

Informatics

AN E-GOVERNANCE BULLETIN FROM NATIONAL INFORMATICS CENTRE

■ SPECIAL FEATURE

- NIC Welcomes new DG

■ STATE IN FOCUS

- Tamil Nadu
- Jammu & Kashmir

■ DISTRICT INFORMATICS

- Durgapur (Rajasthan)
- Lakhimpur (Assam)

■ E-Governance Initiatives

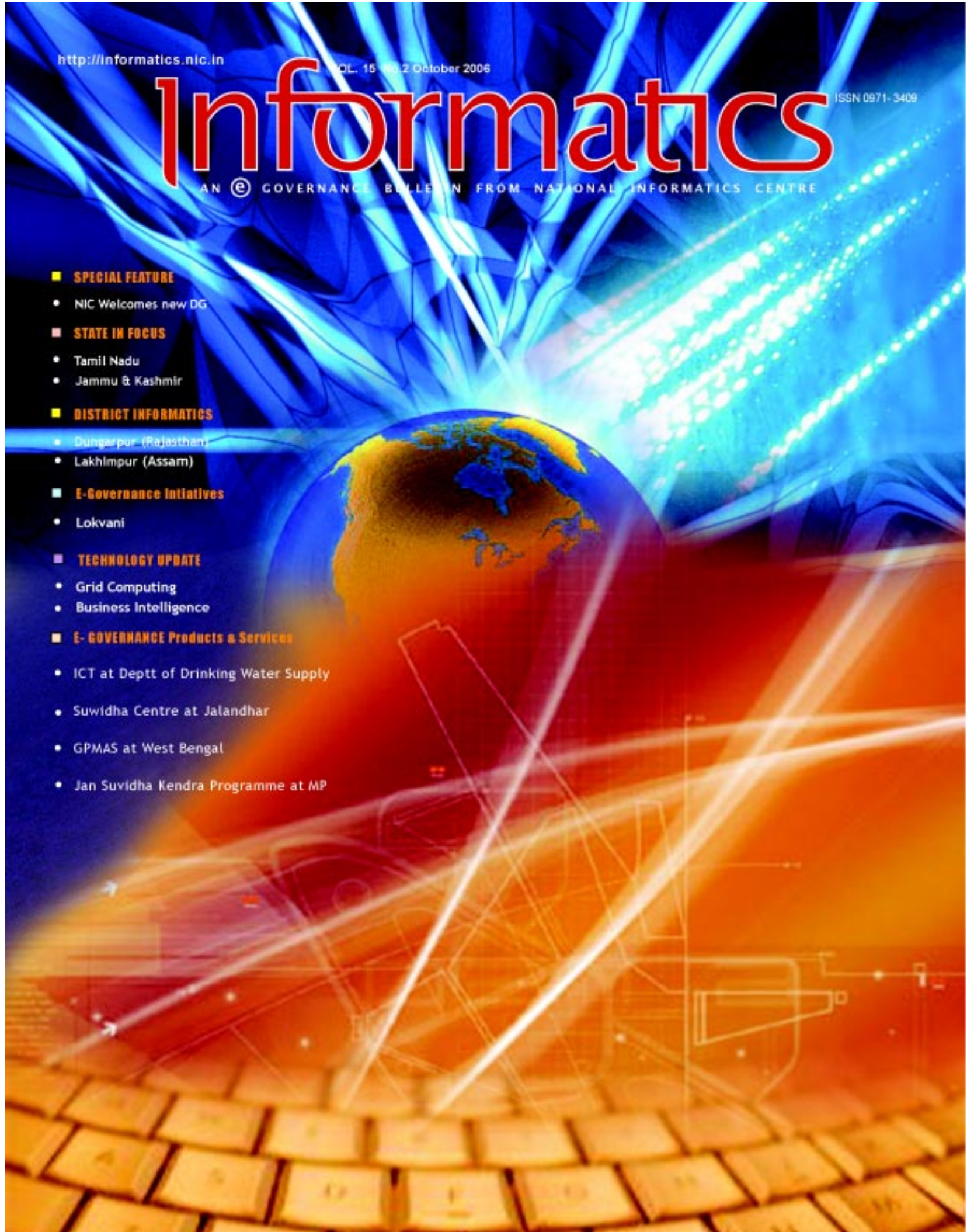
- Lokvani

■ TECHNOLOGY UPDATE

- Grid Computing
- Business Intelligence

■ E-GOVERNANCE Products & Services

- ICT at Deptt of Drinking Water Supply
- Suvidha Centre at Jalandhar
- GPMAS at West Bengal
- Jan Suvidha Kendra Programme at MP





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The festive month of October ended on a significant note marking a shift in the leadership of NIC ... with Dr N. Vijayaditya superannuating after a distinguished and memorable stint as Director General and Dr B.K Gairola taking over as the new DG, NIC. The NICians at the Headquarters and every nook and corner of the Country bid adieu to Dr N.Vijayaditya and thanked him for leading NIC to such great heights under his able guidance. On November 1st, we all heartily welcomed our new DG, Dr Gairola and wished him the very best for a glorious tenure ahead. We hope that Dr Gairola's exemplary vision shall make NIC grow and nurture further from strength to strength.

Sonal Kalra

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

or by post at the following address:
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Readers Write

Dear Editor,

I have been reading Informatics, NIC's E-Governance Bulletin since July 2003. It carries an accelerated approach towards E-Governance. It has sowed seeds of E-Governance. In spite of our remote and interior location 'Informatics' has inspired us to start Computerisation of Land Records of the District and it is likely to be completed soon. Thanks to the 'Informatics' team for bringing out the magazine & enriching our knowledge.

K.K. Chhetry
Deputy Commissioner,
Imphal East District

Dear Editor,

The issues of Informatics E-Governance Bulletin are regularly sent to me by State Informatics Officer, Goa. I find the magazine very informative. I feel that Knowledge shared is Knowledge Integrated. This effort of NIC will definitely reduce a lot of duplication work in the ICT field in States and Central Government Departments. The products developed by various centers of NIC can be utilized by other state units. I feel that you must also focus on the products replicated by various other state units. If replication process takes place, a lot of state governments will have good e-Governance projects in place within a short span of time.

M N RAO
Advisor & Director (IT)
Department of Information Technology
Government of Goa

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NIC bids farewell to Dr N. Vijayaditya and welcomes its new Director General Dr B.K Gairola

With **Dr N.Vijayaditya** superannuating on October 31st, 2006 after an illustrious tenure as Director General, National Informatics Centre (NIC), **Dr B.K Gairola** took over the reins of NIC as its new Director General on November 1st, 2006.

In an emotional farewell message, Dr N. Vijayaditya expressed his appreciation towards all NICians for their cooperation and lauded the efforts put by all the Officers to bring NIC to this level. He said "It has been wonderful journey. We had made considerable progress. We need to do further. This has been possible because of your cooperation and excellent work. Thank you. Wish you all the best."

Dr B.K Gairola, the new Director General has had a long stint till now as the Deputy Director General, in charge of many key areas and projects being implemented by NIC. He has always been regarded as a dynamic visionary known for his penchant for emphasizing the adoption of ICT at the very ground level itself.

On taking charge and assuming Office as the new DG(NIC), Dr Gairola was welcomed and congratulated by NICians at Headquarters and Offices all across the Country, who are keen on striving further ahead in their endeavours under his able vision and guidance.

1. Dr N Vijayaditya being wished by Dr B.K Gairola and Dr Y.K Sharma



2. Dr B.K Gairola, Director General NIC being welcomed by Dr Y.K Sharma, Deputy Director General, NIC



3. Dr Gairola being welcomed and congratulated by Sh T.A Khan, Deputy Director General, NIC



4. Dr Gairola officially assuming charge as the new Director General, NIC. Also in the pic : Sh T.A Khan, DDG (Admn) and Sh Gopalakrishnan, Director (P&L)



5. Dr Gairola, after having taken charge as Director General, National Informatics Centre





▶ A.P Singh & Anshu Rohatgi, NIC UP

LOKVANI - 'An e-effort to empower citizen'



- Golden Icon Award at the 9th National e-Governance Seminar at Kochi
- Special Mention at Stockholm Challenge 2006, Stockholm, Sweden
- Manthan Award 2006
- Microsoft Award for Best Practices 2006

Lokvani is an effort to empower citizen through the use of Information & Communication Technology (ICT) in rural areas. It was initiated at district Sitapur of Uttar Pradesh in the year 2004. The project has been commended unequivocally by various neutral observers/agencies and has been showcased as one of the most successful, popular and influential e-Governance solution implemented in India. It is a single window, self-sustainable solution providing transparent, accountable and responsive administration for grievance handling as well as an eclectic mixture of essential services.



complaint got disposed off successfully. A noteworthy fact is that in spite of a low female literacy rate of 12.74%, more than 10% complainants are women from rural interiors.

The project has helped in making life simpler and easier for the rural masses in the remote and far-flung areas and has also created employment opportunities for the educated unemployed youth of the district.

Need for 'Lokvani'

The manual system working prior to Lokvani made it mandatory for the citizens to visit the District/Tehsil headquarters for simple transactions with the government and for redressal of their grievances. Due to bureaucratic and hierarchical model of functioning, even ordinary documents such as birth, death, domicile, caste, and income certificates, were difficult to obtain. It was also a time consuming process. The citizens were allotted a fixed time of two hours to interact with the District Magistrate for filing their complaints, which was often not sufficient, as there were a large number of complainants.

It was at this juncture that District Administration and NIC came up with the idea of inducting Information and Communication Technology (ICT), to manage the delivery of services to all the citizens. Also, the use of ICT was expected to ensure greater transparency in the system, a higher accountability on the part of the concerned officers and faster redressal of grievances thereby building trust and faith in government system.

About the Project

Lokvani is basically an attempt to provide



Lokvani Kiosk at Sadar Tehsil, Sitapur

efficient and responsive online services to the common people. It is based on Service Oriented Architecture and seeks to increase transparency and accountability in government procedures, increase the efficiency of manpower at the government departments, accelerate the response time and facilitate anywhere-anytime services to the common citizen. It also aims to provide services in a professional and citizen friendly environment by

- Saving time and cost of people who visit

The project started with combined efforts of District Administration, Sitapur and National Informatics Centre, Uttar Pradesh, and is based on the PPP model of e-Governance. A chain of sixty Lokvani Kiosk Centres, spread throughout the district have been established from where people can file complaints to district administration and access information regarding land records, arms license, free medical facility, details of government schemes, developmental works in the districts, allotment of food grains to fair price shop, allotments of funds to village etc.

Lokvani received tremendous response from the citizens as soon as it was launched; around 31,000 complaints were registered in the first 7-8 months out of which 90%

Existing	Services offered through Lokvani	Proposed
Public Grievances		Online Electoral Rolls
Land Records		Vehicle Registration, Driving License
Single Window System (Birth, Death, Caste Certificates)		University/ College Information (seat availability, admission)
Tender Publishing & Monitoring		Payment of Utility Bills
Arms License Status		Tourist Related Information
Teachers GPF Details		Commodity Rates
Government Schemes Information		Industries Information
Development Works Information		Recovery Certificates
Local Employment Advertising		Family Register
Prescribed Government Forms		Land Registry Services
List of old age pensioners, scholarship beneficiaries		Health Information (Hospitals, Nursing Homes, Laboratories etc)
Details of Food grains allotment to fair-price shops		Banking Services
Online Court cases, cause lists & judgments		Khasra & Jamabandi Records
RTI Services		Drinking water facilities database
and many more		



district Headquarters time and again for getting information, certificates and licenses from District offices.

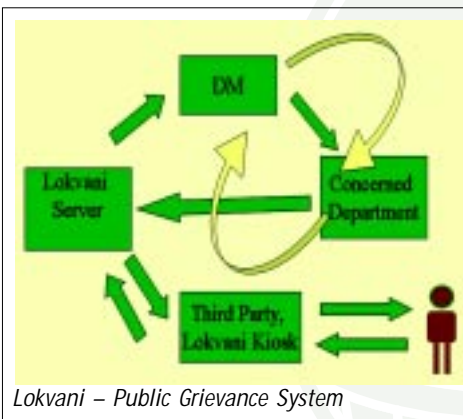
- Creating awareness in remote areas through e-administration, e-education, e-health etc.
- Creating job opportunities for the youth of the district

● **Services Offered**

Lokvani system has empowered the citizens by generating awareness towards their rights through a seamless flow of information. It is an outstanding manifestation of the "right to information". It is a continuously evolving system, bringing in more and more services under its umbrella.

● **How Lokvani works**

Lokvani in Hindi means "Voice of people" and the most widely used service of Lokvani is the Grievance System. The first physical interface to this system is the Lokvani Kiosk Centre spread uniformly in the district and continuously increasing in numbers.



Lokvani – Public Grievance System

People can access information and file complaints to District Magistrate by paying nominal fixed charges at the Kiosk. The user need not be literate or computer expert to lodge his or her grievance as the Lokvani Centre enters the complaint on behalf of the complainant. A copy of the complaint is given to the complainant along with the complaint number (unique identifier) All complaints lodged through Lokvani are monitored and sorted at the DM's Office and forwarded to the concerned Official /department with annotations such as the required action and timeframe for redressal.

● **Lokvani – Public Grievance System**

The complainants can access the status of their complaints through the Lokvani Hub, directly on the web server. They can now keep track of the information as to whom the complaint has been marked to, what is the deadline set, has it been resolved or not and what is the action taken.

In case, the complainants are dissatisfied with the decision made, he/she can lodge a new complaint enclosing the previous complaint number and other details. The new complaint lodged will carry a history sheet containing all the details about the previous complaints and its resolution. The District Magistrate continuously monitors the status of complaints filed, resolved and pending through the website



and once in a week he/she holds a meeting of district officials to address the pending cases.

● **Business Model of Lokvani**

The business model for Lokvani is based on the PPP model of e-Governance and has been formulated keeping in mind the three key stakeholders – Citizen, Government & IT Entrepreneurs/ Kiosk Operators. Essentially, since the IT literacy is very low in Sitapur, the kiosks form an interface between the IT enabled government and the IT illiterate citizens.

• **Government** A society by the name of Lokvani has been constituted at the district level to implement the project autonomously. All the

financial decisions are under the purview of the society itself. The rationale for such a framework is that the budgets of small districts have limited scope for extra expenditure and the process of getting finance is a long drawn and complicated one.

The Lokvani society takes care of the management, operations, expansion and technical up-gradation of the Project and Lokvani Hub and meets its recurring expenses from the money received from the registration of kiosks, short term and lifetime membership fees & revenue sharing (on the services being offered by the Lokvani Centres to the Public).

• **IT Entrepreneurs / Kiosk owners**

The key achievement of the solution is its self-sustainability and long-term financial viability.

The conversion of existing cyber cafes/computer training institutes into Lokvani Centres is a key factor driving the financial success. This step ensured that external capital was not a vital requirement for the solution. The society signed contracts with existing kiosk owners for the purpose of registering them as Lokvani franchisees with only a nominal annual fee of Rs1,000. The approximate expenditure for setting up new kiosk is a modest Rs.50,000/- while the returns are anywhere

between Rs.5000/- to Rs.15000/- per month. Kiosks earn profits through the income generated from various services of Lokvani provided to the citizens. In addition, the kiosks can also generate some extra revenue by providing varied facilities like computer education, computer typing, digital photography, internet access resulting in varied business.

• **Citizens**

The citizens not only form the consumer base for the system, but they are also the driving force behind the solution, this will ensure that the system continues to exist even when the champions of the system move out. The citizens



are ready to pay for the services being offered to them and are constantly demanding new services to be added to the system.

• Benefits/Impact

All the three stakeholders have benefited from the Lokvani project.

The citizens are the key beneficiaries from the solution as is evident from the number of petitions filed per day and the efficiency with which they are now being resolved. The system has registered more than seventy thousand complaints and disposed off over 90% complaints successfully. The citizen need not frequently travel to tehsil or district head quarters or forego wages to merely file a petition or collect information. They can easily obtain pertinent information from kiosk located in nearby blocks and villages which saves time, money and effort and the status of their complaints is available through Interactive Voice Response System (IVRS), SMS or Call Centre.

The Government has been able to streamline its operations and has also brought in visibility to internal process bottlenecks. It has helped in workload rationalization and has been able to increase the efficiency and accountability of officers.

Finally the kiosk owners are getting better returns on their investments as Lokvani has supplemented their regular income, the highest earning kiosk in the district earns more than rupees twenty thousand per month.

The project has also created a social impact as it generates job opportunities for the local youth and supports Internet penetration in the remote areas. It has initiated a perceptible shift towards gender equality as some of the most efficient kiosks are being run by women and have made

them economically self-reliant. The popularity of the project has prompted the state government to issue a GO for its implementation in all the districts of the State.

• Change Management

Change management was identified as the toughest task for this project. It was difficult for both the citizens and the government employees to break free from the traditional model of paperwork and meeting in person. The technology phobia worked on both sides. The Government employees were also not well versed with the technology. To some extent, the level of enthusiasm was also deterred by the fear of being constantly monitored. Infrastructure, power, and Tele-communications were other barriers which had to be overcome.

• The Road ahead

The lifecycle of Lokvani has already progressed through the first two stages of the three stages of e-governance – publish, interact, and transact. In the first stage – publish – the focus was on providing information relevant to the citizens. In the second stage interact the focus was on receiving feedback from the citizens through the public grievance/complaints redressal system. (citizens could log their complaints through Lokvani and the government's action/ response to these complaints was made available the citizens through Lokvani). The road ahead for Lokvani is to graduate to the third stage – transact – where all transactions take place through Lokvani without any physical visits to the government offices (for instance, online

submission of tenders, online job applications, online mutation of land/ property, online application for arms licenses, etc).

Lokvani has evolved as an outstanding example of a highly cost-efficient, economically self-reliant and user financed community network. This system is grounded in the rule of law, encompassing civil, political as well as economic and social rights underpinned by accountable and efficient public administration for multiphase development of rural people. The Lokvani project has successfully showcased a paradigm that can be incorporated by other administrative organizations. It has also proved that a low literacy rate and financial constraints



is not a barrier for implementing a successful e-Governance project.

For further information, mail to anshu.rohatgi@nic.in

S No.	Lokvani Centre	No of Complaints Received (till Sep 06)	Average Income per Month (Rs.)
1	Misrikh	3359	3200
2	Laharpur	4637	4500
3	Sidhauli	3957	3800
4	Mahmudabad	4078	4000
5	Biswan	7825	7500
6	Sitapur	18158	17500

Per month earnings of six Lokvani Centres (from Grievance service only)



▶ Deepak Bhargava, Rajasthan Correspondent

Dungarpur : Strides in IT



District Dungarpur is named after the town of hillocks and the capital of the former princely state of Dungarpur. It is located in the southern part of Rajasthan. The town of Dungarpur itself is said to have been a Bhil 'Pal' or a hamlet of 'Dungaria', a Bhil Chieftain whom Rawal Veer SinghDev assassinated in the fourteenth century.

Ever since its inception in Dungarpur in 1988, the NIC District Centre has made its presence felt by making tremendous strides towards empowering the District Administration with IT tools not only by strengthening the district administration's own internal process but also by increasing the efficiency and productivity of its staff.

Some major Projects undertaken by NIC Dungarpur include

● | Computer-Bus Programme (CBP)

The CBP envisages the implementation of a Computer Education Programme in schools situated in remote places. The CBP aims to provide the students with IT skills and develop an interest in school subjects. It is proposed that a bus fitted with computers with faculty onboard, operate in a "hub and spoke model".

The Learning facility will comprise the following:
1. A 55-seater bus, transformed into a computer lab for 40-50 students, with a generator facility.
2. Installation of 20 multimedia Computers on the bus with LAN cabling, a server, printer and if possible-Internet connectivity
3. Installation of an LCD Projector to conduct computer theory and demos in the classroom.

● | District E-Governance (CARISMA) Project

District Administration has opened 40 IT Kiosks under this project in the district for the employment generation for computer skilled unemployed youths in the district. But more importantly, CARISMA helps citizens interface

with the government.

● | Works Monitoring System

The whole process for execution of works in different schemes are computerized, the online queries and reports are generated by which the processed data is used for the monitoring of status at any stage of work. The developed system serves as Management Information System (MIS) to improve the presentation of information in better manner for effective and better implementation of different schemes.

● | Relief Monitoring System

This package has quick access to the related information/data with respect to Panchayat, Gram-Panchayat and Village with quick and error-free approach on queries and reports. The developed system serves as a Management Information System (MIS) to improve the presentation of the information/data, facilitating quick Statistical analysis through online queries and reports.

● | Land Record Computerization (APNAKHATA)

To begin with, for all four tehsils data entry work and verification has been completed and tehsils level Land Record Computerization computer center named 'Khata Kendras' started and doing the job of making Online Jamabandies & Nakals for the cultivators.

● | Treasury Computerization (TCS)

It compiles the district level govt. accounts under various heads for the State Finance Department. It comprises compilation of accounts, Civil & Old Age Pension payments, stamps inventory, accounting of Personal Deposit (PD) and bill passing process.

● | Data Depository System

The Employee's Data Depository System for 173 DDO's of District Headquarter State Centre has been developed for maintaining the payroll data of all the state government employees of the district in single database.

● | Videoconferencing and Data

Communication Services

Senior Officers of different departments of Secretariat and HODs are using the VC facility to meet their officers placed in the district for getting the status of various running development schemes or ongoing projects and are utilizing their time more productively which was earlier spent in traveling.

● | The District LAN

The District Collectorate has been equipped with a LAN which has a number of servers & clients which are being used for various software prepared like Plan Schemes Monitoring, Grievances Monitoring, Dak Monitoring, Relief Monitoring System etc. All the major sections of the collectorate has been connected with TCP/IP connectivity for E-mail and Internet uses. Dial-up connectivity is also being provided to about 23 remote offices.

● | District Web-Site

A comprehensive web-site for the District, <http://dungarpur.nic.in> has been developed & hosted by NIC which provides comprehensive details of subjects related to the district and



serves as a reliable reference source for information about the district.

● | Training to Government Employees

From time to time, to impart computer skills, training is imparted to employees of government departments in a number of batches on basic computer concepts and latest ICT tools. It has helped a lot in executing many ICT activities in the district.

NIC Dungarpur District Centre

Dr. B.L. Pitliya

District Informatics Officer

Sh. Vipin Khanna

District Informatics Associate

For further information, mail to deepak.bhargava@nic.in



▶ A Mohan & S.Gayatri Devi, NIC Tamil Nadu

Tamil Nadu : Reawakening Govt Services through ICT

Kanyakumari in Tamil Nadu, the southern tip of our country, is the place where Swami Vivekananda sat on a rock and meditated and visualised a reawakened India. The speech that Swamiji made in the next year on 11th September 1893 at Chicago, put India prominently again on the world map, which is still continuing with significant contributions from our people in the field of IT and other sectors at the global level.

NIC has been a catalytic force in ushering in reawakened government services in our country with appropriate use of ICT. NIC Tamil Nadu State Centre has been providing support to the State in maintaining the leadership position in the E-Readiness pyramid and thereby serving the citizens. NIC is involved actively in most of the Mission Mode Projects identified under National E-Gov Plan. Some of the important activities are listed here.



NIC Team along with District Collector, Madurai seen with Hon'ble President of India after a Video Conferencing session from Madurai to Rajasthan

● | **Vahan and Sarathi** Systems are in use at forty Regional Transport Offices in the State. Implementation is in progress in thirty more offices. All the 86 offices will have the Vahan and Sarathi systems implemented by March 2007

All the 3830 **Village Panchayats** of six districts covered under National Rural Employment Guarantee Act, make use of the systems for capturing data relating to NREGA. The systems developed using PostgreSQL and PHP, are in use both under Windows and Linux environments. Panchayat Raj Institutions Accounting Software (PriaSoft) developed by NIC Chennai has been taken up for use in other states.

● | **Land Records System** Tamil NILAM (Tamil Nadu Infosystem on Land Administration and Management) is implemented in 194 taluks. Touch Screen Kiosks have been installed in 127 taluks, which have been used by more than 6 lakh people in the last four years. Collabland software for generating field maps have been implemented in two taluks and the software is approved by the government for use in all the taluks in the State.

● | **Property Registration** STAR (Simplified and Transparent Administration of Registration) is implemented in 450 Sub-Registrar Offices. The remaining 108 offices are expected to be covered during this financial year. Guideline Values of more than 2 crore Survey Subdivisions are hosted on Internet for public access. The system has enabled citizens to apply for Encumbrance Certificate online. The registration details are maintained in Tamil. The Sub-Registrar Offices and Taluk Offices in 40 taluks are connected using LAN for sharing the data of each other.

All the 30 **District Treasuries**, 203 Sub-Treasuries and 8 Pay and Accounts Offices have computerized systems for capturing daily expenditure and receipts details and for generating monthly accounts. Workflow based systems have been implemented on pilot basis at two District Treasuries and five Sub-Treasuries. A standardised payroll system is being used by most of the offices in the State. ECS payment system has been implemented for salary payment in all the District Treasuries and Pay and Accounts Offices.

● | **Employment Online** A web based

application developed by NIC for the Professional and Executive Employment Office, has been operational since June 2003. Registration details of more than 3 lakh candidates seeking employment have been hosted on Internet for access by employers from the private sector. The applicants have the facility for renewing their registrations online.

Ten Zonal Offices of **Corporation of Chennai** make use of the intranet based systems developed for Property Tax collection, Birth/Death Certificates extraction, Company Tax collection, etc by accessing the central server located at Head Office.

A workflow based **Family Card Maintenance** System has been developed for Civil Supplies & Consumer Protection Department, to assist in maintenance of consumer database. The application developed on Open Source platform, has been taken up for implementation at seven zonal offices in Chennai.

● | **Provisional SSI Registration** A web based system has been implemented for the Department of Industries & Commerce. More than 1.6 lakh registrations have been done in the last four years by the entrepreneurs willing to setup Small Scale Industrial units in the State.

● | **Single Window Counseling System** This system has been implemented for admissions to more than 390 Teacher Training Institutes in the State. The system was used during admissions in 2005 and 2006.

● | **Information System on Prisoners** has been implemented in all the 9 major prisons in the State. The system maintains the details on Admissions, Court Hearings, History, Remissions, etc. Initiated action for implementation of systems under CIPA Project in Police Stations.

The Chief Minister's Special Cell and the District Collectorates make use of Computerised Grievances Redressal System. A number of Intranet based systems are implemented for various departments such as Agriculture, Revenue, Health, Civil Supplies, etc for periodical monitoring. These web based applications not only ensure quicker flow of data from the Districts, but also facilitate easier access to information by the Heads of the concerned Departments. Web GIS tools under Open Source environment have been used



for developing the TN Maps site <http://tnmaps.tn.nic.in>. The tools have also been used for generating dynamic maps using Census 2001 data at <http://www.census.tn.nic.in>. A web based system for Registration and Returns Filing under VAT is to be implemented from January 2007 for Commercial Tax Department.

High Court of Madras and the High Court Bench at Madurai make use of the systems for Filing data capture, Judgements entry and Cause List preparation. More than 5000 reportable judgements have been hosted in the last four years. Systems are also implemented at City Courts in Chennai. Ninety three Agriculture Markets are covered in Tamil Nadu under Agmarknet Project.

NIC, Chennai has developed PATRAM (Postal Accounts Transaction Maintenance System) software for assisting the Postal Accounts Office in checking, balancing and reconciling the accounts concerning sale and discharge of Cash Certificates in a Circle, as manual procedures for these involve inordinate delays. After successful pilot implementation in Tamil Nadu, PATRAM has been taken up for implementation in 15 other Postal Circles in the country.

PKI enabled application systems were developed for Madras Export Processing Special Economic Zone (MEPZ SEZ) to facilitate exporters registered with the Zone to file their Applications and Quarterly / Annual Returns through the Internet.

● **SIM Cards Management System** : Developed for BSNL Chennai, this is an intranet application designed to handle sale transactions at 13 Customer Support Centres. The system is used to carry out various activities related to SIM cards such as GSM number distribution / allotment, accounts maintenance, etc by using a centralised database.

● **Web Services** : The website of Government of Tamil Nadu is being maintained by NIC and has large number of citizen oriented particulars such as Policy Notes of all the departments, Citizen Charter, RTI documents, Government Orders of Public Interest, Public Utility Forms, Tender Notices, Press Releases, Contact details, Statistical Reports, Acts and Rules documents, etc. The websites of all the districts and those of many departments have been developed and hosted by NIC.

The GPF particulars of more than 5 lakh

employees of the State are hosted on the web through the website of Accountant General of Tamil Nadu. Pension processing status is also made available through the website.

Online Registration System is used for the examinations conducted by the Tamil Nadu Public Service Commission. More than twenty thousand applications have been received online in the last two years for various examinations.

● **Electoral data** : Of all the 234 Assembly Constituencies are hosted on the web with interface to search the data in Tamil.

● **Examination Results** : The examination results of the Teachers Recruitment Board are hosted on the web. Tenth and Twelfth Standard examination results were accessed by more than 20 lakh users in May-June 2006.

● **National level Projects** : The following national level central projects are implemented in Tamil Nadu:

- Passport Office Systems at Chennai and Trichy
- Custom House Systems at Chennai (Sea and Air) and Thoothukudi
- Central Excise Systems at Chennai, Madurai, Coimbatore, Trichy, Tirunelveli and Salem Commissionerates and their Divisions
- DGFT Office Systems at Chennai, Madurai and Coimbatore
- Immigration System at Chennai Airport
- Systems for DGS&D
- Postal Life Insurance System, etc.
- Systems for FCI, etc.



Shri N Syed Mubarak Ali, DIO, Tiruvannamalai receiving commendation certificate from the District Collector on 15th August 2006.

● **District Centres** The District Centres are established in all the 30 Districts in the State. They provide the informatics support at the grass root level in all the projects and add strength

to our services, especially in projects such as Land Records, Transport, Treasuries, etc.

● **NICNET Infrastructure**



State Centre at Rajaji Bhavan, Chennai

- State Centre at Rajaji Bhavan, Chennai
- Secretariat Centre at Chennai
- District Centres in all the 30 Districts
- Data Centre with 3 TB SAN Storage, more than 15 Rack Servers and 10 co-located Servers
- VSAT connectivity to all the 30 districts
- DAMA VSAT based VC facility at 30 districts and 6 locations in Chennai
- RF Link connectivity from NIC to 10 locations in Chennai
- Leased Line connectivity (14 mbps) to Delhi via Hyderabad
- Leased line connectivity (2 mbps) to 6 districts are operational; 12 more districts are to be connected by December 2006.
- Leased Line connectivity to Passport Offices (Chennai and Trichy) and Immigration Office
- Training Rooms at State Centre and Secretariat, etc.

E-Governance is a journey and NIC Tamil Nadu State Centre has been an active partner in the State in this mission mode journey.

For further information, kindly contact

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► Tasiruddin Ahmed, Assam Correspondent

Lakhimpur – Marching Ahead



The name Lakhimpur is believed to have originated from the word "Lakshmi", the goddess of prosperity. The district is mainly dependent upon agriculture and mainly cultivation of paddy. Paddy is regarded locally as "Lakshmi". The word "pur" means "full". Lakhimpur therefore means full of paddy or the place where paddy is grown abundantly. The NIC centre at Lakhimpur district in Assam was established in 1990 and since then it has been involved in various key ICT activities.

● CIC Contribution

This project started in the year 2002 in all nine blocks in the district which has taken immense contribution in the rural knowledge revolution through ICT tools along with establishing rural ICT backbone. Around 3000 rural youths have become computer literate; several of them have become self employed. All CICs have developed

● **The ASHA portal** for small farmers has been successfully implemented in all CICs and has a sizeable number of enrollment of farmers. This community portal has large number of documents, live market data, various schemes, important contacts etc. Series of awareness program in various rural blocks have been imparted to develop the capacity of small farmers and marginal farmers on ICT.

● District Technology & Training Centre (DT & TC)



Project was submitted to the Planning Commission, Govt of India to set up one District Technology & Training Centre and the requisite amount was sanctioned.

Three District technology & Training Centres viz.

Server Component at NIC DU, DT & TC for govt employees/ officers at DC's office and DT&TC for public at District Library were setup. A large number of sophisticated equipments

viz. servers, projectors, laptops, printers etc. were procured. Clients have been provided to all branches of the DC's office with LAN and servers. Several e-governance applications have been installed in the servers.



their respective block sites. Courses offered are 3 months certificate, 6 months Diploma, 1 year PG Diploma, Digital photography, web designing, DTP (Assamese, Hindi & English). Several students have developed websites and carried out projects as per course curriculum.

● Land Records Computerization project

Started in Jan 2004 and master data entry for all 1152 revenue villages have been completed by Dec 2005. The data entry for the project has been done in Assamese script through GIST terminals. This is currently being updated. The data will soon be made available through the Internet for wider access to the database.

● DISNIC Plan

This district has been selected as the pilot district for DISNIC Plan project.

The dataset format has been downloaded and sent to various departments/ NGOs/ resource persons for necessary feedback. Video conferencing session has been done with DISNIC group NIC HQ with State Govt and District Administration on the proposed DISNIC PLAN project. A number of workshops have been arranged on DISNIC Plan project. ICT SHGs have already been involved in the data collection exercise in selected villages who have successfully compiled their Village Level Databases.

● E-Governance Workshop held

A Two days National seminar on 'E- Governance for Grass root level Development' was held in May 2006 in collaboration with District Administration, Lakhimpur; IT Department Govt of Assam and NIC. The inauguration was done by DG, NIC through video conferencing. A large number of NIC officers presented papers on important ICT related issues during the workshop. Many government officials, educationists, NGOs, SHGs, Panchayat Raj Institutions were present in the two day session. Feedback were taken from the participants for preparation of action plan.

● Disaster Management

A comprehensive online inventory and manpower database of the district has been set up at the <http://www.idrn.gov.in> web server. Also village wise disaster Management plan has been developed and village wise data entry has been made and report has been compiled. These are small steps which shall reap in big rewards for the future of Lakhimpur District.

NIC Lakhimpur District Centre
Dibyajit Dutta
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► Jit Raj, J & K Correspondent

Jammu & Kashmir– A Well Rounded Package

Strategically located Jammu & Kashmir State constitutes the northern most extremity of India. The total area of the State is 2,22,236 Sq.Kms including 78114 Sq.Kms under occupation of Pakistan and 42,685 Sq.Kms under occupation of China. The current population of the State is 102 Lakhs. It is the only State that has two Capitals, Jammu (winter) and Srinagar (summer). There are three regions viz Jammu, Kashmir and Ladakh, divided into 14 districts.

NIC State Centre came into existence in October 1988 when the Information Technology (IT) itself was a new concept. NIC J&K was the only IT agency in the State at that time which played a very crucial role in promotion of ICT culture in the Government Departments in J&K. The NIC J&K State has its State Centre at Civil Secretariat Jammu and a mini move Office that moves along with the Annual Darbar move to Srinagar.

Some of the major ICT projects undertaken by NIC J&K are

◉ | Electoral Rolls

NIC J&K has developed and implemented the Project for the Comprehensive revision of Electoral Rolls in J&K in the year 2005-06 comprising more than 63 Lakhs electors in more than 8000 Polling Stations in local language Urdu interface. The output is in the form of Electoral Rolls in Urdu and Hindi, in the format prescribed by the ECI of India. All the menus and forms have bi-lingual interface. The Computerization of the EPIC (Electors' Photo Identity Card) coverage and photo based Electoral Rolls is in the pipeline.

◉ | JAKMAP (J&K Municipal Automation Package)

JAKMAP that includes 13 Modules is under implementation at two pilot sites i.e. Jammu Municipal Corporation (JMC) and Srinagar Municipal Corporation (SMC). The Birth & Death Registration, Estates & Revenue, Establishment and Payroll modules are computerized at JMC in coordination with NIC Pune. With the implementation of JAKMAP, the Municipal Bodies will be able to deliver better and reliable services to the citizens and will also help the Corporations to strengthen the integration of

structures and processes for better decision making and planning.

◉ | City Civil Courts Information System (CC-COURTIS)

The scope of the CC-COURTIS Project is to develop, deliver, install and implement automated Decision Making and Decision Support Systems in the Civil Courts of all states including J&K. In the pilot phase, City Courts of Jammu have been covered. It will be ensured that the Judicial Administration would streamline its routine activities, reduce the pendency of cases by implementing appropriate automated processes and provide easy and transparent information access to litigant public through sustainable processes. All computer systems in the City Civil Court complex have been networked. Internet connectivity will be provided through DVB VSAT.



◉ | High Court of Jammu & Kashmir Computerization and Networking Project

Both the wings of the J&K High Courts have been computerized. The Main Applications are (i) Cause List, (ii) Filing Counter, (iii) Payroll, (iv) Administrative Wing, (v) Judges' Library etc. This being National E-Governance Project, the process of bringing about a paradigm shift in the project is underway and all the dimensions of the project are going to be influenced by this. A comprehensive Project Proposal has already been submitted to the Registrar General of the High Court. At the High Court in Jammu. 110-Node LAN installation for Srinagar Wing is also completed. The High Court has its own website at the URL <http://jkhighcourt.nic.in>.

◉ | Community Information Centre

The community Information Centre is a

combination of PC based Citizen Kiosk with content enabling citizen centric services, e-governance, e learning and e-commerce. It enables access to database containing wide range of information regarding agriculture marketing, disaster management, employment opportunities, public health etc. It is being implemented in 135 blocks of J&K. Connectivity to all 135 blocks will be through VSAT. Each CIC will have its own website.



◉ | Computerisation of Motor Vehicle Department of J & K

The project proposal for the Computerisation of Motor Vehicle Department, J&K was approved under "Comprehensive e-Governance Solution Transport sector in J&K" by the department of Information Technology, GOI on the request of Motor Vehicle Department, J&K for 8 RTOs/ARTOs and Transport Commissioner's Office Srinagar/Jammu. Process for the Computerisation of backlog has started.



◉ | Computerisation of GP Fund & CP Fund Organisations

The state government has approved the replication of the user friendly GUI software at 15 locations in J&K State. The objectives are to automate the workflow process of Fund Office functioning, to provide better services to the Subscribers (all Government employees), to maintain the data pertaining to earlier years



on the computer system, better control of Information regarding the amount actually received and that of postings done comparative statements of the compilation figures with the posting figures, generation of reports like yearly detailed Broadsheets, yearly statements, etc.

● | Computerisation of Treasuries in J & K

The Treasury System, developed for Directorate of Accounts & Treasuries of Finance Department J&K state, automates the workflow process of Treasury business. The Treasuries are located at Civil Secretariat as State Treasury, Regional Treasuries at Jammu & Srinagar, Additional Treasuries located in the cities of Jammu & Srinagar, District Treasuries and Sub Treasuries, Interstate Treasuries. There are 104 Treasuries in total. The J&K Bank acts as Treasury Bank for the state.

● | Computerised Budget Allocation System

Budget allocation System has been implemented in the Finance Department of J&K Government for the year 2006-2007. The Budget Allocation System streamlines the generation of Demand for Grants and Budget Release to the various departments. The actual expenditure incurred, previous years Budget estimates, previous year's revised estimates and Current Years Budget estimates are captured as per the six tiers Classification of account heads of the Departments. The Demand for grants of different departments, the consolidated Detail head wise reports, Consolidated Major head wise reports are generated from the data captured.

● | MAP-ON [Management and presentation of ON-Line News]

Web based MAP-ON is a useful tool for online posting, updation and automatic publishing on the website and management of the news Archives in the web based Interface. The main features of MAP-ON are to post and update news items online from anywhere in the world by the authorized persons only, to get the news instantaneously on the web as soon as they are posted, to provide the web interface to the final presentation of the news items and the option like changing one's password etc., to upload the pictures from the user's system to the web server using the web interface, to allow the user to either use the standard HTML

editor or WYSIWYG editor.

● | Employment Data Computerisation

It contains information on Professional Registration, Company Registration, and Query on Registered Candidates, Employment Schemes, Vocational Guidance, and Career Counseling etc. For the unemployed youth from far-flung areas, it is very difficult to come to Employment Offices for registration purposes and companies looking for suitable candidates do not have centralized databases. With the launch of this website, both the problems have been sorted out. The main features of this website are : registration of ordinary and professional candidates made easy and standardized, companies can register with Employment Department to search the database for suitable candidates and detailed employment information is available on the website.

● | PMIS [Pensioners Management Information System]

- Windows based software for Pensioners
- Software released by Directorate of Accounts & Treasuries.
- Implemented at 3 Treasuries in Jammu region and 2 treasuries in Kashmir region
- NIC has provided all technical support for its implementation at District level.
- PMIS is also included as a module in the Treasury system.

● | Electricity Billing Software

The Electricity Billing software was developed by NIC J&K for Power Development Department and implemented in the Chief Engineer (M&RE) Office. It generates the bill based on the energy meter reading. All the business rules have been incorporated in the software. Now NIC J&K

submitted a comprehensive project proposal for its implementation in J&K State.

● | Centrally Sponsored Projects

• DACNET

Dacnet has been implemented in three offices i.e Directorate of Marketing & Inspections (DMI), Jammu, CIPMC Jammu and CIPMC Srinagar. All the Computers are Networked and connected. Information System and Budget computerisation are extensively used in these Offices. The Websites have also been developed and hosted. At CIPMC Jammu, IPMIS is implemented and is being used for reporting to HQ at New Delhi.

• AGMARKET

The NICNET based Agricultural Marketing Information Network (AGMARKNET) facilities for all Agriculture Produce Marketing Committees and mandis of J&K to disseminate market information for the benefit of farmers and other target groups. The AGMARKNET has been implemented in J&K covering 4 Mandis in Phase I and 13 Mandis in Phase-II. Next Phase is under implementation in 17 Mandis. Some of the Mandis are regularly uploading the information on web.

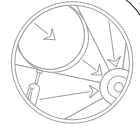
• CIPA (Common Integrated Police Application)

CIPA has been designed and developed by NIC HQ for the computerization of police stations. The software has different modules for Registration of Cases, their investigation, disposal/charge sheeting by police, and disposal of cases by court.

• IISFM (Integarted Information System for Food Grains Management)

IISFM centrally launched Project is under implementation in FCI J&K. Both the FCI District Offices Jammu and Srinagar have been provided with Computer and Internet Connection and are making the full use of ICT.





All the 13 FCI Depots have been provided with ICT Hardware and working fine. Few Depots have started online reporting of Food Grains Movement.

● | Passport Offices in Jammu & Kashmir

The centrally launched project of Passport Offices has also been implemented at both the Passport Offices of J&K i.e. Jammu and Srinagar. NIC J&K is providing full support in computerization process of issuing of passports. The passport status of both the offices is regularly updated on the centralized website of Passport Office.

● | Rajbhawan Jammu/Srinagar



NIC has been active in the computerization of the Governor's Secretariat, Raj Bhawan, J&K from the very beginning. LANs are established at Raj Bhawan, Jammu and Raj Bhawan, Srinagar and VSAT connectivity is also available at both the places. Raj Bhawan, Jammu as well as Raj Bhawan, Srinagar shall have Video Conferencing facility soon.

● | Utility Packages

● CCMS

The Court Cases Monitoring System(CCMS) is implemented in the Secretariat. Through this system, databases of all the court cases are being built department-wise providing the facility to departments for regular follow up. The history of the cases is being stored and maintained through this system. Various reports are being generated through this system

● Payroll

Payroll System is implemented in the Secretariat. Through this system the salary of around 5000 employees is maintained and prepared every month. With the implementation of this system all employees are able to get their payslips and other schedules prepared through the payroll.

● ANOMS (Announcements Monitoring System)

Web based Chief Minister's Announcements Monitoring System(ANOMS) is implemented in the Chief Minister's Section. The System proves to be very useful to the section in regular follow up of actions taken by the different departments on the different announcements made by the Chief Minister during his public and government meetings. The data base of announcements can be browsed date-wise, department-wise, action taken and action not taken etc.

● BPL Computerisation

NIC J&K has computerized the Below Poverty Line data of J&K for Rural Development Department. The BPL system is helping the department in getting the BPL data validated, merged and compiled for whole of state block-wise. A web site has been developed for dynamic search of BPL

● | Infrastructure

● Civil Secretariat Jammu

For the last two years NIC has upgraded and installed network equipment at its J&K State Centre. At present NIC J&K State Centre at Jammu has the following network equipments.

- Routers for long distance Connectivity with STM1 Circuit (63 PCM of 2Mbps).
- Routers for horizontal lease line Connectivity with 2 X 2 Mbps MLLN Circuit.
- PRI Circuit with 30 Channel of 64 Kbps for PSTN and ISDN Dialup.
- RF Connectivity
- Storage Area Network with 1 terabyte Storage with Tape Library for Backup

like next date of hearing case-wise, department-wise, cases pending in different courts etc.

- 14Mb Lease line Circuit from Chandigarh.
- Horizontal Connectivity Passport office 256 Kbps, Census Department 128 Kbps, NCRB (National Crime Record Bureau) Jammu
- Email Server with approx. 800 users.
- Web Server

A LAN of 600 Nodes is established by State Government, which is using the NIC's Backbone.

Besides, 135 Community Information Centres (CICs) have also been set up by NIC in the State to provide citizen centric services in the remote regions.

● | NIC Civil Secretariat Srinagar

Strong and powerful networking equipment is also provided at NIC Civil Secretariat Srinagar. State Government has already established a LAN of 500 Nodes. This LAN is using NIC's backbone. NIC J&K State Centre is directly connected to NIC HQ Delhi using leased line. The Internet Gateway has been placed at NIC HQ Delhi. All the traffic for Internet is being routed through NIC Delhi. The INOC (Inter Network Operating Centre) Centre at NIC, HQ monitors all the network traffic of the State Centre round the clock.

The Civil Secretariat LAN is connected to NIC J&K State Centre and the Internet traffic is being routed through NIC J&K State Centre. All the incoming and outgoing traffic is monitored by firewall and it drops unwanted traffic. NIC J&K is using network monitoring tools, which is freely available with source code.

● | District Centres

All the 14 Districts of J&K are well equipped with the latest hardware in respect of Computers, Networking, VSAT and other peripherals and providing IT related support to District Administrations.

The sheer scale of operations that has been carried out in Jammu & Kashmir is staggering and there is no doubt that the state has made a big headway in e-governance.

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► Seemantinee Sengupta, NIC HQ

Nirmal Gram Puraskar (NGP) for ICT at Department of Drinking Water Supply

Nirmal Gram Puraskar (NGP) is a national award under Total Sanitation Campaign (TSC) Programme of the **Department of Drinking Water Supply**, Ministry of Rural Development, Govt. of India. It is an incentive for Panchayati Raj Institutions (GP, BP, ZP) as well as Individuals and Organizations that are the driving force for full (100%) sanitation coverage.

These awards are given by the President every year to PRI's which have succeeded in achieving 100% sanitation coverage that year.

The National Informatics Centre Informatics Systems Cell of Department of Drinking Water Supply has played an important role in this massive exercise, by computerizing entire process starting from initial process of application scrutiny to final process of generating awardees list. It also contains



modules, which help the department officials in making all the logistic arrangements for the NGP awarding ceremony, in which Sarpanchs / Pradhans in large number from all over the country arrive for receiving the award, a grand success.

The Nirmal Gram Puraskar online System has the following features

1. Data Management (Data Entry and Updation),
2. Verification at each level which includes providing brief as well as detailed summary on each and every application at a particular level and suggestion for taking a decision on a particular application (based on the data input).
3. Facility for District Level Monitors (DLMs) to enter their input and recommendations after the field level physical verification.

In addition to above facilities provided by the software, about fifty types of Reports are prepared for supporting decision-making and logistic arrangements for the main function.

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► Sarbjeet Singh, Punjab Correspondent

SUWIDHA Centre at Jalandhar : A Role Model

SUWIDHA Centre was started in Jalandhar District under Sukhmani Society at DAC complex Jalandhar in April 2004. Initially it started with 2 services and has now graduated to 26 services. A new fully computerized and centrally air conditioned complex has been constructed to provide better citizen centric services. The new centre was recently inaugurated by Capt. Amarinder Singh, Hon'ble Chief Minister, Punjab. He lauded the efforts made by District Administration and NIC in starting e governance initiatives and said

"It is such a great pleasure to open such a modern and pleasantly situated SUWIDHA Centre. I am sure it will be a great success"

**Capt. Amarinder Singh
(Hon'ble Chief Minister, Punjab)**

Various important services are being provided in hassle free, time bound manner for which the government has prescribed minimal facilitation charges. The services include Issue

and Renewal of Licenses/certificates, Attestation/Registration of Documents, Vehicle Registration, Sanction of Pension etc. The project is running on self sustainable basis. The services are running on SUWIDHA ver 2.0 developed by NIC Punjab State Centre. Sarathi and Vahan are also implemented and plugged to SUWIDHA. DIO Sh. Amolak Singh Kalsi, and DIA Sh. Ranjeet Singh, at NIC Jalandhar have played a very active role in implementing the services, studying citizens' requirements and analyzing proposed new services.

All applications received at SUWIDHA Center are closely monitored on daily basis and the Center is fully networked and guarded by Closed Circuit Cameras whose display has been provided in the offices of DC, AC (G) and DIO/DIA, NIC to keep a vigil on day to day working



at SUWIDHA Center. These Cameras are also hooked to NIC Video Conferencing Centre for its live demonstration across the country.

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► Motiur Rahman, West Bengal Correspondent

Gram Panchayat Management & Accounting System (GPMAS) at West Bengal

An open sourced, web-based Gram Panchayat (GP) based accounting software has started functioning since July this year at ADRA Gram Panchayat, (Block-Galsi-II) in Burdwan District of West Bengal. A demo of the same was witnessed by Shri.D.C Misra, Shri P.K Praminik, Shri John Borgoyary, Shri Amit Chakravarty, Shri K. Anvar Sadat and other senior officials from Gujarat, West Bengal and NIC HQ.

The software is in open source environment and is a web-based application using UNICODE based data in local language (Bengali) which is a strong support for NIC WBSC's open source initiatives. The officials were highly impressed to see the Sahayak's (GP Assistant) working competency with the Bengali based software.

The software has been developed to cater to the efficient and effective management need of a Gram Panchayat's accounting system and provides a citizen centric interface.

The WebBased application will run at the remote Gram Panchayats with connectivity on

the West Bengal State Wide Area Network (WBSWAN). The GPs of the Burdwan District will be covered within this Network by December 2006.

The package covers the following services

● Master Information Entry & Update

- Elected Personnel Information Details
- Staff information details
- Updation of Mouza under the jurisdiction of a GP.

● Citizen Centric Interface

- Birth & Death Registration
- Issue of Birth & Death Certificates
- Trade Certificate Registration & Issue.

● Accounts

- Collection and Expenditure
- Bank Deposit for Cash & Cheque
- Cheque Encashment (Receipt & Issued Cheques)

● Reports

- Preparation of Ledger book
- General Cash Book
- Subsidiary Cash Book



NIC Officials Sh. U.K. Bandyopadhyay & Sh. R. Mallik customizing the GPMAS Software at Adra GP

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► Santosh Shukla & Manoj Dixit, NIC Madhya Pradesh

Jan Suvidha Kendra Programme at Madhya Pradesh

Samadhan Ek Din Me - Jan Suvidha Kendra is an important programme of Govt. of MP. The main aim of the programme is to provide all kind of services like government certificates on the day of submitting the application itself. The application forms for different certificates are received during 11.00 AM to 1.00 PM on all working days and certificates are distributed on the same day itself after 4 PM. The initial scrutiny of applications received is done at the Jan Suvidha Kendra and if it fulfills all the requirements, the details of applicant are entered and a computer generated receipt is issued to the applicant. By 2:00 clock the forms reach the respective departments and before 4:00 clock they are returned to Jan Suvidha

Kendra. Certificates are distributed to applicants after 4:00 clock.

For this programme NIC, Mandla has designed software in accordance with the district requirements and setup Jan Suvidha Kendra centers in all the 3 tehsils and at district. Thus has Mandla become the first district to implement the programme in tehsil level and third in implementing it at district level.

The following services are provided at all centers.

- Domicile certificate
- Temporary Caste Certificate
- Marriage Registration Certificate

- Birth-Death Certificate
- Renewal certificate of small establishments
- BPL certificate
- No-Dues certificates
- Issue of duplicate Ration Card
- Attested copy of Voter list

For this a common application form is designed and distributed at the cost of Rs. 5/-.

The programme is implemented by first recruiting computer literate employees from various departments for running the centers and training is given to them. Then the infrastructure is set up.

The NIC, Mandla is constantly monitoring activities and providing support for the smooth functioning of this programme.

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▶ R.K Gupta & P. Lenin, NIC Headquarters

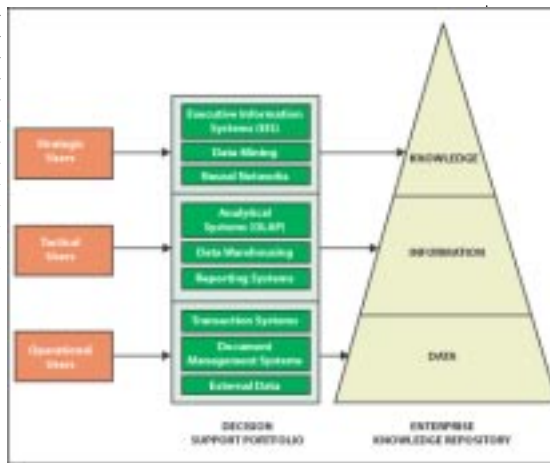
BUSINESS INTELLIGENCE- B-volution in the making

The advent of Information and Communication Technology (ICT) in the recent years has presented an opportunity for the IT managers and the senior officials in the government to change the way organizations leverage and value their information assets. In contrast to the private organizations, government organizations are measured not by profits and losses, but by their ability to deliver upon their mission. Regardless of this mission, the ability to understand the citizen and the ability to use the resources are the key factors in matching services to citizen needs.

As a major step, the National Informatics Center has established a nation-wide communication network and to a maximum extent the e-governance solutions initiated by NIC at the central and state level could fulfill the desired goals. The thrust has varied across initiatives, with some focusing on enabling the citizen-state interface for various government services, and others focusing on bettering livelihoods. New applications in all areas of planning and strategic operation are being developed and used at all levels. There are still some grey areas, which need special attention which require special tools and technology.

● | Value of Business Intelligence Technology

Information is one of the governments most valuable assets. When used properly, it can help planners and decision makers in making informed decisions leading to positive impact on targeted group of citizens. However, to use information to its fullest potential, the planners and decision makers need instant access to relevant data in a properly summarized form. In spite of taking lots of initiative on the IT front, the government decision makers have difficulty in obtaining meaningful information in a timely manner because they have to request and depend on IT staff for making special reports which often takes long time to generate. Information warehouses can deliver strategic intelligence to the decision makers and provide an insight into the overall situation. By organizing data into a meaningful data warehouse, the decision makers can be



empowered with a flexible tool that enables them to make informed policy decisions for citizen facilitation and accessing their impact over the intended section of the population.

● | What Business Intelligence means

It is a broad category of applications and technologies for gathering, storing, analyzing and providing speedy access to data to help the decision makers in making decisions. Typically, BI applications include decision support systems, query and reporting, On Line Analytical Process (OLAP), data mining (a technology to extract unknown and hidden patterns and knowledge from within the data), statistical analysis and forecasting. Business Intelligence therefore is well suited for e-governance applications in the G2G, G2C and C2G environment. For effective implementation of a BI solution, the de facto condition is a reliable data warehouse with a mechanism to update on a regular interval.

● | Business Intelligence technologies

Data warehouse and Data mining helps planners and policy makers to draw key conclusions from data, a critical component of e-Governance system sustainability.

● | The Beneficiaries of the BI based system

Typically, in the government environment BI technology is more towards G2G, G2C and C2G than other forms. All the government plans and decisions can be arrived with the help of detailed multi-dimensional analyses of relevant

data. In fact it helps the citizens more than the government. The citizens can have a compact and compiled profile of each individual from the government and everything the citizen can have it as a web based report and the same can be used wherever the citizen desires.

is available as a web based report. In the e-governance environment, the cost of providing infrastructure would be a big challenge. The costs of new technologies get distributed and in comparison to the value generated, it is worthwhile to invest in such infrastructure only when all the three participants –Government, Citizen and Business Community effectively put it to use.

The data warehouses combine multiple sources of information with a primary goal of integrating the information. The complexity of security increases when different sources of information are combined. For example, financial information will have more stringent security plan than that of health and education. Further, security needs to be implemented both at the warehouse and application level.

A large number of e-governance applications are already in operation in most of the state centers. What is needed at this stage is to evaluate the existing BI infrastructure vis-à-vis BI-E-governance applications on a long-term sustainability. This is the right time for introducing BI in e-governance and to strengthen the e-governance system.

Typically Right to Information (RTI) cases throughout the country will grow exponentially over time. RTI will cover G2C and C2G. To make G2C and C2G more efficient and effective one needs to have business intelligence, typically Data warehouses and OLAP.

RTI is one such application. There are large number of applications in the category of G2C and C2G, which need attention of BI technology.

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Note :

The full version of this article is available at
the informatics website
(<http://informatics.nic.in>)

► Mukesh K. Ralli, Himachal Pradesh Correspondent

Grid Computing

In the past several years, grid computing has emerged as a way to harness and take advantage of computing resources across geographies and organizations on a network (usually Internet) to solve large scale computational problems. Computing becomes pervasive and individual users gain access to computing resources as needed with little or no knowledge of where those resources are located or what the underlying technologies, hardware, operating system, and so on are. Grid computing offers a model for solving massive computational problems.



● Evolution of Grid Computing

Grid computing has evolved through stages as mentioned below :

- **Meta Computing** Meta Computing was a name coined for a particular type of distributed computing, very popular in the early 90's, which involved linking up supercomputer centers with what was, at that time, high speed networks.
- **Cluster Computing** In this type of computing, the PCs communicate with each other in a cluster which can have different sizes. Advantage is of "scalability": as cluster can grow simply by adding new PCs to it though with certain limitations.
- **Peer to Peer computing** 'Limewire' is an example of peer to peer computing which helps music lovers to share music files all over the world by downloading piece of software on local machine & helps computers communicate with each other without going through a central server.
- **Internet computing** SETI@home project is a virtual "supercomputer" which analyses the data of the Arecibo radio telescope in Puerto Rico, searching for signs of extraterrestrial

intelligence. Using the Internet, SETI has brought together the processing power of more than 3 million PCs from around the world, and has already used the equivalent of more than 600,000 years of PC processing power.

● Grid Computing – How It works

To enter into a grid, one has to register and then renew the registration every year with a virtual organization which works on a common interest and goals. On registration, a certificate is issued (from a Certifying Authority) which will be installed on the machine and will be used to prove the identity of individual machine. On login, a temporary session will start which remain active for 12 hours for work and to execute a job, it will be defined in Job Description Language (JDL) describing application to use, resources required, data inputs etc. Once a job is defined it is submitted to a Resource Broker (RB) and the RB queries the Information Service & Replica Catalogue (IR&RC) to check resources. The RB uses this information to match the job of a suitable computing element. The RB makes its choice and when it finds the suitable Computing and storage elements with necessary data, it informs the Logging and Book Keeping service of its decision. The RB submits the job to the selected computing element service of its decision. The computing element gets necessary data from storage element. The job is eventually completed in chosen computing element.

● Who Need Grid Computing

Governments & Scientific Organizations for better disaster management, urban planning, economic and scientific modeling and similar activities. Military needs Grid Computing for better strategic planning and military applications to enhance performance. In the medical world, the coupling of resources (such as administrative databases and medical image archives) and specialized instruments (such as MRI machines, CAT scanners, and cardio angiography devices) could enable a wide range of new, computationally enhanced diagnosis procedures based on rapid analysis of complex medical images and automatic comparison with distributed archives to find similar cases.

• **Training & Education** E-libraries and e-learning centers could benefit from Grid-based tools for accessing distributed data and creating virtual classrooms with distributed students, resources and tutors. This sort of thing is already in place with the Web, and the Grid will enhance the potential even further.

• Enterprises and Corporations

Large corporations the world over have sites, data, people and resources distributed all over the world. A Grid approach allows the creation of facilities to carry out large scale modeling or computing such as Computer Aided Design (CAD) using resources at many sites simultaneously.

● Benefits of Grid Computing

• **Resource Utilization Balancing** An organization may have occasional unexpected peak times of activity that demand more resources and if applications are grid enabled, these can be moved to under utilized machines during such times and can thus balance the load for any type of hardware & software resources.

• **Parallel CPU Usage** With scalable application (such as in biomedical, financial modeling, oil exploration, motion picture animation) in which one job is broken into number of sub-jobs, parallel CPU utilization can be achieved.

• **Virtual resources and virtual organizations for collaboration** The users of the grid can be organized dynamically into a number of virtual organizations, each with different policy requirements. These virtual organizations can share their resources collectively as a larger grid where heterogeneous systems work together to a common goal.

• **Better Resources Utilization & Management** Some machines may have expensive licensed software installed that users require. Users' jobs can be sent to such machines, fully exploiting the software licenses beside better management of precious and sometimes unutilized resources.

For further information, mail to ralli.mukesh@nic.in



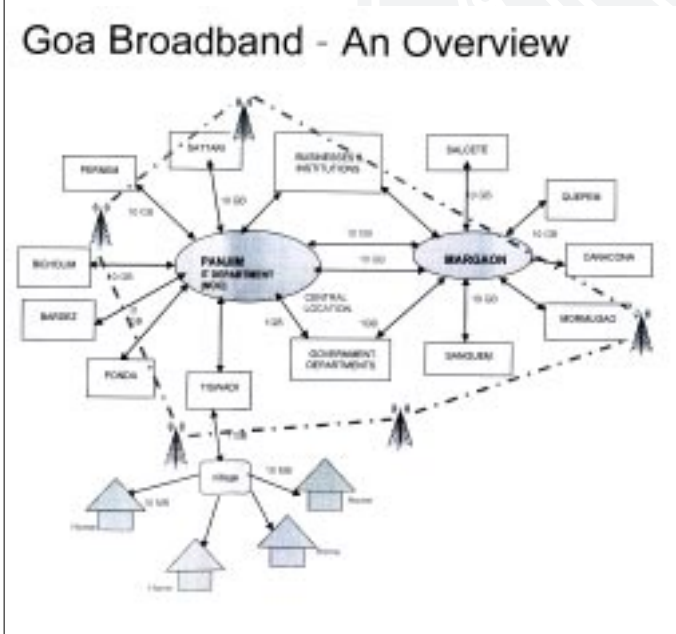
E-Governance Initiatives in the State of Goa



Government of Goa has embarked on many E-Governance initiatives by announcing its IT policy during 2005. Accordingly, an E-governance Roadmap has been prepared

● | E-Governance Roadmap

In this process of preparing e-governance road map, the Department of Information Technology, has considered to focus more on Citizen Centric (G2C) Services and Business Centric (B2C) Services. Through this initiative, more than 600 services have been offered to be offered to citizens and businesses. All the services are prioritized based on the volume of transactions. During the process of preparing the e-governance road map, we have also considered and prepared the capacity building road map for the State of Goa, as per the guidelines of the Ministry of Communication & Information Technology, Government of India.



● | **Goa Broadband Network** As a step towards this we have initiated a project to connect each

and every house through primarily on Optic Fiber Cable and through wireless wherever it is not possible to connect through OFC. Through this initiative, we are planning to connect the State Head Quarters to the District Headquarters & Taluka Headquarters with 10Gbps connectivity and connect Taluka Headquarters with each and every Village Panchayat with 1Gbps connectivity. All the households will be connected with 2-100 Mbps connectivity depending on the need and demand.

● | State Data Centre

Also, the need of having a State Date Centre along with suitable Disaster Recovery (DR) Site has been felt. We are in the process of preparing the RFP for selection of the partner to establish the State Data Centre. The plan is to utilize NIC Data Centre at Hyderabad as a DR Site. Approval of in-principle from National Informatics Centre, Delhi has been received.

● | Single Official Portal

It is very essential to have a Single Official Portal for the entire State of Goa, to act as a single Contact for the services offered by the State of Goa. Through this portal, it has planned to offer, all informative, interactive, transactional and collaborative services to the citizen and business.

● | Citizen Service Centers

It is also very essential to have the service delivery points covering the entire State of Goa. Accordingly it has planned to extend existing Mahiti Ghar (Information centers) Scheme to reach each and every Village Panchayat.

● | Computerisation of Departments

For proper utilization of the above infrastructure and offering the services to the citizen and business as indicated above, it is very essential to complete the back end computerization with all the services and processes in all the Departments. To achieve this the process of computerization in all the Government Departments with 32 Departments in its first phase. The project is in an advanced stage of implementation in most of the Departments and is likely to be completed by the time the above infrastructure Projects are in place successfully implemented by various other State Governments like e-Procurement, Issue of Ration Cards using IRIS Software, Issue of Smart Cards to all citizens, Electronic File Movement system, Integrated Government Fiscal Management system, etc are also being considered. Plans to implement e-Procurement system with the help of DGS&D, Government of India, and, issue of ration cards with the help of Institute for Electronic Governance, Government of Andhra Pradesh are also in the works.

● | Role of NIC, GOA State centre

NIC, GOA State Center has played a vital role in making GOA state as the aspiring leaders in IT. The present network (GOANET) has been designed and maintained by NIC. In addition NIC has implemented important projects like:

- Municipal councils
- Directorate of Accounts & Treasuries
- Land Records
- Infogram (For Village Panchayats)
- RTI
- Common pay roll for GOA state

In all certainty it can be said that Goa will soon emerge as an ICT leader and set an example amongst Indian states.

For further information mail to advisorit.goa@nic.in



HAPPENINGS

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

● | CIC reaches its peak.... literally!

A Community Information Centre (CIC) has recently been launched in Sherathang, Nathu La Pass, at the Indo-China border in East Sikkim, by DIT/NIC. It is 13,600 ft above sea level and is the highest Internet Kiosk/Cyber Café in the world. To be acknowledged shortly by the Limca Book of Records, this CIC is strategically located to facilitate Indo-China trade, as the route has recently been opened after a long passage of time. It is within the area of the trade mart of the Indo-China Border Trade on the Indian side. The CIC is providing Internet browsing facility to the traders, local people and the tourists who frequently visit the China border, as well as to personnel of various state and central government departments posted in and around Sherathang.



A senior NIC official while in Norway, recently, crossed the Arctic Circle once. The post Office in Bodo charged him Kroner 10 for sending a picture postcard to the folks in India. From Sherathang one can send an e-mail to near and dear ones for Rs 5. On visiting the CIC, it is heartening to see a well constructed, well maintained, fully equipped centre at such a height and a remote location. NIC has also provided a solar power system at the CIC since in this area, steady power supply is not always available. The two recently posted operators are striving hard to provide a bouquet of services with some appreciable success already.

Nandita Chaudhri & Vinay Thakur, NIC HQ

● | Fertilizer Management On-Line

FERTNET is a closed user group on Fertilizers Informatics Network that NIC has developed

for the Deptt. of Fertilizers. This is a Web-based information system that provides information relating to fertilizer movement, production, distribution and subsidies paid to different fertilizer producers, equated freight fixation and payment handling for fertilizer imports.

It has become easier to plan the widespread distribution of fertilizers based on the inter-related informatics support on demand and supply positions. This in turn helps in reducing transportation costs and demand-supply gap, and optimize the use of stocks. The Application was recently selected as one of the best IT Implementations of the Year published in June 2006 edition of PC Quest

Y.D. Sharma, NIC HQ

● | Workshop on Common Integrated Police Application (CIPA) at Assam

NIC Assam State Centre, in association with the Assam Police, organized a workshop on the Common Integrated Police Application (CIPA) on the 28th of August to generate sensitisation about use of ICT among top level Police officials of Assam. The workshop was attended, among others, by 16 SPs, 6 DIGs and 2 IGs of Assam Police. The DG Police Sh D. N. Dutt, IPS, inaugurated the workshop. In his inaugural speech Sri Dutt stated that ICT can play a very vital role in improving the functioning of the Police organization by facilitating easy recording, retrieval and analysis of very large volumes of information being handled everyday by the Police. Sh Ambreesh Kumar, STD and Smt Santosh Wadhwa from NIC HQ explained the CIPA Project to the participants. The workshop turned out to be a grand success. Sh Hemanta Saikia and Sh Sandip Paul from NIC Assam coordinated the workshop and thanked the participants.

Tasiruddin Ahmed, Assam Correspondent

● | 6th Workshop on 'e-Granthalaya' Software

A workshop on Library Application Software developed by NIC was conducted during July 31 -August 4, 2006 at Training Division, NIC Hyderabad. The workshop was conducted for the Department of Public Libraries, Andhra Pradesh



Government. During the workshop, users were trained to implement and use of e- Granthalaya software. The Workshop was inaugurated by Sh B.M Rao, TD and Sh Ravi Kumar, Director of Public Libraries, Govt of AP delivered the Keynote address. Sh Ram Kumar Matoria, NIC HQ delivered the introductory lecture and the workshop concluded with the distribution of certificates by Sh D.K Rao, STD.

Ram Kumar Matoria, NIC HQ

● | E-Governance Module for IAS Officers

An E-Governance Module was recently organized during IAS Professional Course Phase I (2005 Batch) at Lal Bahadur Shastri National Academy of Administration, Mussoorie. The topics covered



a lot of key aspects related to E-Governance Frameworks and Applications. The module was conducted jointly by NIC HQ, NIC Uttaranchal State Unit and NIC Training Unit, Mussoorie.

M. Chakraborty, NIC Mussoorie

● | Inauguration of District Video Conferencing in North-Eastern States

To bridge the distance between the remote areas of North-Eastern India, 92 District VC Centres were launched at a function in Shillong by the Hon'ble Minister of Information Technology, Govt of Meghalaya, Sh R.G Lyngdoh. NIC is already providing video conferencing services from more than 500 locations in India



and it is expected that the north east region will benefit greatly with the introduction of this facility. Amongst the dignitaries at the function were Sh S.K Tiwari, Chief Secretary, Meghalaya, Sh H.V Lalringa, Secretary North Eastern Council, Sh A Vaidya, JS&FA(DIT), Dr B.K Gairola, then DDG (NIC), Dr Y.K Sharma, DDG and Dr Mahesh Chandra, the then MD NICSI.

Koushik Choudury, Meghalaya Correspondent

● | **OPEN eNRICH crosses 500 downloads**

The Community Software Solution Framework (OPEN eNRICH Version [OE] 4.0 crossed 500 valid downloads on the 28th of July this year. Open eNRICH has been downloaded in 59 countries to use in rural telecentres/kiosk for content management, portal generation, collaboration and Knowledge Management.

D.C Misra, NIC HQ

● | **NIC Officers Felicitated at Nanded**

NIC Officers at Nanded District Unit in Maharashtra were felicitated by Hon'ble State Minister Sh Ashokrao Chavan for their exemplary contribution in the project 'SETU'

'Setu' Project has been awarded in the field of eGovernance under the State Government Scheme Rajiv Gandhi Pragati Abhiyan and it has also got nominated as finalist in Stockholm Challenge Award 2006. This is the only centre in Maharashtra, which is acclaimed with ISO9001: 2000 certificate.

Punam Gupta, NIC Maharashtra

● | **Technology Workshop on Security Management at Bhubaneswar**

A Technology Workshop on "Security Management over Secretariat LAN" was conducted recently at NIC Orissa Secretariat Unit,

Bhubaneswar, as a part of skill upgradation programme for Computer Professionals of 38 Departments of Orissa Secretariat. Sh S. K. Panda, STD and SIO Orissa State Unit welcomed all the participants and expressed deep concern on security over expanding Secretariat wide network. He highlighted that the Secretariat LAN with Fiber Optics backbone is catering service to more that 800 clients.

The workshop was inaugurated by Sh S.N. Tripathi, IAS, Commissioner cum Secretary, IT Dept., Govt of Orissa. Also, a workshop cum training programme was organised by NIC on 'Online Tenders' in collaboration with the State Rural Development Department. During the interactive session the participants themselves uploaded their live tenders to the site. Sh Prakash Kumar Mishra, NIC imparted training on various online tender modules to all the participants and provided user ID and Password to all for tender uploading to <http://tenders.gov.in> from client end. Sh. Vir Vikram Yadav, IAS, Addl. Secy, RD, offered vote of thanks to all dignitaries participated in the programme.

S.K Panda, Orissa Correspondent

● | **Inauguration of VAHAN and SARATHI**

The 'Vahan' and 'Sarathi' Applications developed by NIC for the computerisation of Vehicle Registration and Driving License were inaugurated at various places in the Country in the past few months.

Sh.R.K Verma, IAS, Hon'ble Administrator of Daman & Diu and Dadra Nagar Haveli along with Sh Mohan S. Delkar, Hon' ble Member of Parliament inaugurated 'VAHAN' at Silvassa. Praising the effort, the dignitaries said that the NIC district center had rendered enormous support to the regional transport office at Silvassa in the task of computerisation.

'Sarathi' software was launched in the Regional Transport Office at Kohima, Nagaland. This shall greatly facilitate the task of issuing different kinds of driving permits in the State.

The 'Sarathi' software integrated with STALL (Online Learners' License Test) was also implemented at Western India Automobile Association (WIAA), Ahmedabad. Commissioner of Transport, Govt of Gujarat inaugurated this facility.



A Workshop on VAHAN & SARATHI software was also organised at Mini Secretariat, Fatehgarh Sahib in Punjab by District Administration



Fatehgarh Sahib in co-ordination with NIC Punjab State Centre Chandigarh.

The objective of the workshop was to introduce the SDMs who are the issuing authority at Sub-Divisional level in Districts about features and functionality, so that both the software can be implemented in all the SUWIDHA centres at District Level & SDM Offices.

C. Thirumavalavan, NIC Silvassa
Swedesenuo Natso, NIC Nagaland
Manoj P.A, NIC Gujarat
Sarbjeeet Singh, NIC Punjab





◉ | Parliamentary Standing Committee on IT review NIC Orissa State Unit, Bhubaneswar

A Parliamentary Standing Committee on Information Technology reviewed the activities and projects of the Orissa State Unit of NIC. Sh S. K. Panda, SIO & Sr. Tech Director, Orissa presented the successful initiatives of NIC Orissa State Center on different projects including Infrastructure, Networking, Video Conferencing, e-Governance, Training, Portal Development etc.

A.K Hota, Orissa Correspondent

◉ | President visits Ganjam District, Orissa

His Excellency, the President of India Dr. A. P. J. Abdul Kalam visited Ganjam District, Orissa to inaugurate the Platinum Jubilee Celebrations



of City High School, Berhampur and Silver Jubilee function of College of Pharmaceutical Sciences, Mohuda. The NIC District Centre team led by Sh Subash Chandra Misra, DIO provided complete technical support round the clock to the Hon'ble President's delegation during the visit despite very bad weather. Director (T.I) of the President highly appreciated the effective arrangements made by NIC even in such adverse weather conditions.

A.K Hota, Orissa Correspondent

◉ | Workshop on Sustainability of CICs

Community Information Centres (CICs) have been set up in 487 Blocks of eight North - Eastern States of the Country to provide citizen centric ICT services in the remote regions. 135 CICs have also been set up in the State of Jammu & Kashmir. A workshop on Sustainability of CICs was jointly conducted by DIT/NIC and Sikkim Govt in July. The Hon'ble Minister for Urban Development and Housing, Govt of Sikkim Sh D.D Bhutia was the Chief Guest and the event was also attended, among others, by

several dignitaries and senior officers from DIT and NIC. Representatives of State Governments of all eight north eastern states as well as Jammu & Kashmir presented their experience of the CIC Project and extended views on sustainability and the future of the Project. The



findings of the study on Social Cost Benefit Analysis of CICs conducted by National Centre of Applied Economic Research (NCAER) were presented and discussed. After these intense, wide ranging and very productive deliberations on present status and future plans for the Project, a list of recommendations was prepared which will be utilized to chart the future direction of the Project.

Nandita Chaudhri, NIC HQ

◉ | E - kiosk inaugurated at Nawanshehar District

Sh.Rajan Kashyap, Hon'ble State Chief Information Commissioner Punjab recently inaugurated E-Kiosk at Nawanshehar district. E-Kiosk is a touch screen based computerized information dissemination system implemented at Nawanshehar district. E-Kiosk is conceived to disseminate the information regarding SUWIDHA status, Voters list, various schemes related to development, health etc. The software for E-Kiosk has been designed and developed by NIC Punjab with the active support and guidance of Deputy Commissioner Nawanshehar. Being touch screen based system, it is very citizen friendly.

Vikram Jeet Grover, Punjab Correspondent

◉ | NIC helps out in Pondicherry Civic elections 2006

NIC Pondicherry extended its complete technical support during pre-poll processes, polling and counting phases during the Pondicherry Civic Elections, which were held in the region after

38 years. The task was entrusted to NIC after its remarkable ICT support during the General Elections. The results were shown ward / local body wise and the data had even been captured booth wise. In a fairly short span of time, NIC rendered a valuable service to the administration and public of Pondicherry. (More details available on Informatics Newsonline)

S. Sivanandam, Pondicherry Correspondent

◉ | PR Deptt Website launched at Chandigarh

The website of Department of Public Relations and Cultural Affairs (<http://chdpr.gov.in>) was launched by Sh Krishna Mohan, Home Secretary, Chandigarh Administration on 11th August 2006. UT Joint Secretary (Finance) Ms. Raji P. Shrivastva, DPR Sh.Vivek Atray, DIT Sh. M.S. Brar, NIC SIO



Sh. Ajay Rampal and other officers of Chandigarh Administration were present on the occasion.

The site has been designed, developed and hosted by NIC Chandigarh UT Unit. Making presentation on the occasion, Mr Vivek Atray highlighted the features of the website which provides information about the Press Correspondents, Press Notes, Circulars, Advertisements, Photographs, Happenings and Upcoming events.

Vivek Verma, Chandigarh Correspondent

◉ | Launch of E- pension Web interface for HP Government Pensioners

Sh. Virbhadr Singh, Hon'ble Chief Minister, Himachal Pradesh launched the ePension web interface on the official website of the Himachal Pradesh Government at <http://himachal.nic.in/> epension on 4th August 2006. The ePension (Computerised Pension Disbursement System) software has been implemented in the 12 District



Scrolls have been generated for the pensioners so that the correct pension is distributed on the 1st of every month on a uniform pattern to all pensioners across the State. Beside providing better services to the pensioners, the SW has



helped the State in recovering Rs.18 crores per annum from the State of Punjab on account of pre-1966 service of HP Government employees in Punjab, before the creation of HP. The ePension SW has been designed and developed by the National Informatics Centre, Himachal Pradesh and it has won the prestigious Golden Icon Award in the National eGovernance Conference 2006.

Ajay Singh Chahal, HP Correspondent

● | **IVRS services installed at High Court of Uttaranchal by NIC**

Interactive Voice Response System (IVRS) has successfully been installed in the High Court of Uttaranchal at Nainital. Using this system any one can enquire about the cases in the High Court through telephone lines (05942-235388 ext. 222 and 05942-233501) round the clock.



The System was inaugurated by the Hon'ble Chief Justice of Uttaranchal High Court Sh. Rajeev Gupta in the presence of several dignitaries. The system has been implemented

with the overall support of NIC Uttaranchal State Centre

Rajesh Goyal, Uttaranchal Correspondent

● | **Kerala CM inaugurates the modernised collectorate, Enakulam**

Hon'ble Chief Minister of Kerala Sh.V.S.Achuthanandan inaugurated the revamped District Collectorate renovated under Modernizing Government Programme (MGP) at Kakkannad as part of DC Suite replication implemented by NIC at Palakadu district, Kerala. In the inaugural address, the Chief Minister expressed that the modernized collectorate would help fulfill the expectations of the common public on good administration.

Revenue Minister, Shri.K.P.Rajendran who presided over the function said that all the village offices of the state would be modernised shortly.

Asha Varma, Kerala Correspondent

● | **Workshop on E-Gov Standards**

National Informatics Centre, A.P. State Centre has conducted a 2 day workshop on eGovernance Standards under National eGovernance Plan (NeGP) held at Hyderabad on 20th & 21st of September 2006. Dr D. Swaminadhan, Member, National Advisory Council, Govt. of India, Vice Chairman, A.P. State Planning Board was the chief guest of the day. Sri M. Moni, DDG, NIC, New Delhi, Sri C.S.R. Prabhu, DDG, NIC, Sri P. Raghuvveer, IFS, Addl. Secretary IT, Govt. Of AP were the other dignitaries present.



The chairmen of the 5 tracks included Sh J. Satyanarayana, IAS , CEO, National Institute of Smart Governance, Hyderabad who chaired the track "Metadata & metadata standards for applied domains", Prof Subba Reddy from Osmania University, who chaired the track "Network & Information Security Standards",

Dr. C. Uma Sankar from Sri Krishnadevaraya University PG Centre, Kurnool who chaired the track "Quality & Documentation Standards", Dr. K. Narayana Murthy from the Dept. of Computer Science, Hyderabad Central University who chaired the track "Localisation & Language Technology Standards" and Dr. G. Subba Rao the State Chief Information Officer, Govt. Of Andhra who chaired the track "Technology Standards & eGovernance Architecture". Sh B.V. Sarma, STD & SIO NIC, Hyderabad welcomed the gathering. Smt Suchitra Pyarelal, TD & Head, eGovernance Division, NIC HQ gave a bird's eye view on the present status of eGovernance Standards. Sh M Moni gave the keynote address and congratulated the Conference team for the professionalistic approach. Sh S. Ramachandran, STD & Head of office proposed the Vote of thanks at the event.

M.Moni, NIC HQ

● | **E-permit System at Lakshadweep**

The E-permit system for the issue of entry permit to the Lakshadweep islands developed and implemented by NIC, Lakshadweep was inaugurated by the Hon. Administrator of Lakshadweep Sh. Parimal Rai, IAS at a function held at Secretariat Conference Hall, Kavaratti on 9th August 2006. Sh. A.K. Wasnik, IAS, Secretary (Information Technology) delivered the presidential address and Sh. Ajith Brahmanandan, SIO Lakshadweep gave the brief of the e-permit system and demonstrated the system .The e-permit system shall enable the visitors to apply for the permit on-line from anywhere and get the status of application online. The SIO also informed the gathering that the system will soon be upgraded and linked to the web-enabled ship ticket reservation



system and tourist booking system which will help the administration to monitor the movement of the visitors in the islands.

Ajith Brahmanandan, Lakshadweep Correspondent



● | **E-Disha centre inaugurated at Ambala**

E-Disha Centre, Ambala was inaugurated by Honourable Minister for Power & Public Works, Haryana, Sh. Vinod Sharma on 27th August. Deputy Commissioner, Ambala, Sh. O. P. Langyan and officers of various departments graced the occasion. As per Govt. Scheme the Centre will provide single window services for the public at Mini Secretariat, Ambala City. Presently, e-Disha Centre has started providing select services of public importance, namely Driving Learning Licence, Permanent Driving Licence (Fresh, Renewal, Duplicate etc.), Vehicle Registration, Passport Services, Certificate Services (Domicile, Caste, Income, Birth & Death etc.), Nakal Service of Land Records, House Tax (Collection & Bill Generation), Arms Licence (Renewal, Duplicate etc) and Welfare Services. e-Disha Centre is equipped with provision of services at 16 windows and more services are likely to be added in near future.

Hari Chand, Haryana Correspondent

● | **E- Jan Sampark Services Launched**

The first e-Jan Sampark Information and Facilitation Kiosk was inaugurated by H.E. Gen. (Retd.) S. F. Rodrigues, PVSM, VSM Governor Punjab and Administrator UT, Chandigarh on 24th Aug'06. One such Information & Facilitation Kiosk shall be established in each sector of Chandigarh. This is in line with the e-governance initiatives of Chandigarh Administration with already running 8 e-Sampark Centres in different sectors of Chandigarh. Also present on the occasion were Advisor to Administrator, Secretary IT, Chief Engineer and other senior officers of Chandigarh Administration.

Vivek Verma, Chandigarh Correspondent

● | **Haryana CS Project Monitoring and information system (PMIS) launched**

Sh. Prem Prashant, IAS Chief Secretary to Government of Haryana launched the CS Project Monitoring System on 18/08/2006 during the review meeting with Divisional Commissioners & Deputy Commissioners of Haryana. The PMIS is a web-based application to monitor & review priority projects, activities, policy matters, issues related to development etc. The system facilitates project monitoring up to village level.

Hari Chand, Haryana Correspondent

● | **'ICT Tools for e-Readiness in government Module II at Pune**

A two-week training on 'ICT Tools for e-Readiness in Government Module II' was organized by Training Division, Software Development Unit, National Informatics Centre, Pune during 21st August -1st September 2006. The training was sponsored by the Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pensions, Government of India, New Delhi. The course was organized for officers of Central and State Government Departments. 20 officers attended the programme and benefited from it. Basics of RDBMS, MS Access, Web Technology, Information Systems, Data Security, E-governance, and Communication skills were the topics covered during the course.

Punam Gupta, Maharashtra Correspondent

● | **Awareness Campaign on sub-division network project at Mizoram**

Awareness campaign on Sub Division Network Project for Mara Autonomous District Council (MADC) was organised by NIC, Saiha District Unit at the office of Chief Executive Member (CEM). 30 HODs, MADC attended the function. DIO, Saiha District highlighted the aims & objectives of the Network project at the meeting. CEM of MADC appreciated the nature of work and achievement of NIC, Saiha District. He was highly appreciative of the facilities provided by NIC and also said that ICT made the world, a smaller place to live in.

Lalmachhuani, Mizoram Correspondent

● | **National Portal of India Workshop held**

National Portal of India (<http://india.gov.in>) is a Mission Mode Project under the National e-Governance Plan, designed and developed by NIC to facilitate single window web based availability of all information and services by the Government. (Read more about the National Portal in the January 2006 issue of Informatics). As a part of the Project's Management Structure, National Portal Coordinators (NPCs) have been nominated at senior level by all departments/ministries in the Central Government as well as State/UT governments for ensuring the flow of domain/region specific content into the Portal.

A three day workshop of the NPCs from 20

states was held at NIC HQ to discuss the state specific content inflow and management for the National Portal. A specialized browser based Content Management System developed for facilitating submission of information to the Portal was also demonstrated to the NPCs and they used the same during the conference to submit valuable information regarding the schemes, services, forms etc pertaining to their State/UT.

Also, a two day Regional Conference on 'Fostering Excellence in Governance' was held in Jaipur on 6th & 7th October, 2006. The conference was jointly organised by the Department of Administrative Reforms & Public Grievances and HCM Rajasthan Institute of Public Administration. NIC team led by Smt Neeta Verma, STD, delivered a lecture - cum-



demonstration on the National Portal of India in the conference and it was felt that a platform like National Portal would go a long way in spreading the reach of e-Governance initiatives and services by Central and State Government Departments, amongst the citizens and other stake holders.

D.P Misra, NIC HQ

● | **Launch of Transport Department Website at Chandigarh**

His Excellency Gen. (Retd) S.F. Rodrigues, PVSM, VSM, the Governor, Punjab and Administrator, U.T. Chandigarh launched the website, <http://chdtransport.gov.in> of the Transport Department, Chandigarh Administration. The Adviser to the U.T. Administrator, Sh. Lalit Sharma, the Home Secretary cum Secretary, Transport, Sh. Krishna Mohan, Deputy Commissioner, Sh. R.K. Rao, SIO Sh Ajay Rampal, Chief Engineer and Chief Architect were present along with other dignitaries. The Website of the Transport Department, U.T. Chandigarh is informative as well as is equipped with certain dynamic features. The complaints/grievances module introduced in the website



aims at making the system transparent and efficient resulting in quick disposal of queries and issues of the general public. One can check the status of the complaint/grievance lodged in the office online only, without any need to come to the office. The services provided in the website by the Transport Department (R&LA and



STA) have been

given in detail focusing on forms/documents to be filled which can be downloaded, procedures to be followed, requisite fee to be paid, timings of the office as also the time of delivery of the Driving License, Registration Certificate etc. Further, the administrative set-up of the Transport Department, U.T. Chandigarh, Traffic Rules, Acts and Notifications and Frequently Asked Questions are also provided for the facility of the public. The section on 'What's New' provides details about any new rule, notification facility etc. for information of the general public. The module on Registration Details (for vehicles registered since 1994) aims to provide the relevant details to a person who furnishes the information regarding the vehicle number and the chassis number.

This will be of immense help to the traffic police, the office and to the people who are interested in knowing certain details for verification purposes. This would also help in providing the relevant information relating to hit and run cases, vigilance cases and theft cases etc. whenever required.

Information regarding Theft cases of stolen vehicles and International Driving Licenses issued by the R&LA Office has also been provided to ensure assistance to the police and traffic personnel as also the general public.

Vivek Verma, Chandigarh Correspondent

Workshop on NREGA in Bihar

State Level workshop was organized at Patna by Department of Rural Development and Panchayati Raj on 19th and 20th October 2006. State Government provided information of various procedures to be followed during implementation of NREGA (National Rural Employment Guarantee Act) scheme. The workshop was chaired by Sri. Anup Mukherjee IAS, Commissioner & Secretary, Rural Development. Dr. Deepak Prasad, IAS, Secretary, Panchayati Raj. Sri. S.M. Raju IAS, Special Secretary, Department of Rural Development and Panchayati Raj, Sri. D.C. Misra, Senior Technical Director, NICHQ, Dr. Saurabh Gupta, Senior Technical Director and SIO, Bihar and Smt. Madhuri Sharma, Technical Director, NICHQ delivered their speech during the session. All the 38 Deputy Development Commissioners (DDCs) of the State, State & District officials of NIC Bihar State Centre participated in two days workshop

N.K Prasad, Bihar Correspondent

IntraGOV Portal launched at Lakshadweep

The IntraGOV portal for the Lakshadweep Administration, intralak.nic.in, was launched by the Hon. Administrator of Lakshadweep Sri. Parimal Rai, IAS at a function held at Secretariat Conference Hall, Kavaratti on 9th August 2006. Secretary (Information Technology) Sri. A.K. Wasnik, IAS, Hon. District Judge Sri.Amanulla, Director(IT) Sri. C.M. Ahmed, SIO Lakshadweep Sri. Ajith Brahmanandan, Addl. District Magistrate Sri. Ashish Mohan and others were present on the occasion. Hon'ble Administrator said this is another step forward for Lakshadweep to become SMART islands in the next two years. He appreciated the efforts of NIC in developing and implementing the portal for the benefit of around 4000 employees working in the islands who are geographically isolated from mainland.

The employees working in various islands will get the details of latest Circulars/orders, News, Details of Events etc. instantly. The Lakshadweep Times, the official daily news paper of the Lakshadweep administration is also being

published on this portal everyday.

Ajith Brahmanandan,
Lakshadweep Correspondent

Papers/Articles Published by NIC Officers

Title : e-Governance in Panchayati Raj – State of Orissa view
Author : B. P. Mishra, PSA, Orissa State Unit, Bhubaneswar
Publication : egov Asia 2006 conference proceedings booklet

Abstract :

Electronic governance, otherwise called e-Governance, is the new methodology of governance using information and communication technology (ICT) all over the world. The rural development programmes in India are executed and monitored by the 3-tier Panchayati Raj Institutions (PRI). The objective of these rural development programmes can be achieved only if the execution and monitoring can be done in more effective manner and that is possible only through the use of ICT. Ministry of Panchayati Raj, Government of India, recommended the use of ICT in PRIs in 7th Round Table Conference held at Jaipur, Rajasthan in 2004. Government of Orissa has taken this as a mission mode project and implemented some e-governance applications for transparent and effective management of PRIs. The project includes applications like Priasoft that monitors financial position of PRIs, where as Ruralsoft gives the picture of physical progress of projects implemented at the village level. Besides, the portals of Panchayati Raj department and the PRIs give a lot of information to the public for better transparency.

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