

# Informatics

Current issue : October 1997

## **AROUND THE NIC WORLD**

### **GISTNIC WORKSHOPS**

**Alappuzha:** A Workshop on GISTNIC Services was recently conducted at the Alappuzha District Collectorate, Kerala. It was jointly organized by the National Informatics Centre, Alappuzha District Unit and the District Tourism Promotion Council (DTPC), Alappuzha.

The occasion also marked the inauguration of NIC's GISTNIC services through the computerized information counter of the DTPC.

Mr Pradeep Kumar, IAS, District Collector and Chairman of DTPC, inaugurated the Workshop and GISTNIC Services.

In a similar kind of an event a one-day Symposium was also recently conducted on GISTNIC Services at Madikeri, Kodagu District, Karnataka.

The occasion also marked the inauguration of GISTNIC Service at Madikeri.

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### **LG's OFFICE COMPUTERIZED**

**New Delhi:** NIC has been entrusted with the responsibility of computerizing the office of the Lt Governor of Delhi, Mr Tajendra Khanna.

Presently, a Software System developed for Public Grievances Monitoring and Files Monitoring is operational and the UNIPLEX Software has been installed. Some new software systems are under development.

Necessary hardware has been made available.

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### **PASSPORT TELE-ENQUIRY SYSTEM INAUGURATED**

**Chennai:** Mr Pramotes Mukherjee, Member of Parliament and alternate convenor of the five-member Parliamentary Study Group, recently inaugurated a Passport Tele-enquiry System at NIC computer centre located at the Regional Passport Office, Chennai.

The Tele-enquiry System provides information on the status of application for passport to the applicants without any manual assistance.

All that the applicant has to do is dial the telephone number provided in the receipt of the application form. The call is answered by the Tele-enquiry System. The System prompts the applicant to dial-in his key number. After the applicant does the needful, the System checks for validity and fetches details of the status of the application from the host database and conveys the same to the applicant.

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## **NICNET FOR FOREST OFFICERS**

**New Delhi:** The National Informatics Centre's Environment and Forest Group has made available the data comprising of Indian Forest Civil Service List on NICNET. The information can be accessed from any node of NICNET all over India.

NICNET connectivity will enable the State Government's Forest Department to access and update IFS Officers latest service information such as name; date of birth; recruitment source; date of appointment in IFS; present post; present scale and other relevant details. This will also enable timely publication of IFS Civil List by the IFS Division of Ministry of Environment & Forests.

In order to access the information the User will have to Telnet at:

IP address: 164.100.5.63

login: civil.

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## **CHANDIGARH ON THE NET**

**New Delhi:** The Home Page for the beautiful and architecturally well planned City of Chandigarh was inaugurated on August 15, 1997, by the MP of Chandigarh Mr Satyapal Jain.

The Page, has been designed and developed by the National Informatics Centre in close Collaboration with the UT Administration.

The Page provides in-depth information about varied aspects of the City. The information ranges from the City's architectural heritage, industrial and tourist potential, to its administration, health and education facilities, as well as the latest happenings in the City.

The City Administration intends to update the page regularly and provide the Users with the latest information.

The Chandigarh Home Page is accessible at:

<http://www.nic.in/chandigarh/>

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## **COMMUNICATION WORKSHOP**

**Pune:** A Communication Workshop for NIC Officers was conducted at the National Informatics Centre (Western Region), Pune, from September 10 to 12, 1997.

The Workshop was inaugurated by Dr Jayashri Chaudhuri, State Informatics Officer, West Bengal.

The Workshop commenced with a key note lecture on "Intranet" by Mr DP Bobde, Senior Technical Director. This was followed by a series of lectures on latest communication software; IP addressing; electronic commerce & WWW services.

An important event of the Workshop was a lecture on latest IT trends, by Dr N Vijayaditya Deputy Director General, NIC, delivered from New Delhi using Video Conferencing facility of NIC.

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## **50 YEARS OF INDIAN EDUCATION**

**New Delhi:** A CD-ROM on Fifty Years of Indian Education was released on August 18, 1997 by the Honourable Minister of Human Resource Development, Mr SR Bommai, at the PIB Conference Hall, Shastri Bhavan, New Delhi.

The meeting was addressed by Mr Muhi Ram Saikia, Minister of State for Education. He praised the efforts of Department of Education and NIC for putting valuable information of the last 50 years of Indian Education on Compact Disk for dissemination. The information has been classified into various sections such as Adult & Continuing Education; Elementary Education; etc. The information content relates to important Central/State Education Acts; Examination Policies of CBSE etc.

Dr N Seshagiri, Special Secretary & Director General of NIC mentioned that this is the first time that an effort for bringing out a CD-ROM on the historic information of a Department of Government of India has been conceptualized.

For any further information contact at:

edudept@edunic.delhnic.in

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## **WORKSHOP OF ITS OWN KIND**

**Chandigarh:** A one-day Workshop on INTERNET; WWW Browsing and Home Page Design Concept was organized jointly by the National informatics Centre, Punjab State Unit and State Directorate of Industries, Punjab. The Workshop was held at Chandigarh on July 4, 1997, at the Directorate of Technical Education, Punjab.

The Workshop was inaugurated by Mr PD Vashist (IAS), Principal Secretary, Technical Education, Government of Punjab.

The Workshop was organized with the objective of creating awareness about the INTERNET and World Wide Web browsing in the office of State Government and how it shall be beneficial for projecting a progressive image of the Government amongst the people of India as well as abroad.

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## **NIC DISTRICT CENTRE HONOURED**

**Fatehgarh:** The NIC District Centre Fatehgarh Sahib, Punjab was honoured on August 15, 1997 by the District Administration, by conferring a "Merit-cum-Appreciation" Certificate.

The Certificate was awarded to the District Informatics Officer by PWD Minister Mr Harmail, for the indispensable services rendered by the Unit to the District Administration.

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## **VIDEO CONFERENCING FACILITY INAUGURATED**

**New Delhi:** The Cabinet Secretary TSR Subramaniam inaugurated the Video Conferencing Facility of the National Informatics Centre on August 22, 1997.

Inaugurating the Facility Mr. Subramaniam said that by linking various Government Departments with State Secretariats, the Video Conferencing Facility would improve Government efficiency, provide better service to citizens and bring in transparency. It will be highly beneficial especially in disaster management. Such as Flood Relief where several State and Central Agencies have to work in tandem. The live interactive session through the multi-point Video Conferencing was briefly addressed by Commerce Secretary PP Prabhu, Chief Economic Advisor Shankar Acharya, Rajasthan Chief Secretary ML Mehta in addition to the Cabinet Secretary, from their respective Offices.

Currently, NIC has set up the facility in 11 departments of the Central Government, 5 State Secretariats and 7 in IT Promotion Centres of NIC located at the State Capitals.

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## **INFORMATION COUNTER AT DGCA**

**New Delhi:** The Central Examination Organization (CEO) of Directorate General of Civil Aviation (DGCA) is the national agency for conducting License Examinations for Aircraft Maintenance Engineers and Pilots.

The Civil Aviation Information Division (CAID) of the National Informatics Centre has setup a Facilitation Counter at DGCA, RK Puram. The counter operational since March 1997, is equipped for handling various require-ments of the candidates appearing for the aforementioned Examination. It caters to:

- Issue of acknowledgement of application forms with a unique acknowledge-ment number.
- Strict control on non-acceptance of forms after the "last date of application".
- Easier tracking of applications through acknowledgement number.
- Rejection information.
- Admit card information.
- Any related query.

The coming up of the Facilitation Counter has simplified the enquiry problems of the candidate while ensuring the sanctity of the Examination System.

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## **EXPENDITURE STATEMENTS FOR HEALTH DEPARTMENT**

**Chennai:** NIC has developed a Software Package for the Health Department of the State Government.

The Package facilitates entry of monthly data on expenditure statements; etc. The data is entered at all NIC District Centres of the State and transmitted to Chennai over NICNET. The data is consolidated at the State Centre for the purpose of monthly Accounts Reconciliation and determination of Annual Budget Estimates.

The Package is being successfully used by the Directorate of Public Health & Preventive Medicine and the Directorate of Medical & Rural Health Services, Tamil Nadu.

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## **SOFTWARE FOR JEE**

**Arunachal Pradesh:** The NIC, Arunachal Pradesh State Unit has developed a Software Package for the purpose of convenience in entry of biodata and subsequently marks secured in the Joint Entrance Exam (JEE) by the candidates who applied for appearing in the Exams.

The Software has been created keeping in view the specific needs of the Directorate. The candidates have been categorized in four different groups as per the following criteria:

- Arunachal Pradesh's Scheduled Tribe Candidates.
- Candidates whose parents are working under Arunachal Pradesh State Government.
- Candidates whose parents are working under Central Government and serve in Arunachal Pradesh.
- Others.

The Software incorporates category-wise ranking of the candidates in JEE , for each of the courses (degree in Engineering, Medical, etc.), thereby making the selection more transparent and timely

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## **INFORMATION AND FACILITATION COUNTERS**

The Conference of Chief Ministers held on May 24, 1997 discussed an Action Plan for effective and responsive Government at the Central and State levels. Inaugurating the Conference, the Prime Minister drew attention to the urgent need to come up with ideas and strategies for responsive and effective administration, which could revive the credibility of the Government.

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- NEED FOR INFORMATION & FACILITATION COUNTERS
  - SETTING UP OF INFORMATION & FACILITATION COUNTERS
  - CONCEPT OF COUNTER SERVICE
  - SERVICES RENDERED BY INFORMATION & FACILITATION COUNTER
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  - INFORMATION & FACILITATION COUNTER FOR MINISTRY OF HUMAN RESOURCE DEVELOPMENT & MINISTRY OF WELFARE
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## **NEED FOR INFORMATION & FACILITATION COUNTERS**

An integral aspect of administrative reforms, both in the short term and in the longer perspective is related to the speedy and easy access of information to the public on the services and activities of Government. There are considerable delays in securing access to information, since Government Departments do not have an appropriate mechanism to provide information to the citizens or to deal with their queries and complaints at a single point.

It is here that the Information and Facilitation Counters (IFCs) prove beneficial to the people. Counter

services facilitate the Government in providing effective and efficient services to the public.

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## **SETTING UP OF INFORMATION & FACILITATION COUNTERS**

The Department of Administrative Reforms and Public Grievances in association with the National Informatics Centre have undertaken the responsibility of setting up of Information and Facilitation Counters at various Government Ministries/Departments.

In the first phase of implementation of the Project it was decided to set-up Facilitation Counters in forty Ministries/Departments of the Central Government.

### **DEPARTMENTS WHERE IFCs ARE CURRENTLY OPERATIONAL**

Telecom
Youth Affairs & Sports
Education
Culture Women & Child
Development
Chemicals & Petrochemicals
Mines
Information & Broadcasting
Coal
Petroleum & Natural Gas
Welfare
Company Affairs
Commerce
Industrial Development
Industrial Policy & Promotion
Heavy Industry
Steel
Textiles



Supply (only  
DGS&D)  
Health  
Family Welfare  
SSI & Agro-  
based Rural  
Industry  
Urban  
Development  
Agro based  
SSI & rural  
Industry  
Urban  
Employment  
& Poverty  
Alleviation  
Economic  
Affairs  
(expenditure)  
Revenue  
(CBEC)  
Revenue  
(CBTD)  
Home Affairs  
Personnel &  
Training  
Railways  
Agriculture &  
Cooperation  
Animal  
Husbandry &  
Dairying  
Fertilizers  
Civil Supplies  
Food  
Food  
Procurement  
& Distribution  
Rural  
Development  
Rural  
Employment  
& Poverty

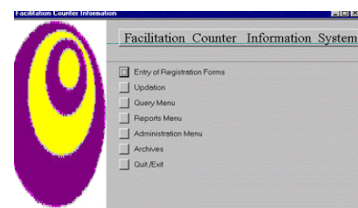
## CONCEPT OF COUNTER SERVICE

The concept of Counter Service has been designed keeping in mind the need of the general public. It comprises of three components which are:

(a) The front section of the counter, where the Customer waits for the service. Appropriate and sufficient facilities should be provided for the customers in front of the counters. The counters should thus be equipped with appropriate directional signs; notice boards; enquiry desk with necessary application forms, pamphlets, brochures; a comfortable waiting area and a queuing system.

(b) The counter, which is the section where the Government staff starts meeting and providing services to the people. Range of the services provided by the counter shall vary from one Department to another based on the activities of the respective Department. It is the place where counter staff receives customers, provide services and terminate the service.

(c) The section behind the counter, which provides support for the counter services. The ability of Government Departments/Offices to provide quality counter services depends largely on the role played by the staff who renders support services behind these counters. All planning, managing of resources, decision making process and daily administrative matters are carried out at this section.



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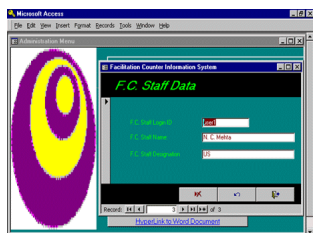
## SERVICES RENDERED BY INFORMATION & FACILITATION COUNTER

It is at the IFC that various services such as the status of application forms, waiting list number, issue of licenses, permits, identity cards, processing of application for essential facilities and other services are provided. It also looks into the specific query of a particular Customer and tries to provide a satisfactory answer within two weeks.

An illustrative list of guidelines that can be kept in mind while preparing for the services at counter are:

- Particulars of an organization, its functions and responsibilities.
- Description of the organization's decision making process in terms of procedures and powers and responsibilities of its officers and employees.

- Norms for performance of an organizations activities such as prescribed periods for their processing and completion, physical and financial targets etc and the actual achievements with reference to such norms /targets.
- Classes of records under the control of an organization including the rules, regulations, instructions and list of manuals etc, used by its employees for carrying of activities.
- Facilities provided by the organiza-tion for access to information.




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## INFORMATION & FACILITATION COUNTER- TECHNOLOGICAL ASPECT

As it is evident from above sections that IFCs have to provide variety of services. To provide these services in an efficient and meaningful manner it is vital that all the information be stored in electronic form. This will not only make the information easily accessible but will also enable regular updation of the same in a cost effective manner. Keeping track of the numerous queries coming in every day and replying to the Customers query within a stipulated time period of two weeks would not be possible without the help of an Automated System for dissemination and flow of information from the IFC to the respective Ministries/Departments and visa versa.

The National Informatics Centre has helped these Departments in converting their information in electronic form for the purpose of easy accessibility. NIC has also developed a standard Software for this purpose. The Software runs on Windows platform on Intel Pentium. Since there is a provision of providing printouts to the Customer, a printer is also provided at the Counter.

As mentioned earlier the functioning of IFCs largely depend on the information provided by the various Departments. Therefore, for an efficient exchange of information between the staff at the counter and the staff at various sections and an easy access to the various databases of the Ministry it is necessary to connect them through a Local Area Network (LAN). NIC is also helping the various Government Ministries/Departments in establishing the LAN. This will enable continuous and prompt access of information as well as timely response to the query of the User.

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## CONCLUSION

Information and Facilitation Counters are currently operational at forty Departments of the Central

Government and many more are under development. These Counters are catering to the various information requirements of the people and also taking care of their respective queries by providing apt solutions in a specified period of time.

The concept of Information and Facilitation Counter as the name suggests have indeed benefited the people of the Country. It has facilitated the public to access the vast amount of information held by the various Government Departments. However the task does not end here. In order to make the Government Administration effective and responsive, the Ministries/Departments need to organize more and more information in electronic form, update it regularly and make it available through the Counters.

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## **INFORMATION & FACILITATION COUNTER FOR MINISTRY OF PETROLEUM & NATURAL GAS**

The Information and Facilitation Counter for Ministry of Petroleum & Natural Gas was inaugurated on June 30, 1997, by Mr Jaineshwar Mishra, Minister of Petroleum & Natural Gas. The Counter is rendering its services to number of organisations; business community environmentalists as well as general public alike.

The Counter covers a wide range of information such as energy scenario in India; investment opportunities in Oil Sector; approvals-pricing- Exim Policy; environmental protection and pollution control; major oil companies of India and other organizations under ministry of petroleum and natural gas etc.

The Counter also caters to various queries such as guidelines on release of LPG connection and transfer of LPG connection, retail outlets of LPG, Avenues of investment in the Oil Sector etc; of the Customer.

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## **INFORMATION & FACILITATION COUNTER FOR DEPARTMENT OF FERTILIZERS**

The Department of Fertilizers, Ministry of Chemicals and Fertilizers, Government of India has established a Information and Facilitation Counter at Shasrti Bhavan (Gate no.3) with the objective of helping seekers of information from various segments of the society who want to gather information about fertilizers.

The Counter will guide and provide information through printed materials and computer print-outs which will cover information on fertilizer production; import of fertilizers and raw materials; distribution and consumption of fertilizers; price and subsidy; technology and safety; environment; bio-fertilizers and other fertilizer and agriculture related information including Global Fertilizer and Agricultural Scenario.

In order to help Users to have current information on production; imports; availability and sale of

fertilizers, computer print-outs are also made available.

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## **INFORMATION & FACILITATION COUNTER FOR MINISTRY OF HUMAN RESOURCE DEVELOPMENT & MINISTRY OF WELFARE**

The Information and Facilitation Counter for the Ministry of Human Resource Development has been rendering its services to the Êpeople since June 30, 1997. The Counter covers information about Department of Education; Youth Affairs & Sports; Culture and Women & Child Development. The Information and Facilitation Counter for Ministry of Welfare was inaugurated on July 25, 1997. The Counter provides on-line access to details of the schemes of various Departments under the Ministry such as objective, application procedure, whom to contact, type of beneficiaries etc. The details of the scholarships offered by the constituent Departments of the Ministry can be accessed to know about the nature of scholarships, eligibility, important dates, procedure for application, whom to apply etc.

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## **FOR ANY FURTHER INFORMATION PLEASE CONTACT**

E-mail: [bkg@hub.nic.in](mailto:bkg@hub.nic.in)

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- DISCIPLINARY CASES COMPUTERIZED FOR HARYANA GOVERNMENT
  - GUJARAT - HIGH COURT COMPUTERIZATION
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## **DISCIPLINARY CASES COMPUTERIZED FOR HARYANA GOVERNMENT**

The disciplinary cases under rule 7 and rule 8 against all the Government Employees are monitored centrally at State Civil Secretariat by the Chief Secretary to the Government of Haryana. Under rule 7 the charge sheet is issued to the concerned employee whereas under rule 8 showcause notice is issued. The Vigilance Inquiry Officer is appointed to deal with such cases. The collection of the requisite information from different departments and its retrieval takes too much time. The on-line query was also not possible from the manual system. As a result a decision was taken by the Chief Secretary to computerize all such cases and to maintain the database centrally at the NIC Haryana Civil Secretariat Centre so as to have an on-line retrieval facility.

A Package called " Disciplinary Cases Monitoring System" was developed to cater to the aforementioned requirements.

The Package provides on-line data entry; updation; query and report generation facilities. Screen based on-line query on a combination of parameters is available. In addition to the standard reports following query based reports are also generated:

1. Based on department-wise case.
2. Between two dates of charge sheet showcause notice.
3. Based on a particular inquiry officer.
4. Cases where no enquiry officer appointed.
5. Cases where chargesheeted official not replied.
6. Cases where enquiry officer not submitted report.
7. Other reports can be easily developed on the basis of requirements.

Data collection and data entry work has already started. The State Government has been requested to depute officials for regular data entry and operations of the Package.

The Package has been developed in Basisplus under Unixware platform.

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## **GUJARAT- HIGH COURT COMPUTERIZATION**

The NIC- Gujarat High Court Computer Centre was established in April 1994. In the initial phase of establishment, computer was used only for generating the Paybills and List of Business (LOBIS). But today the scene is different, the Centre has made significant progress and has covered a long distance. Over a span of three years the infrastructure as well as the manpower of the Centre has increased three fold. And the areas of application of computers has gone much beyond just generating paybills. Today, it is capable of meeting with almost the entire administrative as well as judicial requirements of the Court. The Centre is facilitated with the Comprehensive Case Information System (CCIS). The System Provides several facilities for the benefit of the litigants; lawyers and the various departments. CCIS takes care of a case from the stage of filing to its disposal. Centralized counter are set up for filing and issue of processes such as notices, writ etc. Also, several statistical reports for monitoring purpose are generated on a daily/monthly/yearly basis.

Some of the important facilities are:

### ***FILING COUNTER***

For the purpose of filing of cases, a centralized Filing Counter has been established. The relevant information such as the case number, type and year; date of filing; next date of hearing; the litigants and their addresses; the advocate etc, of all the cases filed is entered into the computer. This information is used at all later stages such as the generation of cause list; notices; titles for order and judgements.

### ***PROCESS COUNTERS***

The centralized Process Counters handle the issue of notices, writs, warrants etc, based on the interim or final orders of the Court.

### ***ADVOCATE-WISE BOARD***

The LOBIS that was printed initially was Court-wise and had the drawback of requiring the lawyers to go through a copy of the cause list of each of the Courts. To overcome this, the Advocate-wise Board has been introduced. This gives a consolidated list of the cases for a particular advocate for a particular day. Similarly consolidated list of the matters registered by an advocate during the month has also been made available.

### ***INQUIRY COUNTER***

An Inquiry Counter to answer queries of the general public has been started. All information related to the case is made available at the on-line inquiry counter. This facility is also made available to the District Courts via NICNET.

### ***ISSUE OF CERTIFIED COPY OF ORDER/JUDGEMENT***

A special programme has been developed for the entry of orders/judgements and transfer of the final orders to a common area. The Decree Department handling the work of issue of certified copy of order/judgement has been computerized from the stage of receipt of an application for a certified copy to the delivery of the same. The copy of the order/judgement available in the common area of orders, has been made available on-line at the Inquiry Counter. A File Movement Tracing System has also been developed to trace out the actual position/status of a particular file. Apart from the aforementioned features, several small Programmes separate from CCIS have been developed. The Programmes include - Payroll; Fixed Deposit Maintenance System; Lower Court Statistic; Recruitment of Judicial Magistrate and Transfer of Judicial Officers.

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- AUTNIC- A COURSE AUTHORIZING SYSTEM
  - SOFTWARE FOR DISNIC COOPERATION PROGRAMME
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## **AUTNIC- A COURSE AUTHORIZING SYSTEM**

AUTNIC is a quiz oriented Authoring System developed to enable a course participant or a student to administer a self test or study a subject through quiz.

The System can be used in three modes:Administrator; Author; Participant

The Administrator mode keeps track of the performance of each participant at each session.

Maintenance of log files and report functions are available.

The author of the course material can set up questions of the following 3 types:

1. Multiple choice.
2. One word answer.
3. Match the column.

Help-text can be attached with a question to be called up by the student if he needs more information. A series of lessons can be set up within a topic. Upto 100 topics are permitted. Each topic can contain 10000 lessons. Each lesson can contain about 1000 questions.

To use the system in the participant mode, a topic within a subject is selected. A participant can select a lesson within a topic. Once the lesson is selected, a quiz is presented in a choice of 2, 3, 5 sessions. The questions for each session are compiled dynamically at run time in a random fashion. Each session contains 20 questions. All sessions are saved. A participant is advised to complete his earlier incomplete sessions before beginning a new one.

AUTNIC may be used to design courses on topics such as Computer Science, English grammar and vocabulary, History, Geography, General Awareness, Test of Reasoning, or any other subject where meaningful multiple choice quizzes can be setup.

The Authoring System has been developed under Unixware/RDBMS Oracle 7.0.

For any further information please contact at:

## **SOFTWARE FOR DISNIC COOPERATION PROGRAMME**

DISNIC Cooperation Programme helps in coordinated and balanced growth of the Cooperative Sectors of economy. It assists in improving the efficiency of Co-operative Enterprises and also promotion of Co-operative in the opportunity area.

DISNIC- Cooperation Programme envisages development of Society Level Information System for the entire State of Meghalaya. It covers information on following aspects of Societies:

- general informationu infrastructure details
- membership information
- staff details
- election information
- audit information
- financial details
- income information
- expenditure details
- assets information
- liabilities details
- performance details
- business turnover information
- capacity utilization information

It is in this regard a Software Package was developed by the NIC Meghalaya State Unit, Shillong, to facilitate data input, processing and subsequent generation of reports.

The outputs that can be generated through the Software are:

- Details on society status such as active, dormant, defunct etc.
- The infrastructure details of the societies such as whether the society has its own building, godown, telephone, own transport etc.
- The membership detail number of SC/ST and general category members in different types of cooperative societies.
- The membership details such as number of managerial staff, administrative staff, technical staff etc. It also states the number of societies having no staff, more than five staff members etc.
- Financial status of societies viz share capital, working capital, total deposits, total borrowings, assets, liabilities, income, expenditure, profit & loss. It also states the number of societies having working capital less than rupees one lakh; more than 20 lakhs etc.

- Borrowing details of societies from State Government, Financial Institutions, Commercial Reserves etc.
- Reserves position of the societies namely the statutory reserves, bad & doubtful reserves, overdue interest reserves, depreciation reserves, price fluctuation reserves etc.
- Deposits details of the societies viz current deposits, savings bank deposits, fixed deposits, call deposits etc. Societies having deposits less than 1 lakh, more than 20 lakhs are also generated.
- Investment details of the societies in Government Securities, Trustee Security, Financial Agencies etc. Loans & recoveries of the societies where the details consist of advanced, outstanding, overdue and recovered loans. Number of societies advancing for loans & loans recovered are also generated.
- Election details of the societies showing where elections were not held for the last 1-5 years etc.
- Report on audit pending in Cooperative Societies.
- Capacity utilization details of different types of cooperative societies including production capacity (in tonnes) and actual production (in tonnes), value in lakhs etc.

The Software has been successfully implemented in the State of Meghalaya and reports are also being generated.

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## NIC KASARGOD DISTRICT CENTRE

The northernmost district of Kerala, Kasargod came into existence on May 24, 1984. The District is bound on the north and east by Karnataka State, on the south by Kannur district of Kerala State and on the west by the Lakshadweep sea. Known for the Bekal Fort, Kasargod is a place of many languages including Malayalam, Kannada, Tulu and Konkani..

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- GETTING STARTED
  - GAINING POPULARITY
  - INFORAMTION SYSTEMS
  - EXTENSIVE USE OF NICNET
  - NICNET FOR DISASTER MANAGEMENT
  - DATABASE FACILITY
- 

### GETTING STARTED

The NIC Kasargod District Unit started functioning in June 1988. The initial task was to generate computer awareness among the staff and there by encourage them to use the computer communication facilities set up in the District. Training programme for various levels of Officer and staff was conducted. As a result, they were enlightened about the fact that use of computers is important to compete with the fast pace of time.

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### GAINING POPULARITY

Once the Centre started providing its services and making its presence being felt, there was a race amongst the Departments of the District to use NIC Kasargod's services for bringing efficiency in their work.

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## **INFORMATION SYSTEMS**

The District Unit has developed a MIS on Arms Licences. Issue, renewal and cancellation of licenses are being done with the help of the System. Monitoring of the cases is made easy by the System and this has imparted a sense of discipline among the licence holders and given a controlling mechanism to the District Administration.

The Unit has computerized the District Treasury in order to maintain up-to-date records. As a result of computerization the complete work process in the Treasury has become fast and accurate.

A Software has been developed to monitor the various activities (digging bore wells, making roads, construction of bunds etc) under the Special Component Plan (SCP) and Tribal Sub Plan (TSP). The Software also generates monthly progress reports for SCP and TSP.

Computerization of Public Grievances brought about a dramatic change in the action taking and reporting process. People giving petition are being provided with acknowledgement generated on the spot. The petitioner can come according to his convenience and check the status of his case. Each action taken on a particular case is updated regularly.

Land Assignment; Land Lease; National Savings; Pension Schemes; Watershed Development; Civil Supplies; Small Scale Industries; Land Registration; Revenue Recovery; Animal Husbandry etc are also computerized. As a result of computerization, once the basis data was entered, the respective Department can generate various reports according to their requirement.

This development infused Informatics Culture in the Departments and the Officials could feel the benefits of Information Systems.

The Unit is not resting after completing the aforementioned jobs but is busy with Land Records and District Court Computerization Process; Payroll Package for the Collectorate is in the developmental stage and Computerization of Office Procedures of Collectorate is under anvil.

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## **EXTENSIVE USE OF NICNET**

NICNET facilities are being extensively used in the District.

Almost all the Departments in the District are making use of NICNET facilities to send data/files/information to other districts, State Capital and Delhi. For example- Civil Supplies Department is sending demand collection balance statement to Thiruvantha- puram; Economics and Statistics Department is sending market commodity price details daily to Thiruvanthapuram, Kannur etc.

The Unit of Central Plantation Crops Research Institute (ICAR) in Kasargod District is making use of

NICNET facility through modem. They are using this facility for sending and receiving international mails.

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## **NICNET FOR DISASTER MANAGEMENT**

Kasargod being a coastal District is always threatened by the calamity of floods. Floods cause a lot of destruction to human life; damage to public properties such as houses, crops, roads, bridges etc. With a view of helping the general public NIC Kasargod has developed a Software to process the data pertaining to daily damages due to floods. After processing the data every day, the report generated is transmitted through NICNET to Chief Minister's Office at Thiruvanthapuram. Based on these reports the Government provides financial assistance to the District for undertaking relief measures. During drought also NICNET facility is used for sending reports to the State Capital and acquiring necessary financial assistance.

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## **DATABASE FACILITY**

The DISNIC-PLAN Database developed by the Unit gives general details related to all the Departments in the District. It gives details of health, education, drinking water, transport facilities etc. It also gives details of agriculture potential, fair price shops, livestock, land classification and cooperative societies. GISTNIC and MEDLARS facilities are also being used by the people of the District.

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*In appreciation of the NIC District Centre Kasargod, Mr Satyajeet Rajan, IAS, District Collector of Kasargod said" the success of computerization of a whole range of activities in the District is nothing compared to the enthusiasm computerization generated among the Government Servants. The active awareness of computerization and its benefits is owed to the hard work, enthusiasm and team work of NIC Officials.*

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