

Informatics

AN  GOVERNANCE BULLETIN FROM NATIONAL INFORMATICS CENTRE

<http://informatics.nic.in>

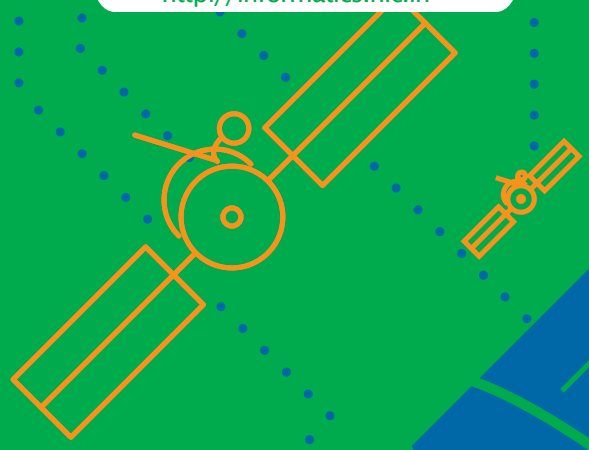
SPECIAL FEATURE
Elitex - 2003

STATE IN FOCUS
~ West Bengal
~ Meghalaya

DISTRICT INFORMATICS
West Godavari
Gurgaon

E-GOV PRODUCTS AND SERVICES
~ MUDRA Software
~ Exam Results on the Net
~ 'DAILY' - the Intranet
~ Computerization at City Civil Court

TECHNOLOGY UPDATE
Integrated e-Security & Standards





VOLUME 12 NO.1 JULY 2003

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This issue finds its way in your hands when the various Units of NIC are having a breather after a hectic yet extremely satisfying and successful activity of publishing the Exam Results on the Internet. In one of the sections, we have tried to capture the spirit behind this mammoth annual exercise from a human angle and see how e-governance is reaching out and touching peoples' lives in more and more ways. A special feature in this issue is also on "Elitex-2003" which saw an active participation from NIC and proved to be a platform to showcase the tireless efforts of our various offices in pursuit of effective electronic governance.

Happy Reading.....

Sonal Kalra

Readers Write

Dear Madam,

I have been going through the issues of Informatics, NIC's e-governance bulletin since April'2002 . It displays accelerated approach of NIC towards e-governance implementation and spread of Informatics culture throughout the Country. I take great pleasure in extending you my heartfelt thanks and wish a bright future to *Informatics*.

Syed Ahsan Ahmad, IAS
District Magistrate
Rohtas, Bihar

Dear Editor,

I am proud to be a reader of a technical magazine like *Informatics*. Through this medium, we are getting useful information on various topics. It will be nice if more and more topics related to software, hardware and networking are covered. We would also like to read more about the latest technologies in the area of website designing and network security. I suggest that a section where NIC personnel could exchange information and tips on their problems related to hardware/software be initiated in *Informatics* so that we could make good use of each others' knowledge and technical expertise.

Dipankar Ghosh,
NIC Siliguri

**Readers are invited to send their comments/
suggestions to the Editor through this column. Your
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▶ Dr. Y.D Sharma, NIC HQ

ELITEX-2003 : A showcase of excellence

The Department of Information Technology (DIT) has been funding Research and Development projects in the areas of electronics and information technology at various institutions. To disseminate information on technologies and products developed among the users and the industry, DIT organizes ELITEXs which have generated a lot of interest and given commercial boost to the Industry. The industry, on its part has very enthusiastically responded and participates in the event every year with the same zeal.

ELITEX-2003 was held during April 28-29, 2003 at India Habitat Centre, Lodi Road, New Delhi. The theme of ELITEX-2003 was "Moving up the Value Chain: India – A Global Destination for R&D". The Hon'ble Minister for Communications & Information Technology, Sh. Arun Shourie inaugurated the exposition on April 28, 2003 and Dr. R. Chidambaram, Principal Scientific Adviser to the GOI delivered the keynote address. NIC participated in the session "Technologies Developed and Services Available Under NIC/ STPI/ ERNET/ Strategic Sector" under the chairmanship of Sh. Lakshminarayanan , Additional Secretary, DIT.

NIC – An Active Partner....

● | **Connectivity** : NIC installed Backbone Fibre Optics Network - ELITEX LAN for connecting approximately 75 nodes covering all stalls of exhibition and provided high speed 6 Mbps leased line connectivity to ELITEX-LAN with RF link as backup support. A Control Centre was set up from where leased line, RF and fibre optic cables were terminated.

● | **Live Webcast** : A centre was set up for live web casting of the event on Internet at 4 Mbps by installing high end servers and clients. The live programmes at Main Auditorium , Gulmohar Hall and exhibition stalls were broadcast on the Net and the proceedings could also be viewed through Archives as 'Video-on Demand' on the

website www.elitexlive.nic.in

● | **Video Conferencing** : VC Systems were installed to cover live video conferencing of the event. Live sessions were held on 'Redressal of Public Grievances - An On-going Event of Chhattisgarh Government on Public Grievances' from Raipur and ; "Technology Facilitates Justice - A Live VC from District Civil Court (Bhagalpur) and Central Jail (Bhagalpur)".

● | **NIC Stall** : The NIC Stall in the Elitex exhibition was set up at Convention Centre-Foyer depicting services / supports provided by NIC in driving the nation towards e-governance. The IT products were demonstrated at the stall through colourful LCD flat screens. The live webcast was also made available at the NIC stall through plasma screen for the visitors at exhibition to know the proceedings of the sessions in main auditorium and other halls. Posters of various NIC activities were displayed and information brochures on NIC applications / products were distributed.

Sh. Arun Shourie Hon'ble Minister of Communications and IT , Sh. Rajeev Ratna Shah , former Secretary (DIT) , Dr. R. Chidambaram, Principal Scientific Adviser, Dr. N. Vijayaditya Director General (NIC) and other senior officers from DIT visited the NIC stall. Dr R.P.Saxena DDG (NIC) demonstrated and explained about various e-governance projects and services being provided by NIC . NIC Software Products namely 'Natraj – National Register of Art Objects' & CollabCAD were released by the Hon'ble Minister. There was an overwhelming response of visitors from various organizations at the NIC stall.

Major Applications/Products Demonstrated

❖ **NATRAJ** : A tool for digitization and documentation of art objects preserved in Museums.

❖ **CollabCAD** : NIC has used the CollabCAD version 1.5.7 for integrating Engineering solutions developed by the Members of the Consortium comprising of BARC, Vikram Sarabhai Space Centre, Aeronautical Development Agency, National Aerospace Laboratories, Tata Technology Ltd and SERC.

❖ **India Image** : A National level programme aimed at facilitating 'Cyber-Governance' in the country through setting up of portal/ Websites, Online Citizen services, webcast of important events, enhancing G2C interaction etc. Important projects demonstrated included India Image Portal, GOI directory, Districts portal and Examination results on the Net.

❖ **Land Records Computerization Project** : Bhuuya (Chhattisgarh), Apna Khata (Rajasthan), Bhulekh (Haryana), Bhoomi (Karnataka), Tamil Nilam (Tamil Nadu), Land Acquisition (Delhi/West Bengal)

❖ **Courts Computerisation Project**

❖ **E-Governance Applications** : Treasury-OTIS (Haryana)/ OTCS (Rajasthan)/ KTOL(Kerala), Schemes- PRIYASOFT (TN) / E-Yojana(Delhi), IT-Knowledge-OFFERINGS (NIC-Hq), Tax-STAMINA(Bihar)/ TACKIS (Bihar)/ MUDRA(Bihar), Property Registration -HARIS(Haryana) / PEARL(Kerala), SSI-Registration (TN), PASSPORT(NIC HQ), Haldia Dock (W.Bengal)

❖ **CIC - Community Information Centres**

❖ **CITIZEN Interface** : Lok Mitra (Himachal Pr.), DialCITI/SUWIDHA (Punjab), Sarkar Apke Dwar (Haryana), Nai Disha (Haryana) On-line Hotel Reservation (Himachal Pr.), Cooperative Banking-COIN (Bihar), News On Line-MAP-ON (J&K), House Tax-HACIS (Har) , Property Registration- PRISM (Punjab), E-Dastavej (Del)

❖ **IT Enabled Services** : PAO 2000 and Payroll Package , Collectorate 2000 , Central Civil Pension Accounting System

❖ **GIS based applications** : National Spatial Database, E-gram suvidha (Madhya Pradesh), NICNET : Reaching the Un-reached

❖ **Network applications** : POWERNET, COALNET, E-Sahkarita, ARISNET, DACNET, AGMARKNET

❖ **E-Commerce applications** : RACE (Revenue Admn. Computerization Energy Billing, Bihar), E-ASHA(Uttar Pradesh), Rural BAZAR (NIC HQ), ICEDI (Indian Customs EDI, NIC HQ)

Note : The details on the above projects have been covered in various issues of Informatics from time to time. For further information on any of these, kindly contact the Informatics Correspondent of the concerned State/UT.



Elite X 2003

1. Hon'ble Minister Sh. Arun Shourie being welcomed at the NIC Stall.
2. Hon'ble Minister releasing the CollabCAD software of NIC. Also in the pic ; Dr.R.Chidambaram, Principal Scientific Adviser , Sh. Rajeev Ratna Shah, former Secy (DIT) and Dr. N. Vijayaditya, DG (NIC)
3. Sh. Rajeev Ratna Shah, former Secretary (DIT) in conversation with Dr. R.P Saxena DDG (NIC) at the NIC Stall
4. Dr.N.Vijayaditya, DG (NIC) at the NIC stall in the Exhibition
5. Sh. Lakshminarayanan, Additional Secretary (DIT) presenting a memento to Sh. M. Moni, DDG (NIC) for presenting a policy paper on 'Digital Opportunities and Sustainable Development : A South-South Cooperation Imperatives' during Elitex Conference.
6. Visitors at the NIC Stall during the exhibition
7. The NIC Control Room set-up for the Live Webcast of the event
8. Live webcast of the proceedings of the event being shown at the NIC Stall
9. The members of the ELITEX co-ordination team from NIC, led by Dr. R.P Saxena, DDG, NIC
10. Proud NICians at the NIC stall during the exhibition





CYBER GOVERNANCE

A glimpse of some of the new websites launched on NIC's web servers under the "India-Image" programme during the past quarter.....

● | **Department of Panchayat and Rural Development, West Bengal**
<http://www.wbprd.nic.in>

The website encompasses a plethora of information aimed at directly benefiting the citizens as well as members and functionaries of the three tier Panchayat system. Detailed information on projects and schemes of the West Bengal Government with the guidelines have been provided. 'Treasure Trove' displays products produced by various Self Help Groups under financial assistance from the Department. The G2G section is one of the most important features of the website. Every district has a separate & secure place in the website where some relevant information is being



posted which can be viewed by the concerned district officials only. It also has an in-built messaging system for its officials. The site, designed and developed by the NIC West Bengal State Unit was inaugurated by Sh. Buddhadeb Bhattacharya, Hon'ble Chief Minister of West Bengal.

Dr.Subir Roy, NIC West Bengal

● | **Deptt of Employment, J&K**
<http://jakemp.nic.in>

The Official website of Directorate of Employment, J&K was launched on 24th April, 2003 by the Hon'ble Minister for

Labour & Employment Sh. Nawang Rigzin. The Hon'ble Minister appreciated the efforts put in by Directorate of Employment and NIC J&K State Unit in bringing the Department on the web. The website has four broad interfaces. First, Government to Citizens providing information to unemployed youths relating to various self-employment schemes including modalities to get benefits of these schemes. Useful information about career counseling like how to prepare for interviews, vocational guidance, etc. have also been published on the website. Second, Citizens to Government, which includes registration of ordinary as well as Professional Candidates. The unemployed youth can send their bio-data/information to the government electronically through the website. Third, Businesses to Government: the companies can register as well as post their vacancies through website for which the username and password can be made available by the Department. Four, Government to Businesses, where any company can search the suitable candidates from the database prepared by the Government.

Sunil Kumar, J&K Correspondent

● | **District Baramulla, J&K**
<http://baramulla.nic.in>

The official Website of Baramulla District was launched on 26th April 2003 by Hon'ble Minister for Finance, Planning, Law and MLA Baramulla, Mr. Muzafar Hussain Baigh in the presence of several dignitaries. The Hon'ble Minister appreciated the efforts made by NIC District Centre in development of the website and said that this is an important step towards achieving the goal of e-governance. The website is rich in contents and contains information relating to District profile, District & Administrative setup, Developmental stories, Relief cases, *Rehar-e-Taleem*, Who's who, Tourism, Photo gallery, online telephone directory of District Officers etc. Besides, one can also send grievances to the DC and can get the feedback about the action taken through this website.

Jit Raj, J&K Correspondent

● | **Korba District, Chhattisgarh**
<http://korba.nic.in>

During a function on 23rd April 2003, Hon'ble Chief Minister of Chhattisgarh Sh. Ajit Jogi, inaugurated the website of the State's newly



created district Korba.

Designed and developed by the NIC District Centre, Korba, the site has been enriched by district's valuable statistical information regarding Education, Health, Mining, Tribes Land Records, Industry etc. Keeping in view the needs of common man, general information related to various Government sponsored schemes, projects, telephone index, railway information etc. has been included in the site. In addition, selected set of Forms have also been kept on the site for downloading by the people. On line registering of public grievances for faster and efficient redressal by District Administration is one of the important features of the site.

*Y.V Shreenivas Rao,
Chhattisgarh Correspondent*

● | **District East Godavari, Andhra Pradesh**
<http://eastgodavari.nic.in>

The Web site of East Godavari District in Andhra Pradesh has been designed and developed by NIC District Unit in Association with District Authorities. The website provides details on a wide range of subject which includes district profile (Geography, Location, Access, Demography, Climate etc.), History, Administration, Infrastructure details (Communications, Port, Agriculture, Animal Husbandry etc.), Places of Tourist importance, Information Technology, Eminent personalities etc. The Web Site also contains details about Pushkarams – 2003 under Fairs and Festivals section. The accommodation information and Places of Tourist Interest in and around Rajahmundry are very useful to the Public for the forthcoming Godavari Pushkarams during 30th July to 10th August 2003.

BVNS Prakasa Rao, NIC East Godavari Distt



▶ Timothy Dkhar, NIC Meghalaya

MEGHALAYA

Making a Mark



"Your land is land for Gods to live in. It's air, it's natural scenery, it's pure atmosphere, it's sweet water would attract even Gods". These words by Sardar Vallabhai Patel aptly describe the beauty of a place blessed by nature. Tucked away in the hills of eastern sub-Himalayas is the State of Meghalaya, one of the most beautiful states in the country. Nature has blessed her with abundant rainfall, sunshine, virgin forests, high plateaus, tumbling waterfalls, crystal clear rivers, meandering streamlets and above all with sturdy, intelligent and hospitable people.

NIC was first established in 1988 at Additional Secretariat building and since then it has left no stone unturned in rendering various services to the state and Central Government offices located in Meghalaya. Recently it has shifted to its own building in the Secretariat Hills which also houses the IT Department of the State Government for synergising the activities for the development of IT in the state.



Hon'ble Chief Minister Sh.D.D. Lapang with DG (NIC) at the inauguration of the new NIC building at Shillong

Major Projects

- **Budget Information System**
The Budget Information System

computerization is being done for many years. It was upgraded from Unix-based system using Fox Plus and C++ to windows based client-server system. All the documents related to Budget preparation have been computerized including the Supplementary Demand which is used to discuss in the Budget session of the Assembly during the end of the Financial Year. Also a web-enabled application has been developed to view the budget online and the complete budget has also been provided to the Auditor General in the form of a CD-ROM.

- **Treasury Computerization**

The computerization of the Directorate of Accounts & Treasuries and the Treasury Offices has been taken up for the past two years. The Accounts Section of these treasuries has been computerized where all reports related to accounting and cash book are prepared and printed from the databases.

- **Transport Computerisation**

Computerisation of the Registration of Vehicle at Transport department was taken up and DTO, Shillong was selected as a pilot site. The VAHAN Application Software developed by Transport Informatics Group, NIC, New Delhi was implemented and the customization of this application software was carried out by NIC State Unit to suit local requirements. The various modules of this application software are Vehicle Registration, Fitness, Fee & Tax, Permit and Challan.

- **State Library Computerisation**

The concept behind the computerization of the State Library is to create a modern digital library, which would not only render better services to the readers and students but also respond promptly to the queries raised by them at various points of time, to make the library available on web through cataloging of Books, Tapes, CD's, Micro Films etc. and also providing internet access to the members of the library. The staff of state central library has been provided training on the use of computers. Similar computerization projects on a smaller scale are underway for the rest of

the districts of the state.

- **Community Information Centres (CIC)**

The CICs have been established in all the Blocks in the State except in the newly created Blocks. Each CIC is well equipped with Computers, VSAT, TV, printers, UPS, etc. Two qualified operators manage the CICs. CICs have been imparting IT training programmes to the school students, staff of the Block Development Offices and the local people. CICs have elicited an enthusiastic response from the people, especially youngsters as it is the main medium of communications for people in the far flung and remote areas in the state. Many E-Governance packages like Comprehensive Household Surveys, MPLADS, MLA Schemes, Payroll, Personnel Management Information Systems, Village Directory, Rural Soft, Rural Bazar etc have been installed at the CICs.

- **COMPUTERISATION OF Secretariat**

- **Administration Department (SAD)**

Expenditure Monitoring System: Designed and developed to monitor the monthly expenditure of the various Heads of Accounts operated by SAD from the Budget Provision and the Expenditure incurred under those Heads of Accounts.

Payroll Processing: Enables the department to process the monthly pay bill and to generate a number of documents in connection with the preparation of Paybills like the Paybill Abstract, Pay Slips and the various Schedules (eg. GPF Schedules, House Building, Car Advance, Festival Advance, Children Education Advance, Professional Tax etc.) for each of its employees .

Employees General Information System: This application software helps to store the particulars of the Gr.III Employees under the control of SAD Department. Details like Service Book, Deployment List of Typist/Assistants/Asst. Superintendent etc. in the Secretariat Building, GPF information and any query related to a particular employee can be retrieved.

L-Form Processing: The application is designed and developed to help the staff in preparing the 'L-Form' (Statement showing the details of staff for Provision of Pay etc., of Establishment including the estimate under the various Heads of Account) for inclusion in the current year of the Budget Estimates.



Web Portal for Agricultural Marketing

The State Government provides agricultural as well as horticultural market information for the benefit of producers (farmers), traders and consumers. Such information is usually collected by conventional methods and disseminated through radio, newspapers and journals which is often delayed, thereby adversely affecting its utility. The Web Portal has been designed with a view to provide prompt and reliable market information by linking around 110 markets located throughout the state through Internet. Authorized personnel feed the data about price quotes and quantity arrival of different agricultural and horticultural commodities in different markets thus providing timely information. On one hand, this will strengthen the bargaining power and improve the decision making capability of the farmers to market their produce, on the other hand, businessmen and consumers can benefit too, from their sales and purchases.

Comprehensive Household Survey

The Directorate of Economics & Statistics conducts a Comprehensive Household Survey in Meghalaya with a view to building a State-wide database relating to information about every individual and his household background. The household data collected by this survey includes ownership, number of household members, type of house, availability of basic amenities like water, electric power supply & sanitation facilities as well as possession of luxury items like telephone, TV, VCR, refrigerator, vehicles etc. In addition to the household data, demographic information is also collected for each household. This Survey gives a clear picture of the social and economic conditions of the people of Meghalaya both in the urban as well as rural areas which in turn can be analysed and used by decision makers for planning purposes. The data collected by the Comprehensive Household Survey was computerized by NIC Meghalaya. In the 1st Phase, all the data pertaining to urban households have been entered and verified and around 32 reports under various parameters have been generated through a web enabled application.

Vehicle Information System

This application has been developed and implemented in CID cell of the State Police Department to help maintain a database for all Police vehicles. With the data available that are recorded periodically the administrative cell can monitor the expenditure incurred by each vehicle for maintenance and spares. Also the POL/DOL consumed by the vehicle monthly/quarterly can be prepared at the click of the mouse.

Election Computerisation

NIC, Meghalaya always provides complete technical support during various Elections in the State, be it Parliamentary, Legislative Assembly or District Councils Elections. Software application has been developed for pre-poll activities like polling party formation, counting party formation, area and zonal magistrate route-charts etc and post-poll activities like computerization of counting process, result processing, generation of result etc. During the recently concluded Assembly Election 2003, for the first time, a district-level election website was conceptualized, designed, developed and launched to cater to the needs of the public to get pre-poll and post-poll information on the election. This website also helped the various cells, viz., Personnel Cell, Transport Cell, Polling Materials Cell etc. to manage the pre-poll activities in the election process. Members of the public as well as political parties were benefited as the details about the Code of Conduct, Public Announcements, Press Releases, information on how to use the EVM as well as Candidates' details, voter turnout and final results were hosted on the site. Also a computer with LCD projector and Internet facilities was set up at media centre in the state conference room where about 30-40 press and media persons (both local and national papers) continuously browsed the results of various constituencies till the last constituency completed counting. Transmission of data from State Centre, District centre and also some from CIC centres were made to NIC Headquarters for election results which was telecast live from Doordarshan News during the counting of votes.

NEC Computerisation

The North Eastern Council is the nodal

agency for the economic and social development of the North Eastern Region which consisted initially of the seven States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. Recently the eighth state, Sikkim has been included in the Council.



NIC Meghalaya has been closely involved with providing computer support to the council since 1988. Two computer centres has been set up, in each offices along with VSATS for communication services. A LAN has been established in the main secretariat office in which all the sectors are interconnected with the NIC-NEC cell as the main hub and internet connectivity is provided to each node through the SPCP VSAT installed here. Apart from the communication link through VSATS, NIC has designed and developed various software applications to support the day-to-day functioning of the NEC. Some of the packages developed and put into use at the council are Library Management Software, Scholarship Allocation Software, Payroll automation System, Budget Information System etc

Computerisation of Central Excise, Shillong

The Computerization of Central Excise Commissionerate, Shillong started from the year 1994 as part of the Central Project named as System For Excise Revenue Monitoring popularly known as SERMON Project (for capturing Central Excise Revenue and monitoring it) which NIC had taken up as one of the major turnkey projects throughout all the Central Excise Commissionerates in the country. Under the Shillong Central Excise Commissionerate (with its jurisdiction spread all over the



NE Region) and in nine Divisional Offices spread in NE Region, Computer Systems have been installed and Unix-Windows'98 LAN systems are functioning in all these offices. The CE Commissionerate Shillong and the division offices are also having Internet/E-mail Connections. Data from Divisions are received at the Commissionerate Computer Cell, mostly by e-mail and then compiled and sent to Directorate of Systems, Chennai

diary and register for further processing.

Websites Developed

Important websites for various State Government Departments have been designed, developed and hosted on NIC Webserver.

Board Results on the Net

The Meghalaya Board results are being

detailed results.

Training

NIC, Meghalaya State Unit in collaboration with the State Training Institute (MATI) conducts regular training once a month for the officers and staff of the State Government. Also the District Units are engaged in imparting training at the District level. Training is also imparted to the Central Government officers and staff as and when the need arise. In house training of NIC officers on the latest technologies is also a regular feature.

Prominent Websites

Government of Meghalaya
Department of Information Technology
Directorate of Arts and Culture
Community & Rural Development
Meghalaya Police
Directorate of Soil and Water Conservation
Shillong Municipal Board
State Institute of Rural Development
Meghalaya State Electricity Board
Transport Department
North Eastern Council
North-Eastern Police Academy

<http://meghalaya.nic.in>
<http://meghdit.nic.in>
<http://megh-ac.nic.in>
<http://megcnrd.nic.in>
<http://meghpol.nic.in>
<http://megsoil.nic.in>
<http://meghalaya.nic.in/smb>
<http://meghalaya.nic.in/sird>
<http://meseb.nic.in>
<http://meghalaya.nic.in/transport>
<http://necouncil.nic.in>
<http://nepa.nic.in>



The websites of the districts of East Khasi Hills, West Khasi Hills, West Garo Hills, Jaintia Hills and Ri Bhoi have also been designed, developed and hosted on NIC's Webserver

where the data gets compiled at all India level and reports taken out.

* Registrar of Companies

Registrar of Companies (ROC), Shillong looks after all the seven North Eastern States. Software which was developed centrally is implemented in ROCs, Shillong. There are more than 5000 companies registered in ROC, Shillong. Almost all the activities of the ROC are being computerized right from cash counter where computerized cash receipt are being generated and thereafter

published on the net for the past three academic years. The compilation, designing and development of the Website was done at Tura, West Garo Hills District, since the board is located there. The site is available under the URL <http://megresults.nic.in>. The Website has been used to publish the results of the various examinations of the Meghalaya Board of School Education, Tura. The results included the Abstract, List of the top ten candidates, List of all the candidates securing highest marks in each of the subjects and the division wise

Infrastructure

VSAT: SCPC (DAMA) for Data and Videoconferencing at NEC Secretariat. **FTDMA (NG)** at Additional Secretariat Building. **SCPC (PAMA)** for Data at NIC, Meghalaya State Unit

DPC/IPA installed at seven district units and one at NEC AP Secretariat Building.

LAN: Main Secretariat Building LAN, present capacity for 100 nodes, 2 servers. Additional Secretariat Building LAN, present capacity for 150 nodes, 2 servers. Third Secretariat Building LAN, present capacity for 100 nodes, 1 server. NIC, Meghalaya State Unit, LAN under development, designed for 40 nodes. Five sites, viz. Main, Additional and Third Secretariat, NIC Meghalaya State Unit and NEC Secretariat buildings are interconnected by RF links.

Videoconferencing: Videoconferencing studio has been setup in NIC-NEC Unit, at NEC Secretariat, Shillong.

Dial-Up: dial-up connectivity for Internet, Email etc. Dial-up connections have been provided from Remote Access Server.

Email: Email server at NIC, Meghalaya State Unit running SMTP. More than 300 email accounts are existing in the server "shillong.meg.nic.in"

Internet: A full fledged Web server which acts as Intranet Website (<http://shillong.meg.nic.in>) of the State Government has been installed and being maintained at NIC, Meghalaya State Unit.

For further information, please contact,
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Shillong - 793001
Email : sio-megh@hub.nic.in



► Dr. Subir Roy & Motiur Rahman, NIC West Bengal

WEST BENGAL Forging Ahead



History has not been very kind to Bengal. The partition followed by continuous influx of innumerable homeless people since independence has put the State under severe test time and again. The dilemma has been between extending a helping hand to worst sufferers of a series of man made calamities on the one hand and on the other hand, relieving the State economy from the consequent pressure. However, the state is forging ahead coping with such difficulties one after another. Though a late starter in the IT revolution, it is now a thrust area since late nineties. With three Technology Parks and State Wide Communication Network in operation, the State has attracted some of the giants in the IT industry. NIC has always played an active role as facilitator for Government Departments and has major e-governance projects to its credit.

The NIC West Bengal State Unit has been actively involved with the promotion and penetration of Information Technology towards E-Governance in the State and District administration. Over the years, NIC has developed and implemented several citizen oriented application software packages and have provided extensive support to the operating officials towards sustenance and success of such applications. The NIC, West Bengal State Unit has headquarters at Vidyut Bhavan, Salt Lake, Kolkata with centres at Writers Building, New Secretariat Building, Calcutta Highcourt, Nizam Palace (CGO) and Rawdon Street. NIC also has its district units at all the district headquarters in West Bengal providing valuable IT support to the district administration.

Major Applications

• Chief Minister's Secretariat

◎ Cabinet Meeting Information System

Cabinet Meeting Information System for Chief Minister's Secretariat has been developed and implemented with an aim to facilitate effective working procedure and reduce routine and tedious manual work. The system is functional since January 2000. The system facilitates the Secretariat in quickly generating bilingual reports on Notice of Meetings, Agenda, Proceedings and Decision of Cabinet meetings. The activities covered are the Examination of Memorandum, Preparation of Notice for a meeting, Preparation of Intimation letter of meetings, Preparation of Agenda from memorandum and proceedings and generation of all relevant reports both in Bengali and English language.

! Department of Finance

◎ Annual State Financial Budget

NIC has developed a fully automated budget system for Preparation and Publication of the annual state financial budget. The main features of the system are linkage with previous year's budget database, minimal data-entry and an online interface for instantaneous monitoring. Some of the other important modules are Re-Appropriation of Budget Allocations among different Account Heads, Statistical Analysis of Budget figures across years. The current years budget has been fully automated.

◎ Treasury Management System

The On-Line Treasury Management System developed by NIC, West Bengal State Unit, has been running successfully since early nineties at 38 different Treasury Offices in the state. A web version of the software is also ready for implementation. The main components of the system include payment of bills and receipt of Government dues. Payment involves Receiving

of Bills, Issue of Tokens, Checking availability of fund for a DDO on a particular Head, Passing of Bills, Printing of cheques, and Delivery of cheques while receipt involves Scroll Entry, reconciliation and reports generation.

◎ Computerisation of Registration of Documents (CORD)

The major functional areas of the Registration Offices under the Inspector General of Registration in West Bengal have been computerized and the citizens are getting benefit of electronic governance. The Registration Offices in and around Kolkata have switched over to the IT-enabled CORD System and more Offices shall be taken up in a phased manner. The software essentially takes care of such functional areas as (a) Checking of prohibition on the property being transacted, (b) Determination of supporting paper based on transaction type, (c) Determination of market value, (d) Determination of Stamp Duty, Registration fees and Additional fees, (e) Maintenance of Accounts, and (f) Generation of Index Registers. E-search for detailed transactions of a particular plot or details of transaction can now be generated ensuring speedy retrieval and accuracy.



Inspector General of Registration hands over the Registration Document after processing through CORD

◎ Computerisation of Salary Accounts (COSA)

Following a Government decision to implement COSA in more than 10,000 Offices of the Drawing and Disbursing Officers in the State, COSA has been implemented simultaneously in more than 300 Offices. COSA is made available also on the Web for ready implementation by the DDOs. COSA ensures accuracy and



timeliness in the generation of Pay Bills, Pay Slips, GPF & other Loan Schedules, Deduction schedules, Form-16 etc. The distinct feature of COSA is that it neither requires any front end tool nor any DBMS for porting to the user machine.

Information Management Promotion for Administration of Commercial Taxes (IMPACT)

With a view to introduce e-Governance in the ensuing Value Added Tax regime which contemplate cross check at every step of transactions, NIC has undertaken the project IMPACT for computerization to ensure Business Process Re-engineering on VAT specific issues, Identification of core processes and sub-processes there under, IT friendly process design, IT adaptable forms and Web enabled services. The first phase involving Registration Process, Challan process and monitoring, Return Process, Waybill management and Assessment Process has been implemented successfully. The entire system is web enabled and covers all the activities from the check posts to the Circles and Head Quarters. To facilitate the dealers and citizens, the NIC has installed a RF link at the Commercial Tax building. Further, this is the first project of the State where Disaster Recovery System has been implemented.

Pension Bill Preparation through Treasuries

Monthly Pension payment bill preparation covering all categories of pensioners is being done in all the treasuries through software developed by NIC. This has reduced the delay in disbursement of pension to the pensioners.

Pension Processing and Information System for State Government Employees

The system has been implemented since the last two years and the total process has been automated. The salient features include payment of Gratuity, Commuted Value of Pension on day of retirement, Automated calculation of Pension amount, Gratuity, Death Gratuity, Commuted Value of Pension, Family pension among others. The database of all employees retiring after 30 months has been created and continuously updated.

Directorate of Pension, Provident Fund and Gratuity

A total automated system has been developed and implemented to capture data from the receiving counter, process on the line until the generation and dispatch of Pension Payment Orders. This useful system for the Pension of School Teachers, Municipalities, etc. has been able to reduce the time for processing by at least 50%. Extensively used, it has now been decided to host a pension information related web site for the benefit of the old people who will not have to travel for queries.

Department of Land and Land Reforms

Computerised Land Records System (BHUMI) and Application of GIS

Land Records computerization in West Bengal started in 1991. Since then nearly all Land and Land Reforms Offices in 341 Block offices are made functional and today Record of Right (RoR) are delivered to the beneficiaries on-line. A web enabled version is also ready for implementation once the necessary communications network is in place. Kiosk based Land information System implemented in a Block on pilot basis, will soon be replicated in many more blocks. Mutation as well has now been brought under this online system. The enormity of the project and its successful implementation earned West Bengal the reputation of being an IT enabled State. NIC has actively played the role of a domain expert in GIS activities. Digitisation of Mouza (Revenue Village) has been completed in the pilot district of Hooghly. NIC has also been involved in working out a viable technology to integrate Khatian data with the digitized maps. There is also plan to put the entire information including GIS on the web as a process of forward integration towards electronic governance. Integration between the Land Records and Registration has also been successfully tested on pilot basis.

Land Acquisition Information & Monitoring System (LAIMS)

LAIMS has been developed and implemented in all the districts of West Bengal. Activities handled by the system are Award Calculation, and Case monitoring System for Land

Acquisition Cases under LA Act-I, Section-17, Revival cases (from Act-II to Act-I) and non-revival cases (Act-II cases).

Department of Transport

Computerisation of Regional Transport Offices (RTO)

The Motor Vehicles division at Beltala, Kolkata was first computerised in 1988 and has since then been successfully functioning with on-line operations. The operational features of the systems include Motor Vehicle registration, Tax collection, Certificate of fitness and Issue of Permits. Nine RTOs have started online services and the remaining ones are expected to come under the fold very shortly. Computerized system for National Permit and Permit for State Carriage/Luxury taxi have also been developed and implemented.

Judicial Department

Case Management Information System

The various activities of the system includes :

- Filing of fresh cases both for Original and Appellate sides
- Generation of Monthly/Daily Cause list
- Updation of case status on a continuing basis
- Caveat entry and searching, generation of daily institution and disposal reports
- Online searching and retrieving the details of cases (through public counter)

Judicial service information system

A database containing personnel & confidential records and posting details of the Judicial Officers under the administrative control of the Calcutta High Court is being maintained for evaluation, promotion and posting of such Officers.

Panchayats and Rural Development Department

Online Monitoring System

The Department has come under the fold of NICNET through installation of an IPA VSAT. The officials of the Department are thus e-enabled for block level monitoring wherever the Blocks are connected. A web based system has been developed to capture various returns



from the different units of the Department. NIC is also entrusted with the task of implementation of Zilla Parishad Accounting System in most districts. An integrated and online (web enabled) e-governance system (Priasoftware) is under implementation covering all the three tiers of the Panchayat Raj Institutions(PRI). The state Government has in principle agreed to create necessary infrastructure for implementation of such an e-governance system.

Department of Consumer Affairs

Consumer Disputes and Redressal System(CDRS)

The CDRS has been implemented in all the District Consumer Fora in the State. Essential features of the system include:

- Automatic generation of a unique case ID
- Generation of 1st hearing date on the basis of available date and criteria
- On-line updating of cases in Court Room
- Document management with respect to the order/judgment of cases

Citizen Service

An informative and action oriented portal has been designed and hosted for use by consumers. The web site plays a vital role in awareness creation of the ordinary consumers. The key features include: The Rights of the Consumers, Code of Fair Business Practices, Consumer Charter, Directory, Major Initiatives etc.

Comprehensive System in Haldia Dock Complex (HDC)

A comprehensive System covering the entire gamut of operational activities is developed and implemented as a Turnkey Project of ICT. The system is catering to each of the operational personnel through a 200 node campus wide LAN with respect to all the functional areas such as Marine Billing, Railway Billing, Cargo Billing, Vessel management, Projects Management for in-house Office Automation System.

Generic Utility Software

File Movement & File Tracking System :

The system helps in tracking movement of a file within a department and beyond. This user friendly, customized software allows

generation of various review and monitoring reports. The software is implemented at Department of Information Technology, Department of Consumer Affairs and its district Offices and the Land Records Directorate in West Bengal. It is operational under SQL/VB Client Server(C/S) environment as well as in Access in single user mode under Windows.

Letter Monitoring System (LMS):

The system assists in monitoring the actions taken on letters received in a department. Operating under SQL/VB in C/S mode, the system is presently implemented at the Chief Minister's Secretariat, IT Department, Consumer Affairs Department and the Directorate of Land Records.

Fund Flow Monitoring System (FFMS) :

The system helps departments to release the fund allocated by the Finance Department to its different schemes up to sub-detail head, its directorates and other bodies under its control.

Service Record Monitoring System :

The software has been implemented for the maintenance and monitoring of Service Records for IAS and Provincial civil service i.e., WBCS(EX) officers in Department of Personnel & Administrative Reforms, IPS officers in Home(Police) Department, Officers of Judicial Department, Officers of Department of Consumer Affairs and Officers of Department of Health and Family Welfare.

Public Grievance Redressal & Monitoring System :

The software has been implemented at Chief Ministers' Secretariat and the general grievance Cell at the Writers Building. All the grievances received are fed through the software that generates various utility MIS reports like the Status tracking of grievances, action taken, pending statistics among others.

Web Services for the Benefit of Citizens

NIC has developed and hosted citizen oriented websites on behalf of many State and Central departments in West Bengal. The Secondary Education Board and Higher

Secondary Council have since launched their websites. The other citizen centric websites hosted by NIC are Official Websites of the West Bengal Legislative Assembly, Government of West Bengal, Department of Consumer Affairs, Agricultural Market Prices, Public Health Engineering, Power Department, Raja Rammohan Roy Library Foundation, National Institute of Homeopathy, Passport office, Commercial Taxes, Environment Department, Finance Department, Panchayat & Rural Development and the Websites of Districts.

Training

There is a well equipped training center in Kolkata. The training is organized on computer awareness/ Office Automation/ e-Governance etc. for the Central/State Government Officials and staff including the DOPT sponsored training.

District Centres

District centers, the backbone of NIC, located in the office of the District Magistrate, are also equipped with the state-of-the-art hardware, software and networking equipments. The District Administration have been effectively supported through IT and its application to develop Government-Citizen interface through the Digital mode by DIO/DIA. The NIC District centers are proactively involved in computerization of some of the projects like: Land Acquisition, Land Records, Payroll preparation, On-line Treasury System, District Court Information System (DCIS) etc.

Ongoing Projects

Some of the ongoing projects of the NIC State Centre include, among many others, Online Registration of Marriage, Licensing software for Home (Police) Department, Zilla and Gram Panchayat level software development, Preparation of Annual Plan, Total Computerisation of Paradip Port Trust, Orissa and Computerisation of City Civil Courts in Kolkata.

For further information, please contact

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WEST GODAVARI Setting Milestones

West Godavari District, as the name indicates, is a part of the Godavari Delta in the State of Andhra Pradesh. The total population of the district is 37.96 lakh, of which 30.49 lakh is rural and 7.47 lakh urban (Source : 2001 Census). Nearly 37% of the population living in rural areas depends upon agriculture for its livelihood. The District is also known as "the granary of Andhra Pradesh".

● | NIC's presence

NIC District Centre at West Godavari was established in 1988 and ever since, the district administration has utilized the NICNET services very effectively. NIC Centre too has demonstrated its strength, rising to expectations and supporting the district administration in every possible way thus commanding a lot of respect.

● | RURAL E-seva :

This is one of the most important e-governance projects being carried out in the District. E-Seva was formally inaugurated by the Hon'ble Chief Minister of Andhra Pradesh on 10th Jan, 2003 at Denduluru Mandal, Westgodavari District. This project delivers various G2C and C2C services in rural areas. The project basically operates at the mandal level through web enabled rural kiosks called 'e-Seva Kendrams'. The project has various significant components and one of them is a unique off-line tool which facilitates mandal level E-Seva kendrams to operate off-line and synchronize their databases with the main server at periodic intervals. This reduces the cost in transferring and entering data through dial-up connections. Some prominent services offered under the Rural e-Seva Project include (G2C) - Online filing of Complaints and Grievances, Online beneficiary Application Registration, Issuance of Certificates, Payment of Electricity Bills, Online Mandi (Market) Rates, Tele Agriculture, Gramadarshini, Hand Book of West Godavari, Forms Download, E-Devasthanam, (C2G) - Online Auctions and Biddings, Citizen forum, Matrimonial Services, Yellow Pages, Online Jobs and (G2G) Consumable Management,

Drug Requirement for Govt. Hospital Management, Online Civil Supplies Allotment etc.

● | Other Projects

- NIC District Unit implemented the Multipurpose Household Survey (MPHS) software and also provided training to the Mandal Revenue Officers and staff in which proper guidance was given on the sorting out and analysis of the MPHS data.
- Implementation of Land records information System : The Land Records Management Information System developed by the NIC Andhra Pradesh State Unit has been implemented in all the Mandals in the District.
- In order to increase computer awareness in the District, the NIC Centre conducts workshops, training programmes and multimedia presentations on a regular basis.
- The District Centre has successfully implemented various modules of the Collectorate 2000 Project being run by the NIC Andhra Pradesh State Unit.
- *Prajalavaddu ku palana* (Governance before people) : NIC West Godavari District Centre has given active support to the district administration in successful implementation of this programme.
- **Recruitments** : NIC District Centre has been giving continuous support in recruiting teachers, para medical staff etc every year which requires accuracy and careful generation of various reports which are required for easy selection as per roster.
- **Civil Supplies** : A full fledged software has been developed to handle the issuance of certificates to millers on paddy purchase (for both boiled and raw). The system has been successfully implemented in District Supply Office and has helped the office to issue certificates that allows the farmers to sell the produce to FCI at government rates. Also, accounts of millers are readily available for

various departmental actions.

- **Release of 'MY People CD'** : NIC District Centre has prepared and released 'MY people' CD which is generated from the MPHS data for ready reference and also enables the users to enquire about their Social Security Identification. The CD has helped many departments in identifying people for various benefit schemes.
- **Computerisation of 'FOOD FOR WORK'** : NIC Centre has provided active ICT support for the 'Food for work' program and various reports have been supplied to the Collector for monitoring.

Besides the above, other activities of the NIC District Centre include District Court Computerisation, providing IT support to the Electoral Process and providing email and Internet Connectivity to the various offices of the District Administration.

Due to the dedicated and relentless pursuit of its duties, the NIC District Centre has bagged some prestigious awards of the State Government including a prize for its participation in the Science Exhibition and the "Best Services" award which was conferred on the District Informatics Officer twice in 1998 and 2003.



Hon'ble Chief Minister Sh. Chandrababu Naidu with the NIC District Centre Officers

District Informatics Officer
N. S. Sathya Saibaba

District Informatics Associate
G. Gangadhar Rao

For further information, please contact :

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► N.K. Prasad, Bihar Correspondent

MUDRA - Municipal Corporation towards Digital Revenue Administration

Revenue management is the key to economic stability and development of urban infrastructure. In order to discharge its function properly and cater to the requirements of economic development, the Municipal Corporation and its Municipalities have to generate adequate resources. In the present day world, IT tools have become as crucial for revenue management as in other shapes of life. Administration of any revenue law has become a technical and, more often than not, a contentious issue.

The basic objectives of this software, developed and implemented by NIC Bihar State



Unit includes bringing improvement to the quality of service being offered to the citizens and at the same time, it will also become possible for the first time to track all kinds of defaulters on payment of taxes due. This will assist the Municipal Corporation in acting quickly and well in time and is expected to have a very positive impact on the total revenue that is currently being collected by the Municipal Corporation.

● Municipal Corporation in Bihar

Each town/city of Bihar has one municipal corporation or municipality having the responsibility of catering to the daily needs of thousands of families like – good sanitation, sewage systems, clean drinking water, etc.

Where there is large population base, Municipal Corporation/Municipalities have opted to divide their jurisdiction among several Circles. Each such Circle is organized in terms of several Wards and Revenue Circles for the convenience of Tax Collection. The major activities of Municipal Corporations are

1. Property Assessment.
2. Holding-wise Tax Collection (includes sanitation, water and sewage tax, etc.)
3. Birth and death Registration.
4. Rickshaw and Thela registration and Tax Collection.
5. Maintenance of Street Lights, Sewage etc.
6. House and Road map.
7. Mutation.

● Scope of MUDRA

The system “Municipal corporation towards Digital Revenue Administration (MUDRA)” will be useful for the Holding owners, Tax collectors, officials at headquarter levels and Circle levels. They will have total picture of tax collection that will help the decision makers to take suitable decision for further improvement. It is designed to computerize the over all functions of tax collection system of Patna Municipal Corporation. The system will computerize the activities of Holding owners, Tax Collectors, Computerized Bill generation, Bill dispatch, Demand note generation, Online tax collection, Receipt generation, Makan database etc. In future it will also incorporate the facility of Integrated Voice Response System (IVRS).

● Objectives of MUDRA

- To calculate the Assessment value and holding tax.
- To monitor tax defaulters.
- To monitor daily holding tax collection.
- Effective planning of Tax collection.

● Future Application

The most important component of this project is making it fully web-enabled. An exercise of creating a web-site has already been initiated and using state-of-the-art technologies like ASP with Oracle RDBMS, a User-Dept. Interface is being created to be of help to the holding owners who can then check upon details like - Holding Data, Tax Payment Status, Taxes Due and their Payment Dates, etc. The web site will also contain a Public Grievance Forum through which Holding Owners can submit their problems for redressal by the authorities.

● Technical Details

Computing Model	: Client/Server
Operating System	: Windows Server Family
RDBMS	: Oracle 8i
Front-End	: Developer 2000

● Security

Specific techniques of risk analysis, hazard analysis, fault tolerance, and safety trade-offs within the software engineering paradigm have been taken consideration at the time of software development. The software is totally password protected and auto-log files are created in background. For any kind of hazard or fault, the auto-backup provision is available within this software.

For further information, please contact,

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► Sonal Kalra, NIC HQ with inputs from Vinod Taneja (UP), Ajay Chahal (HP), N.K Prasad (Bihar) and Deepk Bhargava (Rajasthan)

EXAM RESULTS ON THE NET - Citizens' Perspective

In the decades spanning 60's and 70's, exam results, especially those of the State School Boards meant students and parents spending sleepless nights waiting for the early morning arrival of the 'Gazette' carrying the result. With the change in the pattern of Education Boards all over the Country, the concepts of +2 results and entrance exams for various professional courses came into fore, not only enhancing the number and magnitude of examinations but also bringing tough competition in the academic scenario. Till a few years back, it was a common sight to see the students thronging notice boards trying to find their roll number in the list of successful candidates. The emergence of Internet has seemed to transform the above scenario as it has made it possible for students to check their Exam Result in the comfort of their own homes, through the click of a mouse.

Like past many years, this year too saw NIC providing the School Board through WWW, Interactive Voice Response System (IVRS), Short Message Service (SMS) and Email. The entire activity was huge, in terms of

magnitude of resources involved as well as the number of target audience. For the CBSE results alone (Class X and XII), the Results website of NIC received over **26.7 million** hits while 7.5 Million results were delivered. In addition as large as **3.3 lakh** marksheets were delivered to students in their individual mail boxes while large number of consolidated school wise results were also delivered to different schools on their email. Around **3.8 lakh** results were also delivered through IVRS systems while **2.1 lakh** results were delivered through SMS. To gauge the response of students, teachers, parents and all others who checked out the School Board results in various States on the Internet this year, we asked the Informatics Correspondents at Uttar Pradesh, Himachal Pradesh, Bihar and Rajasthan to give us the first hand account of the 'result-experience' in their state. This is what **Vinod Taneja, Ajay Chahal, N.K Prasad** and **Deepak Bhargava** reported.....

Uttar Pradesh.....

With the growing popularity of <http://results.nic.in>, examination bodies in Uttar Pradesh could no longer resist using NIC's web services for dissemination of results of their respective public examinations through the net.

First, it was Uttar Pradesh Board of High School & Intermediate Education (UPMSP), Allahabad for its class 12th & 10th exams. Soon to follow in quick succession were Uttar Pradesh Public Service Commission (UPPSC), Allahabad and Railway Recruitment Board (RRB), Gorakhpur. After experimenting with the many 'dot coms', all these institutions ultimately settled for 'nic.in'. The result was the launch of <http://upresults.nic.in> on 1st June '2003, exclusively as a results portal for all the exams related to the state of Uttar Pradesh.

U.P., as such, is not known much for IT penetration. Majority of web-hits can be assumed from relatively developed towns, district headquarters and outside the state. But majority of around 8.5 Lakhs and 26 Lakhs students that appeared for Class 12th & 10th exams respectively, belong to comparatively remote and rural areas. And, it was for this segment of the population that NIC fully lived up to its credo as a service organization, practically implementing its aim of 'Bridging the digital divide' and 'Reaching out to the unreached'. Earlier, a student of rural areas could know his results hours or even days after it was announced and knowing marks could take even weeks. This time, I.T. solution made it too fast, just coinciding with the announcement of results at Allahabad: instant display of marks sheet on the net, school-wise results of a district that reached the respective DIO through e-mail, coupled with NIC's seamless bandwidth and '95' (local phone !) facility of Department of telecommunications. As a consequence, NIC - district centers in all 70 districts of U.P. turned into virtual call centers for eager students, their parents and guardians. DIOs in collaboration with the district administration, made all out efforts by managing requests through a number of telephones & terminals setup for the purpose.

DIOs of U.P. deserve special praise for their tireless efforts. **DIO Allahabad, Shri Praveen Singh** sums up the mood at NIC District Centres in UP during the declaration of these results: "Never mind, the huge crowd outside the office and continuous ringing of telephone lines, it was indeed a satisfying feeling to



serve the rural masses. The response was tremendous. Students and their parents were too thankful for NIC's free-of-cost service."

Rajesh Kr Gangal, DIO Aligarh with a student at the time of result announcement

Himachal Pradesh...

The HP Board of School Education at Dharamshala conducts the examinations of 8th, 10th, 11th and 12th classes in the hill State of Himachal Pradesh. Himachal has difficult geographical terrain and 90% of the 61 Lakh population live in villages. Approximately, 5 lakh students appear for the annual examinations every year. Prior to web publishing, the results were published in the newspapers/gazettes and the students could see the status of their result and



total marks on the next day only. For getting the detailed marks, the students had to wait for a week or more at remote areas in Lahaul & Spiti, Kinnaur and Chamba districts, which used to reach after a month by post.

The Board approached NIC HP

State Unit in the year 2001 for publishing of examination results of 8th and 10th classes through NIC's results portal. Accordingly, the website <http://hpreresults.nic.in> was launched in the year 2001.

This year, over 5 lakh students appeared in various examinations and the results of classes 8th, Plus Two and 10th are already declared. So far more than 2 lakh page views have been recorded. About 50,000 students also used the IVRS facility in the last 20 days.

The popularity of accessing results from the website can be gauged from the fact that students no longer have to wait for their results to reach by post for taking admission in the next classes. Long queues of students and parents could be seen at the Cyber Cafes for taking the printouts of subject wise marks.

Deepika, a Matric student from Hamirpur was very happy on the evening of 10th June, 2003 when she said "It was wonderful to see my name on the computer screen with the subject wise marks. And I got first division too!"

Sh. B.R. Rahi, Chairman, HP Board said "The Board has fulfilled a major commitment to its students by providing results immediately at the time of declaration of results through three different mediums by using Information Technology."

The Cyber Café owners, too, benefited from the whole exercise. **Sh. Jyoti Punj**, owner of Cyber Café-J.P. Communications, Nahan told us "We wait eagerly for the day when the Board results are declared on NIC's website. Our business increases many folds on that day in comparison to other days".



Bihar....

Bihar Intermediate Education Council is a statutory body responsible for conducting the Intermediate Examinations in the State. More than 2,40,000 students appeared in the Intermediate Examinations in the State this year.

The result of Intermediate examinations was a mammoth task earlier carried out manually. The results were published in various newspapers and other print media. Searching, sorting and retrieval of results was very time consuming and problematic. NIC Bihar State Unit took over the job of publishing the entire results pertaining to Intermediate Examination Results. The official web-site for Bihar Intermediate Education Council (BIEC) (<http://biec.nic.in>) was inaugurated on 8th June 2002 by Hon'ble Bihar Chief Minister **Smt. Rabri Devi**. Since then, NIC is regularly helping BIEC for publication of their results on the web. This year too, the results of all examinations of Bihar Intermediate Education Council were published on the Net.

The students are so happy that a successful student **Ms. Shobha Kumari Sinha** of Intermediate in Science says "Earlier knowing examination result was another examination for all of us. However, the results on the Internet has been a gift bonanza to cheer...we are all happy and thrilled...". Like wise **Sh. Arun Kumar**, a student of +2 Science says "Because of Intermediate Results on the web we all have results at the door-step and Bihar is at par with any other state as far as result publication on the Net is concerned..."

Rajasthan.....

The Rajasthan Board of School Education at Ajmer conducts the examination of Sr. Secondary (Commerce), Sr. Secondary (Science), Sr. Secondary (Arts), Varishtha Upadhyay, Secondary, Open School and Praveshika for the entire State.

Approximately, 10 lakh students appear for the annual examinations every year. In the past, the results were declared through newspapers/notices and the students could see the total marks on the next day only. For getting the detailed marks, the students had to wait for a week or more at remote areas, which used to reach after a month by post. With the declaration of results on the Internet, the entire scenario has been transformed.

DIO, Ajmer commented that "beneficiaries of the NET have been wide ranging right from the students, parents to even senior Government Officers. Chairman, Board of Secondary School Education was more interested in seeing the results over NIC web sites instead of visiting the local board office. **The District Collector, Ajmer visited the NIC Centre herself to see some results.**

The scene at Jaisalmer....

The scene at NIC Jaisalmer office located at far east and in close proximity of Pakistan was phenomenal during the result time. On the day of results, NIC became a cheerful ground of students. A mix with joy and sorrow, laughter and tears all happened at NIC center for almost 4 hours. The NIC official at Jaisalmer observed that "The result project connected NIC with the common man and established a place for NIC in the hearts of students and parents because emotions were attached with this project ...and emotions are more long lasting than any other work"

Accolades from far and near :-

*I would like to congratulate National Informatics Centre for bringing up on time Board Results. I am sure you will fulfill the long needed requirement of Tribal Student of Dungarpur having no such type of facility - **Additional Collector(Development), Dungarpur***

Sh. Subodh Agarwal, IAS, District Collector, Bharatpur has appreciated the efforts of NIC by saying "NIC has done an appreciable and great effort by providing board results through NET".

The parents at Chittorgarh, city of Victory Tower were quoted as saying - "It is just superb, fast and free service provided by NIC." They were wondering how NIC is disseminating such huge amount of authentic and correct information with such ease. They also lauded the efforts of the NIC staff in satisfying a large number of queries.

Sh. Mohd. Aslam, a Banker at Banswara, down south in Rajasthan was browsing the NET to get the result. His futile attempt to search the right site for results ended when he made a phone call to NIC office at Banswara. He commented later on "It's amazing, they have the links to almost all the results in India. And I followed the link to Rajasthan Board. The speed of server was good and it is great that NIC is providing the results in such a manner that no one can stand in comparison"

"The School wise merit list prepared by NIC, Baran is used for departmental purposes. The information compiled by NIC Baran from the result data otherwise would have taken several months in manual compilation " **Sh. Madhu Soral**, District Education Officer, Baran

One of the Senior District Level Officer at Pali remarked - " **Ab to Ghar Baithe Hi Phone par NIC dwara parinam uplabdh ho jata hai**".

The Last word....

Sh. Inderjeet Khanna, **Former Chief Secretary**, Government of Rajasthan narrates one of the incidents he witnessed at a small and remote place called Ramgarh close to Pakistan Border in Jaisalmer District during every e-governance and IT event. He saw a student running and shouting with pleasure on the road. When inquired about the reason, he showed a printout of his result in the Board Examination which he had obtained from the website. By making him get the marks immediately at such a far flung area, the real mission of NIC to use ICT as a tool to make peoples' lives easy has been met.



► Dr. K. Subramanian, NIC HQ

Integrated e- Security & Standards

The Information Technology is penetrating all walks of life. With the advent of internet and the web technologies, we can see and feel the reorientation of business transformations, business deliveries and electronic transactions handled and Electronic Delivery Systems undergoing massive transformation. As organizations have become more dependent on the networks and business transactions, external data sharing and simple day to day communications, the need drives the networks to be more transparent and accessible but also protected from illegal access and abuse. Today the current security solutions are basically comprised of multi-point products designed for an isolated task (such as detecting a virus, preventing an intrusion). This results in lack of interoperability, unmanageability and a higher cost of ownership. So integrated security is emerging as an effective approach to address the new challenges. This integrates multiple security technologies such as anti-virus, firewall intrusion and combines policy compliance management, service and support and advance research for more complete protection. The holistic addressing of security at each tier and of the network (i.e. client, server, gateway), the organizations are able to reduce cost, improve manageability, enhance performance, tighten security and reduce risk exposure.

The executive goals for reducing the total cost of ownership with improved security are as follows,

- a) Implementing solutions that ensure openly robust but yet secure network infrastructures to protect information assets and to ensure business continuity.
- b) Keeping pace with changing requirements of e-business for example (high-network availability, data integrity and privacy) under corresponding security threats.
- c) Meeting, logging, reporting, auditing and compliance requirements.
- d) Facing challenges with limited resources at lowest cost.
- e) Solutions that maximize employee productivity including that of IT department (for example ease of security solutions administration and management).

The integrated security, a new network approach is essential for integrity of various security challenges and exposure to various threats to be minimized by

increasing security posture, operation efficiency of security functions, minimized impact of business and reducing total cost of ownership for providing more comprehensive secure information processing solutions for the business needs.

Security management involves tradeoffs

The information assurance policies and procedures you implement should reflect the tradeoff between your aversion to risks and how much it costs to do something about them. You want that tradeoff analysis to be both rigorous and well reasoned to get the most for your money. The System Security Engineering Capability Maturity Model (SSE-CMM) provides an excellent framework for conducting those tradeoffs.

System Security Engineering Capability Maturity Model

The SSE-CMM is a construct for analyzing your security needs. It is not an automated tool. It is both a model and a process. The model is owned by a community of 50 companies / agencies led by the U.S. National Security Agency (NSA) and the Canadian Communications Security Establishment (CSE). The model presents security engineering as a defined, mature, and measurable discipline.

The model and appraisal method enable:

- Capability-based assurance, that is, security/trustworthiness inferred from the maturity of processes
- focused investment in security engineering tools, training, process definition, management practices, and improvements based on risk assessment and available resources
- qualifying vendors, suppliers, and organizations to connect to a system

Five maturity levels

There are five maturity levels of capability in the SSE-CMM. 1 (Performed Informally) is the lowest level of maturity, followed by 2 (Planned and Tracked), 3 (Well Defined), 4 (Quantitatively Controlled) and 5 (Continuously Improving) which is the highest. In order to sustain a higher level of maturity of capability, all of the requirements for the lower levels must also be sustained. The various System Security Process Areas in the SSE-CMM

include, among others, specifying security needs, threat and risk assessment, administering security controls, managing configurations, planning overall technical efforts and improving the organisation's Security Engineering Processes.

Security standards

Apart from one described above, the Indian Standards body (BIS) has been working for adapting/developing information security standards for the last few years. India has evolved a new security management requirements standard that is also harmonized with the latest quality management standards in November/2002. This is one of the world class standards along with the information classification standard which has been adapted from the international standard IS14990 which talks about trusted secured systems classification and services requirements will enable the users to classify the information systems etc. on secure classification and also get it certified for the same using the information management certification standard IS15150.

The information systems security research is one of the visions of the Government to concentrate in the next few years to develop security techniques, security technologies and products to be used for facing new challenges using open media for transactions pertaining to Government, Industry and Business covering commercial, financial and administrative aspects. The security requirements are of dynamic phenomena and not a static phenomenon. The security management is no longer technology oriented but management oriented for effective implementation as well as, ascertaining information and systems as an asset of the organization. The information assurance involves people, processes and technology. The information assurance is risk management and not risk avoidance. It has to be customized for every organization based on various requirements which are static and dynamic and depending upon the risk and challenges they are facing is conducting, managing and transacting businesses within the country and across the globe. The integrated security, a new network approach is essential for integrity of various security challenges and exposure to various threats to be minimized by increasing security posture, operation efficiency of security functions, minimized impact of business and reducing total cost of ownership for providing more comprehensive secure information processing solutions for the business needs.

For further information, write to ksdir@hub.nic.in



► Madhuri Sharma, NIC HQ

"DAILY" - An Intranet for Rural Development Ministry

NIC has developed an Intranet site "Daily" (<http://164.100.219.3/daily>) for Ministry of Rural Development with an aim to strengthen the ongoing e-governance efforts in the Ministry. The website is expected to help not only the employees of the ministry in accessing relevant information but also the senior officers in monitor their progress. The site is a single point entry to all software developed in the Ministry



and to the various govt websites in rural domain.

The highlighting features of the site include secure access (only to authorized users), auto customization as per the permissions specified for the respective visitor, focused content which can be conveniently updated by different functional groups.

Content Highlights : The Intranet site has the following main categories of information..

- ❖ E-Services : contains latest news about the Ministry, downloadable forms, facility to lodge grievances, telephone directory, discussion forums etc.
- ❖ Knowledge Management : This section has specific software for particular division/section/office for online monitoring of
 - ❑ **VIP Diary** - VIP references / Parliament Assurance.
 - ❑ **Area officer's Visit** - Issues raised by people during the visit of Area Officer

- ❑ **PMGSY Monitor's Management** - Human Resource management software to decide the place of visit for the monitors appointed for PMGSY scheme
- ❑ **Grant Release System** - A package by which it is possible to know the expenditure of the Ministry at the end of the day
- ❑ **Program status report-** Physical/Financial Performance of the various schemes of the Ministry
- ❑ **TSC online monitoring** -Performance of total sanitation campaign programme
- ❑ **Swajaldhara**- Performance of Swajaldhara Scheme

- ❖ Circulars/Notices of the Ministry -Authorized users can upload the circulars and notifications for everyone to view. Circulars will get deleted automatically after one month
- ❖ Events : Information about the upcoming events related to the Ministry
- ❖ Administration : This section provide links to various software like payroll, Inventory control system, Personal profile of the employee etc.
- ❖ BPL2002 computerisation- The section has data entry software for BPL2002 computerisation and its manual. The software can be downloaded from this location and can be used.

For further information, write to madhuri@rural.delhi.nic.in

► S.Ramachandran, NIC Andhra Pradesh

COMPUTERIZATION of Hyderabad City Civil Court

The City Civil Court at Hyderabad has been computerized by the NIC Andhra Pradesh State Unit as a part of an ambitious plan to make the Judiciary reap the benefits of the ICT revolution. The computerized services in the court include online case registration in three centralized filing sections, updation in the court halls as per the directions of the Judge, generation of A-Diary, Suit Registers and monitoring the progress of the case till it is finally disposed off. The litigant public can know the status of any case in the city civil court through an Interactive Voice Response System from anywhere round the clock. NIC has set up a 60 Node LAN with two hi-end servers at the Court Complex. In-house training on computer usage has been provided to 75 staff members and 25 supervisors in the court. Some of the specially designed and developed software applications in the various wings of the Court include :

Judicial Wing

- ❑ **Case File Monitoring System** : Case details are entered from centralized filing counters and the system generates the Suit Registers and Pendency Lists.
- ❑ **Causelist Generation System** : The system generates monthly, weekly and daily cause lists of individual courts.
- ❑ **A-Diary and Court Hall updation** : to update the case details, enter the docket orders passed from the court hall and for generation of A-Diary.
- ❑ **Case Status Info on Phone** : Status of Case through IVRS
- ❑ **Case and Work Management System** : The system deals with the weekly/monthly statistics of the cases, pendency, disposal, scrutiny, records and decrees etc. The reports generated help the Chief Judge to review, monitor and ensure the speedy disposal of cases

Administration Wing

- ❑ **Payroll** : The Package computes pay and generates schedules and reports of judicial officers and staff.
- ❑ **Civil Deposits** : To enter the challan details of the deposits made by various parties on court's directions and the record of payments made to the petitioners.
- ❑ **Library Information System** : To record the purchase of books and journals by the Court and their issuance to other courts.

The Computerised services were formally inaugurated by Hon'ble Justice Sh. Devinder Gupta, Chief Justice A.P High Court in the presence of several dignitaries.



For further information, write to sio@ap.nic.in



► Sanjay Kumar Rastogi, NIC Gurgaon

GURGAON- the Cyber City of Haryana

About 30 kms from the centre of New Delhi lies the fast developing city of Gurgaon in Haryana. Originally it was named 'Guru Gram' or Guru Gaon' (the village of the teacher). This was the place where Dronacharya taught archery to the Pandavas. Its proximity to the country Capital, especially to the international Airport, has added to its popularity among various industrial establishments and a host of world famous IT Companies including HCL, Hughes Software, TCS, Alcatel, IBM and GE Capital have set up their offices here. The Electronic-City in Gurgaon has been developed over a large area specially for hi-tech & export-oriented electronics/IT industry.

NIC in Gurgaon

Established in 1988, the NIC Centre located in the Vikas Sadan building near Mini Secretariat is serving the needs of the District Administration, and those of the office of Divisional Commissioner of Gurgaon Division. Backed by the technical expertise of NIC, the district has executed some of the best valued IT projects

Major IT Projects

- 1. Online Treasury Information System (OTIS):** This System has been successfully implemented in District Treasury Office and all 7 Sub-Treasuries of district Gurgaon. It facilitates District Administration and Public in easy and transparent payment and receipt procedures.
- 2. Haryana Registration Information System (HARIS):** In all Seven Tehsils of district Gurgaon, HARIS has been implemented to ensure speedy registration and proper evaluation of Stamp Duty. The photos of Seller, Purchaser & Witnesses are captured through WEBCAM and stored in Database. Gurgaon is the only district of Haryana where Multi-user version of HARIS was implemented first at Tehsil Gurgaon.
- 3. Issue of Birth & Death, SC/OBC Certificates** at Municipal Council Gurgaon. The computerized system developed for this purpose issues these certificates after

- receiving the applications.
- 4. Haryana Pension Information System (HaPIS):** Social Welfare Department takes care of generation of reports towards the distribution of Old age, Widow and Handicapped pension every month for about 80,000 pensioners through Patwaries.
- 5. Sarkar Apkedwar Programme (CM Announcements)** has been running successfully in the district since last 2 years. Physical and Financial progress of developmental work announced by Hon'ble CM of Haryana is monitored through the software and data to CM Cell at Chandigarh is sent through NICNET for State Level Compilation.
- 6. The Motor Vehicle Registration System and Driving License Information System** have been working successfully for the last 2 years in Gurgaon Sub Division and 8 months in Firozpur Jhirka Sub Division. More than 40000 vehicle details have been registered so far using computerised system.
- 7. House Tax Information System** for Municipality takes care of calculation and generation of demands to collect house tax from assesses and thereafter the posting of collection and generation of various MIS.
- 8. Passport Application collection Counter** at Passport Cell, Deputy Commissioner's Office Gurgaon, was made functional on 10th of February 2003. Windows based software is being used to issue on-line receipt of application on pre-printed stationery. The Divisional Commissioner Gurgaon Division inaugurated the System.
- 9. District Network (D-NET)/NAI-DISHA, A** citizen interface application software, developed by NIC Haryana State Unit, which covers 25 services under the categories (G2C, C2G & G2G). Delivery of Nai-Disha Services at the doorstep of Citizens through Information Kiosk is being planned.
- 10. District Court Computerization:** It has been implemented for all 15 Courts in Gurgaon and daily Causelist is being generated.
- 11. Agriculture Marketing Software (AGMARK)** has been made operational in the Market

Committee Gurgaon to provide online rates of various types of commodities.

- 12. Land Records Computerization Project-Jamabandis** of all 734 villages of District Gurgaon have been entered and verified.
- 13. District Rural Development Agency** has been fully computerized. LAN is functional & implementation of MPR Compilation Software for DRDA 's scheme, BPL, JGSY & other schemes has been done successfully.

Training : NIC Distt Centre has conducted several computer training programs for government officials of various user-departments. More than 150 officials have been trained during the last 2 years to improve their efficiency in IT awareness.

NICNET Internet/E-mail: Officials/Officers of District Administration & user-departments have been trained on the usage of E-Mail operations, Internet browsing to prepare them for e-Governance.

Honor to NIC Officer : On 26th January 2002, both Officers (DIO & DIA) posted at the NIC District Unit Gurgaon were awarded by Hon'ble



Governor of Haryana Sh Babu Parmanand Ji for their commendable achievements in computerization of various Projects.

NIC DISTRICT UNIT-GURGAON

District Informatics Officer
Sanjay Kumar Rastogi

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HAPPENINGS

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

● | Himachal's Revenue Department Computerized

The Revenue Services of the Government in the Kangra District of Himachal Pradesh were recently computerized with the setting up of a computer center at the District Court Campus where revenue papers like 'jamabandi' are being made available in a computerized format. The computer center was formally inaugurated by Hon'ble Chief Minister of Himachal Pradesh Prof. Prem Kumar Dhumal who said that the facility will benefit the ordinary man who had to earlier run from pillar to post to get copies of revenue papers. The Chief Minister said authentic and certified revenue records were needed from time to time by the landowners and the present record system had failed to meet the growing requirement. The Kangra Deputy Commissioner, Mr Prabodh Saxena, while giving details of the plans said for the first time such a service had been started in Himachal and 32 mohals consisting of 21 patwar circles of Dharamsala will benefit from the services. The facility of computerisation will be extended to the sub-divisional level soon and efforts were on to ensure that computer copies of the revenue records were made available at the Tehsil level also.

Mukesh K Ralli, Himachal Correspondent

● | MIS Developed for Food Corporation of India

Food & Consumer Affairs (FCA) Infosys Division of NIC has been providing technical support for the computerization of various activities of Food Corporation of India that operates through a countrywide network with its Corporate Office in New Delhi. To keep pace with IT revolution and also as a part of its organizational development strategy, FCI decided to streamline its stock accounting procedures and to provide right information to higher authorities at right time, which led to the development of "Integrated Information System for Foodgrains Management" (IISFM).

The IISFM is a Web based Integrated Management Information System that captures the complete workflow of FCI from Depot to Head Office levels and extends a new way of reconciliation of stock figures thereby transforming the current Depot set-up into a computerized environment. The Steering Committee reviewing the progress of computerization and upgradation of MIS at FCI recently approved the IISFM software that has been designed and developed by FCA Infosys Division. The total implementation will be done in three phases. The software will be implemented at more than 1000 Food Storage Depots operating under 167 FCI District Offices spread in 22 Regions. Salient features of the software include Component Object Model (COM) Compliance, Intranet based solution having modular design, E-mail messaging system to send dispatch details, need for only a browser at the client end and a Central Server linking wagon wise receipts. The software simulates complete workflow of the FCI right from stacking process to the total Stock Accounting by incorporating all the business rules and makes the Stock Reconciliation procedure extremely easy.

G. Srikanth, NIC HQ

● | Monitoring Citizen Services through 'Gramsampark'

Government of Madhya Pradesh has implemented 11 point programme MIS to monitor the developmental programmes and availability of citizens services in rural areas. Under this programme information regarding functioning of handpumps, transformers, anganbadis, schools, primary health centers, PDS shops, veterinary facility and status of pending land demarcation / transfer cases, social welfare pension cases, progress of scholarship distribution and availability of agriculture resources, etc, is being collected every month for all the 55,000 villages of the state. This village level information is then compiled at block level computers and

transmitted to the District Informatics Centers of NIC. After compilation at district level, the information is sent via NICNET to Madhya Pradesh State unit of NIC. At this place, various reports are generated using the software developed by NIC, for monitoring at higher level of on going schemes and to ensure availability of citizen services in the state. Under the MIS a new web enabled software application has been developed and hosted to display data of 11 point programme at <http://www.mp.nic.in/gramsampark>. The web based application has been developed in Hindi using dynamic font and has three sections namely, *Gram Paridrashya* (information about the status of road connectivity, availability of post office/ telephone, handpump, transformer, anganbadi, school, primary health center etc, for any village of Madhya Pradesh), *Samsya Nivaran* (villagers can send their complaints regarding functioning/non availability of facility/ services, directly to the government) and *Gram Prahari* (information about availability of particular facility/service at village level, block level, district level and state level). This project is one of the largest initiatives of e-governance in Hindi Language.

Santosh Kr Shukla, MP Correspondent

● | Small Savings Software Released

The Small Savings Software 'SEMIPPU' - Savings Enquiry, Monitoring and Information Processing Programme and Utility, developed by NIC, Tamil Nadu State Unit was formally released by the Hon'ble Chief Minister of Tamil Nadu at a function held on 17th April 2003 at the Secretariat. The software package developed for the Small Savings Directorate is a system aimed at creation and maintenance of District level Small Savings Agents database. It provides online information regarding Agents, Agencies etc. to the public on the Internet. The main benefits of the package are

- Analysis of performance of agents
- Consolidation of Monthly small savings collection details obtained from post offices and banks
- Faster processing of Incentive claims by the agents
- State level summary reports on agents
- Availability of agents information across



the state on the web

- Yearly target fixation and Monthly mobilisation for organizations and its employees

The Chief Minister also launched the revised website of Small savings Directorate which has a new module on Small Savings Agents Details developed by NIC. The new module can be directly accessed through the URL <http://www.tn.nic.in/savings>

R.Gayatri, TN Correspondent

Video Conferencing Sessions Held

Hon'ble Prime Minister Sh.Atal Bihari Vajpayee inaugurated the 'Vidyavahini' project through Video-Conferencing on 11th June,2003. Also present at the event were Sh.Arun Shourie, Hon'ble Minister of Communications &IT, Sh. R.R Shah, Secy(DIT) and Dr. N. Vijayaditya, DG (NIC). During the conference the PM interacted with Chief Ministers of Maharashtra, Andhra Pradesh, Gujarat, Jharkhand and the State IT and Education Ministers of West Bengal and UP. The Vidyavahini project will connect 60,000 schools - either run by Government or funded by it - through internet and intranet to bring



Information Technology to the classroom.

It was a beginning of new era in the IT history of Uttaranchal when Hon'ble Chief Minister Narayan Dutt Tiwari dedicated the Videoconferencing Network, established with technical support of NIC, to the public on 29th May 2003. On this occasion, he congratulated the team of NIC and appreciated the efforts put by their officers at all levels. He told that before dedicating this network to the public, he himself performed a number of test sessions with district officials at remote district headquarters of the state. He was happy to inform to the representatives of public,

listening to him at all district headquarters of the state through VC network, that after adoption of this state-of-the-art technology, he would be able to interact with them more frequently through Videoconferencing, even sitting at remote places.

Sambeet Mishra, NIC HQ and A.K. Dadhichi, Uttaranchal Correspondent

Data Entry Software for Education Survey

A data entry software for the 7th All India School Education Survey (AISES) was released by the Director General, NIC, Dr. N.



Vijayaditya on 21 st April, 2003 in a two day conference of NIC State Coordinators held at Shimla. The AISES state coordinators from all the States and UT of India participated in the conference. Beside the release of the CD containing the software, the software was demonstrated and discussed in detail during the conference. The various issues raised by the participants were also clarified. The administrative/ financial aspects of the AISES data entry were explained by Sh. Zail Singh, Senior Technical Director, NIC Headquarters.

Ajay Chahal, HP Correspondent

Urban Basic Services for Poor in Bihar

The Urban Basic Services for Poor (UBSP) Project is a joint venture of NIC, Urban Development Dept., Bihar Govt and UNICEF Patna. The Project aims at improving the ability of service resource planning infrastructure support and decision making of UBSP programme in state of Bihar thus improving the life-style of Urban Slum Dwellers in various cities. The areas that are being targeted include Education, Health, Welfare, Water Supply, Sanitation, Electricity, Environment, etc. The prime thrust is to

ameliorate the quality of life for the Slum dwellers towards achieving the goals of improving the income levels and living conditions of the poor. NIC has built up databases for 122 slums in Patna, 42 Slums in Gaya and 52 Slums in Ranchi Town and the various MIS reports based on these databases have been interfaced with digitized slum maps so as to facilitate the Decision makers to analyse the problems of the identified slum in entirety and take effective and timely remedial measure. Furthermore, the project has been interfaced with GIS based platform with integration of data from IRS satellite LISS III and PAN images and maps from different sources to monitor and evaluate the implementation progress. The Secretary, Mr. Ajay Kumar, IAS appreciated NIC team led by Dr. Saurabh Gupta, SIO Bihar for this innovative GIS based ICT solution.

N.K Prasad, Bihar Correspondent

Computer Centre at HP High Court

A newly set up computer centre was recently inaugurated in the new building of High Court at Shimla by Dr. N. Vijayaditya, Director General, NIC. Speaking on the occasion, the Chief Justice of Himachal Pradesh, Hon'ble Mr. Justice V.K. Gupta informed the advocates and press that this centre has been specially set up in a very short period of time to enable the preparation of cause list for a complete month. Presently, the cause list of only two-three days is being made available



in the High Court and on the official website of the HP High Court (<http://himachal.nic.in/highcourt>). The computer centre is the first office to be made operational in the new court complex. The centre will facilitate the general public as on-line query system will be made available from here. The LAN to be established in the new complex will also be managed from this centre. It is proposed that in future, an email server, a library server and



facilities for video-conferencing and IT Training shall also be set up at the Court building.

Ajay Chahal, HP Correspondent

Linux Training Held at Rajasthan

In order to keep abreast of the latest technologies and tools, NIC professionals from various state units were imparted 4 days training on the Linux Operating System at Rajasthan Institute of Public Administration (RIPA), Jaipur. The training was organized jointly by Rajasthan State Unit of NIC and HCM, RIPA. The training sessions were taken by faculty from Red Hat and the participants from Rajasthan, Haryana, Punjab, NIC Headquarters, Madhya Pradesh, West Bengal and Bihar Units of the NIC attended. Most modern training facilities including well designed classrooms, state-of-the-art computer labs having internet connectivity were provided for hands-on training. The training sessions used the state-of-the-art audio visual equipments and well designed set of training material was provided by Rajasthan State unit of NIC. The teaching methodology comprised lectures cum live demonstration and discussions followed by practice sessions at the end.

Deepak Bhargava, Rajasthan Correspondent

Accolades for NIC Officer

Dr. Saurabh Gupta, Technical Director and State Informatics Officer, NIC Bihar was recently awarded with the honour as "Info Man of the Year 2002" at a National Seminar on "IT Education in Bihar" jointly organised at Patna by Info Campus, Patna and Delhi School of Professional Studies, New Delhi. The



Seminar was inaugurated by Dr. Abhimanyu Singh, the Vice Chancellor of Magadh University. Dr. Singh said that IT had

revolutionized the world today and there is need to initiate mass movement to bring this technology close to the youth of the state. A technical paper entitled "IT Education in Bihar: Problems and Prospects" was jointly presented by Dr. Saurabh Gupta and Shri NK Prasad from NIC Bihar State Unit on the occasion.

N.K. Prasad, Bihar Correspondent

NIC Contributes to a Noble Campaign on Social Security

The District Administration, Hanumangarh, Government of Rajasthan recently launched a campaign to provide social security to the poorest women of the district. The aim of the campaign is to provide an insurance cover to as many women as possible with a low premium under a scheme called 'Rajrajeshwari Mahila Kalyan Beema Yojana'. More than 28,000 poor women have been beneficiaries under this scheme so far with more than Rs.70 crores as total sum insured. To maintain its credibility and convince more and more women to join, the District Administration felt the need for providing each individual woman with an insurance policy certificate. After the concerned Insurance Company expressed difficulty in providing every individual woman with a policy certificate, the NIC District Unit took up the challenge and quickly developed a software to prepare a database of the policy holders, print the certificate for individual women and monitor the claims thereafter. This exercise done by NIC District Unit is being considered as the key to success of this campaign. After an overwhelming response, it is being planned by the State Government to launch this campaign in all other districts of the state.

Deepak Bhargava, Rajasthan Correspondent

DACNET Training at J&K

A Training Programme for Officers of Central Integrated Pest Management Centre (CIPMC), Jammu/Srinagar and Directorate of Marketing & Inspections (DMI), Ministry of Agriculture, Jammu was successfully conducted at Jammu from 24th March to 10th April 2003. DOEACC Chandigarh organized the programme in close coordination with NIC J&K State Unit. 20

participants (15 from CIPMC Jammu/Srinagar and 5 from DMI Jammu) attended the training. The training contents included Office Productivity Tools, Data Creation & Analysis and Decision Support Systems.

Sunil Kumar, J&K Correspondent

Web Based Drought Monitoring System

In January 2003, the Tamil Nadu Government declared all the districts in the state, barring Chennai, as drought hit areas. Comprehensive relief works are being taken up in all the 28 affected Districts. As many as thirty five drought relief schemes have been adopted to ensure employment generation, sustainability of economic activity, availability of food, social security and availability of drinking water. As required by the Revenue Department of Government of Tamil Nadu, a web based reporting system has been developed by NIC, Tamil Nadu State Unit to monitor and assess the various drought relief schemes implemented in all the Districts. The system allows data entry of details relating to all the thirty five schemes, through user friendly screens and menus, by the District offices. The Internet connectivity available at the NIC, District Centres, at the Collectorates, is being utilized. The weekly information is fed on every Monday by all the 28 Districts. The introduction of this system has made the whole process of compilation and collation very simple. A number of statements and tables are made available instantaneously. These reports are constantly reviewed on a weekly basis by a high level committee consisting of six Ministers, the Chief Secretary, twelve Secretaries and other senior officers.

S.Gayatri Devi, Tamil Nadu Correspondent

SWAGAT (State Wide Attention on Grievances by Application of Technology)

Redressal of people's grievances has always been a challenge for the administration. The travel of the grievances being slow, many a times the same applicant turns up repeatedly with the same grievance. People come with those grievances at the State level and even to Hon'ble C.M., which could and should be redressed at local level.

SWAGAT is a combination of digital



management and WAN technology to overcome the above problems. It makes the travel of the grievance instant and the system below is sensitized and held accountable. Hon'ble CM of Gujarat, Shri. Narendra Modi inaugurated the programme on April 24th 2003 at State Secretariat, Gandhinagar. On every fourth Thursday of the month, this programme will be held at CMO. Grievances have been classified into three categories.

*** Policy matters**

Hon. CM will talk to such applicants in the presence of the secretary of the concerned department. Secretary of the department



would have already got the matter and to come to the programme after a careful consideration of the matter in consultation with the Hon. Minister. Hon. CM will take a final decision.

*** First timers**

They will be advised to contact local authorities. Thus, a culture will be developed so that people do not come straightaway to State Secretariat. Slowly people will be motivated to go to local level redressal camps first.

*** Long pending**

This is the most critical category. Hon'ble CM will take up such grievances Districtwise in the presence of the applicant and asks the concerned District functionary on video conferencing about the reasons of pendency. Approach is to resolve the grievance then and there.

All three categories of grievances will be displayed in the same manner to all connected functionaries through the Web Based Application developed by NIC. The receipt has an ID number and will be given to the applicant while registration. This system / application would be accessible from anywhere on the State Intranet.

Applicant can know the status of his grievance by entering the ID number. Weekly updation of the status of grievances is an inherent requirement.

Manoj P.A , Gujarat Correspondent

● Computerization of Flight Crew Licensing System

The Civil Aviation Informatics Division (CAID) of NIC has developed a comprehensive software package for computerizing the Flight Crew Licensing System for the Directorate of Training & Licensing at the Directorate General Civil Aviation (DGCA). The client/server software, developed in VB/SQL, broadly consists of two modules viz. the Medical Examination module and the Licensing module.

The Medical Examination module takes care of all the stages starting from receipt of Application from prospective/existing Pilots for first time/periodic medical examination; dispatch of their PMR (Previous Medical Records) Files to the respective Air Force Medical Centers; receipt of the Files back to DGCA along with the medical examination report from the AFMC; assessment report by the DGCA Doctor about the applicant to be Medically Fit to fly an aircraft or not, by capturing all the related medical parameters regarding the Pilot. Subsequently, the software generates the appropriate Medical Assessment letter for dispatch to the medically fit candidates or Permanent/Temporary Unfitness letter to the medically unfit candidates.

Similarly, the Licensing module takes care of all the stages for the issue of Pilot Licenses (e.g. Private Pilot License), starting from the receipt of Application from prospective Pilots, along with supporting documents proving his medical fitness, educational qualification, flying experience, knowledge requirements, skill requirements, fee requirements etc. The system is proposed to be extended further by incorporating features like accepting Applications for medical examination and pilot license through Internet; issue of smart card based Pilot Licenses having stored with all the medical examination history, flying hours details, renewal and/or endorsements of Ratings added on to the Licenses by the DGCA and/or

its Regional Offices from time to time etc.

Ambreesh Kumar, NIC HQ

● Technology Seminar at Orissa

A Technology Seminar on Information Kiosk based applications was organized on 7th May 2003 at NIC Secretariat Centre, Orissa for senior officers of different departments.

Sri S. K. Panda, State Informatics Officer, NIC Orissa State Unit and a team from NIC, Tamilnadu presented different possibilities of the KIOSK based technology and how the government can reach the citizens through Kiosks starting from Secretariat to Block level. It was pointed out that 29 Model Taluks at Tamilnadu have Kiosk Based Systems where people can browse information regarding different schemes, can view and receive printouts of Birth & Death certificates, land ownership details, Record of Rights, Land Guideline value, Particulars of a particular land, Old age pension particulars etc. Sri S. Srinivasan, I.A.S, Commissioner-cum-Secretary to Government, Information Technology department announced on the occasion that, Orissa State Secretariat is going to install an information Kiosk very soon at a central place of Secretariat so that officials of Orissa State Secretariat can able to know the up-to-date status of their different applications (Quarter allotment, Pay Status, Pay roll, trainings etc.) or any



general information like telephone directory, personal profile etc. The software so developed was demonstrated by the NIC team.

A.K Hota, Orissa Correspondent

● Media Centre at Pali, Rajasthan

NIC District Unit, Pali setup a Media Centre at Sumerpur from April 2-4, 2003. This center was



set-up on the directions of District Administration to facilitate the media in covering the visit of leader of Opposition [Loksabha], Mrs. Sonia Gandhi and Hon'ble Ministers to the region. Well equipped workstations with Internet and E-mail facilities, along with other communication infrastructure were installed at the center for this purpose. On 3-April-2003 Hon'ble Chief Minister of Rajasthan, Mr. Ashok Gehlot visited the Media Centre and appreciated the efforts made by NIC District Centre, Pali.



Deepak Bhargava, Rajasthan Correspondent

● | **FPO Licensing and Monitoring System**

NIC has developed an online licensing and monitoring system for the Ministry of Food Processing Industries to cover all activities associated with the enforcement and administration of Fruit Products Order (FPO)-1955, for quality production and packaging, inspection as well as monitoring of production and exports of fruits and vegetable products. The main objectives of the system are to provide online information regarding various FPO licenses, their details and status of different activities relating to the prospective and existing licensees. Further



the system would enable building up and maintenance of databases of all the FPO licenses, their production and follow up of activities at operational level. The system

was recently inaugurated by the Hon'ble Food Processing Minister Sh.N.T Shanmugam.

N.K Mehta, NIC HQ

● | **E-Gram 'Suvidha' – GIS Based System at MP**

NIC Madhya Pradesh State Unit has designed and developed a GIS based Facility Management Information System (E-Gram Suvidha) for District Chhatarpur. Development of system involved the digitization of various base maps covering all the villages in the district. The software helps the district administration in identification of suitable locations for creation of various facilities in major sectors like health, education, communication etc. On these sectors, users can view thematic maps and profiles of any selected village. The system also facilitates query generation and corresponding output in the form of a map.



Santosh Kr Shukla, MP Correspondent

● | **Training for Judges**

In order to create computer awareness amongst the Judges of the Punjab and Haryana High Court as well as the District Courts, an IT Training workshop was organized by the NIC Haryana State Unit, in co-operation with the State IT Department. The training components included overview of Distt Court Computerisation, Hardware and Software usage, Internet and Email, Presentation on cyber crimes etc. Besides, the participants were also enlightened about the functionality and benefits of important web enabled databases like JUDIS, INCODIS, CAUSELISTS, DAILY ORDERS etc.

Hari Chand, Haryana Correspondent

● | **Papers/Articles Published by NIC Officers**

□ **Title :** E-Knowledge Management Framework for Government Organizations
 Authors : D.C Misra, Rama Hariharan, Manie Khaneja, NIC HQ
 Publication : "Information Systems Management" Journal, Spring 2003
 Abstract : The Article aims to define and present a framework for establishing and sustaining a knowledge management initiative in a government set-up.
dcmisra@hub.nic.in

□ **Title :** Electronic Governance
 Author : Ashis Kumar Mahapatra, NIC Orissa
 Publication : Journal "Orissa Review" Volume : LIX No. 6, January – 2003
 Abstract : The objectives of achieving electronic governance go far beyond the mere Organizations of government. It means fundamentally changing how government operates and implies a new set of responsibilities for civil servants, businesses, and citizens. The article describes some e-Governance Solutions along with Benefits of Electronic Governance like Integrated Information, Integrated Services, Anywhere Services, Anywhere, Anytime Information, Improved Overall Productivity, Better Decision Making and Planning, Better Security and Protection of Information.
ashis@ori.nic.in

□ **Title :** Publishing Exam Results on the Net
 Authors : Neeta Verma, M.Kamalakkannan, Sonal Kalra, NIC HQ
 Publication : Yojana Developmental Monthly, Vol 47, March 2003
 Abstract : With each passing year, the activity of publishing Exam Results on the Internet in India is becoming larger in terms of volume, coverage and magnitude. This article talks about the various issues involved in publishing Exam Results on the WWW and through other channels such as IVRS, Email and SMS.
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