

Informatics

AN  GOVERNANCE PUBLICATION FROM NATIONAL INFORMATICS CENTRE

- **ICT Services in Health Care in India**
- **IT Training for Civil Servants**
- **RTI Portal of Delhi Government**
- **Network Management System**



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World over, Health Sector, is one of the leading users of Information and Communication Technology. Be it Diagnostic procedures, Clinical or Surgical treatment to telemedicine or even sharing of information on clinical experiences, technology plays a big role. In this issue we bring a sneak view of the way government departments at the centre and in various states are using technology to render better healthcare to citizens of India. How ICT is being leveraged by our state governments for better governance in Maharashtra, the financial state of India to Jharkhand the tribal land, get an over view in this issue.

Networks are critical component of e governance infrastructure. Managing these networks, efficiently and effectively with high availability and desired level of security is a huge challenge. In our technology update we discuss how Network Management Software help in managing the networks right from operation, monitoring, troubleshooting to planning and provisioning.

Energy efficient computing, green computing has become the key concerns with ever increasing usage of ICT devices, scarcity of resources and above all environmental concerns. Green computing has become a buzz word with the industry. Learn the basics of green computing and contribute in your own way to prevent global warming.

Our regular columns viz., International e-Gov Update, In the News shall appraise you on the events and initiatives in the realm of e-governance in India and abroad.

Enjoy Reading ...



Neeta Verma

We would like you to contribute to informatics. You Can send your contributions directly to us at the following address.

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e-Health - ICT based Services in India

The benefit of various tools of Information and Communication Technology (ICT) are being extensively used in the Health Sector both by the Government and Private Health care Service providing agencies.

According to the Constitution of India, Health Sector is a joint responsibility of States and the Union Government. The Health sector off-late has been undertaken as a Mission Mode Project (MMP) under the National e-Governance Plan (NeGP) of Department of Information Technology in which process reengineering and change management are the priorities to derive the benefits of ICT.



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ICT plays pivotal role in Health Care, as it has the potential to bridge the distances by providing access to clinical knowledge, specialised expertise and other services unavailable in rural areas. In addition, centralised data repositories connected through ICT networks, enables remote healthcare professionals to keep abreast with the rapidly evolving frontiers of clinical knowledge. Health workers in our country are getting relevant medical training through ICT-enabled delivery mechanisms. ICT is acting as a facilitator for improving the efficiency in disease prevention and epidemic response efforts and also enhancing the administrative capabilities to strengthen public health care delivery system.

Ministry of Health & FW, Government of India

Health Informatics Division of National Informatics Centre (NIC) provides I.T. support to Ministry of Health & Family Welfare and the Department of Indian Systems of Medicine (AYUSH) for e-moding their day-to-day workings. More than 700 PCs of the Ministry are connected to the Local Area Network (LAN), which in turn, are connected to NICNET through RF Link and leased line circuits. Over 650 and 78 LAN nodes have been provided at Nirman Bhawan and IRCS Building, Dept. of AYUSH respectively.

Projects handled by NIC are as follows:

Integrated Diseases Surveillance Project (IDSP): IDSP has been

established to improve the efficiency of diseases surveillance in health planning, management and evaluating control strategies. IDSP has been successfully implemented at all the District Surveillance Units (DSU), State Surveillance Units (SSU) and Medical colleges/ State Health Institutes as Urban Surveillance Unit in most of the states. NIC/NICSI has undertaken it as a turnkey project to build ICT infrastructure for establishing disease surveillance at District, State and National level at about 800 sites all over India. The implementation of this project includes establishing ICT infrastructure for training and data uploading, connectivity (Broadband and VSAT), application software for data updation and analysis, Hand holding support for manpower, VC at state headquarters and Call Centre services for actual setting up of information gathering on disease occurrence of outbreaks. Weekly data are being transmitted electronically from DSUs in prescribed format and daily reports to Central Surveillance Unit (CSU), New Delhi.

Computerisation of Central Govt. Health Scheme (CGHS): CGHS is high on the agenda of the Government with the ultimate objective to provide effective, timely and hassle free healthcare to the CGHS beneficiary. The system is aimed at revamping total operations by computerising all functions of the dispensary such as Registration, Doctors' prescription, Pharmacy Counter, Stores, Laboratory & Indent. The pilot project was completed successfully at the Laxmi Nagar CGHS Dispensary, New Delhi in Dec 2005. All CGHS

dispensaries in Delhi and most of NCR region were later computerised by March 2008. NIC/NICSI has also been entrusted with the responsibility of computerising all the dispensaries outside Delhi/NCR for their operations including medical stores and administrative office in six cities of Kolkata, Mumbai, Bangalore, Chennai, Hyderabad and Pune to connect with the Central Portal at Delhi. Through this information highway via web-enabled application, it is attempted to usher in overall efficiency at operational level for delivery of healthcare services to CGHS beneficiaries.

Intra-Health Portal for the Ministry & Website: NIC had launched intra-Health portal for e-moding the functions of Ministry of Health and Family Welfare. The scope of portal services include documents sharing, facilitating user profile, File Movement System, Project Monitoring System etc. NIC also developed and hosted the Ministry's official Website <http://mohfw.nic.in> and various other websites under the ministry. Critical information on topics like SARS, Bird Flu, Chikungunya, notifications of the CGHS, procurement of Tenders etc. are regularly updated on the web site.

The other areas covered by the Health Informatics Division are:

- ★ Creation of Homepages of Population Research Centres (PRCs).
- ★ Personnel Information System for the Central Health Services Doctors.
- ★ Gran-In-Aid and Utilisation Certificates (UC) monitoring system.
- ★ Clinical Trial Registry of India (CTRI) site for hosting on NIC server.
- ★ Website of the NACO (National AIDS Control Organisation).
- ★ Computerisation of Dept. of AYUSH.
- ★ Computerisation at Indian Council of Medical Research (ICMR).
- ★ Counselling multi-city V.C. based of candidates for admission to the Undergraduate and Post Graduate Medical admission Counselling in Delhi.
- ★ Video Conferencing sessions at Nirman Bhawan with various states/districts on Health & Family Welfare related issues.
- ★ Development of OncoNET India: a computer network of 125 Cancer Centers for facilitating tele-consultations.
- ★ Government Health Facility Mapping Project.

State Centres

Health Informatics undertaken by NIC State centres are:

• Tripura

A Hospital Management System has been implemented at **Agartala Government Medical College (AGMC)** and **GBP Teaching Hospital**, which keeps records and reports of all the patients. A workflow based Application Software Suit for Hospitals from NIC, called **e-Hospital@NIC**, deals with complete treatment cycle of OPD/IPD patients, integrates various functions like clinical, administrative, finance etc.

By automating these complex clinical support processes the hospital staffs are able to devote more time and services to the patients. It also facilitates prompt and quick policy decisions for the hospital administration based on MIS Reports generated from the system.

Mr. SK Roy, IAS, Commissioner and Secretary, Govt. of Tripura said “Health Services & Family Welfare Department, Govt. of Tripura strives to provide quality patient care. We could achieve significant operational efficiency by integrating patient management, administrative operations, and clinical processes into one efficient manageable system using e-Hospital@NIC solution from NIC at Agartala Govt. Medical College & GBP Teaching Hospital”

The key features of **e-Hospital@NIC** are to provide an integrated solution for hospital/ clinic needs, keeping patient records, Ward-Cabin-ICU management, patient treatment, management and disposition, investigations, laboratory services, reports etc. A perfect patient-centric system!

e-Hospital@NIC helps in improving better arrangement of hospital functions. The streamlining a various operations, enhancing administrative control, improving response to patient care, reducing patient's waiting time by smooth flow of information and provides house keeping of medical records such as patient's history, diagnostic details etc. It generates various MIS and statistical reports which gives information on common diseases prevalent in the catchments areas of the hospital, hospital statistics in terms of inpatients, outpatients, diagnostic services and so on.

e-Hospital@NIC is also running successfully in Shillong at Ganesh Das Memorial Hospital and is being customised for ESI Hospital, New Delhi and other hospitals across the country.

Excerpts of a letter from Dr. B.K Gairola, DG, NIC

“One of the top most areas of concern to the common man is health care services. The load on Government hospitals is increasing day-by-day along with population increase and pro-people policies of Union and State Government on Healthcare sector. Mainly down trodden masses are being served by Govt. hospitals in rural and urban areas. A core group is working in NIC for providing one stop ICT solution for Health Sector embracing healthcare and e-Gov standards. **e-Hospital@NIC** is designed and developed to help small to large size Government hospitals to deploy ICT solution at a very affordable cost”

● **West Bengal**

ICT Infrastructure: Department of Health and Family Welfare (DHFV), Government of West Bengal has built functionally vibrant ICT-Infrastructure connecting upto the block level.

Department's headquarter: Swasthya Bhavan is well connected with LAN throughout the building and hosts State Level Computer Centers (SCC). DHFV also has a well-developed Health Intranet connecting the SCC with 37 major Nodes including DCC (District Computer Center at each District Hospitals) and Medical colleges Hospitals, with dedicated lease lines from BSNL and West Bengal State Wide Area Network. All the 341 Block Primary Health Centres (BPHCs) are computerised and well-equipped with two computers, printers and two data entry operators.

Hospital Management Information System (HMIS): An ERP level web based Application has been implemented at all 92 major hospitals including Medical colleges, Specialty Hospitals, District Hospitals, Sub-Divisional & State General Hospitals. All the workflow of OPD, IPD including Blood Bank are captured into the system. All the nineteen District Reserve Stores and Central Medical Store (CMS) has also been computerised.

Website: The Official Website of DHFV (www.wbhealth.gov.in) is a vast pool of information for citizens related to Medical colleges, Hospitals, Blood Banks and other health related institutions. The website is also used for reporting and information exchange during normal as well as epidemic situation.

Telemedicine Project: has also been implemented in sixteen health institutions in West Bengal which facilitates access to a broad range of comprehensive primary, secondary and tertiary healthcare services especially for patients in remote and rural areas. Telemedicine project extends services like diagnosis, treatment and prevention of disease etc.

e-Referral: is being implemented to facilitate the treatment of patients at PHC/ BPHC level with help of expert doctors at higher level such as Sub-divisional/District/Medical College Hospitals. A detailed treatment protocol for various diseases at different levels of the health delivery network is being developed taking into consideration the available infrastructure at the respective units.

● **Rajasthan**

HEALING (Health Information System for Government) is an integrated health information system for Medical Health & Family Welfare Department; Govt. of Rajasthan which has been deployed on high end servers connected with a high speed internet backbone. Implemented in 2005, the system facilitates effective and efficient delivery of health services.

Swasthya Bhavan has over two hundred nodes connected over a LAN supported with technical professionals from NIC. Users of different sections can easily access their applications online from their respective locations. All the field level offices including CMHOs, Dy CMHOs and RCHOs are equipped with computer resources connected through dial-up/broadband connectivity. This system is robust, sustainable and its architecture is web based which can be centrally administered. Some of the application areas covered by **HEALING** are Disease Surveillance, Public Grievances Redressal, Malaria Monitoring, Pulse Polio Campaign Monitoring, Drug Control, Swasthya Chetna Campaign Monitoring etc.

- Gujarat

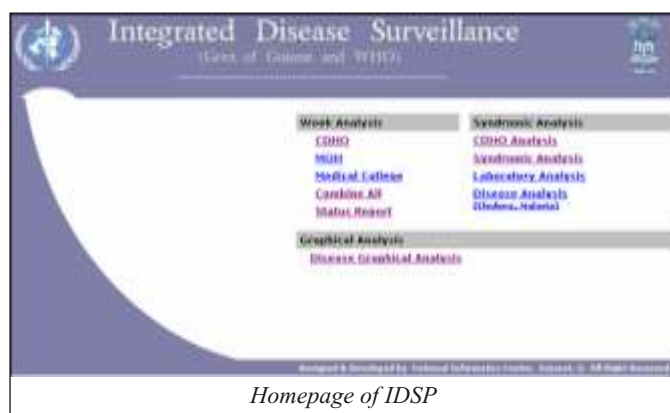
NIC Gujarat has introduced ICT for effective and efficient management of various activities of the Health Department, Govt. of Gujarat especially in the following areas.

Reproductive Child Health (RCH): The programme integrates services related to health of women and children for ensuring effective Maternal & Child health care. A web based Intra-Health is developed to help in data collection, verification and dissemination. Data collected from various level like village/block/district are used for analysis and report generation as Decision Support System for formulating the policy and strategies.



Screenshot for Intra-Health Services

Integrated Disease Surveillance Programme (IDSP): ICT based application for IDSP was introduced in Gujarat before it was taken up at National level. It is a web based application and is used for collecting data from various units of Health Department on specified disease. This helps in taking decision on deployment of resources and to formulate strategies for better monitoring and supervision.



Homepage of IDSP

Integrated Child Development Services (ICDS): The web-based application is useful for monitoring the child (0-6 years) health and nutrition. Data are collected through Anganwadi Workers on monthly basis and reports/statistics are generated for taking decision on administrative and strategic issues.

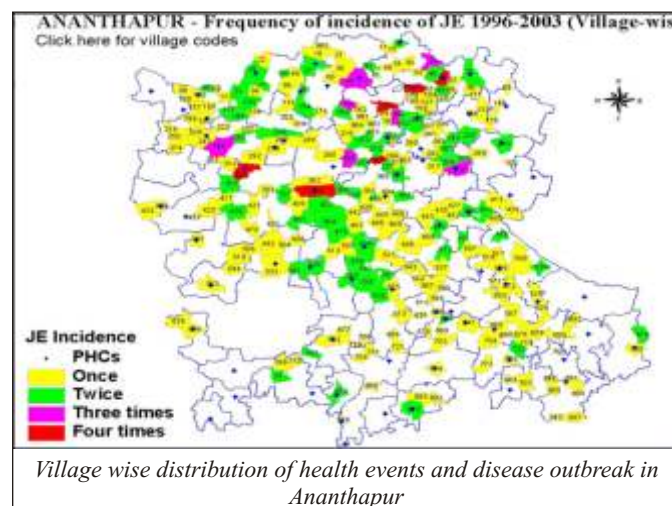


Status report under ICDS

Central Medical Stores Organisation (CMSO): A solution similar to ERP is provided to CMSO, Gandhinagar, the nodal agency and at 418 different locations all over Gujarat, under the Commissionerate of Health for supervising and monitoring functions like fixing of rate contract for related drugs under the 3 indents, assessment of drug requirement at various PHCs, CHCs and DHO etc.

- Andhra Pradesh.

Healthmaps, Communicable Disease Mapping: is a low cost Web-GIS based solution that helps in communicable disease mapping and investigation of spatial pattern of health events and disease outbreak which helps in monitoring and controlling the spread of deadly disease.



Village wise distribution of health events and disease outbreak in Ananthapur

Vaccination Scheduling System: The system provides for scheduling vaccinations to the citizens visiting foreign countries. The international travellers can also book their appointments for vaccination as per the WHO's norms on 24X7 basis.



e-Hospital: Module based ICT solution has been developed for enhancing the efficiency, productivity and effectiveness in all the functional areas of hospitals for the benefit of doctors, para-medical staff, nursing staff and hospital administrators besides the patients. The application conforms to WHO's ICD 10 standards and is implemented at Fever Hospital, Institute of Preventive Medicine, Anantapur Hospital, RIMS, KG Hospital, Chittoor Hospital in Andhra Pradesh.

Online Drug Indenting and Drug Stock Monitoring System: An online and SMS based drug stock monitoring and drug inventory system has been developed for the APHMHIDC. Pharmacists of nearly two thousand Government Health Institutes have been trained to implement this system.

ICT based applications are also being used in Drug inventory, Central Government Health Services (CGHS), Integrated Disease Surveillance Programme (IDSP) etc.

• Jharkhand

For monitoring Mother & Child care Program of the Department of Health, Govt. of Jharkhand, NIC developed "Mamta Software". The software individually tracks both mother and her child related care. It monitors antenatal care as well as nutritional parameters of pregnant women to achieve reduction in mother's mortality rate. Anganwadi wise list can be generated for monitoring immunization targets among children.



Homepage of "MAMTA"

A "Hospital Information & Management System" has been developed and implemented at Ranchi Institute of Neuro-Psychiatry and Applied Sciences, (RINPAS) Department of Health, Government of Jharkhand. The software has various functional modules with respect to Master Entry, Accounts, Patients Registration, Doctor's Duty/Record Room, Admission, Enquiry, Reports, Correspondences, Inventory, Discharge etc.

• Karnataka

NIC, in association with Government of Karnataka has been working extensively to extend the ICT support to Health & Family Welfare Department and many other centrally sponsored projects such as IDSP, CGHS and NRHM.

A website <http://karhfw.gov.in> has been developed, projecting various schemes under operation, government orders, notifications, health policy etc. HMIS is a web based application which captures the details of outpatients, inpatients, emergency patients and deaths statistics etc. A patient-centric website <http://nimhans.kar.nic.in> has been designed and hosted by NIC, Bangalore under which e-mail ids are provided to all the staffs directly associated with NIMHANS.

Due to induction of ICT in health sector there has been a major paradigm shift in India's health programmes. The use of ICT and its applications in improving and enhancing the delivery and quality of health services, is gaining significant attention day by day. The use of ICT in health sector can be an example of how significant and positive changes, ICT can bring in every sphere of life.

Story edited by **Prashant Belwariar**
Regional Editor

Success Story of ICT for e-Governance

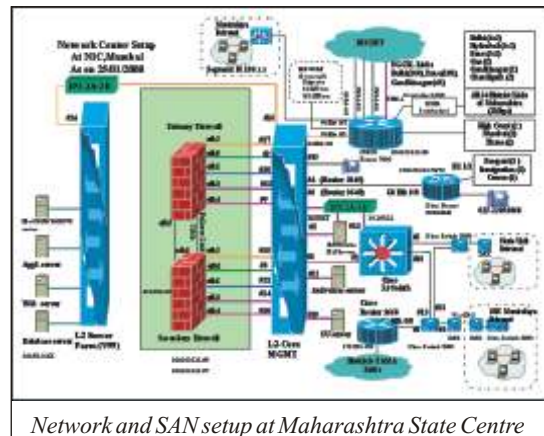
Maharashtra is one of the most progressive states in India in terms of commercialisation of economy. The state is famous for Industrial sector and Mumbai, its capital which is also known as financial capital of India. The State is also famous for rich cultural heritage. Nasik, Aurangabad, Nagpur, Poona are emerging cities of the state having 35 districts.

NIC in Maharashtra was established in 1988 as part of nation wide computer and communication network, NICNET. Ever since, NIC has been in the forefront of e-governance initiatives in central and state government departments in Maharashtra upto district and tehsil level through its NIC district Centres in 35 district collector offices.



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NIC Maharashtra State Centre, Mumbai is assisting Government of Maharashtra in major e-governance and office automation projects by using latest state of art computer software and hardware technology. NIC is continually improving its Processes through a team of Competent Professionals, Adoption of Appropriate Technologies, Use of International Standards and Best Practices. Various indigenous e-Governance initiatives are cited below-



Hon'ble C.M inaugurating the Secured Computer & Communication Network and Data Centre for e-Governance in Maharashtra

e-Governance Initiatives

- **Storage Area Network- SAN:** This center, having storage capacity of 4 Terabytes, provides Website hosting, Internet and Email services to Mantralaya and District LAN users. It also provides Dialup facility to Government departments. The network centre is linked to VSAT PAMA of NICNET-MAHANET network between District Collectorates and Mantralaya, Mumbai.

Food and Civil Supplies information system- MAHAFOOD: MAHAFOOD is a

web-based application which automates the various stages of movement of food grains. The data entered at different locations are summarised and consolidated to provide an E-governance solution for effective decision making and monitoring the progress of monthly allotment, lifting, off take and distribution of essential commodities under various schemes. URL is <http://mahafood.mumbai.nic.in>

- **Status Information Management System by NIC-SIMNIC:** SIMNIC is a web-based application which acts as a single window for online data collection in dynamically created formats from remote field offices of government departments. It is available in 10 Indian languages. URL is <http://mahasim.nic.in>

- **NIC-Maha Website:** This Web Portal caters to the needs of officials to provide all information related to NIC in the territory of Maharashtra. It acts as a ready reference to all the projects undertaken by NIC Maharashtra State Centre. It also provides search option, download and feedback facilities. This portal is available at URL <http://maharashtra.nic.in>



Hon'ble C.M along with NIC State Centre team

- **Lokayukta Automation System- LAS:** LAS is a workflow application for the Office of Lokayukta and Upa-Lokayukta, Government of Maharashtra. It enables registration of complaints regarding allegations and grievances and helps the Lokayukta office in monitoring & redressal process. It also facilitates inward of letters / references related to the complaints and general letters.
- **Indian Administrative Service Personnel Information System- IASPIs:** IASPIs is a web-based application which automates the various matters related to service book of IAS personnel. It is



Screenshot of IASPIS

used for generation of executive and civil list and to provide instant and up-to-date information regarding service matters to all members of service.

- **Land Records Information System: CLR** (Computerisation of Land Records), developed by NIC, is implemented in all tehsils of Maharashtra. LMIS is used for taking mutations and distribution of 7/12 extracts to Khatedars and PCIS (Property Card Information System) is used for taking mutation distribution of Property Cards through the City Survey Offices(CTSOs) and Taluka Inspector of Land Records(TILR). Computerised Land records of 357 Tehsils of 35 districts are uploaded on the central website <http://mahabhulekh.mumbai.nic.in> for display to Common Public and Banks for sanction of loans to farmers.
- **Zilla Parishad Accounting System ZPAS:** ZPAS is to automate the activities in the Finance division of Zilla Parishads and integrate its activities with the Panchayat Samittees, other departments and Rural Development Department (RDD). It is designed to aid the departments to do their day to day accounting processes, including bills processing, reports consolidation, grant watch. It generates various Monthly, Quarterly and Annual reports, Cheque slips related to Finance Department
- **Court Cases Automation System-CCAS and Adjourned Cases Enquiry System ACES:** CCAS and ACES are developed for the Office of Chief Presenting Officer, Maharashtra Administrative Tribunal (MAT), Mumbai. These systems facilitate Government Offices and employees to obtain the status of their pending cases over Mantralaya Intranet and Internet. The detailed information of a case such as Case no, type, year of filing etc. are maintained in CCAS and the status may be enquired in web-enabled ACES by giving any Case no., hearing date, applicant name and department name. ACES may be accessed at the URL <http://www.matmumbai.nic.in>.
- **Certificate Issuing and Monitoring System- CIMS:** This system is developed for issuing various certificates like SC, ST, Senior citizen etc. issued by the Mumbai City District Collectorate Office. It includes enquiry and search facilities.

- **e-Governance for Directorate of Cotton Development Mumbai under DACNET Project:** Under DACNET project, a portal is developed for Directorate of Cotton Development Mumbai to disseminate information related to cotton (which is a Nodal Crop for this Directorate) to the different stakeholders like farmers, state agriculture department, extension personnel, NGOs, Ministry of Agriculture etc. The URL of this portal is <http://dacnet.nic.in/cotton>. A software is also developed for monitoring the progress of Centrally Sponsored Intensive Cotton Development Programme (ICDP) under Mini Mission-II of Technology Mission on Cotton in the country.
- **House Allotment System HAS:** HAS is a web enabled system developed for General Administration Department and Public Works Department so that Government quarters in Mumbai may be allotted to State Government employees in an efficient way. Using the software, the applicant can file application and get the current status. It helps the departments to monitor the vacancy position and repair status of the quarters. It supports Marathi and English.

Application form for House Allotment

- **Videoconferencing facility:** All district collector offices are connected to NIC Mumbai and Secretariat through IP based VC network of NICNET. VC facility is also provided to the camp office of President of India, Prime Minister of India during their visits to Mumbai.
- **Web sites of Districts of Maharashtra:** District websites of all districts of Maharashtra is designed

and hosted by each NIC District Centre in NIC data centre. VPN facility is provided for secured uploading/updating of content from the districts.

- **Notary Information System- NIS:** Notary Information System maintains the details of all Notaries registered in Maharashtra State. It also generates the Notary Register.
- **Accreditation Card Management System ACMS:** ACMS is developed for Director General of Information and Public Relation Department, Government of Maharashtra for issuing Accreditation Card for journalists working all over the state. It helps the data entry operator to get the list of card holders, agency, locations and journalists.
- **Tour Bill Information System TBIS:** TBIS takes care of tour details and bills of Ministers, Secretaries and Ministerial Staff of Government of Maharashtra. It keeps record of all the tour bills and generates Expenditure Statements.

Copy of Tour Detail Information

- **Telephone Bill Management System TBMS:** The system is mainly meant for billing and managing of telephones allotted to Ministers and Private Secretaries. It incorporates allotment, bill entry, bill generation, change of number, inward/ outward for inter-office transaction of bills.
- **CM Relief Fund Monitoring System CMRFMS:** CMRFMS is a workflow application for the Chief Minister Secretariat, Government of Maharashtra. It maintains a Relief Fund Account, which is contributed by regular donors such as Sugar Factories, APMC and casual donors such as an

Individual, Sports Associations, Clubs, Private Companies etc.

- **Central Government Project Group-CGPG:** Computer services are provided to the following offices at Mumbai as part of the NIC Central Government Projects: Passport, Central Excise, Customs, Trade Mark, ROC, Textile, High Court, and Post Office.
- **Common Integrated Police Application- CIPA:** NIC Maharashtra State centre has implemented the CIPA application in 127 Police Stations covered under Phase I of the project. CIPA application will maintain the details pertaining to all the activities of the Police Station relating to Crime & Criminals using the Registration, Investigation and Prosecution modules. The phase II is being implemented in 190 police stations in Maharashtra.
- **Panchayat Portal:** Content on Panchayat portal <http://panchayat.nic.in> is created for Village/ Taluka Panchayat and Zilla Panchayats of 18 districts in Maharashtra.
- **Sarathi:** The Learner's driving license component of Sarathi 2.0 software of NIC was inaugurated at Western India Automobile Association, Mumbai by Sh. G. S. Gill, Principal Secretary Transport and State Excise, Government of Maharashtra in presence of Sh. S. D. Shinde, Transport Commissioner Maharashtra State, and Sh. Moiz Hussian Hussain Ali, State Informatics Officer, NIC - Maharashtra.



Inauguration of SARATHI 2.0 Software by Sh.G.S Gill

- **Consumer Forum Network-CONFONET:** 43 Locations of District Consumer Forums in Maharashtra are provided application software and necessary computers with connectivity with NICNET.
- **Utility Mapping Project for MCGM Mumbai under JNNURM project of Planning Commission:** NIC Maharashtra Centre has completed the installation and commissioning of Control Centre and five remote Centres for Utility mapping project for Municipal Corporation of Greater Mumbai. Digitised map data is being installed on the central server for the 468 Sq Km. area of Mumbai.
- **Department of Post Network DoP:** NICNET connectivity to 38 Post offices in Maharashtra is being implemented through NIC District Centres of Maharashtra.
- **Personnel Information System for Maharashtra-MAHAPIS:** MAHAPIS is a web-based application which automates the various service related matters of Officers/staff of various departments of Government of Maharashtra. It is used for generation of leave orders and to provide instant and up-to-date information regarding service matters. (URL: <http://mahapis.mumbai.nic.in>)
- **Geographical Information System for Maharashtra:** Atlas of all districts of Maharashtra is prepared and uploaded on the <http://gis.nic.in> website.
- **Training:** Necessary trainings are conducted at NIC Maharashtra State Centre with well equipped audio-video aids, NIC Application Software, Office Automation tools and Web Based Technology. NIC projects developed for various State/Central Government departments are demonstrated during every training programme. Practical training is also imparted to all the participants during the programme.

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Jharkhand - ICT Blossoms in the Tribal Land

The 28th state of the Indian Union came into existence on 15th November '2000 - the birth anniversary of the legendary Birsa Munda. Located in the Chotanagpur Plateau, the state is famous for its rich mineral resources like Uranium, Mica, Bauxite, Fireclay, Quartz, Feldspar, Coal, Iron, Copper etc. It is surrounded by Bihar to the north, Orissa to the south, West Bengal to the east, and Uttar Pradesh and Chattisgarh to the west.

The state has 32 primitive tribal groups, which constitute about 28% of the population. Forest and woodlands occupy more than 29% of the state which is amongst the highest in India.



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Realising the potential of ICT, the state government created a separate department of Information Technology soon after the formation of the new state. The reach of NIC at all the districts of the state along with the state center at Ranchi helped the nascent state in implementing its major e-Governance projects thus paving way for e-Governance in the state. The implementation of State Wide Area Network (JharNet) by the state government has solved the last mile connectivity problem, creating a seamless backbone for connectivity up to the block level from the state capital, facilitating video conferencing, IP telephony and Data Center based services. Coupled with IT consultancy including software design, development & implementation, NIC has augmented the efforts in providing ICT based citizen services and has emerged as a major IT solution provider to the state government.

Establishment of Data Centre

A state of art "Data & Network Centre "(iNOC) having terabyte of storage space and highspeed communication link, has been inaugurated at Ranchi



L to R Sh. Madhu Koda, Hon'ble CM inaugurating the Data & Network Centre in the presence of Dr. Shakeel Ahmad, Hon'ble Union Minister of State and Dr. B.K. Gairola, Director General NIC

on 6th October'2007 by Sh. Madhu Koda, Hon'ble C.M, Jharkhand in the presence of Dr. Shakeel Ahmad, Hon'ble Union Minister of State, and Sh. B K Gairola, DG NIC. Sh. R S Sharma, Principal Secretary, IT is of the view that the iNOC Centre will begin an era of e-governance in the state as envisaged in the National e-governance Program (NeGP).

ICT based Services

- **e-Nagrik Sewa:** The first e-Nagrik Sewa Kendra was inaugurated at the block HQ in the Dhanbad district. NIC developed a web based solution for providing G2C services from the Kendra. The web enabled application is being implemented through Citizen Service Centres (CSC's) which are being gradually rolled out in the state. The web interface <http://www.jhr.nic.in/csc> presents a Citizen and a Government interface. The e-Nagrik Sewa facilitates submission of application forms by the citizens for issue of certificates like Caste, Birth, Death, Residential and Income. The citizen interface provides for the submission, tracking and monitoring of applications along with the facility to download forms and guidelines issued by the government from time to time. The Government interface provides for updating the status of the applications submitted and generates the Certificates using the utility link.



Sh. A K Basu, Principle Secretary, I.T & Ms. Bila Rajesh, DC, Dhanbad inaugurating the e-Nagrik Seva Kendra

- **VC based Justice in Jails:** ISDN based video conferencing facility has been setup between the various Central Jail / District Jails and the Civil Courts throughout the state, for producing the under trials to the courts without moving them physically. This has not only ensured justice and quick disposal of their cases but also efficiently removed security related problems associated with shifting and producing the under trials in the courts.



Hon'ble Chief Justice, Sh M. Karpaga Vinayagam, Jharkhand High Court inaugurating the Video conferencing centre at Civil Court, Chaibasa

- **Web Hosting:** NIC has been actively involved in providing information services by representing the state and its important institutions to the cyber community through the development and hosting of websites. The hosting of districts websites has highlighted the tribal areas and cultures of the state. At present all the districts websites have been hosted on NIC web server.

Result Publications on Web - Results of the Board Examinations conducted by Jharkhand Academic council (JAC) and PG Courses of Central Institute of Psychiatry (a central govt. organisation) are published annually on the web.

e-Governance Projects Implemented

- **Online VAT:** The online VAT software, developed in Open source J2ee environment and Oracle 10g database for computerisation of commercial tax has been a major e-Governance initiative in the state. The software has not only improved tax compliance, reduced tax evasion but also brought many new commercial establishments into the tax net. The software has increased the revenue collection several folds enforcing compliance of tax rules and regulations. It has been designed and developed by NIC using modular approach, for meeting the requirements of commercial tax department pertaining to VAT. The software is functional in all 28 Circles of the state.
- **Online Treasury Information System:** A web based Treasury Information System **KUBER** has been implemented in the state for maintaining all treasury related transactions through secured and role based operations from all the treasuries through JharNet. The central repository of the data generates useful MIS for the Government and the citizen. An online DDO level Bill management module has also been implemented to facilitate bill generation, DDO level data management and the digital transfer of Bill data and GPF/CPF schedules to the treasuries. Biometric authentication at the level of Treasury Officers is being introduced.
- **GPF Computerisation:** The Bhavishya Nidhi software developed on Visual basic and Oracle 10g has been implemented at the GPF Directorate and all its District offices of the state. The system maintains the subscriber details, their contributions, advances, refunds etc. and generates the necessary accounts with proper checks. The software maintains the details of employees who are covered under CPS. The software generates the CPS number and prepares the CPS accounts of those employees. The GPF details of the subscribers can be viewed on the website <http://jhr.nic.in/gpf>.
- **Land Records Computerisation:** A unicode based application software **Vasudha** has been developed in VB.Net and MS SqlServer for Land Record Computerisation in the State to facilitate easy maintenance and updation of land records for legal changes like transfer of ownership etc. Various



LRC work in progress at East Singbhum District

analysis reports can be generated in tabular and graphical formats. The software has been implemented in the East Singbhum district of the state, which maintains information regarding KHATIYAN and REGISTER-II. The computerisation of all the nine *anchal* offices of the district, have been completed and online mutation facility has also been implemented.

- **Transport Computerisation:** The VAHAN and SARATHI software has been implemented in all the 18 District Transport Offices (DTO), 4 Regional Transport Authorities and State Transport Authority offices. The Registration of vehicle, Tax realisation, Issue of Permits and Vehicle fitness details are done by VAHAN software where as SARATHI is used to issue Driving License, Conductor's License and License to Driving School. Registration Certificate Book and Driving Licenses are being issued in smart card medium in 11 out of 18 District Transport Offices. The state *received the Silver Icon award at the 9th national conference on e-governance under Service Delivery category for VAHAN.*
- **Prison Management System:** The Central Jails at Ranchi and Hazaribagh have been computerised with the implementation of the Prison Management System. The system monitors prisoner details along with their photographs and thumb impression. The Visitors management System module has also been implemented. The process of replicating the software at all the district and sub jails of the state is under way.
- **Mother & Child Care (MAMTA):** The computerisation of immunization process has been done with the implementation of MAMTA software. The software individually tracks both mother and child related care during pre and post natal phase. The data of individual pregnant woman and the newly born is captured at *anganwadi* level. The necessary

training to the officials has been given for its proper implementation.

- **Cause List Management Information System (CLMIS):** The High court has been computerised by establishing a campus wide LAN with state of art servers and clients. The CLMIS maintains the status of cases from the filing stage to the judgment of the cases and generates the cause lists regularly by uploading it on the website - <http://www.jharkhandhighcourt.nic.in>. Litigants can enquire their case status through the IVRS facility. The Payroll system is also operational for the employees of the high court.
- **City Civil Court Computerisation:** Ranchi civil court has been taken up as the pilot site and a state of art LAN has been established covering 45 courts and offices of different buildings in the campus. The Case Management Information System has been implemented for maintaining the case details. The cause lists are generated daily. The litigants can also know their case status on the website <http://www.civilcourtranchi.nic.in>. The daily orders and judgments are also made available on the website.
- **Consumer Forum Computerisation (CONFONET):** The computerisation and Networking of consumer forums both at the state commission and district forums have been implemented in the state. The project aims for time bound delivery of justice to the consumers in the state. The case monitoring systems records the filing details, orders, case details and judgments etc. passed by the consumer courts. The cause list is generated on daily and weekly basis. The software has provision for incorporating the backlog cases.
- **Common Integrated Police Application (CIPA):** The CIPA software has been implemented in 38 police



CIPA Implemented at Jagannathpur P.S. Ranchi

stations of Ranchi district of the state. The software provides an efficient ways of organising crime records and for generating queries and reports. The software has greatly helped the police administration in tracking the criminals and has expedited the investigation process for various cases. Training program has been organised for the police personnel to handle the software.

- **Online passport:** The Passport Control & Issuance System at Regional Passport Office, Ranchi checks the entire process online starting from receiving application, printing and dispatching of Passport. A computer generated file number is given to applicant during submission of application for future enquiry over telephone or through passport website (<http://www.passport.nic.in>). The computerisation involves applications details, fees, CID reports, loss case entry, report generation, passport booklet and number allotment and system administration.
- **Registration Department:** The state IT department has taken up computerisation of Sub Registrar offices under Public Private Partnership (PPP) model. Web based software has been developed which caters to the registration of all types of documents that is presented for registration. The software takes thumb impression and photographs for both the parties apart from other details of the documents. The stamp fees etc. are calculated automatically using the software. The software has been rolled out at Ranchi, East Singhbhum, Garhwa & Khunti SRO's and will cover the entire sub registrar offices of the state.
- **Municipal Corporation:** The computerisation of Ranchi Municipal Corporation has been a major e-governance project executed by the state IT department. The holding details under Ranchi Municipal Corporation have been computerised. The software calculates the tax details holding wise and issues notices for tax dues etc. The necessary MIS reports are generated through the software. The software has provision for backlog entry of holdings details and taxes paid.
- **Employment Exchange:** The computerisation of Ranchi employment exchange has been done on a pilot basis by the state IT department.

Software was developed which has features for registration of unemployed, issue of identity cards with identification number, extensive search facility and generation of necessary MIS. The employer requirements are matched with the database and the detail list of unemployed candidates is sent to the employer for further action.

Several other projects like Budget Preparation, Integrated Information System for Food grain management (IISFM), Patient Registration System (Ranchi Institute of Neuro-Psychiatry and Applied Sciences), Teachers Data Management System (HRD Department, GOJ), NREGA (Rural Development Department), Instant Money Order Transfer (Department of Post), SAMVAD (Public Grievance), AGMARKNET, Online Counseling for CBSE-AIEEE, 7th All India School Education Survey, DACNET has been successfully implemented within the state.

Excerpts from a letter by Sh. RS Sharma, IAS & Principal Secretary, IT, Govt. of Jharkhand



I am happy to know that "Informatics" is featuring Jharkhand State in its July 2008 issue. The "Informatics" provides a national perspective for e-governance activities and has been useful in giving recent technological advances in the field of ICT.

The Department of Information Technology, Govt of Jharkhand has taken up many e-governance projects with the active support from NIC Jharkhand. The e-governance projects in the sectors like Treasury, Transport, Jails, Commercial Taxes and CSCs have been successful and NIC Jharkhand equally shares our success. The dedicated technical manpower and spread of NIC in all Districts of the State has been its greatest strength. I wish NIC Jharkhand will continue to give active support in future e-governance projects to provide better G2C services in the State.

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Ujjain: An e-Governance Facilitator

Situated on the banks of river Shipra, in the Malwa region of Madhya Pradesh, the “Holy Place” of Ujjain is famous for two reasons- Dakshinamukhi Jyotirling of Shri Mahakaleshwar Bhagwan and Simhastha Maha Kumbha fair, held after every 12 years. Apart from having great religious significance, the district is also rich in agricultural resources. With a population of 17.11 lakh, the district spreads over an area of 6091 sq. kms. and has seven tehsils and six blocks. Ujjain is the administrative centre of Ujjain district as well as Ujjain division.



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The NIC District Centre Ujjain was established in the year 1988 and since then it has been playing a vital role in creating/promoting IT awareness/culture within various government/PSUs. The Centre has successfully aided in designing, developing and implementing various ICT projects, thus, supporting e-governance to the fullest in the district.

ICT Projects by NIC Ujjain District Centre

- **Result Processing System RPS:** RPS is a customised software for Processing, Analysis and Dissemination of Local Board Examination Results. The software aids in creation of Master database (School Complex's, Jan Shiksha Kendra's etc.), Transaction database (Examination Centers, Subject wise Grades/Marks etc.) and also aids in preparation of Student Nominal Roll, Generation of Roll Number, preparation of Analytical reports (for dissemination of results on internet) and so on.
- **Computerisation of Simhasth (Maha Kumbha) Activities:** During Simhasth, NIC Ujjain designed and developed the official website of Simhasth (<http://www.simhastha.nic.in>). It has also developed software for online monitoring system, Public Grievances Redressal and Monitoring System and similar projects.
- **Appointment Information System -AIS:** AIS is a multi-layered role based software solution, which aids in computerisation of the entire process of recruitment of Police

Personnel. The software captures candidate's information from various stages of selection and with the decision of acceptance/rejection passes the information to the next higher level.

- **Computerisation of Election Process:** NIC Ujjain has also developed the following useful software for election process:

- * **Polling Party Organisation and Booth Allotment System:**

This software randomly generates the polling parties and allots booths to them.

- * **Tabulation and Reporting System -TRS:** This system aids in counting votes and declaring the round-wise and final results in textual and graphical manner.

- **Arms Registration and Monitoring System -ARMS:**

ARMS is a complete software solution for Arms licensing and monitoring through various reports and has the facility to accept old license entry, process for new license, keep complete track of applications pending for SP/SDM remarks and so on.

- **Portal for Mahakaleshwar:** A portal for Mahakaleshwar temple has been designed that aids in online Darshana of the Sanctum.



Mahakal Portal Inauguration

Facilities for online puja through VC, donation through credit card will soon be available.

State Level Projects

- **Samadhan Online:** Samadhan Online was started by CM, Madhya Pradesh to redress the grievances of a common man through VC. Using this complaint is sent with the help of District Collector, where CM listens and redresses the grievances.
- **Public grievances computerisation:** NIC Ujjain has implemented a web based solution for monitoring and handling public Grievances. The system has been powered with features that been effective for district administration.
- **11 Points Programme:** A database of rural sector has been created at the district level, updated on a monthly basis. Reports are generated for to improve the citizen centric services and keep track on the status of different facilities

National Level Projects

- **Land Record Computerisation:** GUI based Land record software developed by NIC is installed in all tehsils of District for issuing copies of Khasra and B1 to the landholders. The data is kept in district data center and on the MP Bhuabhilekh website for public access.
- **Consumer Forum Network- Confonet:** Confonet provides transparency and efficiency in day-to-day activities of Consumer Redressal forum. NIC Ujjain has provided support throughout the stages of establishment.
- **Integrated Information System for Food Management- IISFM:** IISFM project is Web Based Integrated Management Information System for FCI and captures complete Information of FCI depot, its district offices and reconciles the stock figures. Two modules of the system namely Depot Information System and District Information System are successfully implemented by NIC Ujjain.
- **Manu-Granthawali:** “Manu-Granthawali” software for National Mission for Manuscripts has been developed by NIC to prepare a “National Electronic Register for Manuscripts”. It is Unicode compliant and supports data entry in 13 Indian Languages and Ujjain is one of the 23 manuscripts resource centres (MRC's) implementing this software. “Manu-Granthawali is a five year project and about 5 million manuscripts have to be catalogued using the software.
- **Agmarknet:** Agmarknet has been implemented in all

mandies of the district which provide information pertaining to agricultural sector like daily rates of agricultural commodities, market trends/ schemes etc.

Services offered by NIC Ujjain

- **Web Services:** The official website of Ujjain District <http://www.ujjain.nic.in> has been designed and developed for accessing info on History, Geography, Right to Information, Tourism Information etc. A website for the Divisional Commissioner <http://www.commissionerujjain.nic.in> has also been designed and developed by NIC Ujjain, with content support from Commissioner Ujjain Division.
- NIC Ujjain is also assisting other government departments and organisations in registering URL on NIC server, giving technical assistance for maintaining websites etc.
- **Videoconferencing and Data Communication Services:** VC facility has been established in the district through DAMA VSAT and is widely used by district administration to communicate with the state headquarter.
- **NICNET Internet/E-mail:** NIC Ujjain has extended NICNET facility through LAN to Divisional Commissioner Office, District Collector's Office, and Tehsil office. It also offers NICNET facility through dialup to other departments in the district and offering e-mail services to divisional, district, tehsil and block level offices. Officials/Officers of district administration & user-departments have been trained to use e-Mail operations, internet browsing preparing for e-Governance.
- **Training:** NIC district centre has conducted several computer-training programs for government officials of various user-departments to make them aware about the new systems. More than 150 officials have been trained during last 3 years.

Today, NIC Ujjain is one of the major IT centres in Madhya Pradesh providing IT solutions to government and services to citizens. Through sheer hard work and constant efforts NIC Ujjain has been able to spread the IT culture in the administration at local level.

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Yamunanagar- Bringing e-Governance to Citizen's doorsteps

Located in the north-eastern part of Haryana, Yamunanagar is fast becoming a favourable place for phenomenal ICT activities. With the introduction of various citizen centric ICT projects, it has become the model city of Haryana. The pursuant write-up gives a glimpse of various eGovernance services functioning within the district.



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Yamunanagar District with its Head Quarters at Yamuna Nagar came into being on 1st November, 1989. Its area is 1756 square kilometers, in which there are 655 villages, 10 towns, 3 tehsils and 3 sub-tehsils. Lying in the foothills of Shiwalik, it is an ideal place for cultivation. Around 124638 Hect. Area is under cultivation. Sugarcane, wheat and rice are the main crops grown here. Yamuna Nagar city is an important industrial town having metal, utensils and plywood industries.

Major ICT Activities in the District

- **Haryana Land Record Information System - HALRIS:** All the 655 Jamabandis (Records-Of-Right) of District have been computerised using HALRIS software developed by NIC Haryana. Also the latest mutations of all the jamabandis have been entered.
- **Web Enabled Access to Jamabandi:** The finalized Jamabandi data of all 655 villages has been published on website <http://jamabandi.nic.in>. It brought the Land Records from the bag of Patwaris to whole world adding transparency in Land Record Management.
- **Touch Screen kiosk:** In order to facilitate the common man to reap fruits of computerisation, Touch Screen Information Kiosks have been setup at Tehsil premises of Jagadhri, Chhachhrauli, Radaur and Bilaspur. The Records of

Right has been made available through these kiosks.

- **Haryana Registration Information System - HARIS:** In Yamuna Nagar HARIS 3.0 is working at 3 sub-tehsils (Sadhaura, Radaur and Mustfabad), and 3 Tehsils (Jagadhri, Bilaspur, and Chhachhrauli). It also provides linkage with HALRIS for updation of Revenue Records (Jamabandis) accordingly.



Inauguration of computerisation of Tehsil Bilaspur by Hon'ble CM Sh. Bhupinder Singh Hooda

- **District Networking:** The District Mini Secretariat Networking has been strengthened with the commissioning of 2 Mbps leased line. The LAN has been setup in whole Mini Secretariat. The IP based Video Conferencing has also been established under SWAN project.
- **Rashtriya Swasthya Bima Yojna -RSBY:** Yamuna Nagar is the first District in India to implement this national level Project to provide free health insurance to the people under poverty line. A computer based smart card is issued to head of family of each life insured.



Smart card distribution under project RSBY

- **Website of the District:** District website has been developed and hosted at <http://yamunanagar.nic.in>. It provides comprehensive information on History, facts at a glance, Tourism, Revenue Administration and other Department, ICT in the District and Citizen Services.



Inauguration of Website of District Yamuna Nagar by then Chief Secretary of Haryana Smt. Promila Isser

◆ e-DISHA

Under e-DISHA following services are being provided to the citizens.

- * **Vahan and Sarathi:** The software has been implemented at Jagadhri Subdivision of the District for providing Driving License, Vehicle Registration and other transport related services.
- * **Passport Collection Centre:** At Yamuna Nagar Applications for new passport/ renewal of passport are being submitted at e-DISHA Centre for District level processing.
- **District IT Training Lab:** District IT Training Lab has been set up at Yamuna Nagar. An IT training calendar for the year 2008-2009 has been prepared and training

for all government officers/officials is being imparted as per schedule at District IT training Lab, Yamuna Nagar.

- **Revenue Court cases Recording & justice Delivery System- ReCoRD:** The ReCoRD software meant for assisting Executive Magistrates in conducting Courts has been installed in the courts of DC, SDMs, Tehsildars, City Magistrate, DRO and all CROs. Data entry through ReCoRD in these respective courts has started and cause list is being generated.
- **Development Works Monitoring System:** Software was developed locally for Monitoring of Department wise, Village wise development works going on in the district. Based on the reports from this software, a book has also been printed in which a complete list of development work undertaken is available and this book has been circulated to all offices of the district.
- **Driving License Test Monitoring System:** This Software is developed locally by NIC Yamuna Nagar for conducting paperless driving license test for Learner's Driving License. This test is conducted on Touch Screen Kiosk.
- **CM Announcement Monitoring System:** This software has been developed by NIC, Haryana and is being implemented for monitoring of projects initiated under announcements made by Hon'ble Chief Minister. This software also helps the Government in periodic assessment/monitoring of status of each announcement and monitoring of pending announcements.
- **Various other projects undertaken by NIC Yamuna Nagar are:** Arm License Monitoring System, CIPA (Common Integrated Police Application), Confonet (Consumer's Federation Network & Court Cases MIS), IDSP (Integrated Disease Surveillance Programme), e-Panchayat (Panchayats level Works MIS), District Plan Preparation, Village Directory, APR for Gratuitous Relief of Farmers for crop damage, BPL House holds Survey, HaPPIS (Haryana Social Welfare Pensions Processing Inf. System)

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Saiha - ICT Nucleus of the Northeast

Situated in the north-eastern state of Mizoram, largely comprising of Mara & Lai tribe. Saiha is the headquarter of the Mara Autonomous District Council, one of the three autonomous district councils within Mizoram.

It has a population of 19,731 as of 2001 census. Saiha has an average literacy rate of 79%, higher than the national average of 59.5%. The main occupation of the people is Agricultural farming also known as Jhum or Shifting Cultivation.



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Since its inception in 1991, NIC Saiha District has taken-up various ICT initiatives such as Registration of Gun License, Issue of ILP, Land Records computerisation etc. This has helped the district administration to provide fast, efficient & transparent services to its citizens, paving way for e-governance in the district.

Earlier the district could hardly be accessed due to its remoteness and poor communication infrastructure. The only route to the area is often cut-off by the overflowing Kolodnye river, resulting blockage of access and communication. However, the advent of Information Technology made its positive impact in this far-flung area and provides communication even during such adverse circumstances.

New NIC Building

The Office of NIC Saiha was extended with the addition of another floor to accommodate more users. The renovated NIC office was inaugurated by the then District Collector.

The various e-Governance projects implemented are:

- **District Level Networking:** The District Collectorate has been strengthened with the commissioning of VSAT (Sky blaster) over NICNET. This

connectivity provides Video conferencing and hosts web based application at the collectorate. LAN connectivity has also been established within and outside the collectorate connecting various state government departments through Ethernet. All these departments have been provided internet facility for web applications, email etc. The District level database of e-roll is available for the election department through the district LAN.

- **ICT for District Councils:** The center is providing ICT support & services to the Autonomous District Council under its jurisdiction. SDO Net Project has been implemented at the District Council with internet facility, downloading various information related to the centrally sponsored schemes, email services and accessing of web based applications etc. User level training programs are conducted from time to time for the officials of the councils.



Awareness campaign on Sub Division Network Project for Mara Autonomous District Council

- **CIC Project:** The project has been successfully implemented in all the three blocks of the district. The CICs are providing various services to the people especially in the remote and inaccessible areas of the district. The project has been an enabler in spreading computer awareness in the district.
- **Training:** The district centre has been organizing various training programs from time to time for the benefit of the district administration. A general computer awareness program for officers and staffs of the districts administration has been a regular activity at the NIC District Centre. This has enhanced the utilization of computers in different departments of the districts.



Chief Executive Members of Mara Autonomous District Council during training programme

- **CONFONET:** Consumer Forums Network, the central project for computerization and networking of District Consumer Forum has been successfully implemented which has given a boost to the consumers in the district. This has helped in easy filing and quick disposal of cases in the consumer courts. The case details, orders and judgment are being entered and daily / weekly cause list with status reports of cases are generated.
- **IDSP Project:** The Integrated Disease Surveillance Project (IDSP) has been successfully implemented in the district. The project is supported with the latest hardware and software and is used for aiding the Medical Office in compiling, collating and storing data for future reference.

- **SARATHI AND VAHAN:** The Vahan & Sarthi software has been implemented at the District Transport Office (DTO) at Saiha. The software is used for computerisation of all the major works of the Transport office such as Vehicle registration, issuing of Driving License etc in the district. The following statistics shows the achievements since the implementation of the software.

* No of Learner License issued	1303
* No of Driving License issued	1911
* No of Conductor License issued	15
* No of Motor Vehicle registered	2392

- **CIPA (Common Integrated Police Application):** The CIPA software, for computerisation of District Headquarter, Police Stations etc. have been implemented at Saiha. Training on usage and demonstration of the different modules such as Registration of Cases, status of investigation, filing of charge sheet and disposal of court cases etc was conducted by NIC Saiha for the district police personnel.

Some of the other important projects undertaken by NIC Saiha are WIMAX connectivity to Institutional Schools, ITI computerisation, Postal office computerisation, BRGF project, etc.

ROAD AHEAD

The Centre is determined to tread the ambitious path of pursuing e-governance activities in the district through extensive use of ICT, which will help the citizens as well as the district administration.

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Story edited by: Prashant Belwariar
Regional Editor



RTI Portal of Delhi Government

Prakash Kumar, IAS
Joint Secretary
Ministry of Earth Sciences
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Right to Information (RTI) Act has provided a mechanism to people to seek information from public authorities. Should the same information be sought by people individually again and again or can we have a mechanism under which information once provided is available to others also. Can we leverage ICT to make this possible? This was the challenge before us when we started designing RTI portal for Delhi Government in 2005 before RTI Act 2005 was introduced. The other requirements were to have data on disposal of applications and appeals, monitoring of disposal of application by departments/agencies and the PIOs, cases of delay and preparation of various reports as per requirement of RTI Act.

It's been two years that RTI Act has been launched in Delhi and the Delhi Government by now holds a fair experience of how this Act works. The RTI Acts includes compilation of statistics, uploading data for public access using a web- based program at the end of every month. The web based system generated required statistics for the entire State and all PIOs were exposed to work on a distributed system. Based on this experience it was decided to go in for a web- based database driven system for RTI Portal where



- Data on each application, on receipt, would be fed by PIO in the web- based program which will generate a unique ID for each application.
- Type of information sought would be categorised by capturing it in pre-specified categories at the receipt stage for future analysis.
- Basic data of information seeker would also be captured to analyse the information requirement of various types of citizens.
- Information supplied would also be fed in the same database with key words for search
- Progress on disposal would be fed by PIOs and would be visible to applicants
- No separate compilation of data from PIOs would be required
- Mandatory information as per 17 manuals under RTI Act would be made available for each department/agency.
- Search could be made on information provided by prospective information seekers to see whether information being sought by him/her has already been sought by others.
- Weak spots in various departments/agencies as well as information requirement of people could be identified for taking remedial action.



<http://delhigovt.nic.in/rti/default.asp> received the “First Prize” for Web Based Application for Right to Information, 2005 at the 5th India Tech Excellence Awards.

All PIOs/APIOs were assigned unique numbers which are used to derive unique Id of applications and map application and the PIO. For 17 manuals, templates were designed and the PIOs were trained to prepare the same and then upload them on the website. This way, manuals of any department could be accessed by people and the PIOs could modify them as per requirement. At that time it was an attempt to have a website where content could be uploaded and modified by large number of users. The website was designed using Windows 2000 OS, SQL Server 2000 RDBMS and ASP by programmers of IT Department led by Mr. Santulan Chaubey, System Analyst and Ms. Neelima Satija, Programmer.

Since information on PIO/APIO is updated by them without its centralisation, information is most updated.

The statistics on applications, appeals, pendency with PIOs etc. are available online in addition to the RTI ACT, Rules, downloadable forms etc. In case applicant is required to pay additional fee for extra pages or for cost of sample etc., the application software has all formats using which letters are generated and thus the status of application also gets updated which can be tracked online by selecting the department, PIO and then clicking on the unique Id.

The application software also generates the letter to be sent to information seeker along with information sought. For this the PIO need to key- in the information to be provided in the application software. This way the database gets the information supplied along with information sought which can then be searched by others. By choosing pre-defined categories of information the PIO can assign keywords. The system also enables string search. The attempt was to start a mini Google type search engine which could be made more intelligent later.

By clicking on the links thrown up by the system one can

see the details of information sought and supplied. In case only photocopies of office documents are sought, the same are not kept in the database because of constraint of low bandwidth, non-availability of scanners with PIOs and large number of pages sought by people.

The system has proved to be quite successful in providing invaluable statistics and search on information being sought by citizens. As on 16th June 2008, 67081 applications were received by PIOs of Delhi Government out of which 64583 (96.3%) were disposed off. Out of the pending 1719 applications, 780 were on account of non-payment of additional fee by the applicants. The system also provides further break-up of disposal figures in terms of full information supplied, part information supplied and applications rejected, for each department as well as each PIO. The website provides details on type and nature of information as well as use of this law by people below the poverty line. This data is made available for each department as well as for the whole government. The information sought is categorised in six broad areas and 71 sub-areas.

Type of Information Asked	Total Applications Received	Nature of Information	Applications Received
Copies of Documents	23830	ACP/Promotion	96
Inspection of Documents	1766	ACR Matters	7
Life or Liberty	955	Admission & Withdrawal	498
Reply on other Issues	41084	Aided/Unaided Schools	550
Sample of Material	447	Alternate Plot Allotment	283
Third party Information	6531	...continued for 71 categories	

RTI Portal is also being successfully by the PhD scholars in their research work in the field of RTI and they are finding the Portal useful and handy. The Portal also acts as a performance indicator of a particular department/agency/ office. The Portal has been built using a software, that is highly scalable and can also be extended to other States and Central Ministries/ Departments. Availability of information sought at one place also acts as an excellent repository of information that can be very useful to people from government agencies. The software used is offered free of cost to other States/UTs.

Citizens have every right to know how the government is functioning and the RTI portal is one such gateway for the citizens that have empowered their right for quick access of Information published by various Government departments.

NICTU - An ICT Training Hub for Civil Servants

National Informatics Centre Training Unit (NICTU) has been established in 1988 at Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie with the object of providing computer related training to the participant and Officer Trainees (OTs) of All India Services at the Academy.



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The NIC's Training Unit (NICTU) has been well-equipped with 100 Pentium IV systems, Laptop, X E O N S e r v e r , Multifunctional Device (MFD), Large Scale Projection System and other latest peripherals. NICTU functions as an independent unit within the Academy and regularly conducts training programmes, educates on the use computer as a tool for e-Governance, GIS, Financial Management & Accounting, etc.



Computer Lab

Operational Framework

NIC Training Unit develops and conducts ICT modules, the details are as follows:

Programme	Duration	Expected Participants	Remarks
Foundation Course	Aug – Dec (15 Weeks)	300-325	Mixed batch of fresh entrants in various services (Batch n)
IAS Professional Course Phase I	Dec – May (26 Weeks)	90-100	IAS OTs of batch n
IAS professional Course Phase II	June-July (08 weeks)	90-100	IAS OTs of batch (n-1).
Mid Career Training Programme Phase III	(08 weeks)	100-150	IAS officers of the seniority of 7-9 years
Mid Career Training Programme Phase IV	(08 weeks)	100-150	IAS Officers of the seniority of 14-16 years.
Induction Training Programme (03 Programmes / year)	08 Weeks	30-40 Per Course	IAS officers promoted from State Civil Services
Training Programme for ITBP Officers (03 -04 Courses / year)	01 Week	10-16 Per Course	The Officers of ITBP, Academy, Mussoorie

Objective of the ICT Modules

- **Foundation Course-** NICTU has a batch of mixed academic and professional background in Foundation Course and this mostly includes OTs who are totally unexposed to computers.

This module has two fold objectives:

- a. Develop skills in the use of computers by reducing classroom lecture sessions and focusing on hands-on training where each ICT session consists of a short lecture-cum-demonstration session

followed by hands-on practice

- b. Orient the trainees well towards the use of computers, especially in an office environment, by allowing them to solve small problems that bear similarities to real life situations but do not represent them in their totalities.
- **IAS Professional Course:** Phase I- ICT Training is intensified for the OTs of IAS, who continue their training at the academy following the Foundation Course. This has three main objectives:

- (a) Make the OT proficient in the use of computer i.e. to develop professional skill;
 - (b) Expose the OTs to the concepts of Data Analysis using Spreadsheet, Relational Database Management System (RDBMS), Geographic Information System, E-Governance, MS Project, DevInfoIndia, Client Server Computing, Communication Technology; and
 - (c) Familiarise the OTs with the computing environment i.e. client server computing using SQL server as back end and MS Access as front end, provided by NIC in the districts with the emphasis on E-Governance.
- **IAS Professional Course: Phase II-** Phase II programme concentrates on tying up the loose ends together on individual basis. The objectives on a group wise basis are:
 - a) Ensure proficiency in using computers
 - b) Ensure a good understanding of Systems and related developmental tasks, issues related to Purchase of Computer Hardware and Software, Communication Technology, Web Page Design, Demonstration of Software package and
 - c) Provide a through understanding of the district level E-governance environment in general and on state wise basis.

Continued independent working with computers with little or no help from faculty for performing basic tasks ensures the objective (a). The OTs are expected to understand the capabilities and limitations of computers, to find their use in dispensable for routine tasks to the extent that they can use computers and propagate computer culture in their working environments. Objective (b) - a common factor in all Phase II Modules is achieved through discussions of systems studied by the OTs on individual basis. Several case studies are also included. The idea behind such exposure is that the OTs may in turn interact intelligently and in a realistic manner with computer professionals, with whom they will have been interacting in their professional career.

- **Mid Career Training Programme for IAS Officers (Phase III)-** With Prime Minister's initiative, Mid Career Training Programmes for IAS officers of the seniority of 7-9 years has been started since 2007. The course is being conducted at LBSNAA in co-ordination with Duke University, USA. The lectures, hands-on-sessions and the contents of the ICT sessions are designed and conducted according to the Course Co-coordinator of Duke University. The course curriculum emphasises on financial and statistical exposure, advance features of MS Project and MS Excel, detailing about absolute and relative cell referencing, User Defined Formula and In-

Built function, Descriptive Statistics, Graphical Analysis and soon.



An ICT session in Progress

- **Mid Career Training Programme for IAS Officers (Phase IV)-** With Prime Minister's initiative, Mid Career Training Programme for IAS officers with the seniority of 16-17 years has been started since 2007. The course is being conducted at LBSNAA with the co-ordination of IIM, Bangalore and Maxwell School of Syracuse University, USA.
- **Induction Training Programmes-** The participants of Induction Training Programmes are not pre-exposed to computers, and are taught about the fundamental of computer hardware and software. The ICT sessions cover Windows XP, Typing Tutor, Internet and E-mail, MS Office, What-If Analysis and Financial Analysis. Spreadsheet packages are used and the attendees are also given practical exercises post the Induction Course.

Methodology: The Methodology includes lecture-cum-demonstration, hands-on practice, case-studies. With this it also comprises of class and take home assignments and presentation by the participants

Course Material: NIC Training Unit develops the course material of ICT for the OTs. The course material is constantly updated according to latest technology. NICTU has developed the course material for Fundamental of Computers, Internet and E-mail, Windows XP, MS Office, Web Page Design, e-Governance etc.

Achievements: NICTU has been dedicated to ICT training to the OTs and the participants of the Academy since 1988. It is a proud privilege for NICians that the ICT training has been acknowledged and well-received by the participants and OTs. The On-Line feedback given by the trainees shows the significance of ICT modules in various training programmes conducted by the Academy during a calendar year.

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Gram Sampark - Rural Knowledge Centre

National e-Governance Plan (NeGP), which is a part of the National Common Minimum Programme, accentuates the need for bringing information and government services to the doorstep of the citizens. Access to information, backed with relevant infrastructure and services, can not only allow rural villagers to improve their quality of life but also support and supplement their existing incomes in a sustainable way.



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“India lives in its villages”, mindful of this fact and giving essence to NeG Plan, Chandigarh Administration decided to extend ICT based services, which were being provided to urban citizens, to its rural citizens. A rural citizen has to face a lot of harassment due to unavailability of service delivery in the villages and is required to make multiple visits for availing a single service and that too after standing in long queues and the wait extended from a few days to few weeks for the service to complete. The Government offices are spread across the city and a lot of time is spent on unproductive task like travelling, depriving the citizen of a day's labour. Administration, being under-staffed and over-worked coupled with lack of transparency, was helpless leading to unnecessary time delays for the rural citizen. These reasons led to the conceptualisation of the project “GRAM SAMPARK Rural Knowledge Centres”.

knowledge-based society through extensive use of ICT as a medium for effective interaction between the Administration and the rural public so that exchange of information and access to government departments is speedy and easy, leading to a better quality of life.

Objective

Continuing its commitment to bridge the digital divide, especially amongst the rural population, Gram Sampark centres are being established to empower the rural community and catalyse social change through modern technologies. One of the main objectives of this citizen Centric Centre is to provide a hassle free and transparent one stop solution to the common citizen for better turn around time in receipt, processing and issue of services

Rollout

A strong planning and a phased implementation strategy were adopted

by Chandigarh Administration for the project. Under the initiative, 14 centres are planned to be setup in villages across the city of Chandigarh. Department of Rural Development helped in identifying some of the unused Panchayat buildings, to setup Gram Sampark Centre. A government supervisor is stationed in each centre and serves as an authorised signatory for various services. All sections of the society like poor, needy, patients, farmers, students, employees etc are served from these centres.



Layout of Gram Sampark Centres on map of Chandigarh

Vision

The vision for this project is to create a

First Gram Sampark centre, at village Khudda Jassu, was made operational in May 2007 and since then 9 more centres have been made operational, remaining shall soon start functioning. The citizens are able to avail all the 20 G2C and 5 B2C services at these centrally located centres. These Centres are also emerging as Rural Knowledge Centres as rural citizens have an access to the huge amount of information. Services are provided free of cost and rural citizens



Gram Sampark Operators

can also register their grievances, file their applications under RTI and seek appointment in government hospitals.

In its one year of operation there have been nearly 60 thousand transactions involving a revenue collection of around Rs 4.58 crores. The footfall at these centres is steadily increasing, thus reflecting its popularity and the convenience it has brought to the lives of citizens.

Some of the services available at Gram Sampark Centers

Department	Services
Excise & Taxation	▪ Payment of taxes
Chandigarh Transport Undertaking	▪ Issue of Bus Passes
Social Welfare Department	▪ Issue of Senior Citizen Card ▪ Issue of Disability Identity Card ▪ Disbursement of pension for old age persons, widows and disabled persons.
Engineering Department	▪ Payment of Electricity Bill ▪ Booking of Tubewell for irrigation in Rural Area
Births & Deaths Registration Department	▪ Issue of Birth & Death Certificates
Municipal Corporation	▪ Payment of Water & Sewerage Bills ▪ Open Space bookings ▪ Community Hall Bookings
Health	▪ Doctor's Appointment for patients to GMSH and GMCH
Chandigarh Police	▪ Tenant Registration ▪ Domestic Servants Registration ▪ General, Sticker and Postal Challan
Treasury	▪ Sale of Stamp Papers ▪ Sale of Stamps and Special Adhesive Stamps
Chandigarh Housing Board	▪ Chandigarh Housing Board - Sale ▪ All deposits for dwelling Units of CHB
GOI Services	▪ Passport Application Submission
B2C Services	▪ Telephone Bill Payment - • BSNL WLL & Landline Bill payment • HFCL- Connect • Airtel -Mobile • Airtel- Landline • Spice

One of the main aspects of this Citizen Centric Centre with state of art facilities is to bring government closer to citizens by providing transparency and efficiency in government-rural interface. Services like acceptance of Grievances and RTI applications and provisioning doctor's appointment in hospitals make life simpler for the common people. Equipped with a robust MIS, the center also facilitates a better decision making and quick reconciliation of Treasury collections. Operating six days a week i.e. from Monday to Saturday between 8 AM-8PM, the centre is a one stop solution to rural citizen for multitasking and better dissemination of information.

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VAT- An e-Governance initiative in West Bengal

The Directorate of Commercial Taxes is the largest revenue earning wing of the Government of West Bengal accounting for 70% of the state tax revenue. The directorate is presently administering seven different acts for the implementation of VAT (Value Added Tax). Software Modules related to areas like dealers' master, tax payment, issue & utilization of Waybills, CST related forms, filing of returns, assessment, audit selection and movement of consignments into the state, have been developed under the IMPACT project. Relational databases are deployed with decision support and information management system.



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IMPACT (Information Management for the Promotion of Administration in Commercial Taxes), a project of NIC, West Bengal State Unit (WBSU), for building up comprehensive database in order to create an efficient decision support system to combat tax evasion there by generating revenue for the state.

Functional Modalities

In order to facilitate filing of physical returns under one roof, for the dealers in Kolkata, two Central Return Receiving Unit (CRRU) has been set up, one at the Directorate's HQ at Beliaghata and the other at 10, Madan Street, Kolkata 72.

A Computerized Central Registration Cell is in operation at the HQ building, Beliaghata to allow registration of dealers on the same day of submission of application with required documents. Names of newly registered dealers are regularly posted on the Directorate website - www.wbcomtax.gov.in

VAT-e-services

The Directorate has taken the initiative last year itself to reach dealers through a host of e-services. The major one among them is e-filing of VAT Return, which started from 1st of January, 2008. The service allowed nearly eight thousand of the selected dealers to file their Returns online. More dealers are being brought under this fold by way of gradual inclusion in the selection list.

e-Payment of Tax has also started recently. The e-Challan number (transaction id) generated is the reference number for all purposes of payment enquiry by the dealer with the directorate. This has been



integrated with the e-filing of return.

To facilitate further and to bring in complete transparency in the functioning of directorate e-Request of Waybill has also been introduced.

Technology and the Process

An application has been developed and hosted at the State Data Centre of NIC, WBSU using Oracle 10g as the database along with Oracle10g application server. The development platform is Java and Forms are generated in PDF files using Adobe. The application site address is www.wbcomtax.gov.in.

Client computer must have the following facilities installed to access e-filing of VAT Return application

- * Windows-XP
- * Internet Access
- * Internet Explorer v6.0 or above.
- * Acrobat Reader 8.1 or above which can be downloaded from the Departmental portal.

This system is highly secured, user friendly and interactive with features like, dealer's authentication, online FAQ help etc.

The screenshot shows the 'Directorate of Commercial Taxes' web portal. At the top, there is a header with the department name and a logo. Below the header, there is a section titled 'Upload The XML File Generated From The Return Form:'. This section contains five file upload buttons, each with a file path: 'C:\Documents and Settings\USER\Desktop\Amesur\...', 'C:\Documents and Settings\USER\Desktop\Amesur\...', 'C:\Documents and Settings\USER\Desktop\Amesur\...', 'C:\Documents and Settings\USER\Desktop\Amesur\...', and 'C:\Documents and Settings\USER\Desktop\Amesur\...'. Each button has a 'Browse' link. Below these buttons, there is a 'Click here to upload more XML files' link. At the bottom of the upload section, there are 'Upload' and 'Back' buttons. The footer of the page says 'Generated By: NIC'.

Generation of XML file from Return Form

Benefit of e-filing of return

Some important benefits associated with e-filing are

- Online filing of quarterly returns by the dealers using in-house facility,
- Highly reliable data as they are received directly from the dealers,
- Quick generation of various MIS reports as data are entered online,
- Enhanced checking of avenues of tax evasion as information is available in the required format,
- Timely filing of returns by dealers as systems is user friendly,
- Tax payments by dealers are integrated with the return filing system through e-challan number (transaction id) by the introduction of e-payment of tax.

Back-end integration and MIS support

Data from filed returns are transferred from the Internet database server to the Intra-net server periodically. The information is analyzed to generate following reports to monitor the dealers' payment and return filing behavior.

- Mismatch Report on Purchase and Sale of a particular Dealer
- Charge wise list of dealers Purchase and Sale mismatch report
- Verify the sales of the corresponding dealer where purchase declared but sales not shown by the seller
- List Unregistered Dealer to whom sales declared having similar name
- List Unregistered Dealer from whom purchase is declared

- Prepare list of Registered Dealers who are involved in more than Rs. 50000/- Sale/Purchase during a return period
- Analyze data to identify next set of Dealers for e-filing
- Identify dealers who has not filed return but carried out Rs. 50000/- or more of Sale/Purchase.

The application of IMPACT so far, notwithstanding inadequacies in infrastructure, has been able to breakthrough the traditional system and has manifested in net addition of around rupees one thousand crore in each of the years 2006-07 and 2007-08, an achievement which was never reached in the past. The e-services rolled out so far have made the system more transparent and efficient on one hand while giving tremendous relief to the taxpayers on the other. The Detail Project Report (DPR) has been submitted by NIC/NICSI for statewide roll out of the project as part of Mission Mode Project under NeGP of DIT.

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Story edited by: Prashant Belwarior

Regional Editor

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Excerpts from an appreciation mail by the then Director of the Academy, 2005:

“NIC Training Unit has been playing an important role in imparting computer training to the Civil Servants including senior IAS Officers for more than 16 years. The training conducted by NICTU in Lal Bahadur Shastri National Academy of Administration over the years has played a vital role in creating awareness about the potential of Information Technology among the Officer Trainees.”

NICTU, has the privilege to be a part of Lal Bahadur Shastri National Academy of Administration (LBSNAA). NICTU appreciates the support and guidance received from the National Informatics Center HQ, New Delhi and LBSNAA. NICTU is playing a vital role in the ICT arena and has plans to go miles ahead.

dotProject: The Open Source Management Tool

Project Management is methodical approach for structuring of a series of tasks and the schedule associated with those tasks, to achieve an outcome. Project Management is required for ensuring that the product is delivered to the customer on time and within budget. It facilitates the project manager to create deliverables faster and more efficiently. Many tools are available today to manage projects and related tasks. Read ahead...



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dotProject is one of the tools to manage projects and that is easy to set up and get running. Task allotment and management is a critical component of any project management tool, and it is something that the dotProject does reasonably well.

dotProject: Overview and Benefits

dotProject is a PHP Web-based project management application licensed under GNU General Public License (GPL) (<http://dotProject.net/>). It aims to provide the project manager with a tool to manage tasks, schedules, communication and sharing thereby helping to manage the day to day activities of project progression. As it is an online project management application we only need a browser and either intranet or internet access. It provides Clean, simple and consistent user interface. The basic information about the project is first created and then the tasks related to the project are created. Tasks are assigned to team members and have a tracked status, priority and due date. Project data and tasks are stored in the database. In a nutshell, the dotProject helps to keep track of the day to day developments of the project and helps to measure the progress of the project again on a day to day basis

Features:

It has comprehensive feature set and its modular architecture allows further addition of extra modules. Salient features of

dotProject based solution are:

■ User Management

A simple feature, for tracking user activity, adding users, and managing users. User sessions showing date last logged in as well as other information is available.

■ Project Listing

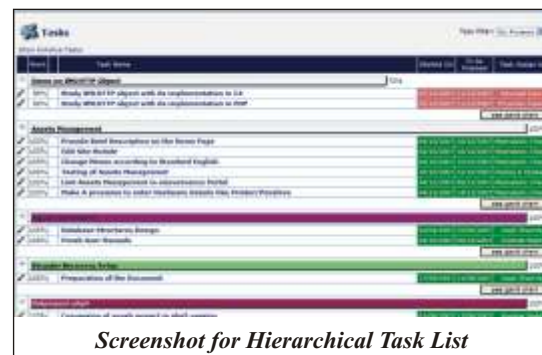
Lists of projects are broken down by what state they are in, such as all projects, proposed, planning, in progress, on hold, complete, template, archived, not defined. You can quickly move from tab to tab to view the state of the projects.

■ File Repository

The file repository is a central place to store project documents. They can be viewed from the central repository or from the project they are stored under.

■ Hierarchical Task List

Tasks are organised in a hierarchy, not just arbitrarily listed. This is a very useful



Screenshot for Hierarchical Task List

feature. Tasks can be dependent on other tasks.

Users can log time against a task directly in the system, giving a project manager a good synopsis of progress to date.

■ Dynamic tasks

dotProject also allows users to create something called dynamic tasks, which takes their start, completion, and duration from the child tasks that are related to them.

■ To Do List

It shows list of pending tasks and is very handy feature for keep track of tasks.

Serial No	Task percent Complete	Task Name	Start Date	End Date	Remaining Days
19	0%	Changing IntraNIC Authentication to AD maintained by Network group	2007-11-15	2007-12-14	<118
21	0%	Choreographing of proposed Web Services-Prototype	2007-12-20	2007-12-23	<107
26	10%	Restoring Portal developed using SP9 2007	2008-01-01	2008-01-03	<94
27	0%	Testing the Restored Backup	2008-01-04	2008-01-04	<97
28	0%	Test Launch of New IntraNIC Portal	2008-01-07	2008-01-08	<93
29	52%	Broad Contents	2008-01-07	2008-01-07	<94

Key: =Today =Past =Remaining

Screenshot showing To Do List

■ Calendar

The calendar has several display options, including a three month mini calendar view, a day view, week view, and a comprehensive month view.

■ Resource Based Permission

The permissions system in versions 2.0 and above is role based. It is granular, meaning there are many variations that can be used to specify access to the areas you want and prevent access.

■ Gantt Charts and Visual Cues

Gantt Charts and Visual Cues are incorporated into dotProject to make it easier to visualise projects. Project and task status is highlighted using color coding.

■ System Admin

All the system administration features, including system configuration are incorporated in this module.

Some Features which are currently not available in dotProject but will be made available in the future releases are as follows:

- * Time logging module allowing team members to show when they were actively working, although this is a common feature on most other tools;
- * Lack of Resource Management: being able to assign resources and manage project time lines including vacation time, holidays, sick days etc.
- * Lack of Effective Timeline Management: Ability to have parent/child tasks, dependencies for any combination of parent/child tasks that automatically updates timelines as needed
- * It doesn't have advanced features such as Resource Leveling, Critical Path Management, or Pert Charts.

These are acknowledged weaknesses that are likely to be addressed in the next release.

Technology

Technology used in the software uses the JavaScript and PHP as its Programming Language. It takes the Database support from MySQL. It can be implemented both in Windows and Linux environment.

Some of the Implementation in NIC includes Ministry of Water Resources Ayush, Ministry of Health, Dept. of Telecommunications, Ministry of Development of North Eastern Region (DONER), e-Governance Division (Integrated with IntraGOV framework)

dotProject web application can be successfully adapted to all kinds of businesses for a better project management solution including the aspects of planning, tracking and controlling of the tasks. Department projects can be tracked with the dotProject modules, which is built-in. It can be customized to meet the department's needs. Project management using dotProject software can facilitate monitoring and managing of projects, tasks of divisions and departments to achieve timely delivery of products and meet deadlines.

Network Management System

The cost benefits and productivity gains associated with the technology resulted in tremendous expansion of network deployment across the organisations. This also resulted in establishment of many different (sometimes incompatible) network technologies having their own inherent problems, affecting day-to-day network operation management and strategic network growth planning. Since, each new network technology requires its own set of experts, the staffing requirements alone for managing large, heterogeneous networks posed a big challenge for many organisations.



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Network management is arguably one of the most important challenges faced by the owners and operators of advanced networks and services. This resulted in an urgent need to have an automated network management integrated across diverse environments. A standardised management framework contributes to making that network easier and cheaper to operate and maintain and clearly reduces overhead, speed up fault resolution and aid in capacity planning.

Network management provides the means to keep networks up and running in as orderly a fashion as possible. It includes planning, modeling, and general operation and also provides command and control facilities. International Standards Organisation (ISO) has divided the network management task into five conceptual areas (FCAPS), mentioned below:

- **Fault:** Any device at some point can become faulty, and virtual connections, links, and interfaces can go up or down thereby generating network fault data. Fault Management takes care of the detection, isolation, resolution, and recording of network problems, before they degrade network performance noticeably. It should be automated as much as possible and rely heavily on the use of the Simple Network Management Protocol (SNMP), either to poll the network for health reports or to accept reports asynchronously from various network devices. Various reporting mechanisms,

such as colour changes, flashing icons or audible alarms may be used to alert operations staff members of potential problems.

- **Configuration:** All devices tend to require some type of configuration or tuning. Configuration settings may be both written to and read from devices. It also involves maintaining a database, describing all devices within the network. This database may contain both physical and logical configurations, including hardware and software versions, and provides a means to track network upgrades and, in the event of failure, to roll back to an earlier configuration.
- **Accounting:** Billing for service is an important component of enterprise network management (e.g., for departmental service billing). This function can be used for charging back the use of resources, such as dial-up facilities, to individual departments as well as for verifying the bills submitted by a service provider.
- **Performance:** Performance management involves monitoring the network, sounding alerts when certain thresholds are exceeded and collecting statistics that enable the administrator to predict future needs and perform capacity planning. As user populations and bandwidth needs grow, it is essential to be able to measure performance in order to avoid onset of congestion.

- **Security:** It covers the control of access to any information on the network including host and database access mechanisms, firewalls, transactions logging and a myriad of other security-related functions that prevent intentional or unintentional misuse of resources and ensuring the overall operational integrity of the network. This includes limiting, controlling, and recording the access and abuse of routers within the core and distribution networks, as well as authenticating routes and applying policies. Attacks against networks can include unauthorized access, data modification or theft and so on. Security is needed to ensure that both data and the underlying network are protected.

Providing all this management capability is a big challenge, especially for large distributed networks containing lots of legacy equipment. A good management system should therefore, fulfill all the FCAPS areas, which are inter-dependent.

Network Management Systems (NMS)

A well structured NMS is an integrated conglomeration of functions that may be on one machine but may span thousands of miles, different support organisations and many machines and databases to assist the network managers with Graphical representation of the state of the network; Downloading, uploading and tracking device configurations; SNMP polling, trap collection and logging; Showing historical information via graphs, tables or simple ASCII outputs; Provide automatic network management with minimal human interference; Keep the performance of the network at very high levels; Protect network from hackers and unauthorized users; Control the network traffic, network security, network resource management; Detection and correction of network malfunctions (both hardware and software)

SNMP is used in network management systems to monitor network-attached devices for conditions that warrant administrative attention. It consists of a set of standards for network management, including an application layer protocol, a database schema and a set of data objects. Some network operators use a script based approach to

setting up and monitoring devices which involves writing large and complex vendor specific scripts adhering to manufacturer's CLI.

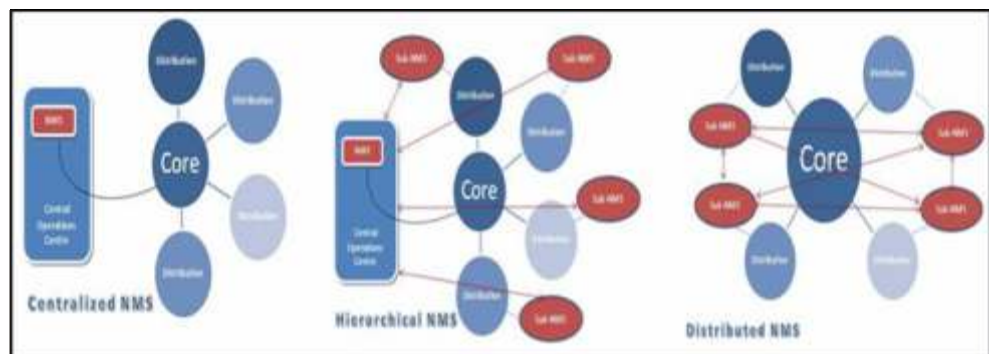
NMS Architecture

NMSs can be arranged in a centralized, hierarchical or fully distributed architecture; as below

Centralised architecture: It is the most cost-effective solution for smaller networks, with NMS located physically at a “well-connected” point in the network. Some of the limitations of such setup are that it introduces a single point of failure in two ways: by the NMS being cut off from the network due to network failure and because of failure of the NMS itself. It does not scale well and funneling of network-management data from polling/traps can consume enormous bandwidth and high CPU load.

Hierarchical architecture: Each element, or sub-NMS, is responsible for managing the facilities within its level of the hierarchy. NMS may also request reports from sub-NMS elements lower (or possibly higher) in the hierarchy. This arrangement alleviates the scaling problem, but still suffers from increased levels of criticality at the upper levels of hierarchy with a single point of failure at the top of hierarchy.

Distributed Architecture: It offers the most scalable and reliable architecture in which each sub-NMS element is relatively autonomous and responsible for a certain area of the network and is a peer with other sub-NMS elements. Distributed NMS architectures are much more complicated than centralized architectures as there is a need to exchange and synchronize reports and data.



Architectural representation of NMS

Benefit of using NMS

A good quality NMS broadens the operator's view of the network thus leveraging the increasing intelligence of modern Network Elements. If Network Elements do not support SNMP, then an NMS can facilitate a superior CLI because security can be imposed, actions are recorded and scripts can be managed (stored, updated, etc.). Apart from providing network wide object support for service profiles, it also gives an overview of an entire network which helps in creating objects like connections particularly useful for aggregate objects. It maintains useful records and audit trails of past configuration/actions facilitating useful network-wide services like traffic engineering, QoS (Quality of Service), planning, modeling and backup/restore of firmware/configuration data. Besides, fast access to faults and some network faults can be meaningfully processed only by an NMS thereby assisting in rebalancing networks as networks expand and new switches and routers are added.

NMS Packages

Some of the common NMS packages are

- HP OpenView (<http://www.openview.hp.com>)
- IBM Tivoli Netview (<http://www.tivoli.com/products/index/netview/>)
- Castle Rock SNMPc (<http://www.castlerock.com>)
- Computer Associates Unicenter TNG Framework (<http://www.cai.com>)
- Veritas NerveCenter (<http://www.veritas.com>)
- GxSNMP (<http://www.gxsnmp.org>)
- OpenNMS (<http://www.opennms.org>)

NMS is expected to be able to deal in terms of services rather than just connections and devices. It must also increasingly support high levels of Reliability, Availability - failover for the entire system or just a critical component such as the database and Maintainability - the software should be written to easily support future extensions.



Upcoming ICT Events

2nd IEEE International Symposium on Advanced Networks and Telecommunication Systems

December 15th - December 19th, 2008

Mumbai, India

<http://www.antsconference.org/index.html>

The 2008 IEEE International Workshop on Cyberspace Safety and Security

December 12, 2008

Sydney, Australia

<http://2008css.googlepages.com/>

IARCS Annual Conference on Foundations of Software Technology and Theoretical Computer Science

December 9th - December 11th, 2008

Bangalore, India

<http://www.fsttcs.org/>

IEEE 6th International Conference on Computational Cybernetics

November 27th - November 29th, 2008

Stara Lesná, Slovakia

<http://www.bmf.hu/conferences/iccc2008/>

Workshops in ICT 2008 - University of Malta

November 17th- November 18th, 2008

Malta

<http://www.um.edu.mt/ict/events/wict>

10th International Conference on Distributed Computing and Networking

January 3rd - January 6th, 2009

Hyderabad, India

<http://www.iiit.ac.in/ICDCN09/>

OpenLDAP: Open Source Implementation of Directory Services

The existence of multiple applications in a department/organisation each having to maintain its own user (employee) information database has led to ambiguity, discrepancies & redundancy in user data, often times. Further, users need to be enabled with multiple logins for accessing data from various sites within their own department. All this and more, has made the need for departments to have a Centralized Directory Service that will serve as an information repository for user management and authentication. An Open Standards based Directory Server meet the needs for and provide a secure repository for storing user credentials and related information of the ministry/department employees.



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OpenLDAP, an open source and standards based implementation of directory service, has been used in the IntraGOV (Intranet for Government) portals to maintain the user data in a central repository. This enables the authentication from a single and common base of information, regardless of the geographical location

This has been implemented in IntraGOV portal of Govt. of Andaman and Nicobar (IntraAND), Govt. of Sikkim (IntraSikkim) and Govt. of Orissa (IntraOrissa) to store their employees (Sikkim-28000, A&N-30000) basic details.

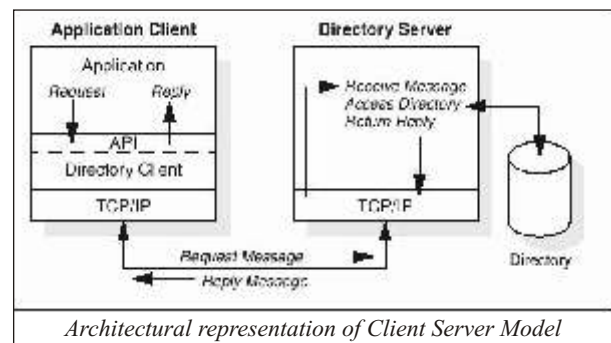
OpenLDAP is a LDAP compliant Open Source suite of directory software developed by the Internet community based upon prior work by University of Michigan, freely downloadable at <http://www.openldap.org/>, its binary and source code available for all major platforms under the OpenLDAP public license. It includes: LDAP Server (**slapd**), LDAP replication server (**slurpd**), Software Development Kit (**ldap**), Utilities, tools, sample clients, and contributed packages.

LDAP, light weight Directory Access Protocol, based on the X.500 standard, widely used Internet Standard Protocol (runs over TCP/IP) for accessing information stored in an information directory (also known as an LDAP directory), such as organizations, individuals, phone numbers, addresses, customer details and etc.

The key advantages of LDAP are Cross-platform and open standards-based, Internationalization using Unicode Transformation Format, Support for Secure Sockets Layer and Simple Authentication Security Layer, One of the best ways to achieve the Single-Sign-On, Easy and Effective means to Replicate Data, Secure delegation of control access using Access Control List.

Open LDAP Server architecture

The LDAP directory service is based on a client-server model.



LDAP Models

The four basic models of LDAP are as follows:

- **Information model:** It describes the structure of information stored in the LDAP directory. LDAP directory servers store their data hierarchically, that provides a method for logically grouping (and sub grouping) certain items together, useful in a number of ways such as: Replication of Data, Security and Access Control, Scalability, and etc.

The basic unit of information stored in the directory is called an entry. Entries represent objects of

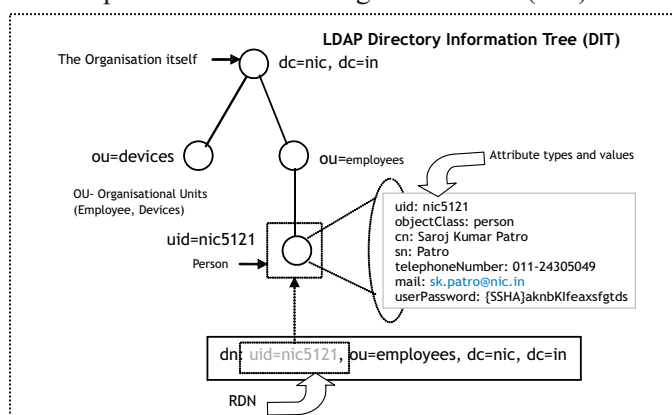
interest in the real world such as people, servers, organizations, and so on. Entries are composed of a collection of attributes that contain information about the object. Every attribute has a type and one or more values. The type of the attribute is associated with syntax. The syntax specifies what kind of values can be stored, how those values behave during searches and other directory operations.

Some of the LDAP Attribute Syntaxes are: dn - Distinguish name, int - Integer, ces - case exact string, tel - telephone number and etc.

Common LDAP Attributes			
Attribute, Alias	Syntax	Description	Example
common Name, cn	cis	Full name	Saroj Kumar Patro
surname, sn	cis	Surname	Patro
Telephone Number	Tel	Telephone number	011-24305049
organisation, o	cis	Organisation name	Nic
organisational Unit Name, ou	cis	Organisational unit name	Employeee
Owner	dn	Distinguished name	cn=Saroj Kuamr Patro, ou=employee, o=nice, c=in

Schema, data model of an information directory, defines the type of objects that can be stored, list the attributes of each object type. It helps maintaining consistency and quality of data.

- **Naming model:** It describes how the information, entries in the directory is organised and identified. Entries are organised in a tree-like structure called the Directory Information Tree (DIT). Each entry has an attribute that is unique among all siblings of a single parent, called as Relative Distinguished Name (RDN). You can uniquely identify any entry within a directory by following the RDNs of all the entries in the path from the desired node to the root of the tree. This string created by combining RDNs to form a unique name called Distinguished Name (DN).



LDAP Directory Information Tree

The directory's top level, referred to above as the root of the directory tree, is also known as the base. The name of that base is the Base Distinguished Name, or base DN. In principle, it's up to you to choose the format for your base DN.

Recommended base DN format for the organizations having the Internet presence say nic.in for NIC is: dc=nice, dc=in. "dc" stands for "Domain Component."

LDIF

The LDAP Interchange Format (LDIF) is a standard text file format for storing LDAP configuration information and managing directory contents.

A typical directory entry represented in LDIF:

```
dn: uid=nice5121, dc=nice, dc=in
uid: nice5121
```

```
objectClass: person
cn: Saroj Kumar Patro
sn: Patro
telephoneNumber: 011-24305049
mail: sk.patro@nic.in
userPassword: {SSHA}aknbKlfeaxsfgt ds
```

The attribute userPassword stores the password of a person in encrypted form using SSHA - Salted Secure Hash Algorithm.

Some other common encrypting methodologies LDAP supports are: {CRYPT}, {MD5}, {SHA} (Secure Hash Algorithm).

- **Functional model:** It describes what operations can be performed on the information stored in the directory. LDAP has nine basic protocol operations, which can be divided into three categories viz:

- * **Interrogation operations:** search, compare
- * **Update operations:** add, delete, modify, modify DN (rename)
- * **Authentication and control operations:** bind, unbind, abandon

Bind operation is client authentication to the directory, unbind operation is to terminate a session, and the abandon operation allows a client to abruptly terminate the session.

- **Security model:** It describes how the information in the directory can be protected from unauthorized access.

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International e-Gov Update

Kids all set to go direct to Gov

The Department for Education and Skills (DfES), Government of United Kingdom has established a website designed with the aim to teach schoolchildren about government and public services.

The website DirectgovKids (direct.gov.uk/kids) has a revolving globe interface at the homepage with interactive buildings through which children can investigate a city closely including a town hall, a police station, a school and so on in an attractive way. The website also has interesting online activities and games, as well as animations and slideshows.

DirectgovKids also imparts useful lesson materials across the curriculum, info of citizenship/PSHE (personal, social and health education) interest. The website also has a dedicated area for parents with activities and suggested places to go and things to see.

Apart from the children, the website also caters to the interest of young citizens, as the youth can find out more about the world around them, role of government in their day-to-day lives. The site allows children to voice their views on various issues and enables children to understand clearly the differences between local and central government and fits in well with the citizenship curriculum.

Source: http://www.bassetlaw.gov.uk/services/leisure__culture/young_peoples_activities/directgovkids.aspx

Get your driving licence renewed online:Slovenia

The Government of Slovenia has implemented an online service for its drivers through which they can get their license renewal service online and for this all they have to do is provide the registration number of their license and the number of their compulsory insurance policy. According to this process e-application is filed and the fee is paid through electronic payment system.

Through this new process, a certificate of registration is issued or renewed for as long as the vehicle's roadworthiness inspection and mandatory insurance is valid. With this new service drivers who are exempt from paying road tax can claim their rebate online.

Source: <http://www.epractice.eu/document/4347>

Dutch Defence Ministry launches exclusive USB sticks

The Dutch Defence Ministry is all set to make their work related information more secure and highly protected; by introducing two kinds of password protected secure USB sticks. Out of these USB sticks one will be used for storing highly secret information and the other will be used for storing non-secret and public information.

The ministry has asked its personnels to carry the classified or highly protected information separately from those that are non-secret and public information.

These traceable sticks are available on loan and to get these issued a user has to apply to an Information Manager or an equivalent official within the Ministry. For making the process easy and more user friendly, the Ministry has also decided to carry out spot checks, and has recommended severe punitive actions against those found in possession of an

unauthorised USB stick. Additionally, the data classified in the sticks are strictly treated very confidently.

This initiative of launching the USB sticks has come up very promising in its testing phase as they proved to be un-hackable within a reasonable period of time. It is hoped that this inventiveness from the Ministry will certainly prove very useful both for protecting sensitive information as well as defusing press stories about security breaches.

Source: <http://www.igovernment.in/site/secure-usb-for-dutch-defence-personnel/>

Passport going online in Hong Kong

The launch of the electronic passport system or e-Passport in Hong Kong is a paradigm shift in the sphere of ICT and its applications. The Hong Kong Special Administration Region (HKSAR) Passport allows a traveller to travel any part of the world. Nonetheless, the final consent to enter the countries concerned is upto the relevant immigration authorities.

Each e-Passport is personalised with micro-lettering, composing of applicant's name in English, Hong Kong permanent identity card number and date of birth. Besides, inter alia, the printing of each and every visa page is also different. Alteration in the bio-data page of e-Passport will inevitably causes apparent damages and, with the protection of keys, it is basically impossible to illegally change the data stored in the e-Passport chip.

The HKSAR e-Passport System sets an exemplary step in advanced technology and is undoubtedly a highly secure travel document which not only benefits the passport holders but also enhances international security and deters human trafficking.

Source: <http://event.stockholmchallenge.se/project/2008/Public-Administration/Electronic-Passport-System>

| Compiled by: Informatics Team.

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OpenLDAP (LDAPv3) provides following mechanisms for authenticating clients:

- **Simple Authentication:** For Simple Authentication, the login name in the form of a DN is sent with a password in clear text to the LDAP server.
- **Simple Authentication over SSL:** Sending usernames and passwords over the network, wrapping the information in an encrypted transport layer. LDAP can negotiate an encrypted transport layer prior to performing any bind operations.
- **Simple Authentication and Security Layer (SASL):** SASL supports a pluggable authentication scheme by allowing a client and server to negotiate the authentication mechanism prior to the transmission of any user credentials using SSL.

Once users are authenticated, it must be determined if they have the authorization or permission to perform the requested operation on the specific object. Authorization is often based on access control lists (ACLs), attached to objects and attributes that describe what type of access each user is allowed.

Thus implementing a Centralised Open LDAP Server, enables an organisation-wide Authentication System, integration of applications with a unified sign on and provides a single authoritative source for user management, roles, and hierarchy helping to maintain the data integrity of users. Personalized, role-based, secure access to information is thus enabled for each and every authorised employee in a department/organisation.

Green Computing - March Towards Healthier World



Green computing refers to adaptation of practices for eco-friendly computing. Green Computing is about using computers or electronic items responsibly. The responsibility is not limited to just efficiently using the gadgets but includes social responsibility of nature-loving fabrication and disposal also. Major contributing practices towards Green Computing Campaign are Eco-friendly manufacturing, Energy-efficient computing, E-waste management.

“Modern Technology owes Ecology an Apology”

- Alan M. Eddison

There are many imprudent practices associated with computer usage like, leaving computers on without usage, purchasing low quality hardware, unnecessary printing, improper disposal of obsolete computers and so on. All this results in gratuitous energy consumption, wastage of resources, emission of pollutants and depletion of precious resources thus putting tremendous pressure on Environment and Ecological balance. And it would be senseless to blame technology for environmental degradation.

The Beginning

Energy Star is a voluntary labeling program designed to promote and recognise energy-efficiency in monitors and electronic equipments. It was started in 1992 by Environment Protection Agency (EPA), an organisation with a mission to protect human health and environment, as preliminary step towards environment friendly use of computers. This resulted in widespread adoption of sleep mode among systems including electronic equipments. Green Computing was conceived once Energy Star program was well accepted and initially addressed power consumption-related issues only. Later it propagated to wider concept of judicious use of computers.

Green Computing Charter (GC)

Green Computing campaign aims to raise awareness of environmental issues in IT departments and also

reduce business costs and improve efficiency. Green Computing is based on seven point charter designed to provide IT managers with environmental goals.

Green Computing Charter

- Find out how much energy your IT systems use and monitor ongoing consumption levels.
- Ensure unused equipment is turned off when not in use.
- Educate staff about the benefits/concept of saving energy and recycling.
- Establish a code of practice to minimise unnecessary printing.
- Identify IT management practices that reduce power consumption.
- When purchasing new IT equipment, choose energy-saving devices.
- Dispose old hardware responsibly; send old PCs to be reconditioned/recycled

GC campaign is not limited with Government, Vendors and recyclers but also extends to all individual users. Individual can contribute to the GC campaign by practicing ***“Energy Efficient Computing”***, which involves adopting energy conservation techniques.

E-Waste

A major concern of GC is electronic waste or e-waste which has been emanated by irresponsible disposal of obsolete systems as junk. As per Greenpeace India, a non-profit organisation focusing on most critical worldwide environmental issues, the amount of e-waste is going to increase 300 times in the next five years. As per rough estimate based on a 2003 study



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by International Resource Group Systems South Asia Private Limited - IRGSSA, approximately 1, 50,000 tones of e-waste is generated in India annually.

These estimates indicate the severity of the problem because e-waste contains substances and chemicals and if not disposed properly these can create serious problems for the environment and human health. As the life of electronic gadgets grows shorter; dealing with problem of e-waste is also getting difficult. Lack of stringent environmental regulations, weak enforcement mechanisms, use of cheap raw material, ill-informed users etc., all contribute to the mounting problem of e-waste.

Initiatives in Green Computing Campaign

In this grave scenario, the GC Campaign brings a ray of hope and initiatives are being made at different levels. Apart from the Energy Star, some other major initiatives at the International level include:

- * **StEP:** A global initiative by the UN called *Solving the E-waste Problem (StEP)* aims at harmonising e-waste recycling and encouraging manufacturers to devise methods to extend the life of electronic products. It focuses on the areas of legislation at national levels, although e-waste laws have been laid down, but there is a need to integrate/ coordinate them. It also stresses developed nations to adopt philanthropic practice of donating their discarded systems to under-developed counterparts to avoid toxic waste and also bridge the digital divide.
- * **RoHS:** The Restriction of Hazardous Substances was launched in July 2006 and this directive bans electrical and electronic equipment containing more than agreed levels of listed health/environment hazardous substances.
- * **EPEAT:** Electronic Product Environmental Assessment Tool was conceived by Green Electronics Council (GEC) and is developed to evaluate computers, laptops and monitors based on their environmental attributes. EPEAT evaluates electronic products in relation to 51 total environmental criteria, identified in the criteria table contained in IEEE 1680 and the products are ranked according to three tiers of environmental performance.

Globally, the industry has also responded to GC campaign receptively. Some of the initiatives are:

- **Green Grid**, founded by several key companies, is a global consortium dedicated to advancing energy efficiency in data centers and business computing ecosystems. It is focusing on developing standards, measurement methods and new technologies to

improve data center performance against defined metrics.

- **HCL** plans to phase out PVC (Poly Vinyl Chloride) and BFRs (Brominated Flame Retardants) from all its products by 2009-10 besides supporting RoHS. It has also initiated buying back obsolete systems for proper disposal.
- **Wipro Infotech India** has set up **Wipro Green Computing**, an e-waste management process spanning product lifecycle from designing, manufacturing to final disposal. They plan to launch range of RoHS complaint eco-friendly hardware products namely **Wipro GreenWare**.
- **VIA** is promoting Solar computing, Carbon-free/Lead-free computing, Quiet Computing in the GC campaign.
- **IBM** has launched **Project Big Green** in May 2007, an effort to protect environment, save energy and offer a road map for better environmental IT practices.
- **SUN Microsystems** has come up with Green data center by deploying new server technology and smart cooling resulting in dramatic decline in electricity use.
- **Microsoft** is expecting Windows Server 2008 systems to use about 20 percent less power than existing Windows Server systems. It is also planning to promote Green Data centres.
- **Dell** has introduced AMD Opteron-based servers designed to reduce data center power consumption and deliver performance per watt improvements.

At the government level in India, finally some GC initiatives are being taken now. Ministry of Communications and Information Technology (MoCIT) is emphasising the need for recycling and re-using electronic equipment to minimise electronic waste. Central Pollution Control Board has also come up with draft guidelines to include electronic waste as a specific category in the hazardous waste and municipal waste rules with the aim to make dumping e-waste an offence, with stricter regulations.

The philosophy of GC stands for life cycle of system abiding many conditions right from the composition of chemicals used in manufacture, energy consumed to operate & cool the equipment, proper disposal after its lifetime. The route towards the protection of nature and other resources may be long but righteous beginning indeed has been made which needs to be complemented by dynamic contribution from each one of us for this noble cause.

Cyber Governance

A look at some of the recently launched Indian Government Websites....

Commissionerate of Customs, Central Excise and Service Tax, Indore (<http://centralexciseindore.nic.in>)

The website caters to all the information related to the formulation and implementation of Custom and Excise Department. It comes up with various procedures from streamlining customs to excise dealings. The website is geared up to address the new challenges faced by the department in terms of combating revenue evasion, commercial frauds, social menaces and so on. centralexciseindore.nic.in, is hosted with the objective of benefiting general public and to serve as an instrument for spreading awareness about guidelines on taxes and customs excise duties. Every effort has been made make the site up-to-date and purely for public facilitation.



Rural Development and Panchayat Department, Chandigarh Administration (<http://chdruraldevelopment.gov.in>)

There are 13 villages in U.T Chandigarh and with the effort to integrate these villages with the basic amenities and services; Chandigarh Administration has hosted a site under rural development scheme. Apart from proving links to useful websites of Ministry of Rural Development, Chandigarh Police, Tourism Department Chandigarh, Municipal Corporation, the website also provides information about the Members of Panchayati Raj Institutions, Chandigarh. The site is kept up-to-date

with all kinds of new developmental works or initiatives undertaken by the administration.

Department of Cooperation, Punjab (<http://punjabcooperation.gov.in>)

Cooperatives constitute a major source of institutional credit for agriculture and Punjab has always been in the limelight for its promising developments. With the hosting of the site for the Department of Cooperation, Punjab now assures to meet new avenues related to economical, social, and cultural needs. The site reflects information on policy and planning, administrative setup, apex cooperatives and on various harmonious developments. With this, it is also hoped that the site will play a pivotal role in socio-economical development of the state.



Health and family welfare, Government of Puducherry (<http://health.puducherry.gov.in/>)

Health and family welfare has always been a matter of concern to the Indian citizens and Government of India has been always striving to make the latest new technologies in this arena available to the common people through out the country. The newly hosted website on Health and Family Welfare by the Government of Puducherry is a live example of this endeavour. health.puducherry.gov.in, is designed with all the necessary information related to health programmes, health directories pertaining to primary and community health centres within the UT. The website is also a host to other medical information available throughout the country.

National Portal Update

STQC Certification for india.gov.in

india.gov.in, the National Portal of India created another benchmark in the sphere of ICT and e-Governance. It has bagged the STQC (Standardization, Testing and Quality Certification) Level I

The National Portal of India has not only brought a renaissance in this epoch of ICT powered nations, but has also has reformed India in many ways. With this STQ Certification india.gov.in gets officially declared as the Portal with Appropriate Content and Accessibility Features.

STQC is an independent testing and certification organisation of the Department of Information Technology, Government of India and has a vast experience in operating certification schemes with international recognitions. The STQC certified quality website scheme represents a set of technical requirements taken from international best practices, recommendations, standards and guidelines to ensure the quality of online services and information

The Certification marks india.gov.in as the Portal with common look and feel factor throughout, the right address to locate relevant information about India and its affairs, a gateway of information that aims at facilitating ease of use and functionality and lot more.



india.gov.in at Stockholm

india.gov.in, The National Portal of India has another feather in its cap! It has been selected as a finalist in the Stockholm Challenge Award 2008 in the Public Administration category.

The Stockholm Challenge features an array of awards for ICT for Development projects and a series of program of workshops, conference, study visits and social gatherings takes place at the event. It is also a platform that brings together the most inspiring ICT entrepreneurs, researchers and students from all over the world to share experiences and knowledge.

Launched in 2005, the portal has played a significance role ensuring good governance through ICT. india.gov.in is one stop source of information about India and its various facets and provides comprehensive, accurate, and reliable information. The information in the Portal has been well classified into distinct modules, which are also interlinked at relevant places to provide the visitor with a holistic view. The content in the Portal is the outcome of a collaborative effort by the various Ministries, Departments, Organisations, Districts of the Government at Central and State level as well as that of the core Project Team of National Informatics Centre (NIC). India.

india.gov.in is also a mode of providing fast and convenient services to citizens and has also helped in integration of communities, reduction in delays in governmental processes and Red tape etc.

The aesthetic appeal, thoughtful, informative and user friendly content made the Portal most favourite bookmarked site, as numerous of hits poured in from all corners of the world.

In the News

PM's Award for Excellence in Public Administration for Lokvani, Uttar Pradesh

Smt. Zohra Chatterji, Joint Secretary, Ministry of Information & Broadcasting, Sh. S.B. Singh, Sr. TD and SIO, NIC U.P. State Unit, Lucknow, Sh. Amodh Kumar, Special Secretary, Department of IT & Electronics, Government of Uttar Pradesh and Sh. A.P. Singh, TD and DIO, NIC Sitapur were honoured with the 'Prime Minister's Awards for Excellence in Public Administration 2006-07' on 21st April 2008. The Awards for the year 2006-07 were given to initiatives spanning better policing through community participation, infrastructure upgradation, systems to improve quality of school education and to check drop-out rate, water management, process re-engineering by leveraging ICT, citizen empowerment and disaster management.

The award comprising of a medal, scroll and cash reward, was conferred to the recipients for their significant contribution in implementation of 'Lokvani' in Uttar Pradesh and was presented them by the Hon'ble Prime Minister Dr. Manmohan Singh during the Civil Services Day at Delhi.



Prime Minister, Dr. Manmohan Singh with the recipients of the award

Anshu Rohatgi, Regional Editor



Sh. Kulkarni, DC & IAS East Singhbhum at one of the anchal Kiosk

Computerisation of Land Records, Jharkhand

A major milestone has been achieved in land records computerisation at East Singhbhum District with the computerisation of Khatiyani & Registration of all the nine anchals of the district. To fulfill the demands of e-governance, "Kiosks" has been established at all the anchals offices. The services offered to the citizens through kiosk are disbursal of ROR, Application acceptance for Mutation, Settlement, Bastagit Parcha, Rent deposit, Objection entries and so on. The administrative services also include day wise money collection report for an anchal under Rent & ROR head, MIS Report for the rent collection, RoR issuance & Register-II issuance.

The process of land records computerisation at the district took off with the inauguration of web based Vasudha software by the Hon'ble CM Sh. Madhu Koda at the Jamshedpur anchal. Designed & developed by NIC, Jharkhand State Center, the Vasudha software holds great promise to the state revenue officials and administrators for land reforms and protection of legal rights of land for the citizens hence paving way for true e-governance in the state, said Sh. Shahid Ahmad, SIO, Jharkhand.

Prashant Belwarier, Jharkhand Correspondent

CollabCAD Workshop at NIC, Shillong

A CollabCAD Workshop was conducted recently at NIC, Shillong, by CAD division, NIC, New Delhi and NIC Meghalaya. Mr. V.S.Oberai, IAS, Principal Secretary (Infrastructure Development) Government of Meghalaya, who was also the chief guest, inaugurated the workshop. Mr. Oberai strongly appreciated the initiatives taken by NIC in lessening IT divide between Meghalaya and India. He also prised the efforts of NIC in introducing the CollabCAD Software in the North-east.

Mr. Timothy Dkhar SIO, gave a welcome speech and introduced the participants to the workshop. Mr K.S.Nagesh, TD, NIC gave a key note address to the participants explaining briefly about the technical details of CollabCAD Software and the Open Source Utilities used in developing the CollabCAD Software. He also explained the benefits of the Software in CAD User departments and Small Scale & Medium Scale Industries. Mr Nagesh also emphasised on promoting the CAD Technologies in Shillong and the North-east with a technical presentation.



Engineers participating in CollabCAD Workshop at Shillong

K.S.Nagesh, TD, NIC New Delhi



Dr Krishnaiah with the participants of the workshop

Management Principles Workshop at NIC Shillong

Dr VSR Krishnaiah, STD NIC HQ, New Delhi conducted a day-long workshop on Management Principles at NIC Shillong on 28th April 2008, which was attended by NIC officers from Meghalaya State Centre and other units of Shillong. The workshop dealt with areas like moving up the value chain, capability sets for the IT specialists, skills required by software managers, etc. Sh. Timothy Dkhar, SIO, NIC Meghalaya, thanked Dr Krishnaiah for taking such an initiative.

Sabyasachi Choudhury, Shillong Correspondent

Video Conference on Election Preparedness and Randomisation SW, Himachal

Ms. Manisha Nanda, Chief Electoral Officer-cum-Secretary (Election), Himachal Pradesh, reviewed the status of election preparedness in four districts; Hamirpur, Bilaspur, Una and Kangra (Dehra Sub-division) for the of Hamirpur Parliamentary bye-elections that were held on 22nd May 2008. The CEO interacted with the Returning Officers-cum-Deputy Commissioners, Superintendents of Police and other Election officials over VC and stressed on holding the elections in a free and fair manner by adhering to the Election Commission guidelines. The SIO HP, Project Coordination-Election, DIOs and concerned NIC officers were present in the VC.

The VC was arranged by NIC and was held using Multi-point Conferencing Unit set up recently over leased lines. The status of data entry into the DISE-Election Randomisation SW was discussed. The SW has been developed by NIC and implemented in last two Elections successfully.

Ajay Singh Chahal, Himachal Pradesh Correspondent

Minister of State, S&T and IT launches JAKEDA Website

Minister of State for Science & Technology and IT, J&K, Jenab Javaid Mustafa Mir launched the official website of J&K Energy Development Agency (JAKEDA) on 3rd April 2008 at Jammu. Also present at the occasion were Mr. Ashok K. Parmar, IAS, Secretary S&T & IT, Mr. Abhay Kumar, SIO, Mr. Rahul Sharma, Mr. V.S. Pathania from NIC and others. With the launch of this website, the people can browse through the various schemes implemented by the department, their beneficiaries, application forms and procedures. The website is hosted at <http://jakeda.nic.in> and is also a bank of information like about Organisation, Achievements, Major Programmes, MNRE Incentives, what's new etc. During the function, Hon'ble Minister appreciated the efforts of NIC and also handed over the memento to the Officers of NIC J&K.



Jenab Javaid Mustafa Mir, Minister of State, S&T and IT Department, J&K during the launch of JAKEDA

Jit Raj, Jammu & Kashmir Correspondent



Meeting in progress and SIO explaining details of WebConnect

Web Meeting over NICNET via Web Connect, Maharashtra

Sh. A.K. Jain, Principal Secretary, Water Supply and Sanitation Department of Govt. of Maharashtra reviewed projects under Bharat Nirman with other CEOs of Zilla Parishads, using the Web meeting facility of NIC Maharashtra Centre. At the district side, District Informatics Officers and District Informatics Associates of NIC District Centres assisted the respective CEO to participate in the web meeting. Sh. Moiz Hussain Hussain Ali SIO Maharashtra explained the key features of web meeting to Sh. A.K. Jain and to all participants at NIC district Centres.

Moiz Hussain, Maharashtra Correspondent

Workshop on Prison Management System (PMS), Jharkhand

With a view to streamline Jail administration, the Govt. of Jharkhand has decided to implement the PMS software at all the Jails including central jails of the State. A State level meeting cum workshop was held at Hazaribagh on 11th March 2008 to review the status of computerisation of Jails in Jharkhand. Sh. S K Barnwal, IAS & IG Prison, Sh. D K Vidyarthi & Sh. O P Gupta both AIG, Prison and all the Superintendent of Jails of Jharkhand were present in the workshop. A brief presentation on the PMS was given, followed by the demonstration of the software by Sh. Prashant Belwarier, SSA & Sh. Sachin Prabhakar, STB from NIC Jharkhand. Sh. S K Deo, District Informatics Officer, Hazaribagh provided all the necessary logistic support to make the demonstration successful. The software has been designed and developed by NIC, HQ. New Delhi and is based on client/server architecture. The software has been successfully customised and implemented at Birsa Munda Central Jail, Ranchi and the objective is to replicate the customised software at all the Jails of Jharkhand.



Sh. S K Barnwal IG Prison during the Presentation of the PMS Software

Prashant Belwarier, Jharkhand Correspondent

5 Days Training Programme under CIPA Project conducted at SKPA Udhampur (J&K)



Participants attending the Training on CIPA Project

As a part of rolling out Common Integrated Police Application (CIPA) in Jammu and Kashmir, a five day training program from 5th-9th May 2008, by NIC J&K State Centre was recently conducted at Sher-e-Kashmir Police Academy (SKPA), Udhampur for police officials from different districts of J&K.

In his inaugural address Sh. Naveen Aggarwal, IPS, Director, SKPA stressed for the implementation of the project, as it was a challenge to make police stations paperless and to make the data available online. Sh. Suresh Kumar, Scientist - 'D', who is coordinating the project in Jammu and Kashmir briefed about the importance and features of the training. The CIPA team from NIC, J&K comprising of Sh. Tarminder Singh, Scientist-'B' and Sh. Raman Gupta, Scientist-'B' along with the hand holding persons trained the officials through lectures and hands-

on session. The Director, SKPA, appreciated the training efforts made by NIC J&K.

Jit Raj, Jammu & Kashmir Correspondent

Videoconferencing Facility Inaugurated at District Civil Court & Jail, Sareikela by Hon'ble Justice Sh. Amreshwar Sahay, Jharkhand High Court.

On 5th April'2008, Hon'ble Justice Sh. Amreshwar Sahay, Jharkhand High Court, inaugurated the videoconferencing facility between District Civil court and Jail, at Sareikel in the presence of a large number of officials, Advocates and the media persons. At the civil court Sh. V K Sahay, Hon'ble District & Session Judge and Sh. L.P.Singh SP, Sareikela, were also present on the occasion. Sh. D K Pradhan, Jail Superintendent and other officials, represented the other end, during the conference.

After the inauguration, five prisoners were produced, and the new VC facility was demonstrated to the Hon'ble Justice of the High Court. Speaking over the VC system, the Hon'ble Justice discussed the benefits of the new facility with the Jail Superintendent and appreciated that the new facility will reduce the workload of the courts, helping in speedy disposal of pending cases. The VC facility between district civil court and jail is being implemented by NIC, Jharkhand on turnkey basis for the state government.

Prashant Belwarier, Jharkhand Correspondent

Implementation of "MukhyaMantri Awas Yojana" and Flood Control Measures through VC by Sh. Nitish Kumar, Hon'ble CM, Bihar

Hon'ble CM, Bihar Sh. Nitish Kumar has reviewed the works done towards the construction of the houses of the people, who were affected during the last years flood under a CM's housing scheme; "Mukhyamantri Awas Yojana". In phase-II, Hon'ble CM was reviewing the flood control measures taken up in the 22 flood prone districts of the state through multi-point VC. The session was well attended by Disaster Management Minister Sh. Nitish Mishra, Chief Secretary Sh. RJM Pillai, IAS, Disaster Management's Principal Secretary, Sh. RK Singh, IAS, Sh. Chanchal Kumar, IAS, Secretary to CM and all the Districts Magistrates on 24th May 2008. VC session started with initial remarks and suggestions by Dr. B. K. Gairola, DG, NIC, New Delhi and was followed by Hon'ble CM's review of all the districts individually. He expressed satisfaction on VC services and remarked that it is helping in expedite e-governance in State. The whole programme was successfully coordinated by Sh. Santosh Kumar, STD & SIO Bihar.



Hon'ble CM Bihar, Sh. Nitish Kumar with Sh. Santosh Kumar, STD & SIO

PC Sahoo, Bihar Correspondent

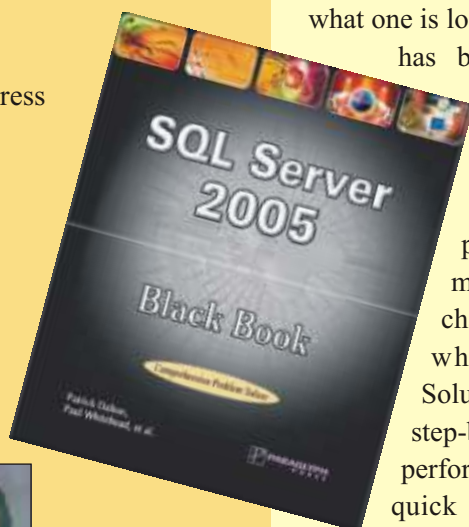
SQL Server 2005

The philosophy behind black books is to conduct extensive research before writing and editing by experienced professionals to provide a plethora of useful tips for transcending global programming and administrative challenges. The Black Book's unique format helps to complete specific tasks, especially critical ones, solve problems, and quickly master complex technical issues to become an expert.

Title - SQL Server 2005 Black Book

Author - Patric Dalton, Paul Whitehead & Kogent Solutions Inc.

Publisher - Dreamtech Press



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The “SQL Server 2005 Black Book” written by Patric Dalton & Paul Whitehead and published by Dreamtech Press has been presented as support package and insightful reference for utilizing the full power and flexibility of SQL Server 2005. The book caters to the requirements of both - the intermediate and advanced database administrators and programmers. It helps to leverage full potential of relational database technology to create a state-of art database solution with reporting services. While the comprehensive references help developers and administrators learn SQL Server 2005 quickly and easily.

This book's format of breaking down complex topics into easily manageable components helps in quickly finding what one is looking for. Each chapter has been divided into two sections; The 'In Depth' section, written in the standard textbook format, presents explanatory material and covers the chapter topics inside out, while the 'Immediate Solution' section provides step-by-step instructions for performing specific tasks & quick solutions to a large number of commonly occurring problems. In addition, the book is filled with hundreds of ready to use examples covering the entire SQL Server 2005 programming area. These example are precise and to the point.

The book covers the entire spectrum of

Structured Query Language from syntax to Common Language Runtime (CLR), to a detailed overview of SQL server tools, from Management Studio to Business Intelligence Development Studio (BIDS), Database Design, SQL Server Mobile Edition, Data Warehouse & Reporting Services, development chapters are provided on Server Maintenance, Security, Integrating .NET with SQL Server, performance tuning and optimization, error handling, and using SQL with XML.

SQL Server 2005 is an enhancement over its predecessor SQL Server 2000. Many new features have been added to improve the development productivity, transaction processing and security. A host of functional enhancements such as Dedicated Administration Connection (DAC), Deadlock Virtualisation and SQL Server Agents have made SQL Server more scalable and efficient and an excellent platform for e-governance & e-commerce applications, On-Line transaction Processing (OLTP), and Data Warehousing.

The 2007 Edition of SQL Server 2005 black book addresses all these enhancements and features of SQL in a simple but comprehensive manner. The chapter on .NET integration needs a special mention as it allows the Visual Studio .NET developers to understand the functionality of SQL Server within the IDE (Integrated Development Environment) of Visual Studio 2005. The book is designed to give you exactly what you want, and when you want it