EDITOR'S NOTE

This issue marks the end of our current volume and with this, Informatics completes thirteen years of its existence. During these years, Informatics has evolved from an in-house newsletter to an E-Governance bulletin with a broader perspective and a vision to put forward before our readers, the good work being done in the area of E-Governance in all parts of the Country. It is hoped that the bulletin will gain new heights in the coming years and keep up with the rising expectations of our readers, both within India and abroad.

This issue features a story about 'Domain Names', in the wake of the recently revised Internet Domain Name Policy of the Government. With the growing awareness that the number of country level domain name registrations is a significant indicator of a nation's Internet proliferation and a measure of its popularity in the Internet space, it is very timely that the '.IN' Domain Registration has been thrown open to the Indian Public. The Government websites have also got an opportunity to further strengthen their identity through 'GOV.IN' Domain Registration, for which, NIC has been declared the exclusive registrar. Our story tries to educate the readers about the concept of Domain Names and takes you through the various steps involved in the registration. Also covered in this issue is a special feature on the Awards won by NIC Projects in the recently held 8th National E-Governance Conference at Bhubaneswar.

We at NIC are surely keeping up with our commitment towards giving the best, every year !!

Sonal Kalra

Readers Write

Dear Editor,

The services offered by NIC are exemplary. In my district, most of the activities done manually hitherto have been automated now. During elections or during mass contact programmes of VIPs, or in other events where endurance of district administration is tested, NIC renders a commendable job. Besides software development, NIC conducts regular training programmes on various software packages to help officials hone their skills. NIC extends its services to other Govt Departments also, thereby spreading the informatics culture in the Government sector. My best wishes for success in all of NIC's endeavours. I hope your magazine brings out more success stories.

Minhaj Alam, IAS
District Collector
Kasargod, Kerala

Dear Editor,

Informatics presents a highly useful source of information, not just for all of us at NIC, but also people from other departments and organisations who are interested in gaining knowledge about e-governance. I suggest that a section about e-governance in other countries apart from India could also be added to the bulletin to give it a wider orientation. My best wishes for the future issues of the Bulletin.

AK Aggarwal
NIC HQ

Dear Editor,

I am a regular reader of Informatics. I have always found Informatics to be innovative, informative, motivating and one of the keys to update our knowledge. Many Officers at the Chief Minister's Office, Delhi who have read the Informatics Bulletin have appreciated the work profile of NIC. I really appreciate the efforts of the team of Informatics.

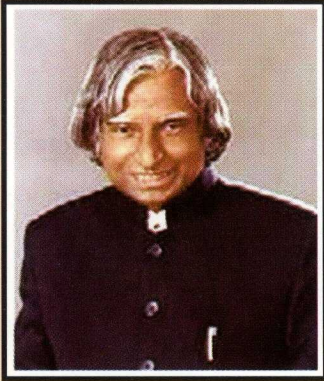**Brijesh Khandelwal**
NIC Cell at Chief Minister's Office New Delhi

Contents
IN THIS ISSUE

Hon'ble President applauds NIC's VC services.....

Dear Dr. Vijayaditya,

For the last two years, I have been widely using the NIC's Video Conferencing Services in many parts of the country. I am particularly impressed by the NIC's contribution in total system management at Rashtrapati Bhavan and various centers using VSAT and ISDN network in redundancy mode. Very recently on 10th February, I delivered the valedictory address at "NASSCOM 2005 : India Leadership Forum" which was held in Mumbai through video conferencing from Rashtrapati Bhavan. I was able to see and interact with all the delegates. The organizer of the Forum was also happy with the resolution and clarity of reception and uninterrupted performance during the total interaction session. I would like to greet you and congratulate your team for the Video Conferencing Services.

With best wishes,

Yours Sincerely,

Dr. A.P.J. Abdul Kalam
President
Republic of India

Our esteemed visitors said this...

"Visited NIC with a delegation of 10 members today. Highly impressed on the role played by the NIC in the field of automation of Public Sector in India. Highly appreciate the cooperation extended to us by the staff of NIC."

D. Dissanayake, Secretary, Ministry of Public Administration and Home Affairs, Government of Srilanka

"You are truly an outstanding bunch of individuals which India can be proud of and owes much. Your passion for your mission is infectious. The Government of Srilanka is indebted for your hospitality and knowledge you so generously shared with us."

Manju Hathotuwa, MD/CEO ICT Agency of Srilanka (under the Prime Minister's Office)

Director General NIC is 'ICT Man of the Year 2005'

Dr. N. Vijayaditya, Director-General NIC received the Skoch Challenger-2005 Award for **'ICT Man of the Year'** from Sh. Montek Singh Ahluwalia, Deputy Chairman, Planning Commission at a function held in the Capital on 17th February, 2005. Skoch is a multinational Strategy and Management Consultancy Company actively working towards ICT led competitive advantage that India possesses across segments. Every year, Skoch confers the Challenger Awards to people, projects, organizations & technologies that went the extra mile and made an impact in India's ICT led competitive advantage.

Dr. N. Vijayaditya receiving the award from Shri Montek Singh Ahluwalia, Deputy Chairman, Planning Commission

The awards recognize and acknowledge excellence and exemplary efforts made by individuals and organizations for their contribution in key areas such as e-governance, BFSI, academic excellence, ICT penetration, affordable computing & innovation. Every year hundreds of "best-in-class" contenders compete for recognition at the Challenger Awards.

Sonal Kalra, NIC HQ with inputs from Ajay S Chahal (HP), Vivek Verma (Chandigarh), Hari Chand (Haryana), N Srinivas (Delhi) & Alka Mishra (NIC HQ)

NIC Shines at National E-Gov Conference....

The 8th National Conference on e-Governance was convened at Bhubaneswar from 3rd to 5th February 2005 under the joint auspices of the Department of Administrative Reforms and Public Grievances (DARPG), Government of India, Department of Information Technology (DIT), Government of India, and the Department of Information Technology (DIT), Government of Orissa. The conference aimed at providing a forum for discussion of e-Government related issues among experts from Administration, Industry and Academia. Every year during the conference, Department of Administrative Reforms and Public Grievances recognizes excellence in e-Governance and felicitates Organisations and Institutions which have implemented e-Governance initiatives in an exemplary manner. This year too, a number of projects, implemented by the Centre or respective State governments and supported by NIC, were nominated under various categories for their significant contribution in the field of e-Governance. Some of the projects facilitated by NIC which were honoured under the three different categories; Gold, Silver and Bronze Icon, have been mentioned here :-

◌ Golden Icon Award ◌

Project	Project Description
E-SAMPARK, Chandigarh Administration Professional Excellence for Process Re-engineering	Project e-Sampark, an initiative of Chandigarh Administration, brings together all the departments under one single umbrella and gives citizens a 'multi-service–single window' experience. e-Sampark is a one-stop shop for over 11 G2C services through its 3 centres. The services include payment of utility bills, taxes, issue of bus passes, birth/death certificates and passport application. These services are being offered to the citizens free of cost. The project has resulted in hassle-free one stop solution, thereby minimizing multiple interaction points and a better turnaround time in receipt, processing and issue of services.
BOARD OF SCHOOL EDUCATION, Haryana Professional Excellence for Process Re-engineering	The exercise of re-engineering through ICT interventions in Haryana Board of School education was taken up to eradicate corruption and lack of transparency. ICT was used to overcome human drudgery through elimination of obsolete methods and procedures. Various ICT interventions such as Integrated Character Scanning and OMR scanning were taken up. E-results were also introduced. Students could download admit cards from the website. As a result, perceptible improvements in the performance have been observed.
DIRECTORATE OF EDUCATION, Govt of NCT of Delhi Exemplary Leadership & ICT Achievement of the Year	Directorate of Education, Govt of NCT of Delhi has taken a leadership role in bringing in IT into the functioning as well as offering improved services to students and teachers. A web based MIS of the department has been developed. To improve upon the efficiency of delivery of services through different systems, a number of initiative such as CCEP, and postings of teachers based on Index on Teachers availability have been successfully deployed.
E-VIKAS, Government of Himachal Pradesh Innovative Operations and Best Practices	District Administration, Una (HP) and NIC have developed & implemented a touch screen based system known as 'E-VIKAS' for the District Rural Development Agency (DRDA). E-Vikas provides information on activities of DRDA on a touch screen. The services include information regarding work/beneficiaries under watershed development programme, Indira Awaas Yojana, SGRY and SGSY. The product also provides information about census data, area, maps, BPL families, Panchayati Raj structure etc. The information is bilingual (in English and Hindi). The project has helped bringing in transparency and efficiency in the activities of DRDA.
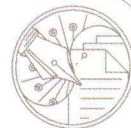
| EXAMINATION RESULTS ON THE NET, NIC

Outstanding Performance in Service Delivery | NIC has developed the solution to publish examination results on the Internet, thus making it possible for students to check their examination results through the click of a mouse from anywhere. This has brought about a transformation in the examination results dissemination process. For the past 5 years, school board results and many others including entrance examinations for professional courses are being simultaneously released on a web portal http://results.nic.in. The result is also made available through IVRS (Interactive Voice Response System), SMS and e-mail. In 2004 alone, the website received 29 million hits. 3.3 lakh mark sheets were e-mailed to students. | |
| E-HEALTH.NET, Govt of Haryana

Innovative Operations and Best Practices | | Under e-Health.Net project, the NIC Haryana State Centre has developed & implemented e-Gov solutions for important key areas of Health Administration. The implementation of the system has helped in monitoring distribution/availability/consumption of medicines. Its implementation in all the districts of Haryana has resulted in checking the pilferage of medicines, increase in availability of medicine at Government health Institutions, increase in attendance of patients/ doctors in health institutions and optimal utilization of medicine. A large number of packages have been developed and implemented under e-health.net project, the implementation of which has also resulted in capturing of error free data at source and its availability at State HQ for planning better health care system for masses. |

�@ Silver Icon Award ❧

| REFNIC, Govt of Himachal Pradesh

Professional Excellence for Process Re-engineering | References Monitoring System or 'REFNIC' is an initiative of the Government of Himachal Pradesh to automate the process of handling of Papers under consideration (PUC) in the Himachal Secretariat. The application has streamlined the workflow and eliminated the need for diarysing at four places. The application of ICT has reduced the arbitrary handling of PUCs/files and discretionary powers. The system has brought in transparency and accountability. | |
| HALRIS, Govt of Haryana

Outstanding Performance in Service Delivery | | HALRIS# HARIS is a project to integrate the property registration and land records system in Haryana. The system has resulted in a 40% increase in revenue from stamp duty. It has also improved the quality of service in tehsils by reducing the the total time taken for registrations. The collectors' rates are now the reference rates for computing the stamp duty. The service charges collected from users are being used by Red Cross for running social welfare programmes. The revenue leakage has been stopped, as it is not possible to register a document below the collectors' rates. The system has increased transparency, efficiency and effectiveness of the system. |

�@ Bronze Icon Award ❧

| DACNET, Dept of Agriculture, Govt of India

Innovative Operations and Best Practices | DACNET project has been set-up by the Department of Agriculture and Cooperation by providing ICT tools to its directorates and 172 field offices. The project broadly covers Internet and Intranet solution for dissemination of information, effective information exchange and knowledge sharing. G2C, G2G and G2E services have been implemented to provide benefits like enhanced self-service, automated payroll and taxation etc. Specific application software for better decision support have been developed such as crop weather watch, bio-fertilizers informatics online, e-granthalaya– knowledge management system etc. DACNET has realized the e-office concept. There is an improvement in service delivery and the customer satisfaction index is also high. |

► *Arvind K Dadhichi, Uttaranchal Correspondent*

CHAMOLI :
Setting New Limits

Chamoli, also widely known as the 'Abode of God', famous for its natural scenic beauty and holy shrines, is one of the border districts of India. The district covers an area of 7520 sq km, with total population of 370359. Chamoli district contains six tehsils and nine development blocks. The famous Badrinath shrine, Hemkund Shrine, Valley of Flowers etc are some of the important places in this district.

NIC Chamoli

Since its inception in 1989 NIC, Chamoli has continued to promote IT Culture and awareness in this district along with providing full ICT support to the District Administration and other Government Departments. By setting up a centre at such a remotely located place, NIC gets a privilege to generate computer awareness amongst the target group, the rural population of the country. Some of the key projects, which have considerable importance, are –

◉| Integrated Pay and Account Office (IPAO)

NIC Chamoli has implemented the Integrated Pay & Accounts Office system in Treasury Chamoli. This software meets the complete functional need of the District treasury for account preparation, payroll, group insurance, GPF etc. Since the implementation of this package, employees can see their pay details on the web.

◉| Land Record Computerisation

With the help of the software prepared by NIC, the database of record of right (KHATAUNI) for the whole district was completed. Copy of this record is being generated with the help of this system and being distributed. Revenue administration of the district is able to give copies of KHATAUNI to the public.

◉| Basic Siksha Parishad Payroll and GPF System

For the last several years, the unit is processing the salary of all the Basic Shiksha teachers posted at District Chamoli. A number of outputs help officials of Basic Shiksha for timely disbursement of salaries of teachers. Yearly GPF slips are also being generated through this MIS.

◉| Videoconferencing and data Communication Services

NIC Chamoli has been providing Data communication services to government departments since its inception. Now, the Videoconferencing project has been taken up by the State government with technical support of National Informatics Centre in the district. This facility is extensively used by Hon'ble Chief Minister and his cabinet. Senior Officers of different departments of Secretariat and HODs, are also using the facility to meet their officers placed in the district for getting the status of various running development schemes or ongoing projects and are utilizing their time more productively which was earlier wasted in traveling. With the introduction of videoconferencing in Uttaranchal, all the government departments are widely using this facility.

◉| District Website

NIC Chamoli has designed and developed a Website (**http://chamoli.nic.in**) of the district. It contains useful information about the district which is regularly being updated. This new website is very helpful to the general public, especially tourists, students and Government officers. It contains information pertaining to all the activites of the district. In addition to above URL, the website is also available at NIC Uttaranchal server at **http://gov.ua.nic.in/chamoli.**
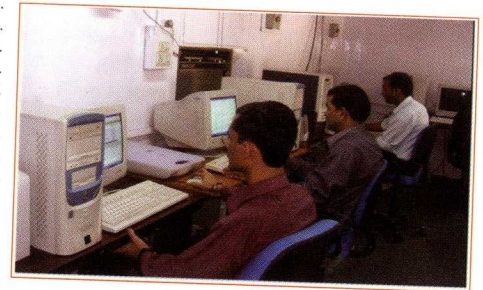
◉| Training to Government Employees

From time to time, to increase computer skilled human resources, training have been imparted to employees of government departments in a number of batches on basic

computer concepts. It has helped a lot in executing many computerized activities in the district.

◉| Lok Sabha Election

District unit of NIC Chamoli was actively involved in Deployment of Poll Personnel for almost two months for generating various kinds of time-to-time reports. This time, following the guidelines of Election Commission of India, deployment of manpower was much more complicated than earlier elections. However, field Observers of Election Commission were very satisfied with the way the job was performed using NIC developed software. In addition to this, the same activity was performed during Assemly, Gram Panchayat and Nagar Palika elections.

◉| Local Area Network (LAN)

A LAN (Local Area Network) with Internet facilities comprising 40 nodes connecting almost all the Government departments has been established.

Beside these major projects, NIC Chamoli provides IT support to District Planning department, 'Sankhya Patrika' (statistical information about District) and the department of Rural Development.

NIC Chamoli District Unit
District Informatics Officer
A.K. Arya
District Informatics Associate
R. Abhilash

For further information, mail to
cha@ua.nic.in
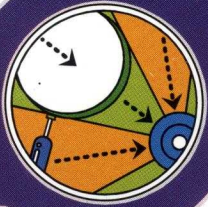
Informatics

▶ *Rubaiyat Ali, NIC Assam*

ASSAM : The catalyst for e-Governance

In keeping with the dictum of utilizing Information and Communication Technology (ICT) tools for facilitating the delivery of government and non-government amenities and services to the people, the Assam State Centre of the National Informatics Centre (NIC) is engaged in a concerted effort to usher in e-Governance in the state of Assam. This has been made possible because of a strong and reliable ICT superstructure that provides the platform for launching such an ambitious initiative.

The Approach

It is a three-pronged approach, each led by the three arms of the NIC Assam State Centre- *Sanjog*, *Impact* and *Drishti*. Team *Sanjog* (**Solution Architect and Joint Network Operation Group**) is primarily entrusted with the responsibility of providing all ICT solutions, including networking and communications, to the highest level of the Government machinery within the Assam Secretariat at Dispur. The functioning of the Network Operation Centre (NOC) falls within its purview. Team *Impact* (**Infrastructure Maintenance and Project Action**) looks after all the national-level ICT projects, and is also responsible for maintaining the statewide ICT infrastructure and the VSAT-based Wide Area Network (WAN) of NICNET. The brief of Team *Drishti* (**District Resource and Software Hub Team for Information**) is the development and implementation of all state and district-level computerization projects. It also spearheads the e-Governance endeavour of the NIC Assam State Centre. The objectives of each of these groups are well defined. They coalesce to provide ICT support, infrastructural facilities and services at all levels of the Government hierarchy and in as many sectors of development and walks of life as possible. NICSI provides additional resources in terms of hardware, software development and logistic support.

NE Communication Hub

NIC Assam State Centre provides the entire networking solution for the Sachivalaya through NICNET. It has installed and maintains an optical fibre-based Local Area Network (LAN). NIC Network Operating Centre (NOC) at the Sachivalaya acts as a Wide Area Network (WAN) gateway with a 4 Mbps leased circuit between Guwahati and NIC HQ at New Delhi and a 2 Mbps back-up leased circuit between Guwahati and NIC, Hyderabad. The NOC also serves as the gateway for all the seven other states of the Northeast, including Sikkim.

A 64 Kbps VSAT-based WAN interconnects the state, district and block administrative headquarters providing direct access to the Internet. Multi-point videoconferencing facility at a bandwidth of 256 Kbps has been provided at the Assam Sachivalaya and is under implementation at all district administrative headquarters. NIC Assam State Centre maintains various database, mail and web servers which cater to the requirements of the entire state. A Data Centre of clustered servers is being set up at the Assam Sachivalaya.

The Presence

Assam State Centre (ASC) of the National Informatics Centre (NIC) was set up in 1986. Information Technology was then at a very nascent stage, yet NIC had envisaged the crucial role this technology could play in the development and transformation of the country. Starting with only its State Centre in Guwahati, NIC Assam State Centre began setting up district units from 1990 onwards, and now has a NIC District Unit in 23 of the 27 districts of the State, the additional four districts having been formed recently.

NIC's strength lies in its pool of experienced and technically sound manpower resources. The State Informatics Officer (SIO) leads all NIC activities in the entire State. At the state level, he is supported by a team of 20 technical officers and support staff. Each NIC District Centre is manned by two officers.

All NIC offices are equipped with the latest in computer and communication equipment. High-end servers, state-of-the-art clients, up-to-date peripherals and high-speed satellite and terrestrial communication connectivities including DVB and SCPC VSATs give NIC infrastructure the required cutting edge in technology. With the implementation of the Community Information Centre Project (CIC), there is now a CIC in each of the 219 Administrative Blocks of the State.

The NIC Assam State has a Training Division equipped with the latest training infrastructure, a National Informatics Centre

Hon'ble Chief Minister of Assam, Shri Tarun Gogoi at a VC session

Services Incorporated (NICSI) office and dedicated NIC cells in the Guwahati High Court and at Postal Life Insurance office.

Paving the Way

e-Governance is not a stand-alone entity. Any e-Governance endeavour depends on the seamless integration of existing systems with the e-Governance effort. Many of the existing computerized systems of Assam were in fact e-Governance ready to a very great extent. Besides, a large repository of information was already available in the form of websites. The NIC Assam State Centre has about 300 websites to its credit. This includes the official website of the Assam State Government launched in 1999.

Development of Human Resources is crucial for implementation of e-Governance. More than 40 training programmes are conducted in a year with a maximum of 30 participants per batch by the NIC Assam State Centre. Computerization projects such as Gana Sewa, Office Process Automation (OPA) and Chief Minister's Relief Monitoring Application have been developed and implemented in the Assam Sachivalaya.
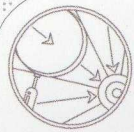
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The NIC Assam State Centre has developed and implemented several national and state-level projects which have boosted the prospects of e-Governance to a great extent.

The **AGMARKNET** (Agricultural Marketing Information System Network) and **DACNET** (Department of Agriculture and Cooperation Network) projects utilize ICT facilities for the betterment of the Agriculture Sector. 3 state-level offices & 13 Agriculture-Produce Market Committees of the state have been provided with computer hardware & software and are connected with the nationwide agriculture information network.

Passport Computerization System generates receipts on filing of applications, gives the processing status of application, handles cases of renewal, loss and damage of passports and prints the passports for the Guwahati Passports Office which covers all the 7 states of the Northeast.

National Register of Citizenship (NRC) is a computerized system which creates databases to store all the information contained in the manual National Registers of Citizenship (NRCs) in the original language itself. Different types of reports are generated by the software.

The Land Records System of 20 out of the 27 districts of Assam have been computerized under the **Computerized Land Records (CLR) Scheme** of the Ministry of Rural Development, Government of India. Presently, *Jamabandi*s (Records of Rights) are being issued to land owners in six districts of Assam. *Jamabandi* data of three districts (Kamrup, Tinsukia and Dibrugarh) have been web enabled for public viewing. *Dharti* is a software developed by NIC Assam State Centre for the new Land Records Computerization System to be implemented in the district of Sonitpur as a pilot project.

The NIC Assam State Centre has been associated with the Guwahati High Court since 1994. Filing of cases, updating of case records, reports and causelist generation and caveat matching were taken up initially. Thereafter, the causelists were made available on the Internet (**http://causelists.nic.in**). The Guwahati High Court

website was launched in 2002, and is being maintained by NIC regularly since then (**http://ghconline.nic.in**). The judgments of Guwahati High Court have been made available on the website **http://judis.nic.in**.

All district boundaries of Assam have been digitized under *Prithvi* - **Geographical Information System (GIS)** based project of the NIC Assam State Centre. Block boundaries of 12 districts, village boundaries of three districts and ward maps of Guwahati have also been digitized. *Prithvi* has become an exemplary Web GIS Server facility for sustainable planning even at the cadastral level. Sonitpur district became the first district to adopt Cadastral Mapping at the Circle level. The application is used for interactive retrieval of data related to district, circle and village, and thus generating various thematic maps to be
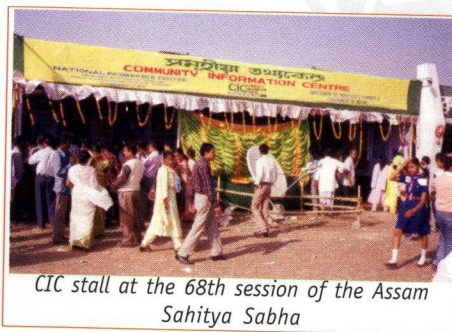
CIC stall at the 68th session of the Assam Sahitya Sabha

effectively and efficiently used in improving micro-level planning. Thematic maps based on various GIS layers such as rail, road, river, forest, drainage, water bodies etc. are generated as per requirement. A national-level GIS Conference was conducted in December 2004 at Guwahati, to initiate Prithvi as the key planning tool for the District Administration.

Udyog Ratna is an effective and efficient tool for monitoring the performance of the District Industries Centres (DICs). It is a web-based online system which helps the General Managers of DICs to enter monthly progress reports of different schemes such as the 20-Point Programme, PMRY, Industrial Policy, Expenditure Statement etc. The data thus entered is made available to the Directors of Industries and the GMs of the DICs for use in planning.

Bhubaneswar Barooah Cancer Institute (BBCI) is the only hospital in the entire

Northeast for the treatment of cancer. **Arogya**, developed by the NIC Assam State Centre, is a web-enabled Management Information System (MIS) for the Hospital which incorporates Patient Registration, Accounts and Stores Management. The NIC Assam State Centre has been providing computerization support to the office of the **Chief Electoral Officer (CEO)** in each election since 1991. NIC has hosted a web site for the CEO. A web-enabled system collects round-wise counting information from NIC District Units and CICs. The results are displayed in a Results Display Booth.

A Delivery Mechanism

The final impetus for e-Governance was perhaps provided by the Community Information Centre (CIC) project. The CIC Project was conceived in 2000 exclusively for the Northeast. This Rs 242-crore Project aimed to make the advantages and benefits of Information and Communication Technology (ICT) available right down to the grass-root level of the region.

The mandate was to set up a Community Information Centre in each of the 487 blocks of the eight states of the Northeast, including Sikkim. Everybody plunged in with zeal and determination. Notwithstanding the heavy monsoon rains of Assam, the landslides and the floods, work progressed at a rapid pace. No barrier was insurmountable enough. Equipments were airlifted, carried on foot, on boats, and on elephant back; installation engineers walked for hours to reach their work sites.

On August 17, 2002, the CICs were declared open to the people of the Northeast and the nation. Assam had a total of 219 CICs. In the two-and-a-half years of their existence, the CICs of Assam have taken ICT right upto the doorsteps of the rural population. They have successfully bridged the Digital Divide. Their track record speaks for itself:

- **Total persons trained:** 63,837
- **Total recorded users:** 3,73,573
- **Total revenue earned: Rs 1,12,46,711**

In the CICs, Assam found the perfect delivery mechanism for ICT services. The CICs prepared the ground for e-Governance.
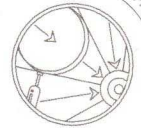
PRAGATI: *The e-Governance Umbrella*

NIC Assam State Centre has indigenously designed and developed, *PRAGATI* -- an umbrella of 13 e-Governance applications for implementation in the districts of Assam. These frontline web-based applications will synergize with the other existing software applications to form the backbone of e-Governance for both the districts and the State as a whole.

◉| *VIDHAN* - **Magistracy Case Management System:** This package has been developed to automate the process of taking-up magistracy cases by the Magistracy Branch of District Magistrate's Office and to facilitate online query of case-status and generation of various reports.

Housewives taking computer training at CIC

◉| *SHAPATH* - **Affidavits Management System**: This package automates the process of maintaining the affidavits records by the Magistracy Branch of the Deputy Commissioner's office.

◉| *AUGNEASTRA* – **Fire Arms Licensing Software System:** This application provides the details of Fire Arms Licenses issued to various agencies. It generates various reports/queries for efficient decision making by the Administration.

◉| *JANA-SEWA* - **Computerized Public Services Facilitation Counter System:** *Jana-Sewa* incorporates features for recording petitions receipt for various services and providing efficient, timely and quality services to the citizens on the following important requirement: Caste Certificate, PRC, Legal Heir Certificate, Bakijai Clearance Certificate, Passport, Senior Citizen Certificate, Registration/Renewal of Club/NGO, Delayed Birth/Death Certificate, Ex-

gratia Grant, Arms License, Licenses of Touring Cinema, Certified Copy of Court's Order, Certified Copy of Electoral Roll, License for Stamp Vendor, License for Pleader's Clerk, Issue of NOC for Explosive License, Disposal of Petitions for release of Gun from Police Station, Permission of Special events etc.

◉| *PARISHODH* - **Computerised Bakijai (Loan Repayment) System:** The objective of this Application Software System is to facilitate efficient registration, quick query, and timely generation of various Bakijai reports such as Monthly Register of newly taken up cases, the Monthly Bakijai Collection Statement, etc. *Parishodh* promises to help in increasing the State Government Revenue.

◉| *NATHI-AWASTHITI* - **Computerized File Monitoring System:** *Nathi-Awasthiti* is a G2G application developed to facilitate officials to monitor the movement of Files in the Deputy Commissioner's office and to review the status of each and every File.

◉| *ANUSHRAWAN* - **Computerized Circle Office to DC Office Monthly Reporting System:** *ANUSHRAWAN* facilitates speedy and efficient submission of the following Monthly Reports (mostly land records and revenue related) from the Circle Office to the Deputy Commissioner's Office: Progress of disposal of mutation cases, progress of updating of land records, Rajah Adalat, statements of NR/conversion/eviction cases.

◉| *MANAB-SAMPAD* – **Computerized Personnel Information Management System:** *Manab-Sampad* provides features for department-wise up-to-date maintenance, querying and reporting system on **'Human Resources'** of the District Administration.

◉| *GRIHA-LAKSHMI* - **Computerized Public Distribution System(PDS):** *Griha-Lakshmi* aims to facilitate efficient maintenance of information on various essential public distribution commodities such as food grains, sugar, petroleum products, and other notified items issued to the public through various agencies. It generates various reports such as Card details, Fair Price Shops details, Oil Depot details etc. for effective decision making.

◉| *BATON* - **Computerized Payroll System:** *Baton* works for providing salaries on time and without any hassles. A prominent feature of this application is the timely generation of all the information/reports relating to Payroll System of an Establishment/Organization of the Government such as Pay Bill generation of the current month, Annual Pay Statement, Annual Consolidated report, Pay statement of previous month, Income Tax Report, Last Pay Certificate(LPC), Challans for GPF, etc.

◉| *ABHIYOG* - **Computerized Public Grievance System:** *Abhiyog's* enables citizens to lodge their grievances from any Internet café, CIC, etc. and also to see the status at any point of time.

◉| *GRAMUNNAYAN* - **Computerized DRDA Schemes Monitoring System:** This application software monitors and generates the reports on the progress of various schemes running under SGSY/SGRY/IAY and

Officers at NIC Assam State Centre

DRDA Administration in different District Rural Development Agencies (DRDAs) of Assam.

◉| *DAK* - **Mail Management Application:** This application software enters details of *dak* (post) received as well as *dak* issued by any office of the District Administration. It also monitors action taken on the *dak* on a weekly/fortnightly/monthly basis. Various queries can be made on the *dak*, and reports can be generated on *dak* issued on a particular date. The software also forwards the *dak* to the relevant officer/department.

Creating Awareness
Creating awareness and promoting the facilities assumes great importance. The NIC Assam State Centre has participated in national and state-level exhibitions. The

▶ *N.K. Prasad, Bihar Correspondent*

PURNIA :
Striving to Generate ICT Awareness

PURNIA

District Purnia is situated in the north-eastern part of Bihar. The name of the district has been derived from the lotus flower, which was found in abundance in the past in Kosi and Mahananda rivers. Ever since its inception in 1989, the National Informatics Centre (NIC), Purnia District Unit is being recognized as an important arm of the district administration.

❖ **Landmark Projects**

◉⌐ **BHAVISHYANIDHI- Computerization of District Provident Fund Office :** A comprehensive unit of District Provident Fund Office (DPFO) has been established in October 2004. The database of all employees of the district has been made and various year-wise reports are being generated using this software.

◉⌐ **Treasury Accounting System :** This is under total computerization project of treasuries of Bihar. The various financial information as well as monthly transaction data of the district is available on the website of Finance Department, Govt. of Bihar.

◉⌐ **File Management System :** This programme keeps record of transaction of files sent to/ received from various points within the district administration.

◉⌐ **Arms Monitoring System :** The Arms package has been implemented in the district in the year 2001. The process of issuing licenses has been simplified and customized according to user's requirements.

◉⌐ **Computerization of Zila Saksharta Samiti (ZSS) :** The ZSS of the district has been computerized initially at NIC Centre. After creating the master database, the district administration shifted the project at users' location by providing adequate infrastructure.

◉⌐ **Land Record Computerization (BHU-ABHILEKH) :** The data entry of LRC has been started in the district. The entry work of four anchals has been finished and print outs have been distributed to respective CO for verification.

◉⌐ **Transport Project :** Tax collection of Transport Office, Purnia is being done online. Tax

is being collected through a counter and token is printed & distributed simultaneously.

◉⌐ **Sales Tax Collection :** Purnia is among the first districts of Bihar which collect Govt taxes through an online single window system. The software STAMINA has been used for the purpose.

◉⌐ **District Roster Publication :** The roaster of various categories like grade III/grade IV employees, stenographers, drivers, VLWs, PS etc have been made. The comprehensive database is now being utilized for different types of transfer/posting/promotion/gradation etc.

◉⌐ **Teachers' Database :** A database of teachers of Purnia has been prepared. The details are used for transfer/posting etc. The list is being updated on regular basis and published on the District website.

◉⌐ **Training of Officers :** Regular training programmes are organized for the officers and staff of the District Administration.

◉⌐ **Web Development & Maintenance :** Purnia District was the first in the state to develop its own website. It has been designed, developed

and maintained by the District Centre itself. All important information regarding the Administration's development activities has been incorporated and updated regularly. (**http://www.purnia.nic.in**)

◉⌐ **e-Governance Initiatives :** District administration monitors the implementation of various projects in different locations of the district under e-governance plan. Computer infrastructure is being provided in all offices of District headquaters. It has been decided to further strengthen IT culture among remote blocks by establishing Information Kiosks.

◉⌐ **District LAN :** The District Collectorate has been equipped with a LAN connecting the offices of DDC, DSE and DAO wich enables them to use Internet to communicate with different locations of the district.

◉⌐ **Video Conferencing :** Recently, VC facility has been established in the district through DAMA VSAT. It is widely used by district administration to communicate with the state headquarters.

◉⌐ **Other Projects :** The district is implementing various local modules to accommodate monthly reports of DRDA, Pension Schemes, District Establishment, Revenue, National Savings etc. Various utilities are running on a daily basis to meet the requirements of District Supply Office, Election Office and District Court.

◆ **Recent Achievements**

◆ NIC Purnia has set up the District Computer Centre Society to spread ICT awareness among students of the district. The society has earned about Rs 1.75 Lacs by training about 450 students.

◆ During the recent visit of Hon'ble Prime Minister of India, NIC Purnia District Unit set up a temporary office at the airbase of Chunapur, Purnia. A team of about 20 senior officials of PMO utilized the services and appreciated the arrangements.

NIC Purnia District Unit

District Informatics Officer
Gautam Kumar Mishra

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Informatics

▶ *Mukesh K Ralli, Himachal Pradesh Correspondent*

LAHAUL & SPITI :
IT in the Snowbound Areas

NIC, Lahaul & Spiti, Keylong the highest centre of Himachal Pradesh situated at an altitude of 3350 metres (10,988 feet) was set up in the year 1988. The district remains covered with snow for a great part of the year and is cut off from the adjoining areas for about 6 months (Oct-May) every year and temperature falls to – 27 degree C in winters. Though the district is a tribal area, the ICT infrastructure available is in tune with the latest technology.

❖ Challenges

The main challenge was not only to make the officials aware of IT but also to introduce its use in various activities performed by the officials/departments. Hence, many training programmes for the officials of DC office were conducted and today, almost every official in DC office uses computers.

❖ Major Accomplishments

◉| **District Website :** The launching of the website for this snow-bound district, which is considered as tourists' paradise, assumes a great significance. The district is cut off by road for more than 6 months in a year during winter. This site is the major source of information for the tourists. The website is the only link of communication for the residents during isolating winters. **(http://hplahaulspiti.nic.in)**

◉| **Internet & E-mail:** A high speed Internet VSAT, installed at NIC Keylong centre is the only reliable channel of communication and helps the people of the district overcome the communication barrier with the world.

◉| **Local Area Network :** A LAN at DC office complex connects the offices of Deputy Commissioner, Superintendent of Police, Sub Divisional Magistrate, Project Officer & ITDP and provides Internet & Email services.

Also, a Remote Access Server (RAS) is installed for the CM office, IPH office and Election office.

◉| **E-Governance Centre :** In this centre, established in SDM office, services of computerized driving licenses and registration of vehicles have been started. It is a self-sustaining project and all the expenditure is met through the income generated by the service charges.

◉| **Paybill Computerisation :** The paybill computerisation has been done for the DC Office, SP Office, Animal Husbandry office and District Horticulture Office.

◉| **Welfare MIS :** Welfare Department issues quarterly about 1000 Money Orders to the pensioners. This work was done manually earlier and was very time consuming. Now, through the computerised system, the whole process takes merely 3 days.

◉| **Land Record Computerisation :** Base entry of 70 villages has been completed and data entry of other villages is under way. The target is to complete the base entry of Lahaul by March 2005 and make the Tehsils online.

◉| **Other Activities :** Other projects taken up by NIC Lahaul & Spiti are AISES School Survey National Project, District Telephone Directory, Annual Budget of DC Office, Election Support etc.

❖ Significant Achievements

◉| **Computer Trainings :** Without computer training of the officials, implementation of the projects is impossible and hence, time-to-time proper training is imparted. 6-day training programmes for the officials of Keylong & Udaipur were conducted with the support of NIC-HIPA at DC Office, Keylong.

◉| **Examination Results :** Internet facility is only available at NIC Keylong and results are provided to the students free of cost.

◉| **Services**

♦ A Tourist Brochure on District Lahaul & Spiti was developed and distributed to local hotels, PCOs and Circuit House for tourists' assistance.

♦ Internet & Email services are provided to people for railway reservation, entrance test results, application forms etc free of cost.

◉| **Technical Support :** In this remote, snow-bound place, the technical support for repair is rarely provided by the companies/vendors and therefore, NIC serves as the messiah to provide technical support to all the offices with respect to hardware & software troubleshooting.

❖ New Initiatives

♦ Establishment of VSAT/Internet at Kaza
♦ Comprehensive computerisation of DC Office

❖ The Road Ahead

♦ Connect all the offices of the district through Internet and establish communication through email.
♦ Establish Video Conferencing Unit at DC Office Keylong & ADC Office Kaza.
♦ Setting up of E-Governance centre at Udaipur & Kaza.
♦ To improve the services being offered by NIC in one of the remotest parts of the world.

> **NIC Lahaul-Spiti District Unit**
>
> District Informatics Associate
> **Mohan Rakesh Agrawal**

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▶ *Rakesh Gupta, IAS, Deputy Commissioner, Rohtak, Haryana*
(Formerly, Secretary, Haryana Board of School Education, Bhiwani)

Process Reengineering
through ICT Interventions in Haryana Board

'Business Process Reengineering (BPR)', the new management buzzword, has its relevance in Government too, and ICT plays a vital role in reengineering any organization. Before the start of the reengineering exercise in Haryana Board of Secondary Education (HBSE) in 2003, there was rampant corruption with a nexus between scheming schools, officials of the education department & board and teachers which made Haryana infamous for widespread copying. The system was unjust to the meritorious candidates. At this stage, fundamental rethinking and radical redesign of the system was carried out using ICT interventions, keeping client-focus as the ultimate objective. All these initiatives in the examination system ensured that copying was eradicated from the state.

❖ Need for Reengineering
To identify the areas of problems and approach them in a systematic way, a study of the various aspects of functioning of the board was conducted. Feedback was taken from the various stakeholders, viz. teachers, schools, parents, board officials etc. A comprehensive database emerged on the basis of extensive interaction with the masses and media. The various pitfalls identified in the process were:
1. Rampant corruption
2. Lack of transparency
3. Too much dependence on the officials
4. Obsolete and outdated processes

❖ Strategic Planning & Reengineering
The organization required restructuring and redesigning, which would weed out obsolete and irrelevant aspects of functioning and focus only on those that served the clientele in the most optimal way. While formulating policies and designing the reengineered processes, brainstorming sessions were held. Officers were motivated to participate and give innovative solutions. The approach was four-fold:
i) Analyze the problem threadbare in its entirety,
ii) Reengineer the whole mechanism,
iii) Galvanize every stakeholder into action and
iv) Ensure ruthless implementation of the new policies.

❖ ICT Interventions:
Based on the principles of BPR, the value stream processes were identified. Certain activities were off-loaded outside the organization to give maximum advantage to the examination system. NIC Haryana State Centre, NIC Bhiwani District Unit and NIC HQ at New Delhi provided requisite ICT support to the board. The role of ICT as an enabler in the entire process was given due importance. The various ICT interventions included:

◉I **ICR scanning for pre-phase work:**
Integrated Character Recognition (ICR) scanning was introduced wherein the photos and signatures of candidates were scanned and printed on admit cards and certificates. This provided an effective check on the evil of 'impersonation' which was often resorted to in the previous examinations.

◉I **OMR scanning for post-phase work:** In the past, gross irregularities were reported, when award sheets were replaced by some officials. Newly designed Optical Magnetic Recognition (OMR) sheets rule out any possibility of manipulation. The new system is accurate, fast and ensures secrecy. HBSE becomes the first public examination body in the entire country to introduce scanning both in the pre and post phases.

◉I **Enrolment procedure:** The concept of BPR says that information should be captured once and that too at the source. This principle was used in reengineering the enrolment procedure. By this innovative practice & simplification, efforts of duplicity in dealing with data was avoided.

◉I **Automation of Centre Allocation:** HBSE became a pioneer in allotting centres through computerization to the candidates. This injected transparency and accuracy into the system.

◉I **e-results:** Now, the candidates can get their results through Internet, Interactive Voice Response System (IVRS), Helpline and through various mobile services. NIC provided the necessary assistance for providing e-results.

◉I **Admit cards on website:** With the help of NIC, HBSE took another leap forward by displaying the admit cards of private candidates on its website. So, the candidates need not worry about receiving the cards in time.

◉I **Automation of accounts branch:** All the receipts and payments have been computerized and various reports can be automatically generated.

◉I **Data Collation:** Earlier, the database of results was not updated and thus, the only resort to check eligibility was through huge gazettes. With the negligence/connivance of the board officials, various ineligible candidates could misuse the system. To tackle this problem, checking eligibility has become an easy job by way of data collation/conforming. Dependence on the staff has reduced and the system has become fool proof.

A brief mention of another reengineering effort is in place, though it is a non-ICT intervention. Radical redesign was introduced in the procedure of application for the private candidates. The forms were redesigned so as to charge the examination fee at the time of purchase of forms from the authorized bank branches. Processing of all these forms have become simpler, long queues in the board have vanished, possibility of loss of forms removed, delays in schedule avoided and HBSE has been able to increase income by way of more interest earned.

As a result of various ICT and other imaginative non-ICT initiatives and sustained/strident efforts of all concerned, the evil of mass copying in the school board examinations in Haryana stands totally eradicated, an admirable achievement universally acclaimed and acknowledged by all within and outside the State. The Project won the Golden Icon Award in the 'Professional Category' for 'Professional Excellence for Process Reengineering' in the 8th National E-Governance Conference held at Bhubaneswar in February.

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Informatics

▶ *Sonal Kalra, NIC HQ*

DOMAIN NAMES:
Your Address on the Net !!!

What is a Domain Name ?

Internet Domain Names worldwide have assumed greater significance in recent times with the Internet increasingly being used as an effective medium for commerce, governance, education and communication. In the simplest of terms, a Domain Name is another term for a unique Internet address.

Every host computer or server on the Internet has a unique address called its "IP address" (IP stands for "Internet Protocol"). IP addresses are hard to remember. The Domain Name System (DNS) makes using the Internet easier by allowing a familiar string of letters (the "domain name") to be used instead of the arcane IP address. So instead of typing 164.100.52.49, one can type **'www.nic.in'** that makes addresses easier to remember.

Domain Names always have two or more parts, separated by dots. The part on the left is the most specific, and the part on the right is the most general. More than one domain name can be mapped to the same Internet address. This allows multiple individuals, businesses, and organizations to have separate Internet identities while sharing the same Internet server. However, usually all of the machines on a given Network will have the same right-hand portion of their Domain Names.

ICANN

The Internet Corporation for Assigned Names and Numbers (ICANN) is the International Organisation responsible for managing and coordinating the Domain Name System (DNS) to ensure that every address is unique and that all users of the Internet can find all valid addresses. It does this by overseeing the distribution of unique IP addresses and domain names. It also ensures that each domain name maps to the correct IP address. It does this by overseeing the distribution of unique technical identifiers used in the Internet's operations and delegation of Top-Level

Domain names (such as .com, .info, etc.).

ICANN operates the InterNIC website (http://internic.net) which provides information and services to the public regarding domain name registration. Among other things, the website facilitates the users to search domain records in the Registry WHOIS, find registrar contact details in the accredited registrar directory, file a complaint or report any inaccuracy in WHOIS database.

Domain names can be registered through many credible companies (known as 'registrars') appointed by ICANN. The registrar you choose will ask you to provide various contact and technical information for registration. The registrar will then submit the technical information to a central directory known as the "registry." This registry provides other computers on the Internet the information necessary to send you e-mail or to find your Website. You will

also be required to enter a registration contract with the registrar, which sets forth the terms under which your registration is accepted and will be maintained.

Top Level Domain (TLD)

The right-most label in a domain name is referred to as its "top-level domain" (TLD). The Domain Name System (DNS) forms a tree-like hierarchy. Each TLD includes many second-level domains (such as "icann" in "www.icann.org"); each second-level domain can include a number of third-level domains, and so on.

The DNS (Domain Name System) structure contains a hierarchy of names. The root, or the highest level, of the system is unnamed. Top Level Domains (TLDs) are divided into classes based on rules that have evolved over time. Most TLDs have been delegated to the individual countries. These are called country code Top Level Domains, or ccTLDs. In addition, there are a limited number of 'generic' Top Level Domains (gTLDs) which do not have a geographic or country designation. Some of the widely used ones are :

- **.COM :** Companies and enterprises (for commercial use)
- **.ORG :** All non-profit organizations

Hon'ble Union Minister, Thiru. Dayanidhi Maran with the dignitaries at the function to allocate .IN Domain Names

Informatics

- **.NET** : Internet connectors and service providers
- **.EDU** : Educational institutions
- **.GOV** : Government departments
- **.AC** : Scientific research institutions
- **.BIZ** : Businesses

Globally, there are approximately 60 million Internet domains registered. Of these, about 40 million are in gTLD category, while about 20 million are in the ccTLD category. The administration of gTLD rests with ICANN with membership from different countries and experts in the field. The responsibility of managing the ccTLD, as mentioned above, has been entrusted to the individual countries that, in general, follow the guidelines provided by ICANN.

In the 1980s, seven gTLDs (.com, .edu, .gov, .int, .mil, .net, and .org) were created. Domain names may be registered in three of these (.com, .net, and .org) without restriction; the other four have limited purposes. Over the next twelve years, various discussions occurred concerning additional gTLDs, leading to the selection in November 2000 of seven new TLDs for introduction. These were introduced in 2001 and 2002. Four of the new TLDs (.biz, .info, .name, and .pro) are unsponsored. The other three new TLDs (.aero, .coop, and .museum) are sponsored.

Domain Names: A Country's Identity

There is a growing awareness that the number of domain name registrations in a country is a significant indicator of its Internet proliferation and a measure of its popularity in the Internet space and the various countries are showing a keen interest in promotion & registration of country level domain names. Many countries have adopted liberal and market friendly policies to register large number of Domain Names under their country code, broadly consistent with globally accepted policy and procedures of Domain registration. Countries such as US, UK, China etc have drafted clear cut rules with respect to Internet addressing mechanisms and such rules are being formulated & implemented at various stages by several developing countries.

.IN Domains

With the above in mind, the Department of Information Technology (DIT), Government of India recently released the revised Domain Name Registration Policy in India. The Policy states that **"For websites and portals belonging to the government departments and institutions, it should be made mandatory to register their domain name in country code top level domain so that it truly reflects the national identity of the portal/websites".** In India, .IN is the allocated country code Top Level Domain (ccTLD). DIT has appointed NIXI, the National Internet Exchange of India as the only official Registry for .IN country code Top Level Domain Name.

It has been advocated by DIT that the all round adaptation on .IN Domain by Indian residents, individuals, Government entities, public service organizations and businesses will help in establishing their Indian identity in the Internet space using a short

and unique Domain Name. It is widely recognized that .IN Domain Name has an untapped growth potential. A proactive policy for .IN Domain proliferation is expected to establish .IN as a globally recognized symbol of India's growth in the area of IT. Like .COM, .IN can be used for e-mail, Websites, and other applications. But unlike other domains, .IN is a unique symbol of India and its role in the world.

From January 1st, 2005, the registration for .IN domain names began in India with a formal launch of the service by the Hon'ble Union Minister of Communications and Information Technology Thiru Dayanidhi Maran. At a specially held function in the Capital on January 6th, 2005, the Minister personally gave away the '.IN' Domain names to some of the biggest and

prominent business and media houses in the country. Thus began a sunrise period of 21 days of Domain Registrations for those entities who already had their Trademark registration for a certain name/acronym. Following the expiry of the 'Sunrise' period, unlimited domain registration in the following zones has been thrown open to the public via certain accredited registrars: .in, co.in, net.in, org.in, firm.in, gen.in (general), ind.in (individuals). However, the zones such as ac.in (Academic), res.in (Indian research institutes), gov.in (Indian government), mil.in (Indian Military) have been reserved for use by qualified organizations in India.

The procedure for registering .IN domain name is simple and convenient which allows anyone to register and use .IN domain names. The technology used to run the .IN registry has been upgraded recently and .IN names is now available for signup through a variety of Internet service providers and other registrars. More information on '.IN ' Registrations has been made available at the website **http://www.registry.in**.

GOV.IN Registration

As per the new Internet Domain Name Policy, NIC has to exclusively handle the Domain Name Registration for GOV.IN country level Domain. To facilitate the GOV.IN Domain Registration, NIC has set up an exclusive web site **http://registry.gov.in** (See the next section for details).
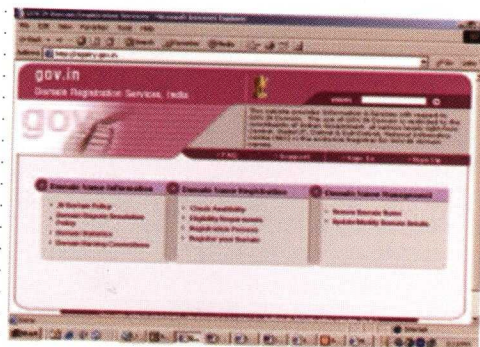
For further information, please visit **http://www.registry.in**

▶ *Sonal Kalra, NIC HQ*

GOV.IN Domain
Registration Process

Informatics

As per the new Internet Domain Name Policy, NIC has to exclusively handle the Domain Name Registration for GOV.IN country level Domain. GOV.IN will be reserved for registering domain names for all the Government Departments/ Institutions/ Organisations at various levels right from Central Govt, States & UTs, Districts, Blocks and Panchayats. NIC has also been providing Domain Name Registration under NIC.IN as part of their Internet services since 1995 and has around 8000 domain names already registered. Most of Government Ministries/ Departments as well as State Governments and District Administrations have registered their domains under NIC.IN domain name. Now with the instructions of Department of Information Technology, these websites have to be hosted under the 'GOV.IN' domain and NIC is providing this service Free of Cost to its users. *(See box for details)* To facilitate the GOV.IN Domain Registration, NIC has set up an exclusive web site : **http://registry.gov.in.** The domain name registration polices, process and eligibility requirements have also been published on the site. The site also facilitates **Online Registration** of 'GOV.IN' Domain Names.

The step-by-step procedure, required to be followed in order to register a 'GOV.IN' Domain for the website is enumerated below :

1. Visit the website **http://registry.gov.in** and carefully read the documents/guidelines pertaining to '.IN Domain Policy', 'Domain Naming Conventions' and 'GOV.IN Domain Name: Eligibility Requirements'.
2. Check the **Availability** of the desired domain name using the online service provided on the site.
3. On confirming the availability of the desired domain name, proceed to the **Online Registration Process**. However, before using the Online registration process for the first time, you have to register with the website using the **'Sign Up'** form available on the Home Page of the website. While filling up the form, the concerned officer shall also have to choose a password which shall be further used during **Login/ Sign In** on the above website.
4. On receiving the 'Sign Up' details, the system shall send your **Registration ID/Login ID** to the same email account as specified in the 'Sign Up' form.
5. Once you have received the Registration ID/Login ID, login at http://registry.gov.in/. Register the Domain Name request using Online Registration Service.
6. After filling the requisite contact details, fill up the Name server details and submit the online registration form. Name Server Details for sites hosted on NIC's web server would be as follows :
   Primary Name Server ns1.nic.in 164.100.17.3
   Secondary DNS Server ns2.nic.in 164.100.10.18
7. Following the online submission of the Registration Form, an **Authorization Letter** in a standard format, signed by the Head of the Organization/Department has to be immediately sent to the specified address.

For further information, mail to
support@registry.gov.in

Assam CIC exhibition set up by the NIC Assam State Centre at the India International Trade Fair (IITF) 2004 at Pragati Maidan of New Delhi from November 14 to 28, 2004 and apprised the citizens of the Capital with the penetration of ICT at the grassroot level.

NIC Assam State Centre participated in the exhibition of the 68th Session of the Assam Sahitya Sabha held at Sipajhar of Darrang district of the State from February 17 to 19, 2005. The Assam Sahitya Sabha is the biggest literary and socio-cultural organization of Assam, and its biennial sessions draw delegates and visitors from all over the state in large numbers. ASC primarily displayed the achievements, infrastructure, services and activities of the Community Information Centres (CICs) of Assam. The CICs of Darrang district developed a website for the Sahitya Sabha with the help of the NIC Assam State Centre (**http://www.assamsahityasabha.nic.in**). This marks the advent of ICT and web technology in the literary and socio-cultural fields of Assam. The CICs of Darrang district and NICSI, extended all technical and logistical help in making the participation a success.

e-Governance is on a roll in Assam. The stage is all set for a prosperous digital future. Assam stands on the threshold of a digital revolution in Governance for which, the NIC Assam State Centre plays the role of a catalyst.

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▶ *M Moni, NIC HQ*

IntraNIC : A G2E Model for the Employees of NIC

An **"eGOV Infrastructure with Integrated services, Global solution and Best practices"** has generated interests among eGovernance Practitioners. IntraNIC, the intranet solution from National Informatics Centre (NIC) is becoming an appropriate intranet solution and one of the best practices in G2E eGovernance paradigm.

The Challenge

The NIC headquarters in New Delhi, works closely with the Central Governing agencies, while the 600+ locations are, each an integral part of this IT organization, implementing and supporting State Government projects and initiatives with localized presence. Since NIC works at the grassroots level, its expertise in software engineering extends into offering consultancy services, and the implementation of turnkey solutions, in various sectors of the economy. Being widespread, employee-access to critical or routine notifications, policy decisions and government directives proved to be a severe challenge. Often, information of utmost significance to employees was circulated through emails only to heads of departments. This inevitably, resulted in lapses of communication and additionally, even when earnestly attempted, non-uniformity in the dissemination of information. Senior officers forwarded information based upon subjective decision making regardless of the type of information.

The Solution

The IntraNIC corporate portal is a custom development by the e-Governance Division of NIC to harness content from across the organization and to provide a common information platform for all 3,500 staff members. Since its launch in October 2002, this intranet solution has been received with great staff enthusiasm, with close to 2,500 hits per day. Significantly, these virtual staff visits are mostly from the most remote and far-flung areas in the northeast and locations in the extreme south of the country. IntraNIC

is a real success story for NIC that has made employees across the corporate hierarchy very satisfied.
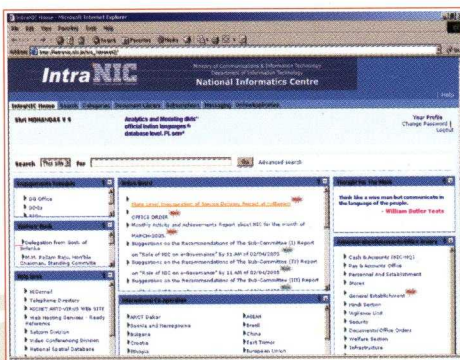
Although, the primary driving force for the development of this solution was the need to circulate notifications, office orders, circulars and announcements effectively, this portal has now become the face of the Organization. All ICT related news and information, press releases, technology initiatives and product announcements are posted online. IntraNIC aggregates and organizes information from disparate external sources, such as the Central and State Governments, multiple news agencies and internal sources, such as NIC's Human Resources, Administration, Finance and IT support groups. It has powerful document management capabilities and its indexing functionality allows users to search for information throughout the organization, providing quick and simple access to information.

Features of IntraNIC

⊙I A key feature of IntraNIC is that the concerned user maintains his/her respective folders. This is achieved by creating dedicated folders for administrative sections like cash & account, personnel, stores etc. These sections are assigned with the author permission to upload/delete various circular/order/documents etc. at their end.

⊙I Issuing individual alerts (from cash & accounts, personnel & vigilance, etc) to respective users as opposed to mass mailing.

⊙I IntraNIC provides a convenient and user friendly channel for NIC officials to access information related to every aspect of their working and knowledge sharing right at their desk by presenting a single gateway to all information and services. Further, as soon as a new office order/circular or such similar information is uploaded by the concerned department/section/person, it is immediately made available in the Notice Board area of IntraNIC website.

Bridging Islands of Knowledge Workers

Even the most remotely placed, individual worker is no longer isolated from the operational centre, development teams and projects personnel in other units of NIC across the region or the country. He/she is now, with the touch of a button, instantly connected with people and relevant reserves of information and updates, as if he/she is present at the NIC corporate headquarters, New Delhi. He/she has become well networked, more productive, accountable and responsive to changes in technology and corporate vision. This has also increased the number of content contributors and sharing of knowledge to a large extent.

Shri M. Moni, DDG, NIC presenting IntraNIC at a seminar

Recently IntraNIC was demonstrated at the seminar– "Voice of Customer" in November 2004 in New Delhi and also a presentation was made to Secretary DIT on December 15, 2004. It was well received and highly appreciated.

For more information, please mail to **egov@hub.nic.in**

▶ | *Tuhina Kumar, NIC HQ*

CAPES : Computer Aided Paperless Examination System

Screenshot of CAPES software

There had been a growing need for more innovative methods for conducting examinations with desired operational efficiency, confidentiality, security and cost effectiveness to cope with the rapidly increasing frequency and mammoth number of candidates appearing for various examinations in the country. NIC took a positive step towards the creation of a paperless examination environment and developed the CAPES (Computer Aided Paperless Examination System) which is an extremely effective, automated, multi-user software to help the organizations conduct entrance xaminations and screening tests.

CAPES is a state-of-the-art online examination system, extremely user friendly (GUI based), with requisite confidentiality and security features. The questions are served from a secure centralized question bank database server in a random fashion to each examinee so that no two candidates get the same set of questions. The software with its twin architectures of Web based and Client–Server CD based versions provides cost, time and administrative benefits and has two applications:

◉I Knowledge and Skill Test (KST) software which covers objective, multiple choice type test to judge the knowledge and skill level of professionals with its comprehensive and updated question bank.

◉I Typing Speed Test (TST) software to measure the Data Entry Typing speed of applicants.

The software is robust and has grown manifold since its inception around 10 years back. Initially, the usage of CAPES was limited to small-scale examinations in a year conducted at CAPES hall, NIC HQ. With the advancement of technology, it was realized that for CAPES to become a premier 'technology-enabled examination software', it was required to make the application fully

web-enabled with operational efficiency, speed, advanced security features and be readily available for examination conduction for any level, any item and at any location. The entire architecture of the application was shifted and rebuilt with the current technological advances and by 2000, the product was REBORN.

The new Client–Server version of CAPES was successfully implemented in 2000. Within no time, the CAPES technology was going places and has not looked back since then, with a growing clients list of Government departments, corporate firms and PSUs. CAPES has been conducted for judging the knowledge and skill test for recruiting a number of IT professionals in organisations/ departments like Revenue Dept. of Karnataka Govt, NAFED, Narcotics Control Bureau, World Bank, Karnataka High Court, CBSE etc. Proposals for the usage of software are coming from other organizations like SAIL, BASF (a US-based MNC), Arvind Mills and ICFAI.

CAPES pilot project for DOEACC (Department of Electronics Accreditation of Computer Courses) for the CCC Course (Certificate course on computer concepts) in 2001 at NIC HQ in New Delhi was a massive success. Web-based CAPES conducted on Sept 28-29th, 2003 at 9 CIC Centres in the North East, has been another significant milestone.

Online CAPES was successfully held in Nov 2004 for DOEACC from 98 State/ District Centres of NIC, geographically spanning the entire country including 33 CICs (Community Information Centres in the North East. The CD version of CAPES was used at 5 DOEACC franchise centres as a pilot project this time and was cleared with flying colors.

NIC provides complete technical support before,during and after the examination from the NIC HQ in the form of a support website, chat forum, exchange of emails, trial runs and
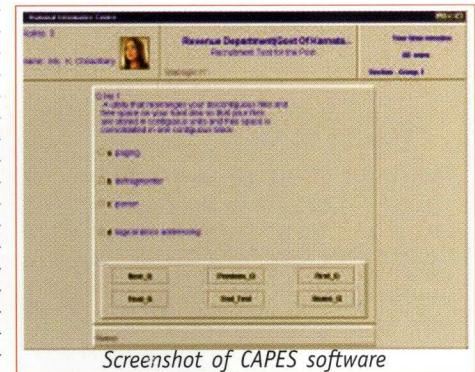
telephonic conversations etc with the centres to solve the practical difficulties faced during trials and actual implementation. The support site **http://tdpp.nic.in** gives insight into the procedures, schedules, operating instructions, software usages/download instructions, instructions for candidates and post-test operations etc.

CAPES examination software has begun to make a mark with its:

❖ Fully web enabled with proven speed and operational efficiency
❖ Simplicity
❖ Compatibility (can be run on different operating systems)
❖ Data security and confidentiality (encrypted database resides on secure server)
❖ User friendliness (GUI based using JAVA as front-end)
❖ Customized question bank
❖ Instant result processing, cost, time and location effectiveness
❖ Less selection time, better management and fully computerized environment

The latest exam using CAPES was held in March 2005 at 66 locations across the country including the CICs. With the continual success of the usage and the dedicated interest and functioning of the CAPES support staff the future is bright for this technologically driven examination software which is carrying forth a positive movement towards E-governance.

For further details, please mail to **tuhina@nic.in**

CYBER GOVERNANCE

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

http://mizotourism.nic.in

Department of Tourism, Government of Mizoram : Shri Nilotpal Basu, Hon'ble MP and Chairman, Parliamentary Standing Committee on Transport, Tourism & Culture inaugurated the official website of the Tourism Department, Government of Mizoram on 2nd Feb 2005 in the august presence of Hon'ble Speaker, Ministers, visiting MPs, official from Central Government, Indian Airlines, Air India, state government officials and the media. The website provides complete information about Mizoram: destinations, festivals, events, wildlife, travel tips and photo gallery to name a few.

Lalhmachhuani, Mizoram Correspondent

http://muktsar.nic.in

Website of District Muktsar, Punjab : Website of District Muktsar (Punjab) has recently been inaugurated by Hon'ble CM, Punjab on the auspicious occasion of Maghi at Muktsar. The occasion was graced with the presence of Deputy CM, Punjab and Minister of Power, Punjab. DC, Muktsar appreciated the efforts of NIC for making the project successful. Hon'ble CM also had a Video Conferencing session with District Patiala.

Sarbjeet Singh, Punjab Correspondent

http://www.bioinfobubpl.nic.in
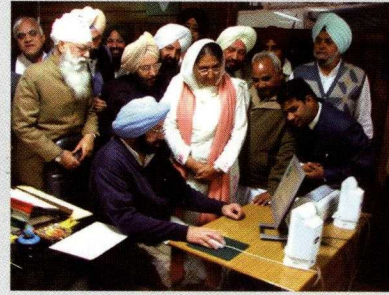
Dept of Biotechnology & Bioinformatics Centre, Barkatullah University, Bhopal : The official website of the Department was launched recently. The website has been designed and hosted by NIC MP State Centre. The site is very informative and contains detailed information related to the Department, major thrust areas, courses, facilities, admission procedures, research areas, training programmes etc.

Santosh Shukla, MP Correspondent

http://himachal.nic.in/hphrc
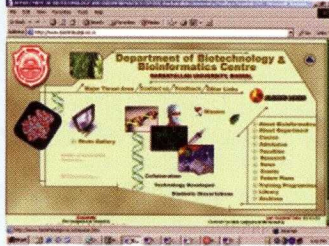
HP State Human Rights Commission : Justice N.K. Jain, Hon'ble Chairman, HP State Human Rights Commission launched the official website of the Himachal Pradesh State Human Rights Commission on 6th January 2005. The website of the Commission has been designed and developed in a short time by NIC, Himachal Pradesh. This is the official website of the Commission and provides useful information to general public about human rights.

Ajay Singh Chahal, Himachal Pradesh Correspondent

http://megindustry.nic.in

Department of Industries, Meghalaya : The Chief Minister of Meghalaya, Dr D D Lapang, inaugurated the official website of the Department of Industries, Government of Meghalaya during a special function at the State Secretariat. Speaking on the occasion, Dr Lapang said that the website would go a long way in highlighting the various schemes of the Government to the general public. The website was designed and developed by the Meghalaya State Centre of NIC with inputs from the Directorate of Industries, Government of Meghalaya. The website contains useful information about various schemes of the Department. A citizens' corner on the website contains various forms and guidelines for the people of the state. Because of the acute unemployment problem in the state, the Government has placed great emphasis on the promotion of industrial activities in the state.

Sabyasachi Choudhury, Meghalaya Correspondent

Informatics

http://maharashtra.nic.in
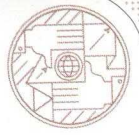
New website of NIC Maharashtra : Hon'ble Chief Minister of Maharashtra, Shri Vilas Rao Deshmukh inaugurated the website containing the details of the activities of NIC, Maharashtra State Centre. The site can be accessed on http://maharashtra.nic.in

Moiz Hussain, Maharashtra Correspondent

http://muepa.nic.in/
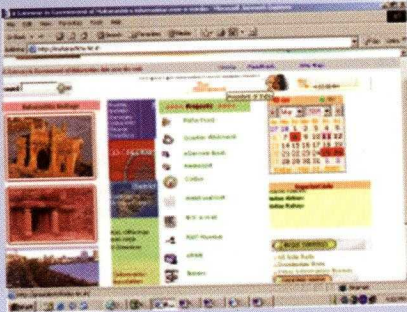
**Ministry of Urban Employment & Poverty Alleviation :** Hon'ble Union Minister for Urban Employment and Poverty Alleviation, Kumari Selja launched the website of the Ministry in New Delhi recently at a special function. Dr. RP Saxena, SrTD, NIC HQ gave a presentation-cum-demonstration at the event. Through this website, the Ministry proposes to reach out to its stakeholders on making them aware of the Ministry's policies/programmes/schemes as well as have the benefit of their inputs. Viewers can obtain details such as schemes, circulars, vacancy notifications etc in the Ministry.

RP Saxena, NIC HQ

http://angul.nic.in/citizen.htm

Citizen Charter, Angul District, Orissa : The Citizens Charter on Angul District website was inaugurated by Sri Jagadananda Panda, IAS, RDC (ND), Sambalpur on 15th Feb 2005 at Collectorate, Angul. Information about 22 different offices along with enquiry on Railway, Air, Police, Results, Weather, Passport, Census etc is provided. The aim and objective of the Citizen Charter is to make a citizen aware of the functioning of the various Government departments. The inaugural function was attended by hon'ble MPs, MLAs, Collector-DM, SP, Sub-Collectors and many other district officials. Everyone appreciated the efforts made by NIC Angul District Unit for developing the Citizens' Charter on District Website.
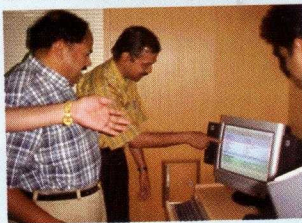
SK Chatterjee, NIC Angul, Orissa

http://www.arunachalgovernor.nic.in

Website of Hon'ble Governor, Arunachal : The website of Governor of Arunachal Pradesh was formally launched by Hon'ble Chief Minister, Shri Gegong Apang, on 26the Jan 2005, in the presence of the Hon'ble Governor, Chief Secretary, Legislators, civil and Police officers and other dignitaries. Inaugural function was hosted by H.E. the Governor of Arunachal Pradesh, Shri SK Singh at Raj Bhawan. In his message, the Governor thanked NIC Arunachal Pradesh State Unit for the design, development and hosting of the website. Other dignitaries attending the function also appreciated NIC for its efforts and contribution for implementation of the website.

Tasso Habung, Arunachal Pradesh Correspondent

http://cpwdlkw.up.nic.in

CPWD , North Zone-II, Lucknow : The official website of Central Public Works Department North Zone-II, Lucknow was launched by Shri S.P. Singh, Chief Engineer, CPWD, in the presence of Senior Officials of Kendriya Bhawan, CPWD and NIC. The website not only provides general information about the department, but also gives information on estate matters, enlistment procedures, status of projects/contracts, monthly reports, personnel & administration related information etc. The website supports authorised access to post & view tender notices. It includes a comprehensive library of more than 500 photographs showcasing the different premises, buildings constructed by CPWD North Zone II, across the state.
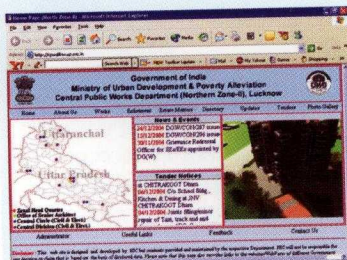
Anshu Rohatgi, UP Correspondent

HAPPENINGS

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

| Training on Office Automation, Roing, Arunachal Pradesh

A two-week training on 'Office Automation' was inaugurated by Dr. BS Banerjee, Deputy Commissioner, Lower Dibang Valley district, Roing recently. The training was sponsored by the Department of Personnel, Training and Administrative Reforms, Govt of India, New

Delhi and Administrative Training Institute (ATI), Naharlagun. It was organised for the officers and ministerial staff of Lower Dibang Valley district. Around 22 trainees including officers and ministerial staff attended the programme and benefited from it.

Tasso Habung, Arunachal Pradesh Correspondent

| Property Information System, Chandigarh

The Estate office of Chandigarh is responsible for planning, development and management of estates in the city. The office has started a process of modernization for time-bound efficient, transparent and hassle-free interaction with its clients. The software provides information such as property details like sale criteria, schemes, type of property, ownership details, payment details as well as non-payment details. The site can be accessed at **http://chandigarh.nic.in/estate/ default.htm**

Vivek Verma, Chandigarh Correspondent

| Panch Lekha (PRIASoft), Bhopal

NIC MP State Centre has designed and

developed a web based accounting information system 'Panch-Lekha' for Panchayati Raj Institutions (PRIs). Panch-Lekha facilitates an efficient management and monitoring of funds of PRIs with detailed accounting classification. The system is aimed at empowering the administrators to monitor the fund receipt, its availability and expenditure. It facilitates generation of reports, providing decision support information for analysis and fund management. Budget distribution, accounting of Receipt & Payment, Inventory of Stock, Assets and housekeeping are its sub-systems. Required information can be obtained in a user-friendly format. Simplified Design, Multilingual Support, Net based data transmission and customization are some of the main features of Panch-Lekha. The software has also been provided to the NIC Chhattisgarh and Punjab State Centres for implementation in their states.

Santosh Shukla, MP Correspondent

| Hon'ble PM acknowledges NIC Services at Raj Bhavan, Trivandrum

During the recent 3-day visit of the Hon'ble Prime Minister of India to Trivandrum,

Hon'ble PM with NIC Officers who rendered 24x7 services at the Camp Office

complete ICT support was provided to the Prime Minister's Camp Office at Raj Bhavan. The Prime Minister appreciated the efforts of the NIC Kerala team posted at the Raj Bhawan for coordinating these activities.

Asha Varma, Kerala Correspondent

| Computer Test for Driving License at Yamuna Nagar

Yamuna Nagar District has recently introduced computerized test for issuance of Learner's Driving License. The software has been developed by NIC Haryana. The District Administration has installed a Touch Screen Computer for the purpose. The applicant is asked 10 questions by the system about Road Safety and Traffic Rules. If the applicant is able to answer at least 6 of them correctly, he is issued an eligibility certificate, on the basis of which the applicant may obtain a learner's license.

Hari Chand, Haryana Correspondent

| First Meeting of Core Team for implementation of AGMARKET, Punjab

Taking lead in implementation of AGMARKNET in the country, Punjab Mandi Board, the nodal agency for the implementation of the said project in Punjab, constituted a Core Team, first of its kind in India. This team will not

only provide the technical support to the various Market Committees under their jurisdiction but also educate the officials about the usage of the software. At the meeting, Sh. A. Venuprasad, Secretary, Punjab Mandi Board briefed the team about their role and responsibilities in the field with respect to IT projects. He also appreciated the efforts of NIC, particularly NIC Punjab for timely support. SIO Punjab Sh. Sunil Kumar also addressed the core team and assured technical support from NIC.

Sarbjeet Singh, Punjab Correspondent

| Address by Hon'ble President over VC

Hon'ble President of India, Dr. APJ Abdul Kalam addressed the delegates during the Judicial Colloquium on Science, Law and Ethics at National Judicial Academy, Bhopal over

Videoconferencing on 19th Feb, 2005. Hon'ble President said that the theme, 'Dynamics of Society' is the function of Science, Law and Ethics. He also addressed the issues of Cyber, Sea and Space Law. NIC provided complete ICT support including the VC facility by linking Rashtrapati Bhavan and Judicial Academy, Bhopal. The effort of NIC was appreciated, especially by the delegates attending the conference at remote ends.

Sambeet Mishra, NIC HQ

◉| Sachivalaya Gatepass System

Uttar Pradesh Sachivalaya, spread across several prominent Govt buildings and housing a large number of ministers and senior Govt officials is one of the largest in the country. All the buildings have multiple gates for entry and managing the visitors is a Herculean task. Sachivalaya Gatepass System which was started on a trial basis, has proved to be a huge success in its pilot phase. Huge commotion at the gates has given way to hassle-free monitoring of movement of visitors now. Sachivalaya administration maintains a visitors' database now. They can keep a record of details such as time/purpose of their visit. The process is on for its replication at all the gates of the Campus.

Anshu Rohatgi, UP Correspondent

◉| VC Session on CC-COURTIS Project, Trivandrum

NIC has taken up the computerization of City Civil courts of States & UTs under its project City Civil Courts Information System (CC-COURTIS). The project is spearheaded by Shri CLM Reddy, SrTD, NIC HQ. District Courts at

Trivandrum are identified for implementation of CC-COURTIS in Kerala. As part of implementation of the project, a VC session was held at NIC Trivandrum State Centre between the Project Monitoring Committee of

Kerala and that of Delhi. Justice KS Radhakrishnan, Registrars of High Court of Kerala, District Judges (Trivandrum), Shri VS Raghunathan, SIO, NIC Kerala and Hon'ble Justice Lokur, Justice Anil Kumar, Principal District Judge and Shri CLM Reddy at NIC HQ. Shri Reddy gave the details of project implementation, strategy and steps involved, details of which were discussed by all.

Asha Varma, Kerala Correspondent

◉| Computer Awareness Course in Hindi

NIC Haryana State Centre organized a DOL sponsored Training on Computer Awareness in Hindi in February 2005. There were 25 participants from various Central Government

Departments/Organisations in the region. NIC Haryana has been conducting this training twice a year for the departments/ organizations located in the region of Haryana, Punjab, Chandigarh, Himachal Pradesh and J&K.

Hari Chand, Haryana Correspondent

◉| e-Panchayat Project in Chhattisgarh

e-Panchayat connects all 146 Janpad Panchayats & 16 Zilla Panchayats of the state towards effective monitoring of physical and financial position of rural development schemes using Ruralsoft and Priasoft. Using e-

Panchayat, online monitoring of rural

development, beneficiary schemes and gram panchayats' annual work plan is on the cards. Complete infrastructure has been provided at each Janpad panchayat & Zilla panchayat. The project was inaugurated by Hon'ble CM on 26th Jan 2005. He congratulated NIC for timely implementation of the project and for providing constant ICT support.

P Rama Rao, NIC Chhattisgarh

◉| IT Awareness Training for MLAs, Mizoram

The first batch of 3-days IT Awareness Training for MLAs organized jointly by NIC and

Assembly Secretariat, Mizoram was conducted at NIC Mizoram for 3 days. The training was inaugurated by Hon'ble Speaker Mr. Lalchamliana. Topics covered were Introduction to e-Governance, CIC project, e-governance applications of NIC, Office Tools, Internet and Emailing.

Lalhmachhuani, Mizoram Correspondent

◉| Training on GIS at Guwahati

Regional workshop-cum-training on GIS for NE states was organised jointly by NIC Assam State Centre and Assam Administrative Staff College (ASSC) with sponsorship from Department of Personnel & Training (DOPT). Dr. Vandana Sharma, SrTD, Remote Sensing

and GIS Division, NIC HQ was also present on the occasion. Presentations were made on the use of GIS for wildlife conservation, preventing

Informatics

forest fire etc. Participants from various departments including Geology & Mining, Forest, Agriculture, Irrigation, Public Health Engineering, UNICEF and Guwahati Municipal Corporation etc attended the workshop. Director, AASC appreciated the support of NIC Assam State Centre in conducting the workshop and training, and expressed hope that similar support from NIC will be continued in future also.

Tasiruddin Ahmed, Assam Correspondent

⊙ | VC support for relief work after Mandhardevi Temple tragedy in Satara district

The details of relief and rehabilitation work for the Mandhardevi Temple tragedy was discussed and coordinated by the Senior Officials of Govt of Maharashtra (Home Secretary, Relief and Rehabilitation Secretary and Secretary to the CM) between Mantralaya and Satara district over videoconference from 25th January to 26th January. NIC Satara District Centre provided immediate ICT support for communication with the state government.

Moiz Hussain, Maharashtra Correspondent

⊙ | Training of Revenue Officials

The Collector of NIC Almora District Centre Collectorate organized a training 'Introduction to Computers and its Office Applications' for senior patwaris of Uttaranchal at Patwari Training Institute, Almora. The overall objective of this training was to provide working knowledge of computers to the participants, who play an important role in the revenue system but do not get regular exposure of the Technology due to their postings in remote areas of the state. Introduction to IT, Windows, Office tools, Internet & Email, demonstration of application software and VC facility are among the topics which were covered during the course.

AK Dadhichi, Uttaranchal Correspondent

⊙ | Chief Justice of India visits NIC Uttaranchal

Justice Ramesh Chandra Lahoti, Hon'ble Chief Justice of India visited NIC Computer Cell at the High Court of Uttaranchal, Nainital recently. A demonstration of software developed by NIC and it's execution over

wireless LAN connectivity was explained by Sri Deep Nigam, Officer-in-charge, NIC HC Cell. Shri Lahoti also attended the demonstration of a VC session. Appreciating the digital experience at the High Court, Hon'ble Chief Justice said, "The explosion of information technology has revolutionized our thinking pattern and working style, both. VC enables 10 people sitting in ten countries to communicate with each other simultaneously, as if they were sitting around one conference table. The day is not far off when we will have wireless fittings, paperless offices and bookless libraries."

AK Dadhichi, Uttaranchal Correspondent

⊙ | Training on iTISP, Punjab

Integrated Treasuries Information System Punjab (iTSIP) has been implemented at district level treasuries. Now, with the technical support of DIOs and infrastructural support from Department of Treasuries & Accounts of Punjab, the project has been extended to sub-treasuries level in Punjab. In order to spread awareness and address the issues related to project expansion, training of district treasury officers was organized at Chandigarh. The training was also attended by Director, Treasuries & Accounts and several state level officials.

Vikram Jeet Grover, Punjab Correspondent

⊙ | Computerisation of Land Records at Dadhau Tehsil

Hon'ble Deputy Commissioner of Sirmaur, Shri ML Sharma inaugurated the Land Records computerisation at Tehsil Dadhau recently. This is the first tehsil of District Sirmaur and seventh of HP which provide public services such as online entry of mutation and distribution of copies of various sorts of records of rights. Now, people of Dadhau tehsil need not go to the patwari for Nakal as

this would be readily available at the tehsil centre. Computerised Jamabandis was also devoted to the people of Dadhau. The software for computerised Land records is one of its kind in the country and has been

developed by NIC HP State Centre and is under implementation in all the districts of Himachal Pradesh with close coordination between all DIOs.

Mukesh K Ralli, HP Correspondent

⊙ | Visit of UNDP Resident Representatives to Gram Panchayat, Andhra Pradesh

Mr Maxine Olsen, UN Resident Co-ordinator & UNDP Resident Representative accompanied by Mr Hafiz Pasha, UN Assistant Secretary General visited the Ramachandrapuram Gram Panchayat, near Hyderabad and saw the progress in the various ICT initiatives being undertaken by NIC and NISG in the state. The visiting dignitories appreciated the projects and in a subsequent letter to Sh J Satyanarayna, CEO, NISG, Mr Olsen wrote "....I would like to thank you for organising the visit to the succesful e-seva initiative and for the great interactions on site. Mr Hafiz Pasha was fascinated with the e-seva and the NIC e-panchayat initiatives of the Government of Andhra Pradesh and remarked that India can share its rich experience with other developing countries."

C S R Prabhu, NIC Andhra Pradesh

⊙ | e-Gov Projects Inaugurated in Himachal Pradesh

NIC HP State Centre has implemented several e-governance projects recently and hon'ble CM of Himachal Pradesh, Shri Virbhadra Singh inaugurated some of the prominent ones like the touch screen Information Kiosk- Pehal at Dharamshala district. A large number of citizen services are available through the

kiosk. Hon'ble CM also inaugurated the Dharamshala Tehsil Centre of district Kangra where from online mutation entry as well as

Hon'ble CM releasing Jamabandi (ROR)

issue of various land records nakals would take place. HimBhoomi software has been developed by NIC Himachal Pradesh State Centre and facilitates the porting of data from District to Tehsil, online entry of mutation and online issue of Nakal to the owners. The Chief Minister released the Jamabandi (ROR) and distributed the copies of ROR to the public.

Mukesh K Ralli, HP Correspondent

◉ | SUGAM in Jodhpur, Rajasthan

NIC Jodhpur has developed an information and service dissemination software to provide various services to citizens at a single window. It generates utilities like acknowledgment slip, Domicile, SC/ST/OBC certificates, administrative reports etc. All inputs are in Hindi. The system delivers time-bound service with accuracy and transparency. There is provision for confidentiality and authorized user interface which is maintained by a robust in-built monitoring system.

Deepak Bhargava, Rajasthan Correspondent

### ◉ | Student Internet World 2004 at Bijapur, Karnataka

The Student Internet World 2004 was organised as a part of IT.COM 2004 at Bijapur. The event was collectively organised by District Administration, Zilla Panchayat, Education Dept and DIT. Nearly 8000 students benefited from this event. Training comprised of an introduction to Internet and its usage, followed by practice sessions. The event was supported by different departments and NGOs like KPTCL, RTO, Education Dept, Mahithi Sidhu and Yuva.com.Technical support and supervision was extended by NIC Bijapur. The event received wide publicity and
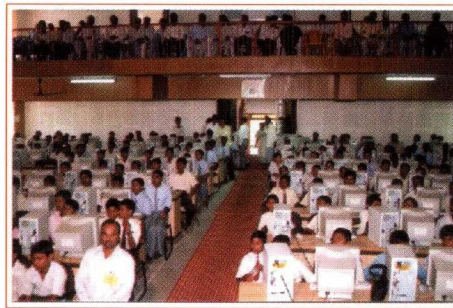
appreciation from the public and students.

S Lakshmeesha, Karnataka Correspondent

◉ | NIC Kerala Provides Complete Support During Tsunami Relief Operations

NIC Kerala set up tsunami control rooms at Alappuzha and Karunagappalli of Kollam district. The control room compiled and created a database on tsunami relief operations, tsunami camps, contact details of survivors in camps, inventory of items received for distribution, information about the deceased/ injured etc. The centre developed MIS for every day list on damages, inventories, distribution, camp postings etc and uploaded it on the official website of Kollam and Alappuzha. After
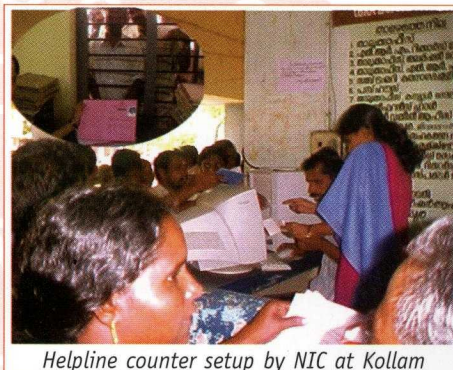
Helpline counter setup by NIC at Kollam

the relief work, Kollam district centre and NIC Kerala set up a computerized tsunami enquiry counter to facilitate information. Computerized tsunami member card for affected victims were also distributed through this counter. This card contains all the credentials of the survivor and thus makes it easier to help them.

Asha Varma, Kerala Correspondent

◉ | Communications Network & Data Centre

Hon'ble Chief Minister of Maharashtra, Shri Vilas Rao Deshmukh inaugurated the 'Secured Computer and Communications

Network and Data Centre' for e-Governance setup by NIC in Maharashtra on 13th Jan 2005. Hon'ble CM appreciated the initiative taken by NIC Maharashtra State Centre towards better governance.

Hon'ble CM inaugurating the Network & Data Centre

Moiz Hussain, Maharashtra Correspondent

◉ | Review Meeting Through VC

The Chief Secretary interacted with the Deputy Commissioners of all the districts of Nagaland through Video Conferencing. He announced that review meetings through VC would be held at least once every month. He envisaged on optimal usage of Communication facilities provided by NIC for better governance. He emphasized that

government employees are to be made computer literate through regular training and Government will now recruit only computer literate candidates for secretarial and ministerial staff.

Kemvu Elah, Nagaland Correspondent

◉ | NIC Implements Urdu-enabled Software

NIC J&K has developed a software for the computerization of Electoral Rolls in J&K This Urdu enabled software has been developed by NIC for the first time. It facilitates entry/ modification of electors' data and

Informatics

maintenance of segment-wise data. The interface is bilingual, Urdu & English. The output in the form of Electoral Rolls and Electoral Cards is in the format prescribed by the Election Department. The software also generates EPIC cards from the database.

Jit Raj, J&K Correspondent

⊙| Rajiv Internet Village

Rajiv Internet Village/ ePanchayat Project was inaugurated by the Hon'ble Chief Minister of Andhra Pradesh, Dr. YSR Reddy in Vempadu Village in Vishakhapatnam district of Andhra Pradesh. DIO, Vishakhapatnam Shri N Suresh Kumar demonstrated the Birth & Death Registration software to Dr. Reddy. He appreciated the efforts of NIC and congratulated the District Centre for the implementation of the software.
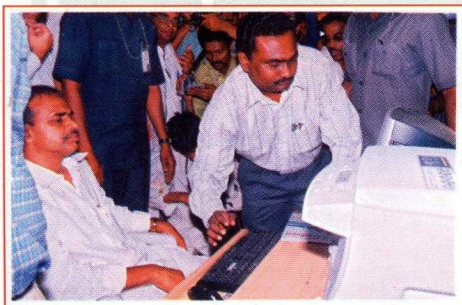

CSR Prabhu, NIC Andhra Pradesh

⊙| Awards to NIC Officers on the Occasion of 56th Rebulic Day Celebrations

On January 26th, 2005 at the occasion of 56th Republic Day celebrations, several NIC officers were bestowed upon with honours and felicitatioins for implementing various IT projects successfully and rendering excellent services to the people in their district. Dr. BVNS Prakasa Rao, DIO, East Godavari District recieved the Certificate of Commendation in recognition of the 'outstanding service rendered by the individual' by District Collector Dr. KS Jawahar Reddy. Hon'ble Chief Minister of Chhattisgarh, Dr. Raman Singh handed over a memento and a certificate of appreciation to Mr. Manish Kochar, DIA, NIC Surguja District Centre for his dedicated contribution and distinguished services in the field of IT in the district. DIO, NIC Tonk, Rajasthan was

felicitated with certificate of appreciation and award for taking IT to higher limits in the district. The officers recieved the honours at special functions held in their respective
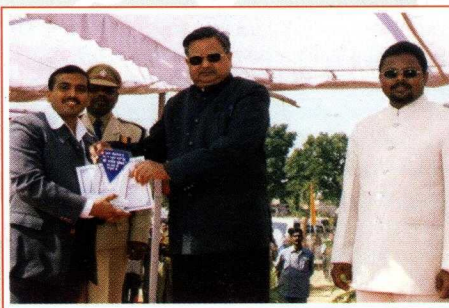
states.

YV Sreenivas Rao,
Chhattisgarh Correspondent,
K Rajasekhar, AP Correspondent,
Deepak Bhargava, Rajasthan Correspondent

⊙| NIC Wins 'Best Paper' Award at Map India 2005

At the recently held Map India 2005, Mrs. Mahalakhmi Narayanan presented a paper titled 'Web GIS for Census od Tamil Nadu using

Open Source'. The paper won an award under the 'Best Paper' category.

S Gayatri Devi, Tamil Nadu Correspondent

⊙| Papers Published by NIC Officers

Title: E-Governance: Citizen Terminal Services, Past, Present and Future

Author: Venkata Narasimha Rao Nadella, NIC Madhya Pradesh
Publication: AISECT-2004

Abstract: Governments are getting transformed throughout the world by adopting ICT and Internet revolution. eGovernance started with offering Fist Attempt Citizen Terminal Services and progressed towards offering Friendly Access Citizen Terminal Services. Citizen Terminal Services is expected to be fully automated in the future. This paper focuses on past, present and future Citizen Terminal Services with primary focus on education.

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Title: E-Governance and Rural India

Author: DC Misra, NIC HQ
Publication: February 2005, PC Quest

Abstract: With the emergence of ICT, a new form of governnace, referred to as e-governance, has emerged as a way of reaching out to the people. ICT cuts across space and time boundaries to reach the most remote and disadvantageous sections of the society, promotes transparency and accountability and enables swift delivery of information & services. When introducing ICTs to rural India, challenges regarding connectivity, capacity and commerce are encountered. Attempts should be made to introduce communication technologies that are indigenous, cost-effective and suitable to rural areas.

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