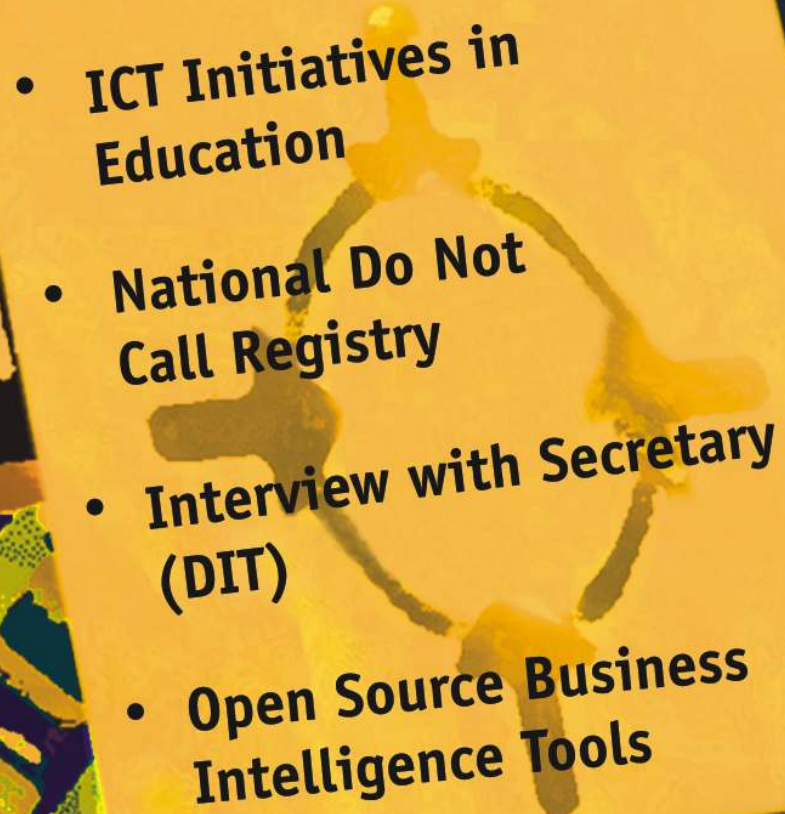# Informatics

AN e GOVERNANCE PUBLICATION FROM NATIONAL INFORMATICS CENTRE

- ICT Initiatives in Education

- National Do Not Call Registry

- Interview with Secretary (DIT)

- Open Source Business Intelligence Tools

from the Editor

T*ime literally flies and a new year beckons yet again !! It is time to make new beginnings and new resolutions in our personal and professional lives and I hope we all end up making the right choices in ours.*

Recently, the entire Informatics Family got a rare chance to get together for the Correspondents' Summit held at NIC Headquarters, New Delhi. Apart from being a happy and memorable occasion for all of us (see pic below), the event was also an eye-opener of sorts as we debated and deliberated upon several ways to make this publication better and more popular in the times to come. We have received some wonderful suggestions from within our own team to broaden our scope, reach and coverage so that Informatics becomes the default medium for anyone looking for authentic and comprehensive information on the e-Governance activities in the Country.

This issue comes to you with all our regular sections full of information about the giant strides e-Governance in taking in different parts of the Country. The lead story, put together by Regional Editor R Gayatri focuses on the most significant sector 'Education' and is a reflection of the ICT initiatives being undertaken in this vital domain. In the Guest Column, we are honoured to have done an in-depth interview with Sh Jainder Singh, Secretary (DIT) wherein he shares his vision for the future of e-Governance in the Country. We also carry an extremely informative write-up in the other Guest column by Sh B Selvaraj, IAS, Administrator (Lakshadweep) who provides an insight into the revolutionary e-Gov initiatives being undertaken in the tiny UT down south.

It is hoped that the contents of this issue will leave our readers more enlightened and informed about the latest in the ICT and e-Governance.

Wishing you all Joy, Peace and Prosperity in 2008…

Happy Reading

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Team- Informatics

The Team of Informatics at the Correspondents' Summit (13th-14th December, 2007)

Contents
in this issue…

ICT Initiatives in Indian Education System

The use of Information and Communication Technology (ICT) to improve and enhance the quality of education in India is gaining critical attention and is shaping up phenomenally in several states. The use of ICT is effectively enhancing learning where traditional models have failed. Successful management of ICT initiatives in strategic planning and positioning Indian education is demonstrating a clear picture of returns in terms of resources, time and money.

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Ministry of Human Resource Development, Government of India has brought about revolutionary changes in Education sector by introduction of ICT based technologies in management of its processes including delivery of Education in the remotest part of the country viz. Online counseling process for admission to professional courses like Engineering, Medical etc, Display of online availability and disbursement of scholarships, Provision of computer infrastructure including Internet facility at schools through ICT@Schools Scheme, Online affiliation process for Schools etc.

Last year 7th All India School Education Survey results have been published indicating various gap areas which would facilitate decision makers for planning and effective policy making. GIS based tools are also being used for elucidating literacy levels, educational facilities and understanding the regional imbalances.

NIC every year successfully hosts Academic and Entrance

results.nic.in

Examination results for various boards & universities including CBSE, State Education Boards, GGSIP University, UP Technical University, AIEEE etc.

Policies, strategies and programmes

Sakshat– "A One stop Education Portal", was launched in October 2006 by the former Hon'ble President of India as a show case of the efforts of the Government in offering open learning resources of world class content to students of all grades facilitating "any where any time learning ". The portal also provides conduct of online tests and assessment, online suggestions for academic excellence, testing and certification for vocational skill sets etc.

The Ministry has also initiated use of ICT tools to monitor its efforts in the arena of Elementary Education, in which the School level data on Sarva Shiksha Abhiyan (Education for All –India), a Flagship Programme of GoI, is being compiled and analyzed for offering effective interventions to minimize drop outs and monitor provision of incentives and basic amenities to students with specific focus to Girl child. Similar efforts are underway for the automation of Mid Day Meal Scheme in Schools, Teacher Information System, etc.

Through the unstinted efforts of various organizations under MHRD like CBSE, NCERT, CSTT, UGC, AICTE, etc., the

Education Portal-Sakshat
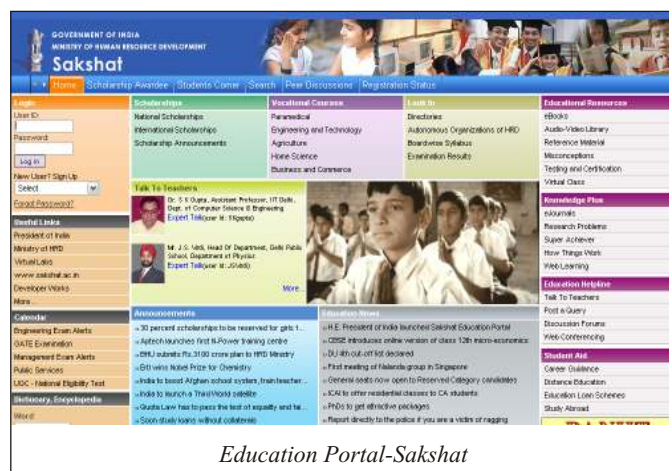
students are also benefited through availability of online Text books , online examination results (X & XII classes, AIEEE, AIPMT, etc.) and online submission of application forms for common entrance tests.

The State Governments have also taken significant initiatives in using the potential of ICT in Education. Some major applications include Online conduct of entrance test and web based counseling operations taken up by Government of Haryana and Kerala, Online counseling on the pattern of AIEEE counseling for all professional courses, like, B.E., B.Arch., B. Pharm., MBA, MCA, MBBS, BDS, B. Ed., etc. are being conducted by Uttar Pradesh Technical University.

Project Management Information System (PMIS) under Sarva Shiksha Abhiyan (SSA) designed and developed by States like Uttar Pradesh, Madhya Pradesh, Karnataka are using technologies like GIS, Digitization, portal management, architectural and structural designs and various innovative means for effective compilation, spatial presentations and analyse the effectiveness of various Schemes and Programmes.

Current Level of ICT access and use

Some of the projects done by NIC using ICT in Education sector can be broadly categorised as:

Teaching and Learning Aids
- NCERT Text Book Online http://www.ncert.nic.in/ textbooks/testing/Index.htm
- Sakshat Portal http://sakshat.gov.in

Examination Results http://results.nic.in

Admission Process
- AIEEE Examination System http://aieee.nic.in
- AIPMT Examination System http://aipmt.nic.in
- All India Medical Counselling

- Centralised Counselling based on AIEEE http://ccb.nic.in
- UPTU & UP-CPMT Counselling http://uptu.nic.in
- Haryana State Technical Education Board On line Entrance Examination/ Counselling http://tehadmissions.gov.in
- Kerala State Counselling http://www.kerala.nic.in/

Administration
- SARVA SHIKSHA ABHIYAN (http://ssa.nic.in)
- Automation of CBSE Affiliation System http://cbseaff.nic.in
- CBSE School Information System http://cbseaff.nic.in/SchoolDir/userview.aspx
- 7th All India Educational Survey http://www.7thsurvey.ncert.nic.in/

Websites /Portals
- Ministry of Human Resource Development http://education.nic.in
- Central Board of Secondary Education http://cbse.nic.in
- National Literacy Mission http://nlm.nic.in
- National Council of Educational Research & Training http://ncert.nic.in
- Rashtriya Sanskrit Sansthan http://sanskrit.nic.in
- Compendium of Scholarship (Education Support in India)

  http://educationsupport.nic.in
- National Council for Promotion of Urdu Language http://urducouncil.nic.in
- Commission for Scientific and Technical Terminology http://cstt.nic.in

All India Engineering Entrance Examination (AIEEE) Examination System (http://aieee.nic.in)

Under the National Policy on Education (NPE), the Ministry of Human Resource Development, Government of India, conducts a common entrance examination for admission to technical and professional courses. NIC has played a pivotal role in offering innovative total turnkey IT supports for the execution and effective implementation of this programme.

Centralised Counselling for admission to professional courses based on AIEEE

NIC has provided total turnkey IT solution for Design, Development and Implementation of the Online counseling System for admission to professional courses based on AIEEE 2007. The support services of NIC include Software and Network Management, Training of Counseling Centre staff at 17 locations across the country, Operation & Processing of Off-Campus and On-Campus Online counselling, etc. Similar counselling processes have been adopted for UP and Haryana State Counseling.

Automation of CBSE Affiliation System (http://cbseaff.nic.in)

This workflow based system aimed at automating the entire process of obtaining provisional and permanent affiliation has reduced the manual work, streamlined the operation and hence increased efficiency in planning, monitoring as well as the productivity of its offices at various levels. Schools could login to the system and submit their application in various phases or in one goes. The system will automatically acknowledge and also send various reports during different stages of processing for affiliation. The School could also login and obtain entire details of stages online.

Home page of Central Counselling board

The CBSE School Information System provides search facilities using keyword/ affiliation number/ state/district of school location and displays the complete details of the chosen school like contact details, enrolment, facilities, location of school, infrastructure details and faculty details. The system also provides the online facility of updation of various facets of School Developments and offers a wide variety of reports to CBSE management.

ICT Applications & Models in different states

◉ Seat Allotment System (SAS) for Professional Courses

NIC, Port Blair has designed, developed and implemented the web based "Seat Allotment System" for online allotment of seats, to the candidates from 2007 academic year. The software that has been developed using open source tools in LAMP environment facilitates candidates of the Islands to undergo education in the professional courses in selected colleges in the country. The salient features of software are:

- Online Allotment of seats based on 5 categories (native, tribal, central govt. quota, etc.,)

- Allotment of seats for 16 types of courses and across more than 50 institutes in different states in the country. Professional courses include Medical, Engineering, Pharmacy, Nursing and allied courses

- Computerized generation of merit lists, allotment letters and nomination letters in defined formats

- Online allotment status dissemination through large screen projection systems at the allotment centre and through the Internet

- Dissemination of various announcements made by the Education Department relating to allotment process through the Internet

Online seat allotment

◉ GIS Based Spatial Analysis System for Dept. of Education

This Spatial Information System for Andhra Pradesh Education department assists the department to plan for the access, enrollment, retention, quality and monitoring aspects viz., integration of school infrastructure, facilities, budget & expenditure, child information, teacher

information, attendance, mid-day-meal particulars, results, school complexes along with required visuals.

A Desktop GIS application on school information for Mulakalapalli Mandal, Khammam district & Hyderabad district (with the existing data) has been implemented. GPS survey has been done for all schools. The schools are mapped and the available DISE (2006-07), Child Info (Attendance monitoring at MRC) database is integrated to have GIS analysis.

◉ Merging and Rationalisation of schools

This is a spatial analysis system to merge and rationalise the schools which is being implemented as a pilot application for Nizamabad district with four mandals viz., Armur, Jakranapally, Sandpit, Makloor.

Websites for Navodaya Vidyalayas in Kurnool, Gachibowli, Ranga Reddy District, Kendriya Vidyalayas and the Kendriya Vidyalaya Sangathan, Regional Offices are being hosted on NIC's servers.

◉ **CEEP** is an online application filing system for Polytechnic Common Entrance Examination. All the activities from the point of filing an application are generated with this system.

◉ **CAPNIC (Centralized Allotment Process 2007)** is a web enabled software for conducting on-line counseling for the allotment of seats for various professional courses, viz Medical, Engineering, B.Pharm. and Architecture BED in Kerala. It takes care of all the existing rules of Communal reservations, Special Reservations and Floating seat concept. The System is developed using the open source Linux-Apache-MySQL-PHP (LAMP) and hence is a cost effective and robust one.

Sample of allotment memo

◉ Computerized Examination Management System

The system caters to the need of Government of Kerala to calibrate the competence of students through public examinations conducted for classes 10 and 12.

The following are the different modules of the system.

- CaRE@Schools
- Internal Marks Collection software
- Education Portal for DHSE
- Examination Management system for the directorates.
- Results Dissemination.
- SAY Registration. (Save A Year (SAY) Examination)
- U-ExPERT University Examination Planning Execution and Result Transmission developed for MG University, Kottayam
- TTC Examination Management System developed for Commissioner of Public examinations, Government of Kerala for examination management of TTC exam.
- KGTE Examination management System developed for Commissioner of Public examinations, Government of Kerala for examination management of KGTE exam.
- SWEET (School Work Experience Evaluation Tool) developed for the directorate of public education for evaluation of work experience exhibition conducted annually for all schools including primary, upper primary and high schools of Kerala.

◉ NIC Lakshdweep Unit is Providing Several ICT modules and strategies to bridge the gap arising due to the absence of professional Colleges/Polytechnics in the Islands. Provision for allotting seats is made for students to various state governments and central government institutions based on their nativity, employment status of their parents, place of study, no. of years they studied in the islands and the institution from which they have passed the qualifying examination.

◉ **Scholarship management system** developed and implemented by NIC Lakshadweep processes the applications and generates the sanction orders for scholarships claims for the students studying in various institutions outside Lakshadweep. The claims are received from the head of the institutions for all the

Lakshadweep students studying in the institutions. The NIC Lakshadweep UT unit had provided active support for setting up Information Technology labs in all the high schools in Lakshadweep.

◉ **'Text Books Online' (www.textbooksonline.tn.nic)** has the complete contents of all the 322 text books of Class I to XII of the Tamil Nadu State Board in PDF format. It has benefitted students, parents and teachers in going through lessons when the printed books are not available. Students living in other states or abroad can access the books online anywhere and at any time. The site will also be useful for getting feedback on the syllabus from a large group of users.

Hon'ble Minister for School Education Sh. Thangam Thennarasu launching the website along with other key people

◉ The **Common Entrance Test (CET)** cell, Bangalore which conducts Entrance tests and carries out counseling for admissions to various professional courses like BE, B.Arch, MBBS, BDS etc has been provided Technical Consultation, software development and support by NIC Karnataka State Unit, Bangalore. Software developed and implemented by NIC Bangalore at the CET cell caters to the entire lifecycle of the admission process, starting from collection of applications to several rounds of counseling, till all the seats are filled.

◉ **LPO (Less Paper Office) for Commissioner of Public Instructions,** Karnataka is a web-based workflow management system to monitor/track the letter/file movement details in the Department. It is an n-tier system and works under Intranet cum Internet environment for internal workflow and public access for data dissemination respectively.

◉ **"Student Internet World"** is an annual event organized by the Department of IT & BT, Government of Karnataka at all 27 districts of Karnataka, to run parallelly with the annual Bangalore IT, so as to educate the rural students on the boundless capabilities of the Internet.

Students at the event

◉ **"Online off-campus counseling Project for admission to all AICTE approved courses"** for admission to more than 31000 seats spread over more than 300 technical institutions across the state of Haryana in which over one lakh candidates participated in multiple counseling has been a major success. It has resulted in a lot of transparency in fair allocation of seats, minimizing the hassles of traveling to various institutes and providing enough time to counselees for submission, change, delete, re-ordering of multiple choices from anywhere, any time.

Online off-campus counseling in progress

◉ **"Online Entrance Test"** to conduct **Paperless Entrance Examination** for admissions to AICTE regulated courses of MCA, Pharmacy and Lateral Entry into Engineering, Pharmacy and Hotel Management institutes in Haryana drew a lot of appreciation. All steps, right from application to result declaration, were conducted online thus saving a lot of effort and time.

Excerpts from letter written by Sh. Ajit M. Sharan, IAS, Secretary to the Govt. of Haryana, Technical Education Department to DG NIC -

"I am very happy to convey to you that despite of first time implementation of this kind of project on such a large scale, it has been successfully completed with in the scheduled period in the month of July 2007 i.e. with in a very short span of time by the joint endeavors of NIC and Haryana State Counseling Society (HSCS)".

◉ **"RESULT THROUGH BINOCULAR",** is a web based solution to provide access through analytical tools to vast repository of data and information depending on the end user requirement. It was helpful in providing access to results, generating provisional certificates, online verification with data, interactive e-counseling and other such features.

The website (http://chdeducation.gov.in), designed and hosted by NIC Chandigarh UT Unit, provides result information to candidates dynamically. It also provides information of interest to general public like School and College information with details like the locations, contact details, fee structure, enrolment status, forms and procedures.

chdeducation.gov.in

Though the present Indian Education system is gradually moving towards progress, the use of contemporary ICT modules is adding a whole new dimension to it, rearing to make India a 100% educated nation in the times to come. With the passage of time, it is being hoped that literacy pass musters every nook and corner of the Country.

(With inputs from the Education Informatics Division, NIC HQ and various State Correspondents of Informatics) **i**

Upcoming ICT Events

Techshare India 2008
February 4th - 5th, 2008
India Habitat Centre, New Delhi, India
http://www.barrierbreak.com/techshareindia.php

XIth National Conference on e-Governance
February 7th - 8th, 2008
Panchkula, Haryana, India
http://darpg.nic.in/arpg-website/egov_conf.htm

ICT Africa
February 13th -15th, 2008
Addis Ababa, Ethiopia
http://ictafrica.nepadcouncil.org/

CHI 08 Workshop on User Centered Design for Community & International Development
April 5th -l 6th, 2008
Florence, Italy
http://www.cc.gatech.edu/~mikeb/HCI4CID/index.html

IADIS International Conference e-Society 2008
April 9th - 12th, 2008
Algarve, Portugal.
http://www.esociety-conf.org/

Internet of Things 2008-International Conference for Industry and Academia
March 26th -28th, 2008
Zurich, Switzerland
http://www.internet-of-things-2008.org/

eCommerce Asia Summit 2008
April 9th - 11th, 2008
Suntec City, Singapore
http://www.terrapinn.com/2008/ecommerce/

Rajasthan- A Roadmap of e-Governance

The Government of Rajasthan is taking all possible measures for spreading e-Governance through out the state covering all the sectors with a view to provide hassle free, transparent and efficient service to its citizens. Down the track, major managerial and technological challenges have been successfully tackled through various "mission mode" projects. In one line, Rajasthan is forging ahead with all the modern e-Governance amenities necessary for an international status.

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The Nature and scale of e-Governance initiatives planned within the domain of the State Governments, present a considerable enhancement in the aspiration level of government. Along with the panoramic outlook of the state simply mesmerizing everyone; with lofty hills of Aravali's and the golden sand dunes of the Great Indian Desert, Rajasthan has identified ICT as a major trust area for its growth and development. The NIC unit, in close proximity with State Government, has been carrying out the various ICT projects efficiently and within the stipulated time period. Major activities covered are:

- Establishing ICT Infrastructure
- Analysis, Design, Development, Consultancy and Deployment of ICT solutions
- Capacity Building and reducing the Digital Divide
- Innovations in evolving low cost ICT solutions
- Assisting in implementing Mission Mode Projects

The inauguration of first FIR generated by the CIPA in Rajasthan in the presence of DGP, GOR DG, NIC and SIO Rajasthan at Jaipur

Major e-Governance projects

◉ CIPA

So far 320 Police Stations of 11 districts have been computerised. Exhaustive training is imparted to equip the police personnels with project related intricacies. All the property files have been translated in Hindi thus facilitating the end user to use the Hindi version.

◉ Land Records Computerization

The project is successfully operational in 247 Tehsils covering 42,665 villages. The copies of RoR are issued from Tehsil Computer Centre (Apna Khata Center) and also from District Data Centre. For all vital informations, citizens can now log at http://apnakhata.raj.nic.in and obtain RoR from 957 kiosks.

◉ Settlement Department Computerization

For the modernization of survey process, a solution with state of art infrastructure has been established in Settlement Offices of 4 districts. The scanning and scaling of khasra maps is being done in-house and the documents "Milan Khasra", "Khasra Patrak" and "Parcha Khautoni" can be generated and distributed to farmers.

◉ Rajasthan State Pollution Control Board (RSPCB)

The board is in the process of computerizing its processes and the external interface with industries covering various sections like

Cess, Technical, Laboratories, Accounts, Library, Budgeting, Legal, Receipt & Dispatch and Personnel. This will help in efficient functioning, streamline their internal processes and provide information to the industries and other stakeholders.

◉ Health Information system for Government (HEALING)

A web-based application is developed and implemented for Medical Health & Family Welfare department to provide online monitoring mechanism for Disease Surveillance, Malaria Monitoring, Drug Control, Routine Immunization, Patient Record Management, Cold Chain Equipment Monitoring, Pulse Polio Monitoring, Acute Flaccid Paralysis Surveillance, Sterilization Monitoring, References Monitoring, Water Disinfections Monitoring, Disease Outbreak and Institutional Delivery Monitoring.

◉ Public Health Engineering Department (PHED)

An MIS developed for effective management of Material, Personnel, Works Accounting, Works & Project, Water Quality, Scheme & Resource monitoring etc. In addition, Habitation Survey data has been computerized to help in resource planning.

◉ Rajasthan Legislative Assembly

The web site (http://rajassembly.nic.in) provides list of business, question list (starred and unstarred) and debates for each day of the session. Public Representative Information System maintains details of all the public representatives so far in the state since creation of Rajasthan (in 1952) and positions/ministries held by them. Motions monitoring system is used to monitor the status of motions moved in the house for discussions.

Hon'ble president Smt. Pratibha Devisingh Patil, Hon'ble Chief Minister of Rajasthan Smt. Vasundhara Raje, Hon'ble Speaker of Rajasthan Legislative Assembly Smt. Sumitra Singh, on the occasion of launching of online debates in the assembly hall of Rajasthan Legislative Assembly

◉ Dharohar Project

An ambitious project of Department of Archaeology and Museums covers the three digitization initiatives viz: Museum Artifacts Digital Documentation, Manuscripts Digitization and Digital Video Documentation of temples and monuments covering special architectural features. It includes digital collection of 5000 rare artifacts of the 22 Government Museums and microfilming of selected manuscripts.

◉ e-Governance for Campaign Monitoring

An application to monitor various campaigns like 'Prashasan Gaon ke Sang', 'Prashasan Shahron ke Sang' etc organized for quick redressal of public grievances.

◉ Integrated Pension System

Implemented in the Directorate and 4 regional offices, the activities of pension processing covering generation of Pension Payment Order, Gratuity Payment Order, Cumulative Pension Order and Pension monitoring is carried through the system.

◉ Election Management System

The application is in use for Parliamentary, Legislative, Local Bodies and Panchayat elections which covers pre-polling activities - nomination, polling party formation, counting party formation, area & zonal magistrate appointments, route chart preparation and post-polling activities - counting process, results processing and analysis.

◉ Old Age Pension System

A system has been developed and implemented by generating computer-printed money orders for disbursement and monitoring of old age pension.

◉ Sainik Kalyan Board

A web-based application serving the ex-servicemen and their dependents by making them aware of different welfare schemes run by state and central government and to reduce the delay in processing their applications for various schemes.

◉ RSCB-DCCB Bank

A core banking solution is being implemented in the Head Office, Regional Offices and various branches across the state. NIC/NICSI has taken up the supply, installation, configuration, commissioning, testing and integration of the equipments for smooth functioning of the bank activities.

◉ Computerization of Consumer Forums (CONFONET)

The project Implemented in State Consumer Commission and 33 District Fora, Covers activities

like site preparation, hardware, software & application software installation. Exhaustive training has also been imparted to the officials of the department.

◉ Central Administrative Tribunal (CAT)

The application is being used for entering case details and generating various reports, registers and daily cause list. Cause List and Judgments are also available on the website : (http://judis.nic.in/dist_judis/PDF_Retrieval_Main_Cat_jaipur.asp).

◉ Monitoring of Reporting of Birth & Death Registration

This Web based application initiated and funded by UNICEF captures the Birth, Death and Still Birth data on various parameters at district level and generates various MIS reports for Department of Economics & Statistics

◉ Immigration Project

NIC was entrusted with the responsibility of executing the project at the Munabao Railway Station in border district of Barmer Nearly 700 passengers pass through this system per week at immigration check posts.

◉ Mid day meal

A web-based application has been designed, developed and implemented for the Directorate of Mid Day Meal to enable Micro level planning and management of the Mid Day Meal distribution in all the primary, upper Primary and secondary schools.

◉ e-Zila

This integrated software caters to the needs of different functional areas of the Collectorate. Some of the functional areas are Bonafide Residence & Caste Certificate (SC/ST/OBC), Arms License, Revenue Cases, Public Grievance and Personnel Information System.

◉ Judiciary

District Court Information System (DCIS) is implemented in 30 District & Sessions Courts and some Additional District & Sessions Court for capturing case related information right from the filing of the case to the consignment of the case. Various reports viz: Case status, cause list, interim orders and judgments and registers are generated through the system. A query counter is also functional in the court premises and printout at a nominal cost of Rs 2 is made available. VC Facility is functional between the principal seat and the bench. Some of the other

systems implemented are Leave Management Software, Lower Courts Statistical System (for calculating quarterly disposal of each court), Credit Information System (for evaluating the work performance of judicial officers), Salary Accounts and Recruitment System. For gathering various informations of all the CJ's, Judges and former Judges and Registrars one can easily log on at http://hcraj.nic.in/.

The full bench of Rajasthan High court Jaipur during the inaugural function of VC studio of Rajasthan High Court Jaipur.

◉ BPL Census

Technical support was extended to the survey conducted to select families living below poverty line in rural areas. It covered content preparation, validation of data, preparation of modules for generation of score based tables, generation of list of BPL families, hosting of BPL families details and preparation of various reports.

◉ NREGS

The application is deployed in 12 districts and training imparted to resource persons for operationalization, support (Telephonically and e-mail) to all blocks, uploading of data received from blocks (http://nrega.nic.in) and organizing workshops for further enhancement and problem solving.

◉ Treasury Computerization System (TCS)

The software is implemented in all 38 Treasuries and 110 Sub-Treasuries. The portal (http://fin.raj.nic.in) has also been deployed for monitoring daily cash flow by finance department. Another sub-system of Pay Bill generation and data depository has also been implemented for the benefit of over 600 thousand employees. For pilot run, the web portal (http://paymaster.raj.nic.in) has also been launched to provide details to Secretariat employees.

⊙ Employment Exchange Management System (EEMS)

The software has been implemented in all 7 divisional offices and 39 exchanges under Director of Employment and Training for online registration of unemployed youth.

⊙ LFAD

An MIS developed and implemented for the benefit of Audit Department covers Audit Para Monitoring System, Audit Programme Scheduling, Audit Party Formation, Audit Balance Sheet Monitoring, Local Bodies database maintenance, PIS and Payroll.

⊙ E-GRAM

A web based application (http://egram.raj.nic.in) to provide single window interface for the benefit of citizens at the grass root level to bridge the digital divide. The objective is to have a simple and regular feed back mechanism to ensure effective service delivery to the ultimate beneficiary.

⊙ NICNET

Intelligent Network Operation Centre & State Data Centre is established at Secretariat to meet state level project requirements. Around 68 Web sites/applications are hosted and 32 districts and 13 Central Government Project locations are connected with 2 mbps links. Each NIC district centre is NICNET Point of Presence centre so as to extend the facility to Tehsil / Block level.

⊙ Videoconferencing

This service inaugurated by Hon'ble CM of Rajasthan Smt. Vasundhara Raje in all 32 districts is being regularly used since 2004 to interact with district officers to implement decisions & to review the progress of the various projects and services like e-Samadhan.

Policies and Strategies

Training

Various training programmes have been organized by different centers throughout the state by providing courses and workshops on various ongoing projects. More than 3000 officials have been trained on 15 projects in a number of training programmes.

National Projects

National Projects like Registrar of Companies, Regional Passport Office, Central Excise, Customs Department, Joint Directorate General of Foreign Trade, Employee Provident Fund Office and AGMARKNET are running successfully.

District Highlights

Multifarious administration activities, project implementation, infrastructure creation and trainings are being taken care of. Connectivity through 2 mbps Leased lines and eye catching Video Conferencing studios with VC facilities established. Services of DIOs and DIAs have been recognized.

AWARDS

- TCS- Oracle e-Governance Excellence for IT and Revenue efficiency
- Apna Khata (Land Revenue Computerisation Project)-First runner-up award for excellence in IT Government Sector, 18th August 2005, jaipur
- District Informatics Officers (DIO/DIA) from Pali, Dungarpur, Jalore, Bundi areawarded by the District Administration On the occasion of Republic Day/ Independence Day, 2007.

ACCOLADES

"This was a long awaited experience, some fine tuning needs to be done- I am sure that we carry on using the systems, there will not only be improvement but also will be most useful for the State."

Smt. Vasundhara Raje, Chief Minister, Government of Rajasthan

"HEALING has impact on the masses because we have managed to reach rural areas with better surveillance and monitoring"

Dr. Digamber Singh, Minister of Medical & Health, Family Welfare Govt. of Rajasthan

"It is for the first time that we have the PHC level information available online"

Sh. R.K. Meena, Principal Secretary, Medical & Health, Govt. of Rajasthan

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Story compiled and edited by: *Vivek Verma*, Informatics Regional Editor

West Bengal–Surging ahead in e-Governance

West Bengal, the land of Royal Bengal Tigers and enchanting Darjeeling tea, ranks among the top IT states of India. The state has embarked upon the major ICT initiatives to provide efficient, transparent and responsive administration to its citizens through e-Governance.

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The state government of West Bengal has come out with a comprehensive IT policy, which has led to the establishment of software development centres and growth of IT related business hubs of well known national and international companies in the state. West Bengal, today can boast of having the who's who of IT companies in the state.

NIC, with its district centres located at all the nineteen district headquarters of the state, is the major IT solutions provider to the Government of West Bengal since last two decades. It has been a pioneer in providing ICT based solutions & services, touching almost all the sectors and departments of the state government.

Key Activities

◉ NeGP Implementation

The Government of West Bengal formed an apex committee under the chairmanship of the chief secretary and IT secretary as the convener, to monitor and expedite state level mission mode project as proposed under NeGP. As expected, NIC was chosen as a consultant for seven major departments of the government. These included Agriculture, Commercial Taxes, Cooperation, Labour, Municipal Affairs, Road Transport and Treasury. NIC state centre submitted a proposal for the preparation of DPR (Detailed Project Report) for each of these departments, which resulted in the tripartite

agreement between the NIC, IT Department GoWB and the chosen department. The DPR is expected to highlight process change, gap analysis, if already ICT induction has happened, and resource requirement for the envisaged e-Governance system to function. This project is being executed through National Informatics Centre Service Inc. (NICSI)

Dr. Debesh Das, Hon'ble Minister in charge of IT, GoWB inaugurating a workshop on e-Governance

◉ SAN (Storage Area Network) based Data Centre

A Data Centre consisting of Enterprise Storage System, SAN and Server Farm has been installed at NIC Kolkata. A 155 Mbps OFC STM-1 line (supports upto 63 individual 2 Mbps connections) has already been commissioned, through which 2 Mbps leased line connections has been established with all 19 district head quarters of the state. The newly created ICT infrastructure plays a vital role in the implementation of the mission mode projects. Sector wise databases for various mission mode projects are being

developed for the efficient delivery of services and rolling out the e- governance programme.

◉ Web Services

The centre has developed and hosted a large number of websites for the state government, central government and PSU's located in the state of West Bengal. The development & hosting has gained importance due to the emphasis on transparency, service delivery and e-governance. Enactment of the "Right To Information Act 2005" has also enhanced the importance of web services. Open source tools are being used to monitor the hit analysis reports of all the sites hosted on the server.

◉ Sea Port Sector Computerization

The state centre has successfully executed an enterprise level computerization project for the "Haldia Dock Complex", which integrates the entire range of activities of the complex, carried out through various divisions. Taken up as a turnkey project involving almost 700 man-months and costing about Rs.8.0 crore, state of the art technology was deployed at every stage. A web-enabled 3-Tier architecture using J2EE framework under Linux based DB2 cluster as backend, the system has emerged as highly efficient and robust. The 100 Mbps OFC backbone based campus wide intranet and a Disaster Recovery System (DRS) has made the system highly secure and reliable with 24 x 7 availability. The software has been augmented with GUI-based "Container Yard Planning & Management" (CYPM), Port-Customs EDI and Photo-Permit system. At present, "Port Community Services" (PCS) is being implemented and integrated with the enterprise system to meet the national level requirement.

The system is gradually taking the shape of a product, which could be implemented in any port of the country, with some customization, as a cost effective solution. As a sequel to this Kolkata Dock Complex and Ennore Port Limited, Chennai has shown interest to take the services of NIC West Bengal Centre.

◉ Computerization of Commercial Tax System (IMPACT)

Basic objective of IMPACT is to build up a comprehensive database for the Directorate of Commercial Taxes to improve revenue administration and enhance revenue collection. The system is VAT compliant comprehensive application software package, capable of handling all aspects of commercial taxes online and at all levels viz. check post, charge office, district office, range office and head office.

Assessment of tax, Movement of Goods in and out of state and transit of goods using the state as corridor, Central Declaration forms (issue and utilization) are some of the operations performed by IMPACT. It has been implemented and made operational at the head office, check posts and district level charge offices. Altogether 7 important inter-state border check-posts and 52 charge offices have been made online through WB-SWAN.

◉ Computerization of Registration Offices (CORD)

CORD, a project for handling registration process, including storing of documents in electronic form has been implemented in the state. The citizen centric service includes execution of registration of properties, documents, delivery of certified copies of registered documents, searching for ownership of a property among many others. The system automates various services such as stamp duties, registration fees, generation of notices, market value assessment, delivery of deed document etc. CORD software has been successfully implemented in the districts of Howrah, Malda & Bankura which has 90 Registration Offices (RO's) out of 238 ROs in West Bengal.

Dr. Samar Ghosh, IAS, Principal Secretary, Finance handing over the document for property registration

◉ Excise Programme for Effective Revenue Tracking (xPERT)

xPERT, a web enabled application, involves creation, storage, analysis and dissemination of information, to monitor the day-to-day activities of the Excise

Directorate, Government of West Bengal. The Excise offices at various levels are on a Virtual Private Network and connect to the web server, for online exchange of information and operations of various functions. This ensures establishment of a centralized data base and a single window source of information relating to import, processing, production, distribution, retail and consumption of commodities. The system facilitates better supervision for excise revenue administration and has been a major milestone in e-governance. The project has recently bagged the Microsoft e-Governance award 2007, for its impact and innovation.

Participants at the training programme organised at SCRB Kolkata on CIPA Project

Dr. Ashim Dasgupta, Hon'ble Minister in charge of Finance & Excise reviewing the xPERT Software

⊙ Computerization of Kolkata High Court

NIC state centre has been actively involved in providing ICT support to the High Court of Kolkata. The software has been upgraded to state of the art web based application using Oracle 10g RDBMS under a campus wide LAN set up connecting all the sections, offices and Court rooms. Few important modules of this software are Case Management Information System (LOBIS), Generation of Cause List, Caveat Information System, Judicial Service Information System, Judgments/Orders Information System, Exchange of Information among High Courts and Supreme Court

⊙ Common Integrated Police Application (CIPA)

CIPA, a national project for managing and monitoring various activities of police stations, has been implemented in the state. In the first phase, the project has been successfully implemented at 49 police stations in the state. The important functions such as daily station diary, registration, investigation,

prosecution etc. are being handled electronically using the software at the police station level.

Training Services

NIC state centre regularly conducts training programmes for various state and central government departments. The programmes range from basic computer awareness to highly specialised ones, to meet the requirements of various e-governance projects.

A training programme on GIS for the implementation of Utility Mapping project for Kolkata Metro

Other projects successfully implemented in the state

- Agri-Portal (Matir Katha)
- AGRISNET (Agricultural Information System Network)
- Backward Region Grant Fund (BRGF)
- Computerization of Salary Accounts (COSA)
- DACNET (Department of Agriculture and Cooperation Network)

- DOCUNIC Document Scanning Software
- Employment Exchange Computerization
- Fund Flow Monitoring System (FFMS)
- GP Management & Accounting System
- Integrated Land Records & Village Map Computerization (BHUCHITRA)
- Integrated Disease Surveillance Programme (IDSP)
- Land Acquisition Information System
- Letter & File Monitoring System (LFMS)

- Missing Children Tracking System
- Missing Persons Information System (MPAS)
- Police License Information System (POLIS)
- Service Records Monitoring Information System (SERMONIS)
- Treasury Information System
- Vehicle Registration (VAHAN) & Driving License (SARATHI)
- Web Monitoring of P&RD Schemes (WEBMPR)

Excerpts from a letter by Sh. Naveen Prakash, IAS & Special Secretary, IT Govt. of West Bengal –

I would like to place on record that the West Bengal state unit of NIC has been working extensively for ICT induction in WB state government in several departments. Recently National Informatics Centre has undertaken the challenging job of preparing Detailed Project Reports (DPR's) for seven departments (Agriculture, Commercial Taxes, Cooperation, Labour, Municipal Affairs, Road Transport and Treasury) out of 15 mission mode projects awarded to the state under National e-governance Programme.

I am hopeful that with NIC/NICSI's continuing support, the NeGP will be successfully implemented in the state.

The Road Ahead

With the establishment of state of art "Data Centre", having several terabyte of storage space and high speed communication link, the road ahead is full of challenges as well as opportunities for West Bengal.

The challenge to meet the growing aspirations of the people of the state to provide government services in an efficient and transparent manner on one hand, while on the other, an opportunity to develop high quality software systems and services, which can be rolled out at the state level to expedite e-governance at all the government departments, as enunciated in the National e-governance Programme (NeGP).

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*Story compiled and edited by: **Prashant Belwariar,** Informatics Regional Editor*

Sonitpur-An Emerging ICT hub in the Northeast

Sonitpur with its natural beauty and rich cultural heritage is fast becoming a perfect destination for ICT to flourish in a more vibrant way than ever. Acclaimed as the second largest district of Assam, today the district is making quick progression in every field; right from education to medical and from economy to technology. Sonitpur is one of the 27 districts of Assam with its head quarters at Tezpur and is at a distance of 180 km from the Guwahati, the capital of Assam.

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NIC District centre came into existence in the year 1990. Since inception, the centre has faced many challenges which have been successfully met by introducing ICT based solutions in a number of departments. On one hand this has led to providing efficient citizen services to the people of the district while on the other, has made the district administration transparent, responsive and people friendly.

The centre has successfully established high speed LAN which connects all the nodes at the Deputy Commissioner's office, which is used for web based software, file sharing, Internet and e-mail facility. The DAMA based video conferencing facility at the district has not only brought the district administration closer to the state capital, but also to the outside world. The 2MBPS leased line connectivity with the NIC state centre has immensely increased the ICT infrastructure of the district centre.

The various e-Governance projects successfully implemented by NIC Sonitpur District are as follows.

Official Website of Sonitpur

The official website of Sonitpur District (http://sonitpur.gov.in) provides information about land & its people, accessibility, legend & history, administration, culture, education and tourism etc. The website has nicely compiled statistical information as well as large number of good quality photographs to attract both the scholars and tourists respectively. The website also provides link to ASHA project (Assam Small Farmers Agri-Business Consortium) a hope for farm prosperity in the district by bringing all the stake holders together.

Land Records Computerization

The "Dharitree" Software has been implemented in all the seven Circle offices (Tehsils), making the district the first in the state. The citizens can get ROR, Citha copy, Land holding certificate, Agriculture income certificate etc. using the software. The software also facilitates for online mutation process. The land records database of the district have been hosted on the web (http://lrc.assam.nic.in). The "Dharitree" software had won the Bronze Icon award at the 9th National e-governance conference in the "Professional Excellence in Process Re-engineering" category, held at Cochin in the year 2006.

Sh. Tarun Gogoi the Hon'ble Chief Minister, Assam inaugurating the "Dharitree" software

Registration Department: "PANJEEYAN'

The software for registration department, developed by NIC Assam state centre, has been implemented in all the four sub-registrar offices of the district. The citizens can get back their original deed on the day of the registration itself, with the help of the software. The software has helped the district administration as well, by way of electronically maintaining all the registered documents and facilitating the accounting procedures for revenue generated in the process.

The launch of the "Panjeeyan" Software by Dr. Bhumidhar Barman, Hon'ble Revenue Minister, Assam

CIC Project

The project has been successfully implemented in all the fourteen blocks of the district. The CICs are providing various services to the people especially in the remote and inaccessible areas of the district. CICs of the district have been associated with 'IT for rural masses' with the help of NERIWALM, Tezpur. The project has been an enabler in spreading computer awareness in the district. The project has been able to generate sufficient revenue, which has made them self-sustainable.

Employee Database

Software for maintaining the database of the state government employee of the district has been developed and implemented. Service records including qualifications, posting details etc. of all the employees of the district has been computerized.

Loka Sabha, State Assembly & Panchayat Elections

The creation of polling personnel database, generation of appointment letters, details of vehicles, timely transmission of data to concerned department etc. are some of the features of the election management software, which has been implemented at the district. The election related support by the district centre has been a boon to the district administration and has proven that ICT can be used to solve major administrative problems.

Training

The district centre has been organizing various training programs from time to time for the benefit of the district administration. These have emphasis on e-governance projects, customized application software, Office automation tools, Internet & email. A general computer awareness program for officers and staffs of the district administration has been a regular activity at the NIC district centre. This has enhanced the utilization of computers in different departments of the district.

Central/State Projects

The centre is also providing support to various other Central/State projects. These include District Court Computerization, AGMARKNET, PMGSY, MPLAD, FCI, PMRY, DRDA Computerization, Education Department etc.

Road Ahead

The centre has embarked on an ambitious path for providing ICT based solutions to the district administration, which will fructify in the days to come. These are as follows.

- e-District project under NeGP.
- Transport Project (VAHAN & SARATHI)
- District level RF Network through Wi-Max technology
- Integrated Disease Surveillance Project (IDSP)
- Computerization and computer networking of consumer forum (CONFONET)
- Common Integrated Police Application (CIPA)
- Employment Exchange Computerization *i*

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Anup Kr. Baruah
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Ajit Bhattacharyya
District Informatics Associate

West Delhi- Bringing e-Governance at your door step

Delhi the political hub of India has always been the foremost city with successive dynasties choosing it as their seat of power from the past. Among the nine districts in Delhi, West Delhi forms an indispensable part of Delhi both technologically and economically. Of late the area is spruced up with the latest and the most futuristic technology providing an excellent platform for the whole nation to forge ahead with time and technology.

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In 1997 Delhi was divided in nine revenue districts with the Deputy Commissioner being the Head of the District and reporting to Divisional Commissioner, Delhi. NIC West District Unit came into existence in 1997 with an objective to bring e-Governance & office automation with MIS & Decision Support System in the District Administration. The present system of administration in West Delhi is enticing e-Governance to promulgate it in a much transparent way.

Front Office on a working day in Office of the Deputy Commissioner (West)

Some major e-Governance projects undertaken by the District Unit over the years are as follows.

e-Praman Patra

The Deputy Commissioner Office is the single interacting office with public for the issuance of various kinds of certificates like: Caste Certificate (SC/ST/OBC), Income Certificate, Domicile Certificate, Birth/Death certificates, Marriage Registration Certificate etc. The software has been implemented in all the Sub Divisions and is monitored at District level. The software tracks the application from the receipt of application to the issuance of the certificate. Security paper is being used to reduce the fraudulent certificates. Citizens can apply online through http://districts.delhigovt.nic.in as well as view the status of certificates through website. With the implementation of this software, citizens have been largely benefited, pendency of applications has been reduced and transparency in the system has alleviated the role of middleman.

e-Dastavej (DORIS)

The system provides for Registration of Documents of property transactions with various security checks, on-line capturing & storing of photographs of buyer, seller and witnesses, information of Registration fee. This system has bought down the registration time from 21 days to few hours.

Land Acquisition Monitoring Information System

It computerizes the whole Land Acquisition Process transforming the manual process of Record keeping pertaining to details of Land Acquisition, Award, Possession & Compensation. The software has been implemented at the office of Land Acquisition Collector. Citizens have benefited in getting the compensation in time whereas the District Administration has saved revenue due to timely payment of compensation.

Indraprastha Bhulekh (Land Records)

The "Computerized Issuance of RORs" was inaugurated by Hon'ble Chief Minister Smt. Shiela Dixit of Delhi and it has been implemented at

Sub Divisional level to computerize the land records and has reduced the time for the citizen in getting a copy of ROR. Citizens can also view their records through http://districts.delhigovt.nic.in

Inauguration of Issuance of Computerized RORs (Land Records) by Smt Shiela Dikshit, Hon'ble Chief Minister of Delhi

Prime Minister's Rojgar Yojana & Swarn Jayanti Shahari Rojgar Yojana

Under the PMRY & SJSRY scheme loans are recommended to the unemployed as well as to the underprivileged sections. The software has been implemented in the district to monitor the entire process of recommendation of cases and to generate various reports. Citizens can download the application form, view the interview date, committee recommendations, date on which recommendations have been forwarded to bank from front office.

Recovery Information System

Recovery Information System has been implemented at the Sub Divisional level and at district to monitor the various recovery cases of financial institutions, labour courts etc. The recovery cases are monitored from the receipt of application to the generation of notices, attachment warrants, arrest warrants and various other MIS reports. The citizens can get the status of case through front office.

Bhagidari Information Management System

Bhagidari Scheme has been initiated by Delhi Government to involve citizens in decision-making processes through the participation of Resident Welfare Associations. Bhagidari Information Management System has been implemented in the district level to monitor the various issued raised by RWAs and the action taken by the departments to resolve these issues.

Video Conferencing

Video Conferencing facility has been provided between the District Office and Chief Minister's Secretariat. This facility is being used by Hon'ble Chief Minister of Delhi to communicate with bhagidars, nodal officer of various departments, Deputy Commissioner, ADM, SDMs etc.

Issuance of NOCs

No Objection Certificates are required for the registration of agricultural property/colonies. This software has been implemented at sub divisions & district level to monitor the entire process. With effective monitoring pendency of applications has reduced and the citizens can view the status of their applications from the front office.

Uniform Payroll and DDO-2005

This software has been implemented in the district to computerize the activities of the Accounts Section of the district. It provides the facility to generate Payroll, Income Tax, Schedules and 25 other type of bills that includes contingency bills, advance bills, GPF, LTC, Medical Claim bills etc. It also provides generation of various reports etc.

Grievance Monitoring System

The Grievance Monitoring System has been implemented at the District to monitor various grievances received from LG House, Chief Minister's Office, Public Grievance Commission, VIP references etc. The system also enable to track the action taken, description of action, disposal date etc.

File Monitoring & Letter Monitoring Information System

The File Monitoring & Letter Monitoring Information System have been implemented in all the sub divisions & at district level to diary and monitor the action taken on the dak received in the office.

Quote from Sh. Sanjay Kumar Saxena, Deputy Commissioner, West Delhi

"NIC District unit has contributed effectively in promoting the e-governance and IT culture to the district, sub-divisions and Sub Registrar Offices. Comprehensive implementation of various e-Governance projects like e-Dastavej, Indraprastha Bhulekh, LAMS, e-Praman Patra etc., have brought transparency & efficiency in the system."

Wardha - An emerging ICT Destination

Wardha district is well known for its political & historical background in pre and post independence era. The district is situated on the western side of Wardha-Vainganga valleys in south-east Maharashtra with three divisions and 8 Talukas. Famous as land of Mahatma Gandhi's Satyagrahi thoughts and Bhudan movement of Vinoba Bhave, the existing Wardha district is fast becoming an IT hub. As compared to other districts in Maharashtra State, Wardha District might be smaller in area but greater with its fame.

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Wardha District in Maharashtra was a part of erstwhile Nagpur district till 1862. It was made a separate district chiefly on the ground that Nagpur as it then stood was a too large district for administrative purpose. Since then the district is forging ahead with time. Under the guidance of NIC Maharashtra State Centre, Mumbai the NIC Wardha district centre was set up in 1988 with a long-term objective of setting up a computer-based informatics culture for decision support to the district administration & government departments. With its inception, the centre has extended its informatics support to the district administration through various software development, networking, databases management and computer awareness training programs etc.

Major ICT Activities

⊙ District Networking

The District Collectorate networking has been strengthened with the commissioning of 2 Mbps Leased Line over NICNET. This connectivity is also being used for IP based Video Conferencing and for hosting web based applications of the collectorate. A Local Area Network (LAN) has also been established within and outside the collectorate connecting various State and Central government departments through Ethernet and RF. All these departments are now using Internet facility for web applications and e-mail etc. The District level database of Land Records (Mahabhulekh) is made available for revenue department through this District LAN.

⊙ Information of Record of Right using Touch Screen kiosk

Touch screen information kiosks have been setup at Vividha Centre, by NIC Wardha to facilitate easy access of Record of Rights to the citizens. General people are using this utility extensively to know the latest status of RoR independently.
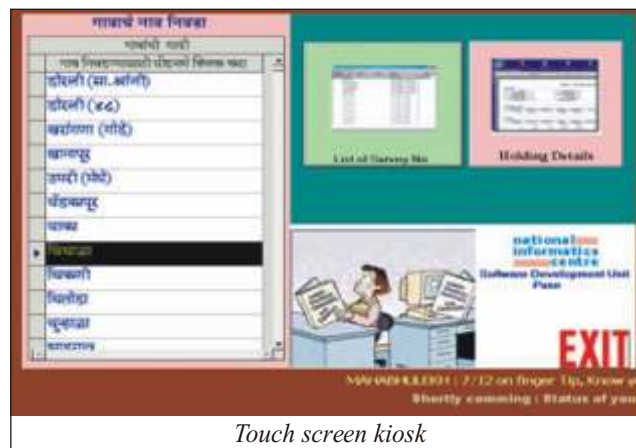
Touch screen kiosk

Farmer package on Wardha district website

NIC, Wardha extended all communication facilities of Internet and e-mail to the officials of PM office during the visit of Prime Minister Dr. Manmohan Singh to Bapukutir, Sewagram & Waiphad villages of Wardha district. The

communication infrastructure was extensively used by the officials who applauded the efforts of NIC, Wardha.

Collector Wardha and NIC Wardha jointly formulated presentation of the Farmers' package announced during the visit, and too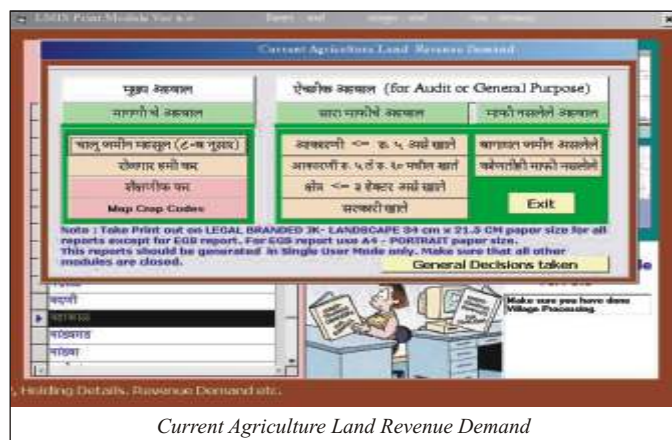k up the challenge of dissemination of information about the package to common man and farmers through its website http://wardha.nic.in. Director Vasantrao Naik Sheti Swawlamban Mission appreciated regular updation of Farmer Package information on Website of NIC Wardha District. Farmer.

wardha.nic.in

Software Development of Current Revenue Demand for Tala this.

Current Revenue Demand utility deals with Land revenue cess based on Village Form-7 and education cess / EGS cess based on Village form-12. Normally it takes around 2 to 3 man months for talathis to do tedious calculations and prepare such reports for revenue collection. This utility facilitates quick and accurate generation of current

Current Agriculture Land Revenue Demand

revenue demand of a village and facilitates easy revenue recovery from eligible khata holders as per the revenue act. This software is developed at NIC Wardha and subsequently presented by the then Collector in Collector's conference held at Mumbai in January 2006. Settlement Commissioner has accepted the software for implementation in entire Maharashtra.

Monitoring system for Project Affected base Appointments

This software generates seniority list, required for project affected base appointments. The backlog data was collected in the prescribed format and Data Entry has already been completed. Registration number is generated for each concerned project affected. The various MIS reports generated by the application help in decision-making & implementation of recommendations of state Government Departments as per Administrative rules.

Training to Government Employees

NIC Wardha has conducted many training programmes for state & central Government employees on computer basics and implementation of various projects. These trainings have helped the district administration in getting acquainted with the current trend in ICT and implementation of the activities of respective IT based projects.

In addition of supporting district informatics NIC Wardha has implemented various Central and State Govt. Projects like CONFONET, IDSP, LMIS, PCIS, MPLAD, R U R A L S O F T , P A N C H A Y A T P O R T A L , AGMARKNET, SIMNIC, Bharat Nirman, and Jalswaraj etc. Technical support is also provided to District administration for Zilla Parishad and Panchyat Samiti Elections process. **i**

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Interview with Secretary (DIT)

Sh. Jainder Singh, Secretary (Department of Information Technology, Govt. of India) talks to Informatics on how he perceives the present status and future of e-Governance in our Country...

i **The Department of Information Technology has always been aiming to make India a Global IT Super Power and a front-runner in the age of Information revolution. What would you say about the substantial role played by DIT in paving a way for the overall progress of the IT sector in our Country?**

Over the years DIT has been a significant catalyst in policy making and supporting the IT led economic growth in the Country at various levels. It is our ultimate objective to ensure that the benefits of the advancements made by India in the area of Information and Communication Technologies reach their true intended beneficiaries i.e the common citizens in the Country.

i **One of the most important initiatives with respect to e-Governance in the country is the National e-Governance Plan (NeGP). Is the Plan in line with the expectations? What would you say about the overall performance and progress of the Plan?**

Looking at the past few years, I personally feel that the e-Governance initiatives taken by DIT are genuinely noteworthy and this can be seen by the progress made with respect to the National e-Governance Plan of our Hon'ble Prime Minister. Ever since the launch of NeGP, the Department

of IT is executing a comprehensive agenda to make e-Governance effective at all spheres to ensure efficiency, transparency, and accountability at the Government-Citizen interface. Nudging the creation of fair governance and institutional machinery is the principle objective of NeGP, thus fortifying the correlation between the Government and the citizens. NEGP symbolizes an attempt at presenting the Country as a formidable contender in the field of Information Technology at the global level and I am quite satisfied with the progress made by us so far in this direction.

i **NeGP has many feathers in its cap; MCA21, National Portal of India, SWAN, CSCs etc. Would you like to highlight these and some other key initiatives under NeGP?**

NeGP comprises of several Mission

Mode Projects both at the Central and State level. All these initiatives work towards a common mission of making Government services accessible to the common man in the fastest and simplest manner through the use of technology. One of the initiatives which has made good progress is MCA21 under the aegis of Ministry of Corporate Affairs which has successfully made filing of documents, registration of companies and public access to corporate information very simple tasks.

The National Portal of India project, is another initiative that I am extremely proud of. The portal aggregates more than 5000 Indian Government websites at various levels and provides a much needed single window interface to the citizens. Significant infrastructure projects currently on-going in various stages of implementation by DIT such as State wide Area Networks (SWAN), Community Service Centres and CICs are also providing a strong back-up and a much needed infrastructural support to such e-governance initiatives. They are performing the significant task of taking ICT to the doorsteps of masses in every nook and corner of the Country and would effectively prove to be a backbone of National ICT endeavours.

i **SWAN is being implemented by most of the State Governments.**

What endeavors are being taken to provide services through these state wide networks?

SWAN is a crucial component of the NeGP aimed at providing core infrastructure for supporting e-Governance initiatives and DIT has also earmarked a significant outlay for supporting this activity. Under this initiative, State Wide Area Networks are being setup to provide 2 Mbps connectivity up to block level with provision for wireless connectivity from the block level to the village level. DIT shall provide the necessary support to extend connectivity to the block level through NICNET/ SWANs. It is hoped that once the connectivity reaches the grass-root level, it would invariably lead to increased transparency, efficiency and effectiveness for delivery of citizen services.

i **The key concerns for IT initiatives these days are Standardization and Interoperability. What is your view on need for Standards in IT? What steps have DIT undertaken in this direction?**

While reviewing the various technology initiatives undertaken by different departments, we realized that many key projects by various government agencies were seemingly done in isolation. Different development platforms were being used which were seldom interoperable. Added to this was the fact that there was no single agency identified for framing enforceable e-governance standards and processes that must be adhered to by all developers.

We felt that there is a perceptible need to institutionalize the task of codifying e-governance standards and processes for the sake of ensuring interoperability of applications and solutions. With this view, DIT has instituted an apex body to oversee the process of bringing out e-governance standards and five key areas have been identified to begin with , namely Network and Information Security; Metadata and Data Standards for Application Domains; Quality and Documentation; Localization and Language Technology Standards   and Technical Standards and E-Governance Architecture

i **The KPO industry has helped to generate huge employment at a very fast pace in India. What would you say about the government's plan to provide incentives to this sector?**

India provides a ready access to a large intellectual pool with domain expertise in specialized areas like engineering, finance, medicine, business, research etc and is well positioned to address the global KPO need. The government always welcomes the intellectual and intelligent minds when it comes to issues that are related to the progress of India and thus, the government is positive on this issue and is keen to provide employment to the intelligent brains of India to work with them.

i **What is your vision for the IT sector in India in the years to come? Do you feel PPP has a significant role to play towards an overall progress?**

I foresee India bustling with energy, entrepreneurship and innovation in the times to come and this cannot be done without an active partnership with all concerned including the private sector as well. I feel the Indian IT Industry has a lot to contribute to the growth of the sector and we are constantly encouraging Public Private Partnership endeavours in the interests of the citizens and the nation as a whole whereby both the Government and the Industry can leverage upon each others' strengths to pave the way for more success in the times to come.

i **What do you foresee as the future of NIC? What role does DIT expect from NIC in the next decade at the national level?**

For a long time now, NIC has been successfully anchoring e-Governance initiatives by providing the best possible technology support to the Central and State Government as well District Administrations at all levels. I see a very positive role ahead for a dynamic organisation like NIC. My advice to NIC would be to further consolidate and strengthen its core expertise so that it is always at par, if not ahead, with the latest advancements world over in the areas of Information and Communication Technology. My best wishes for a bright future of the organisation in the times to come.

"Winds of Change in Lakshadweep": A basket of e-Governance projects to transform quality of life

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The Union Territory of Lakshadweep is a group of 36 coral islands and islets of which eleven are inhabited. These Islands lie scattered randomly in the Arabian Sea, about 220 to 420 Kms off the Malabar Coast; geographically isolated each island behaves almost like a country by itself (called 'Nadu' in local tongue, meaning 'Desh' in Hindi).

Lack of adequate transport facilities and deficiencies in communication in these islands pose a major problem for the masses. It takes around eight days during normal season and fifteen days during monsoon to go to the headquarters island of Kavaratti and avail of important services and return to one's native island. To virtually integrate these far-flung islands, Lakshadweep Administration has implemented several e-governance projects with focus on delivering services virtually anywhere, as also to usher in transparency, accountability and efficiency in the extension of public services. Information and communication technology has helped digitally integrate the geographically dispersed islands in respect of several important needs of life.

In the last two months this year, in recognition of our concerted and scientific efforts two of e-governance projects have been selected for prestigious awards for best e-governance practice and sustainable e-content. This is a clear indication that Lakshadweep is not lagging behind anymore. Some of the major projects undertaken by the Administration recently would give a flavor of our ICT endeavour.

Total Digitization of Employment Services

This e-Governance project aims at safeguarding objectivity and transparency in providing employment and in facilitating dynamic utilization of human resource and bringing employment exchange services to the very doorsteps of the people of Lakshadweep. Employment Exchanges all over the country, we know, are infamous for their long and chaotic queues of desperate job seekers. Timely and systemic on-line registration from any part of India or abroad, maintenance of seniority and on-line sponsoring of names to employers/ government departments has been achieved under this project which goes a long way in bringing trust between government agencies and the unemployed persons and the numerous job seekers. Services are now virtually made available in all the islands.

Incidentally,

Lakshadweep has attained the unique distinction of being the first UT / State in the country to fully digitize its employment exchange and related services in the country. Ministry of Labour & Employment in Govt. of India have also evinced interest now, as this project has a high replicable potential and would definitely help the young human resource of India to dynamically and objectively participate in rapid economic development. This project has

A day of pride for Lakshadweep: Sh. B.V. SELVARAJ speaks after receiving the Manthan Award at New Delhi (L to R : Sh. Asarpal Singh, Sh. K.P. Mohammed Koya, Sh. A.K.Saxena, Sh P.M.Koya, Sh U.C.K. Thangal, Sh. Ajith Brahmanandan and Smt. K.K. Humaida Beevi)

therefore, aptly been recognized by a twenty-member fastidious Jury of ICT professionals and has justifiably received the Manthan Award 2007 for being the best e-Governance project with e-content sustainability

Web-enabled Lakshadweep Electricity Department (Web-LED)

The Web-LED project is a total e-governance solution designed for the Department of Electricity, providing for "a digitally integrated Department where all the services to the consumers, employees and business are available online from anywhere". All the offices of the department in the islands and mainland are interconnected through NICNET-VSAT facilities. Web-enabled work flow systems have been developed for all the public activities of the department, namely electricity consumer management, energy billing, complaints management, materials management, human resource management etc. It is notable that every household in every island is electrified in Lakshadweep; this is the first case of universalization of electricity. Under this project a consumer can prepare his own bill through self-reading of meters. This project has deservedly received the CSI-Nihilent e-Governance award 2006-07 for the best e-governed department.

Sh. B.V. Selvaraj, addressing the gathering with Sh. Ashok Aggarwal, Convener, CSI Interest Group on e-Governance & Director, ACS Technologies on the Dias.

PORTNET

Being scattered in the Arabian Sea, the main mode of transport for the common man in the islands is ship service. Shipping is truly the lifeline of people of Lakshadweep. All the thirteen port offices of the Administration have been interconnected, extending the NICNET's VSAT based communication network. This network has enabled Web-based ship ticket passenger

reservation and cargo booking systems. The ship schedules, ship ticket availability, status of ship tickets are now available through internet providing transparency and easy access. Tickets for any ship from "anywhere to anywhere" can be booked through the authorized booking counters at Kochi, Kozhikode or in any of the islands. This project has received the Microsoft National E-Governance Award, 2006 for "Innovative Project", being first of its kind in the shipping sector.

Video Conferencing Facilities

Video Conferencing facilities have been installed this year in all the inhabited islands. This facility is provided through the NICNET-VSAT's installed in all the islands, including the smallest and remotest island of Bitra, having a population of less than 300 people. On the Independence Day of 2007, first time in the history of Lakshadweep, the Administrator interacted one-on-one with all the heads of the Village (Dweep) Panchayats and the Dy. Collectors / SDO's located in the remote islands through video conferencing. It has brought the islands closer and has definitely boosted the morale of the people.

Web-enabled Permit Management Information System

U.T. of Lakshadweep is a restricted area. A valid entry permit is required for visiting the islands. Permits are issued from the administration office at Kochi. The Permit Management System accepts applications for entry permit and issues the permit. The status of permit applications can be viewed through internet. This is a workflow system and issues permit after due checking by the authorities. Sub Divisional Officers and Station House Officers in various islands get advance information about the permits issued and they can verify the authenticity of a physical document by cross checking it in the web. The system is being upgraded to accept applications on-line from anywhere.

Web-enabled Students Scholarship Management System for processing scholarships for the students from Lakshadweep studying in various educational institutions in the mainland is already under implementation. The system validates the scholarship claims based on the pre-assigned criteria and processes the claims and generates the sanction orders and the bills. The students and their institutions can get the status of their scholarships from anywhere in India.

Lakshadweep possesses the unique distinction of having Computer Labs and internet facilities in all the schools.

There are 33 Vidhya Vahini Community Information Centres functioning in the Territory providing Internet services to the general public for availing various services. The EDUSAT facility is also made available in all high schools and receive-only EDUSAT terminals in all other schools in the territory

Common Integrated Police Application (CIPA)

All the police stations in Lakshadweep have been provided with the adequate computer hardware and software for implementing the Common Integrated Police Application. They are being stabilized and the project will take off shortly.

"Ever Alert": Web-enabled Medical Inventory Management System

The web-enabled medical inventory management system proposes to inter-connect all the hospitals, community health centers (CHC's), primary health centers (PHC's) in various islands and the Medical Directorate at Kavaratti. The availability of life saving and other medicines and various appliances, with their complete details in any hospital, CHC or PHC will become available to the concerned officials through web. The system would ensure 'ever alert' authorities whenever there is a shortage of medicines or appliances in any island.

The Telemedicine Facility provided by ISRO is available in five hospitals in the islands. A close liaison is being established with reputed hospitals like AIMS, C.M.C. Vellore etc. for effective use of the facility.

Factors that inspired success

The critical factors for success of e-governance projects in Lakshadweep are many: (i) Frequent co-ordination and review at the level of Administrator, thereby continuously providing leadership and motivation for execution of the tasks on day to day basis. (The need for a strong political and administrative will for e-Governance is a real challenge all over the country and it often becomes critical for success or failure of the projects). (ii) High degree of cooperation, mutual understanding and team work of the user departments and their officials under Lakshadweep Administration and the technocrats of the National Informatics Centre is a noteworthy feature here.

Important Learning for the Future

Use of right technology in the right place with appropriate administrative reforms can benefit the masses at base of the pyramid of the society. The web based services are most suited for hinterlands like Lakshadweep and other

geographically isolated territories. Internet facilities bring mobility among youth to any part of the world, removing physical constraints and sluggishness.

Meaningful and structural administrative reforms coupled with ICT measures can flourish symbiotically. Our Administration has been striving towards effective administrative reforms through aggressive e-governance measures along with all the political representatives including Member of Parliament, Chairman and Members of the District and Village (Dweep) Panchayats. We are going to have "a basket of e-governance projects" and may even compete shortly for becoming best e-administered State/ UT of the country. ☐*i*

Court Cases Monitoring System

The Court Cases Monitoring System has been implemented at Sub Division, Land Acquisition Collector and District level to monitor Revenue Cases, Reference Cases, General Cases etc.

Networking & Internet Connectivity

A well established structured LAN is in place in DC office complex housing the offices of Deputy Commissioner's office, Additional District Magistrate office, Sub Divisional Magistrate Office and other branches of the office. Internet connectivity is provided through a 2 mbps leased line.

Other projects & services

The NIC District Center has also implemented various other software like

- Citizenship Information System
- Riots Victims Information System
- Stamp Refund Monitoring System
- Sealing & De-sealing of Industrial Units,
- Applications under RTI,
- J&K Migrants,
- Verification of character antecedents etc.
- Training

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Sandeep Jain
District Informatics Officer

e-Scholarship System (Uttar Pradesh)

Scholarships play a vital role in spreading education amongst children of weaker sections of the society and enable a considerable number of under-privileged students to obtain post-matric and higher level of education. Statistics reveal that Scholarships improve the enrollment figures by almost 50%.

Uttar Pradesh government has constituted a number of different scholarships, with an annual budget of more than 2000 crore, to increase the literacy rate, enrollment & attendance in schools, motivate rural-poor students for higher education, decrease dropout rate, and reduce gender gap resulting in an overall sense of equality amongst people. However, the major challenge is to ensure that the scholarships reach the targeted segment of students within time as U.P. is a very large state and multiple departments are involved in distribution & management of scholarships

e-Scholarship

e-Scholarship is a web based solution implemented by the Government to enhance transparency and streamline the distribution of Scholarships to more than two crore beneficiaries belonging to OBC, SC/ST, Minority and weaker sections of the society. With implementation of e-Scholarship Uttar Pradesh became the first state in the country to have used IT based initiative for electronic transfer of scholarships. The web portal, designed and developed by NIC, U.P. State Unit, uses advanced techniques of database management to assign a unique identification to each student getting scholarship, it then tracks the progress & performance of the student till class 10th and subsequently monitoring is done till the beneficiary finally gets proper employment opportunity.

The portal helps in timely disbursal of funds with auto-generation of department-wise scholarship demand for each district and school, and facilitates direct transfer of scholarship to the bank accounts of Gram Panchayats, School or Student as the case maybe. Various reports and statistics provided on the portal help the concerned departments to effectively monitor the progress at all levels and makes decision-making a lot easier. The verification measures such as scanning & uploading of photograph of beneficiary with the data and linking of data with other authenticated databases such as BPL/APL family details has left very little room for frauds & misappropriation of funds.

Scholarship Services at a Glance (as on 03.12.2007)

S.No.	Category	No. of Beneficiaries	Amount Released in Rs
1	OBC	1,30,53,959	269,95,54,735
2	SC	66,68,773	135,74,05,935
3	ST	40,131	72,07,075
4	General	24,05,065	59,25,42,900
5	Minority	14,42,349	26,52,31,725

Launch of the Portal

The e-Scholarship Portal was formally launched by Sh. P.K. Mishra, Chief Secretary, Government of Uttar Pradesh on 30th August 2007. Speaking during the inaugural function the Chief Secretary appreciated the hard work and determination of more then three lakh officials of different departments who worked day and night to accomplish the task in a record time of three months.

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Chief Secretary & other state government functionaries during the launch of web portal

scholarship.up.nic.in

He was deeply impressed by the massive exercise undertaken towards collection & compilation of data of more than two crore beneficiaries and nearly two lakh schools spread across the state and congratulated NIC state & district officials for their sincere and dedicated efforts in development of the portal in a short time of two months.

Need for e-scholarship

One of the major concerns of the state government was that in spite of all the scholarships there was no fall in the dropout ratio which suggests that the funds earmarked were not reaching the right person at the right time. Many other impediments such as involvement of different departments, distributing agencies and mechanisms, no availability of data, poor verification processes, discrepancy between demand made & actual requirement were rendering the entire Scholarship program non-effective. There was a large amount of undistributed sums in bank accounts of Institutions and funds were not distributed to students on time. In many cases the delay was more than a complete session. Fraudulent institutions were claiming scholarship funds and there was no mechanism to monitor or control the entire activity resulting in huge losses to the government in financial terms and in its endeavor to take education to masses.

e-Scholarship Portal

The e-Scholarship portal provides a common platform to all concerned departments and facilitates sharing of data amongst the stake-holders. Existing government processes have been simplified and made easier for the general public and the application software has been designed to work both in an offline and online mode to reduced duplication of efforts. New-age banking systems such as ECS & e-banking have been integrated to directly transfer the funds to the beneficiaries and banks have opened 'no-frill accounts' of students with zero balance facility as a step towards financial inclusion.

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Way Forward

The e-Scholarship portal has received widespread appreciation from all quarters and was recently awarded the Microsoft Certificate of Merit at the Microsoft e-Governance summit 2007. Efforts are continuing to make the database more authentic with inclusion of photography of all beneficiaries & schools.

A separate database is under preparation for all the registered schools including infrastructure details, faculty, drinking water facility, rooms etc. and planning has been done to interlink these databases with other central and state government schemes and projects.

The implementation of e-Scholarship has been a win-win situation for all stake holders. i

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National Do Not Call (NDNC) Registry

Everyday a large number of unsolicited phone calls are made by telemarketers to landline and mobile phone subscribers in India. These calls are indeed very irritating at times. To overcome this menace, The Telecom Regulatory Authority of India (TRAI) has set up a National Do Not Call (NDNC) Registry which is a data base having the list of all telephone numbers of subscribers who do not want to receive unsolicited commercial communication.

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TRAI has authorised NIC to execute the NDNC Registry project (ndncregistry.gov.in) on turnkey basis to design, develop and implement the project. Any telephone subscriber who does not wish to receive telemarketers' calls can register free of cost on the NDNC Registry through their Telecom Operators (TO).

The primary objective of the NDNC Registry is to curb Unsolicited Commercial Communication (UCC). It also aims to protect the privacy of the customers. For information and detailed definition of what constitutes a UCC, visit ndncregistry.gov.in.

ndncregistry.gov.in

Modus Operandi

On registration of telephone number, the request from the subscriber is be acknowledged within ten days and the telephone number is uploaded to NDNC database by the Telecom Operator (TO) within 45 days of the request. Telemarketer (TM) should verify their calling telephone numbers list vis-à-vis NDNC registry before making any call. A penalty of Rs. 500/- per call/message has been prescribed to discourage TMs from calling phone numbers registered in

NDNC Registry. On repeated default, the TMs will be liable to face disconnection of telecom resources.

Processes in NDNC

I.   Telemarketer Registration with DoT

The Online Registration Module of TM with DoT involves the following:

- TM fills the registration form online, gets the Unique Reference number (URN)

- TM submits hard copy of the filled in registration form along with declaration, undertaking and demand draft (DD) of Rs. 1000/- to its primary TO

- On receipt of registration form, Primary TO checks the enclosed DD. If the DD is in order the TO logs into the system and issues acknowledgment

- The TO verifies TM's telecom resources

- On Primary TO's approval, the TM is provisionally registered and gets temporary User ID and Password through email

- TO then submits the application along with DD to DoT. After approval by DoT, permanent registration valid for 10 years is issued to the TM

II. Registration of Subscriber phone number in NDNC Registry

The registration of subscribers for NDNC is done through their

respective TOs. The details of call centre number/SMS number on which the registration can be done are given on the NDNC portal as well as websites of respective TOs.

Guidelines for Subscriber Registration
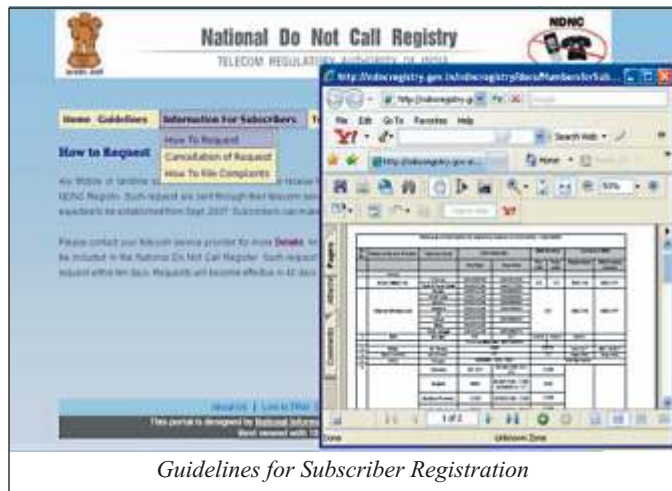
III. NDNC database Updation by TOs

The process of updation of NDNC database by TOs is as follows:

- The TOs log into the NDNC using assigned login id and password through VPN connectivity and upload their DNC list in specified format.

- If conforms to the format, a log file will be created in the NDNC system, which will timestamp the file received from the TO. This can be referred to in case of a conflict/complaint.

- Database scripts will extract data from the received file and store it into temporary tables and acknowledgment will be sent.

- On every 15th and last day of the month all the "Do-Not-Call" lists received from TOs will be processed to update the NDNC database.

IV. Scrubbing by Telemarketers

NIC has prepared a scrubbing module which compares the list of numbers to be called provided by the TMs with the NDNC database and segregates the telephone numbers which can be called from the 'Do-Not-Call' numbers. The process involves:

- The TMs upload the caller list for scrubbing by the NDNC System in specified format

- If conforms to the format, the caller list is stored in a temporary database with time stamping and are scrubbed against the NDNC database.

- As soon as the file is scrubbed, it is available for download and intimation is sent to TM through e-mail. The TM has to log into the NDNC portal and download the file before making any calls

Present Status

- Registration of TMs started from 16 July, 2007

- Scrubbing of phone numbers by TMs started from 12 October 2007

- 7.1 Million Telephones in NDNC Registry as on 31st December 2007.

- 23500 registered TMs

- About 12 to 15 Million numbers scrubbed everyday by TMs

Status of Telemarketer Registration

NIC has been actively involved in this much needed initiative, right from conceptualisation to actual operation as well as implementation. NIC has completed this project in a record time frame of 3 months.

The NDNC Registry has been implemented in only a few countries so far. It is hoped that this initiative will go a long way in protecting the Indian telecom subscribers from the hassles of unwanted commercial calls.

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CLAIMS–Bringing Transparency in Public Service

The CLAIMS (Computerized Lok Ayukta Information Management System) is an open source initiatives of NIC Kerala that aims to provide an easy and transparent mechanism to the citizens for filing complaints and grievances with the Lok Ayukta in the state. The software is developed as LAMP based system and has evolved as a product that can be implemented in any of the Lok Ayuktas across the country.

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Kerala Lok Ayukta

The Kerala Lok Ayukta Act, 1999 (Act 8 of 1999) is to make provision for the appointment and functions of certain authorities for making enquiries related to matters specified in List II or List III of the Seventh Schedule, Constitution of India.

The Kerala Lok Ayukta consists of one Lok Ayukta and two Upa Lok Ayuktas. The complaints against any public authorities/Govt. servants related to Mal Administration, Bribe, Corruption, Allegation, Inaction etc. will come under the jurisdiction of Lok Ayukta. As Lok Ayukta registers large number of cases, an information system is required for the management and monitoring of related documents and activities. This need was outsmarted by computerizing the various functionalities of Kerala Lok Ayukta, and the office can now deliver better information services to the public.

What is CLAIMS?

The Case Information System (CIS) developed by NIC Pune and implemented in the District Courts of Maharashtra was customized, extended, value added and

implemented as CLAIMS for Kerala Lok Ayukta

The CLAIMS is proposed to be customized for Kerala Women's Commission - VANITHA and for DRT (Debts Recovery Tribunal) of Ernakulam. The system is packed with various applications and modules viz: Case Information System (CIS), Assets and Liabilities Monitoring System for public Servants and CLAIMS-NET

Inauguration of CLAIMS by Hon'ble Registrar Lok Ayukta, Sh. H.Haripal

Case information system (CIS)

With this system the Kerala Lok Ayukta can now register Complaints against Government and Public Servants and executes the Judgments for various types of Complaints such as Corruption and Allegation, Mal Administration, Bribe & Forgery, Pension Grievances, Undue Delay or Inaction, Biased Action of Public Servants etc.

The CIS Application – Case Filing

Citizens can file a complaint against any public servant or Government servant to Lok Ayukta Court without any hassle. The Complaint, which comes under the jurisdiction of Kerala Lok Ayukta is filed and registered and the complaints accepted are allocated to a Court with a Hearing date. The Judges of the Lok Ayukta on hearing of the complaint, execute the Judgment on the Complaint. The 'Cause List' (the list of Complaints to appear before the court) for the current date or for a range of dates can be generated from the system. Some of the salient features of CIS are-Filing and Registration of Complaints, Allocation of Court, Proceeding of the Complaints, Presently Information, Grouping/Connecting cases, Transfer of cases between courts, Case advancing, Restore/Review Cases, Cause list, Notices/Summons Generation, Graphical reports, Ad-hoc query, Litigant Updation, Backlog entry of cases etc.

Hon'ble Lok Ayukta Sh. Justice K Sreedharan, Upa Lok Ayuktas Sh. Justice N. Krishnan Nair and Sh. Justice K. A Mohammed Shafi (from right) reviewing CLAIMS

Assets and Liabilities Monitoring System

The Public servants and staff of Institutions come under the jurisdiction of Kerala Lok Ayukta. It is mandatory to declare the movable and immovable properties of the public servant and his/her family once in two years. Accessing of this system leads to Master data of all public Servants, Filing of Property Statements, Scrutiny of property Statements, and Identification of defaulters.

CLAIMS-Net

The CLAIMS-Net is the portal (http://lokayuktakerala.gov.in) for Kerala Lok Ayukta which has been constituted for investigating into the allegations of corruption and mal-administration against public servants and for the speedy redressal of grievances of the public. Citizens can access a host of services from here which includes On-line filing of cases, Case Status, Cause List, Next Hearing Date of a case, Various Judgments and orders, Master Data of Advocates, Master Data of all Public Servants, Property Statements submission Verification, Downloadable forms etc.

In response to their complaints and grievances, citizens are benefited with various vital services, say for example the Case Status, Querying the details of the Cases, Next hearing date of a case, Status of copy documents application, "Cause List" to advocates and also access Lok Ayukta Information such as Acts, Order and Judgments.

Quote of appreciation from Hon'ble Kerala Lok Ayukta, Sh. Justice K. Sreedharan-Ex Chief Justice of Gujarat High Court.

"…..I have great pleasure in testifying that, the officers of National Informatics Centre, Kerala unit have done a good job in implementing the CLAIMS (Computerized Lok Ayukta Information Management System)…… I am also happy to note that all the functionaries of Kerala Lok Ayukta, including the Judges, have undergone a course of training in National Informatics Centre………."

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Open Source BI - Analysing capabilities

Open Source Business Intelligence Tools or OS BI tools are a type of application software designed to help the business intelligence (BI) business processes. Basically they are those tools that aid in the analysis, and presentation of data that are applied to keep the management informed about the state of their business.

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There are a lot many open source tools available in almost all the areas of IT for the developers to use and refine. Although the open-source idea has come to the attention of many organizations, it hasn't come up as a strategic topic in the BI area. The technology gap between commercially available BI platforms and the equivalent open-source offerings are too broad for most companies to try open-source solutions for significant and critical deployments. As a result, OS BI has a low transformational effect, very low adoption rates and a long road to maturity. There are not many-branded OS BI tools available for the users to examine, use, refine and reuse.

In the recent years OS BI has certainly created tremendous opportunities, as well as challenges for both traditional vendors and enterprises. The emergence of OSBI tools has put lot of pressure on the proprietary tool vendors. The branded RDBMS tools are strengthening their products by adding BI components in it. This has resulted in forcing the commercial vendors to think of new ideas and incorporate more features to make the BI tool truly a technology independent system for the end user and also to enrich the decision making power.

OS BI Constraints

While building a BI system one has a lot of options to choose from among a number of commercial tools. Based on the actual requirement and affordability in terms of cost there are plenty of options available for the user to select. The enterprise can perfectly and easily fit the tool into their BI model. Whereas in the case of open source there are not much options available for the user.

In the BI space, to date, there isn't an open source BI analogue to Apache (or Tomcat, or JBoss), OpenOffice, Python, or other prominent open source software projects. What's more, BI vendors say there's been little demand for versions of their software designed to run on Linux or other open source operating systems.

Challenges

One of the major areas where the traditional BI as well as the RDBMS vendors concentrates nowadays is on the data quality which is a challenge for most organisations. Poor data quality has a negative effect on the efficiency of the organization and can jeopardize the often-large investments in data warehousing. Another area where the proprietary tools compete with each other is in the ETL process. It is a fact that nearly 60-70% of the efforts go in to the ETL process in the warehouse development. How far the open source tools can compete with the proprietary tools in this area is a big question mark.

OS-BI vs Proprietary BI Tools

One of the biggest problems with proprietary solutions is that all the costs are born upfront by the customer before there is any reward. This is one of the key reasons for the growth and popularity of the open source movement. While open source is evangelized on many fronts, including security, flexibility, and competitive advantage, organizations adopt open source primarily because of the price/performance ratio. With

OS BI, organizations can adjust spending as they go, depending on the perceived returns. Almost all of the investment is spent configuring or customizing the solution to meet the organization's needs, not on a generic system that needs to be customized just to work.

Evaluating Open Source BI Solutions

Despite all its advantages, open source is not risk-free. The major hurdles are skill set, support, product maturity, security integration, data source adapters, administrative capabilities, metadata management and the glut of products to choose from. The nature and extent of the cost can vary widely when evaluating open source and proprietary software. The Ventana Research, a leading Performance Management research and advisory services firm, has suggested that cost of open source BI project should involve

- Transition costs if the organization decides to switch technologies

- Maintenance, support and consulting costs from vendor(s) supporting the Open Source BI project

- Costs for license management related to Open Source (such as indemnification)

- Costs to build required functionality not found in the Open Source BI software

- Costs to train developers, administrators and users on the new software.

And it recommends applying a structured approach that assures equivalent comparisons between alternative approaches to deploying BI (whether Open Source or commercial).

Adoption of Open Source BI as a standard

The Ventana Research (April 2006) on Open Source BI has clearly mentioned that despite widespread visibility and adoption of open source BI, Open Source BI has a long way to go before being an enterprise standard and is still in an early phase. Based on a Open source BI survey the Ventana Research Group found out that as more open source BI deployments are completed, top-down plans for adoption will increase, moving Open Source BI closer to being a standard, commonly used BI technology.

Familiar Open Source BI Tools

- Pentaho BI - The Pentaho BI Platform provides the architecture and infrastructure required to build solutions to business intelligence (BI) problems. The platform includes an embedded workflow engine and can be easily integrated into business processes. The

framework provides core services including authentication, logging, auditing, workflow, web services, and rules engines. The platform also includes a solution engine that integrates reporting, analysis, dashboards and data mining components to form a sophisticated and complete BI platform.

- JasperSoft BI -JasperSoft's JasperServer and JasperAnalysis products, and in future JasperETL as well, run on a shared BI platform. This platform provides a common framework to allow reporting, analysis and data integration to be easily integrated and managed by small, medium, and large organizations.

There are a number of other BI-OS players, like Bee, BIRT/Actuate, BIZGRES, etc, who are into ETL, reporting, warehouse administration, etc. But as an end-to-end BI tool no branded tool is available, except to some extent Pentaho and Jaspersoft.

What do BI Specialists say?

According to market watcher Gartner, open-source business intelligence is starting to catch on. In a recent survey on the worldwide market for BI tools, Gartner issued this mildly worded shot-across-the-bow:

"The last couple of years have shown the first signs that open source software is creeping into the BI tools market. The focus here is not on traditional BI tools deployed on open source operating environments, but instead truly open source BI software. Vendors such as Pentaho, JasperSoft, and Actuate clearly display the first signs of a potential market niche. However, we believe that the impact of open source BI tools will be very limited over the next five years."

Conclusion

Business Intelligence has been a "high investment/high return" solution for a long time now. However, the way it was evaluated, sold, and implemented proprietary BI are out of the reach of most organizations. With open source BI, organizations also have the flexibility to iterate and evolve. As far as the technical support, skill set support and maturity level of open source BI is concerned it would take at least another three-five years. Further, as the selection of the right BI tool itself a major factor in the success of BI implementation, so far the users are left with very limited options in the open source arena. The biggest challenge for the OS-BI is that how they will face the least cost BI tools of the major BI players which are slowly entering into the market and are sure to capture a majority of the market.

International e-Gov Update

Drug counselling delivered electronically in Lithuania

Vilnius: The Drug Control Department (NKD), Government of Lithuania has established a free professional on-line counselling service for drug addicts and their families. This services aims at providing the public with an opportunity to get drug addiction counselling from the best specialists in drug prevention, treatment, rehabilitation and legal affairs on-line, reports. The service exclusively promotes the tagline "Be brave, ask a specialist" and allows anyone, including parents, teachers and youth workers, to submit a question on various issues related to drug addiction, with NKD responding to it within 48 hours.

According to reports, the website ensures anonymity of enquiries and thus encourages all those who are directly affected by drugs, their relatives, and their families and will act as an answer to their queries, worries and lot more. This new service has been given the status as a pilot project and will be regularly analyzed, keeping the needs of the target audience for making further improvements.

The future plans of the NKD also include uploading various information materials such as downloadable videos imparting information on prevention of drugs etc.

Source: *http://www.epractice.eu/document/4241*

Bus, Trams, Coaches, Tubes….All go Mobile in London

The transport network in London has recently set up a new service which will allow passengers to use their mobile phones to pay for travel on the city's buses, underground and trains. This service is presently at trial phase for 500 commuters and will run for six months until the end of May 2008.

Transport for London was a pioneer in bringing out the 'Oyster card' in 2003 a smartcard which allowed the users to store up credit to pay for tickets electronically. Since then over 10 million Oyster cards had been issued.

Each commuter in the trial session will be given a mobile handset equipped with a virtual Oyster card, fitted with near-field communication (NFC) technology, which enables a wide range of uses, including cashless payments. Through this technology the commuters will be also able to use the Oyster ticketing function on their phones to swipe their way through ticket gates and to top up their Oyster card by simply touching their handset on ticket machines in tube stations or at Oyster ticket stops.

The testers will also be able to try out a range of other services, including making low-value purchases in shops and cafés, and touching the NFC-enabled handset on selected "smart posters", which contain embedded tags and serve as short cuts to services.

Source: *http://www.epractice.eu/document/4205*

Romanian local community goes 'e'

The Ministry of Communication and Information Technology, Romania and the World Bank have established a Local Community Electronic Network (LCeN) in Roata de Jos commune.

This is the first of the 246 LCeNs which will be implemented over a period of time, and a budget of $ 69, 4 million has been sanctioned for the project. The LCeN is a computer network serving as a knowledge center that provides information as well as services benefiting the local authorities, schools, public libraries, citizens and small businesses.

Each LCeN comprises access nodes in public administration, public library, public point of access to information, main secondary school as well as secondary schools in the commune villages.

The main objective of the project is to accelerate the participation of the knowledge disadvantaged communities in the knowledge based society and economy of Romania. The project also aims to support a coherent set of multiple interventions combining Government intervention with active community participation. LCeNs are supported by Community Support Centers that offer on-line advice and support for various queries. The service provides information and services for the benefit of public authorities, private citizens, small businesses, schools and public libraries, with access nodes in public administration units, public libraries, public information points and secondary schools. The project's objectives are to improve the participation of local communities in the knowledge-based society and economy of Romania.

Source: http://www.epractice.eu/document/4177

E-mail Your Complaint to the Local Police : France

The French police has implemented a service which allows the public to report crimes and misdemeanours by e-mail. Through this service the residents can send information on crimes witnessed to the central police station from their homes safely and comfortably. A special dedicated e-mail address has been made in which even text, photos and even video film can be sent.

The messages received are first classified by the police officers on duty to determine those which fall under their jurisdiction. The information received is then checked and verified and cases that have taken place within the region are dealt by the concerned officers.

One of the key features of this service is that it can trace the sender's whereabouts easily, thus even anonymous e-mails can be traced relatively easily and anyone who sends a false report will be punished by law.

The site is managed by the Central Office for the Fight against ICT related crimes (OCLCTIC) and includes, among other things, a complaint form which can be filled in and submitted on-line.

A similar initiative was taken in France in 2006, which catered for the on-line reporting of crimes in France, exclusively dedicated to the protection of children and the fight against on-line paedophilia.

Source: http://www.epractice.eu/document/4240

If you would like to suggest some noteworthy International e-Gov Project to be highlighted in this section, send a mail, with project details, at *sonal@nic.in*   │   *Compiled by:* **Sonal Kalra,** Editor-Informatics

Towards an e-Governance Grid for India (E-GGI)–An Architectural Framework for Citizen Service Delivery

The National e-Governance Plan (NeGP) proposes citizen service delivery up to the village level through various channels including village kiosks. These services have to be web service oriented (as against the present simply web enabled services) based on the Service Oriented Architecture. Conventional technological approaches such as client server model of architecture or the central server model of architecture will not be able to meet the requirements of NeGP. As such a large number of web services require adequate networking and computing resources which can be supported by the Grid Computing Approach.

C. S. R. Prabhu
Deputy Director General, NIC Andhra Pradesh
ddg@ap.nic.in

The latest grid computing standard OGSA (Open Grid Services Architecture) integrates the power of the grid with that of the web services – both stateless and stateful based on SOA. In a "grid" of computer systems, all the Data Centres (SAN) will be connected into a grid where in all the computational resources such as the CPUs, disk storage systems, specialized software systems, etc., will be shared by all the users connecting to the grid and the users are expected to draw adequate computational power from the grid.

Leveraging the power of grid computing for e-Governance takes us towards an e-Governance Grid for India (e-GGI). The existing computing networks such as NICNET with all its SAN Data Centres; and other state owned Data Centres and SWANs (State Wide Area Networks) are required to be connected with each other to ultimately form the e-GGI. Once this is achieved, the Web Services Repositories at the District, State and National levels will become operational, thereby delivering citizen services across the country.

OGSA (Open Grid Services Architecture)

OGSA is the latest standard evolved by Global Grid Forum (GGF) that integrates the conventional grid computing features such as resource allocation and monitoring, mirroring, etc., with Web Services facility. OGSA supports WSRF (Web Services Reference Framework) that provides standard architecture for Stateful Web Services (conventionally all Web Services are Stateless). Stateful Web Services will be useful for applications that require reference to data of past transactions and for continuity of processing.

Globus Toolkit

Globus Toolkit (GT) is an open source, standard middleware software for the grid. Globus Toolkit Versions 1 and 2 did not support Web Services, however the Version 3 and the present Version 4 known as Globus Toolkit 4 or GT4 offers full fledged support for Web Services delivery in Java, C and Python. It provides various modules which are essential for grid computing, such as Grid Resource Allocation and Monitoring (GRAM), Grid File Transfer Protocol (GridFTP), data replication and monitoring (mirroring), Authentication and Authorization (through Public Key Infrastructure or PKI), etc.

e-GGI (e-Governance Grid of India)

The proposed e-GGI envisages designing and implementing a grid in India for e-governance service delivery across the country. SAN Data Centres have been established in all the 35 States/UTs, through NIC, as a part of NICNET or independently by the State Governments. Similarly, State Wide Area Networks (SWANs) are also set up in various States. However, as of now, the State SAN Data Centres are independently operating without any resource sharing or even without replica/mirroring storage elsewhere (only for Delhi Data Centre, a DRC (Disaster Recovery Centre) is operationalized at Hyderabad). The grid technology implementation, utilizing the middleware (such as Globus Toolkit) software will provide the backup recovery features along with mirroring and replication

services (in the remote sites in the grid). Security is also ensured through authentication and authorization for all users trying to access the grid, using the Public Key Infrastructure (PKI).

National e-Gov Plan (NeGP)

The Govt. of India, Department of Information Technology, has initiated National e-Governance Plan (NeGP) for the execution of e-governance projects in the country, both at Central and State levels. It had identified "Mission Mode" Projects at both the levels as follows:

State Level	National Level
• Land Records	• Income Tax
• Road Transport	• Company Affairs
• Property Registration	• Passport & Immigration
• Agriculture	• Insurance
• Treasuries	• National Citizen Database
• Municipalities	• Central Excise
• Gram Panchayats	• Pensions
• Commercial Taxes	• Banking
• Police	
• Employment	
• Exchanges	

Implementation Strategy and Methodology

After the implementation of all application software projects, they are required to be converted to web services based on the SOA so as to have a three tier architectural framework as conceptualised in the diagram below.

All the Data Centres (including district level, state level and national level) will have to be integrated with State Wide Area Networks into a grid (broadband) which will provide access to Internet/Intranet right from the village level. National portals and national web services will also be able to provide access to individual village portals. As an example, a pilot attempt is being made in Andhra Pradesh State to integrate diverse web services such as Property Registration (CARD Project) and Land Records (LRMIS Project) with ePanchayat Project.

Web Services Repositories

Three Levels of e-governance Services can be identified and accordingly 3 level Web Services Repositories can be established:

■ National level Web Services Repository (NWSR) for National level e-Governance initiatives of NeGP

■ State level Web Services Repository (SWSR) for the State level e-Governance services, and

■ District (or Sub district) level Web Services Repository (DWSR) for the district and sub-district (taluka or village)

Computing (Software), Network and Data Infrastructure will be pre-requisites for achieving this plan.

Pre-requisites for National e-governance architectural framework

The following can be identified as the essential pre-requisites for establishing a national framework for e-Governance architecture:

■ Establishment of nation-wide broad band IP network, right up to the village level (by taking care of all the requirements such as power and bandwidth to form a National e-GGI)

■ A nation-wide unique citizen identification mechanism (using the latest technology such as Iris identification and smart cards)

With the above pre-requisites in place, the following e-governance architectural framework can be established.

e-Governance Architectural Framework

Web Services Repositories on e-Governance Grid of India (e-GGI)
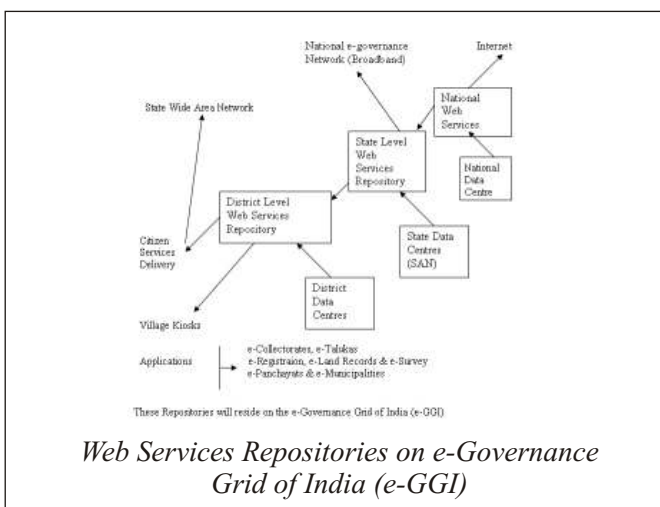
Action Plan

The action plan for achieving e-GGI will undertake software development and implementation of web services and information systems (based on SOA) for all the e-governance applications (such as ePanchayat for Village Panchayats, eMunicipality for Municipalities). Further, Web Services will be established at District, State and National level. This plan needs to be implemented in a period of at least five years. After the creation and integration of web services into web services repositories, a workflow interoperability plan can be executed using BPEL (Business Process Execution Language) which can enable process orchestration across diverse web services (based on Service Oriented Architecture).

Cyber Governance

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

jmc.nic.in

Jammu Municipal Corporation (http://jmc.nic.in)

Jammu Municipal Corporation added a new dimension to its service with the launch of its indigenous official website. The website is of great help in maintaining the transparency of the Corporation and at the same time enabling the public to receive required information on Building Laws, Rehari Licence Rules, Birth & Death Certificate Rules etc. easily and promptly. Apart from this, the website is also adorned with features like providing information about ones respective wards, corporators, various online tenders, citizen charter, status of various projects, schemes etc.

Jit Raj, J&K Correspondent

Ranchi Civil Court, Jharkhand (http://civilcourtranchi.nic.in)


civilcourtranchi.nic.in

"Justice delayed is justice denied" with an objective to overrule this axiom, Jharkhand high court has come up with the idea of dealing with factual judicial issues more transparently and precisely through this website. The website caters to various day to day issues related to judiciary and is accessible by every citizen. The website, designed and developed by NIC Jharkhand, has links for daily cause list, statistical reports of the cases, Bare acts etc. It facilitates viewing of judgments and gives the list of judicial officers, annual action plan of the civil court apart from the links of RTI and various IT related activities of the civil court.

Prashant Belwariar, Regional Editor

District Police Website, Gopalganj (http://gopalganjpolice.bih.nic.in)
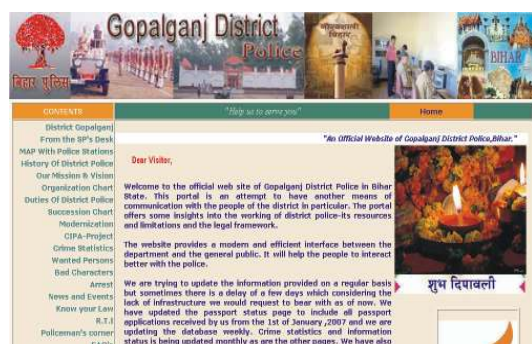
gopalganjpolice.bih.nic.in

This website is an attempt to communicate and interact with the general people in particular with the police department. First of its kind, this website offers a slew of services to citizens viz. Online Registration of Complaints, Passport Verification Status, List of wanted persons, Missing persons and Bad characters, Crime statistics, Investigation status, reviewing information etc. The website also offers various insights into the working of district police-its resources and limitations and the legal framework. Now as the desire to provide a modern and efficient interface between the police and the general public has been fulfilled, it is hoped to help people interact with law in a more felicitous manner.

N.K Prasad, Bihar Correspondent

Text Books Online, Tamil Nadu (www.textbooksonline.tn.nic.in)

textbooksonline.tn.nic.in

This website has complete content of all the 322 textbooks of class I to XII published by the Department of School Education, Government of Tamil Nadu. This site links students to a vast collection of educational online materials in PDF format and can be viewed and downloaded accordingly. Students, parents and teachers can now access this indigenous effort by going through lessons, page wise as well as subject wise where there is a dearth of printed versions of these books. Utmost care has been taken to publish the textbooks on the Web as accurately as possible. An exclusive section has been made where, feedbacks related to any omissions or unforeseen errors are entertained from its users.

R. Gayatri, Regional Editor

business.gov.in : Your Online Guide to Business in India

Building a successful business is some thing that does not happen overnight. There are many key aspects of planning and managing a business and these are the intricacies including having in-depth knowledge of labour laws, legalities, taxation, investment opportunities, how and from where to acquire loans etc. If all these queries have been vexing you since long and you are looking out for an almanac of business which has authentic and up-to-date information related to business, then the answer to your prayers is business.gov.in, an initiative under India.gov.in, the National Portal of India.

business.gov.in is not only a vast reservoir of comprehensive authentic and up-to-date information on business and its various aspects, but also a bank of important links to major business organizations and latest business news for your use! The portal provides all-inclusive information on the various stages of business lifecycle such as how to set up a business, growing and managing it and even how to change the line of business, if required. Apart from these piths of business, the portal also offers excellent literature on topics relevant from the point of view of business community.

The portal has info modules on issues such as:

business.gov.in

■ **Starting a Business:** Do you dream working for yourself, building your own business that offers you learning, financial rewards, lifestyle, security and lot more? Then visit this section which gives an insight to all the literature and information that you should know for starting a business, such as creating a business plan, making a product choice, setting up infrastructure, naming and registering a business, regulatory requirements and so on.

■ **Growing Business:** Growth of a business is essential for sustaining its viability, dynamism and value-enhancing capability. It reflects the ability of a company to earn higher profits and compete with the rivals in an effective manner. Visit this module to get enriching information on issues such as business risks, joint ventures, opening branch offices, mergers and acquisitions, financial support, regulatory requirement and a lot more.

■ **Managing a Business:** You have finally started a business and its growing pretty well!! Is that all you need? Perhaps managing your business well is also an essential part and through this portal you can be well-versed about the necessities of managing a business like; promotion, client relationship management, managing intellectual proficiency, insurance, marketing and sales, managing your finance, managing human resources, taxes etc.

■ **Doing Business Abroad:** So you are a successful entrepreneur in India and now aim to venture abroad, or want to open an office in another country, but feel nervous about how to go on? Then your answer lies in *business.gov.in* visit this module and get all details about the intricacies involved in aspects such as investment policy, insurance, guidelines, investment routes, procedures, investment trends, legal aspects, business opportunities etc. related to doing business overseas

■ **Investment Opportunities and Incentives:** As a successful entrepreneur if you would like to know more about the investment opportunities in business sector in India, visit this module and be lettered about the investment opportunities in India.

■ **Taxation:** This term often makes entrepreneurs nervous because of improper awareness and knowledge about the formalities and legalities involved. This module provides in-depth knowledge on Taxation formalities in context to Individuals, Partnerships, Corporates, Agents etc. This section is the perfect manual for all those who desire to know more about Customs Duties, Wealth Tax, PAN, TDS, TCS, TAN etc.

■ **Indian Economy:** This module includes information on Economic Indicators from 1991, Current State of the Indian Economy, Studies/Surveys/ Reports. Also explained are statistics such as Gross National Product (GNP), Gross Domestic product (GDP), Net National Product (NNP), per capita income, Gross Domestic Capital Formation (GDCF), etc.

Visit *business.gov.in* for everything you ever wanted to know about business and its diverse aspects.

In the News

The award being presented to Dr. Saurabh Gupta, STD & the then SIO, Bihar and Sh. Nirmal Kishor Prasad, PSA & Project Leader 'SCORE' NIC Bihar by Sh. William Dar, Director-General, ICRISAT.

SCORE Project of NIC Bihar Awarded

The eINDIA 2007 Conference recently held at New Delhi saw the presentation of i4d Awards 2007 in which seven ICT-based projects from various parts of India were awarded for their contribution in the areas of digital literacy, electronic governance etc. After a hectic process involving several rounds of deliberations by the Jury, the awards were announced and SCORE – System for Computerized Registration Project of National Informatics Centre (NIC), Bihar was declared a winner in the category of 'National Voters' Choice'. SCORE is an ICT solution incorporating all instruments under Acts for property registration in Bihar. 109 registry offices of the state have been SCORE enabled in the record time of three months on an innovative as well as indigenous cost effective model of Hardware on Hire Basis (HOHB) yielding sharp increase in state revenue.

N.K Prasad, Bihar Correspondent

CIPA Application Software inaugurated at Nagaland

North Police Station, Kohima, the first Police station in Nagaland recently made its landmark entry into the field of ICT through the deployment of CIPA (Computerised Integrated Police Application). The event was marked by a formal inauguration by Sh. Neiphiu Rio, the Hon'ble Chief Minister of Nagaland. Sh. L.L.Doungel, DIG & Chairman of CIPA Implementation Committee gave a brief report of the Project which has been rolled out countrywide by the MHA in collaboration with NIC. Speaking at the function, the Chief Minister urges the policemen to upgrade their knowledge and skill in computer applications.

The inauguration programme was attended by a host of Senior Police officials, Government Dignitaries, NIC officials, Public Leaders and media.

To facilitate the software deployment and use, a five day training programme in CIPA Application for the first Batch of Investigating Officers and other Police staff of Kohima District was also conducted by the NIC, Nagaland State Centre.

Hon'ble Chief Minister inaugurating the CIPA software

Swedesenuo Natso, Nagaland Correspondent

Citizen Services Centre

Citizen Services Centre inaugurated at Bhubaneswar

"Citizen's Information and Service Centre on water and sewerage connection, payment collection and billing" was recently inaugurated by Sh Kanak Bardhan Singhdeo, Minister for Housing & Urban development and Sh. Bishwa Bhushan Harichandan, Minister for Industries and Law, Government of Orissa. The function was presided over by Sh. D. K. Singh, Chief Engineer, Public Health Engineering Department and attended by several other dignitaries.

Computerized water and sewerage billing services, online payment collection, streamlining of new connection requests & approval, consumer grievance and query redressal service provided by the computerized application, were explained to the dignitaries and delegates who attended the meeting. In this occasion a KIOSK based citizen's billing and payment status information service was also inaugurated. An Online water quality monitoring system for water quality data recording, analysis and transmission on a 24X7 basis was also launched. The technical consultancy provided by NIC, Orissa State Unit was widely appreciated by the invited dignitaries.

A.K.Hota, Orissa Correspondent

NIC's Data & Network Centre set up at Ranchi

On 6th October'2007, Sh. Madhu Koda, Hon'ble Chief Minister of Jharkhand inaugurated the Data & Network Centre (iNOC) of NIC, in the auspicious presence of Dr. Shakeel Ahmad, Hon'ble Union Minister of State, Govt. of India, Dr B.K. Gairols, DG NIC and several other dignitaries.

Speaking at an impressive function organized at Nepal House, Ranchi the Hon'ble Chief Minister said that information technology & e-Governance has gained huge importance these days, and thanked the union minister for setting up the state of the art data centre at Jharkhand and assured that the state govt. will fully utilize the new facility for people's benefit. In his address, the union minister of state lauded the role of NIC and opined that it is the best organization in the field of information technology at the national level.

(L to R - Sh. Madhu Koda, Hon'ble Chief Minister 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)

Earlier welcoming the chief Minister, the union minister, principal secretaries of various departments of the government of Jharkhand, Sh. B K Gairola, Director General, NIC highlighted the achievements and multifaceted role of NIC at the national level. Sh. Shahid Ahmad, SIO NIC, Jharkhand gave a comprehensive presentation of projects and activities of NIC Jharkhand. The Hon'ble Chief Minister also released the "e-Governance: Initiatives and Achievements "magazine brought out by NIC Jharkhand. The Hon'ble Union Minister and Sh Manoj Kumar Yadav, Hon'ble Member of the Jharkhand Assembly released the

"e-Nagrik Sewa " and "SAMVAD" (Public Grievance) software respectively, both of which have been developed by NIC Jharkhand.

Prashant Belwariar, Regional Editor, NIC Jharkhand

Training Programme for Tribe Certificate Verification Information System (TCVIS) at Pune

A Training Programme for Tribe Certificate Scrutiny Committees (TCSC) Officer and Staff was organized by Tribal Research & Training Institute(TRTI) and NIC Software Development Unit Pune on Tribe Certificate Verification Information System(TCVIS) software at Yashawantrao Chavan Academy of Development Administration (YASHADA), Pune. There are eight Tribal Certificate Scrutiny Committees in Maharashtra. Thirty participants from TCSCs and TRTI were trained.

Dr. Sharad Kinkar, Commissioner of TRTI inaugurated the Training Programme. Coordinated by Smt. P.V. Kamat, STD. The software was demonstrated to the participants, followed by hands-on practice on the software. The training was given by Sh. Sanjay Kulkarni, PSA, Sh. Praveen Rao, SSA, and Smt. Surekha Wadaskar SSA, from NIC-SDU Pune and Sh. Jitendra Avachat from TRTI.

Punam Gupta, Maharashtra Correspondent

Inaguration of SARATHI 2.0 Software by the chief guest

SARATHI Software inaugurated at Western India Automobile Association (WIAA) Mumbai

The Learner's driving licence component of sarathi 2.0 software of NIC was recently inaugurated at WIAA 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, SIO, NIC - Maharashtra.

Subsequently, PS Transport, Transport commissioner, SIO Maharashtra and WIAA president addressed the gathering. PS acknowledge the efforts taken by NIC for making installation of software in the event. SIO, Maharashtra in his address mentioned the importance of e-governance and commitment of NIC to give support to e-governance projects.

Moiz Hussain Ali, Mahrashtra Correspondent

Training Programme on "Biomedical Information Retrieval for Medical Library Professionals"

The Bibliographic Informatics Division at NIC HQ recently conducted a 5-day programme on Biomedical Information Retrieval for Medical Library Professionals at NIC HQ, New Delhi. The programme contents were designed specially for the professionals and covered aspects like Information Retrieval Techniques, Role and Use of Controlled Vocabulary, Biomedical Resources available over the Net, Digitization Technique s, Open, Access and Open Archiving.

Naina Pandita, NIC HQ

Participants at the Training

Workshop-cum-Training on e-Granthalaya Library Management Software

A workshop-cum-training Programme on 'e-Granthalaya: Agenda for Library Automation and Networking' was conducted during 10th-12th Oct, 2007 at NIC Hqrs, New Delhi. Around 35 participants from various institutes/organizations across India took part in the programme. The workshop was inaugurated by Sh. M.Moni, DDG (NIC). In his inaugural speech he spoke about the roadmap of e-Granthalaya to automate and network the libraries and information centers in India to make India knowledge based society.

The participants were enlightened about the features of the software as well as the procedure for its installation.

P.K. Upadhyay, NIC HQ

Visit of Thai Delegation to NIC

On the request of the Royal Government of Thailand, a Study Team from the Ministry of Information and Communications Technology of Thailand and Kasetsart University (Thailand) visited NIC HQ during 28-30th November, 2007 for a training cum demonstration of NIC's products and services in the area of Rural development, Agricultural Informatics and e-services. During the three day deliberations, more than sixty five presentations were made in the areas of ICT for Rural Development, e-Agriculture and e-services.

The presentations were highly appreciated by the delegation and they showed keen interest in knowing the details of these products/services. Such visits are expected to enhance NIC's recognition in the field of e-Governance and grass-root level support and services and open doors for further bi-lateral co-operations.

Y D Sharma, NIC HQ

7th Sectoral Summit of North Eastern Council (NEC)

The 7th Sectoral Summit of NEC was recently held to review 'IT, ITES and Telecommunications' in Kohima, Nagaland. The summit was chaired by Hon'ble Minister for Development of North Eastern Region (DONER), Panchayati Raj, Sports and Youth Affairs, Sh. Mani Shankar Aiyer. The Hon'ble Governor of Nagaland, Sh. K. Sankaranarayanan, Chief Minister of Nagaland, Sh. Neiphiu Rio, Secretary, Ministry of DONER, Smt Sushma Singh and other officials of Ministry of DONER, Members and other officials of NEC, Ministers and senior officials of North Eastern state governments took part in the deliberations. Dr. Shefali DDG and Smt Nandita Chaudhri, STD represented NIC HQ in addition to the NE State Informatics Officers (SIOs) of NIC. The state government officials, representatives from NIC, DIT, DOEACC, STPI, BSNL etc. delivered presentations and extensive discussions were held. The main topics of discussion and deliberation were the strengthening of IT infrastructure, more efficient and effective development of

Dignitaries on the dais at the NEC Summit

e-Governance applications, faster and reliable internet connectivity, augmentation of ITES in the NE for the all round socio economic development of the region.

The Monitoring system for projects/schemes of Non Lapsable Central Pool of Resources (NLCPR), developed by NIC was also inaugurated by the Hon'ble Minister during the event.

Nandita Chaudhri, NIC HQ

Dr. M. Beena IAS inaugurating PGR Cell

DCSuite Service Delivery launched at Thrissur, Kerala

Dr. M. Beena IAS, District Collector, Thrissur recently inaugurated the service delivery using DCSuite from collectorate in a formal ceremony. During her inaugural speech Dr. Beena requested staff co-operation to make DCSuite deliverables a reality from all the sections. She pointed that government is committed to provide maximum service to the public and DCsuite will bring service to the door step of the weaker sections of the society. SH. P.M. Francis, ADM, Thrissur and SH. Suresh Kumar, RDO, Thrissur provided felicitation to the programe. Sh. Suresh. K, DIO NIC presented the report and Mr. Berkwins CW demonstrated barcode usage with DCSui te.

Dr. Beena IAS, earlier inaugurated the modernized PGR cell and control accessed Data Center. DCSuite roll out is fully functional in the Tapal, PGR, Revenue Recovery, LAR and Arms license sections of collectorate. She also inaugurated the induction of barcodes in to the DCSuite documents for genuinety and future verification.

Asha Varma, Kerala Correspondent

NIC establishes CollabCAD Training Centre at GNDEC Ludhiana

As a part of the MoU signed between the Guru Nanak Dev Engineering College, Ludhiana (GNDEC) and NIC, a training and support centre for CollabCAD software was recently launched at GNDEC, Ludhiana. This Centre was inaugurated by Sh K.S. Nagesh, Technical Director, CAD Group, NIC, New Delhi and Dr. H.K. Grewal , Principal of the Institute. CollabCAD is an economical state of art CAD/CAM software developed by NIC. Dr. H.S.Rai, HoD Civil Engineering who is main force behind this MoU, while speaking on this occasion, emphasised on the need of Indian software and Indian brand in software to be felt at global level. The programme was attended by several dignitaries.

Sh. K.S. Nagesh and Dr. H.K. Grewal launching the support centre along with other dignitaries.

To popularise the software, a multi-pronged approach will be adopted like the introduction of CollabCAD in the course curriculum of engineering course and use of this software by students of GNDEC as part f their project work.

K.S Nagesh, NIC HQ

Workshop on "e-Governance Initiatives/Activities in the Districts of Gwalior & Chambal Division"

A One-day Workshop on "e-Governance Initiatives/Activities in the Districts of Gwalior & Chambal Division" was jointly organized by NIC, Madhya Pradesh and Divisional Commissioner office, Gwalior & Chambal Division on 5th November 2007 at Gwalior. The workshop was attended by more then 85 Officers/Officials including Collectors, Chief Executive Officers of Zila Panchayats, Additional/Deputy Collectors, Incharge Officers, etc. and DIOs from NIC District Centres of all the Districts under the Divisions, besides Sh. Komal Singh, Commissioner, Gwalior & Chambal Division, Shri M. Vinayak Rao, SIO Madhya Pradesh, Sh Durga das Dutta, State Coordinator for MP as well as Sh Prakash Rao, Sh Rajeev Aggarwal, Sh Sanjay Hardikar and Sh Abraham Itty from NIC MP State Unit

During the workshop, various presentations on activities of NIC District Centres and general projects being implemented in all the Districts of Gwalior & Chambal Division, (i.e., Payroll, Time Limit Papers, Samadhan Ek Din, Samadhan Online, CMIMS, Parakh, Panchlekha, Land Records, BPL Survey, BRISC, etc.) were made by DIOs of NIC. A web-enabled application Child Record Information System (CRIS), developed by NIC, District Centre, Mandla for ensuring benefit of various health schemes for children at various level besides monitoring of progress and impact of the schemes, was also demonstrated during the workshop.

Santosh Kr Shukla, Madhya Pradesh Correspondent

The Manthan Award being received by the National Portal

National Portal Wins 'Manthan Award'

The National Portal of India (india.gov.in) recently won the 'Best e-Content' Award in the e-Governance category of the Manthan Awards-2007, organized by the Digital Empowerment Foundation. National Portal, a Mission Mode Project under NeGP was declared a winner from amongst several hundred nominations reviewed by a prestigious Jury of Experts. The award was received by the National Portal Team led by Ms Neeta Verma, STD & Project Head. The Instant Money Order Project developed by NIC Posts Division was also declared a winner in this category.

Sonal Kalra, NIC HQ

For latest and up-to-date news and information about e-governance activities across the Country,
Visit Informatics Newsonline
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SOA in Practice - A Comprehensive Field Guide

"SOA in Practice" explains how service oriented architecture can simplify the creation and maintenance of large-scale applications. The book is based on author's firsthand experience as an architect and project leader in a number of enterprise-level projects. The book covers some technical aspects of SOA such as loose coupling, messaging and ESBs, but mainly focuses on non-technical aspects of implementing an SOA.

Title- SOA in Practice
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Publisher- O'Reilly
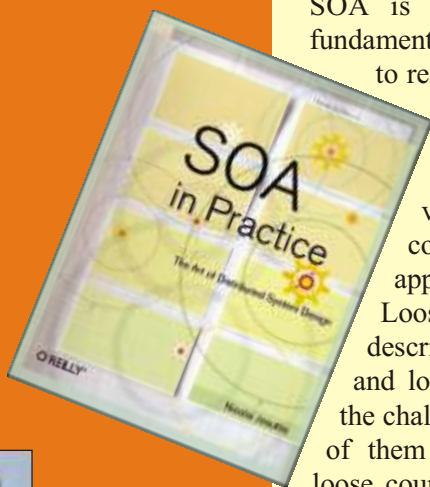
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SOA in Practice; The Art of Distributed System Design, by Nicolai Josuttis and published by O'Reilly, is a very pragmatic approach explaining how Service Oriented Architecture (SOA) can simplify the creation of large-scale applications. It is a thoughtful work with deep insights based on hands-on experiences. This book transforms the years of vision, bringing it down to earth by describing the real-world problems of implementing and running a SOA in practice.

Covering varied types of projects like a large set of web service based components or connecting legacy applications to more modern workflows, this book clarifies how and whether SOA fits your needs. SOA is finally becoming a concrete discipline and reading this book one can get a real understanding of what SOA is all about by having a fundamental overview and then how to realize it in practice. Starting from the many facets of SOA it examines the typical use patterns and vividly explores how loose coupling helps build stronger applications. The chapter on Loose Coupling goes on to describe various forms of tight and loose coupling and some of the challenges and benefits of each of them clearly emphasizing that loose coupling increases complexity and therefore carries cost implications. The role of Infrastructure in allowing the use of services in a productive system paving the way for high interoperability in SOA landscape has been very nicely explained in the chapter Enterprise Service Bus (ESB).

A clear-cut framework, which has been described, helps in determining when to take advantage of SOA. It helps to: focus squarely on real deployment and technology, not just standards maps; examine business problems to determine which ones fit an SOA approach before plastering an SOA solution on top of them; get concrete paths for building solutions without getting trapped in the mire of changing web services details; and gain the experience of a specialist intimately involved with SOA. The book categorically describes the real-world problems of implementing and running an SOA in practice. The categorization of different layers of SOA and different SOA stages of extension has also been very nicely covered. The influence of performance, security, and other real-life aspects on the business case of SOA and the way a SOA is realized has been very aptly described.

The book categorizes SOA as a strategy which includes both technical and organizational aspects. Technically, the chapter on ESB (infrastructure) explains on how it provides interoperability and organizationally, the chapter on "Business Process Management" covers appropriate processes so that it is clear how to design new solutions and identify new services, chapter on "Service Lifecycle" covers the life of different pieces of software and the chapter "Model-Driven Service Development" covers the corresponding software development processes (e.g., model-driven development) and appropriate organizational structures is covered in the chapter "SOA and the Organization".