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Happenings

E-Workshop for E-Governance through CICs **From Nandita Kapila, NIC HQ**

■ Under the Community Information Centre (CIC) project, computer-communication infrastructure is being established at 487 blocks covering the entire North-Eastern region of the country. Amongst other services, these centres will provide Internet based services for E-Governance to the local populace. On 7-8 Jan, 2002 and on 14-15 March, 2002, the CIC group, NIC organized a workshop over Video Conference (VC) in which several state units/groups of NIC from different regions of the country showcased applications in the area of E-Governance which they have developed and deployed. The E-Governance areas covered included Treasury, Vehicle Registration, Citizen-centric services, Land Records, Rural Bazaar. Arunachal Pradesh, Manipur, Mizoram and Nagaland participated in the first part of the E-Workshop. The remaining four states viz. Assam, Meghalaya, Sikkim and Tripura were covered in the second part. .

VC Facility inaugurated at Chhattisgarh **From Y V Shreenivas Rao, our Chhattisgarh Correspondent**

■ The inauguration of all the three divisional NIC video conferencing centres of Chhattisgarh state viz. Raipur, Bilaspur and Bastar was done by the Hon'ble Chief Minister Sh. Ajit Jogi from NIC VC studio, Bilaspur . Later that evening the Chief Minister also inaugurated from his Raipur office the Software Technology Parks of India (STPI) in Bhilai using point to point video conferencing at 384 Kbps. For this purpose 3 ISDN lines based VC system was installed by NIC at STPI, Bhilai and the entire process of its installation and operation was coordinated by the NIC District Centre, Durg. While talking to the press, the Chief Minister stated that his aim is to get in direct touch with the people of Chhattisgarh, through the excellent VC technology provided by NIC.



Laurels for IndMed Website **From Naina Pandita, NIC HQ**

- The Indian Medlars Centre's website (<http://indmed.nic.in>) managed by NIC has recently won the "Superior Resource Community Site Award" from Nu-Horizons Design Studio for its unique content and ease of navigation. The site provides details of NIC's biomedical information services and also gives links to over 100 biomedical websites and e-journals. The IndMED database is searchable free of cost from Internet. The website has also been nominated as a project for the Stockholm Exchange award for IT and has got an award for the best "Education site" from Site Design, USA.

NICNET Based Animal Production and Health Informatics (APHNET)

From M. Moni, NIC HQ

- Databases and Information systems are essential to provide decision support for livestock development in the country as the existing livestock information system is of poor quality. The ninth plan sub committee report has therefore envisaged building up reliable databases and network based information for all activities of the Animal Husbandry and Dairying Sector, at district, state and national level, using NICNET facilities, to strengthen " Animal Production and Health Information Systems Network (APHNET)". In view of the importance to reach technology to the small holders through Information Technology, APHNET nodes are also suggested to be established at about 42374 Veterinary Institutions in the country, comprising about 5990 veterinary polyclinics, 16020 hospitals and dispensaries, and 20364 veterinary aid centres, to strengthen Animal Disease Surveillance & Advisories System in the country. The IT plan suggests an outlay of about Rs.262.37 crores as non-recurring cost and Rs.38.89 crores as recurring cost.

Inauguration of LRC Centre

From NK Prasad, our Bihar Correspondent

- A Land Records Computerisation Centre was recently inaugurated at Saran District in Bihar by Shri Pancham Lal, IAS ,the Divisional Commissioner . Many dignitaries including District Magistrate of Saran, Shri Pankaj Kumar, IAS and SP were also present on the occasion. The LRC Software '*Bhu-Abhilekh*' designed and developed by NIC Bihar State Unit was also demonstrated by Shri Sanjay Kumar, SA, NIC. Technical Director & SIO Dr. Saurabh Gupta briefed the press on the importance of the LRC Project.



MoU signed with BIS

From Ranjana Nagpal, NIC HQ

■ NIC has signed a Memorandum of Understanding with **Bureau of Indian Standards (BIS)** for a project on "Integrated Computerisation of BIS activities". The BIS has its Headquarters and one Regional office in Delhi, 4 Regional Offices at **Chandigarh, Kolkatta, Chennai and Mumbai** and **21 branch offices** spread all over India, along with **5 BIS Laboratories**. As per terms of reference under the MoU, signed by Sh K M Sahni, DG (BIS) and Dr. N Vijayaditya, DG (NIC), NIC is to take up integrated paid projects relating to application development, hardware / software requirement analysis, procurement and implementation of the same, networking, training of BIS manpower etc.



E-Gov Seminar at Purulia

From M. Rahman, our West Bengal Correspondent

■ A seminar on E-Governance was jointly organised by the District Administration and NIC, Purulia District Unit (West Bengal) recently. Mr. D.P.Jana, IAS ,District Magistrate , Purulia delivered the key-note address highlighting the role of NIC in promoting the extensive use of Information Technolgy and describing why E-Governance is important to the public service. Dr. Subir Roy, Senior Technical Director & SIO, West Bengal delivered the inaugural speech and made a lucid presentation on " Technical aspects of E-Governance".



NIC at Women Scientist Conference **From Mala Mittal, NIC HQ**

■ NIC recently participated in a conference cum exhibition on '**Women Scientists and Technologists : Role in National Development**' held at Vigyan Bhawan, New Delhi. The NIC stall at the exhibition highlighted activities in the areas of Bio-Medical Databases, Bio-Technology Projects, GIS & Remote Sensing, Rural Bazaar, Training, Community Information Centres (CIC) and generated a lot of interest among the visitors who appreciated NIC's services in these areas.



E - Governance : Success story

WebCITI (Web based Citizen-IT Interface)

From Vikram Jeet Grover, our Punjab Correspondent

Perspective

Introduction of E-Governance is the key to making information technology (IT) relevant to ordinary citizens. E-Governance is a culture, which changes how citizens relate to governments as much as it changes how citizens relate to each other. It brings forth re-definition of needs and responsibilities. Though computerization introduced successfully by NIC in different sectors in the districts has yielded fruitful results, the concept of introducing E-Governance to implement citizen-IT based applications in the district is the next logical step. WebCITI (Web based Citizen-IT Interface) is an E-Governance project for building citizen-IT interface for services offered by district administration at Fatehgarh Sahib in Punjab as a pilot project. Sponsored by the Department of Information Technology (DoIT) [Earlier MIT (Ministry of Information Technology)], WebCITI provides web based interface to citizens seeking services from district administration. These include issuance of certificates such as death/birth, caste, rural area etc; licenses such as arms license, permission for conferences/rallies etc and benefits from socio-economic schemes. The Project has been appropriately funded by Govt of Punjab and has been executed through NICS/NIC-Punjab State Unit. Department of Information Systems & Administrative Reforms (DISAR), Govt of Punjab is the nodal office involved in WebCITI. WebCITI has been augmented with DialCITI (Dialup based Citizen-IT Interface) to provide status as well as procedural information through telephone. It further extends the cause of providing efficient, transparent & quick information to the citizens. One can have information on any services or status of his case or application on phone. DialCITI was necessitated by the fact that Internet has not yet penetrated the villages. However, the phone access is available at this level. One can also find information about various schemes and procedures, status of one's application etc. through web Interface available through select intranet counters at developmental block / revenue tehsil and kiosks.

The set of software developed can be implemented as stand-alone versions as well as on client/server. It facilitates the citizens in interacting with the government.

Mission and Objectives

With the sole mission of bringing district administration closer to the common people thus offering efficient and effective services, WebCITI is evolved with the following objectives.

- To provide a friendly, affordable, speedier and efficient interface between the government and the public.
- To ensure greater transparency, efficiency, objectivity, accountability and speed that can help tackle most of the maladies of the government by providing efficient services to the public.
- To provide responsive and transparent services to the citizens of the state.
- To provide cost effective service and at the same time improving the quality of service.
- To provide a single window for govt services at district level.

NIC's Contribution

NIC Punjab / NICS is the sole executing agency of the project. NIC has been involved in detailed study of activities of various branches of Deputy Commissioner Office to have complete understanding of working of the prevailing system

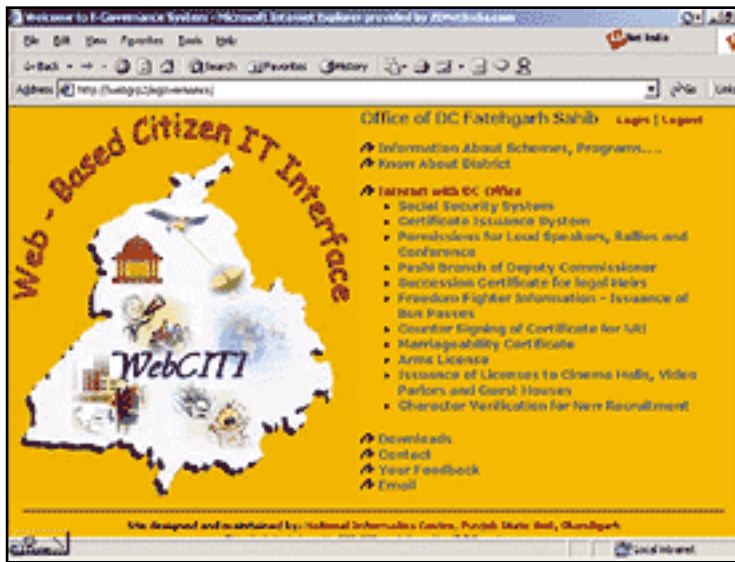
for introduction of E-Governance, identification of user requirements for creating Citizen-IT interface at DC office, Identification of required infrastructure details such as site preparation, telephone lines etc to be provided by district administration, providing training to the users and giving implementation support.



Application Areas

The following key services are available in WebCITI. These have been identified on the basis of interactions required by citizens with the district administration.

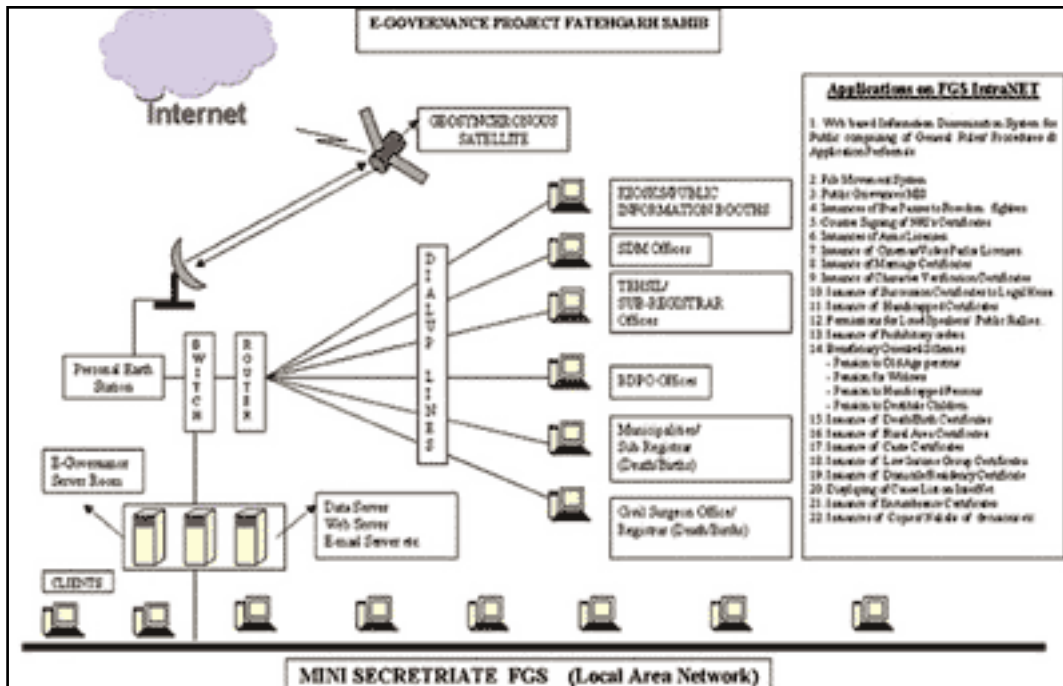
- Property Registration Information System Module (PRISM)
- Web based Information Dissemination System for the Public
- Arms License
- Peshi (Court) Branch of Deputy commissioner
- Financial Assistance Schemes of the State Govt
- Old Age Pension
- Financial Assistance to Widows and Destitute Women
- Financial Assistance to Dependent Children
- Financial Assistance to Disabled Person
- Issue of Rural Area certificates
- Issue of Caste certificates
- Issue of Domicile certificates
- Issuance of Death & Birth Certificate
- Record and Copying Branch
- Freedom Fighter Information - Issuance of Bus Passes
- Issuance of Licenses to Cinema Halls, Video Parlours & Guest Houses
- Character Verification for New Recruitment
- Succession Certificate for Legal Heirs
- Certificate to Handicapped persons
- Permission for Loud Speaker, Rallies, Conference
- Issuance of Marriageability Certificate
- Prohibitory Order regarding Liquor, Meat Shop, Processions, imposition of Sec144, Curfew etc



Highlights

- MIT sponsored; Also funded by Punjab Govt
- Members from MIT, IT department-Govt of Punjab, district administration, NICS I & NIC Punjab to review the project
- Technical Execution by NICS I and NIC Punjab State Unit
- Dialup connectivity from Tehsils / Blocks / Villages to district servers
- Use existing databases as verification of identity of citizen and property
- Query through Interactive Voice Response System
- LAN in Mini Secretariat
- Public Information Kiosk in the City
- Local language (Gurumukhi)

E-Governance Architecture



- Making information on Schemes, Forms, Procedures available from remote locations and on Internet
- Workflow like systems instead of input/output to facilitate tracking of progress ■ Elimination of verification and on the spot issue of certificates
- Use of Citizen ID to provide unique identification
- Linkages with Land Records, Census, BPL, Licenses, Ration Cards, Death and Birth database

Salient Features

- Single window system
- On Line verification
- On the spot delivery, wherever possible
- Information/Status on Intranet/ Web
- Generation of internal notes & verification forms to minimize delay
- Based on Highly specific parametres to facilitate future changes
- Business rules in database rather than hard-coded
- Provision for entry of old records
- Local Language (Gurumukhi)
- Computerized acceptance-cum-fees receipt for Applications
- Generation of Identity Card/ Passes/ Permissions/ Licenses /Certificates
- User administration for each module
- Audit of critical activities
- MIS Reports

Technologies Used

All the modules of WebCITI have been developed using Visual Basic with SqlServer at the backend. The web components are hosted on Apache web server and use Java Servlets.

Impact

The project was triggered by successful implementation of PRISM (Property Registration Information System Module) in the sub-registrar offices, which is a living example of how to deploy simple innovative ideas using IT tools to automate the procedures and enforcing rules to avoid scope of misuse and at the same time provide better services to the citizens. On the other hand it resulted in big jump in revenue collection. Such a large-scale acceptance created scope for marching ahead to cover more govt services for e-governance. All the modules adhere to single window concept in workflow and provide unique application identification. Currently the access points are at Fateh Garh Sahib-intranet and once data builds up, it will be thrown open to public through web. In the words of Sh Nirmal Jit Singh Kalsi, IAS, Director cum Secy(IT), Govt of Punjab, "***The main emphasis of WebCITI is on web enabled citizen centric services coupled with the necessary administrative reforms. For the first time the State Government decided to provide the government services on the basis of authentication through a Citizen Data bases to be created on the basis of a house to house survey. The attempt is to bring the services closer to common people***"

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Uttar Pradesh

From Vinod Taneja, our Uttar Pradesh Correspondent

Garlanded by Ganga and Yamuna, the two pious rivers of Indian mythology, Uttar Pradesh is a rainbow land where multi-hued Indian culture has blossomed from time immemorial. U.P. is the most populous and area wise, the fourth largest state of India. Its administration requires managing 17 Divisions, 73 revenue Districts, 140 tehsils, 98,153 villages and a vast population of over 166 million spread over diverse geographical regions. The complexity of administering the state presents equally challenging opportunities for NIC in U.P. Since its inception in 1988, NIC UP State Unit has worked tirelessly behind the scenes to introduce IT culture & Internet services in the state, and is credited with pioneering many IT activities in the government departments.

NIC's Major Achievements in U.P

- **UPNICNET** : UP-NICNET is one of the ambitious MAN implementation by NIC UP State Unit over NICNET, consisting of approx. 1000 nodes in the state capital Lucknow. It uses Hybrid technology e.g., VSAT, RF, OFC, ISDN and POTS connecting 13 important buildings including Governor House, Assembly House, all the secretariat buildings & other state-owned Government buildings. UP-NICNET is a resource-shared project on a 50:50 basis between NIC and Govt. of U.P. The State Government is using all the important services i.e. Internet, FTP, Desktop VC, e-mail services to make its functions e-enabled. UP-NICNET is running smoothly since 1999, and is ever expanding.
- **Videoconferencing setup**: "***Sir, I wish to present the VC setup in the entire state***" said Shri. Rajnath Singh, Chief Minister to the Hon'ble Prime Minister of India during the inaugural Videoconferencing session in the state on 2nd October'2001. NIC UP State Unit earned wide applause from all quarters & the distinction of inter-connecting all the districts of the state within two and a half months by the given deadline. The State Government is actively using NIC's 73-node state-of-the-art DAMA based VC network in the state, right from day one. ***The usage of the facility got another shot in the arm, when Hon'ble PM on 2nd January'2002, visited NIC's VC Studio at 5 Kalidas Marg, the official residence of Chief Minister of Uttar Pradesh It was indeed a proud moment for NIC.*** Present on the occasion were H.E. the Governor and the Hon'ble CM of the state. NIC's technical capabilities and services were fully demonstrated when the V.V.I.P. dignitaries interacted over VC with few district officials, selected at random.



■ **IT Vision Group** : The Government of U.P. is making a paradigm shift: from e-government to e-governance. Director General (DG, NIC) and State Informatics Officer (SIO, UP) represent NIC in the IT Vision Group of the state headed by Chief Minister, UP. IT Vision Group has been setup to shape and review IT related policies and issues in the state of U.P.



■ **Judiciary** : NIC has taken steps towards making the judiciary of U.P. into **e-judiciary** in the state. NIC U.P. State Unit has laboured hard to introduce full automation at Allahabad High Court, its Lucknow bench and the district courts covering almost all facets of legal activity in the state. Apart from the dissemination of information through the web site <http://allahabadhighcourt.nic.in>, a computerized "**Public Judicial Enquiry Counter**" at Allahabad High Court & its Lucknow bench caters to the information needs of the litigants coming from far away places in the state. NIC UP State Unit is now focusing all its strengths towards speedy computerization of 54 district courts in the state.

E-Governance Initiatives

■ **Automation of Government Treasuries** : ITSANIC (Integrated Treasury System Application of NIC) in Oracle RDBMS on Linux platform evolved as the most economical possible IT solution for the Treasuries Department by NIC UP State Unit. The project running since 1994 has seen many technological innovations and is a successful implementation at 90 sites in both the states of Uttar Pradesh & Uttaranchal. The basic objective of ITSANIC is to

facilitate online voucher acceptance, its validation, checking of budget classification, bill passing, unit level budget checking, online cheque printing, accounts preparation for UP's Accountant General (A.G.) etc. The web-site <http://upgov.up.nic.in/uptreasuries> linking the data from all the treasuries in the state makes the U.P. Treasuries to have a web presence, the first of its kind in the country.

■ **Online Transport System** : The project running successfully at Regional Transport Office (RTO), Lucknow is ready to be launched at twenty-five other sites of the state in a phased manner. Except for issuing driving licenses, the project has automated all major activities of the Transport Department of Uttar Pradesh, viz., vehicle's registration, permit, enforcement and taxation activities. Automation at the office of State Transport Authority (STA) at the state transport department's headquarters in Lucknow, where inter-state & inter-region road permits are issued, as well as computerization at the office of Transport Commissioner, have also been initiated.

In the words of Raja Mahendra Aridaman Singh, the state's Transport Minister: ***"Automation of Transport Department in U.P. is the first of its kind among State Government's citizen-interface departments, where an ordinary citizen through computerized services at the counters, is the direct beneficiary of the State Government's I.T. initiatives"***,

■ **Land Records Computerization** : NIC has successfully tested in district Etawah, dissemination of land records information through the net. Another pilot project of integrating "Record of Right" and cadastral village map is underway and very soon the farmers can access village maps as well as the related land records data on the net. Board of Revenue of Uttar Pradesh also has plans to distribute copies of Khatauni (Record of Right) to the farmers through the computers being installed at tehsil headquarters in the state. NIC UP State Unit and its District centres are providing total IT solutions for the project.

■ **Pensioners Information System** : Running in all the 73 treasuries of U.P. and 17 treasuries of Uttaranchal, this software is used for pensioner database, calculation of first pension, monthly pension etc. Through the website of the treasuries <http://upgov.up.nic.in/uptreasuries>, our respected senior citizens as pensioners of Government of U.P. are now able to see their payment details right from their homes.

■ **Lucknow Nagar Nigam** : NIC UP has taken up pilot project implementation for Lucknow Nagar Nigam (Municipal Corporation). Its objective is to build a database on houses located under municipal area, tax liabilities due to the corporation and defaulters, deaths and births registrations, generation of instantaneous reports etc., as well as web-enabling some of its activities

■ **Land Registry** : NIC UP State Unit made a thorough study of the software being implemented by NIC State Units of Punjab and Haryana, and owes lots of gratitude for their support. The software received from them has been tuned to the needs of the Govt. of U.P and efforts are being made to implement it in the five pilot districts of the state as a citizen interface project.

■ **Chief Minister's Grievance Monitoring System** : The grievances received from general public are monitored through NIC's File Monitoring Software throughout the state, including the office of Hon'ble Chief Minister of U.P. The system generates timely reminders and keeps track of file movement and action taken upon.

■ **Chief Minister's Ghoshna(Announcement) System** : This unique project helps the Chief Minister's Office and his secretariat in monitoring the progress of CM's announcements regarding welfare and development schemes for the state.

■ **District Statistical Handbook (*Sankhiyikiya Patrika*)** : NIC UP State Unit has created a database of District Statistical Handbooks of all the districts of the state, which has a wealth of data on important economic

parameters of the respective districts for the last 10 years. NIC UP State Unit has implemented data mining using OLAP.

■ Other Significant Projects

- Election Management System
 - Uniform Payroll System, compulsory for all the State Government departments
 - Budget Computerization, and its availability on the web
 - MIS for monitoring 20-point programmes and District Plan
 - Allotment of State Government accommodation
 - Vidhan Sabha Library Computerization
 - Computerization of Department of Rural Development
 - Revenue Cases disposal system
 - Online Sugar Sale system
-

Web Services

The Government of U.P. has come out with its website policy through a G.O. (Government Order) making <http://upgov.nic.in> as the official web site of Uttar Pradesh on NIC domain, for all of its 114 departments and 70 districts. As on date, a total of 108 web sites pertaining to 30 state Government departments, 64 districts and 14 other departments/ corporations have been put on the web. For the purpose, total IT support, including development, hosting and maintenance of respective websites has been provided by NIC UP State Unit. A mega portal <http://uponline.nic.in/> has also been developed for complete integration of all web sites in Uttar Pradesh with a search engine facility. Recently, teachers' recruitment results on net through <http://upgov.nic.in/> gave statewide recognition to NIC among the general public.

NIC District Units

The district units of NIC in U.P. have been providing major I.T. support to the district administration & other district level offices of both the central & state government departments. Providing reliable IT consultancy & IT solutions by NIC District Units even in remote areas has proved to be a major help to the Government machinery. The experience

gained by the U.P. Government's officers practically using the skills available with NIC in their field operations, makes them exude confidence in NIC's capabilities during their state & directorate level postings.

Training

Regular training and re-training programmes for the personnel of the both the State and Central Government departments, as well as Technology update programmes for NIC officers is a routine exercise at all NIC centers in U. P., which has been appreciated by various beneficiary departments & participants. NIC UP State Unit's well-equipped training labs ensures 1:1 man-to-machine ratio, during all of its training programmes.

National level Project

NIC is also providing I.T. support and implementing National level computerization projects in the following offices in the state of Uttar Pradesh:

- Passport Offices at Bareilly & Lucknow
 - Registrar of Companies at Kanpur
 - Central Excise Offices at Meerut, Kanpur, Lucknow & Allahabad
 - High Court at Allahabad & its Lucknow bench
 - Postal Life Insurance (PLI) for the Department of Posts
 - Press Information Bureau
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Awards of Excellence

The efforts of NIC UP State Unit and its officers have been appreciated right since the inception of NIC in U.P. The President of India's medals were awarded to six NIC officers in 1992 for their contributions towards successful computerization of "Census of India, 1991". Recently, the Government of U.P. awarded three NIC officers, for their contribution towards Treasury computerization process. Recognition of contributions of NIC UP officers by the current National Executive of Computer Society of India also demonstrates NIC's dedication to further the cause of I.T. in U.P.


उत्तर प्रदेश शासन


वित्त विभाग

प्रशस्ति-पत्र



उत्तर प्रदेश सरकार की जन कल्याणकारी पारदर्शी एवं संवेदनशील प्रशासन की नीति के अन्तर्गत प्रदेश के कोषागारों में उनके प्रशिक्षण, विकास एवं क्षियान्वयन तथा वेबसाइट विकसित करने में उत्कृष्ट योगदान के लिए श्री वरुण जागिया, बरिष्ठ प्रणाली विश्लेषक, एन0आई0सी0, लखनऊ को यह प्रशस्ति पत्र प्रदान किया जाता है।


(श्रीकान्त सिन्हा)
निदेशक,
कोषागार, उ0प्र0
दिनांक: 9 अक्टूबर, 2009


(हरिश्चन्द्र श्रीवास्तव 'हरीश जी')
वित्त मन्त्री,
उत्तर प्रदेश सरकार

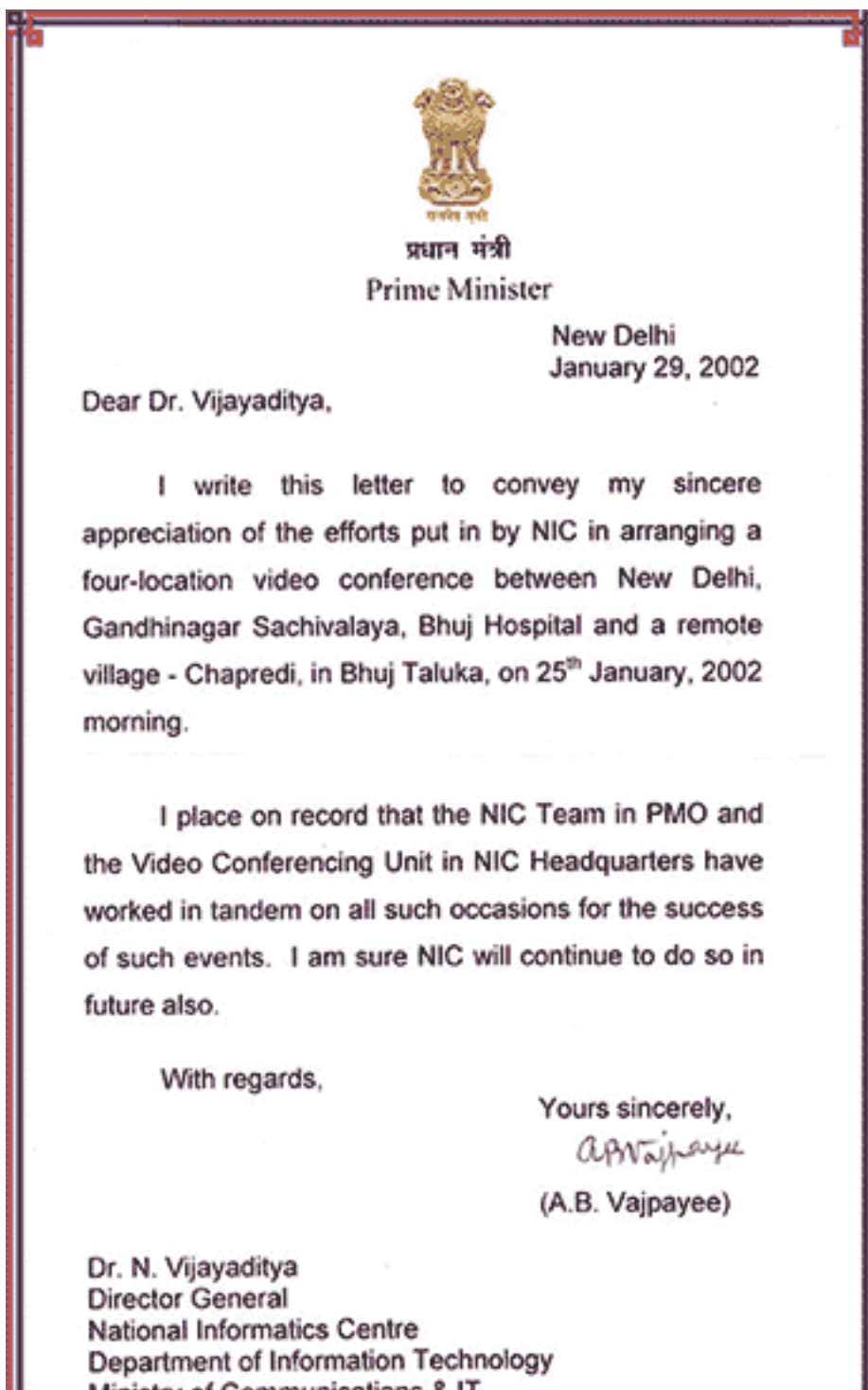
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E - Governance Products and Services

Prime Minister Applauds NIC's VC Service

From Manoj PA , our Gujarat Correspondent

Hon'ble Prime Minister of India, Shri Atal Bihari Vajpayee recently interacted from his New Delhi residence with residents of Chapredi village in Bhuj and Bhuj Civil hospital over video conferencing to enquire about the progress made in rehabilitation and reconstruction work following last year's earthquake. Hon'ble Chief Minister of Gujarat, Shri Narendra Modi and Hon'ble Minister of Industries and IT, Government of Gujarat, Shri Suresh Mehta also participated in the event. This was the fourth video conference which was held by the Prime Minister during last 4 months using NICNET. Hon'ble PM showed his appreciation for NIC's services by writing the following letter to DG, NIC.



Computerization of Minor Irrigation Census

From Kishore Kumar, NIC HQ

The Water Resources Informatics Division of NIC recently accomplished the computerization of second census of minor irrigation schemes run by the Ministry of Water Resources. The census covered approximately 12 million minor irrigation structures classified under five types of minor irrigation schemes, namely dugwell, shallow tubewell, deep tubewell, surface lift schemes and surface flow schemes. NIC had compiled and processed the census data for 21 states and 4 union territories. A CD-ROM containing the reports was recently released by the Secretary (WR) and DG, NIC. The reports are also available at <http://wrmin.nic.in>. In view of the successful computerization of the 2nd Minor Irrigation census, the Ministry has now entrusted the computerization of 3rd minor irrigation census also to NIC through an MoU signed by Sh M Moni, Deputy Director General, NIC and Sh M K Sharma, Commissioner (WM & MI), Ministry of Water Resources.

Pustakalaya – Library Management System

From Ranjana Nagpal, NIC HQ

A LAN based GUI Library Management System aptly titled 'Pustakalaya' has been developed by the Food and Consumer Affairs Infosys Division of NIC and implemented at the Ministry . The system is a workflow application that automates all library management activities such as members' registration, accession, cataloguing, book issue and return , new book purchasing etc. A highlight of the software is the extensive search facility over the LAN which allows the users to search through publisher's name, author, title and keywords etc.

Computerization in Cuttack Municipal Corporation

From AK Hota, our Orissa Correspondent

With the implementation of computerized Birth & Death Registration System and Holding Tax Collection Monitoring System by NIC Orissa State Unit, the Cuttack Municipal Corporation became the first corporation in Orissa to go for automation. The Tax Collection Monitoring System facilitates the creation of database of assessees, calculation of different taxes, generation of tax collection register and various important reports. The Birth and Death computerization system concentrates on issue of certificates, monitoring birth, still birth and death records and generating reports. The system was inaugurated by Shri Ashirbad Behara, Chairman, Cuttack Municipal Corporation.

Computerised IDs for Disabled

From Manivannan M , SIO Pondicherry

