

Andhra Pradesh: A Right Place for Technology Breeding

Andhra Pradesh also known as the “Rice Bowl of India” is the fourth largest state in India. The state is not only famous for its rich culture and heritage but also a favourite place for tourists worldwide for its spellbound beaches. Of late the state has received lots of accolades in the global platform for its endeavors in bringing government closer to its citizen through contemporary technologies. The following write up provides a sting of information on the various ICT initiatives taken by the Government for connecting people directly with the Government. Read Ahead...



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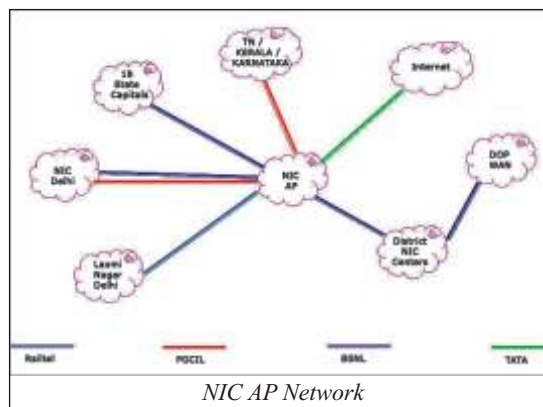
NIC Andhra Pradesh was established in 1985 as Regional Centre with NEC main frame computer as a back bone to extend high power computing to Govt. of Andhra Pradesh. Since its inception, it has traveled a long way, by successfully completing vital projects for Central, State Govts. and Public Sector Departments.

Infrastructure: NIC AP State Centre has been identified as area 0 on MPLS cloud, at par with NIC Delhi for NICNET availability for terrestrial communications. Accordingly all the State Capitals are being connected through redundant routes on high speed CKTS to NIC Hyderabad which has a separate 122 Mbps Internet Gateway with scalable bandwidth on demand. NIC Hqs and

recovery and load sharing of NICNET Satellite traffic. With a MCU installed at Hyderabad DAMA/PAMA, Direcway and Skyblaster (under installation) sites are supported from Hyderabad for voice, Video & data.

National Data Centre: A world class Data Centre has been established at NIC, Hyderabad using the best of the breed technology with the objective of providing high service availability and scalability. Built over 10,000 square feet area, the Data Centre is operated by offering continuous maintainability, system redundancies, multiple active power and cooling delivery pathways, fault tolerance, and enhanced physical security. The Data Centre is powered with state of the art ICT infrastructure including network and information security.

The Data Centre provides co-location services, managed services as well as hosting services. In a short span of four months after its construction in April, 2008 Department of IT (National



the DR Laxmi Nagar Centre are connected on STM1 links from Hyderabad.

A 9 meter Satellite HUB with 750W HPA has been established at NIC Hyderabad for disaster

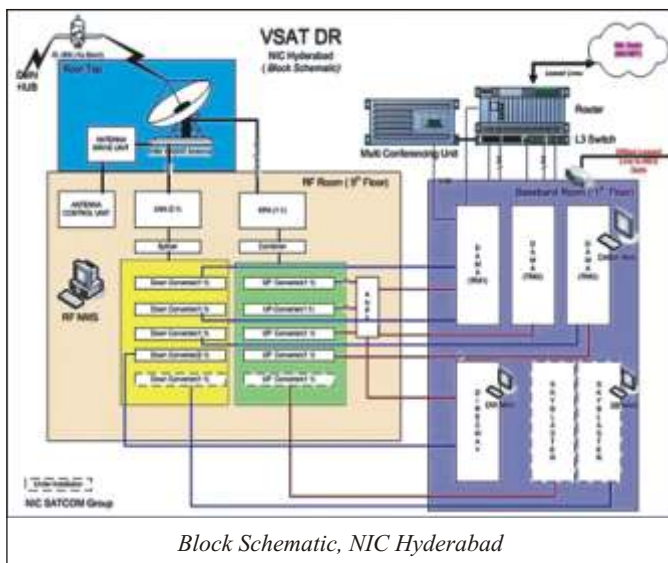


Inner View of Data Centre and Rack Area

Service Delivery Gateway), Food Corporation of India (Financial Accounting System), Ministry of Finance (eLekha and eSuraksha), Ministry of Health (NACO) and Ministry of Rural Development (NREGA) have already started using the services.

State Data Centre: The State Data Centre at NIC, Hyderabad provides hosting services to various States, Central and Public sector departments through 280 web sites/web applications under various platforms. The major applications include ePanchayat, Prajavani, Land Records, Rural water Supply and so on. The State Data Centre is also hosting mail server for extending mail services for over 3500 users.

Disaster Recovery Centre: NIC, Hyderabad also provides the Disaster Recovery and Business Continuity services for IDC (Delhi) & NICCA and State Data Centers of Government of Gujarat & Rajasthan. The major DR/BCP services of IDC include PMO and MEA mail services and web hosting services. In addition, SMTP gateway, DNS and LDAP services are configured for load balancing mode.



Some of the most Successful Applications

Common Integrated Police Application (CIPA): The CIPA project is implemented successfully in 104 locations of Guntur and Prakasam districts of Andhra Pradesh in the first phase (10% Police stations of the state). A web based application provides the FIR content of CIPA implemented Police stations.

SMS based tracking of Mobiles, Vehicle & Stolen Vehicles: A.P. Police (Closed User Group) can instantly track the stolen vehicles and mobile phones by sending SMS. It accepts Vehicle/Mobile Phone number as input and sends back the address details of the owner.

Immigration control System: It is implemented at the new Rajiv Gandhi International Airport, Shamshabad. About 95% of the flights are now being cleared by immigration authorities in less than 20 minutes using this application. On an average about one lakh passengers are being cleared every month.

Petition and task monitoring system: It is a web based Workflow Management System for monitoring complaints and is operational in 150 locations of Hyderabad and 80 locations of Cyberabad Police Commission-erates.

e-Panchayat: A comprehensive software solution suite to automate all Panchayat functions. It offers IT based solutions to Panchayat officials for Better, Effective and Transparent Administration.

Financial Accounting Software for Rural Development department: A Web based Financial Accounting software developed for monitoring the budget and expenditure of district offices of Rural Development department has been in use since August 2005. Periodic Uploading of the Transactions to the database, Uniform Codification of Budget Heads and Expenditure Heads across the departments, Cheque Book Generation, Generation of Bills/ Vouchers and Financial and Non-Financial Statements (including Cash Book, General Ledger etc) are some of its main features.

“The package is helping all the Project Directors generate reports to analyze the expenditure on monthly basis.” - Commissioner Rural Development.

Integrated Management System of Pay & Accounts and Treasuries (IMPACT): This Web Based Pre-Audit Transparent System has been implemented in three Branch Offices of Pay & Accounts Office, Hyderabad for Conducting Pre-Audit of Claims from 1200 DDOs, Maintenance of GPF Class-IV Accounts, Rendering Monthly Account to A.G./Government.

Prajavani: It is a Web based on-line Public Grievances Monitoring System implemented in 12 districts for

District Collectorates. Its salient features include facility to file a grievance at Kiosk, forwarding to a call Centre, marking to an officer with due date, response of officers, local language enablement, facility to see response at Kiosk etc.

Excerpt of the feedback concluded by N. Sridhar, IAS, DC, Anantapur District on “Prajavani” Software.



- It has made transparency of Grievance work flow from Petitioner to the Officers.
- Because of local language availability in the software, the understandability of the happenings on the grievance can be seen and understood by the petitioner having minimum educational qualification.
- Endorsement provisions on the petitions creates confidence to the petitioners for approaching the Officers concerned on the due dates without roaming around the Govt. Offices from the day of the grievance submission.
- Provisions of alerting the Officers on the grievances for which the action is due within a day or two (with Yellow colored petitions), will make the administration more impact oriented towards grievance redressal.
- Because of its online access to all the nodes i.e. Petitioners, Officers, Administrators and General public, it is having equal access to have the Live status of any grievance through Prajavani Software.
- It will be very helpful for the most responsive District Administration which shows highest concern towards the redressal of the Public grievances.

Rural Water Supply and Sanitation (WATERSOFT):

It helps the department to plan, monitor and execute the works taken up for providing Safe Drinking Water to the rural population of A.P. and is being implemented all over the state.

Integrated Pay Processing System: It has been successfully implemented in AP Secretariat consisting of 40 Departments and also in many Directorate Offices. This Web Application developed and implemented

around LAMP technology for handling monthly salaries of government employees.

e-Granthalaya: This Library automation application has been implemented in the libraries of A.P. Secretariat, Central Administrative Tribunal, BHEL-R&D Library, IGNOU, Hyderabad, AP State Central Library, Kendriya Vidyalayas in Tirupati, Gatakesar, Guntakal, Guntur, Vijayawada, Hyderabad and many other places. These libraries are now busy in making the past records available through this application.

Judicial Sector: NIC, State centre is extending support for work flow automation to AP High Court, AP Administrative Tribunal, CAT, City Civil Courts and State and District consumer forum. It covers Case Registration, Scrutiny, Cause-list Preparation, Dissemination of Judgments, Case Information etc.

Legislature: Extensive IT support is provided to Andhra Pradesh Legislative Assembly in the major areas of Assembly Business, Member Services and Administrative/ Accounts. The computerized system provides an on-line reference to Hon'ble Speaker, Government, Members, and Assembly Sections and also monitors activities like Proceedings, Questions etc.

Food & Civil Supplies Department (eAccounts): It is a Web Based Stock and Financial for the State Civil Supplies Corporation, computerising vouchers pertaining to receipts, payments, purchases, sales, etc and helps in preparation of Ledgers like Trial Balance, Profit & Loss Balance sheet etc.

Account General (Pensions): Pension Settlement and Management Information System (PSMIS) have been developed for AG's office of Andhra Pradesh for settling and monitoring pension cases. It automatically calculates the pension benefits and monitors case online among different Cadres/Stages.

Labour Welfare: Karmika Samkshema Nidhi Paryavekshana is a web-enabled application on LAMP stack to monitor the collection of Labour Welfare Fund subscription and Disbursement of aid to the beneficiaries through various Welfare schemes. Subscription towards the Labour Welfare Fund is collected from the employer and (approx. 1.8 lacs) employees of various establishments.

Agriculture: An MIS for WTO Cell, Seed Certification, Seed Testing under Seednet, APSCA, DACNET, Watershed, HORTNET, Dept of Oilseeds, Commodity Portals etc., have been developed and implemented in the agriculture sector. Agrometeorology portal has been launched in collaboration with the ANGRAU to render Agrometeorological Advisory Services to farmers. Rythu Samachara Darshini e-learning system for farmers, Agmarknet, Karshak Mithra / e-trading, Dharavani are some of the other initiatives taken in this sector.

Health Medical and Family Welfare

- **e-Hospital:** This application covers Patient Registration, Investigation, Medical Records, Blood Bank Management, Pharmacy etc and is being implemented at six Govt. teaching hospitals.

A Health Portal was launched for the benefit of citizens, doctors, NGOs, Govt. officials etc., Also an SMS based service on disease surveillance are being provided.

- **Institute of Preventive Medicine:** An online vaccination appointment system for international travelers and an SMS based water quality monitoring system have been developed and implemented.
- **Directorate of Medical Education:** An MIS for Nursing Examinations, Integrated Disease Surveillance System, Medical Bills Processing, Drug Indenting and SMS based Supply Chain and Infrastructure Management System have been developed and implemented.

Animal Husbandry Diary & Fisheries: MIS for breed improvement, Disease Surveillance and Livestock Institutes inventory etc has been developed and implemented. It also includes a Dynamic Portal to benefit the major stakeholders and to disseminate live stock census. An online system for IGCARL to Monitor the Implementation of the Project has been inaugurated by Hon'ble Chief Minister of AP.

Registration Department: To minimize Security Risks, Biometric modules have been incorporated in to CARD project. The photos and thumb Impressions of the citizens approaching Sub-Registrar's office for registration of Deeds are captured and electronically

preserved. These modules have been seamlessly integrated into legacy CARD application.

One Lakh Acres of Land Distribution Scheme: Information pertaining to the beneficiaries of this prestigious scheme of Hon'ble Chief Minister of Andhra Pradesh has been made available at <http://apland.ap.nic.in/>. Public can view village wise list of beneficiaries, while Administration can view village wise, Mandal wise and District wise statistics on caste, gender, minority, etc

Education Department

- **GIS Based Spatial Analysis System For Dept.of Education :** A Desktop Spatial Information System for the Department of Education has been developed and implemented for Mulakalapalli Mandal, Khammam district and Hyderabad district to assist in planning the access, enrolment, retention, quality and monitoring, teacher-child information etc.
- **Merging & Rationalisation of Schools:** A Spatial Analysis System to merge and rationalise the uneconomical schools has been developed as a pilot application for Nizamabad district with four mandals.

Information & Public Relations Department: Media Analysis Information System and Centralized Advertisements Issue System are the two systems that helps the Government in evaluating the performance of all the Departments in terms of News items as well as in Advertisements appeared in Print and Electronic media.

Training Activities

In addition to the regular training programs for the departments, extensive training programs are being conducted by the State centre. During 2008, as many as 6 Technological Updation Training Programs have been conducted on Various Subjects, in which about 150 NIC officials have participated.

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