: Vivek Verma

West Kameng: Building Confidence towards ICT Enabled Services

Located in a mountainous tract with altitude varying from 650 ft to 13714 ft - West Kameng District of Arunachal Pradesh derives its name from the Kameng river, a tributary of the mighty Brahmaputra that flows through the District. The district comprises five major tribes: Monpa (which makes up 78% of the district's population and includes Dirang, Bhut, Lish, and Kalaktang Monpa), Miji (Sajolang), Sherdukpen, Aka (Hrusso), and Khowa (Bugun). The district is divided into three subdivisions, Thrizino, Rupa, and Bomdila and twelve administrative circles. The four development blocks are Dirang, Kalaktang, Nafra-Buragaon, and Thrizino.

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Imparting ICT support to the District Administration since its establishment, NIC West Kameng District Centre has made its presence felt amongst the people through various activities in the district. It is assisting the administration in bridging the digital divide amongst the masses by implementing various citizens centric projects. The enhanced use of ICT has ensured citizens, a responsive administration providing quality services to its people in an efficient, effective and transparent manner.

Excerpt of the message from former Deputy Commissioner Smt. Swati Sharma, IAS, West Kameng District.

It is heartening to note that NIC, District Unit, West Kameng has been contributing towards ensuring delivery of quality services to the people in this remote part of the country. Since the District is located in a tough terrain, the NIC has been working hard along-with the District Administration to promote good governance in the District where people matter the most. The fact that the efforts are going to be featured in Informatics an E-Governance bulletin from NIC, gives further momentum to the team to complete the tasks ahead. I wish the team led by Sh. P.K. Thungon, DIO and Sh. Bimal Chandra Borah, DIA the best in their present and future assignments.

Hosting the district website, live web casting of assembly elections conducted in the year 2009 and implementing various e-Governance projects at the district level has given the administration the much needed confidence towards ICT enabled governance. The Jan Suvidha Centre launched recently, serves as a single point contact for providing utility services to the people of the district.

e-Governance activities

Live Web Casting of Assembly Elections, 2009: The District centre provided total ICT assistance to the District Election machinery in covering the voting process - 'LIVE' from 13 Polling Stations, designated as Critical, Hyper-sensitive or Sensitive. The polling, which was covered live, using web cams and laptops, raised the confidence of the people in the democratic process luring them to exercise their franchise freely. The remote and inaccessible location of the district was challenged with the use of ICT. BSNL Broadband connection was established along with the necessary software, facilitating the District Election Officer, Supdt. of Police, CEO Itanagar and the Chief Election Commissioner at Nirvachan Sadan, New Delhi, to watch the poll process - Live. On the counting day, the "Result Trend Application Software" was used to display the results after every round with graphs and figures.

Appreciating the efforts of the District Election Office and NIC, the Election Commission of India, New Delhi invited the Deputy Commissioner of the district to give a presentation on 'Live Web Casting in West Kameng District' at the Chief Electoral Officers Conference in Jaisalmer, Rajasthan, held early this year.

Web Site of the District: Designed & developed by the district centre, the official website *(http://westkameng.nic.in)* portrays the spirit of 'Right to Information' to the people besides giving necessary information about tourism and public distribution system. Special care was taken to choose the right color schemes to make it visually appealing, easy to use navigation systems and to make the website content rich in a professional manner. Details of activities of all Departments are uploaded to reveal the progress of the developmental schemes, which could also be monitored, thus increasing transparency and accountability by putting them in the public domain.

Official Website of West Kameng District

Pay Roll Software: The Pay Roll Software APPS 4.2 implemented at DC Office has drastically reduced the workload and time taken to prepare the Pay Bill, from fortnight to a day or two. Training was imparted to DDOs and Pay Bill staff enabling all the Departments to prepare pay bill through the software.

e-Swasthya: An Application Software designed & developed for District Hospital has Computerised the OPD Registration. The software has been incorporated with the billing modules for generating bills against all monetary transactions. It also generates reports for registered patients along with their medical problems.

Jan -Suvidha Center: Jan-Suvidha Centers, established in the Offices of the Deputy Commissioner, Bomdila and ADC, Singchung (27 kms from Bomdila) serves to deliver various types of Citizen Services Utility Certificates viz. ST, PRC, ILP, I Card and TRC using an application software redesigned and developed by NIC, Bomdila. The software has automated the process of issuance of all types of certificates thus bringing relief to the citizens. Any one can view the status of his/her application on the District Website.

Jan-Suvidha Centre

Transport Projects: SAARATHI and VAHAN software (launched in June, 2009 and Dec. 2009 respectively) have done away with the manual work and improved the efficiency of the Transport Department.

Wi-Max and Tele-Education Project: NIC District Unit has provided Internet connectivity to all the offices by LAN and by using Wi-Max project. Under Wi-Max project, Govt. Higher Secondary School, Bomdila is imparting Tele-Education to 20 students of Class-XII (Science) successfully.

The centre has won laurels from various quarters by promoting e-Governance activities especially in G2C and G2E areas. It is moving ahead with enthusiasm and vigor in this remote part of the country and has shown what can be achieved against all odds. **i**

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Edited by: Prashant Belwariar

International e-Gov Update

USA: One-stop Cloud Source

The United States government launched Apps.gov, a website intended to be a storefront for approved cloud computing applications in the country. The initiative is designed to simplify application adoption at federal agencies to provide better service delivery. The overall objective is to create a more agile federal enterprise, where services can be provisioned and reused on demand to meet business needs in US.

Apps.gov is dedicated to the federal agencies for quickly browsing and at the same time purchasing cloud-based IT services for increased productivity, alliance and effectiveness. The objective of the website is to help US government continue its initiatives to lower the cost of the federal government various operations. It also focuses on increasing innovation within US federal agencies.

Apps.gov is managed by US Government's General Service Administration. Four categories of applications and services are offered i.e. Business Applications, Cloud IT Services, Productivity Applications and Social Media Applications. The simple breakdown is expected to make life easier for users who are not necessarily technical.

For more info: *https://apps.gov/*

Canada: Online Consultation on a Digital Economy Strategy

In Canada, governments, private sector, academia and the Canadian public are being asked for their thoughts and suggestions online on a national digital economy strategy. This has been initiated as part of a federal government consultative process leading towards new regulation and legislation. It aims at building consensus in developing a digital economy strategy for the federal government of Canada.

Online consultation will position Canada at the forefront in the global digital economy in changing economic scenario of the world. In fact, government of Canada actively uses digital media as a means to promote public discussion on a topic of significant importance not only for economic reasons, but also for social, legal, and cultural reasons as well.

The Consultation discusses five key challenges in developing a digital economy strategy: Canada's capacity to innovate using digital technologies, building a world-class digital infrastructure, growing the Information and Communications Technology industry, creating a digital content advantage through a strong and competitive digital media industry, and building digital skills for all Canadians. Interested parties can participate in two ways: through an online Open Forum or by sending a formal submission.

For more info: *http://de-en.gc.ca/en/home/*

Singapore: Health Ministry Connects with Citizens on Social Media

Online engagement via social media tools has been regarded as a good example for interacting with citizens. In this connection, Singapore's Ministry of Health (MOH) in its unique initiative to connect with citizens on health issues has set an example of using social media to engage with citizens, especially on issues related to healthcare policy making.

Increasing expectation of the citizens of Singapore for more transparency and even some form of ownership in formulating health policies has proved to be the driving force towards the initiative. Active engagement of the public to feedback and discuss healthcare policies is the prime focus of the portal. The Health Minister blogs personally about healthcare issues of topical interest, as well as challenges in policy making. The blog has attracted lot of visitors.

New media tools e.g. Blog, Facebook, Twitter, and YouTube facilitate Health Ministry of Singapore to interact with the citizens of Singapore. It gives the citizens an opportunity to engage them on healthcare issues. On the other hand, it also allows the ministry to elucidate their thinking-process to the citizens. Explaining policy underlying principle to the citizens is another concept behind this portal.

For more info: *http://www.moh.gov.sg/   http://mohsingapore.blogspot.com/*

Norway: Online Unwanted Personal Information Removal

Personal information on internet sometimes proves to be a bane. Removal of unwanted personal information becomes inevitable at times. In this connection the Norwegian Data Inspectorate's service 'Slettmeg.no' ('deleteme.no' in English) provides online advice to the citizens to remove unwanted personal information on internet. It suits best for the people who find unwanted and offending material about themselves on the internet.

'Slettmeg.no' is a low-threshold service for Norwegians who experience violation of privacy rights on information that they have posted themselves online and later want to remove. Sometimes they wish to remove the material posted by others.

Keeping neutral attitude to various enquiries is the essence of the online advice. It avoids any moralizing tone concerning the published materials. It also provides information about relevant laws and regulations, practical assistance in order to get in contact with web services and those responsible for offending material published on the Internet. Not only this but assistance in filling out complaint forms, using the self-service removal services (e.g. from a search engine's webpage removal request tool) are few online assistance the Norwegian Data Inspectorate has come up with.

For more info: *http://www.slettmeg.no/31-english*

Compiled by: Informatics Team.

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Cyber Governance

A look at some of the recently launched Indian Government Websites….

The Airports Economic Regulatory Authority *(http://aera.gov.in/)*

The visually appealing website of Airports Economic Regulatory Authority (AERA) is designed with an aim, to provide maximum accessibility and usability to its visitors. Website can be viewed from a variety of devices, such as web-enabled mobile devices, wap phones, PDAs etc. The website of AERA renders vital information on all the services- relating to air traffic management, ground safety and ground handling - at major airports in India along with the their performance standards. The acts & rules, policies along with various reports and orders undertaken and formulated from both the air authorities and the Government are available in a detailed structure. The career corner publishes relevant jobs regularly. Site has been designed with an aim to ensure that all information on this website is accessible to people with disabilities e.g. a user with visual disability can access this website using assistive technologies like screen readers and magnifiers.

Bokakhat Subdivision *(http://bokakhat.gov.in/)*

The newly launched official website of Bokakhat SDO is dedicated to internationally acclaimed forest reserve of Assam- Kaziranga. The website is an outcome of the need for an e-Governance model that allows people, tourist specifically visiting Kaziranga National Park and the administration to come closer for interaction with transparency and efficiency. The website is an effort to tune into the new era of internet and RTI and resolve grievances through this medium. The website covers nearly all the departments functioning within the district, e.g; handloom& textiles, water resource, diary etc. Schemes, contact numbers and the financial estimates which underpin transparency in administration are also reflected along with special events, proposed events and district profile. The website is easily navigable and upgrades its visitors with up-to-date information from time to time.

Goa Commercial Tax Department *(http://goacomtax.gov.in/)*

The content rich official website of Commercial Tax Department, Goa is intended to be a vehicle to disseminate information to the taxpayers and other groups of people who interact with the commercial tax department. The visually appealing website is instrumental in providing information on Tax paid Online, Vat, Goa Sales Tax, Goa Luxury tax on residential accommodation, Entertainment Tax and other related inquiries. Important notices, circulars, orders and performance statements of ward officers are also made available on the website along with the RTI annexure. Other relevant and current information will be notified timely through this site, in addition to the traditional channels of public information.

Contributed by: Lokesh Joshi, NIC

National Portal Update

'india.gov.in', is India's answer to one-stop window to more than 6500 Indian Government websites in the vast web-space. This bilingual Portal - English and Hindi strongly endorses G2A (Government to All) interface and has been built with citizen's perspective. Within a short span of time india.gov.in has become citizen's first point of contact with Government. Enabled with Principles of Usability, Human Centered Design, easy navigation and consistency in design makes the portal friendly in all and unique ways. india.gov.in strongly embraces the accessibility standards. The Portal is evaluated on accessibility front on a regular basis, increasing the opportunity for all citizens to access information over the internet. The Portal complies with W3C standards of WCAG 2.0 level A. india.gov.in ensures interoperability and uses best technical approach like use of mark-up language cascading style sheet, use of scripting languages etc. and making it a Barrier-Free Portal.

Spotlight .... *Focusing every month on an issue of National Importance or an e-Governance initiative. Visit 'india.gov.in' to more of these…*

Examinations are a significant part of academic studies as they help in rating a student's level of acquired knowledge, level of understanding and the various ways in which the acquired knowledge can be applied in different situations. Post examination waiting for the results is another situation that creates an intense atmosphere for both the students and their parents. The Government of India is taking stupendous steps to minimise the hassles that a students and their parents generally undergo during result time and post result time. india.gov.in has been diligently highlighting the initiatives taken by the Government of India in the field of Examinations, Counselling and Admission procedures for various professional and academic courses. Information on this sector especially highlighted the online initiatives taken such as dissemination of results through specialised portals like results.nic.in, Interactive Voice Response System and results through SMS. india.gov.in disseminated all information about various exams for Scholarships/Awards like NTSE, Olympiads and entrance exams for professional / higher education institutions like AIEEE and ITT-JEE. The National Portal of India made its readers aware about the numerous examinations for employment/fellowships like exams held by UPSC, SSC, Insurance/Banking exams, UGC NET highlighting eligibility and scheme of test, syllabus and sample papers. The Government of India has taken up lot of measures to alleviate the admission process and reduce hardship of students. The Online Counselling inventiveness has been a real boon for the students as through this medium students can apply for their respective colleges and institutions online sitting at home. india.gov.in highlighted the online counseling initiative for Admission for AIEEE, AIPMT describing on the entire process and so on. The Objective of counselling is to streamline the procedure of admission to various professional and academic courses on the merit of the student. The Spotlight for the month of July'10 in speaks about the centralised online counselling an initiative from Centralised Counseling Board. Learn about the Central Counselling Process, the institutions participating under CCB and its pros and cons in the spotlight 'Online Counselling for Professional Courses.'

Contributed by: Alka Mishra, NIC

In the News

Visit of Hon'ble Dr. A.P.J. Abdul Kalam, former President of India in NIC HQ, New Delhi

Dr. A.P.J. Abdul Kalam, Hon'ble Former President of India, visited NIC HQ on 30th May 2010 to participate in International Space Development Conference [ISDC-2010] through videoconferencing.

Dr. Kalam, who reached NIC HQ., at 09:20 PM, warmly welcomed by Dr. B.K.Gairola, DG, NIC, Sh. A. Mohan, DDG, NIC; Sh. V.K.Gupta, Sr. Tech Director and other officers of NIC.

Dr. Kalam delivered a keynote address on "Harvesting Energy from Space" to large number of participants in Chicago, USA from NIC Videoconferencing Studio, New Delhi. Link was connected on 4 Mbps speed and VC team was lead by Sh Rajesh Gera.

Dr. A.P.J. Abdul Kalam, Hon'ble Former President of India participating ISDC-2010 through VC at NIC

Before participation in the conference, DG, NIC briefed Dr. Kalam about the various projects being executed by NIC at National & State Level. Dr. Kalam shown keen interest in National Knowledge Network and desired a presentation over it after the VC session. Sh. R.S. Mani, Sr. Tech. Director, Network Operation, explained him in detail about NKN and shown the operation centre at NIC, HQ.

Dr. Kalam also visited the Integrated Data Centre at NIC, HQ.

Bhoopendr K. Sharma, NIC HQ

P.M. Award for Excellence in Paddy Procurement and Public Distribution System, Chhattisgarh

Mr. Somasekhar receiving award from Hon'ble PM Dr. Manmohan Singh

The recipient of six National and one International award and much talked about successful project "The Paddy Procurement and Public Distribution System" of Chhattisgarh has once again sparkled in the light of prestigious Prime Minister's Award for Excellence in Public Administration for the year 2008-09.

Coordinator of the project Sh. A.K. Somasekhar, PSA, NIC, Chhattisgarh State Centre, Raipur has received the award from the Hon'ble PM Dr. Manmohan Singh at the Civil Services Day function at Vigyan Bhawan, New Delhi on 21st Apr' 2010.

Nine outstanding initiatives in three categories - individual, group and organization - have been selected for the award. Sh. Somasekhar received the award in the group category along with IAS officers Dr. Alok Shukla and Sh. Gaurav Dwivedi.

In the beginning of his address the Hon'ble PM remarked "It gives me great pleasure to participate in these celebrations of the fifth Civil Services Day. I compliment the Cabinet Secretary, Sh. K.M. Chandrasekhar and his colleagues for organizing this function. I also congratulate all those who have received awards for excellence today. They have set an example for other civil servants to follow. I am sure their work will serve as an inspiration to others to strive for higher achievement in the service to the people of our country."

Y.V.Shreenivas Rao, Chhattisgarh

Launch of eDistrict Services for Social Welfare Department, Government of Tamil Nadu

The eDistrict application for Social Welfare Department was launched by the Hon'ble Social Welfare Minister and Hon'ble Minister for Information Technology, Government of Tamil Nadu in Chennai on 27th April 2010. Social Welfare Secretary, IT Secretary, Commissioner of Social Welfare and CEO of TNeGA, Government of Tamil Nadu were present during the launch.

Launch of e-District services underway

A computerised workflow system has been designed and developed by NIC, Tamil Nadu State Centre as part of the eDistrict portal for the end-to-end processing of applications for Marriage Assistance Scheme. The applications are submitted through Common Service Centres by citizens for availing services of the Social Welfare Department. The processing of the application form involves various stages viz: Movement of application from CSC to Block Office, Recording of field verification details at BDO, Forwarding to District Social Welfare officer (DSWO) by BDO after scrutiny of application and verification details etc.

R.Gayatri, Tamil Nadu

Unique Judicial Service Centre in Jodhpur

Chief Guest inaugurating the Centre

Rajasthan's first judicial service center was inaugurated by the Excecutive Chairman,State Legal Service Authority Justice Karni Singh Rathore . Initially the center would provide information about all civil cases of the Rajasthan High Court Jodhpur and later the other courts would be covered. The center would be maintained and developed by NIC would help the common citizens, advocates and the litigants get timely information about the cases. It has been divided into three search categories the details can be retrieved case / party/advocate wise. Inaugurating the center Justice Rathore said that "it is a big leap towards e-courts or paperless courts". He stressed the need for e-courts for the speedy disposal of cases. Appreciating the initiatives taken by NIC in promoting the ICT he said that "the NIC Video Conferencing facility in the courts and the Jails would help immensely in cutting down costs and expenses in bringing the under trials to the court for hearing etc. Sun City Jodhpur has taken the lead in this direction.

Chandan Sen, Rajasthan

Bid opening of e-Tender of PMGSY in Manipur

Bid opening for PMGSY Manipur has been completed on 18/5/2010 in the presence of large number of enthusiastic officials and bidders. It took 2 days to open and show bid opening process including reading of scan files and showing in the projection screen for 562 bids for 69 packages. Altogether there were 60 bidders. It was held in the conference Hall of Imphal Hotel with RF based Network with 4 Photon Plus card backups. Chief Engineer, MSRRDA, Sh. AK Hota, TD and SIO Manipur were present along with other MSRRDA and NIC officials. Everything went smoothly. Uploading of process-I data also has been completed giving acceptance and rejection for Technical Evaluation. Two photographs are given below showing the enthusiasm of Bid opening of e-Tendering process at Imphal.

Chief Engineer (MSRRDA) and other officials looking on the projected screen during bid

M.Budhimala Devi, Manipur

Inauguration of state level workshop on AGMARKNET at Ranchi

NIC in association with Directorate of Marketing & Inspection, Jharkhand organised a state level workshop on "AGMARKNET PORTAL" on 27th March'2010 at Ranchi. Hon'ble Minister of Agriculture, Govt. of Jharkhand Sh. Mathura Prasad Mahto, who inaugurated the workshop by lightening the traditional lamps, said that both Central and State governments are jointly working for the benefits of the farmers. He declared that the government will set up cold storages in 12 districts of the state and has decided that marketing board officials will directly purchase commodities from the farmers.

Hon'ble Minister of Agriculture Sh. Mathura Prasad Mahto inaugurating the workshop

Earlier Sh. Shahid Ahmad, SIO welcomed the dignitaries and informed that NIC has computerised the 26 APMC's of the state and data are regularly uploaded on the portal to provide best market prices to the farmers of the state. Sh. M Moni, DDG & national head appraised the gathering that daily minimum, maximum & model prices of approximately 300 agriculture commodities are uploaded on the portal. He congratulated the Government of Jharkhand for setting up IT Task Force in Agriculture.

Sh. Loukesh Kumar, TD and state coordinator NIC, gave a brief presentation on the portal and explained to the audience about the various information available and future projections and facilities that will enrich the AGMARKNET portal. Sh. Amar Kumar Sinha, TD, NIC coordinated the workshop. The workshop was also attended by Sh. Kailash Chandra Rout, Dy. Director, DMI, Ranchi besides officials from NIC District centres, NABARD, APMCs, NGO's, farmers & media persons. Before the end of the morning session Sh. Rout, delivered vote of thanks and hoped to organize farmer awareness program in future with the help of NIC.

In the afternoon session various Secretary's from APMC's, NIC officials and farmers interacted with the dignitaries regarding problems related to storage, transportation, production, marketing etc.

Prashant Belwariar, NIC HQ

Hon'ble Finance Minister of J&K Jenab A.R. Rather launches Funds organisation Website

Hon'ble Finance Minister of J&K Jenab A.R. Rather formerly inaugurating the GPF Website

Hon'ble Finance Minister of J&K and Ladakh Affairs, Jenab Abdul Rahim Rather, launched the official website of J&K Funds Organization on 28th April 2010. The website was developed by NIC J&K and hosted at *http://jkfunds.nic.in* . Speaking on the occasion, the Minister said that the purpose behind computerisation of Accounts and launching of its website was to update of General Provident Fund (GPF) accounts for the convenience of subscribers and providing them GPF data on internet in a password protected manner.

Commissioner/Secretary, Finance Sh. Sudhanshu Panday, DG, Accounts and Treasuries, Sh. Wali Muhammad Bhat, Director Audit and Inspection Sh. M. I. Khanday, representative of J&K Accountant Generals Office and other concerned senior officer of Finance were present on the occasion. NIC J&K team was represented by Sh. Abhay Kumar, TD and SIO, Sh. Suresh Kumar, Scientist 'D', Sh Raman Gupta, Scientist 'B' and Sh Baiju Ubbott, Scientist 'B'.

Jit Raj, Jammu & Kashmir

Permits Software Inaugurated at Regional Transport Authority, Patiala, Punjab

Hon' able Deputy Chief Minister of Punjab, Sh.S. Sukhbir Singh Badal, inaugurated Permits software on 26th May 2010, having Composite Fee for National Authorization for National Permit at RTA Patiala. With this Punjab has become first State in India to introduce new composite fee system.

The software has provision for issuance of National permit, Certificate for National Authorization, Certificate for Home Authorization, Stage Carriage Permit, Special and Tourist Permits. Appreciating the efforts of NIC Dy. CM stated that with the implementation of this software, process of issuance of permits will bring in more efficiency and transparency. Further, the composite fee would save a lot of money to the transporters as in the earlier system they had to pay Rs. 3000/- every year per state but now with the new system

Sh. S. Sukhbir Singh Badal, Dy. CM, releasing the National Permit in the presence of Master Mohan Lal, Transport Minister, Punjab

transporters have to pay only Rs. 15000/- as composite fee for National permit which would authorize them to ply throughout India.

The Dy. CM thanked NIC team for proactive support for prompt implementation of the software. Master Mohan Lal Transport Minister, Sh. D.S. Jaspal IAS Principal Secretary Transport, Sh. Venkatratnam IAS State Transport Commissioner, Sh. Navneet Kukreja STD & SIO Punjab and Sh. Sarbjeet Singh Technical Director NIC Punjab were also present on the occasion.

Sarbjeet Singh, Punjab

Haryana online budget allocation system

Hon'ble Haryana Chief Secretary Smt. Urvashi Gulati inaugurating the Software

NIC Haryana State Unit has developed the Budget Allocation Software recently so that the budget monitoring can be more effective and real time information on state finances is available to the government on a centralised place.

The expected impact would be centralised system which will allow changes or modifications in budget or account heads to be made centrally at head quarter only. The modifications and changes will get reflected at all the locations daily presently and instantaneously in future. Centralised data pertaining to department budget allocations as well as Drawing and Disbursing Officer allocations at HQs level will allow all the departments and DDOs to have strict vigil over the budget and transactions related to receipts and payments with respect to their departments and DDOs.

The system was inaugurated by Hon'ble Haryana Chief Secretary, Smt. Urvashi Gulati on 26 March 2010 at Chandigarh. A presentation about the system was also given by NIC, Haryana State Unit.

Ms. Poonam Gupta, Haryana

For latest and up-to-date news and information about e-governance activities across the Country,
Visit Informatics Newsonline
http://informatics.nic.in/newsonline

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National Knowledge Network: Making the Knowledge flow

When the Cabinet Committee on Infrastructure (CCI) entrusted the country's nodal ICT organization, the National Informatics Centre (NIC), with the responsibility of establishing the Rs 5,990-crore National Knowledge Network (NKN) on March 25, 2010, it signaled the evolution of Indian ICT from an information-based to a knowledge-based orientation. "Knowledge has been recognized as a key driving force and India's ability to emerge as a globally competitive player will substantially depend on its knowledge resources," … the setting up of the NKN has been recommended to enable "live consultations, data and resource sharing" for successful research and knowledge creation.

Rubaiyat Ali
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NIC has the technical know how and the experience to set up the physical network infrastructure, that is well within its comfort zone; but once the NKN is up and running, what will it take to get the knowledge flowing in the network? Sans the knowledge, the NKN would be a lifeless entity. We therefore have to know what exactly knowledge is, how it is different from 'information' that we have been dealing with all along, and what precisely is involved in knowledge sharing and management.

The definition of knowledge itself has been a matter of great contention. In *A Primer on Knowledge Management,* **PC Barnes** bases his definition of knowledge on the sequential definitions of data and information. Data, he states, is observations of facts outside any context; information is data within a meaningful context; and knowledge is 'information plus' or information combined with experience, context, interpretation, and reflection within a very highly contextual environment. Knowledge is a high-value form of information that is ready for application to decisions and actions within organizations.

A further distinction is made between two categories of knowledge tacit or implicit and explicit knowledge. Tacit Knowledge is defined as the type of knowledge that is both understood and applied at the subconscious level. It is knowledge difficult to deliberately express, manifest, or articulate, and is said to be developed, through personal interactions, conversations, storytelling and shared experience. Explicit knowledge, on the other hand "is more precisely and formally articulated, although removed from the original context of creation or use…" (**MH Zach**, Managing Codified Knowledge, 1999. *http://www.accaglobal.com/student s/publications/student_accountant/a rchive 2001/18/57627).*

It however does not end at that. In a paper interestingly titled *The Nonsense of Knowledge Management* and published in 2006, **TD Wilson** defines knowledge as something that goes on exclusively inside the mind. Knowledge is what we know; it involves the mental processes of comprehension, understanding and learning. According to Wilson, the problem is that we do not know what we know. What we know is expressed only when we employ the knowledge to accomplish something. What we know can be expressed only in the form of messages conveyed orally, in writings, and through gestures, graphics or even body language. Such messages are however not knowledge but information which another knowing mind can assimilate, understand, comprehend and incorporate into its own

knowledge structures. Even as early as in 1967, **A Schutz** in *The Phenomenology of the Social World* had convincingly established that each person's knowledge structures are 'biographically determined', and hence cannot be identical for the conveyor and the receiver of information. This essentially implies that the same information, even if it results in knowledge, will be different knowledge for different people.

Making people share knowledge across a network could involve what is known as Knowledge Management. PC Barnes defines Knowledge Management as an attempt to improve or maximize the use of knowledge. However, if we were to go by Wilson, knowledge management would be entirely out of the scope of ICT. He goes to the extent of stating that Knowledge Management, as it is being applied today, is nothing more than a management fad and at best a theoretical utopian ideal. Even from the point of view of Zach, it is only the explicit knowledge that can be handled or managed by ICT, and not the tacit or implicit knowledge.

In What is Knowledge Management? published in 2001, **KE Sveiby** seeks a reconciliation when he says that Knowledge Management comprises two aspects: the technology aspect and the management of people aspect or the 'IT Track' and the 'People Track'. ICT has so far concerned itself with the 'IT Track' the handling, manipulation, processing and communication of information that is in turn processed and assimilated by the human mind to generate knowledge. It is now time for ICT to step over into the 'People Track' of knowledge management which concentrates on sharing of knowledge by building up what are known as 'Communities of Practice'. *In Communities of Practice, Learning, Meaning and Identity,* **E Wegner** has defined a Community of Practice (CoP) as a group of people who share similar goals and interests. They employ common practices, work with the same tools and express themselves in a shared vocabulary.

The three main characteristics of Communities of Practice have been found to be Mutual Engagement, Shared Repertoire and Joint Enterprise. The structure of the Communities of Practice comprises the domain knowledge, the community and the practice. Amongst the main functions of Communities of Practice are information exchange and interpretation, acting as living repositories of knowledge, honing and developing the core competencies of organizations, and providing a sense of identity to its members.

Communities of Practice pass through several stages of development. These include the Potential or embryonic stage at which they are not active, the Coalescing stage at which the similarities are identified, and the Active stage at which the practice is identified and the community becomes active. This is followed by the Dispersed stage of waning activity and finally the Memorable phase at which the community is no longer active. The important thing to know is that Communities of Practice can be nurtured by according legitimacy, linking the knowledge direction of the Community with the broad national objectives, adopting existing practices to foster the growth of communities, fine-tuning organizations to provide ideal conditions for the development and growth of Communities of Practice and finally by providing direct support in the form of resources, expertise, monitoring, etc. to the CoPs.

The National Knowledge Commission has taken into cognisance all of these factors, and has identified broad areas which could be developed and nurtured into effective CoPs. NIC is once again poised to take the cue and lead the way into the land.

> *Where the mind is without fear;*
> *And the head is held high;*
> *Where knowledge is free ....*

Rabindranath Tagore *i*

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*For **National Knowledge Commission,** Report to the Nation, 2006-2009, log on to* http://www.knowledgecommission.gov.in/reports/report09.asp.

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