

# **This Issue Features**

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## **Informatics NewsOnline**

### **From the Editor's Desk**

### **Special Feature**

- **Training at NIC**
- **International Conference on Sustainable Agriculture**
- **e-Readiness of Rural Masses**

### **State in Focus**

- **Orissa**

### **District Informatics**

- **Kangra**
- **Changlang**

### **Technology update**

- **Storage Area Networks**

### **E Governance Products and Services**

- **Webstat-Website Traffic Analysis**
- **Web enabled Hotel Reservation System**
- **NIC Webcasts Pravasi Bhartiya Divas**
- **Computerization at Deptt of Explosives**
- **eNRICH- Community Browser**

### **Cyber Governance**

- **Districts of India**
- **Doda District, J&K**
- **Lucknow Municipal Corporation**
- **Angul District, Orissa**
- **CIFNET, Kochi**
- **Rural Development Schemes in UP**
- **Kendriya Vidyalay, Nagaon**
- **Bilaspur District, HP**
- **Collectorate Gadchiroli, Maharashtra**
- **Central Excise, Delhi**
- **Khordha Distt, Orissa**

## **Happenings**

- **Online Integrated System at Haldia Dock Complex**
- **NIC Karnataka at IT.COM 2002**
- **VC Facility at Lakshadweep**
- **Integrated Pay and Accounts Office at Uttaranchal**
- **NIC at GIS-India 2003**
- **Video Conferencing Facility at Rajasthan**
- **Computerisation at DGCA**
- **Inauguration of Land Records Computerisation at Angul**
- **Commendation for NIC Staff**
- **NIC's support during Gauriganj Elections**
- **LRC Centre Inaugurated at Bihar**
- **VC Facility at Civil Court, Patna**
- **Activities at Community Information Centres (CICs)**
- **PM Utilizes NIC's VC Services**
- **NIC/CIC Stall at Arunachal Festival**
- **Training on OMMS**
- **Nagaland Voters' List on Internet**
- **NIC Assam participates in NERAID 2003**
- **Accolades for NIC**
- **DACNET Workshop' Held at NIC**
- **Cultural Meet by 'Sanghmitra'**
- **Exhibition on AGMARK**
- **EASHA Inauguration at Lucknow**
- **Training For High Court Judges**

## Special Feature

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- **Training at NIC**
- **ICT & Sustainable Agriculture**
- **e-Readiness of Rural Masses**

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### **TRAINING AT NIC**

From Dr. S.K Jain, NIC HQ

In order to keep abreast of latest technologies and tools and to make use of Information Systems developed by NIC in various sectors, special emphasis is laid on users' training. NIC realizes the importance of ICT training as key to the successful implementation of computerization projects and the E-Governance initiatives.

NIC is known all over the Country for its training services in the field of ICT. Training at NIC has proved to be immensely beneficial for the personnel at Ministries and Govt Departments at all levels in bringing about cultural and attitudinal change with regards to computerisation. From awareness creation among senior officers, to routine programming and operational training of the staff at working level, NIC's training facilities encompass all kinds of courses for government functionaries.



### ■ **The Headquarters**

The Training Division at NIC HQ provides a strong platform for upgrading professional knowledge/ skills of NIC professionals, who in turn play a leading role in integrating state-of-the-art technologies in the working of various ministries/ departments. NIC offers immense training opportunities in well planned and professionally managed training courses, not only on various computer related topics, both in English and Hindi, but also on the application of IT in key sectoral areas. Department of Personnel and Training, and Department of Official Language are sponsoring some of these courses. Besides, NIC also takes up number of customized courses catering to the specific training needs of an organization - Government Departments, Autonomous Bodies, Public Sector etc. on request and chargeable basis.

### ■ **State/ Union Territory Units**

The training activities have also been extended by State/UT Units. Full-fledged training facilities have been set-up at many of the State Unit Headquarters and these facilities keep on augmenting . The State Units offer additional courses to meet the local training requirements. Some of the State Units also organize programmes sponsored by Department of Personnel & Training. Many of the State Units offer programmes in Hindi including some of the programmes sponsored by Department of Official Language.

### ■ **District Centres**

The District Centres also impart training as part of on-going projects.

## ■ **LBSNAA, Musoorie**

In addition, NIC has also set-up a specialized training centre at Lal Bahadur Shastri National Academy of Administration, Mussoorie, to cater to the training needs of regular recruits of Indian Administrative Services.

### **Types of Training Programmes**

NIC training activities are broadly classified as Government Informatics Training Programme for the end-users, Technology Update Programmes for NIC professionals and Customised programmes for the Corporate Sector.

## ■ **Government Informatics Training Programme**

The following categories of training programmes are offered for the benefit of officials from the Government Ministries/ Departments from Central Government and State Governments including some programmes for the Corporate Sector.

### **Executive Development Programmes**

This series of programmes is meant for middle and senior management of Ministries /Departments. These are being organized for creating awareness about Information and Communication Technology (ICT) and realising the potential of ICT for working towards E-Governance initiatives of the Government.



### **Office Productivity Tools**

These programmes are meant for working level officials of Government Ministries / Departments for imparting necessary skills in Windows based office productivity Government tools and Linux Open Office Suite. Advanced courses on Windows based Office Productivity Tools have also been

introduced keeping in mind the growing needs of the users.

## **DoP&T Sponsored Programmes**

The Department of Personnel & Training sponsors a number of programmes in Utilisation of IT Tools in Government for potential trainers identified by various Ministries / Departments to aid the process of computer literacy in respective Ministries/ Departments. This year the focus has been on new training areas i.e. e-Governance where a number of programmes/ workshops are being planned.

## **Sectoral Development Programmes**

Sectoral programmes focus attention on Ministry/Department specific Application packages & Information Management Tools developed by NIC.

## **Computer Programmes in Hindi**

These training programmes are for promoting the use of Hindi in computers for preparing documents & processing data. An advanced computer programme in Hindi has been introduced this year. Some of these programmes have been sponsored by Department of Official Language (DOL).

### **■ Technology Update Programmes for NIC Professionals**

In order to keep NIC professionals up-to-date in emerging technologies, training programmes/ seminars are offered in the following broad technology areas - Linux, Networking, Windows 2000, Web Technologies, OOP, Databases, Application Development, GIS, Software Engineering and E-Governance.

### **■ Customized Programmes for the Corporate Sector**

As part of corporate training, NIC has been conducting a number of customized training programmes for the benefit of various organizations - Government Departments/ Autonomous Bodies/ Public Sector on request and payment basis. The charges for such training programs depends on the topics, duration and the batch size (maximum 25 participants). These programs are tailor-made as per the training requirements of the user organizations. Requests for customized programs may be made to the training In-charge by giving the details regarding topics to be covered, duration and the number of people to be trained.

### **■ IT Learning Centres**

The Training Division at HQ had undertaken a pilot project in collaboration with Department of Personnel & Training in successfully setting up IT Learning Centres at Ministry of Personnel. Similar activities were also initiated at the Department of Consumer Affairs and Rashtrapati Bhawan.

## **Spectrum of Technologies Covered**

The training programmes offered by NIC covers a wide spectrum of technologies both for the end-user and the NIC professionals which are being listed below.

### **Operating Systems**

Windows 2000  
Linux

### **Office Productivity Tools**

MS-Office 2000  
Leap Office  
Open Office Suite

### **Data-base Technologies**

SQL Server  
MYSQL  
MS-Access

### **Application Development Programming Tools**

Visual Basic  
C++  
J2EE  
XML  
PHP

### **Networking**

LAN  
Wireless Networking  
Mobile Computing

### **Internet/ Intranet Technologies**

### **Software Engineering**

Software Quality Standards  
Software Project Management  
Software Configuration Management

### **GIS & Image Processing**

### **Network & Internet Security**

Digital Certification

## MEDLARS

Biomedical Research & Internet  
On-line Searching of Bio-medical Databases

## Utility Mapping

### State-of-the art Training Infrastructure

- Most modern training facilities including well designed class rooms, state-of-the-art computer labs having internet connectivity for providing hands-on training.
- Networked Client Server architecture with multiple operating systems - Windows 2000/ LINUX.
- High speed Satellite based Internet connectivity
- Multi-media Videoconferencing and DirecPC broadcasting facility
- Variety of software tools and e-learning/ tutor packages



### Training Division Website

The Training Division at New Delhi has a dedicated web site (<http://training.nic.in>) with the following components :

- Information about training services of HQ as well as State Units
- Publishing of Courseware
- Bulletin Board for exchange of ideas
- e-Learning packages
- Information of nominations of NIC professionals for Seminars / Conferences
- Information on in-take of Student Trainees, which NIC takes from various academic institutes



## • Teaching Faculty

NIC Training Division has its own permanent faculty drawn from leading professional institutions and having years of training experience. The faculty keep themselves up-to-date on the emerging technologies while working and using latest technologies. Subject experts from NIC support groups and guest faculties are also invited wherever it is necessary.



## • Training Methodology

Over the years, NIC has perfected the art of introducing new technologies successfully. It makes use of the state-of-the-art audio visual equipments, computer based tutor packages and well designed work books. The teaching methodology comprise lecture cum live demonstration, discussions followed by practice sessions or field visits. Extensive use of case studies and group projects are being made to facilitate adult learning. The man-machine ratio is kept 1:1 during practice sessions.

### • Course Material Preparation/ Distribution

Well designed work-books on Windows and office productivity tools including e-mail has been prepared in-house and printed copies are available to all the state units to facilitate adult learning. In addition standardized course material for other courses has been very well designed which may include lecture notes, reference material, in-house compiled workbooks, assignments and project work. The course material gets updated from time to time in accordance with the latest version of software. In order to share the course material with other state units, it has been published on the Training Division Website.

### • Course Evaluation/ Feed-back Analysis

At the end of each programme, strength and weaknesses of the course are discussed and participants feedback is taken. Their feedback is being implemented in the subsequent courses. Feedback is also received from the ministry through NIC officers. It has been observed that

participants who have been trained in these programmes are being used in the implementation of Information Systems developed by NIC very effectively. Many of the new courses are being introduced as a result of the feedback received from HoDs and the participants.

The Training Division at New Delhi is also planning to initiate web-cast of lectures from the training division halls in the near future.

### ■ e-Learning Initiatives

NIC fully realizes the potential of e-Learning technologies. It has taken the initiative of assessing e-learning products for use within the organisation. This would make vast amount of e-learning materials available on the intranet/ internet to all officers of NIC.

### Accolades.....

This what some of the participants say about our training programmes....

- Network setup in the lab is excellent
- Faculty is excellent and technically very well competent
- Way of teaching using PowerPoint presentation was excellent
- I am impressed by warm and cordial environment of Training Division
- Faculty response was very good to clear all doubts.
- Training division faculty has put extra efforts to make the participants understand the concept of application development through a programming language.
- Excellent and very well designed work books for hand on sessions. This type of structuring, you will not get in the books available in the market

The average rating received from the participants on the overall quality of the courses organized by NIC calculated on a scale of 4 is given below :

Course Structure	Course material	Teaching Faculty	Practical Orientation	Usefulness of course	Classroom Facilities	Computer facility	Overall Impression
3.50	3.60	3.57	3.39	3.62	3.81	3.78	3.56

**Training Statistics for some NIC Centres during the past year  
(April 2002-March 2003)**

<b>NIC Centre</b>	<b>No. of Courses</b>	<b>No. of Participants</b>
NIC HQ	77	1611
A&N	21	236
Andhra Pr	44	886
Assam	42	906
Chattisgarh	26	450
Chandigarh	42	432
Goa	22	382
Gujarat	33	976
J&K	2	65
MP	42	723
Maharashtra	45	1112
Orissa	13	225
Sikkim	5	136
Tamil Nadu	122	1479
Uttaranchal	25	500
West Bengal	29	456
<b>Total</b>	<b>548</b>	<b>9669</b>

**For further details , please contact  
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## **INTERNATIONAL CONFERENCE on Sustainable Agriculture**

From M. Moni, NIC HQ

The Bhoovigyan Vikas Foundation is a Consortium of Earth Sciences registered as a professional association under the Societies Registration Act 1860. It has been founded to bring together all earth science professionals to work towards the common goal of 'saving our planet' through various activities designed to achieve sustainable development. Towards this end, it works in association

with government and non-government agencies as well as people's organisation at all levels- local, regional, national and international- and also acts as an independent clearing house for the exchange of ideas and activities, providing a constant flow of information, advice and encouragement.

The 2nd International Conference on Sustainable Agriculture, Water Resources Development and Earth Care Policies was organized during 18-20 December, 2002 at SCOPE Convention Centre, New Delhi by the Bhoovigyan Vikas Foundation.



*Hon'ble Vice President Sh. Bhairon Singh Shekhawat with other dignitaries at the conference*

**NIC played an important role during the event and hosted a Pre-Conference Tutorial on 'Fusion of Technologies for sustainable Agricultural Development' for two days prior to the conference at NIC Headquarters.** A number of NIC Officers working in the area of Agricultural Informatics formed a part of the organizing committee which had Dr. N Vijayaditya, DG (NIC) as its Chairperson and Sh. M. Moni, DDG (NIC) as the Secretary-General.

### • The Conference

The first UN conference on the 'Human Environment' held at Stockholm in 1972 aroused global consciousness on ecology, environment and poverty. Over thirty years later now, the World Summit on Sustainable Development (WSSD), would be meeting in late August, 2003 at Johannesburg, South Africa focussing in five specific areas- Water, Energy, Health, Agriculture and Biodiversity (WEHAB). The Second International Conference of the Bhoovigyan Vikas Foundation, closely following on the heels of the WSSD, was held with an aim to discuss important issues pertaining to Sustainable Agriculture, Water Resources Development and Earth-Care Policies.



*Sh. S.Lakshminarayanan, Additional Secretary, DIT, addressing the gathering*

The conference attended by a host of National and International experts in the area of sustainable development, included key technical and plenary sessions on important issues, such as drinking water supply, sustainable agriculture and rural livelihood, bio-technology in developing countries, bio-diversity, strategies for globalisation in agriculture sector etc.

### • **The Pre-Conference Tutorial**

One of the highlights of the event was the pre-conference tutorial on 'Fusion of Technologies for sustainable Agricultural Development' organized by National Informatics Centre. The tutorial was organized to further the mission of The National Agricultural Policy-2000 (NAP-2000) which envisaged application of frontier technologies such as information technology, bio-technology, remote sensing technology, pre and post-harvest technology, energy saving technology, technology for environmental protection through national research system as well as proprietary research. Information & Communication Technology (ICT), Bio-Technology and Environment Technology are viewed as "the drivers" of globalisation, with their complementarities of liberalisation, privatisation and tighter Intellectual Property Rights (IPR).



*Dr. N. Vijayaditya, DG NIC being welcomed at the Pre-Conference Tutorial*

The tutorial was organized on the premise that though various State Governments have recognised the "Convergence of Core Technologies and E-Governance" as the tool for sustainable development and globalisation of economy, they have to realize that an agrarian society needs a-governance (agriculture-governance) to make India a first-rate economy. Developments in enabling technologies such as Geomatics which is the synergy of multiple disciplines namely: GIS, Remote Sensing, Image Processing, GPS, Cartography, Database Technology, Statistics, Operations Research, Artificial Intelligence, and other Geo-related sciences, facilitate "Informatics-led Agricultural Development" which will be a step towards precision agriculture in India. Thus, recognising the importance of "Fusion of technologies for synergising development and growth", the Organising Committee of the conference organised the Pre-Conference Tutorial for the benefit of Researchers, Scientists, Extension Professionals, Administrators, Economists, Development Planners and Academicians. The event included talks and discussions on key issues by eminent speakers and subject experts.



*Sh M. Moni, Deputy Director General, NIC addressing the participants at the conference*

■ **Book Release**

Another highlight of the conference was the release of books on subjects related to sustainable development and other sub-themes of the conference. The proceedings of the Earth Day celebrations and International Conference on Sustainable Development and Sustainable Lifestyles held in April, 2001 in the form of a book titled "Sustainable Development and Sustainable Lifestyles" written by Sh. M. Moni, DDG, NIC along with Sh. K. V Sundaram, the Founder Chairman of Bhoovigyan Vikas Foundation were also released during the occasion by Union Minister for Science and Technology Dr. Murli Manohar Joshi.

■ **The Awards**

The prestigious Bhoovigyan Awards, instituted by the Bhoovigyan Vikas Foundation, were also presented to the eminent earth scientists and technologists during the event, to honour their significant contribution towards the cause. Dr. A Mohan, Principal Systems Analyst, NIC, received

the "Bhoovigyan Leadership Award" for professional skills and expertise in the application of Informatics tools for development planning and GIS/RES Applications for decentralised planning.



*Dr. A. Mohan receiving the 'Bhoovigyan Leadership Award'*

**For further information, please visit**  
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## **e-READINESS EXPECTATIONS of Rural Masses – Findings and Inferences**

Saurabh Gupta & N.K.Prasad, NIC Bihar

In order to assess the expectations of the rural masses from the Government and to encourage the rural participation in plans and policies, 1st National Conference on '**e-Readiness Expectations of Rural Masses**' was organised at Patna recently. The Conference was inaugurated by the then Hon'ble Union State Minister of Communications and IT **Dr. Sanjay Paswan**. **The conference included varied** technical sessions and was attended by delegates from all over India.

A questionnaire containing around 25 questions were circulated among the participants (around 179 respondents) to draw important inferences on relevant issues. Some of the interesting findings

include ....



*The event being inaugurated by the Hon'ble Minister*

The extent of satisfaction with the present systems of information availability showed that 71.51 per cent of rural Masses are not satisfied with present system of information availability. This indicates that there is an urgent need for alternative source/ means of Information system.

· With respect to question on reach of govt. services to the poor masses, 63 per cent were in agreement with the view that Govt. services are not reaching to the real beneficiaries. Analysis shows that main reason for officers not able to provide the information is lack of good information system. Hence, an effective information system is essentially required.

· 66 per cent of the rural population were well aware of the fact that Communications and Information Technology Tools are well utilised for the improvement of living standards of the rural mass. It is also encouraging for the planners that 66 per cent of the rural masses were aware of Internet.



*Dr. N. Vijayaditya, DG NIC, receiving a memento from Dr. Sanjay Paswan*



74 per cent were of the opinion that information on Health & Tele-medicine will help the rural mass in ameliorating their health conditions.

Further, 63.69 per cent were of the opinion that information on Land Records is of absolute necessity for the rural mass. Also, 61.45 per cent were of the opinion that School/ Virtual Schooling can play very important role in educating the rural mass.

- Maximum participation was from the age group 30 ~ 40 and the participants were mostly graduates or matriculate showing that educated youth can be trained and motivated for the implementation of the rural welfare schemes.

- Only 59 per cent participants were well aware of the Govt. Welfare Schemes thus emphasizing on the need for effective publicity of Govt programmes. It was also suggested that effective **ICT based Information Facilitation Counters (IFCs)** ought to be opened at the Block level.

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## State in focus

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### ORISSA- the Soul of India

From A.K Hota, Orissa Correspondent

Orissa has become a multi dimensional, multi coloured, many splendoured, vibrant & boisterous modern state all set on its journey in the present millennium to make its presence and voice felt in the nooks & crannies of the world through the successful growth in IT sector –Multi-point Video Conferencing facilities covering districts, hooking up to e-Gram, e-Security, e- School, e-Library, e-Court Projects and lot of Citizen Centric governance steps.

Since the inception of NIC Orissa State Unit in January 1986, as a "Total Solution provider" it is effectively assisting the State Government functionaries in timely decision making through the implementation of various e-governance projects.

#### ■ Major Projects

##### **Budget Computerisation**

Orissa is one of the first states in the country to prepare a fully computerised State Budget since 1992. A software developed by NIC Orissa for the Finance Department has proved to be indispensable for formulating the figures of the Annual Budget and the corresponding Supplementary Budgets or Vote-on-Accounts both in English and in Oriya. The Budget Software also handles monitoring day-to-day activities based on Budget figures. Various reports catering to the requirements of the State and Central Govt. and external funding agencies are generated through the Software. The Software enables the State Govt. to make forecasts of the State Budget.

##### **Treasury Computerisation**

The Accounting procedure has been fully computerised in 16 District Treasuries and 2 Special Treasuries in the first phase by NIC Orissa. All sections of Treasury Accounting procedure have been covered to meet the requirements of the User Department. NIC has also conducted Workshops and exhaustive Training Programmes for the officers and staff of treasuries.

##### **Teachers' Provident Fund Computerisation**

Computerisation of Provident Fund Accounts of about 3 lakhs Teachers of Aided Educational Institutions has been carried out by NIC Orissa . Through computerisation, arrears since 1996 were cleared in the first phase. The Account-slips and Ledgers have been generated after going through different validation procedure for all the Arrear accounts.

##### **Land Records Computerisation**

Tehsil level computerization involving all the 171 tehsils of the state have been taken up by NIC Orissa State Unit. Till date 29 tehsils have been Operationalised in the first phase. The application software "BHULEKH" developed by NIC Orissa facilitates the issue of RoR Certified Copy , Miscellaneous Certificates & undertake Mutation Cases through the computer, thus significantly reducing the work load , delivery time & providing better public service.

### **Orissa Registration Information System (ORIS)**

The ORIS package has been successfully running at District Registration office , Khurda since 22nd July 2002. The package takes care of various activities such as Registration of different deeds like Sale, GPA, Agreement, Mortgage, Lease , Endorsement of Documents , generation of receipts and various reports etc.

### **Computerisation of Orissa Legislative Assembly**

NIC has developed many important computer software packages like Assembly Questions, Library Information System, Press clipping, Member's who's who, Payroll, Member's paybill etc. A campus LAN was established with internet connectivity covering the VIP chambers.

### **Passport Computerisation**

Regional Passport office, Bhubaneswar has been computerized by NIC. The receipt /enquiry counters, index checking is being done by the computer and whole process of passport issue is streamlined.

### **Alert System**

AlertOrissa has been designed to manage Pre-disaster, During Disaster and Post-Disaster situations. The system provides a module on Contingency Planning ( District statistics, Resource Planning, Vulnerable Locations, Flood Shelter Points etc), Calamity Monitoring (Capturing Daily Situation Data, Final Damage Data, Query on Affected, Casualty, Damages, Relief measures etc), Past Calamities (Affected area/Population, Casualty, Damages, Relief Measures, Map based Analysis etc).

### **• E-Gram – the rural information gateway**

The E-Gram project, the first of this kind in Orissa, is a humble beginning at Ganjam with active initiation of District Collector and DRDA Ganjam.

- Internet/Intranet connection has been provided to all the 22 Blocks via the NICNET from NIC Berhampur.
- Intranet connection is also available through DRDA.
- Information on various developmental schemes, social security measures and the like are

updated periodically and available on the web site <http://drdaganjam.nic.in> and <http://ganjam.nic.in> . It enables access and review of progress in Blocks, Tahasils, District by Higher Officials at State Head Quarter as well as Rural Development Ministry GOI and the common public.

- The information on prevailing Govt./Market rates of different agricultural and allied produces are available to the farmers/SHGs to get the best price for their produces.
- Self Help Groups get latest information on various new rural technologies for their improvement

### ■ Orissa High Court

The NIC-High Court of Orissa Computer Centre was set up in 1993. The Main weekly cause list & the daily Supplementary cause list are generated for all the benches of the High Court and regularly uploaded to the <http://www.indiancourts.nic.in> website. At the Filing Counter all types of cases are filed with automatic registration. Online caveat matching is done during filing and receipts bearing necessary details are provided to the petitioners. Status of any case can also be ascertained through the query facility. Around 8000 headnotes of reportable judgements of Orissa High Court are available at website which is regularly augmented. Payroll with all schedules for all officers & staff (nearly 500) of Orissa High Court is also regularly prepared. NIC proposes to set up E-Courts and Public Interface Systems at the High Court. Besides 285 subordinate courts of the state have also been considered for computerization.

### ■ Computerisation of Central Excise

The Computerisation of the Central Excise & Customs Department, Orissa started with the implementation of the **SERMON**(System for Excise Revenue & Monitoring ) project developed by NIC in all the Central Excise divisions in 1997. This started a new era of electronically capturing the documents through the software and to automatically eliminate human errors. SERMON has several built-in features for capturing Assessee Information and Excise Returns which is required by Audit, Preventive, Statistics, Technical and other sections. A highly reliable database of revenue particulars of all assessees has been created using this software which has proved as a boon to the department for its utility. Another application named **STREMS**(Service Tax Revenue Monitoring System) has been recently installed in all formations to capture Service Tax Returns to monitor revenue of growing no. of service tax assesses. Five web enabled applications viz. **CRRD** (Cyber Revenue Realization Details), **CRRS** (Cyber Revenue Realization Summary) , **SAPS** (System for Allotment of PAN based Service Tax Payer Code), **SACER** (System for Allotment of Central Excise Registration) & **PAMS** (Provisional Assessment Monitoring System) have also been implemented in all the Central Excise divisions under two commissionerates of Orissa.

### ■ NIC District Units

NIC has its District Units in all the 30 Districts of Orissa. Most of the Districts are connected through IPA VSATs , and have VC facility. Various important projects such as Land Records Computerisation, District Industries Computerisation, MIS on Pension, Civil Supply Ration Card system, Disaster Managment, AGMARKNet, Office Procedure Automation etc have been implemented at Districts in various departments.

## ■ Other Projects

### E-Governance in Municipality Sector

With implementation of Computerised Birth & Death Registration system and Holding tax monitoring system the Cuttack Municipal corporation became the first corporation in Orissa to go for automation.

### Solid waste Management System

The package developed by NIC Orissa carries features like general information on local bodies, ward wise details, sources of solid wastes, status of roads, mode of transportation of waste, waste disposal and recycling, financial status and involvement of NGOs.



**Principal Secretary, Housing & Urban Development Department says- "*E-governance is not only about making different agencies of the administration closely-knit and reforms in the functioning of the government, it also means a cleaner & healthier environment. This is what the e-governance on Solid waste Management developed by NIC aims to achieve.*"**

## ■ Secretariat Centre and LAN

NIC Secretariat Centre has been functional since December 1996 within the Secretariat and is well equipped with Server Room, Computer LAB for Software development, Computer Centre dedicated for training and a training hall, which is used for Theory classes, Seminars, Software Presentations etc. A Secretariat wide LAN with fiber optics backbone with facility for future expansion based on a detailed survey of number of computers presently available and future requirements in each floor within each block of the Secretariat, has been installed in the Secretariat keeping in view data communication requirements in various departments.



### ■ **C.M's Multi-Point Video Conferencing Unit**

For promotion of ICT applications in State Government departments, multipoint Video Conferencing facility in the office of the Hon'ble Chief Minister, Orissa was inaugurated jointly by the Hon'ble Minister, CIT and Hon'ble Chief Minister Orissa. Till date 14 Video Conferencing sessions have been successfully conducted from C.M's Studio on monitoring of Disaster Mitigation, Commerce/Industry Policy, Distress sale of Paddy , Mission Shakti, PMGSY & CRF Projects etc.

### ■ **NITPU, Bhubaneswar**

National Information Technology Promotion Unit is the ISP for orissa and provides a wide range of Internet and E-mail services to the Govt Departments in the State

### ■ **Web Services**

To keep the citizens informed and updated about the various activities and functions of the department there by ensuring transparency NIC Orissa has developed a number of web sites including the State official website (<http://orissagov.nic.in>), website of Legislative Assembly, Food Supplies and Consumer Welfare Deptt and many other important departments. The websites are rich in content and provide useful application forms etc for download.

### ■ **Training**

NIC Orissa with a dedicated Training Division and the well equipped training center at Secretariat Cell is conducting a series of training programmes for different levels of officials based on the training calendar published every year.

### ■ **NIC Orissa at a glance**

- NIC Orissa State Unit since Jan'86
- NIC Secretariat Centre since Dec'96
- NIC Governor House Cell

- NIC Chief Minister Cell
- NIC Orissa Legislative Assembly Cell
- NIC Highcourt Cell at Cuttack
- NIC Central Excise Cell
- NIC Commercial Tax Cell
- NIC ROC Cell
- NIC Finance Department Cell
- NIC Treasury Nerve Centre
- NIC Board of Revenue Centre
- NIC RDC Cell at Berhampur
- 30 District Centres

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**For further information, please write to:**

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## District Informatics

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- **Kangra**
- **Changlang**

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### **KANGRA -Aiming High, Aiming Far.....**

From Mukesh K Ralli, Himachal Pradesh Correspondent

Lying 526-km northwest of New Delhi, Dharamshala is the headquarter of the Kangra District and was recently declared as the winter capital of Himachal Pradesh. Kangra valley is one of the most pleasant, relaxing and spiritual places in the Himalayas. Marvelously scenic, the upper Dharamshala is well wooded with oak, cedar, pine and other timber yielding trees and offers some lovely walks and finer views. In 1855, more than 3,000 Tibetan made Dharamshala, especially Mcleodganj as their temporary abode. It is also the Headquarter of Tibetan Government. His Holiness Dalai Lama also resides in Dharamshala.

The **NIC District Office** was setup at Dharamshala in September 1988. It started its activities immediately and created a lot of awareness about computers in the district. To help the district administration, many software namely Schemes Monitoring, Revenue Recoveries, Driving License, Arms & Ammunition Information system were developed and implemented. Since then, the District Centre is providing a yeoman service to not only the administration but also various other departments viz Excise & Taxation, Revenue, Education, Welfare, Cooperatives, Treasury, District Courts, Food & Civil Supplies etc.

**Local Area Network** has been established in the District Collectorate and all the branches of Collectorate are linked to each other. Officers have been provided with Window based machines and Internet Connectivity has been provided to each officer through DAMA VSAT

### ■ **E-Governance Centre**



Due to keenness to see District Kangra on the top in the area of good governance, Sh. Prabodh Saxena, IAS, Deputy Commissioner, Kangra, with the active support of NIC, has set up an E-Governance Centre within the premises of the Collectorate at Dharamshala. The Centre, the first of its kind in HP, showcases several e-governance applications. The E-Governance Centre has been established with the following objectives.

- Transparency in the working of the Government;
- To ensure greater efficiency, objectivity, accountability and speed in providing services and information to the public.
- To provide cost effective service and quality .
- To provide single window for all Govt. Services at District Level.
- Responsive Administration.
- To provide a friendly, speedier and efficient interface.
- To eliminate the middlemen

Following activities have been covered in the e-governance centre.

Vehicle Registration (VAHAN).

Driving License (SARTHI)

Registration of Land Deeds (HIMRIS).

Arms License (ALIS).

Cash counter.

Passport Form Collection Counter (WEBPASS)

Land Records –Issue of Record Of Rights

-Nakal (HimBhoomi)

The Hon'ble Chief Minister of Himachal Pradesh inaugurated the E-Governance Centre on 2nd July 2002. In an attempt to improve efficiency and responsiveness in administration, the National Informatics Centre (NIC) has established a Video Conferencing facility at Dharamshala. Hon'ble Chief Minister inaugurated this facility also on 2nd July 2002.



The conferencing system has multipoint conferencing facility through which nine sites can confer with each other simultaneously. The VC studio has been established in the e-governance centre itself. For

senior IAS / HAS Officers undergoing training on computers, six VC sessions were held from Shimla on "E-governance in District Kangra" The complete presentations were given from Dharamshala on the activities being covered in this centre.

## ■ The Road Map

In future the citizens will be able to see the status of their applications through Internet. Touch screen is also being proposed to be installed in the e-governance centre. Following activities are proposed:

- Driving License Application Status
- Arms License Application Status
- Vehicle Registration RC Status
- Vehicle Details i.e. Owner, Chassis No. etc.
- List of Developmental Works sanctioned in Panchayat.

Acknowledging the contribution made by NIC in Himachal Pradesh in general and in District Kangra particularly, Hon'ble Chief Minister honoured Dr. Ambreesh Kumar, Sr. Tech. Director & former SIO HP for providing full support for setting up the e-governance centre. He also honoured Sh. J.P. Kukreti, Technical Director, Transport Div. NICHQ for implementing the Vehicle Registration software in the e-governance centre.

Kangra district took another lead forward in land records computerisation when Honorable Chief Minister inaugurated the facility of distribution of the Records of Rights on 26th Dec. 2002 at newly constructed Mini Secretariat which became functional on the same day.

The Website of district Kangra will be launched soon and which will have information from G2C viz. Blood Donor directory, Complete District telephone directory, Old aged/Widow Pensioner's database, Disabled/ Handicapped persons database, Board of School Education results etc.

The DIO/DIA of Kangra District were also presented by the Hon'ble CM with commendation certificates and cash awards in the form of "Parshasti Patra" and "Kisan Vikas Patra" .

District Informatics Officer  
**Bhupinder Pathak**  
District Informatics Associate  
**Akshay Mehta**

**For further information, please contact:**

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## **Changlang -Land of Biodiversity**

From Radhe Hinda, DIO Changlang

Changlang District, showered with Bio-diversity is the eastern most part of India, having international boundary with Myanmar (Burma) in the east and south, district boundaries with Tirap District in the southwest and Lohit District in the north and State boundary with Assam in the west, where the morning Sun light first touches the Horizon of the eastern Mountain ranges of the District while the rest of the Country still napping in their cozy beds waiting for the emergence of the dawn of the day.

Prior to 14th November 1987, Changlang was a part of Tirap District. Under the Arunachal Pradesh Reorganization of Districts Amendment Bill, 1987, the Government of Arunachal Pradesh formally declared the area as a new District on 14th November 1987 and Changlang became 10th district of Arunachal Pradesh. The district is famous for Namdapha National Park which is the only park in the World to have the four Feline species of big cat namely the Tiger, Leopard, Snow Leopard and Clouded Leopard..

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### ■ **NIC at CHANGLANG**

NIC Changlang district Unit was established in July 1989 with only one officer from NIC with a single 386 with a few terminals. It has been supporting and coordinating with the district administration through the use of computers and email services since its inception. NIC district Unit has been implementing citizen interface services of the District Administration as well as various departments in the district and is providing NICNET services to them.

### ■ **Major Applications**

NIC District Unit has developed and implemented several Application Software packages based on citizen services interface as well as office automation software for the district administration. The prominent ones include ...

#### **Electoral Database and Information System**

developed for generating voter lists and monitoring voters' information during Elections.

#### **Arms Licence Registration and Information System**

developed for Arms Licence Section in the District Administration and is used for registration of Arms and issuing licenses in the District.

## Land Information System of Arunachal Pradesh

developed for Directorate of Land Management, Government of Arunachal Pradesh . The data entry for the Changlang district is underway. This system is expected to bring efficiency, transparency and accountability in the management of land and its records maintenance in the State.

### ■ Dial-up Internet connections

Dial-up internet connections have been provided by NIC district Unit to a number of key Government departments despite having limitations of infrastructure

### ■ Training

From time to time, NIC Changlang has been imparting training to staff of District Administration and various departments of the district. The staff training is highly desirable to assuage and break the electronics and computer phobia especially being faced by the non-technical staff.

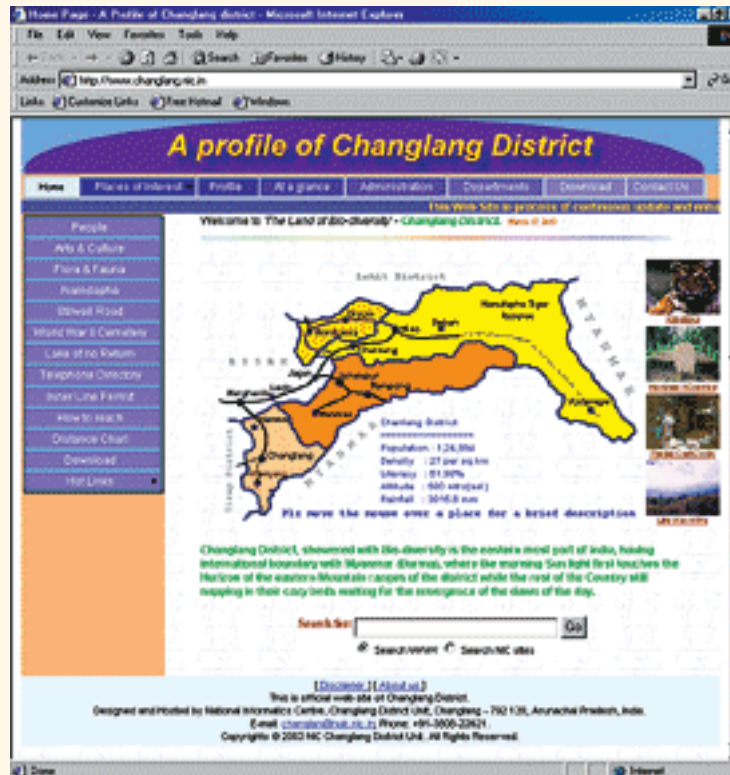
### ■ Launch of District Website

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

Recently, the Changlang district was linked with WWW in the Information Super Highway with the launch of its website on February 10th. The website covers detailed profile of the district viz., District at a glance, Government Departments, District Administration, places of tourist interest in detail, such as the famous Stilwell Road (Ledo Road), the Namdapha National Park and Tiger Reserve as well as information about the people, arts, culture and tradition, Inner line Permit (Restricted Area Permit) Information, Distance Chart and Telephone Directory of the District.

The Website , during development, was regularly monitored by a team of officers from district administration including the Deputy Commissioner and the local Minister.

The Changlang District Website was formally inaugurated by Shri Talem Tapok, Deputy Commissioner, Changlang District in presence of all the Administrative Officers and Departmental Head of the district with full of enthusiasm and fervour. Everyone present highly appreciated the effort of NIC district Unit in launching the Website. Sh. Thinghap Taiju, Minister of State, Irrigation and Flood control, Govt of Arunachal Pradesh, who reviewed the Website was highly impressed and appreciated the endeavor involved and effort made by the NIC district Unit while developing the website.



**NIC Changlang District Unit**  
 District Informatics Officer  
**Radhe Hinda**  
 District Informatics Associate  
**K.Gopal Krishna Sharma**

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<top>

# Technology update

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## STORAGE AREA NETWORKS

From Neeta Verma, NIC HQ

With more and more business processes and citizen services operating over the net, demand for protection of data has risen with efficient backup and recovery solutions. Thus there is a need to set up a strategic storage infrastructure that facilitates **high availability, quick scalability, efficient management & optimized utilization of resources.**

Traditional server attached storage commonly known as Direct Attached Storage (DAS), due to its inherent limitations finds it difficult to fulfill above requirements of the storage infrastructure. Therefore many organizations/ data centres are embracing a networked storage infrastructure known as **Storage Area Network.**

### The Basics

Storage Area Network (SAN) is a high-speed special-purpose network that interconnects different data storage devices with associated servers and other computing devices. Typically, a storage area network is a part of the overall network of computing resources in a data centre. SANs support disk mirroring, backup, restore, archival and retrieval of archived data, data migration from one storage device to another, and the sharing of data among different servers in a network.

SANs are built up from variety of hardware components. RAID Storage systems, switches, Servers, backup devices, Interface cards and cabling all come together to form a SAN. Devices in the SAN are connected by a high speed, high capacity network. Currently, fibre channel is the most popular technology for SAN implementation because of its high speed, non-blocking architecture, its ability to scale from 133 Mbps to 1 Gbps and beyond, and its flexibility to allow many different high level protocols to operate over its infrastructure.

### SAN Management Software

Generally referred in terms of hardware, SANs often include specialized software for their management, monitoring and configuration. In today's multi-vendor and hardware-diverse SAN environments, this management software is often proprietary or tied to certain products and vendors. While this is beginning to change, it still means that SAN management software must be selected with great care, and consideration given to the SAN equipment manufacturers, OS platforms, firmware revisions, HBA drivers and client applications.

### The Benefits

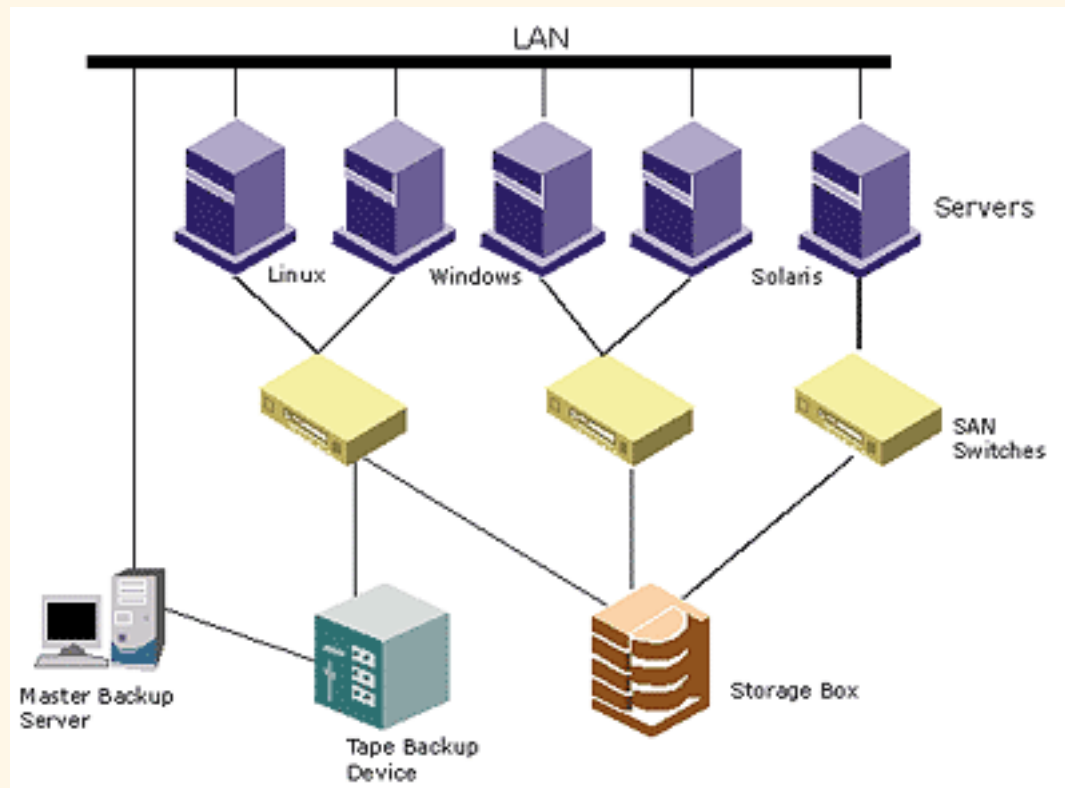
#### High Availability

SANs are designed to facilitate a high availability environment that can help prevent (and better

tolerate) system outages to reduce the risk of downtime. One of the most common ways SANs support high-availability operations is by enhancing server clustering implementations, which are typically used to ensure that applications continue to run in the event of a host server failure.

## Enhanced Backup & Recovery Solutions

One of the most valuable time and cost saving features of a SAN architecture is its ability to offload backup operations from a LAN and/or backup servers, thereby increasing the amount of LAN bandwidth available to end users. Serverless backup extends these performance gains by removing more than 90 percent of the backup administration overhead that is usually placed on a server as backups are performed. This is achieved by incorporating some of the backup intelligence into the data storage or connectivity peripherals themselves. This can significantly free up backup servers by releasing them from large portions of a backup operation's administration and data moving chores. Thus SAN based backup solutions enable the administrators to optimize network and server utilization.



## Efficient Utilization of Resources through Consolidation

Traditional server-attached storage is often difficult to update or centrally manage. Each server must be shut down to physically add and configure new storage. In contrast, SANs provide a way to add storage without the downtime and disruption associated with server-attached storage upgrades. Moreover, the same number of administrators can typically manage much larger amounts of SAN-based storage, often three to four times that of DAS environments.

By consolidating servers in a SAN environment, organizations can greatly reduce the number of devices and disparate systems they must manage—potentially saving a significant amount of

money on server maintenance and personnel resources.

## **SAN at NIC**

NIC has set up a state of art SAN in its data center at Delhi. Presently equipped with 8 Tera bytes of storage capacity this SAN can be upgraded to 30 Tera bytes. This SAN is being used as storage infrastructure for Web Sites, Portals, Citizen Services, Databases, E-Mail and other Internet services.

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For further information, visit <http://webservices.nic.in> \_

[<top>](#)



## **E - Governance Products and Services**

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**Webstat- Website Traffic Analysis**

**Web Enabled Hotel Reservation  
System**

**NIC Webcasts-Pravasi Bhartiya Divas**

**Computerization at Deptt of Explosives**

**eNRICH-the Community Browser**

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### **WEBSTAT : Web Site Traffic Analysis**

M. Kamalakkannan, NIC HQ

The true purpose of developing and launching of website is achieved only when it is visited by the intended audience. And to gauge the number of 'hits' being received by a website, one needs to analyse the website traffic. Once you have determined that people are indeed visiting your Web site, the next step is to identify where they come from, which pages they are viewing. After determining what content is popular and what content is ignored, you can tailor your content to satisfy your visitors. A more detailed analysis of your Web site traffic will assist you in improving

your service on the Web which in turn increases the traffic to your Web site. The information about your Web site traffic generally comes from web server log files.

## ■ Log Files

Whenever a visitor comes to your site - browsing at certain pages, perhaps downloading some documents or signing up for a service, and leaving again - information about him and his actions are recorded in a log file. i.e Every communication between a client browser and a Web server results in an entry in the server's log file. A busy Web site, generates hundreds or thousands of log entries per hour and compiles them in a log file. A raw log file entry looks something like this:

```
202.144.109.226 - - [09/Mar/2003:11:01:50 +0500] "GET /ministry.htm HTTP/1.0" 200 70342
"http://goirectory.nic.in/goibody.htm" "Mozilla/4.0 (compatible; MSIE 5.5; Windows
98)"
```

As you can see, this entry shows where the visitor came from, what page was requested, when it was requested, which referred the page, and even what browser and OS they were running. However, one can not learn much just by looking at the raw log files. To get the most out of the data, you need to have the details of the hits on your web site, and comparative analysis of figures over time. That is where WebStat - Web site traffic analysis service comes in.

## ■ WebStat

WebStat Service takes the raw log file data and converts it into meaningful information about your Web site traffic.

WebStat works in three stages: gathering the data, analyzing the data, and reporting on the data. In the first stage, it takes the daily log files from the server and parses it into a common format to extract the data. During the data analysis stage, complex heuristics are applied to the raw data to categorize the data into visits and page views, hits and many more. This analysis might be based on the IP address of the visitor. Once the data has been analyzed it is typically placed in a database to facilitate reporting. The final stage of WebStat is generating reports from the analyzed data. During this stage the analyzed data is read from the database and tabulated into many different reports, each answering a specific question. Graphs and charts are also generated during this stage.

The WebStat Service generates the daily, monthly & yearly traffic analysis reports of the sites hosted on NIC Web Servers and the kind of reports it generates are explained below























Enrich achieves all this through its two interfaces:

- “ **Community Browser Interface** used by community members to
  - “ Access various knowledge resources and services available locally and on the Internet (if the site is connected to Internet)
  - “ Upload locally relevant messages and content
  - “ Interact amongst themselves and with the world beyond
- “ **Desk Manager Interface** used by Enrich Manager and researchers to
  - “ Configure the site
  - “ Moderate and administer its contents
  - “ Analyze community's information and communication needs and preferences

For further information, visit <http://enrich.nic.in> or write to [enrich@hub.nic.in](mailto:enrich@hub.nic.in)

<top>