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Informatics

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- MIS on Integrated Action Plan for Selected Tribal & Backward Districts
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- Standards for e-Governance

OPEN GOVERNMENT PLATFORM

EDITORIAL

Open Government Platform (OGPL) is an open source based platform built to provide enhanced access and use of government data to foster innovation; improve delivery of government services, promote government transparency, accountability, and public participation and spur citizen engagement. This issue endows with a comprehensive overview of the product and how it is useful to you.

In the Perspective column Mr. Moni, DDG, NIC, shares his perspective on Role of Veterinary Services and Livestock Informatics. Sh. Santosh Kumar Sarangi, IAS discusses poverty in minorities & backward classes and role of ICT in our guest column.

Under e-Gov Products and Services section, we provide insight into DGCA examination system-UDAAN, MIS on Integrated Action Plan for Tribal & Backward Districts, Chief Minister's Relief Fund at Odhisa and Court Cases Information System (COCIS) in Uttar Pradesh.

Implementation of File Management system, FMS in Goa, in more than 35 departments and many other important projects are discussed. Exemplary e-Gov initiatives in Haryana have also been discussed in the States and UTs section of this issue.

An Update on Standards for e-Governance shall be a handy reference for all of you, during selection of tools & technologies. This issue also embraces latest developments in Districts like Bankura, Rajnandgaon, Alwar and Gwalior. Our regular sections viz., International e-Gov Updates, Cyber Governance, In the News etc. are there to serve your need to know what's happening in the e-Gov domain around us. Happy Reading...

Neeta Verma

We would like you to contribute to Informatics. You can send your contributions to our State Correspondents or can also send directly to us at the following address.

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OPEN GOVERNMENT PLATFORM:

An Open Source Solution to Democratizing Access to Information and Energizing Civic Engagement

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If government could release these datasets in open format for people to use & reuse, a whole lot of new innovative apps could be built around these datasets to provide better, customized services to citizens.

Online publishing of Government data in open format shall play an important role in enhancing transparency and accountability of the government. It shall enable new forms of citizen engagement & innovation in citizen service delivery. More customized & personalized services could be offered to citizens. When implemented at large scale it shall bring a paradigm shift in development of e-governance applications.

At NIC we have recently developed an Open Government Platform (OGPL) to enable government ministries & departments to launch their open data initiative.
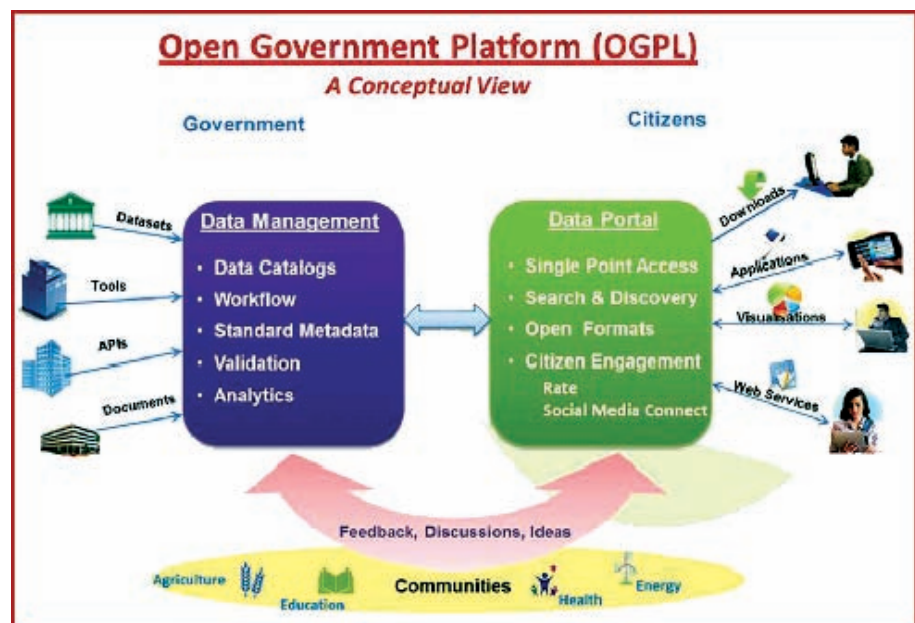
CONCEPTUAL OVERVIEW

OGPL as a product caters to two sets of users - the government and the

citizen/civil societies. It facilitates government departments to contribute their datasets, Apps, tools, documents, services etc., which gets validated and published, after passing through a predefined workflow to the citizen interfacing data portal.

The single-point citizen interface is designed in such a way that catalogs can be searched with ease and datasets can be accessed/downloaded in various open formats. It also provides a platform for citizens and civil societies to engage with government on various aspects of socio economic development.

Government collects, processes & possess a lot of data through census, surveys, planning, assessment as well as delivery of citizen services. However large quantum of such data generated using public funds by various organizations and institutions in the country remains inaccessible to public at large including civil societies. This data could be of great value for social development & economic growth ....

OGPL also facilitates building of subject specific communities through Citizen engagement modules. Communities shall discuss online the kind of datasets, government should release and also what kind of apps should be developed around these datasets. This shall provide first hand information to government as well as developer communities on public demand and prioritize their schedules accordingly.

OGPL COMPONENTS

OGPL essentially consists of three major modules

- Dataset Management System
- Data Portal
- Monitoring and Management Dashboard

DATASET MANAGEMENT SYSTEM:

Dataset Management system or DMS shall be used by all contributing ministries, departments as well as organisations using which, authorized officers of the departments can contribute datasets, documents, services, tools and apps which shall then be processed through a predefined workflow of moderation & approval to ensure that datasets being released in public domain are in compliance with existing acts & policies of the government concerning privacy, security etc.

Through DMS each Ministry/Department can contribute their datasets in the form containing a set of Standard Metadata elements. After passing through various stages of moderation and approvals, these datasets gets published on the data portal viz. data.gov.in

DR. B. K. GAIROLA
Director General, National Informatics Centre

In India, National Data Sharing and Accessibility Policy (NDSAP) has been recently notified by the Government. According to this policy, all government departments shall release their datasets in open format for citizens and other stakeholders to freely use & reuse. To make these datasets easily accessible by citizens, policy has also mandated NIC to provide technology solution for establishing an Open Data Portal (http://data.gov.in) for Departments, Subordinate Offices and Organizations. OGPL implementation in India is being executed by NIC, DeitY in close coordination with DST.

OGPL is an open source product with generic architecture, which would easily facilitate other organizations and institutions to adopt for their open data initiatives. Communities could also contribute further by developing innovative apps around datasets and also enhancing the product in terms of features & functionalities.

The purpose of the platform is to enhance access and use of government data to foster innovation, promote transparency, accountability and public participation. I am sure it shall go a long way in democratizing the government information.

INDO-US COLLABORATION

Open Government Platform (OGPL) was developed jointly by India & US government as a result of announcement made by President Obama and Prime Minister Manmohan Singh during the Indo-US Open Government Dialogue in 2010. OGPL leverages on the best practices & features of the India's "India.gov.in" and the "Data.gov" of United States.National Informatics Centre (NIC) from Government of India and General Services Administration (GSA) of United States executed the development of OGPL.

Open Government Platform, developed to promote access to government data and information and energize citizen engagement was launched by Hon'ble Minister of Communications & IT and HRD, Govt. of India during a press conference held on 30th March 2012 in New Delhi in presence of Dr. Sam Pitroda, Advisor to Prime Minister of India. Secretary(DEITY), DG(NIC) & Joint Secretary, MEA also participated in the press conference, Senior officers from US Government & US Embassy were also present along with GSA team in India. CIO, US Government along with Deputy CTO also addressed the event over video conference.
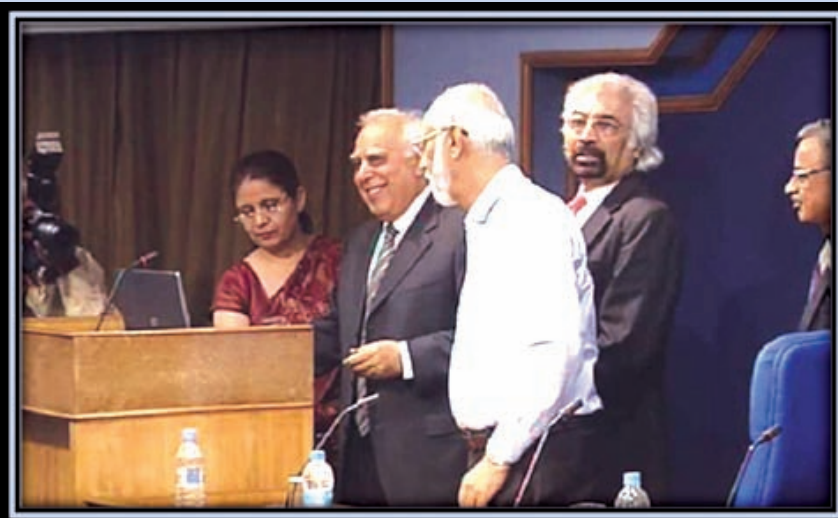
Press Briefing on OGPL – PIB Conference Hall, 30th March 2012

DATA PORTAL

Data Portal is the citizen facing frontend of the OGPL which shall provide single point access to all the datasets, apps as well as services. Portal has a strong component of search, discovery as well as citizen engagement. The development of the data portal is in compliance with the Guidelines for Indian Government Websites (GIGW).

This Citizen interfacing Data Portal would also have a Communities component built into the system. This component facilitates Forums/Discussions around various datasets, apps available on the portal as well as platform to express and discuss the kind of datasets & apps they would like to have. This shall give first hand input to development community for building new components, apps. It shall also give input to departments as what kind of datasets are more useful and accordingly can raise the priority of their release.

MONITORING AND MANAGEMENT DASHBOARD:

Monitoring and management dashboard of OGPL helps government monitor & manage its Open Data Programme through three dimensions Metrics, analytics & feedback from citizens:

- Metrics help understand amount of datasets uploaded, updated by different Departments. Frequency of upload is also available on a single dashboard.

- Analytics module gives use perspective in terms of their usage of datasets, Number of downloads, aggregated ratings provided to datasets determine their value and to

OGPL – AN OPEN SOURCE SOLUTION

Open Government Platform is completely developed using Open Source Stack. In fact complete management of the collaborative development of OGPL by two teams stationed in two continents of the world was also handled using open source tools.It complies with the best practices of open source development, which helps in leveraging the strengths of future versions of the open source base products used in development of OGPL.

OGPL being an open source initiative not only facilitates cost saving in terms of software and licenses but also facilitates community participation in terms of further development of product with additional components and innovative apps around the published datasets. This shall define a paradigm shift in the manner electronic government applications shall be developed in future. The entire source code is made available to public for review, feedback and participation for further development and enhancement.

Open government platform can be used in multiple ways. One can directly publish their datasets after one time registration & authentication. Departments could build their subject specific catalogues through a cloud based services of OGPL. One can also ask for independent installation of OGPL with customized look & feel. OGPL can be used by any central or state government department, organisations as well as district and panchayat administrations. It can also be used by private organisations as well as non government organization and civil societies to bring in more transparency in their functioning.

OGPL isn't simply about setting up a new web platform, moving to cloud computing or adopting open standards but it's about establishing a platform to enhance transparency, accountability & foster development of Innovative applications to better serve the citizens & other stakeholders. Open government data is gaining a lot of popularity & acceptance with governments across the world. Its led by government themselves, development communities, international organisations. OGPL is a perfect platform for them to launch their open data initiative.

CITIZEN ENGAGEMENT

OOGPL has a strong component of Citizen engagement. Citizens can view, download datasets as well express their opinion on the quality of datasets, they can rate the datasets on a scale of 1 to 5. One can embed a dataset in their blog or web site as well as contact the owner of the datasets for any query or clarification. One can also publish or connect the datasets on their social media pages such as facebook, twitter etc. for wider reach.

Ratings given by citizen are transparently shared on the portal in terms of number of views, current star rating which help new visitor understand quality of data sets, its popularity.

Portal also enables visitors to submit their ideas, feedbacks and as well suggest datasets they would like government to release in open domain. These ideas are further rated by citizens to help government allocate priority in release of data sets.

some extent quality of data released by government.

- Feedback from citizens provide government with first hand input from citizens on quality, relevance of datasets, new datasets needed, kind of apps need to be developed etc.

DISCOVER POSSIBILITIES
opengov

DGCA Examination System: UDAAN

Since the Launch of Udaan in October 2011, it has increased the transparency in whole process of conduction of examination for the issue of licenses in respect of pilots, engineers including pilots holding foreign license.

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The Directorate General of Civil Aviation is an attached office of the Ministry of Civil Aviation and is the regulatory body in the field of Civil Aviation, primarily dealing with safety issues. It is responsible for regulation of air transport services to/from/within India and for enforcement of civil air regulations, air safety and airworthiness standards. It also co-ordinates all regulatory functions associated with International Civil Aviation Organisation.

Its Headquarter is located in New Delhi with regional offices in the various parts of India.

The main function of the Directorate General of Civil Aviation is to regulate all civil aviation matter. Some of the salient functions are as under:

1. Regulation of air transport services to/from/within India in accordance with the provisions of the Aircraft Rules, 1937, including bilateral and multilateral with foreign countries and the policy pronouncements of the government;

2. Registration of civil aircraft;

3. Licensing of pilots, aircraft maintenance engineers and monitoring of flight crew standards;

4. Licensing of aerodromes and air carriers;

5. Supervision of training activities of Flying/Gliding etc.

There are certain requirements to be fulfilled in fixed time to obtain a Pilot Licence. The computerised system for generation of Pilot Licensing, developed by NIC Team at DGCA, is already implemented. These are flying

experience, fulfilling pre-defined medical parameters, radio-telephone licence and passing of DGCA exams. As there are different categories of licences such as PPL (Private Pilot Licence), CPL (Commercial Pilot Licence) & ALTP (Airline Transport Pilot Licence) etc., the candidates have to pass different sets of papers for each category and the aircraft to be endorsed on the licence. DGCA Exams are conducted by Central Examination Office of DGCA on a regular basis i.e. 4 times in a year.

THE HISTORY OF EXAMINATION SYSYTEM

The examination system of DGCA was computerised way back in early 1990s using the platform Sybase. It was redesigned in the year 2000-2001 to work in local environment of Examination Office on the Microsoft platform of Visual Basic 6.0 and SQL Server 2000.

In the year 2008-09, DGCA desired to switch over to web-based examination system with online application and online payment of fee and declaration of results.

With the new requirement, the scope of the project was to build a web-based application for the defined functionalities. The NIC Team at DGCA undertook the development of new Web application with the new scope and requirements as given by DGCA.

IMPLEMENTATION METHODOLOGY

The current application is developed using Java and MS SQL SERVER 2005 and is hosted at http://udaan.nic.in in the National Data Centre at Hyderabad with Apache Tomcat as web server. This was implemented for the Pilot Exam conducted by DGCA in October 2011 session.

The Application consists of 3 modules, Pre-exam processing (L1), the examination (OMR and Online), and post exam processing (L3) along with the data migration.

The salient features of the above modules are as follows:

DATA MIGRATION

The most important step for effective launching of the UDAAN application was migration of the data from old database to the new one. The old data consisted of the personal details of the candidates along with their history of

SHRI AJIT SINGH
Minister of Civil Aviation
Government of India

I am happy to learn that 'Informatics' - an e-Governance publication from National Informatics Centre, is bringing a special issue featuring DGCA in particular and Civil Aviation in general.

Information technology holds the potential providing the critical information and delivery of public services in fast, more effective and efficient manner.

NIC Civil Aviation Team is playing a pivotal role in providing and promoting ICT culture by delegating accurate, transparent and responsive information and services to the Ministry of Civil Aviation and its attached offices. I appreciate the NIC efforts in computerizing the Pilot Examination System and successful conduction of Online Examination for Pilots in last 3 sessions. This has increased the transparency and efficiency in examination process of DGCA and resulted in timely dissemination of information and results to the Pilot candidates.

I wish the 'Informatics' all success.
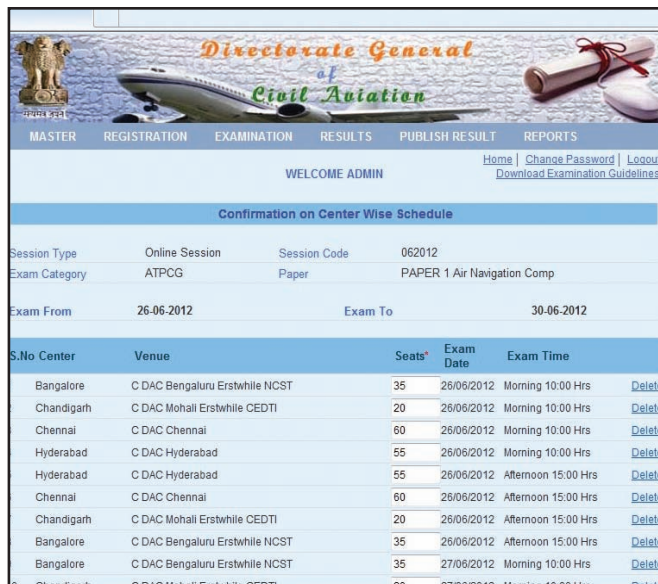
attempts taken for the DGCA examinations, marks secured, previous examination schedules etc.

The following steps were used for complete migration:

- Template Design: The data migration templates were defined to map the existing database to the new database to enable the porting of data.
- Data Migration Scripts : Data migration scripts were written to enable the one time data migration
- Data migration on day Zero : All the required data in the existing database was migrated to the new database

L1 MODULE (PRE EXAM PROCESSING)

- Online application for new Registration with DGCA.
- Verification of application by DGCA Officers and subsequent generation of his / her Computer Number along with his login details for further using of the Udaan (Exam) application i.e. new candidate profile creation.
- Generation of login details for the already registered candidates (old Sybase and VB applications) i.e. old candidate profile creation and updation.
- Releasing of Exams Schedule by DGCA Officers using Udaan application, along with the choice of examination venues

- Defining the paper policy for various papers i.e. maximum marks, pass marks, oral / essay components etc.
- Online Application for OMR exam, Online exam, Oral Exam by the registered candidate. The candidates are allowed to apply for a particular exam based on his previous attempts history. This eligibility check is done online at the time of application submission.
- Online payment of fee using e-Payment Gateway with ICICI Bank
- Verification of applications and Generating Roll Numbers by DGCA Officers
- Allotment of seat for the online exam, based on the candidate's choice and availability of seats at various venues.
- The candidates are sent automatic mails at various stages of application processing that keeps them updated about the status of their application (application submission, verification, rejection/acceptance of application with reason etc.)
- Alternatively the candidate can query his application status by logging in the Udaan System using his login details
- Transferring of eligible candidate's data to L2 Process along with their paper, roll number, venue details, and login details for using L2.
- Various Pre Examination Reports like

computer numbers generated / rejected lists, centre / paper / category wise admitted candidates list, Pre – exam analysis reports, Fee reports, attendance sheets etc.

L2 MODULE (EXAMINATION)

- OMR Based Exam - The DGCA conducts the OMR based Exams after collecting information and generation of roll numbers using the L-1 module.
- Online Exam (VIMANIC) – The online examination of candidates is conducted using the VIMANIC application. VIMANIC is developed & maintained by NIC Hyderabad Transport Project team and hosted at National Data Centre in Hyderabad. DGCA hires various test centres with suitable infrastructure, in different cities of India for the conduction of Examination. All the venues are connected to VIMANIC application server using the NKN connectivity. The connectivity with suitable bandwidth is looked after by NIC Network division on all India basis. The salient features of VIMANIC are
- Only the predefined exam venues can access the VIMANIC application
- A continuous connectivity is maintained with the client machine and the VIMANIC server
- All the data transfer between the client

and the server takes place in SSL mode in encrypted format.

- VIMANIC application generates a secret pin for each candidate before the actual exam time. This secret pin is handed over to the candidate just before the commencement of the exam by the Centre Controller at the exam venue

- In addition to the login / password provided by the L1 Process, this secret pin is used by the candidate to initiate the exam.

- All the candidates are posed with same sets of questions though in different order

- If there is any abrupt disruption in any candidate's exam because of hardware, link or application failure, VIMANIC has a provision of restarting the candidate's exam from the same place where the disruption took place. In such a case a Master Password, which is in possession of the Centre Controller is also needed to relogin

- Candidates have the provision of revisiting the already attempted questions and modifying their answers till the time they finally submit their exam.

- VIMANIC also gives a provision to the candidate for recording an objection against a particular question, if he feels there is some discrepancy in it.

- An objection review committee at DGCA reviews the objection and if it is found valid, the marks for all the candidates, who were asked that question, are adjusted accordingly.

- Once all the objections are removed, the complete L2 data along with the marks and status of candidate (Present / Absent / Terminated) is transferred to L3 for post exam processing.

L3 MODULE (POST EXAM PROCESSING)

- Uploading and processing of VIMANIC Data
- Absentees Entry for the OMR exam

- Uploading of OMR Data
- Processing of OMR Data – Absentee / paper / category etc mismatch
- Scheduling of Oral exams for eligible candidates. Eligibility lists are prepared based on the processed VIMANIC data in conjunction with the Paper Policy defined in L1.
- Declaration of eligible candidates list for oral exam (for some papers where the final result is declared along with the OMR/Online exam)
- Oral Marks Entry (for some papers where the final result is declared along with the OMR/Online exam)
- Essay Marks Entry (for some papers where the final result is declared along with the OMR/Online exam)
- Result Declaration – Based on the paper policy defined by DGCA Officers in L1, The candidates are marked Pass / Fail.
- Final Publishing of the result on UDAAN, where candidates can query their marks.
- Post Examination Reports – Oral eligibility Lists, Result Checklist, Register Print for physical archiving of declared result, post exam analysis etc.

I-CARD GENERATION

The module for generation of I-card has been developed and tested by DGCA officers. This will be implemented in the 2nd phase of Udaan application. The module has the provision for

- Capturing and updating of the photograph of the candidate
- Capturing of fingerprint of the candidate

It is proposed that the candidate will be required to come at any one of the designated DGCA Offices where his biometric credentials will be captured and an I-card will be generated then and there only that will be signed by the candidate and the authorised DGCA Officer before handing it over to the candidate. This will be done at any time after registration and before the candidate's 1st attempt at the exam, after

the implementation of this module.

OTHER FEATURES

- The System has the provision for updating of candidate profile by DGCA Officer
- Creation of new role and profile for the Udaan use.
- Resetting of Password by DGCA officer
- Various Master Data entry screens.

BENEFITS

- The system has increased the transparency in whole process of conduction of examination.
- No manual intervention, right from the application acceptance till result declaration, in case of online examinations.
- Reduced time to declare the results.
- Reduced workload on DGCA staff in terms of data entry.
- Applicants can check the status of their applications online at various processing stages of the applications.
- The online examination history of the candidate is available to the candidate also

STATISTICS

Since the Launch of Udaan in October 2011

- New Registrations 3500
- Applications rejected for registration 310
- Candidates appeared for Online Exam 5000
- Online Papers conducted 12282
- Online Exam Centres in India 10
- Candidates appeared for OMR Exam 2150

MIS on Integrated Action Plan for Selected Tribal & Backward Districts (IAPMIS)

The Integrated Action Plan (IAP) for Selected Tribal and Backward Districts under the BRGF programme will cover 78 districts. It aims to facilitate quick decision-making with the help of a web-based application to monitor and manage various GoI Flagship programmes pertaining to 78 selected tribal and backward districts so as to benefit a common man and in turn it will help to control left-wing extremism.

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Information Technology is slowly metamorphosing the social, economical and political life of the citizens in India and e-Governance is fast catching up. In the last few years, Government of India has accorded highest priority to e-Governance initiatives being undertaken. ICT innovations and its implementations are rapidly changing the methods of performance of our day-to-day functions. The Government is working on various facets of e-Governance, with the main objective of bringing Government closer to citizens and making it more transparent and approachable. In this regard, a few Monitoring Information Systems (MIS) have been designed, developed and implemented by NIC Cell at Planning Commission. 'IAPMIS' is one of the successful projects that has been appreciated by the Planning Commission.

INTRODUCTION - LEFT WING EXTREMISM & IAP:

The issue of development deficit in tribal districts including those subject to Left Wing Extremism has been a matter of concern. In order to bridge the development deficit in the districts affected by Left Wing Extremism, Government of India approved an Integrated Action Plan (IAP) on 25.11.2010 for 60 selected tribal and backward districts in 9 States with a block grant of Rs.25 crore and Rs.30 crore per district for 2010-11 and 2011-12 respectively. Subsequently the program was extended to 18 more districts making total number of districts covered under this scheme to 78 of the nine States and to these also Rs.30 crore was released during 2011-12. Under this Programme untied funds are extended at the district level providing a flexibility to take up public infrastructure works such as school buildings, Anganwadi centres, Primary Health Centres, drinking water supply, village roads, electric lights in public places etc.

OBJECTIVE:

To facilitate quick decision-making, it was decided to establish a web-based application to monitor and manage various GoI Flagship programmes pertaining to 78 selected tribal and backward districts so as to benefit a common man and in turn it will help to control left-wing extremism. Planning Commission entrusted the job of designing, developing and implementing a management tool to NIC – Planning Commission Unit so as to monitor the fund flow to these LWE districts so as to review the physical and financial performance of activities of development work periodically.

Macro level monitoring of IAP is to be carried out by the Committee headed by

the Member Secretary, Planning Commission. The web-based MIS application has been developed using Microsoft Visual Studio 2005 at front-end and SQL Server 2005 at back-end.

CURRENT STATUS & COVERAGE:

NIC – Planning Commission Unit has developed a web-based software application - MIS for 'Integrated Action Plan (IAP) for 78 Selected Tribal and Backward Districts pertaining to 9 States i.e. (http://pcserver.nic.in/iapmis) and has been implemented successfully since inception. It is gradually being made exhaustive one with adding more and more information. It is being used widely for updating the performance of eleven major flagship programmes as well as to monitor the utilization of fund allocated per district @ Rs.25 crore during the financial year 2010-11 and @ Rs.30 crore during 2011-12 as first and second installment respectively. Thus the monitoring system was developed for Planning Commission to monitor monthly progress of the schemes/projects with a grant of Rs.55 crore during 2010-12. In the current financial year also, each of these 78 districts will be provided an additional allocation of Rs.30 crore during 2012-13.

As on date, this national level project is being monitored at highest level by the Planning Commission in which District Magistrates (DMs) / Collectors of 78 districts and Chief Secretaries of these 9 States have video conferencing sessions from their locations with the Planning Commission. Physical & Financial progress of all flagship schemes and utilization of development expenditure is monitored by the officials of the Planning Commission and other Central Ministries using VC session over NICNET.

System can be invoked with role based authentication. There are three different types of user interfaces depending of the privilege of the user-id. There are three types of users defined in the MIS with pre-defined roles. Districts, state and scheme users can update the information online from their respective districts.

IMPLEMENTATION & UTILIZATION :

The application is implemented and input is updated online from 78 Districts locations every month. Almost every month Member Secretary, Planning Commission takes a review meeting to monitor the performance using Video Conferences System over secured NICNET of NIC at Planning Commission with the Chief Secretaries and their subordinate officials of these 9 States along-with Collectors/District Magistrates from 78 IAP districts locations.

ELEVEN FLAGSHIP SCHEMES BEING MONITORED ARE AS FOLLOW:

1. Supplementary Nutrition (ICDS)
2. Sarva Shiksha Abhiyan (SSA)
3. Road Connectivity (PMGSY)
4. MGNREGA
5. Housing (Indira Awas Yojana)
6. Health (NRHM)
7. Electrification (PMGSY)
8. Drinking Water Supply (DWS)
9. Ashram Schools
10. Forests Right Act
11. National Highways/State Highways

Many Video Conferences have been chaired by Hon'ble Home Minister and Deputy Chairman, Planning Commission and they have interacted with DMs/Collectors of 78 districts and nine Chief Secretaries from the Planning Commission.

This program helps in knowing what the grass-root realities are and how our programs need to be monitored and modified in order to bring them in line with the aspiration of our people in these selected backward and tribal districts.

PROJECT RECOGNITION:

The IAPMIS has been awarded "Skoch Digital Inclusion Award" for the year 2011 in the category of 'Technology in Minorities & Weaker Section Development'.

On the implementation of IAP, Dr. P Chidambaram, Union Home Minister said –
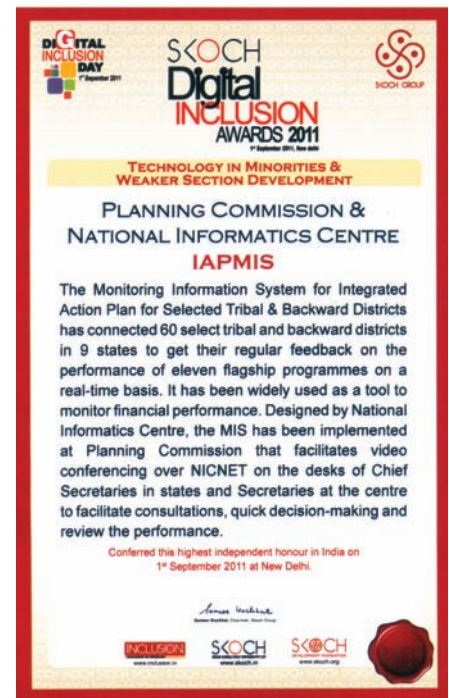
"I am happy to note that this intervention in the most backward districts of the country have yielded quick results on the ground. I appreciate the initiative taken by the Planning Commission for publishing a compilation of innovative works taken up in the 60 districts selected under the IAP".

Dr. Montek Singh Ahluwalia, Deputy Chairman, Planning Commission also said that "Regular monitoring through video conference and field visits was done by the Planning Commission. It is heartening to note that in a short span of fifteen months, out of nearly 67,000 works taken up, 42,000 have already been completed."

Mrs. Sudha Pillai, Member Secretary, Planning Commission has also acknowledged the efforts of the NIC in Planning Commission and Districts, who have helped in maintenance of the MIS developed by NIC.

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COCIS:
Court Cases Information System in Uttar Pradesh

"Justice delayed is justice denied" is one of the most frequently used statement in terms of legal systems across the country. People are a mute witness to the court processes, often spending their lifetime savings in unending cases. Pendency is an ever pervading dilemma mutant in the legal system stultifying the cause of Justice."

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S tatistics reveal that for every 1467 Indians, there is only one lawyer to fight for his/her cause and for every 1 million Indians there are only 14 judges to render justice. More than 2.7 crore cases are still pending in the trial courts alone. In addition, there has been a steady rise in the number of court cases against government and its departments as well as its constituents, which have been experiencing difficulty in dealing with the situation and the consequences of it.

Normally, the cases are filed before courts, whenever the administration fails to discharge its duties according to the provisions of statute, rules and regulations made there under. The government departments have to face litigations filed by citizens, department officials, contractors and others from time to time during the regular course of working. Complying with the legal process, government is required to be in constant interaction with the Chief Standing Council/Government Advocate (CSC/GA) who represents the government in courts. The concerned department needs to give proper information concerning the matter before the court, to keep the CSC/GA informed of all aspects, and to ensure that an informed effective representation is made on its part.

The main issue plaguing the legal system is pendency of cases which can be attributed to lengthy court procedures, lawyer's tendency to drag cases and the fact that timelines are not known to and adhered to at various stages of court case flow. In government cases there is lack of effective administration and monitoring system to deal with it in a more effective manner. A study revealed that the major problem in government cases was the lack of communication & sharing of information between different entities working on the case.

COCIS

The Court Cases Information System (COCIS) provides a web based common platform to all the stake holders including Advocate General Office, High Court, State Government Department and the Petitioner. To introduce transparency in the system and ensure speedier disposal of cases various features of information technology have been adopted. Discussions were carried out with the different stake holders to put in place a simple and effective MIS that could benefit all. Wherever possible, manual processes were replaced with electronic processes and policies were adopted to have a more stringent monitoring mechanism. The completely automated system initiates as

EARLIER SYSTEM	COCIS - ADVANTAGE
Notices filed manually.	Electronic filing of notices on counters which are instantaneously available on website
Department not informed timely.	COCIS portal guarantees informing the department in time through emails, SMS.
CSC/GA is on manual mode whereas High Court is fully computerized. The Gap creates inefficiency in representing government cases.	CSG/GA integrated with the High Court database to create instant awareness on the proceedings for the cases.
CSC/GA interactions with departments are poor. Many times information gets missed out.	Most of the activities at HC/GA Office get posted on portal related to cases
Law Department dependent on manual records for case tracking/contempt case management CA/RA filing	Law Department accesses COCIS portal to know the current progress on anywhere-anytime basis

soon as the litigation is filed and latest technologies viz. email, SMS, mobile computing etc. have been integrated to share information instantly.

The infrastructure for the project has already been provided to the field level offices and nodal officers have been appointed in all departments. The computer application is under direct monitoring of Advocate General (AG), Uttar Pradesh & Law Department, GoUP. All the notices are received and the details are entered at computerized counters of AG Office. The application supports automatic generation of notice number followed by automatic sending of short message through SMS and email to the concerned department. The Nodal Officer of the concerned department is supposed to take necessary action related to the notice/court case. He is also responsible for checking the details of fresh, daily & supplementary case lists. The details of contempt cases and other important cases are also available on the website.

OUTCOMES

COCIS has been boon for all stakeholders. Timely intimation to the departments about their cases filed at High Court supports them to put proper documents in front of CSC/GA for filing Counter Affidavits and other documents in the court. Litigant is also benefited by speeding up the hearing at High Court. The Hon'ble Courts have also been able to dispose the cases early after implementation of the IT enabled system. The integration of AG Office with the High Court has provided the base for

"With the help and support of NIC, Advocate General Office has been leveraging ICT, to reduce the pendency of Government Court Cases and filing of Affidavits. COCIS is another step in same direction, it acts as a central repository for information on court cases and has been instrumental in reducing pendency of government cases. I take the privilege to congratulate NIC and GoUP for their efforts in making this project successful."

JUSTICE D.K. ARORA
Hon'ble Justice Shri. D.K. Arora played a key role in successful implementation of the portal during his posting as Additional Advocate General of GoUP. Hon'ble Justice Shri. A. Mateen also extended his kind support by allowing the sharing of High Court data to enrich the portal

automating case listing and case status which are now available on portal. This has resulted in better monitoring and faster disposal of cases.

The above table has shown a dynamic increase in the number of disposal of cases from 2008- 2011. Even the percentage of disposed cases has been raised from 57%to 66%.

YEAR	FILING (IN YEAR)	TOTAL FILING (FOR THE YEAR)	TOTAL DISPOSAL (FOR THE YEAR)	% DISPOSAL
2011	2,82,536	36,03,223	23,75,402	66
2010	2,81,095	33,20,617	21,12,025	64
2009	2,70,022	30,39,522	18,28,723	60
2008	2,56,143	27,69,500	15,91,224	57

Rate of disposal of court cases after the implementation of COCIS from year 2008-2011.

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e-CMRF:
Chief Minister's Relief Fund Automation at Odisha

e-CMRF is a web based application system has been implemented for the automation of Receipts & Issue of assistance under Chief Minister's Relief Fund (CMRF), to bring transparency & accountability at every level and promote timely assistance to the needy citizen.

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Chief Minister's Relief Fund (CMRF) provides financial assistance to citizens in distress like needy and indigent persons for treatment (Major Ailments), distressed people affected by Major Calamities, persons affected by major mishaps, and other special cases as approved by the Chief Minister (CM). This fund depends upon budgetary allocation provided by the Government of Odisha and Voluntary donations received from the general people and several organizations related to social responsibility. As per Section 80G of Income Tax Act, the donations to the relief fund are entitled to 100% Income Tax exemption.

WHY E-CMRF?

It has been sincerely felt that the value of fund would increase multifold, if we can
– Reach to the un-reached
– Provide up-to-date status to the applicant
– Bring in ease in the process of relief remittance
– Deliver the relief at the earliest possible time
- Device Modalities to attract more Donors
- Convert One-Time Donor to Multi-Time Donor

CHALLENGES / ISSUES:

- No Standardized Application Format for ailment / non-ailment
- Citizen moves place to place just to apply for relief
  – Obtaining Application Form, for Recommendation of Tehasildar, Medical Certificate from Hospital, Recommendation of MP/ MLA, Application Submission etc.
- Application Processing taking long time
  – Application Verification, Information to the applicant for document needs if any, diarisation at various levels, processing at various stages etc.
- Process Delays due to
  – Diary / Dispatch movement
  – File processing
  – Financial transactions through DDs
- Verification with previous sanctions is time consuming
  – Within same financial year
  – Across the state
  – Same or other ailments
- **No intimation about in-Process Applications Status to applicants**
- **Middlemen Interferences**
- **No timely submission of Utilisation Certificate**
- **Manual preparation of Ledgers, Cash Book etc.**

The existing manual process for adjudicating and providing the relief called for inclusion of ICT to bring transparency & speed up the overall process so that the relief may reach needy at the earliest.

SCOPE:

NIC Odisha has developed and implemented the e-CMRF, a complete web-based automated solution with re-

engineered process flow, at CMRF section of the General Administration Department, Government of Odisha. Implementation of the system has helped to bring down the average processing time i.e. from receipt of application to release of funds. The system has been developed as role based - from citizen to district and state level. System is configurable for various defined levels in the sanction process.

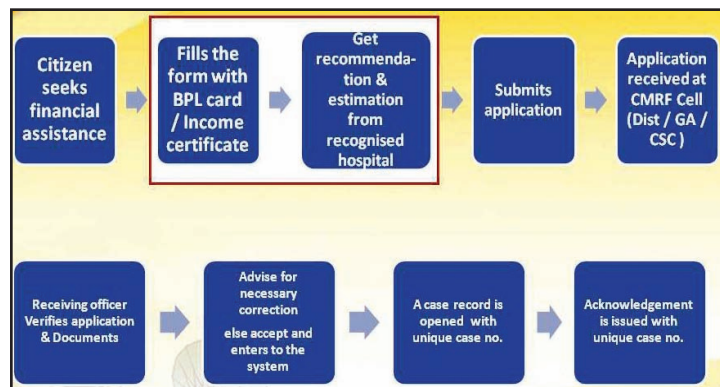Product envisages covering the scope of

- Receipt of Donations
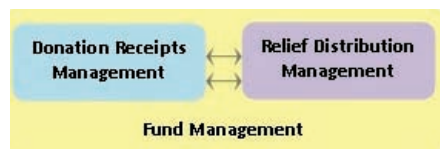
- Relief Distribution
- Fund Management

PROCESSES REENGINEERED

- Online generation of Diary / Dispatch numbers – Reducing file movement time
- Online remarks at various levels – restricted physical file movement

- Banks (Receiving the donations & issuing relief)
- Hospital (Certifying the cases & distributing the relief)
- Tehasildar (Certifying the income)
- Collectors (Approving the application)
- GA -CMRF (Coordinating department)
- CM Office (Final approving authority)

DELIVERABLES

- Online movement of applications through various levels
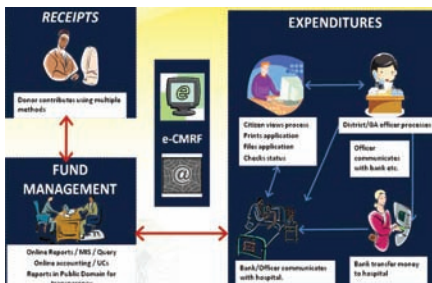
- Automatic generation of Standardised letters
- Online queries - Purpose wise / Applicant's or Donor's Namewise /

customization & rollout

- Dynamic Role-based Dashboard
- Colour coding Pattern for Pending Applications / Batch of applications
- Processing of a group of similar cases as 'a Batch' with 'one-click'
- Online Query Back / Comply forward options among all levels
- Batch file Securitization facility
- Common remarks facility for batch files
- Easy verification for previous sanctions - Within same fiscal year / across the state / same ailment.

G2G & G2C E-GOVERNANCE ORIENTATION

- 24x7 Accessibility from anywhere over internet
- Transparency at Donor / Applicant / Departmental Officer level
- Accountability fixed at various level as per Citizen Charter defined
- Online grievance submission facilitating citizen rights
- Integration with Chief Minister's Grievance number

- Scanned documents available for online verification at all levels
- Relief Disbursement through online account transfer
- SMS integration at various transaction level
- E-Mail integration for System generated letters / release orders etc.

STAKEHOLDERS INCLUDE

- Donors (donating to CMRF)
- Distressed Citizen (applying for the relief)
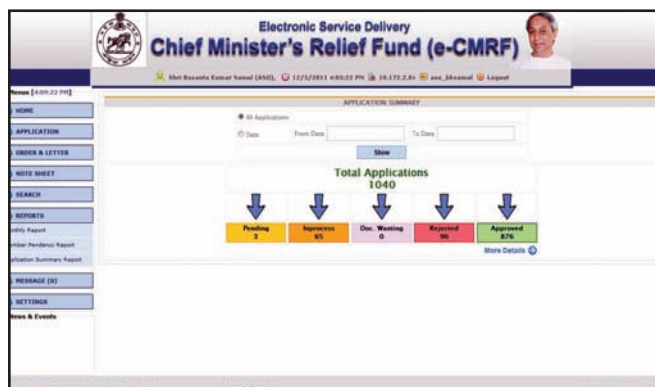
amount wise / Hospital wise / District wise etc.

- Online Donors' Details
- Online Generation of Note Sheet for Approval / Rejection /Query / Compassion cases
- MIS / Accounting / Statistical Reports
- Uploading of PDF / JPG files like BPL / Income certificate etc.

SALIENT FEATURES

- Standardised Role-based levels for easy

Information and transactions oriented e-Governance services coupled with process re-engineering and change management has been successfully attempted under the project.

HARYANA:
Impacting life of Citizen through effective e-Delivery of Services

Haryana was constituted in 1966 and it is one of two newly created states carved out of the greater Punjab province as a means of creating a stronger national identity. It has been a part of the Kuru region in North India.

Haryana is one of the wealthiest states of India and has the third highest per capita income in the country at Rs. 67,891, including the largest number of rural crorepatis in India.

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Determined to serve its citizen and render citizen-centric services in a time bound and hassle free manner, Haryana Government has made IT, rule the roost in almost every department, especially those dealing with public. NIC-Haryana State Centre is functioning as a technology partner of Haryana SIT and pro-actively providing Value Added ICT services and implementing key e-Governance Projects. Joint efforts of State DEIT, NIC-HRSC, line departments and Hartron on strategic planning, development and successful implementation of e-Governance projects & services, documentation and demonstration of best practices yielded more than 30 prestigious National e-Governance Awards / Accolades. An overview of projects & services follows:

1. NLRMP: Dynamic Integration of HARIS, HALRIS & Bhu-Naksha (digitized Cadastral Maps) provides a single Window Interface for Deed Writing, Registration, Mutation, Jamabandi and copy of ROR (Textual as well as Map of Land Parcel). Standing Parliamentary Committee on Rural Development consisting of Nine Members of Parliament, headed by Smt. Sumitra Mahajan Chairperson, after seeing live implementation at Ambala on 31/05/2011, appreciated the integrated work and said that "This kind of integration is need of the hour".

Smt. Sumitra Mahajan Chairperson, Standing Parliamentary Committee seeing live implementation of NLRMP

2. HARSAMADHAN – Centralized Public Grievance Redressal And Monitoring System facilitates on-line receipt of Application, Status Tracking, Final Response Document Status/delivery is being used by more than 1200 users of various departments.

3. TRANSPORT MMP: VAHAN and SARATHI is operational at 75 authorities. National Permit of Transport Vehicles, SMS alert service, e-Ticketing of Volvo buses are some of the applications running in Transport sector.

4. TREASURIES MMP: On-line Treasuries Information System and Electronics Payments system running at all locations. Web enabled OBAMA (Online Budget

Sh Bhupinder Singh Hooda, Hon'ble Chief Minister Haryana launching Harsamadhan

Allocation, Monitoring & Analysis) System implemented by 6000+ DDOs, using which, entire Revised estimates for 2010-11 for NONPLAN BUDGET were communicated ONLINE. The e-Salary implementation rolled out for all DDOs w.e.f. April, 2012.

5. WEB ENABLED INTEGRATED WORK MONITORING SYSTEM OF PHED provides holistic view of 12588 commissioned Tubewell and 1362 Boosters. Each Tubewell is codified and every aspect is monitored using this System, which has provided significant help in decision making and identification of Tube wells for transfer of their Operations &

management to Panchayats. As a part of empowering Panchayats, the PHED Haryana has transferred 1696 Tube wells in 1009 villages/ Habitations in rural Haryana to respective Panchayats for autonomous operations, which has helped state in receiving Panchayat Empowerment & Accountability Incentive Scheme (PEAIS) National Award 2010-11 on National Panchayati Raj Divas dated on 24/04/2011.

6. E-DISTRICT PILOT MMP: Pilot implementation of Citizen services started w.e.f. 01/12/2010 at Rohtak. Chief Minister Haryana launched e-DISHA/e-District Rohtak on 24th December, 2011

Chief Minister Haryana receiving Panchayat Empowerment & Accountability Incentive Scheme Award from Dr Manmohan Singh Hon'ble Prime Minister of India

and issued digitally signed caste certificates.

7. E-DISHA EKAL SEWA KENDRA - Single Window e-Services Delivery System :- More than 75 e-DISHA Centres are functional and providing hassle free citizen services in a transparent way. e-

Chief Minister Haryana issuing digitally signed caste certificates

DISHA centers are very popular among masses in Haryana.

8. PANCHAYATS MMP: Web enabled MIS of MGNREGA Scheme is implemented at all blocks, districts and State-HQ. PRIASoft implemented in 21 districts/112 Block/1397 village panchayats.

10. AGRICULTURE MMP: AgMarkNet: Hon'ble CM Haryana launched Mobile based Access to Agrmarknet & a Digital Kisan Mandi at Karnal on April 02, 2012. Digital Mandi provides a unique mobile phone based agriculture commodity price retrieval system via any GPRS enabled cell phone.

11. NADRS (NATIONAL ANIMAL DISEASE REPORTING SYSTEM): Project implementation at 137+ locations. Sh. Paramvir Singh, Hon'ble Minister

Sh. Paramvir Singh, Hon'ble Minister Agriculture, Animal Husbandry & Dairying addressing state level workshop

Agriculture, Animal Husbandry & Dairying appreciated the efforts of NIC , while addressing one day State level Workshop on April 04, 2012.

11. SMART CARD BASED PUBLIC DISTRIBUTION SYSTEM (E-PDS) PROJECT: The sub-pilot was launched for 03 FPS in Panchkula on 13/07/2010 by Union Agriculture & Consumer Affairs Minister. Enrolment Camp for Integrated Projects of Smart Card based TPDS, UID KYR

Mr Sharad Pawar, Union Agriculture & Consumer Affairs Minister launching e-PDS project

and State's Citizen Services database (KYR+) was launched by Haryana Chief Minister on 26/5/2011. End-to-end trial run conducted for 08 FPS. Ration Cards data of 30000+ beneficiaries published in public domain.

12. HAPPIS: Haryana Pensions Processing & Information System implemented for more than 21+ lacs beneficiaries under 08 schemes of SJE, is linked with EBT (Electronic Benefits Transfer) system. Monthly pensions and arrears are processed using this system.

13. HARYANA BYE ELECTIONS – 2011: Extensive ICT services were provided for bye-elections of Hisar Lok Sabha and Adam Pur & Ratia Assembly Constituencies. Live web casting from selected booths on poll day, was

conducted successfully.

14. MOBILE BASED FERTILIZER MONITORING SYSTEM (MFMS) - State level Trainer's Training Organized for Haryana on 23/08/2011. Karnal district is one of 07 pilot districts, selected across India.

15. WAKF BOARD COMPUTERIZATION: WAMSI (Wakf Management System of India) & DMS (Document management System) were launched by Secretary, Ministry of Minority Affairs, GoI at Haryana Wakf Board on 07/02/2011.

Sh. P.K. Chaudhery, IAS, Chief Secretary Haryana launching website of State Police Complaint Authority

16. SECC-2011 (SOCIO ECONOMIC CENSUS SURVEY): Extensive ICT support services provided. 166 charge centres setup for 49261 Enumeration Blocks. 2,31,05,499 persons enumerated. 100% data of all Blocks completed and uploaded. 46 lacs jpg images (1.9 TB) from NPR also uploaded to national servers.

17. WEB SERVICES PROJECT: In addition to a well maintained official web portal of state http://haryana.gov.in , development, hosting, updating of websites, ".gov.in"&".nic.in" domain registration & activation services is also undertaken. Sh. P.K. Chaudhery, IAS, Chief Secretary Haryana launched website of State Police Complaint Authority (http://spcahry.nic.in) on 18/5/2012 in presence of DGP Sh. RS Dalal & Chairman SPCA Sh. H.S. Rana.

18. ON-LINE ROOMS BOOKING SYSTEM & E-TICKETING SYSTEM of Haryana Tourism for 49 Tourist complexes rooms & facilities with payment gateway interface implemented. e-Ticketing implemented at Suraj Kund Craft Mela – 2012.

19. E-COURTS: Integrated Software for High Court workflow automation (ISHiCo) implemented at High Court (PHC). ICT infrastructure & Courts Information System implemented at

district courts in Haryana, Punjab and UT Chandigarh. CAS also started at Subordinate courts.

20. MCTS implemented at all Health Institutions of state covering 380 PHCs, 114 CHCs, all district Hospitals. Child Immunization information SMS based Communication System was launched by Sh. D.S.Hooda, Hon'ble MP Rohtak on 27/3/2011, at Rohtak. DC Faridabad launched website for providing Online status of blood availability in nine blood banks on 3/12/2011.

21. MEDLEAPR (MEDICO LEGAL EXAMINATION AND POSTMORTEM REPORTS) System developed as per orders of Hon'ble High Court, with necessary security measures and access controls for implementation by all Health Institutions in Punjab, Haryana, UT-Chandigarh.

22. TECHNICAL EDUCATION INFORMATICS: On-Line Off-Campus Counseling for 11 courses for Engineering Admissions implemented since 2006 & On-line Paperless Entrance Exam System for admission to 05 professional courses since 2007. System adopted by number of States.

23. POLICE MMP: Dynamic Police Web Portal with citizen interface like Daily Diary Report (DDR) & Selected FIR Status etc. CIPA implemented at most of Police stations. ICT advisory services being provided under CCTNS project.

24. INTRAGOV HARYANA PORTAL with Integration of 12 e-Office software Packages with a Single Sign On Functionality successfully implemented.

25. GOVERNMENT E-PROCUREMENT (GEPNIC) SYSTEM: Generic Solution hosted as https://etenders.hry.nic.in being implemented at DSD, Irrigation, HUDA etc.

26. Workflow based system for On-line issuance of Release Orders for advertisements, media agencies and processing of Bills implemented for Public Relations.

27. INTEGRATED E-GOVERNANCE INFRASTRUCTURE MANAGEMENT PROJECT: More than 5000 PCs connected over NICNET. DeitY funded HSDC established. Government Composite Team put in place. SWAN, HSDC, NIC-HSDC, and HrSC-NICNET integrated with common IP addressing scheme.

28. Specialized services like Video Conferencing Services, Digital Signatures Certificates Registering & Issuing Services, IT Awareness & application software operations training, Technical Consultancy & ICT Advisory Services.

ACCOLADES

1. Gold Icon National e-Governance Awards for VATMACS, Board of School education, Paperless Admissions to AICTE approved Courses,

2. Silver Icon National e-Governance Awards for HaPPIS, HALRIS # HARIS Bridge, e.Health.Net, Mustard Procurement Management System,

3. Bronze National e-Governance Awards for HALRIS and RTB

4. Telecom India Excellence Winner's Award 2007 for Best e-governed State in e-Governance at International Conference.

5. 4th Rank in Dataquest-IDC e-Governance Survey 2008 for "Best e-Governed State of India",

6. India Today's Bharat Nirman e-Governance Award 2009 was received by Haryana Chief Minister from Union Finance Minister on 14/09/2009, for Successful Implementation of key e-Governance initiatives under Bharat Nirman components (like e-DISHA ESK, PWD, PHED & DRDs works MIS) in Haryana.

7. National Good Governance Champion Award 2010 (North Zone) was presented by Sh. K H Muniyappa, Hon'ble Minister of State for Railways, Govt of India on 03/03/2011 to SIO NIC-Haryana for individual excellence in governance and public service delivery programmes using ICT and e-Governance applications at National, State & Regional level.

8. Panchayat Empowerment & Accountability Incentive Scheme (PEAIS) National Award 2010-11, was received by Haryana Chief Minister from Hon'ble Prime Minister on National Panchayati Raj Divas on 24/4/2011.

9. NIC-Haryana Scientist received National Award for Outstanding contribution in Programme implementation of RSBY (Rastriya Swasthya Beema Yojna), from Shri Mallikarjun Kharge, Hon'ble Union Minister for Labor & Employment during National conference of RSBY held at Raipur (Chchatisgarh) during May 3-5, 2011..

10. Financial Inclusion Project – disbursal of all Social Security Pensions through Electronic Benefit Transfer mechanism, awarded State of the Year - Financial Inclusion Award -2012 on 5/1/2012, by Dr. C. Rangarajan, Chairman Economic Advisory Council to Hon'ble Prime Minister.

11. NIC-HrSC officer awarded "Out standing contribution in the area of ICT for Masses in Year 2011 " by Society for Research, Education & Development.

NIC-HrSC also evaluated 80+ project proposals for establishment of IT/Cyber Parks, from ICT perspective. Execution of approved projects by concerned agencies helped in continuing increase in software exports, which touched Rs. 24,000/- Crores in 2010-11 and getting huge investments in Haryana and generating employment opportunities.

File Management System

Towards a more transparent government

The coastal state of Goa known for its swaying palms, sunny beaches and Progressive life style has not been far behind in the field of information technology. Having bagged the prestigious CSINIHILENT: Most Progressive e-Governed State Award in 2006-07 the last few years have seen Goa leapfrog into the cyber age.

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August 16 2011 a day after India's 64th Independence Day dawned as many later touted it as the day on which the "second movement for freedom" was launched. It was the day when social activist Shri. Anna Hazare started his indefinite fast for a strong and effective Jan Lokpal Bill. Why did this movement manage to capture the imagination of millions, even the hard-core cynics? No one could have put it more emphatically than President Bill Clinton, USA in the following words, "We must never forget that the free flow of information is essential to a democratic society".

The File Management System (FMS) was developed for the state of Goa with a view to improve transparency in the movement of files and documents within a government set-up. The FMS has been designed, developed and implemented by the National Informatics Centre, Goa State Centre and has been functional since September 2009. The FMS was initially implemented in the state Secretariat. Its common knowledge that for systems like the FMS to be successful, a strong and motivated bureaucratic push is required from the top. Only then will the subordinate staff fall in line. In Goa this push was provided by the Chief Secretary Shri. Sanjay K. Srivastava, IAS. After successfully implementing the FMS in the Secretariat, it has been insisted that every department come on board and use FMS in their offices.

The FMS is a web-based system, installed in the NIC data centre based at the state Secretariat in Porvorim, Goa. The application servers are in active-active
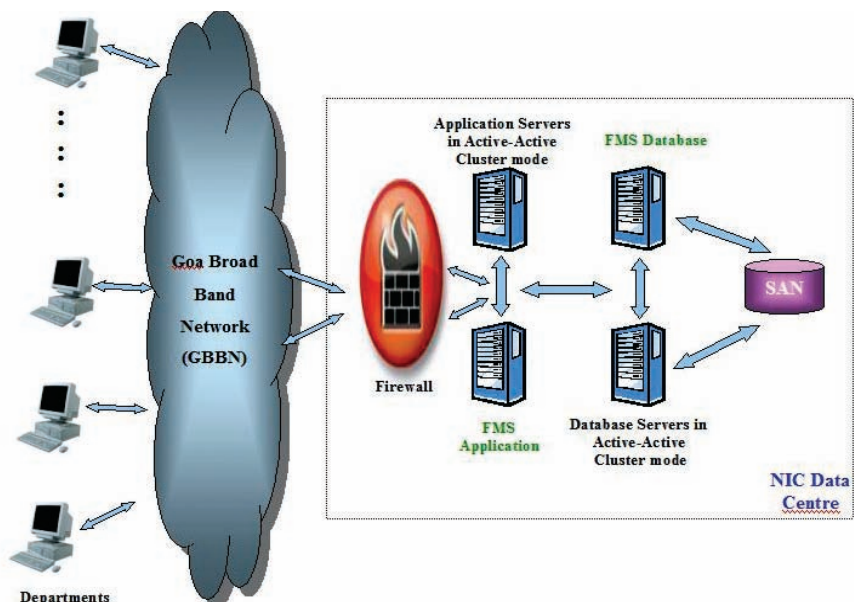
SOME MAJOR PROJECTS IMPLEMENTED BY NIC, GOA:

- Accounts-Online, for Directorate of Accounts: This system was the recipient of the CSI-NIHILENT award in department category in 2009. Most recently NIC has implemented the eDDO system, which enables all the DDO's of the state government to submit bill and payment data online. This is further used, to make Electronic Payment (ECS, NEFT, Trickle, RTGS) to beneficiaries.

- Dharani-II, for Directorate of Settlement & Land Records: This system was the recipient of the CSI-NIHILENT award in project category in 2010. Goa is the first state to boast of 100% land record computerization. Now the Record of Rights is freely available on Internet.

- VATSoft, for Commercial Taxes Department: This system enables dealer registration, tax collection, e-filling of returns and assessment of dealers. Lately e-mail and SMS notification has been provided to dealers.

- Vahan and Sarathi for RTO: Implemented in all 7 RTO's in Goa, the software covers all areas related to Registration of Vehicles and Driving Licences. Lately "Enforcement" and "Direct NOC transfer from one RTO to another" modules have been provided.

- Infogram: This system is developed to meet functional requirements of Village Panchayats. Currently the Birth & Death records of all 189 panchayats in Goa are available online.

- Municipal Administration System: This is an IT solution for Municipal Councils, successfully implemented in all 13 councils of the state. Some of the services provided are registration of Births & Deaths, Taxes, Rents, trade licenses & signboards etc.

- e-Services: 50 services have been provided for various departments through the e-Services portal. The services are for Land Records, RTO, Municipalities, Village Panchayats, Commercial Taxes and the Collectorate and Taluka offices.

- DC*Suite & Taluka*Suite: This system is less-paper software designed to meet functional requirements of District and Taluka offices.

cluster mode. The back-end database is also in active-active server mode. The active-active server mode provides for high availability with minimum downtime in case of server failure. The database and application backup is taken on Storage Area Network (SAN). The application and database servers are behind a hardware firewall. The FMS can be accessed by the departments via the Goa Broad Band Network (GBBN), the state wide area network established by the Governement of Goa.

IMPLEMENTATION STATUS SO FAR

To date more than 35 departments have been trained and are either using FMS or are in the process. More than 1000 government employees have been given software training. Some of the major departments using FMS are the state Secretariat, Department of Information Technology, Public Works Department, Electricity Department, Directorate of Transport etc. Other organizations like Goa University and Entertainment Society of Goa are also using FMS.

ROLES IN FMS

For all practical purposes, the users are categorized into the following roles as per their work description:
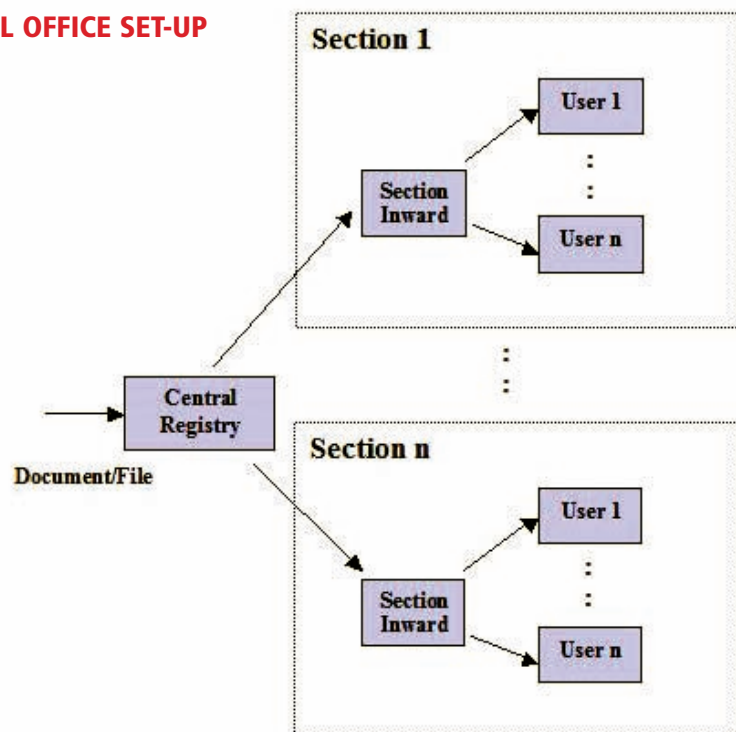
- Central Registry (One user per department)

- Section Inward (One user per section)
- Dealing Hand (unlimited)

HOW IT WORKS

- When a document/file is presented at Central Registry (CR) of a department,

TYPICAL OFFICE SET-UP

the document/file details are captured.

● A unique FMS number is generated which has to be written on the document/file by the entry person.

● The CR then marks the document/file to the concerned section.

● Once marked to the section, the document/file will appear in the Inbox of the "Section Inward".

● The "Section Inward", then marks the document/file to the concerned dealing hand within the section.

● The "Dealing Hand" will do the actual processing of the document/file.

● Using the FMS not only can the departments move the documents/files within their office, but also to other departments using FMS. This eliminates the need for re-diarising the document/file when it leaves the department and enters another.

SEARCHING A DOCUMENT/FILE

The main strength of FMS is the search facility, which will display the department, section and user with whom the document/file is at present. The search option is available to all users in a department irrespective of the role. There are two ways for searching:

● Intradepartmental search (searching for documents/files within the department)

● Interdepartmental search (searching for

Thus transparency is achieved by providing search facility to any user of FMS.

documents/files across all departments)

OPTIONS

Since FMS is a role based system, the menu options for a particular user will appear as per the allotted role. Some major options, role-wise are described below:

Role: Central Registry

● Entry – To diarise the document/file

● Forward – To mark the document/file to the section

● Dispatch – To dispatch documents/files outside the department

● Interdept-Inbox – To move documents/files to other departments using FMS.

Role: Section Inward

● Inward – To inward the documents/files in the section.

● Multiple copies – To mark multiple copies of the one document to many sections.

Role: Dealing Hand

● In-Tray – To view documents/files marked to oneself and to take necessary action on the same.

● File Handling – To create new files, close files, re-open files, link files etc.

● In Process – To view section/user wise break-up of documents/files which are in process.

SALIENT FEATURES

● Unique FMS number is generated at first entry point, which is used through out the life cycle of the document/file.

● Online help is available.

● Different categories of users such as central registry, section inward/outward, dealing hand and administrator cater to different functional requirements of a department.

● Different MIS reports available for departmental use.

● The document/file can be moved between departments seamlessly.

● Searching mechanism is available which is at the core of FMS.

● Searching can be done on the FMS number, subject etc.

REPORTS

Various MIS reports are available in FMS, which are now maintained by the departments instead of the manual registers. All the reports have Date/Section/User wise filtering available. Some major reports are as follows:

● List of Entries – Shows the entries diarised in the department.
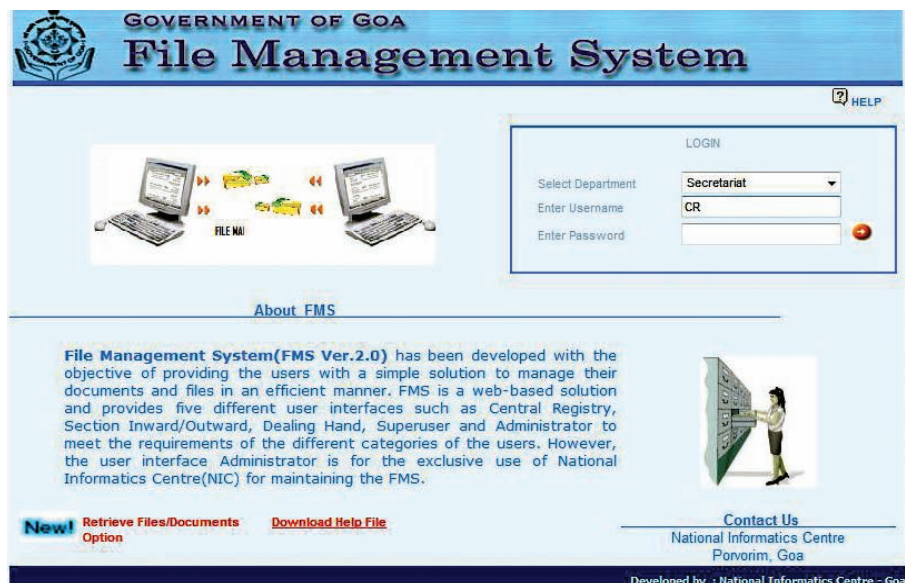
● Document/File Movement – Shows the entire movement history of the document/file.

● Files List – Shows list of files in the department.

● Inward/ Outward Register – Shows the inward/outward entries in a section of the department.

● Dispatch register – Shows dispatch entries of a department.

● Movement between users – Shows

(Web Based File Management System)

movement of documents/files between one user and many users.

- Disposed Register – Shows documents/files disposed by a particular user.

- In Process summary & details – Shows pending documents/files in a department.

ADVANTAGES OF IMPLEMENTING FMS

- Each user is held accountable for the documents/files moving through her/him.

- Transparency is achieved, as search facility is available across users and departments.

- The system also helps the individual user to keep track of their work. It also inculcates promptness in the individual.

- The system maintains entire movement history of the document/file.

- The is no need to diarise the document/file every time it moves from one section to another or for that mater from one department to another.

- All MIS reports are system generated.

CHALLENGES WHILE IMPLEMENTING FMS

It must be emphasised that most of the government employees are humble, down-to-earth people who just want to put in an honest day's work every day. However as a system that perpetuated transparency, the FMS implementation team naturally faced many challenges. First and foremost was getting users used to a state of accountability rather than no accountability. Secondly was convincing users the system was reliable and their data was secure and they would not have to bother about backup and restoration issues. Thirdly through extensive hands-on training programmes and handholding later on, even novice computer users were brought aboard. Fourthly, training programmes on various subjects, administrative and others are regularly conducted for the state govt. employees. FMS was introduced as a compulsory lecture in such programmes. This helped

Training Programme on FMS in progress

Central Registry Set-up in Secretariat Goa

to propagate the idea of FMS as a way of effective administration. Lastly and most importantly, the implementation team had to regularly convince users of the effectiveness of the system and its benefits in day-to-day functioning of the office vis-à-vis no maintenance of manual reports, ease in locating files and documents etc. The by-product being transparency!

PARTING WORDS: FMS is a continuously evolving system. The heady challenging days in the beginning are a thing of the past. And now most departments are coming aboard willingly. Users have realized that the FMS is not to be feared and in fact is a friend in their day-to-day functioning. It will serve public servants well; to realize that first and foremost they are citizens of this country and then public servants. The benefits of an effective Right to Information Act or strong Jan Lokpal will be reaped first as

citizens and then as anyone else. Systems like the FMS are in our interest for this very reason.

"When information which properly belongs to the public is systematically withheld by those in power, the people soon become ignorant of their own affairs, distrustful of those who manage them, and eventually incapable of determining their own destinies." Pres. Richard Nixon, USA 1972

Standards for e-Governance

Edited by
VIVEK VERMA

INTRODUCTION

The Government of India has launched the National e-Governance Plan (NeGP) with the intent to support the growth of e-governance within the country. While the e-Governance initiatives are being taken by various sectors, the same information from an individual is asked for repeatedly in different formats, at different locations, for different purposes, by different applications, running in silos. As a result, seamless sharing of data & services among the applications remains a major issue.

Standards are sine qua non for interoperability across the e-Governance applications for seamless sharing of data and service. Hence, Department of Electronics and Information Technology (DeitY) has set up an Institutional Mechanism for evolving/adopting standards for e-Governance applications. The mechanism involves collaborative efforts of stakeholders like DeitY, NIC (eGov Standards Division and OTC), Standardization Testing and Quality Certification (STQC), other Government departments, Academia, Technology Experts, Domain Experts, Industry, BIS, NGOs etc. The drafts prepared by the Expert Committees undergo Closed Group Review and Public review, and finally the recommendations are put up to the Apex body for approval and notification.

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APPROACH ADOPTED

The e-Governance Standards have been divided into categories like -- Policy/ Frameworks, Standards, Guidelines/ Best Practices. Various Expert Committees have been setup in priority areas, like Metadata and Data Standards (MDDS), Biometrics, Localisation, Security, Mobile Governance, Interoperability Framework for e-Governance in India (IFEG), Digital signature, etc. to formulate standards.

The Interoperability Framework for e-Governance (IFEG), impresses upon three dimensions of interoperability, viz, Organisational interoperability, Semantic interoperability and Technical interoperability. Organizational Interoperability focuses on Process-re-engineering including Government-Orders, Process Changes, and Organizational Structures. Semantic interoperability (SI) requires that precise meaning of exchanged information is understood across e-Governance applications running in silos within or across a domain / sector. For this purpose, a mechanism needs to be in place for formulation of domain specific metadata and data standards for systematic development of interoperable e-Governance applications.

Technical interoperability (TI) refers to the technical specifications, needed for interoperability among applications for data exchange, storage and archival, and protocols for networking and security. For standardisation of technical specifications Open standards have been adopted and a Policy on Open Standards has been formulated in November 2011 to facilitate cost-effective e-Governance solutions and avoid vendor lock-in.

ROLE OF NIC

NIC, an important stakeholder in the standard formulation activity, has setup an e-Governance Standards Division, which primarily steers, coordinates and manages the standardization activities along with OTC (NIC) and monitors the progress of Expert Committees and other bodies for review of draft standards.

MILESTONES ACHIEVED IN STANDARDS FORMULATION

The notified standards - policies, frameworks, institutional mechanisms, standards, and guidelines/ best practices, are published on the e-Gov standards portal http://egovstandards.gov.in, developed and maintained by e-Gov standards Division.

POLICY/ FRAMEWORK

(i) Policy on Open Standards

The Policy provides (a) a framework for the selection of Standards to facilitate interoperability between various e-Governance systems (b) flexibility to select different hardware and software for implementing cost-effective e-Governance solutions and (c) Technology choice, and avoids vendor lock-in.

(ii) Quality Assurance Framework

This document outlines a standardized Quality Assurance Framework (QAF) for e-Governance implementation. The QAF should be read with the Conformity Assessment Requirement (CARE) document and the User Satisfaction document. The purpose of CARE is to enforce implementation of standards and best practices in e-Governance solutions throughout the project lifecycle. All three documents together constitute the Complete QAF.

(iii) Framework for Mobile Governance

The Mobile Governance Framework aims to utilize the massive reach of mobile phones and harness the potential of mobile applications to enable easy and round-the-clock access to public services, especially in the rural areas.

INSTITUTIONAL MECHANISMS

(i) Institutional Mechanism for Standards Formulation

This document describes basic rules,

principles and procedures to be followed for formulation of e- Governance Standards.
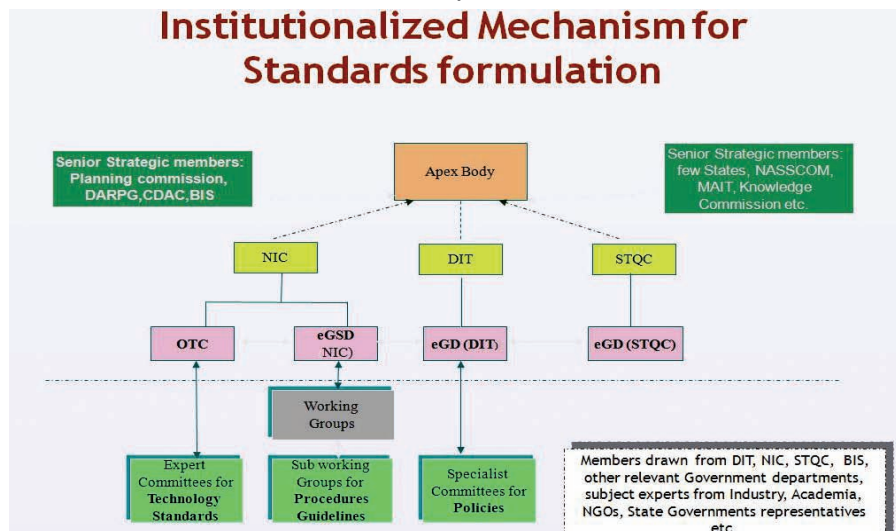
(**ii**) **Institutional Mechanism for Formulation of Domain Specific MDDS**

This document will help different domains expert committees in the

formulation of their domain specific Metadata and Data standards (MDDS) to enable semantic interoperability among ICT applications within and across the domains

STANDARDS

(**i**) **Technology Standards for IFEG in India**

About 47 Technology Standards have been identified in the Interoperability Areas prioritised by DeitY, on the basis of interoperability requirements in e-Governance systems. Further, in each of the Interoperability Areas, technical Standards have been identified, on the basis of the 'Policy on Open Standards', their maturity and industry preparedness for their adoption.

Metadata and Data Standards: Demographic (Person Identification and Land Region codification)

This document identifies and standardizes Generic data elements

common across all domain applications, Generic data elements for Person Identification and Generic data elements for Land Region Codification

Biometric Standards for:

a) Face Image-

b) Finger print Image and Minutia

c) Iris Image Standard

These standards specify image data specifications, acquisition, storage and transmission formats, to allow the application developer maximum flexibility in usage of algorithms and devices from different vendors and to address interoperability requirements.

(**iv**) **Font Standard for Indian Languages**

This standard provides a single International Standard to comply with UNICODE data storage. This ensures data portability across various applications and platforms.

(**v**) **Character Encoding Standard Document for Indian Languages**

The main purpose of the standards is to provide, a single International Standard to comply with UNICODE data storage. This ensures data portability across various applications and platforms.

GUIDELINES/ BEST PRACTICES

Guidelines for Information Security

a. Information Security Assessment Framework

b. Guidelines in 8 different areas of Information Security

Guidelines for Indian Government websites

Guidelines for Usage of Digital Signatures in e-Governance

Interoperability Guidelines for Digital Signature Certificate issued under Information Technology Act

STANDARDS FORMULATION IN THE PIPELINE

• Device Driver Policy for procurement of hardware in e-Governance applications

• Interoperability Framework for E-Governance (IFEG) in India

• Standards Release and Change Management

• Digital Preservation standards, policy and guidelines

• eForms

• Keyboard Layout Standard

• Mobile standards

WAY FORWARD

The standards formulation in a country like India with so many diversities is a challenge. While standards are being formulated, based on the experience attained over the years, implementing and enforcing them in a federated setup like India, is the more challenging.

It is therefore imperative to have a robust mechanism for enforcement of these standards in place. This will facilitate the e-Governance systems to interoperate to provide citizen centric e-services and make the dream of single window solution a reality.

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[1] Open Technology Centre (OTC), at Chennai, a project of DeitY, implemented by NIC, is another stakeholder in standards formulation activity. OTC acts as a nodal agency for Open Technology aiming to increase the adoption of Open in e-Governance applications managed by NIC/NeGP (http://portal.otc.nic.in/).

"Poverty leads to illiteracy-Literacy removes poverty"

Shri Santosh Kumar Sarangi

Conversation with Shri Santosh Kumar Sarangi, IAS, Commissioner-cum-Secretary to Government, ST & SC Development and Minorities & Backward Classes Welfare Department, Govt. of Odisha, on successful implementation of PRERANA - "Post-Matric Scholarship Registration Release And Network Automation" for ST/SC/OBC/SEBC and Minority students.

http://ori.nic.in/odishapms

(A Project with eWorld 2012 award under EDS category)

Edited by
R.GAYATRI

WHY DID YOU NAME THE PROJECT AS 'PRERANA'?

SKS: To reinforce and stimulate the students desire for Higher Education with online scholarship programme to larger

community and farthest corner possible, we have seen that the programme acted as an inspiration / motivation to the students with wider participation, thus the name "PRERANA".

HOW THIS PROJECT AIMS IN MEETING THE OBJECTIVE OF GOVT. OF ODISHA

SKS: Being second largest ST populated state our mandate was for all-round development where education plays the central and most important role. With faster online disbursement of scholarship funds by DWOs and directly crediting to the account of the Students of weaker society (ST/SC/OBC/SEBC and Minority students) there certainly has been reduction in dropout rate because of lack of financial strength, awareness etc. This was one of the major deterrents for the slow progress of the state at large and was a reason to ponder about.

WHO ARE THE MAJOR STAKEHOLDERS? WILL YOU KINDLY BRIEF US ON THE WORK FLOW OF THE PROCESS INVOLVED?

SKS: The eligible student registers online with the ID to be used throughout his career. The verified form is transmitted

online by the Institute to the DWOs who on further verification generates demand/bill and through treasury bank the online disbursement of scholarship is made directly to the student's bank account.

SO THIS MEANS GOVERNMENT PROCESS RE-ENGINEERING MUST HAVE BEEN A CHALLENGE FOR YOU AND WHAT MODEL YOU HAVE INCORPORATED.

SKS: Certainly, the challenge was overcome through Team work. We could transform the legacy process to a completely automated one. The earlier manual process of receiving applications, manual verification, making thousands of bank drafts and their processing and the inherent risks of non transparency have been completely done away with. This is a G2G and G2C model of e-Goveranance.

SIR, PL. TELL ABOUT PROGRAMME IMPLEMENTATION STRATEGY AS IT IS A CUSTOMARY IMPRESSION THAT GOVERNMENT TRANSFORMATION / CHANGE MANAGEMENT IS DIFFICULT TO ACHIEVE.

SKS: To prevail over the govt. process bottlenecks & redundancies, we carried out statewide sensitization programmes

for govt. officials and for colleges/institutions. Publicity in print & electronic media, guidelines & quick reference manuals, Video Conferencing (VC) with minority community leaders & other all-round effort and process mapping etc. were put in place for the success of the project. District Informatics Officers of NIC took a lead role in the districts and their proactive support to DWOs/ Institutions /students proved to be a major contributing factor for our success.

PL. TELL US SOME PROCESS TRANSFORMATIONS AND TANGIBLE AND INTANGIBLE BENEFITS.

SKS: A record no of 206471 applications received with increased student base applying for the scholarship was our delight. Through SMS services, status at various stages is being communicated. In a way we are fulfilling our objective of providing Social Justice to the needy in a more effective way thus the Government Transformation.

With impressive reduction in man hours, reductions in number of DDOs are the tangible benefits and marked improvements.

WHAT ARE THE KEY CHALLENGES / FACTORS RELATING TO THE MAJOR ROADBLOCKS THAT YOU HAVE FACED?

SKS: Apart from Change Management Strategies dealing with the process and the people, Capacity building measures were also undertaken with computers and net connectivity to DWO. IT Kiosks / Citizen Service Centers (CSCs) were also brought in for further facilitation and consolidation. Apprehending slow turn initially Institutions were given facility to upload on behalf of the students, which later proved to be a major success.

YOU HAVE MENTIONED THAT THE PROJECT HAS FULFILLED STATE'S OBJECTIVE TO GREATER EXTENT. WHAT IS YOUR NEXT PLAN OF ACTION?

SKS: Yes, certainly it has. We expect that our endeavor to assist the students for their better education prospects would definitely lead to more qualified students which would directly/ indirectly have an impact on our society. I have full faith

on the system and convinced with its outcome. Believing the concept of 'Kaizen' for continuous development and improvement we stand now to make it a more robust and successful product with additional features. Simultaneously, the team is on the job for simplification and streamlining of a no of key areas like Online Payment and extension to Pre-Matriculation scholarship distribution level.

IT SEEMS YOU HAD A DEDICATED TEAM TO ACHIEVE THIS LEVEL OF SUCCESS?

SKS: I give credit to all stakeholders who have come forward for its success. I extend heartfelt thanks to my departmental officers, DWOs, the Nodal officers of the institutions, banks in the disbursement process etc. I appeal to the students to use the system for more effectively for the benefit of all.

Every project has certain key people without whom the project materialization would be difficult. I sincerely express my thanks to Shri S.K Panda, SIO OSU, Shri A.K Hota, TD, Shri D. K Mandhata, Scientist-D, Shri Siba Prasad Dash, Scientist-C, of NIC, Odisha State Unit and Shri Sunil Jain, TD, Shri Sanjay Garg, Scientist-C from NIC Madhya Pradesh who have contributed significantly and

made this project a success. The team has been involved right from Process Re-engineering to Software development and

customization and throughout the entire Programme Implementation.

WHAT IS THE OVERALL FEELING AND YOUR WORDS TO SUMMARIZE THE EFFORTS PUT IN.

SKS: I express my sincere gratitude to our Honb'le Chief Minister Shri Naveen Pattanaik who has taken personal interest

and launched the project on 01st Oct' 2011.

The G2G and G2C project impressed Hon'ble Cabinet Minister, Tribal Affairs, Govt. of India, Shri V. Kishore Chandra Deo, during his visit to review the SSD & BCW Dept. on 06/11/2011 with an assurance of 'PRERANA' roll out in all the states nation-wide certainly invites a great deal of pleasure and satisfaction.

EWORLD-2012 AWARD FOR THE BEST INITIATIVE FOR ELECTRONIC DELIVERY OF SERVICES (EDS)

This Top to Bottom leadership for a genuine cause and the bottom to top sincerity showed by all workers in the 'PRERANA' team was recognized and the project was awarded for the "Best initiative for Electronic Delivery of Services" at eWorld 2012 Forum organised by ELETS, at New Delhi in June 2012. This is certainly a feather in our cap and we are to a long journey with our Endeavour.

As the name implies 'Prerana' - means inspiration or stimulation, the project would certainly act as a catalyst for further consolidations; go ahead and in facilitating for our objective of providing more and more ICT based e-Governance services for a better society.

Interviewed by: Shri Nihar Ranjan Biswal, Scientist-D, NIC- Odisha.

GWALIOR:
Fast developing ICT Hub of Madhya Pradesh

Gwalior, the historical district of Madhya Pradesh, has again come into limelight due to fast & rapid progress in e-governance. Almost all government offices in the district are adopting IT based initiatives to provide fast and easy services to the citizens. Projects such as Janmitra Samadhan Kendras and Jansunwai have not only improved the Government-Citizen interaction but have also received widespread appreciation at various national forums.

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Edited by
ANSHU ROHATGI

Gwalior District Centre of NIC came into existence in 1989 to provide technical support to district administration as well as government organizations for rolling out ICT initiatives/activities in the District. It is

equipped with latest ICT infrastructure to manage services and a robust network to ensure connectivity between various departments. Recently, the National Knowledge Network (NKN) was commissioned at Gwalior providing high speed bandwidth to various offices. The Video Conferencing facility provided by NIC is one of the most extensively used medium for communication between state, district & field level offices.

Some of the major online eGovernance projects implemented in the districts include –

Janmitra Samadhan Kendra http://gwalior.nic.in/janmitra/index.htm
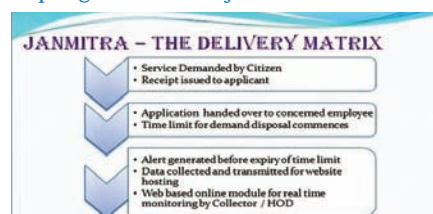
has been implemented to provide services to the rural masses in a more accountable and transparent manner. 48 centers have been setup in the rural areas to ensure that all demands are meet in proximate time. The field level functionaries such as patwari's visit these centers regularly to ensure the adherence to service level agreements. Biometric devices are being been used to monitor and record the visit of these field level functionaries.

Jansunwai http://www.gwalior.nic.in/Jansuwai.html is another important milestone in redressing Public Grievances in the District. The system auto generates the receipt for each application filed under Jansunwai. The receipt is used to track the status of application on the Internet and through mobile using SMS till the grievance redressal.

Time Limit Paper Monitoring System http://dic.mp.nic.in/panna/appmonitor/login.aspx is a G2G application implemented in the district to ensure time bound compliance of all letters & documents submitted at the collectorate. The system enables online marking and forwarding of applications received to concerned department /section for the time bound compliance. It also monitors the disposal in the prescribed time limit.

Revenue Recovery Information System is a web enabled application created to keep track and consolidate the revenue recovered by various officers of District Administration. Several detailed and consolidated reports can be generated to scrutinize the recovery status. The system is being actively used by all concerned offices of the district.

Accountant General (AG) Office.

It is usually very difficult to deliver G2C Services in remote & rural areas but due to NIC's Janmitra Smadhan Kendra the delivery and monitoring of such services has now became possible even in remote areas.
AKASH TRIPATHI (IAS),
Additional Secretary to Hon'ble Chief Minister of Madhya Pradesh

www.agmp.cag.gov.in - A dynamic website has been designed, developed and hosted for AG office, Gwalior. It contains information of all the four departments - Principal Accountant General, Accountant General (W&RA, A&E). This website provides all information related to the finance and GPF of state government employees.

The President Board of Revenue, Gwalior www.boardofrevenue.mp.gov.in – this website has been developed to provide online information of revenue case, case list and case status that are registered in the Board of Revenue office.

Nazool Land Record http://gwalior.nic.in/nazul.html - the details the nazool land have been made available on Internet for the public access. This has resulted in saving of time and money to access information manually from the concerned office.

NATIONAL PROJECTS
- NIC, Gwalior played a key role in successful porting driving license and vehicle registration data of Madhya Pradesh in National Transport Register under the NeGP project.
- eCourts, another MMP under the NeGP project was launched in District court of Gwalior.
- NIC, Gwalior made major contributions in computerization of agriculture census and minor irrigation projects of Ministry of Agriculture. The efforts made by NIC team played a significant role in the success and timely completion of both these projects.
- Many other National and state level projects like CONFONET, AGRAMARKNET, NADRS etc have also been implemented in the district and are running successfully.

STATE PROJECTS
NIC Gwalior is providing day-to-day technical support to the district administration in implementation of IT projects & e-Governance initiatives of State Government.
- Madhya Pradesh Lok Sewa Guarantee System

Project Team of Janmitra Samadhan Kendra receiving Certificate from Hon'ble Governor of Odisha, Shri M.C. Bhandare

INFORMATION TECHNOLOGY PLAYS A VITAL ROLE IN PROVIDING GOOD
AWARDS/APPRECIATIONS
Janmitra Samadhan Kendra Project received 15th National e-Governance Award-2011-12 under the Local Governance Category, SKOCH ICT for India Award 2010 & CM Excellence Award.

Best e-Governed District Award & CSI-Nilihent e-District Award in 2010.

Services of NIC Gwalior have been appreciated by the District Administration for technical support during Elections (Parliamentary & Assembly), Census-2011, etc. on various occasions.

Information Technology plays a vital role in providing good governance. District administration Gwalior with the help of NIC has implemented many e-Governance solutions like, Online Janmitra Monitoring, Online Time Limit Monitoring System, Jansunwai, etc. for providing better services to the citizens. I am sure they will keep up the good work in future and make Gwalior a model city in terms of eGovernance.
P NARAHARI (IAS),
Collector, Gwalior

- PARKAH - Monitoring for Basic Amenities
- e-Scholarship System
- SAMADHAN – EK DIN
- SAMADHAN ONLINE
- Bhu Abhilekh System

Apart from these, websites of many other Government Organizations have been developed & maintained by NIC Gwalior, viz., Gwalior district website, websites for RVSKVV University, Commissioner Gwalior, District Court, etc.

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BANKURA:

Banking on e-Governance in Bengal

Bankura, a part of Burdwan Division of West Bengal state, situated on the banks of Dwarakeshwar, derives its name from Bankunda – meaning five tanks. The district serves as a connecting link between the plains of Bengal on the east and the Chota Nagpur Plateau on the west. Agriculture accounts for about 70% of the district's income whereas 80% of the farmers are small & marginal. The district comprises three subdivisions namely Bankura Sadar, Khatra and Bishnupur.

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Edited by
PRASHANT BELAWARIAR

The NIC district centre of Bankura has been actively involved in promoting e-governance in the district administration thus bringing transparency and providing e-services to the citizens. The information system for Post Matric Scholarship and provident fund scheme for landless agricultural laborers are the major effort towards this end.

OFFICIAL WEBSITE

The official website (http://bankura.gov.in) is designed showing history, geography, statistics, people, their livelihood, places of natural splendor for tourists on one hand while information related to tenders, recruitment, forms, results, notices etc. on the other makes the website useful and informative.

E-GOV PROJECTS:

1) POST MATRIC SCHOLARSHIP MONITORING SYSTEM (PMSMS):

The system designed & developed by the district centre has been replicated across the state of West Bengal. The objective is to provide assistance to the students belonging to the SC/ST/OBC categories who are enrolled in classes XI and above and are eligible for scholarships. The software is tailored to meet specific need and has made monitoring easier, transparent and user-friendly.

The PMSMS (ver.1.0) is developed with Visual Basic 6.0 as front end and works under Windows-XP/ Windows-2000 server with Microsoft SqlServer run time version/SqlServer2000/ SqlServer 2005 as the backend database. The Run-time version of Crystal Report 7.0 is used for reporting.

FEATURES:-

- Entitlement Card no. wise detail of a student.
- Bank-wise, Caste-wise, School-wise list of students.
- All types of bills, submitted to treasury and bank, can be generated as per Government proforma.
- Form-49 inner sheet, Form-49 outer sheet, Mail Transfer, Branch wise statement, Advice preparation, Award List and Bill extract generation.
- Balance of fund reflected at the time of generation of bill.
- Reports for Govt. Of India & West Bengal aregenerated.

2) PROFLAL INFORMATION SYSTEM :

The computerization of Provident Fund Scheme for Landless Agricultural Labourers (PROFLAL) named - COPIS of the Govt. of West Bengal is for those who are living below poverty line covered in the BPL list. Under the scheme each subscriber contributes Rs.20/- per month and at the same amount is contributed by the government. Government provides yearly cumulative interest on the total amount. The software generates yearly subscription slip with interest.

FEATURES:-

- Details of all subscribers are entered with provision for updation in PROFLAL & Aam Admi Bima Yojana (AABY).
- Preparation of bills and necessary payments are made with interests.
- Yearly subscription slip for individual subscriber is generated.

MD. GHULAM ALI ANSARI, IAS
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I would like to place on record my deep and abiding appreciation for the continued support and service rendered by the district unit of NIC in application of ICT tools in simplifying govt. procedures, to extend and enable access to critical and useful information and delivery of public services in a manner which is a lot more transparent and user-friendly.

Schemes like COPIS and Post Matric Scholarship for Tribal students— designed and developed by the district unit of NIC have been trend-setters and being replicated in many districts across the country. On-line reflection of updated details of schemes like MPLADS, enabling receipt of salary and dues and facilitating important and urgent Election works with use of ICT tools are only a few of the remarkable milestones in promoting and projecting a pro-active and people-friendly district administration.

I hope and believe that NIC will keep up its good work and continue to provide us with technical expertise and innovative ideas and plan of action for implementation of ICT tools for the greater good of citizens of Bankura and outside.
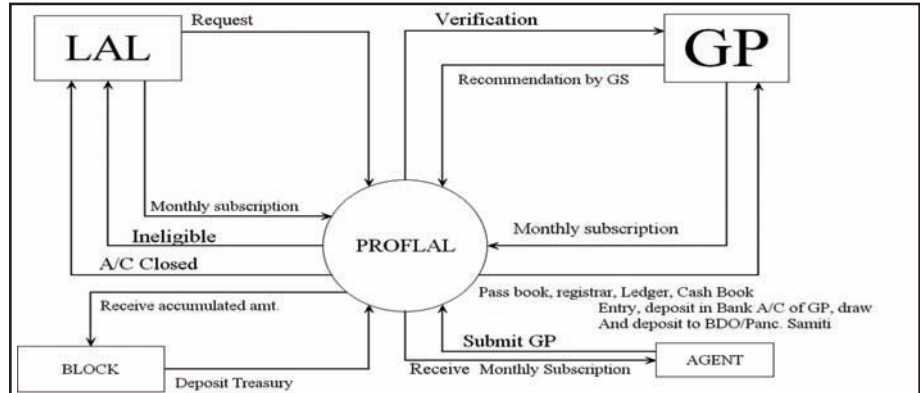
- Form-VIII can be generated for the purpose of audit.
- Provision to stop payment in case of death of the beneficiary.
- Facility to Back-up the database.

ADVANTAGES:-
- Interest payable is calculated with cumulative - brought forward.
- Bills are generated in prescribed format for submission to the Treasury.
- Date of maturity is flashed.
- Problems of duplicity removed.
- Payment of insurance by LIC in the event of death of labourer under Aam Admi Bima Yojana..
- The database is available to the LIC for identification of AABY beneficiaries.

The S/w runs on Client Server Environment with Data base as SQL server Run Time Engine 2000.

GP office receives request from labourer for enrolment under PROFLAL scheme. The context diagram of this scheme is shown below:

3) BHU ADHIGRAHAN

Bhu-Adhigrahan system has served the purpose for land acquisition by the Government. The basic features of the software are:
- Speedy disposal of cases, importing LR data from BHUCHITRA software, updating the plot and owner details if necessary.
- Integration of ROR Data from BHUCHITRA with BHU-ADHIGRAHAN.
- Award for the land losers after the estimates are calculated.
- Notification for newspaper like Form 3, 3A along with the 'declaration' like Form 5, 5A.
- Generation of schedules, calculation sheet, award notice and cheque payment notices and finally distribution of 'Possession Certificates'.

4) E-COURT (CASE INFORMATION SYSTEM)

ICT in Indian Judiciary is to help the administration of the Court in streamlining their daily activities, reducing the pending cases, provide transparency of information and to provide access to legal and judicial databases to the Judges. The E-courts Project was taken up at the district court of Bankura and subsequently the taluka courts of Khatra and Bishnupur.

5) NADRS (NATIONAL ANIMAL DISEASE REPORTING SYSTEM)

The Ministry of Agriculture has set in motion the NADRS for the department of Animal Husbandry. It is an ICT enabled Web-based system designed for monitoring and surveillance of 143 animal diseases and their control in the country – through networking of all offices of Animal Husbandry Department in the country. The system has been operational in the district.

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RAJNANDGAON:

Using ICT for Citizens Centric Services

Formerly known as Nandgram, Rajnandgaon lies in the central part of Chhattisgarh. The district, comprising of 1659 villages, is spread in an area of 8022 sq kms. About 82% of the total population (12.83 lakh) of the district lives in rural areas, while the tribal population is 25.16% of the total population. In recent times, due to sincere efforts of NIC and district administration, Rajnandgaon is witnessing tremendous growth in area of IT and IT enabled services.

SATYESH KUMAR SHARMA

Senior Systems Analyst

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Edited by
ANSHU ROHATGI

Since its operationalisation in 1989, NIC has been constantly striving to provide IT support & service in the district with a motto to improve and accelerate the e-Governance services of the district administration. Many technological innovations have been carried out to make delivery of government services easy and simple. The initial emphasis was to create awareness of ICT and its usage amongst the government officials which was achieved by organizing Computer Awareness Program (CAP) in the district. This ultimately resulted in successful implementation of e-Governance Projects in the district.

NIC being the hub of eGovernance activities, the first milestone was achieved by providing NICNET connectivity to all the departments for accessing Internet and working on e-Governance projects. More than 110 government departments/sections have already been connected to NICNET and the list is increasing on daily basis. The second step was to apply ICT tools to provide simple and transparent services to the people. NIC & district administration joined hands together to implement many projects of central, state and district level. Some of the remarkable outcomes of their efforts are -

Jandarshan (http://cg.nic.in/jandarshan) - In Jandarshan program the citizens interact directly with the Chief Minister at his camp office in district headquarters to present their grievances. The whole process of jandarshan is computerized for effective monitoring and redressal of these grievances. The citizen can also track the status of his/her grievance through the website. In another arrangement of public grievances reddressal system citizens interact directly with officers of General Administration Department at State Secretariat through video conferencing from the VC studio of district collectorate.

Gram Suraj (http://cg.nic.in/gramsuraj), Gram Suraj Abhiyan is a week-long programme organized by government of Chhattisgarh every year. Different teams of officers visit different villages and record complaints and demands of rural mass. These files are then uploaded on this website. A comprehensive MIS gives details of the applications filed during the week and their redressal. Statistics are available districtwise, bloskwise and villagewise and the data shows that there has been a substantial decrease in the number of applications over the years while the redressal percentage has increased. A village level questionnaire was also uploaded for 1659 villages of Rajnandgaon district on the portal.

Misal Bandobast Records Digitization, Misal Bandobast record is 80-90 years old record of land holders in the district. This record gives information about caste details of a person. District administration initiated its digitization with the help of NIC. This information is available online at http://cg.nic.in/rajnandgaon/ Rajmisal/misal/UserSearch.aspx

Transport Project (**Vahan & Sarathi**). The implementation of 'Vahan & Sarathi' projects at Rajnandgaon has made the workflow of RTO easy and transparent. Apart from registering the vehicles 'Vahan' is used for other registration related transactions. 'Sarathi' is used for issuing driving licenses, and their renewal etc. Data from RTO office server is regularly uploaded on state & national registers via VPN over Broadband technology.

BHUINYA (**Land Records**

Computerization) project has been implemented in all tehsils and patwari circles of the district. Citizens are now getting computerized record of rights. This data is regularly updated on district server for online access (http://cg.nic.in/cglrc).

e-kosh (Treasury computerization) & e-payroll (http://cg.nic.in/dtap/) e-kosh is used by government to manage the financial accounting of departments at the district treasury level. e-Payroll another application of NIC is used by 210 DDOs of the district for preparing online pay bills of their employees. These bills are accessed by treasuries for transferring of salaries into the accounts of employees directly through e-transfer facility.

e-COURT & CONFONET – e-Court (http://cg.nic.in/ecourt) is basically the Case Information System (CIS) project implemented by the state government in which all the district courts have been computerized. In Rajnandgaon, training has been imparted to judges for making use of laptops and internet facility . CONFONET is another project that ensures the computerization and networking of the Consumer Forum in the district. This project has been successfully implemented in the district to facilitate online cause list/ judgments as well as case status

Employment : An application has been developed by NIC for online registration of unemployed youth of the district. With the help of this application the employment department is issuing computerized registration slips. Data of about sixty thousand. old employment registrations have also been digitized and integrated with the application. A software has also been developed locally and hosted on the district website where new registration number can be accessed by entering the old one.

E-Panchayat - various projects under e-Panchayat system such as PRIASOFT, BRGF, PLAN PLUS, National Panchayat Portal (NPP), MNREGA, IAP, IAY, and SGSY have been successfully implemented in the district.

AGMARKNET Project is implemented in all APMC (Agricultural Produce Market

Registration in progress at District Employment exchange

Committee) of the district. Daily prices of commodities are being sent to AGMARKNET portal regularly. This application helps the farmers in getting the rates and availability of agricultural commodities for trading.

WEBSITES

NIC, Rajnandgaon has developed and hosted the websites for district administration (http://rajnandgaon.gov.in), zila panchayat (http://zprajnandgaon.gov.in) and district court (http://dcourtrajnandgaon.cg.gov.in) . These websites provide important information to the people about the district, various government schemes, various information such BPL-List, IAY waiting list, work sanctioned list, recruitments information etc. Processes have been defined to update these websites on regular basis and they provide the citizens with the interface to interact with the government.

OTHER PROJECTS IMPLEMENTED IN THE DISTRICT :

1. NADRS (National Animal Disease Reporting System) for veterinary department

2. P & e-Mehtari for health department

3. Computerized allotment of liquor shops for excise department

4. Digitized Land Parcel map editing software (Bhu-Naksha) for land records

5. Shikshakarmi MIS (Online entry of Teachers details) for education

6. Paddy procurement system (MARKFED)

Technical Support has been extended for following activities of the district administration:

1. ELECTION : Lok Sabha & Vidhan Sabha

2. CENSUS 2011

3. Education Survey

4. Old Age Pension Data entry

5. Online software of RES, and PWD.

ALWAR:

ICT Prospers Amongst Wildlife & Heritage

Alwar (in the Mewat region) is surrounded by the Aravali Hills and has a unique recognition because of Sariska Tiger Reserve, Bala-Quila, Silished etc. Alwar with its historic forts & palaces, beautiful gardens offers an unforgettable experience for the visitor. The medieval fort crowning a scarped hill overlooks the town below. Founded by Rao Pratap Singh in the year 1775 AD., the district covers 8,380 sq. km. and is bounded on the north by Haryana on the east by Bharatpur on the south by Dausa and on the west by Jaipur districts.

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NIC was established in the year 1987 and ever since, ICT support is being provided to district administration. The NIC district centre has made its presence felt amongst the people through various ICT initiatives in the district. It is partnering the administration in bridging the digital divide amongst the masses and by implementing various citizen- centric projects.

District website http://alwar.nic.in designed & hosted by NIC, is very informative and highlights the activities and functions of the departments. It also provides the information regarding the various initiatives undertaken by the district administration for the benefit of citizens. It is also useful to anyone wanting to know other details about the district and has many hits each day.

MAJOR ICT IMPLEMENTATIONS IN THE DISTRICT

Kerosene Cash Subsidy Scheme-Pilot Project in Kotkasim Tehsil/Block

It was taken as a special project by administration. Since far reaching nationwide socio-economic implications were supposed to be involved with the project, the execution strategy was developed in a maverick spirit of

originality, creativity & experimentation.

NIC developed a web based software for the project. Process of feeding of relevant data (KYR+ inputs) like profile of card holders, their A/C numbers with Bank & Branch, subsidy amount deposited in their A/Cs, quantity of SKO received by them on monthly basis, LPG status (whether SBC or No. Gas Connection) is in full swing. KYR+ information will also be incorporated in their ID cards. In future only e-transfer of subsidy will be made in their A/Cs.

Economic Implications of the project : There exists a possibility of net saving of 60% of Kerosene. If this net saving of 60% is applied for the Alwar District on an annual allocation of 25920 KL, net saving of 15,552 KL annually is made which in monetary terms comes about Rs. 46.6 crores. For the state of Rajasthan on an annual allocation of 511344 KL, net saving of SKO is 3,06,806 KL, which in monetary terms comes about Rs. 920.4 crores.

Possibility of phenomenal saving of subsidised items has opened with the new dynamics of consumption pattern that has emerged during the progress of two month of the scheme, if project is executed nationwide. KRY+ inputs in UID cards will resonate further in detection &

Inauguration of Kerosene Cash Subsidy Scheme

identification of actual user of subsidy based products. The whole exercise may open new vistas of reorganising PDS & thereby facilitating optimum use of country's valuable resources & benefitting the exchequer.

TRANSPORT PROJECT (VAHAN & SARATHI)

The vehicle registration automation component (VAHAN) and the driving license issuance process computerization (SARATHI) have been implemented at Regional Transport office and other sub-division transport offices in Behror of the Alwar district. The project was on Pilot basis in 2005 and since then it running smoothly. Similarly SARATHI implemented on pilot basis in 2009 and since then it is functioning properly.

The vehicle registration, tax collection, fitness and other software modules implemented by transport departments have put a check on duplicate draft submission, multiple registration of the same vehicle, pending tax payments etc. The SARATHI application has helped in speeding up the process of issuance of new driving licence, renewal of driving license and issuance of learning license to the applicant.

IFMS (INTEGRATED FINANCE MANAGEMENT SYSTEM) - It is an e-Governance initiative of Rajasthan Government for effective, accountable and transparent Public Finance Management. IFMS has been

conceptualized as an umbrella system covering all modular systems and their integration. IFMS has been implemented successfully in Treasury and all sub treasuries of the district.

ASHUTOSH A.T. PEDNEKAR
IAS Collector and DM Alwar, Rajasthan

NIC Alwar has become an integral part of district administration and has supporting various ICT activities from time to time. NIC has helped us in bringing about a qualitative change in the administration of the district.
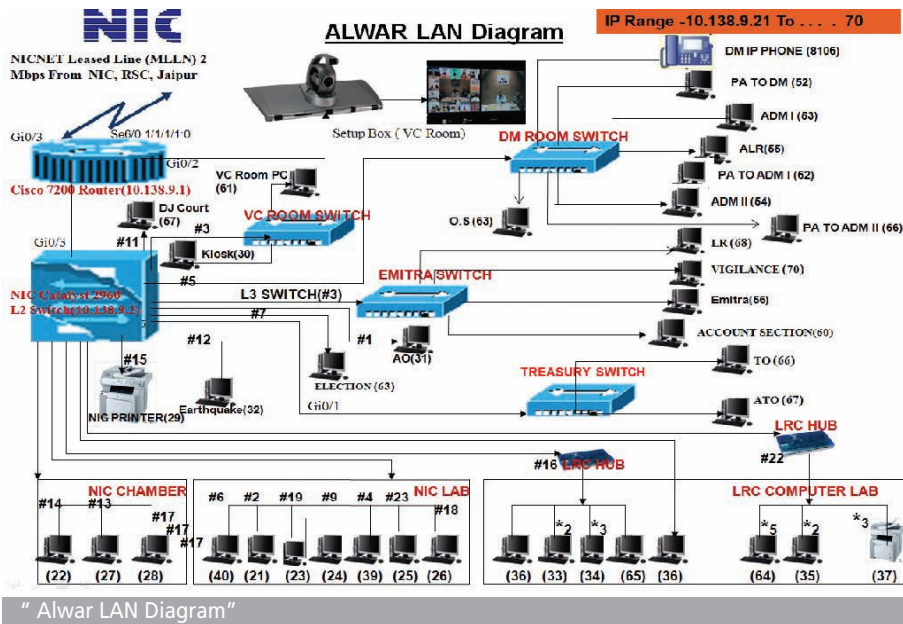
Close circuit camera has been setup at many important locations in Alwar city and activities of the city is regularly displayed in TV situated in my chamber. Technical support is being provided by the officials. NIC has been working very hard to promote good governance in district where people matter the most. The fact that the effort are going to be featured in Informatics the e-Governance bulletin from NIC, gives further momentum to the team to complete the tasks ahead . I wish the team led by Satendra Singh, DIO and Manish Verma, DIA the best in their present and future assignments.

" Alwar LAN Diagram"

PAY MANAGER - It is a Pay Bill Preparation System for the Employees of the Rajasthan Government, providing a common and integrated platform to prepare the pay bills. It has been implemented in the whole district and DDO's have been trained to use the same.

APNAKHATA (LRC) - Land Record Computerization is running smoothly in all 12 Tehsils and all 2082 jamabandis have been computerized and 1/4th jamabandis (Rotation) are being generated every year through computer. Record is up to date and ROR (Record of Rights) are also being issued to the citizens from each and every tehsil regularly. 75 Cyber cafes have been issued Licenses to issue ROR to the citizens. RoR details can also be obtained through a KIOSK, established inside the Collectorate.

SUGAM - Single Window implemented in all 12 Tehsils thus facilitating timely delivery of various citizen services such as Issuance of bonafide certificate, caste certificate etc. The system is now being extended to common service centre with digital signature facilities. Through Sugam single point grievance redressal portal, Citizens can lodge their grievances related to any department.

The grievance is forwarded to the concerned authorities for needful action.

Dr. B K Gairola, DG and Dr Y K Sharma DDG NIC during visit to MGNREGA site Bhiwadi, Alwar

NIC has imparted training to all concerned officials to use the application properly.

CIPA - Common Integrated Police Application has been implemented in all 32 police stations of Alwar District. Technical help is being provided to users as and when required.

NADRS (NATIONAL ANIMAL DISEASE REPORTING SYSTEM) - The hardware has

been installed at all 12 locations and training has been provided to all Nodal officers (Veterinary officers).

E-GRAM - CMO project E-Gram monitoring system has been implemented successfully and training imparted to all Nodal officers and their operators to enter the data online. Training has also been provided to gram prabharies of the villages of all 14 panchayat samities for filling EG-1 and EG-2 forms.

VIDEO CONFERENCING - Video Conferencing facility has been provided to the departments and their respective ministers as well as their secretaries and directors.

COLLECTORATE LAN - The Internet Facility has been provided to the District Collector, ADM I, ADM II, ADM city, SDM, SP and District Court etc. and all sections of the collectorate. Network facility also extended to the treasury office under IFMS project.

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COLORADO TO MOVE 26,000 EMPLOYEE EMAIL ACCOUNTS TO THE CLOUD

Colorado is all set to shift its email and electronic calendars for 26,000 Executive Branch state employees to Google's cloud service, which is expected to immediately cut costs by more than 38 percent.

Following Wyoming and Utah, Colorado will be the third state to make the move to Google cloud, which will bring fifteen siloed and disparate email systems into one unified communications platform.

The state currently pays $5.2 million annually to maintain email and calendars for state employees. It forecasts spending about $3.2 million annually at first after switching to Google Apps for Government, with the costs of the technology projected to decline over time.

Besides cutting the cost of maintaining current email system, the switch will give state employees chat and videoconferencing functions for the first time thus allowing employees across departments to find co-workers and communicate more effectively with one another.

The state believed that by giving employees modern collaboration tools and better mobile access will help them deliver better services to citizen.

However, email addresses for the majority of state employees will stay the same. Some departments with unusual or clunky addresses will be changed to make communication easier. Before getting into the agreement with Google, the security controls in use were reviewed by the State's OIT to comply with or exceed state standards. The agreement also says that the departments can use Google's suite of business software – including Google Docs and spreadsheets – which could reduce the money the state spends buying licenses for office software.

It is obvious that state couldn't accomplish such efficiency and versatility using its own systems because it regularly had to take down networks to install software patches. Parts of the state's system go down each month simply because of their age.

SINGAPORE LAND AUTHORITY LAUNCHES CROWD-SOURCING TOOLS FOR ONEMAP

Singapore Land Authority (SLA) has launched "OneMap Crowd Sourcing Tools" to provide organisations with map facility to locate interactive activities and information by which information can be shared by the public sector. Businesses and organisations and they can leverage OneMap to reach out and gather spatial information from a large group of people.

The data thus generated enables the Society to plan a systematic trapping and sterilisation programme, helps it gauge where feeding points are most needed, and work with local community to set up such points.

The tools are beta set of map-based tools that community, and organisations or non-governmental organisations can use to facilitate crowdsourcing and create a function on their websites where OneMap will serve a map for users to tag the locations of crowd-sourced information.

Since its launched two years ago, Ann said that OneMap has attracted up to 28 participating agencies from public sector who have provided 50 information themes and 29 service offerings to citizen.
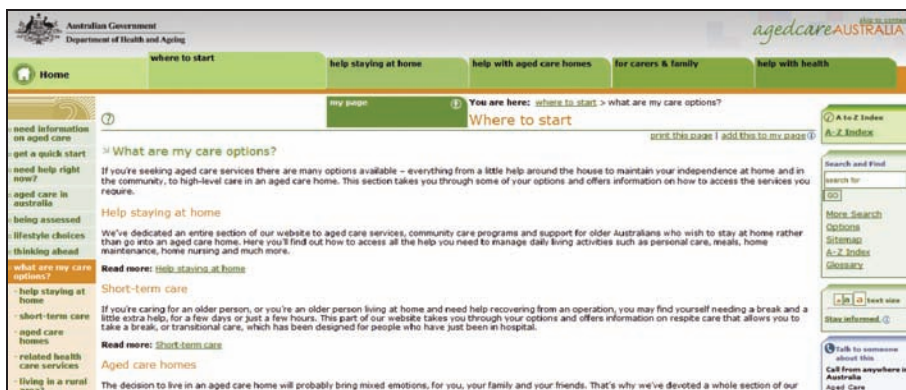
AUSTRALIA TO LAUNCH ONE-STOP ONLINE GATEWAY FOR AGED CARE

The Australian Government is introducing a single information-access gateway through an internet portal named 'My Aged Care' which aims to track aged care services, while streamlining access to information about nursing homes, aged care providers, staffing levels, amenities and community care services, fees and other charges.

The Gillard Labor Government will deliver the $3.7 billion Living Longer Living Better plan to deliver more choice, easier access and better care for older Australians and their families. The plans aim to affect a number of important changes to an area that has historically been complex.

This single gateway to aged care services will centralise information about provision of care and entitlements and make it easier for people to find the support they need.

The portal supported by dedicated phone services is all set to go live in early 2013. It is part of a US$3.84 billion (AUD$3.7 billion) reform agenda designed to overhaul aged care services in Australia.

'My Aged Care' portal will feature a star rating system for nursing homes and other aged care services, including any previous history of complaints or feedback about the quality of care. This will enable families and older Australians to compare and make informed choices about the quality of available care and affordability.

It is worth mentioning that Australia's aged care services are severely stressed – with many Australians forced to sell homes under "fire sales" to finance their need for care.

Australia's aged care system will provide welcome relief to hundreds of thousands of stroke survivors and their families. Stroke is Australia's second biggest cause of death and a leading cause of adult disability. While a stroke can occur to anyone at any time, only 20 percent of strokes happen to people less than 55 years of age. More disturbingly, 40 per cent of older Australians are forced into emergency fire sales of their homes.

These reforms will enable older Australians to get the help they both need and deserve so they can remain living in their own homes for as long as possible.

SOUTH AUSTRALIA LAUNCHES SMARTPHONE APP FOR VEHICLE REGISTRATION

The government of South Australia (SA) has launched a Smartphone app named for its vehicle registration portal, EzyReg, to enable users to register and look up vehicle registration on the Apple and Android platforms.

It is expected to the principal mode of vehicle registration in 2012 and thus save the South Australian government AU$5.7 million (US$5.9 million) over the coming four years–primarily because of the cost savings involved in stopping the printing of physical registration labels, mailing of labels, and envelope costs. The reduction in staff costs will also present a significant portion of the savings. Costs of Cellphone based execution typically cost less than intensive hardware backed solutions.

The Australian government website http://www.sa.gov.au/, on its vehicle registration page clearly mentions about the procedure and it also provides download link to the app. Besides option to renew it online, by phone or by email it also mentions the Smartphone app. One can simply download the iPhone or Android app from the download link, and then scan the barcode at the bottom of the renewal notice.The application being first of its type for an Australian government agency provides real-time vehicle registrations and registration lookups from a purpose built mobile application.

The app is equipped with a bar-code recognition capability that can be activated using the users' on-phone camera. On being sent a renewal notice, users can scan the code provided on the notice to load their information and transact immediately using the app. They can also check their registration at any time.

DELHI CUSTOMS

Delhi Customs is an organization under the Central Board of Excise and Customs, Ministry of Finance. It is the lead agency monitoring Import and Export of goods and services through Delhi Airport.

The website offers organized and rich information on import and export norms and services, besides advance shipment tracking application. The website keeps record of export and import entries and provides latest news updates related to cargo services. A contact page with contact details of officials, document tracking and drawback claims and tenders are of great importance to users.

The website has multi-level navigation items displayed on the home page. Links to other pages in vibrant content boxes on the front page provides hassle-free navigation. The website is categorized under five parent navigational menu items namely, about us, import, export, information and Knowledge. Though, similar names of sub-menu items may confuse first time visitors.

The website with its pulsating colour scheme and pleasant layout makes readers stick to it. Site-wide header graphics looks attractive and links to other Govt. website have smart placement at the bottom of the page.

The website offers interactivity in terms of seeking and tracking information related to shipment. Document Tracking and Drawback claims are major interactive elements on the website. There is also a feedback and contact link to seek information and resolve queries. The website is compatible with all the major browsers.

http://delhicustoms.gov.in/

Content: ★★★★
Navigation and Browser Compatibility: ★★★★
Design: ★★★★★
Interactive Elements: ★★★

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http://delhicustoms.gov.in/

Content: ★★★
Navigation and Browser Compatibility: ★★★
Design: ★★
Interactive Elements: ★★

AIR GUWAHATI

The Guwahati Station traces its origin to the Shillong Guwahati Station of All India Radio. During those days Shillong was the administrative capital of undivided Assam. With three transmissions every day, its broadcasts frequency are Medium wave Guwahati - A Frequency: 729 KHZ Meters: 411.5 Guwahati - B Frequency: 1035 KHZ Meters: 289.9. The broadcast covers 12 major districts namely: Kamrup, Barpeta, Nalbari, Bongaigaon, Kokrajhar, Dhubri, Goalpara, Darang, Sonitpur, Nagoan, Morigoan and Karbi Anglong in languages /dialects like Assamese, Hindi, English, Sanskrit, Nepali, Bodo, Karbi, Tiwa and Rava.

The website is bilingual in nature and it provides content related to broadcast schedule, history of AIR Guwahati, important announcements and audition forms. Most pages have static content and do not demand frequent update. The Notice and Form section have up-to-date information. Few pages are yet to be enriched with content and it would have been better to provide with live streaming of radio broadcasts.

The website has single-level navigation item namely Home, History, Profile, Directors, RTI, Notice, Forms and Contact.

The website has sober colour scheme with site-wide header image that containing AIR Guwahati logo. The interactivity is limited to seeking and tracking information related to broadcasts. There is also a contact page displaying contact details. The website is compatible with all the major browsers.

DELHI FAMILY COURTS

The need to establish the Family Courts was first emphasized by late Smt. Durga Bai Deshmukh after her visit to China in the year 1953, where she had the opportunity to study the working of Family Courts. Family Courts emphasizes on a non- adversarial method of resolving family disputes and promoting conciliation and securing speedy settlement of dispute relating to marriage and family affairs. The lately launched website is single window access to activities and information pertaining to Delhi based Family Courts.

The website is well organized under quick navigational menus. Archive of cause list, available counsellors, programs and events, forms and photo gallery serves information and data in detail. The website also mentions important information for litigants and lawyers and it has online magazine archive. Harmony, the family court magazine and Sutradhar, the family court newsletter are also available for download.

The website has multi-level navigation items displayed on left side of home page. The website seems to be compatible with all the major browsers. The header area contains links to the four family courts at Delhi, namely Dwarka, Rohini Saket and Patiala House. The website is under the process of development as some of the pages are not showing any content.

The website with its vibrant color scheme and pleasant layout looks pleasant. Site-wide header graphics looks attractive and links to other Govt. The website offers interactivity in terms of seeking information. There is a FAQ section serving as a handy reference for first time visitors.
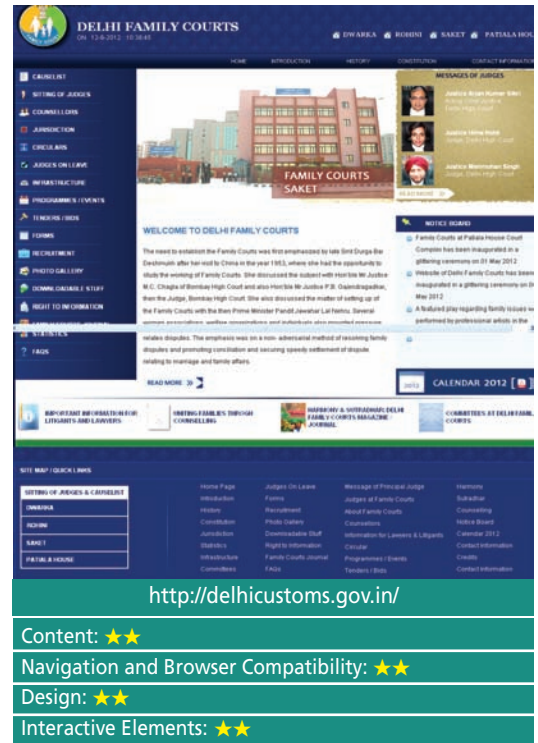
http://delhicustoms.gov.in/

Content: ★★
Navigation and Browser Compatibility: ★★
Design: ★★
Interactive Elements: ★★

http://delhicustoms.gov.in/

Content: ★★★★★
Navigation and Browser Compatibility: ★★★★
Design: ★★★
Interactive Elements: ★★★

INDIA MEDICINE

Department of Ayurveda, Yoga & Naturopathy, Unani, Siddha and Homoeopathy (AYUSH) comes under Ministry of Health & Family Welfare, Government of India. AYUSH provides focused attention to development of Education & Research in Ayurveda, Yoga & Naturopathy, Unani, Siddha and Homoeopathy systems.

The website is rich with information about the department, its organizational structure and Infrastructure, research papers, course details, schemes, campaigns, international cooperation, tenders and announcements etc. Users browsing for information related to development in the field of traditional medical sciences will find it useful. IEC (Institutional Ethical Committee) material; IEC Schemes and International Journal of Ayurveda Research available on the website are available for download and print.

The website is user friendly and left page has multilevel navigation menu making browsing easier. Links to other websites and RTI appears prominently on top menu. It has proper compatibility with all major browsers but best viewed in 1024 x 768 screen- resolution.

It is diligently designed with use of very few images. The header image prominently displays it logo and the national emblem. The website offers interactivity in terms o a feedback section with contact details.

The site has a clean and well organized layout, compatible with all major browsers.

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SH. KAPIL SIBAL INAUGURATES THE VIRTUAL CLASS ROOM AT NATIONAL INSTITUTE OF TECHNOLOGY, JALANDHAR

Shri Kapil Sibal, Hon' ble Union Minister, Communications and Information Technology, during his visit to Dr. B. R. Ambedkar National Institute of Technology, Jalandhar inaugurated the Virtual Class Room Project over National Knowledge Network.

He interacted with NIC Delhi Headquarters Team, IIT Ropar team and Registrar cum Nodal Officer from IIT Chennai. During the discussion, Sh. Raynil John, Scientist-D from NIC Delhi briefed him about the present status of establishment of Virtual Class Rooms in premier Institutes of India. He informed that at present 66 premier Institutes like IITs, NITs, ICAR etc have been covered under VCR project. For establishment of

Sh. Kapil Sibal, Hon'ble Union Minister inaugurating the Virtual Class Room at NIT, Jalandhar

Virtual Class Room at NIT Jalandhar, NIC had transferred funds to the tune of Rs. 40 lakhs for purchase of Hardware, Networking and Site renovation.

Dr. Agnihotri, Nodal Officer, NKN-VCR, NIT Jalandhar informed the Hon'ble Union Minister that faculty from NIT Jalandhar has already started using this facility in delivering the lectures to the remote institutions.

Sh. Sibal appreciated the work done by NIC for establishing such a State of Art Virtual Class Room and he emphasised on taking this work further ahead. During the inauguration, Director, NIT, faculty members, officers from NIC Punjab and students were present.
SARBJEET SINGH, PUNJAB

HARYANA: TRAINING CUM WORKSHOP ON HARSAMADHAN PORTAL (HTTP://HARSAMADHAN.GOV.IN)

Harsamadhan is the brand name of Centralized Public Grievance Redress and Monitoring System of Haryana. It was launched on 18th June 2010 at Haryana Niwas by Hon'ble Chief Minister of Haryana Sh. Bhupinder Singh Hooda.

Harsamadhan portal is meant for citizens and departments of Haryana Government.

It offers array of facilities for Citizens such as Provision to submit a grievance in English & Hindi which generates a Unique Registration number to the citizen upon submission that can be used to view the status of their grievance as well as submit reminder or clarification related to the grievance.

Moreover, the portal facilitates Government departments to search and filter relevant information quickly allowing senior officers to review and track the status of action taken at subordinate level before final disposal of the grievance.

Harsamadhan is running in the entire state covering all 21 districts, CM Office, CS Office, FC Offices, Grievances Cell and all the departmental head offices. Up to now 19151 grievances had been registered and 1200 users are using it.

Nodal Officer of Harsamadhan portal, Sh. R.S. Doon, IAS, is emphasizing all departments for its implementation. On his directions, NIC Haryana had conducted the training cum workshop on 18th May 2012 at Haryana Civil Secretariat, Chandigarh in two batches. About 120 officials from various Departments had attended the programme.

Shri Ghan Shyam Bansal, SIO, NIC Haryana had highlighted the implementation of Harsamadhan for its easy tracking mechanism of any grievance at any subordinate point, citizen friendly architecture and a step towards quality e-governance.

Ms. Poonam Gupta, Scientist 'B' explained the functionality and workflow of Harsamadhan. Online demonstration of the software was also given and test grievances were lodged for the 'Demonstration' User and complete workflow was shown to the participants.

Different queries raised by the participants were answered and solved.

Hands on sessions were also organized for participants for better understanding of concepts and work flow of the application.
POONAM, HARYANA

STATE POLLUTION CONTROL BOARD, HIMACHAL PRADESH GO HI-TECH WITH VC FACILITY

Honourable Chief Minister Himachal Pradesh, Sh. Prem Kumar Dhumal launched the NICNET based Video Conferencing facility in the 5 Offices of the HP State Pollution Control Board on 2nd April 2012. The VC facility has been set up through NIC by connecting the HP PCB offices on NICNET. The offices covered include the Head office at Shimla and 4 Regional offices at Paonta Sahib, Parwanoo, Baddi and Una. The Regional offices of HP PCB are situated in Industrial Areas of the State and are located on border locations. Therefore, the VC facility is important because of distance from the State headquarters. The Chief Minister inaugurated the VC facility from his own VC studios in CM office.

During the inauguration ceremony, the Chief Minister was apprised of the status of

Hon'ble Chief Minister Himachal Pradesh, Sh. Prem Kumar Dhumal , During the Lauch of Video Conferencing Facility

industrial investment during the last year in these Industrial areas. The Chief Secretary of Himachal Pradesh, Ms Harinder Hira and Additional Chief Secretary Mr. Sudripto Roy were also present during the occasion.

Sh. Sanjay Sood, Member Secretary of the HP State Pollution Control Board, thanked the Chief Minister on establishment of the VC facility and

informed him about the proposed utilization of the VC set up for day-to-day functioning.

Dr. Saurabh Gupta, SIO NIC Himachal Pradesh informed the Chief Minister about NIC VC set up, its integration with HP PCB VC and activities planned for its optimal utilization.

AJAY SINGH CHAHAL, HIMACHAL PRADESH

Finance Minister, Orrisa Shri Prafulla Chandra Ghadei Launching the Portal

LAUNCH OF LFA (LOCAL FUND AUDIT) PORTAL ODISHA (HTTP : // LFAODISHA.ORI.NIC.IN)

Hon'ble Minister, Finance and Public Enterprises, Govt. of Odisha, Sj. Prafulla Chandra Ghadai inaugurated the launch of Local Fund Audit Portal on 14th May'2012 in the august presence of Principal Secretary, Finance Department, Govt. of Odisha, Sj. Jugal Kishore Mohapatra, IAS and State

Informatics Officer, NIC-Odisha State Centre Sj. Susanta Kumar Panda along with officers from NIC, Odisha State Centre, Local Fund Audit, Finance Department, Govt. of Odisha and members of News Paper Agencies and media.

The objective of Automation of Local Fund Audit (ALFA) is to provide more Fiscal Discipline and Efficiency in Audit. The launching of Local Fund Audit (LFA) Portal has taken up the job of providing a more transparent, efficient and accurate Audit Process along with basic citizen services.

Sj. Ghadai appreciated the joint efforts made by Local Fund Audit, Finance Department, Govt. of Odisha and NIC by establishing an ICT based solution that will cater the need of the organization with objective to automate the Audit workflow i.e. starting from preparation of Annual Audit Programme to finally publication of Audit Reports and recording the compliances.

Sj. Jugal Kishore Mohapatra, IAS

Principal Secretary, Finance Department, Govt. of Odisha in his keynote highly appreciated the efforts made by NIC, Odisha State Centre for supporting various computerization activities in Finance Department, Govt. of Odisha.

The Guest of Honour, Sj. Susanta Kumar Panda, SIO, NIC, Odisha State Centre addressing on the occasion thanked the finance department for entrusting on NIC to develop the Automation of Local Fund Audit (ALFA)Portal.

The Inaugural session was followed by the training for all District Audit Officers (DAO) by Smt. Minati Sahu, PSA along with Shri S.Sarangi from Local Fund Audit office on general concepts and workflow of ALFA (Automation of Local Fund Audit) portal.

The event was coordinated by Shri Dilip Kumar Jena, TD and Smt. Minati Sahu, PSA from NIC, Odisha State Centre, Bhubaneswar.

A K HOTA, ORRISA

FIRST ONLINE TRIAL THROUGH VIDEO CONFERENCING BEGINS AT MADHUPUR, JHARKHAND

First Online trial involving Jharkhand High Court (below), Madhupur Civil Court and Deoghar Jail (both above)

Madhupur – a sub divisional town of Deoghar district, Jharkhand emerged on the judicial map of the country to have conducted the first ever online trial through video conferencing system at the newly constructed civil court. Honorable Justice Altamas Kabir of the Supreme Court inaugurated the new facility from the conference room of the Jharkhand High Court in the presence of Honorable Chief Justice Prakash Tantia and other judges. The online trail using VC system is a major reform in the country's judicial process aimed at speedy disposal of pending cases.

Speaking on the occasion Justice Kabir said it was the first time a case was heard and cross-examination was done online and added that in near future courts in every district and subdivision would be linked up to the high court which in turn will be linked up to the Supreme court.

After the inauguration of the facility the Deoghar district & session judge Sajjan Kumar Dubey started the trial of the accused lodged at Deoghar jail who appeared on camera for online hearing. Appreciating the flawless functioning of the VC system leading to smooth conduct of the online trial, Justice Kabir hailed NIC, Jharnet and the judicial officers for their effort.

PRASHANT BELWARIAR, JHARKHAND

Mr K K Sharma, IAS and Adviser to the Administrator launching the application

LAUNCH OF ONLINE GRIEVANCES MONITORING SYSTEM IN CHANDIGARH UT

The Online Grievance Monitoring System was formally launched by Shri. K.K. Sharma, IAS, Adviser to the Administrator, UT Chandigarh on 1st June 2012 at UT Secretariat. The Online Grievance Monitoring System would enable the citizens of Chandigarh to submit their grievances online through the website chandigarh.gov.in, as well as through the Sampark Centres. The unique feature of this model is its integration with the SMS gateway. A registration number of the grievance submitted by the citizen would be generated and communicated to the complainant by way of an SMS on his mobile. The same registration number can be used by the citizen to check the status of grievance online.

CPIOs of various departments of the Chandigarh Administration have been designated as the Grievance Officers and have been imparted with requisite training for handling the Online Grievance Monitoring System. The CPIO would also get an SMS alert on his mobile number regarding the receipt of the grievance. The grievances would have to be disposed off within 15 days from the day of receipt. The Heads of the respective Departments would also be able to monitor the status of the complaints pertaining to their departments through the same software.

Shri. Anil Kumar, IAS, Home Secretary, Shri. V K Singh, IAS, Finance Secretary, Ms Prerna Puri, IAS, Secretary IT, Ms Tanvi Garg, IAS, Director IT and Shri Ajay Rampal, SIO, NIC were also present during the launch.

VIVEK VERMA, CHANDIGARH

CM RAJASTHAN INAUGURATES NICS DIGITAL SIGNATURE SETUP FOR LAND RECORDS

Hon'ble CM Rajasthan Sh. Ashok Gehlot inaugurated the Digitally Signed Copy of The Jamabandi, setup by issuing the digitally signed copies from the VC studio .The mutations were filled online from Niwai Tehsil of Tonk district. District Collector Dr. Arushi A. Malik also participating in the VC at Tonk issued the digitally signed copies to the farmers at NIC VC studio in Tonk. CM said that "under the new setup the digitally signed verified copies will also be available at the E-mitra /CSC centres besides the revenue offices. In the first phase it is being implemented at Niwai tehsil .Now the Jamabandi and the mutation note will be digitally verified by the concerned Patwari. NIC has incorporated this new module in the Apna Khata software. In the next phase it will be

The CM and other dignitaries

implemented in the other tehsils of Tonk district, at other districts under NLRMP and all over the state.".

Hon. revenue minister Sh. Hemaram, Chairperson Board of Revenue Ajmer Smt. Meenakshi Hooja, Chief Secretary Rajasthan Sh. CK Mathew, Principal Secretary Sh. R.K. Meena, Principal Secretary to CM Sh. Shrimat Pandey, Secretary to CM Sh. Rajat Kumar Mishra, Secretary IT Sh. Sanjay Malhotra , SIO Rajasthan Smt. Indu Gupta and other officials were present. The CM was highly impressed with the thorough presentation on the subject by NIC before the issuing of the copies.

CHANDAN SEN, RAJASTHAN

CMS DRIVEN MEGHALAYA STATE PORTAL LAUNCHED

The performance report of the Government of Meghalaya was released on 3rd May 2012 at Shillong by the Hon'ble Chief Minister Dr Mukul Sangma. During this function the Chief Minister also launched the Meghalaya State Portal (meghalaya.gov.in or meghalaya.nic.in) and also the Meghalaya Online Citizen-centric Services Portal (meghalayaonline.gov.in). "We will ensure that the people of the State as a whole are benefited by this service and we will be extending the service up to the block level and beyond", Dr Sangma said.

The Meghalaya State Portal - which is in web 2.0 format - is a core component of the State's e-Governance infrastructure. Being the electronic face of the government, it serves as the first point of interface between the government on one hand and citizens and businesses on the other. It is a one-stop source of information pertaining to the state government. Meghalaya State Portal is a Content Management System (CMS) driven portal, and strictly adheres to the rubric of the State Portal Framework. Developed using Drupal (an Open Source Content Management System), the Portal permits each Department of the government to manage its department-specific contents. The contents can be managed in a highly collaborative environment. The portal was designed and developed with the support from Open Technology Centre, National Informatics Centre, Chennai (OTC-NIC).

The Meghalaya Online Citizen-centric services portal currently hosts around 19 online services for the citizens. These online services are linked to back-end applications which are accessible by officers at various line departments, thereby bringing in more transparency and efficiency to the Government machinery. The biggest benefit however

Hon'ble Chief Minister Dr. Mukul Sangma addressing the gathering

would be to the citizen in that these online services will greatly reduce the number of times he needs to visit a department in order to obtain the service that he desires. SMS Alerts of acknowledgements, status reports are also built into these systems for the convenience of the citizens.

SABYASACHI CHOUDHURY, MEGHALAYA

Changing Scenario in ICT enabled Veterinary Services and Livestock Informatics

M MONI, DEPUTY DIRECTOR GENERAL, NIC

Indian Livestock Sector is predominantly rural and an integral adjunct to crop husbandry and has immense potential for growth. The biggest impediment to growth of this sector is the large scale prevalence of diseases, affecting adversely animal productivity. Presence of animal diseases deters in the livestock sector. A globally significant role for the Indian Livestock System, therefore, depends critically on India's ability to eradicate animal diseases. India has a vast network of scientific and research institutions (ICAR and Agricultural Universities/Animal and Veterinary Sciences Universities) designed to support a modernizing livestock sector, through research, education, development, training and extension services.

As an enabling technology, Information and Communication Technology (ICT) plays an important role in the efficient use of available resources to maximize Livestock production and productivity in the country. e-Governance Programme and Plans are given due importance in social, development and economic sectors in India. The Ninth Plan (1997-02) sub-committee report had envisaged building up reliable databases and network based information systems for all activities of the Animal Husbandry and Dairying Sector at districts, state and national level using NICNET facilities and also establishment of an "Animal Production and Health Information System Network (APHNET)" in the country. The genesis of development of APHNET has been taken from the recommendations of the National Conference on Informatics for Sustainable Agricultural Development (ISDA-95) held in May 1995, in collaboration with the Ministry of Agriculture and National Informatics Centre.

During the 11th plan, the Department of Animal Husbandry, Dairying and Fisheries of the Central Ministry of Agriculture has launched the National Animal Disease Reporting System (NADRS)(http://nadrs.gov.in and http://nadrsapp.gov.in) to monitor about 143 OIE listed diseases, schedules in the "The Prevention and Control of Infectious & Contagious Diseases in Animals Act 2009" in the country by networking and creating ICT infrastructures in about 7032 offices of the Animal Husbandry and Veterinary Services Centres located at block, district, state and central levels, involved in animal disease monitoring and surveillance activities. The Livestock farmers will be interacting with the NADRS Portal through mobile applications. This NADRS project facilitates, among the others, improving operational efficiency of the Disease Governance System, instant alerts to the stakeholders (through SMS and Email) for outbreak of diseases, spread of diseases, remedial measures, expert advices etc., preventing revenue loss by better management of animal health, disseminating information related to animal diseases to all stakeholders in a timely and efficient manner, and above all providing Disease Intelligence System (DIS) using BI Tools, GIS tools and DSS tools for advisory to livestock farmers and associated stakeholders. State Governments desire to network all Veterinary Institutions (Hospitals, Clinics, and Dispensaries etc) under NADRS.

Many State Governments have shown interests to include NADRS as a subject at the B.Vsc level. The Disease Intelligence System will be developed in collaboration with the ICAR Institutes and Faculties of Veterinary Sciences of the State and Central Agricultural Universities. NADRS is envisaged as the backbone of "Informatics Network" Programme to strengthen animal disease Early Warning System (EWS), Research and Advisory services in India. In addition to NADRS project, the Ministry of Agriculture has also launched "Livestock Management" as one of the 12 Cluster of services identified under the Agricultural Mission Mode Project under the National e-Governance Programme in Agriculture (NeGP-A).

I propose that the 12th Plan recommends the establishment of APHNET in India to facilitate "e-Governance System through telemedicine" in the Livestock Sector, which is predominantly "rural" and is cultured by "resource-poor" farmers. This e-Governance system should facilitate "Animal Identification and traceability", "National Database on Livestock Farmers and his livestock resources" and "Expert Advisory System with strong base of Knowledge Management (KM) covering all aspects of Livestock sector, so as to bring smile on the faces of livestock farmers. ■