

Informatics

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E - Governance Initiatives

Community Information Centres- Heralding a Revolution

From Shefali Dash & Nandita Kapila, NIC HQ

17 August, 2002 was a landmark day for the eight North-Eastern states of the country. On this day Community Information Centres (CICs) set up by the government were dedicated to the people of the North-East of India by the Hon'ble Minister for Communications and Information Technology and Parliamentary Affairs, Shri Pramod Mahajan, in the presence of an august audience, in Guwahati.

■ Project Inception

The North-East has traditionally been less developed due to its remoteness and difficult hilly terrain. A strong communication infrastructure is lacking. Information Technology (IT) has consistently catalysed socio-economic development. It was envisaged by the government that extending the reach of the IT revolution to this region would give a boost to all-round development. In particular, satellite based communication overcomes the challenge of terrain and geographic remoteness.

The Prime Minister Shri Atal Behari Vajpayee, in February 2000, announced a plan for the establishment of IT facilities at Block level in the North-Eastern region of the country. The Ministry of Communications and Information Technology launched a Pilot Project to establish CICs in 30 Blocks in North-Eastern States in April 2000. The Pilot project was launched in August 2000.

Under the CIC project, CICs have been set up in all the 487 Blocks of the eight North-Eastern states viz. Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.

The following table gives a summary of the magnitude of the project:

Sl. No	State	Districts	Blocks	Pilot	Main
1.	Arunachal Pradesh	14	56	2	54
2.	Assam	23	219	15	204
3.	Manipur	9	33	2	31
4.	Meghalaya	7	32	2	30
5.	Mizoram	8	25	2	24
6.	Nagaland	9	52	2	50
7.	Sikkim	4	40	2	38
8.	Tripura	4	30	3	26
	TOTAL	79	487	30	457

■ Objectives

The project aims to achieve the following objectives:

- ICT Infrastructure at Block level
- Web Access and Internet Services such as E-mail
- Market Access and E-commerce
- Access to Socio-Economic Databases
- E-learning (Computer Aided Learning Processes) and E-education
- E-medicine, E-consulting
- E-governance applications, Government to Citizen (Citizen Centric) services
- Weather Information
- IT awareness among local people
- Computer Training Programmes
- Tender Notification
- E-employment Notification

■ **Infrastructure and Management**

Each Centre is well- equipped with infrastructure including one server machine, five client systems, one each of a VSAT, Laser Printer, Dot Matrix Printer, modem, LAN hub, TV, Webcam and two UPS (1KVA, 2 KVA).

Each CIC has two CIC Operators (CICOs) for managing the centers and providing services to the public.

The project is a joint effort by Department of Information Technology (DIT) under Ministry of Communications and Information Technology (MCIT), National Informatics Centre (NIC) and the State Governments of the North-Eastern states.

DIT has funded the project and has the responsibility of overall monitoring and management. NIC is the Implementation agency. Application Software development and Training of CIC Operators are a part of NIC's responsibilities. The State Governments were entrusted with the mandate of site selection, preparation and maintenance, manpower recruitment and identification and creation of content for various services/applications to be delivered through the CICs.

● **Project Implementation and Monitoring**

In addition to the CIC Cell at DIT and the CIC group at NIC Headquarters, the project has been executed with the contribution of NIC's State Informatics Officers (SIOs) and District Informatics Officers (DIOs) who have liaised with the state government authorities and the vendors delivering and installing the equipment at the CICs. Eight State coordinators have been appointed at NIC Headquarters to facilitate implementation at the local and central levels.

The CIC group at NIC, New Delhi has developed a comprehensive information system for the CICs wherein every aspect of the progress of the project is remotely monitored. The delivery, installation and operation status of all hardware and software is logged into this site by the SIOs and CIC Operators themselves, including post-installation malfunction of machines and applications.

The CIC group holds review meetings, twice a week, over Video Conference, with the SIOs of the North-Eastern states, vendors representatives both in Delhi and in Guwahati and Calcutta, State Coordinators and officers from other NIC divisions associated with the project such as SATCOM division. Chat sessions are held everyday between staff from CIC group and SATCOM division at Headquarters and the CIC Operators at remote sites for troubleshooting. A Visual Monitoring system is in place whereby CICOs can send images captured with the Web Cameras to Delhi for attendance and general observation. TVs have been provided at each site to disseminate educational programmes through Doordarshan and IGNOU in addition to

general entertainment which is anticipated to attract visitors to the CICs.

The establishment of the CICs has been an arduous and very challenging task. The



CICs being dedicated to the Nation by Hon'ble Union Minister Shri Pramod Mahajan

installation of the equipment was done during peak monsoon season. Due to heavy rains there were very frequent landslides and floods which have severely impeded easy travel. In spite of these hardships, the equipment was delivered and commissioned on target. Novel solutions were found for transporting man and machines including elephants, boats and plain head load. A truck bearing equipment for four CICs in Nagaland was hijacked by extremists. The Law and Order scenario in the region has threatened to scuttle satisfactory implementation of the project. As a result of a gigantic and unique team effort, agencies associated with the project have surmounted all hurdles to make the project a success.

• **Services**

Basic services to be provided by CICs include Internet Access and E-mail, Printing, Data entry and Word processing and Training for the local populace. In addition, several citizen-centric or Government to Citizen (G2C) services are to be delivered from the CICs. Some such services are

- Birth and Death Registration
- Service Facilitation Centre (e-Suvidha) wherein different types of certificates issued by Block and District administrations like SC/ST, Marriage etc can be disseminated through CICs
- Prices and other market information of Agricultural produce
- Information on Educational opportunities
- Job portals etc.

The number of visitors varies between 20 to 100 a week depending on location of CIC. Many CICs report over 150 visitors/ week.

• **Utilization of CICs**

Training

Training of the local population on the fundamentals of using computers and the imparting of basic working knowledge is a major activity in the Community Information Centres. A prime example is that of CIC, Yuksam, Sikkim which is doing some commendable work.

Since the opening of the Center in Yuksam, the CIC has seen successful completion of the Basic Computer Awareness Training Programme for the the first ten batches of trainees and there has been an increasing number of interested persons. The trainees include people from different walks of life, in an age group ranging from 10 years to 78 years. They are school going kids, college students, N.G.O. members, secondary & pre-school teachers, nurses, doctors, ration shop owners, forest guards, farmers, radio mechanic, barber, pan shop owner, tourist guides, porters, hoteliers, hotel receptionist and others. The Centre announced that special care would be taken in conducting lessons for the less educated local people and it has made a modest beginning by recruiting a few participants.

Some other interesting and useful ways in which users have derived benefit from the services at the CICs are described below:

- Guidance was given to tourists going to Myanmar, by bus, from Imphal to Mandalay on the Indo-Burma road by downloading information obtained from Web Search at CIC, Imphal East I.
- Computer Awareness Programmes were organized by a popular local organization at CIC, Raha. Students & teachers participated. Participants were from very interior places. Some had not seen computers before. The Local Daily also published the news.

Also at CIC, Raha:

- One user received information from the Neurological Institute, Guwahati for treatment of his father's illness.
- Another user ordered medicines from Apollo Hospitals, Chennai
- A third user downloaded a Comparative Price List of Computers to help in purchase of a PC.
- A Bank Officer received the result of correspondence course.

A Film-Maker registered his entry for a Film Festival and received the entry rules.

- Board Examination results, the All India Entrance Examination results for various Engineering/Medical Colleges, State Bank Recruitment results were disseminated from several CICs.

• In CIC, Yuksam, Sikkim, demonstrations were held for young children from Class 1 to Class 5 which included Disney World Animations. The center also organized a Quiz Competition for the students of Yuksam Secondary School. The topics included General Knowledge, Science, History and Computers with audio, visual and video rounds among other simple rounds followed by Video Album shows and an internet demonstration. The youngest person to fully browse the net here is a 10 year old. The CIC will train all the members of the Panchayat here and surrounding areas who are then expected to convince the local people to take advantage of the CIC, as they enjoy a larger forum.

- CIC, Jugijan distributed information regarding Rainfall Records.
- An Assamese Word Processor 'Sabdalipi



Inauguration of CIC at Roing, Arunachal Pradesh

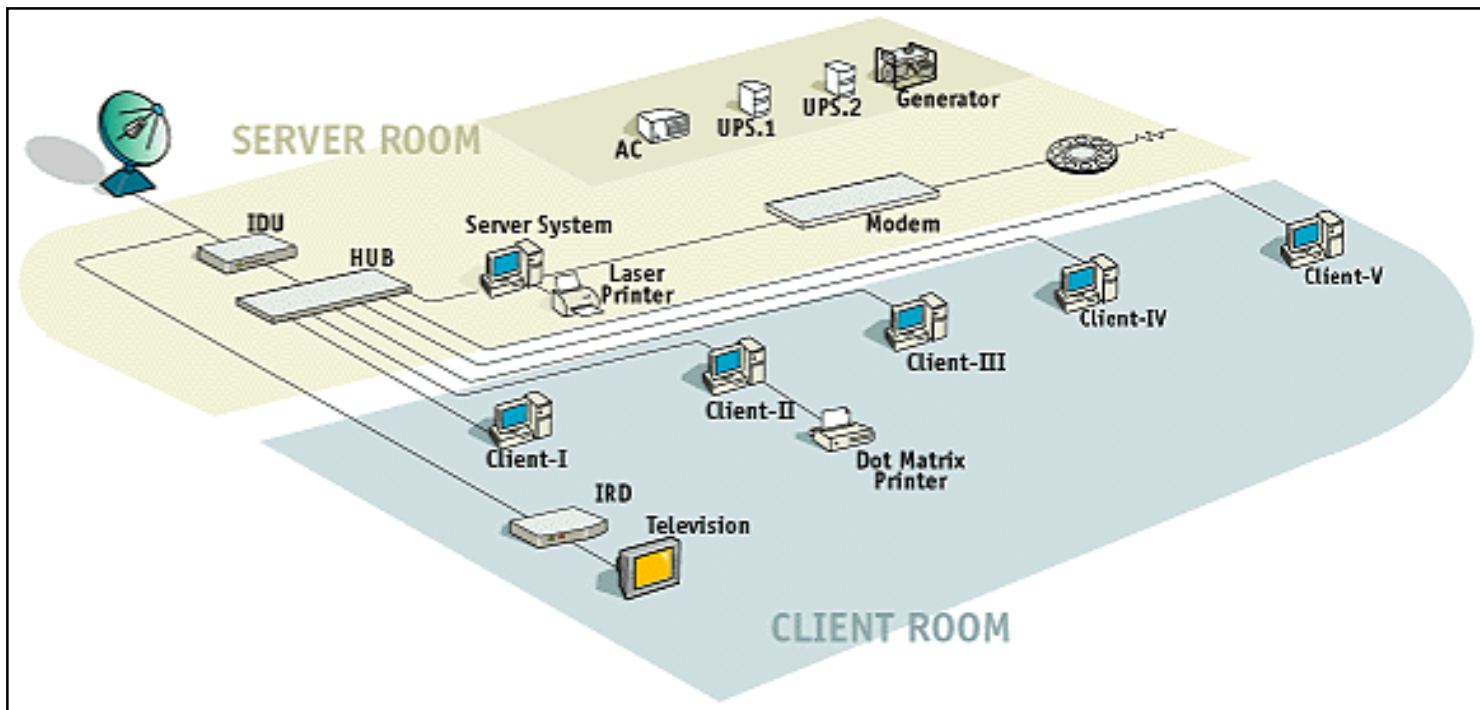
has been introduced for use by visitors at CIC, Raha. Similarly a Bengali typing software was introduced for official



CIC Centre at Gabharu, Assam

purposes in Khowai, Tripura.

- Service for Tracking delivery of Speed Post articles and Express parcels by CIC, Imphal East I through links to associated Websites is being provided.
- A Teachers' Day Programme organized by CIC, Wozhuro Ralan in Nagaland was addressed by local luminaries and used as a forum for Awareness generation.



CIC INFRASTRUCTURE

• Project Sustenance

Many of the CICs, already operational, charge nominal amounts from users for services which helps them to meet day-to-day running expenses such as consumables, stationery, fuel for the Genset etc.

DIT/NIC will continue to provide manpower support to the CICs for five years and NIC will provide technical and maintenance support for this period. DIT/NIC will continue to provide satellite connectivity after five years. The Community Information Centres will then be handed over to the respective state governments. The state governments are required to evolve a viable business model to make the CICs self-sustaining during these five years. The private sector may collaborate with government for effective service delivery.

Substantive revenue generation has been achieved by many CICs such as Golaghat, Assam and Gangtok, Sikkim which pays the salaries of the operators from this revenue.

• Future Plans

It is proposed to use the Community Information Centres for E-entertainment in the future. A select bouquet of channels could be telecast through the VSAT based network as TVs with other associated infrastructure is already available at the CICs. Other future prospects are the provision of connectivity to Schools, Hospitals and Post Offices in major habitats.

Quotes...

"It gives me immense pleasure to inaugurate and present the CIC, Changlang Community Development Block, Changlang Distt, Arunachal Pradesh... The CIC will help the people to avail the benefits of global connectivity through Internet and Information Technology to raise the socio-economic conditions of this region..."

Thinghap Taiju, Hon'ble Minister of State, Irrigation and Flood Control, Govt. of Arunachal Pradesh

"Be a member of Global Village using the latest technology (Internet) that reaches you like a bolt from the blue and enjoy it"

Dr Maniruddin Sheikh, Hon'ble Minister of State for Education, Govt of Manipur

"Participating in the inaugural function of CIC at Guwahati live from Diphu through VC was a completely new experience for us and we must admit that it was the most thrilling one we had ever had.."

Bhaskar Jyoti Barua, Lumbajong CIC site, Assam

"Such excellent CIC centres will help reduce the communication gap from such a backward area particularly regarding flood related reports..."

Utpal Dutta, MLA, Telahi Lakhimpur, Assam

"People of Kalaktang are so interested in computers that we even have to open the CIC centre on holidays.."

Nima Dinglow, CIC Operator, Kalaktang, Arunachal Pradesh

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State in Focus

Rajasthan- the Royal Touch

From Indu Gupta & Garima Sogani, NIC Rajasthan

Rajasthan is the Land of Rajputana with a royal touch in the life style. Its imposing forts and grand palaces remind us of the sophisticated life styles of the Maharajas and great history of the state. But it is not the history alone. Rajasthan is keeping pace with the IT and has marched many steps ahead in this direction.

Backed by the strong technical expertise of National Informatics Centre, the State of Rajasthan has executed some of the best valued IT projects. Land Records Computerization, High Court, Rajasthan Legislative Assembly, Treasury Computerization System are some of the prominent highlights.

Major Projects

■ Land Records Computerisation (Apna Khata)

The missionary approach from NIC & the state government has enabled to put the land records of about 68 lacs landholders on computers. People of 145 tehsils have already started benefitting from their own tehsil centre using this citizen centric project. Efforts are on to operationalize remaining tehsils. A pilot project has been taken up to give copies of Record of Rights (RoR) through Internet. Accordingly the government has revised the proforma of RoR. Very soon, easy to handle copies will be made available to the landholders. The tehsil level software developed by state unit uses the Windows 2000 server, SQL Server 2000 platform and offers facilities for mutation updations. System provides facility to generate new jamabandi and the government has enforced discontinuation of manual jamabandis. The software modules take care of regular crop inspection data storage and retrieval as well. Comprehensive training has been provided to 1074 patwaris. A pilot project for Ajmer district has almost been completed for archiving of old revenue records.



Workshop on Land Records Computerisation being inaugurated by the Hon'ble Chief Minister

■ Treasury Computerisation

The operations of all the 32 district treasuries and 110 sub treasuries have been fully computerized by NIC in Rajasthan. Computer generated accounts and other reports are being submitted to the AG office for last 5-6 years by

all the treasuries. Monthly accounts of all the treasuries are also made available at the Directorate of Treasuries for any analysis. Data of LoP and LoR is made available directly from treasuries to the DTA on the net. All sections of treasuries have been covered and applications are being enriched continuously. Impressive infrastructure has been created at all the sub treasuries which are connected through the intranet. Software is under development for electronic transfer of data from the treasuries to the AG. The staff of the treasuries and sub treasuries have been trained to handle the system independently.

■ **High Court Computerisation**

The Principal seat of High Court and the Jaipur Bench have been fully computerized. Application areas include Filing of the case, Caveat, Institution, Classification, Peshi, Cause list, Disposal of case and consignment of cases to record room. The system allows various queries on case no, petitioner name, respondent name, advocate's name, date wise registration, etc. It also generates various reports like Bail institution report, Supreme court classification report, case type wise report, pendency report, etc. Judgement writing is being done using computers. Also, the lower court record monitoring system has been developed and implemented successfully. Rajasthan High Court has been the second High Court in the country to put its case status on Internet. A Query Counter using the computerized system has also been established at High Court which caters to about 15000 queries every month. The daily cause list of the High Court is being made available on the Internet. In addition software for library management, payroll etc. has also been implemented. Access to the database of judgement of Hon'ble Supreme court 'JUDIS' and information of pending cases at Hon'ble Supreme court through COURTNIC is also provided.

■ **District Court Computerisation**

Computerisation has been done in 30 district courts of the state. NIC has installed hardware and has developed software to cater to the needs of various sections in the court. Various modules that are implemented include filing of cases, their scrutiny, registration, court room proceedings, disposal of the case, revival of the case etc. Various day to day reports and statistical reports are generated through the system. It also generates the daily cause list. The system started operations in 1998. Currently 30 DJ Courts are using the District Court Computerization system and are generating daily cause list from the system. System for LDC recruitment, pay bills etc. is also being used at various district courts.

■ **Rajasthan Legislative Assembly**

Major computerization work has been done in Rajasthan Legislative Assembly with the help of NIC. Question Lists are prepared in Hindi through the Question Monitoring System for circulation to all the government departments and Hon'ble members. A huge database has been created of all the assembly questions, since 1994. A system has been implemented to maintain details of all press clippings of leading national and local newspapers. A system has also been developed to provide information regarding government & private bills.

Public Representative Information System maintains details of all the public representatives so far in the state since creation of Rajasthan (i.e. 1952) and



Computers installed by NIC for e-governance campaign

positions/ministries held by them. Motions' monitoring system is used to monitor the status of motions moved in the house for discussion. A system for MLA pension has also been developed. Rajasthan Legislative Assembly was one of the first legislative assemblies in the country to have its web site. The web site also provides 'List of business' for each day during the session period. Computerization of daily proceedings would be taken up shortly.

■ **Board of Secondary Education, Rajasthan**

NIC has provided extensive support to the BSER in various activities. Web enabled systems have been implemented for a) disseminating Results information to students b) providing Roll Number information c) providing Examination Centre Information d) scrutiny of results. Complete details of marks of the students is provided through the web site of the Board. This has greatly benefitted all the students, specially the ones who live in far off locations. More than 13 lacs hits were received on the site this year. The systems developed by NIC have been highly appreciated.

The results of exams of Secondary Board are also transmitted through NICNET to all the districts as soon as these are declared. NIC district centres print and provide copy of the results at Soochna Kendra, collectorates and other important public places. In addition specific queries are also dealt by NIC centres.

■ **E-governance for Campaign Monitoring**

NIC State Unit has provided web enabled monitoring of various campaigns of the State Govt. The campaigns are organized to provide quick redressal of public grievances concerning different departments. Some of the major campaigns include 'Prashasan Gaon ke Sang', 'Prashasan Shahron ke Sang', 'Anti Land Mafia', 'Slum Regularization and Agricultural Land Conversion' and 'Agricultural Land Allotment / Regularization'. It was due to timely availability of the data by NIC in required formats which made it possible to monitor the campaign and reporting to government in stipulated time period. This has made the campaigns very effective.

■ **Election Management System**

NIC has been providing support for all the elections in all the districts and at state headquarters since 1990. These include Parliamentary, Legislative, Local Bodies and Panchayat elections. Support is provided at various levels of election process.

Pre polling activities include computer support for nomination, polling party formation, counting party formation, area & zonal magistrate appointments, route chart preparation, etc. Post polling activities supported by NIC centres include computerisation of counting process, results processing and results analysis. For the first time ever in the country NIC Rajasthan has successfully executed the Project for transmission of Election results directly from the counting centers

to the Election Commission using dial-up facilities in the last Assembly election.



Workshop on Computerisation in District Industries Centres

■ **Integrated Pension System**

Integrated Pension system has been implemented at the Directorate of Pension and its all 4 regional offices. All activities associated with pension processing including generation of various authorities like Pension Payment Order, Gratuity Payment Order, Cumulative Pension Order are carried out through the system. The system is in operation since 1992. A huge database of about 1.5 lacs pensioners has been created over this period. Another system named as Pension Monitoring System enables monitoring of individual case within the department. The software developed by NIC has facilitated pension revision according to recommendations of Fifth Pay Commission in a record time.

■ **Ration Card Preparation System**

Ration card preparation has been taken up by some of the district centres of NIC Rajasthan. Project involves preparation of ration cards covering the urban population of these districts. Software provides for data entry, ration card printing and report generation.

■ **Public Grievance Monitoring**

This is one of the most effective applications of e-governance and has been implemented at various levels in government. The system has been highly appreciated by the Chief Secretary Mr. Inderjeet Khanna and other senior officers. NIC state unit provides technical support at Hon'able Chief Minister's residence for monitoring public grievances.



■ **Rajasthan Communication & Infrastructure Support System (RAJCIS)**

To monitor hardware installations throughout the state, this web enabled system has been developed and implemented which facilitates complaints lodging from remote locations which are then taken up with concerned vendors at state unit. The system also provides online discussion and mailing facilities and is also used as an effective meeting assistant during the meetings of district support group. All manual systems have been done away for monitoring hardware complaints.

■ **Video Conferencing Facilities**

National Informatics Centre has established DAMA based Video Conference facilities at Secretariat in Jaipur and at Jodhpur. Similar facilities are also being extended at remaining divisional headquarters.

■ **NICNET/Internet Connectivity**

Around 933 users of various departments all over the state are utilizing Internet services provided by NIC state unit. Internet connectivity has been extended to the office of about 71 Secretaries, Special Secretaries. Office of Hon'ble Chief Minister has also been connected through dedicated line. A Metropolitan Area Network (MAN) has been established at Jaipur which connects various Bhavans around secretariat.

■ **Training**

Various training programmes have been organized by different centers of NIC through out the state. Refresher training has been conducted using Video conferencing setup. Courses and workshops are being held periodically for many ongoing projects.

■ **National Projects**

NIC state unit is executing national projects which are also implemented in the state. These include Registrar of Companies, Regional Passport Office, Commissionerate of Central Excise, Indian Customs Department, Jt. Directorate General of Foreign Trade, Employees Provident Fund Office, AGMARKNET, etc.

■ **Web Site Design & Development**

NIC Rajasthan has designed and hosted web sites for various organisations and departments including Rajasthan Legislative Assembly (<http://rajassembly.nic.in/>), National Law University (<http://nlujodhpur.nic.in/>), Rajasthan Board of Secondary Education (<http://rajeduboard.nic.in/>), Rajasthan Police (<http://rajpolice.nic.in/>) etc.

In addition, websites of many districts have also been created including Ajmer, Banswara, Baran, Barmer, Bharatpur, Bhilwara, Jaipur, Jhalawar, Nagaur, Pali, Sikar and Sirohi.

■ **Databases**

Over a period of time, many databases have been created for different departments with the assistance of NIC Rajasthan State Unit which have proved immensely useful for citizen services. Some of the major databases include:

- Database of Land Records of nearly 60 lac land holders.
- Assembly Questions' database (1994)
- Public Representative's database (since inception of Rajasthan)
- Database of Passport Holders (approximately 3 Lacs)

- Ration card holders databases at Jaipur, Udaipur and Dungarpur
- Database of companies registered in the state (15700)
- Pensioners' database (approx 1.5 lakh pensioners)
- Database of cases filed in High Court (over 4 lacs)
- Databases of cases in 30 DJ Courts in district courts
- Database of beneficiaries of employees PF
- Database of Postal Life Insurance and Rural Postal Life Insurance.
- Database of exporters and importers in the state (approx 8000)

The NIC Rajasthan State Unit, with its commitment and relentless efforts has engrained tremendous confidence in the benefits of ICT activities, among the State Government Departments, and this, beyond doubt marks a significant achievement for any NIC Centre.

For further information, please contact
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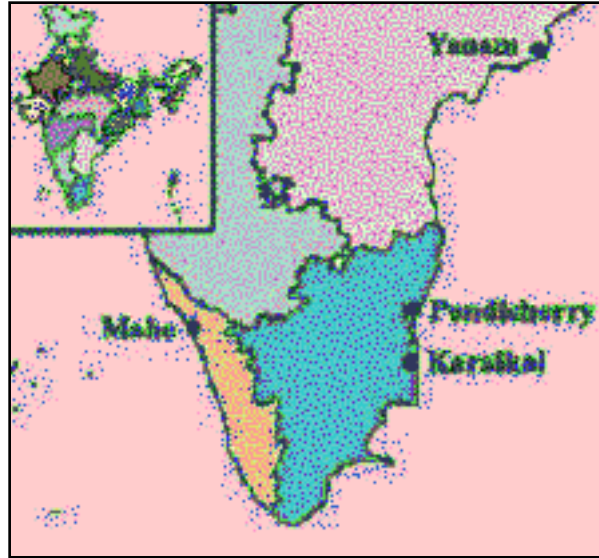
UT in the Limelight

PONDICHERRY: Setting an Example

From :

M Manivannan, NIC-A&N (former SIO Pondicherry)

A Venkatesan, SIO Pondicherry



The Union Territory of Pondicherry, earlier ruled by French, became a part of India in the year 1962. Pondicherry comprises 4 coastal regions/districts namely Pondicherry, Karaikal, Mahe & Yanam covering a total area of 492 Sq. Kms with a total population of 9.73 lakhs (provisional) as per 2001 population census. This UT is unique in the sense that the districts are not adjacent to each other unlike those in other States/UTs.

Pondicherry & Karaikal with an area of 293 Sq.Kms & 160 Sq.Kms respectively, are in the state of Tamil Nadu with a distance of 160 Sq.Kms apart from each other. Mahe with an area of 9 Sq.Kms is in Kerala adjacent to Calicut and Yanam with an area of 30 Sq.Kms is in Andhra Pradesh near Kakinada. These were the French Settlements when they arrived in India. It is the only UT in the country apart from Delhi, where Legislature & Council of Ministers are functioning. The languages spoken are Tamil, Malayalam, Telugu, French & English.

Pondicherry , as described by Sh Jawaharlal Nehru, former Prime Minister “ is the Window to the French Culture in India ” and is also land of national poets Mahakavi Bharatiyar & Bharathidasan and the land of spiritualism where Saint Aurobindo and his disciple Mother lived.



Release of IT Policy at Pondicherry

In view of the geographical distribution of the districts specified earlier, administering the UT presents challenging opportunities for NIC in Pondicherry UT. Since its inception in 1988, NIC Pondicherry UT unit has been working with the Govt dedicatedly to establish e-governance in the administration as per the policies spelt out in the IT policy.

Major Achievements

■ **NICNET**

NICNET connectivity has been established & functioning satisfactorily in all districts for communication exchange. A Secretariat LAN has been set up with 100 nodes, which is connected to other departments by dial up lines. The UT Government departments are using NICNET for all the important services such as Internet access, Email, FTP, Video Conferencing etc., to make their functions e-enabled. A 2 Mbps leased line connectivity has been functioning as a part of the proposed Intranet, to link the departments namely Planning & Research, Revenue & Economics & Statistics with Secretariat.

■ **Video Conferencing**

A DAMA based Video Conference facility has been established which is being used periodically by the officials at Pondicherry to interact with others at Delhi and other places. ISDN facility is also available for VC purposes by which the office of the Collector of Karaikal district has been connected with the Secretariat for daily interaction.

NIC has played a key role in the setting up Telemedicine Centres with Internet access using ISDN lines between General & JIPMER Hospitals and recently the Appollo Hospital Chennai was also added to help the doctors for online consultation with other specialists.

■ **IT Policy**

With the aim of taking the benefits of IT to the masses, the UT administration announced the IT Policy in 1999 and NIC played a key role in the formulation of the same by being an active constituent of the the committee set up for the implementation.

Smt Rajni Rai, Former Governor, releasing the IT Policy



Smt Rajni Rai, Former Governor, releasing the IT Policy

■ E-governance initiatives

1) **Computer Aided Ration Card Information System (CARIS)** takes care of the maintenance of ration card & ration shop details such as addition, deletion & modification of names on-line. All important ration card related information are generated through web enabled queries and reports through the terminals distributed across the sections. The ration card details have also been hosted on the website <http://civil.pon.nic.in>

2) **Land Records Information System** at two taluk offices of Bahour & Villanur takes care of the maintenance of Land Records of all villages in these taluks. The mutations are done as and when changes take place and the patta, the land owner's document, is also issued. Important queries and reports have been built in, to help the taluk offices to take decision on land related matters. Steps are being taken by the Government to extend this to other taluk offices in the UT.



Land Records Distribution by Hon'ble CM Sh.N.Rangasamy

3) **Certificates Information System** in taluk offices manages issuance of 9 different computerised certificates such as Nationality, Nativity, Income etc. to the public .

4) **Issue of Birth & Death Certificates** at Municipalities & Local bodies. The computerised system developed for this purpose issues these certificates within 15 minutes of receiving the applications.



Computer Aided Ration Cards being Distributed

5) **Transport Information System** takes care of issue of Driving Licenses, Registration certificates & Permits in the Transport Dept. The database of registered vehicles have been hosted on the website <http://transport.pon.nic.in>.

6) **Employment Exchange information system** takes care of the registration of candidates online and subsequently the submission of candidates for a vacancy when requests come from the organisations.

7) **Old Age Pension distribution System** for Social Welfare Department takes care of generation of acquittance rolls towards the distribution of old age and handicapped pension every month for 65,000 pensioners through anganwadi workers on 10th of every month. NIC has also developed a system towards the generation of ID cards for 8000 physically handicapped people to avail the schemes of the Government.



ID Cards being distributed under the Pension Scheme

8) **Issue of Registration Certificates** at Industries Department for the entrepreneurs who set up industries in the UT. A database on industries is maintained and the same



Computerisation of Certificates being inaugurated

has also been made available on the net at the site <http://industry.pon.nic.in>.

9) **Property Tax Information system** for Pondicherry Municipality takes care of the generation of demands to collect property tax from 26000 assesseees and thereafter the posting of collection to arrive at the Demand Collection and Balance (DCB) statements and other reports as per the requirements.

10) **Web Services Information system:** NIC has hosted the official Govt website at <http://pondicherry.nic.in> in which all govt related information is published and maintained periodically. The exam results such as 10th, +2, JET (CENTAC) etc., have also been hosted and announced on the website.

11) **Information Kiosk**

NIC has helped the Pondicherry Government in the installation of the first Information Kiosk in the Secretariat to disseminate Govt. information through website to the public and also to send grievances to the higher officials in the Govt. through E-mail.

■ **Other Significant Projects**

- 1) Budget Computerisation and its hosting in the Govt website
- 2) Payroll information system for all departments
- 3) File movement system in the secretariat and few department.
- 4) Public grievances system in Revenue dept.
- 5) Election Management Information system



Information Kiosk being inaugurated by Chief Secy Sh. T.T. Joseph, IAS

- 6) Issue of permits in Excise dept
- 7) Patient Registration at JIPMER Hospital
- 8) Personnel Information System
- 9) GIS for census department
- 10) Cattle Breeding Information system for Animal Husbandry Dept

■ **Training Programmes**

NIC has conducted several training programmes for the officials in various Pondicherry government departments and has trained around 1200 officials so far, to help them to improve their efficiency in the respective areas.

■ **Inspection**

Pondicherry is now being called the Hardware capital of the country and in view of the Govt. Policies, the leading Computer manufacturing Companies such as ACER, ACCEL-ICIM, IBM, HCL, HP & WIPRO have set up their factories here. Periodic inspections by NIC Pondicherry UT centre are being carried out in these units to ensure supply of good quality hardware for Government Departments all across the country.

■ **National Level Projects**

National Level Projects for the following Offices are also being carried out by the NIC Pondicherry UT centre:

- **Registrar of Companies**
- **Central Excise office**
- **Joint Director General of Foreign Trade**

Apart from the unit at Pondicherry, the district units of NIC at Karaikal, Mahe & Yanam are actively providing IT support to the respective district administrations in all the relevant areas.

■ **The Future**

NIC Pondicherry UT Centre has established close rapport and confidence with the Govt of Pondicherry in its IT related activities and has committed itself towards the implementation of the visions mentioned in the IT Policy. With the

cooperation of the Govt machinery, NIC has aimed at establishing effective e-governance and transparency in the administration to help decision making and better implementation of programmes & policies of the Government so as to develop Pondicherry as an Intelligent UT in the Country.

For further information, please contact

**Officer-in-Charge,
NIC Pondicherry UT Centre,
4th Floor, Chief Secretariat,
Pondicherry- 605001**

Email : sio@pondy.pon.nic.in

NIC Nanded - Ahead in E-Governance

From Rajesh Bhusari, DIO Nanded

The District of Nanded is located in the south-eastern part of the State of Maharashtra . The District borders Andhra Pradesh and Karnataka states and Nanded city, famous for its Sikh pilgrimage centres, is situated 650 Kms from Mumbai and just 270 Kms from Hyderabad. Nanded District is amongst the largest districts in Maharashtra having 15 Talukas.

■ **NIC Centre**

The NIC Nanded District Centre is actively involved in spreading informatics culture in the various Government offices located in the District. NIC Centre was established in the District in the year 1988-89 and since then, it has never looked back at the old manual era. In the last 3-4 years NIC Nanded has accomplished major IT projects.

Feathers in the Cap...

Some of the major projects accomplished by NIC Nanded include:

■ **Land Records Computerization**

Land Records computerization was started in the District in 1997-98 and in a record time, data entry of Property Registration Cards (PR Cards) has been computerized. For the last 2 years computerized PR cards are being issued to the landholders in Nanded city. Now the system is being upgraded from Unix based platform to Linux and GUI platforms.

■ **Information and Facilitation Centre (eSuvidha)**

This is another prestigious project, which was inaugurated by the Chief Minister of Maharashtra State. This project is unique in itself as the certificates / licenses issued from the offices of Collector, Sub Divisional Magistrate, Tahasildar , Block Development Officer, Taluka Inspector of Land Records, Sub Registrar, Renewal and Duplicate Licenses Officer have been clubbed together.

Licenses / Certificate from all these offices are now accepted & issued through this centre called eSuvidha (electronic facility). This centre also caters to the needs of common man by providing blank application forms and bond papers with computer based printing for filing affidavits and stamps. Even a communication centre has been established with equipments like PCO / STD machine, Xerox, email and Internet. This has been a great help to the citizens who do not need to run anymore to various places for different work. Another facilitation centre has also been started in the District's Zilla Parishad . The Facilitation centres at Collector's Office, Zilla Parishad and Municipal Corporation are acting like extension counters of District NIC Centre, where the training of staff and other technical support has been extended by NIC Nanded.

■ **Single Window System in Municipal Corporation**

This is a paid project for computerization of Municipal Corporation of Nanded District. In the first phase, NIC has activated computer based Single Window System (SWS), which has proved very useful for the citizens to apply for various permits as well as lodge their grievance.

■ **District Court Nanded**

Nanded District Court is the first in the state to get fully computerized. All the court cases have been entered in District Court Information System (DCIS) and now the court staff is able to draw case results, daily boards and other information from this software. In all 59,982 cases have been computerized for both Upper and Lower courts. A proposal from NIC Nanded has been submitted to the District Court for starting a facilitation centre in court premises, which will be another landmark for NIC Nanded.

NIC Nanded has also assisted the Court staff at District Court Nanded in building a CDROM containing various circulars received from the Government since 1957.

■ **State Govt Lottery Results on the Web**

The results of the lottery draw of State Government in Nanded are immediately displayed on the informative website of the District designed and developed by the NIC centre (<http://pune.mah.nic.in/nanded>). The State Government is publishing such results and other information useful for the public regularly on the website.

■ **Other Activities**

- Poll Net: A local software for Round wise and Table wise counting during Parliamentary and Assembly Elections.
- RO meetings: A local software for Revenue Officers which facilitates the District Magistrate to monitor the revenue and other important monthly activities done by Taluka Magistrate and SDM.



Staff at work at NIC Nanded District Unit



'esuvidha', Information & Facilitation Centre

- Payroll for Collectorate and other 6 Government offices in the City.u
- Support to Treasury computerization (An online project initiated by NIC Pune.)
- Expansion of NICNET (RAS based dial up connectivity has been given to 5 offices)
- MEDLARS (Doctors are highly appreciative of this facility provided by NIC HQ)

NIC Nanded District Unit

District Informatics Officer:

Rajesh D Bhusari

District Informatics

Assistant:

Sunil D Potekar

For further information
NIC Nanded District Unit
Collector's Office, Nanded-431601
Email : nanded@mah.nic.in

E - Governance Products and Services

EXAM RESULTS on the NET

Land Acquisition Info System

ICT Applications in NIC Library

GIS Based SCADA Info System

EXAM RESULTS on the NET the Success Story continues

Neeta Verma, Sonal Kalra - NIC HQ

nic has been successfully publishing various examination results on the Internet for many years now. With the proliferation of Internet into Indian homes, it has been made possible for the students to check out their results in the convenience of their homes or the nearby cyber cafes. The website '<http://results.nic.in>' has become a household name with the students, parents and teachers alike who are keen on checking the exam results for various education boards (CBSE, State education boards), professional entrance examinations (engineering/ medical), specialized exams like those of the CA foundation/ inter and Staff Selection Commission etc.

Like previous years, this year too, NIC had set up dedicated infrastructure to cater to the needs of anxious students. A number of dedicated servers were set-up exclusively for publishing the results. Web servers at the front end were powered with state-of-the-art software and database servers at the backend. The technology of content switching was utilized to ensure effective Load Balancing to cater to peak traffic on the servers. Staging servers were also set up to enable the various NIC state centers to upload and test the results data before they were finally published.

• Results through multiple channels : WWW, IVRS, SMS, Email...!!

Committed to providing total communication solutions, publishing of results this year was not limited to the WWW but they were also provided over the telephone using IVRS, on the mobile phones through SMS and also through email.

Interactive Voice Response System

In IVRS, the caller dials a given telephone number and the computer plays the part of an operator giving out the information requested, in recorded or synthesized voice. The computer is configured to accept calls with the help of dedicated CTI (computer telephony interface) software and hardware required on the CTI server computer for their application. The calls can be placed from any standard telephone instrument.

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Results through IVRS

The results of CBSE X and XII examinations were made available to the students through the IVRS facility. Results could be accessed globally by dialing phone numbers 91 - 11 - 4392800 or 91 - 11 - 4308600. There were no special charges for the service and the users had to pay the normal telephone call charges. Results (subject wise marks) were conveyed in about 30 seconds through IVRS.

Short Message Service

The Short Message Service (SMS) is the technology to send and receive short text messages from one mobile phone to another mobile phone or pager. SMS was conceived as part of the Global System for Mobile communications (GSM) digital standard.

Results through SMS

Results of Class X CBSE were provided to the students through the SMS facility on the mobile phones. Although this year, the facility was given to the users of Dolphin (MTNL) mobile service, it is planned to extend it to other mobile services in future. The user had to type 'RES' followed by the Roll No. and send the message to '2001' to obtain the results. Over 25,000 students received their CBSE results through the SMS mode this year. Besides, some state level results were also provided by NIC on the SMS facility.

Results through E-mail

The anxious students were also able to receive their results in their individual mailboxes, for which they had to pre-register with our result portal. NIC provided this facility for CBSE results, CA results and some other state level results. Apart from this, complete school wise results were also sent to the various schools through email on entering the school code.

This year, NIC released over 100 results of various Academic, Entrance and Recruitment examinations on its website <http://results.nic.in>. The site regularly receives a huge number of hits from students all over the Country and even abroad. The CBSE results alone received over 30 million hits in a matter of few days. The rave reviews in the media and the large number of 'Thank You' messages from satisfied students bear ample testimony to NIC's successful efforts in providing fast and efficient IT services.

**For further information, please contact
Web Services and Multimedia Applications Division, NIC HQ
Email : wsmad@hub.nic.in**

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Land Acquisition Information System in West Bengal

Subir Roy & Maitreyi Banerji, NIC West Bengal

The Land Acquisition Information System has been developed and implemented in all District Land Acquisition Collectorates and Offices of the Divisional Commissioners in West Bengal in order to ensure speedy disposal of pending land acquisition cases and help the government save large amount of establishment costs paid as compensation to the land owners. The Information System, developed by NIC West Bengal helps the awardees get the compensation amount in due time from the government without any procedural delay.

• From Manual to Automated...

In the manual land acquisition system, preparation of estimates, schedules, calculation, award preparation, award notice and other activities used to cause a tremendous delay in the payment of compensation to the parties, causing a huge amount of interest chargeable on compensation. The dire need for speedy disposal of land acquisition cases led to the design and development of a computerised "Land Acquisition Information System" (LAIS) by the NIC State Unit. The LAIS has been devised in such a way that it keeps complete track of the LA cases, plots and owners of the land. The Software has been implemented to sort out various types of problems existing in the existing manual system. The system follows all the salient features of the West Bengal Land Acquisition Manual, 1991.

• Objectives

1. Creation of land acquisition case level data bank
2. Creation of plot level data bank
3. Creation of owner level data bank
4. Speedy disposal of land acquisition cases
5. Quick retrieval of case/plot/owner details
6. Generation of various reports
7. Simultaneous handling of many cases
8. Minimizing project/establishment costs
9. Avoiding unnecessary litigation from likely manual mistakes

■ Reports Generated

Almost all the required reports are generated starting from Notification to Possession certificate for Land Acquisition cases under State Government and Non-State Govt. agencies. Reports relating to Notification, Declaration, Land schedule, Estimates reports, Calculation Sheets, Award Preparations, Payment Notices, C.C. Vouchers and many other required reports can be generated from this package. Awards can be made within the stipulated time period and with minimum amount of interest on compensation.

■ Salient Features

- The software takes into account, only the area of the acquired land. The land values of the owners are calculated as per their shares.
- The concept of multiple Mouza, multiple JL nos. and multiple sheet nos. have been introduced for entry of plot details under different Mouzas, JIs and sheets.
- Shares can be entered either in the new ten thousand share system or old ana, kara, kranti system.
- For structure values and damages the same consideration has been taken into account as in the case of the tree values distribution
- Provision has also been made in the software for inclusion of details of Bargadar's Compensation.
- The removal cost/excavation cost may also be entered into the owner database in damage values and the name of such persons may also be included to the owner database.

Following points have also been considered in developing the package.

1. One owner may have share in different plots under a particular LA case.
2. For cases where two or more different plots of a particular LA case have same owner with same shares, provision have been made in the software for entry of the details of any one plot only and its owner details.
3. The software takes care of the possibility of change of rate at the time of entry.

The Project has been successfully implemented in all the districts of West Bengal as well as for the New Town Rajarhat Township Project.

For further information, please contact
State Informatics Officer, NIC West Bengal State Unit
Bidyut Bhawan, D.J Block, Sector II

ICT APPLICATIONS IN NIC LIBRARY :

A Journey Towards e-Library

PK Upadhyay & RK Matoria, NIC HQ

Information & Communications Technologies (ICT) have revolutionized every sphere of life, from academia to industry and from lab to fields. Libraries these days are heading towards a new era of “e-library” where they provide useful services to their users in a more efficient manner.

Library & Information Services Division, hereafter referred as Library, is an internal division of National Informatics Centre with an objective to cater to information need of NIC officials. At present, Library is serving to the approximately 3000 users and providing a number of general and online services.

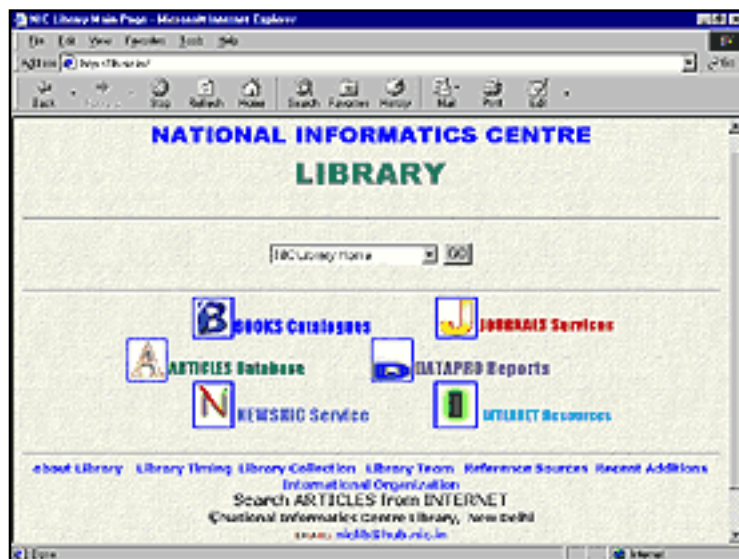
• Library Collection

At present the NIC Library , in its collection, has over 20,000 books, 6000 journal (volumes), 200 current journals, 500 CDs, 200 manuals and 300 standard documents. With such a large number of publications in the collection, it is important to ensure convenience and efficiency in the service.

• Library Computerization

During 1988, Library took the initiative to automate the Library activities by using a commercial library automation software i.e. LibSys (<http://libsystech.libsys.co.in/>). The complete library collection was fed in computer and Library Catalogue was made available online for users. Later during 1998, 'Libsys' was replaced with **BASIS Plus / TECHLIB Plus software** having more advance features for library automation.

As a result of library computerization, a number of bibliographic databases can be accessed by users. The Books Database contains more than 20,000 records of books, monographs, manuals, standards, etc and is available online as OPAC/web OPAC. The Articles Database consists of more than 5000 bibliographic records of Articles and theme issues published in more than 700 technical journals subscribed by Library during last 12 years. This database is also available online through web.



Library on Web

Since 1998 the NIC Library has a web presence (<http://lib.nic.in>) and the site is for internal usage of NIC staff. The website developed by the library staff provides links to OPAC (Books Catalog), Articles Database, Journals Database and other in-house designed databases.

NewsNIC

NewsNIC is a web-based newspapers clipping service of NIC Library (<http://news.delhi.nic.in/newsnic>) This service, started in 1998, provides latest news items on NIC, information technology and allied subjects from twenty three leading national dailies. The NewsNIC database has been designed in MS SQL Server and ASP technology/VB Scripts has been used to publish the news daily. A powerful search engine has been provided to search the news archives from database. The news items so indexed are also mailed to NIC officials regularly thus keeping them updated.

Journals Related Services

NIC Library provides various journals related services on web which include "Current Awareness Service/SDI"; "Current Journals with links to their respective web sites"; "Special Issues of Journals (1988-2001)"; "Internet Resources", etc. Recently, complete "Journals Holdings" (approx. 6004 bound volumes) have been converted to web-enabled SQL Server database (<http://news.delhi.nic.in/holdings>)

Internet Resources

As a new trend, a lot of reading material is available free over Internet. NIC has designed a "Virtual Library" where such web sites and resources have been indexed for reference. These resources are available subject-wise and can be accessed at <http://news.delhi.nic.in/niclibrary>

Datapro Reports

Since 1998, Library has been subscribing a full-text commercial database from M/s. Gartner Group, Inc; USA. This database contains more than 6000 state-of-the-art reports in the field of IT and allied topics. (<http://news>.

delhi.nic.in/niclibrary/datapro.htm)

■ E-Granthalaya

E-Granthalaya is a Library Management Software developed by Karnataka State Unit of NIC. NIC Library has been designated as distribution center for this software and the Library Team has been given the responsibilities to implement the software for Library Automation in Central and State Government libraries. Library Training & Consultancy. As an organizational objective, Library Team is also engaged in imparting and organizing training programs for library professionals in India. These programs are organized with the help of Training Division , to provide necessary technical and professional skill to the working librarians in order to help them for library automation.

■ Future Plans

Now is time to redefine the objectives of Library in an organization where it can play various important roles as an information provider & disseminating agency. The Division has plans to develop a portal for all Government Sector libraries in order to enhance their roles in Government Informatics program.

**For further information, please contact
Library & Information Services Division,
National Informatics Centre,HQ
Email : niclib@hub.nic.in**

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GIS Based SCADA Information System for Rural Masses

Dr Kishore Kumar, NIC HQ & NK Prasad, NIC Bihar

SCADA (Sone Command Area Development Agency) is an autonomous body constituted under Bihar Agricultural and Rural Development Agency and the power of acquiring, maintaining, setting and disposing property has been vested in it. The main aim of the agency is to increase the Agricultural productivity in the Command area of Sone and North Koel Canal Systems by optimum use of water available

On request of SCADA, a GIS based Information System for Rural Masses in Bihar has been developed by NIC Bihar State Unit . The package combines both MIS and GIS to create a powerful monitoring system for rural mass. With the help of this package, information can be displayed in not one but three different graphic formats

- Map Composition
- VIC (Village Irrigation Channel) Layout
- VIC descriptions

These three formats can be displayed on the screen simultaneously in separate windows, which are dynamically linked. The basic objective here is to monitor the source of water, beneficiaries details, the Distributaries, the location of off-take chambers, the passage of channel, the cattle crossings, the field outlets, the cost of each VIC, connectivity among divisional headquarter to head quarter etc. and many more. The project benefits SCADA immensely as it can now see the status of each VIC instantly with geographical layout. VIC Scheme is a plan of SCADA to construct village irrigation channel in a village to irrigate the cultivable land properly from the canal of Sone river

Important Features

- Dynamic multi windows linking
- Command Area information
- Geographic location of each Channel, Offtake Chamber, and Cattle Crossing
- Maintenance of beneficiaries details database
- Generation of VIC Report
- Generation of Distributary's details
- Generation of Query at village level, farmer level, distributary level, VIC level etc with support for on-line SQL query
- Report on various SCADA divisions and GIS reports that can be generated both in HTML as well as RTF format for easy portability. Transportation of reports is managed by GIS module itself between the server and client systems for wider participation.

for best possible use of natural resources and this is where GIS based software system helps infuse a very high degree of clarity to overall management work.



Dr. Sanjay Paswan inaugurating the GIS based SCADA Info System

At a special function held recently, the software was officially released by Hon'ble Union Minister of State for Communications and Information Technology Dr. Sanjay Paswan who said that "through this endeavour, information will now be transparent and accessible from anywhere. SCADA information will help the authorities, planners and thinkers in many ways and facilitate in effective planning and developmental policies. "

For further information, please contact
State Informatics Officer
NIC Bihar State Unit
Email : sio@bih.nic.in

Cyber Governance

Here's a glimpse of some of the new websites launched on NIC's web servers during the past quarter...

Orissa Government

<http://orissagov.nic.in>

From SK Panda, SIO Orissa

The Government of Orissa recently launched its official website on NIC's web server. The site provides comprehensive information to the interested visitors about all aspects of the State, ranging from demography to Government set-up and from Tourism & famous temples in the State to even local weather. Information on management of calamities like drought, flood and cyclone are special features of the site. The website, designed and developed by NIC Orissa State Unit, was formally inaugurated by Sh Naveen Patnaik, Hon'ble Chief Minister, Orissa at a special function.

Department of Consumer Affairs, Govt of West Bengal

<http://wbconsumers.nic.in>

From Maitreyi Banerjee, NIC West Bengal

This website of the consumer affairs department of West Bengal Government has been developed with an aim to protect the interests of the consumers and generate widespread awareness about their rights through the medium of WWW. The Website provides an online interface for the Department where consumers can get all the necessary information about aspects such as Consumer Rights Code of Fair Business Practices, Consumer Charter, Redressal Procedures, Important Judgements, apart from useful information about the department and its organisational set-up.



A highlight of the website is a comprehensive knowledgebase where a consumer can search for various important case laws. In the second phase of the development, this section will be more dynamic with on-line linkage with the database of all the District Fora & the State Commission. The website also has important application forms in a

downloadable format for an effective G2C interface. The site, designed and developed by NIC West Bengal State Unit was inaugurated recently by the Hon'ble Minister-in-Charge of the Department in the State, Sh. Naren Dey and has received wide media coverage and appreciation ever since.

Purnia District, Bihar

<http://purnia.nic.in>

From NK Prasad, Bihar Correspondent

The official website of Purnia District of Bihar was launched by the District Magistrate Sh. R. K. Khandelwal in the presence of senior officers of District Administration. The website has been designed, developed and implemented by NIC District Unit, Purnia and contains vital information related to Purnia District Profile, IT in the district, Maps of the Purnia District, Administration, Welfare schemes, Tourism and many public utility services like Telephone Directory, Photo Gallery etc. Any person having a grievance can also file a complaint through the web-site. This web-site aims to act as an interface between the administration and the respective beneficiaries.



Dhenkanal District, Orissa

<http://dhenkanal.nic.in>

From DK Nanda, DIO, NIC Dhenkanal

The District of Dhenkanal occupies a central position in the geo-political map of Orissa and is famous, among other things, for the Indian Institute of Mass Communication, popular all over the country for its courses on journalism. The District recently went online with the launch of its website carrying information on the various facets including geography, history, religion, administrative set-up, government departments, tourist places etc of the Dhenkanal district. The website was inaugurated by Sh Nityanand Mohanty IAS, Collector and District Magistrate, Dhenkanal who appreciated the efforts of the NIC District Centre in developing the website.

Gujarat Vidhan Sabha

<http://gujaratassembly.gov.in>

From Manoj PA, Gujarat Correspondent

This multimedia enriched website of Gujarat Vidhan Sabha provides a variety of useful information regarding all Assemblies of Gujarat State ever since its formation. The site provides a profile of the Governor, Speaker, Chief Minister, Leader of Opposition and all MLAs of the current assembly. Also given is a list of all MPs from the State, both for Rajya Sabha and Lok Sabha and a list of members of all the previous assemblies with their respective constituency. The ex-MLAs can be searched party-wise, name-wise and constituency-wise. The site also contains a video clipping of the last assembly session. The time-table of a particular day's session is provided on the previous day. The website has been designed and hosted by NIC Gujarat State Unit and is available in Gujarati as well as English.

Central Soil and Materials Research Station (CSMRS)

<http://csmrs.nic.in>

From Dr. Kishore Kumar, NIC HQ

The Central Soil and Materials Research Station (CSMRS) is an attached office of the Ministry of Water Resources and a premier Institute dealing with field and laboratory investigations, basic and applied research on problems in geomechanics, concrete technology, construction materials and associated environment issues, having direct bearing on the development of irrigation and power in the Country. NIC has signed an MoU with CSMRS for an e-governance project and as a part of it, the website of CSMRS has been developed and hosted. The aim of the website is to create awareness amongst engineers/scientists, involved in investigation, design construction and safety evaluation of civil engineering structures.

National Research Centre on Equines (NRCE)

<http://nrce.nic.in>

From Sunil Kumar, Haryana Correspondent

National Research Centre on equines is a premier institute established under the aegis of Indian Council of Agricultural Research (ICAR) and located at Hisar in Haryana for conducting research on equine health and production. The website of NRCE, designed in co-ordination with NIC Hisar District Unit depicts background, mandate, organizational set up, facilities, programmes & activities, research achievements and scientist profile of NRCE.



A brief account of equines in India, their habitat, distribution breeding tract and information on their morphometry has also been included for the benefit of the visitors. Sh Ajit Singh, Hon'ble Union Minister of Agriculture, Government of India formally inaugurated the web site during his recent visit to the NRCE.

Invest in Manipur

<http://investinmanipur.nic.in>

From T.P Singh, Manipur Correspondent

Almost all the Indian States announce schemes and policies to attract outside investment in various sectors which is crucial for the development of the region. The far-flung North Eastern states of India are equally keen to publicise and promote their potential and attract investors. The specially created website on Investment Opportunities in Manipur tries to fulfill the same objective. The site has a store-house of information about the State and the various packages and schemes announced for investment in different sectors of the economy. The website has been designed and developed by NIC Manipur State Unit and was formally launched by Sh. Ved Marwah, Hon'ble Governor of Manipur.

State Co-operative Department, Rajasthan

<http://rajcooperatives.nic.in>

From Garima Sogani, Rajasthan Correspondent

Department of Cooperation, Rajasthan launched its website on International Cooperative Day (July 6th) , which was inaugurated by Shri Ashok Gehlot, Hon'ble Chief Minister at a small function in Jaipur. The site contains comprehensive information of various cooperative institutions in the state along with information about latest developments in the area. It also provides access to Citizen's Charter (Nagrik Adhikar Patra) recently released by the department.



The web site also carries frequent news updates. There is separate section for department's various schemes, progress and achievements. The site has been designed and developed by NIC Rajasthan State Unit.

Tamil Nadu

<http://www.tn.gov.in>

From R Gayatri, Tamil Nadu Correspondent

The official website of the Tamil Nadu Government has been redesigned and given a totally new look with added features. The Home Page has been made livelier by the addition of a 'What's New' section with photographs, which will highlight the development programmes being launched by the Government. Department page has been added to show the details of all the departments of the Government. It gives the contact details of the Minister, Secretary to Govt, Heads of Departments, links to relevant Citizens Charter and Policy Note documents and lists the websites relating to the department.



Search and Site Map facilities have been added. Tamil pages have been grouped and hosted under Tamil version of the site. NIC Tamil Nadu State Unit has designed and is maintaining the site.

The new site was formally launched by the Hon'ble Chief Minister of Tamil Nadu, Selvi J Jayalalithaa, on 22nd August 2002 at Secretariat.

Happenings

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

System for On-line Mutation of Land inaugurated

N.K Prasad, Bihar Correspondent

■ The on-line mutation of Land at Buxar District in Bihar was recently inaugurated by Sh Chandrika Rai, Hon'ble S&T Minister, Govt of Bihar. It is the first time in Bihar that the mutation of land is being carried out on-line with the help of "Bhu-Abhilekh" software designed & developed by NIC Bihar State Unit. The software has been designed to suit the requirements of land related information in Bihar and facilitates data capture related to land-holder details, land detail information, agricultural details, demand and collection, land transfer etc. Dr. Saurabh Gupta, SIO Bihar gave a technical presentation of the project on the event, attended among others by Sh Sandeep Paundrik IAS, Distt Magistrate (Buxar), Sh Ajay Kumar IAS, Director, Land Records and Survey, Govt of Bihar and Dr. N. Vijayaditya, Director General, NIC.



Forest Land Transfer System of NIC (FOLTSNIC)

From Arvind K Dadhichi, Uttaranchal Correspondent

■ Forest (Conservation) Act, 1980, enacted by the Indian Parliament enforces the conservation of forests and restricts on the dereservation of forests or use of forest land for non-forest purpose. When the State of Uttaranchal was newly created, a number of developmental activities were initiated by the government which got delayed due to the fact that these activities had to use some forestland for non-forest purposes. A manual process was monitoring all the work relating to Forest Land Transfer for the Government of Uttaranchal. Hence, an urgent need of initiating accelerated approach was felt by the Government of Uttaranchal and the NIC-Uttaranchal State Unit, Dehradun was assigned the task for computerization of manual procedure of forestland transfer.

A Computerized Land Transfer Cases Monitoring System called FOLTSNIC has been developed which keeps track of various pendency levels of individual projects. In addition, it generates Forest Division Wise, Sector Wise, District

Wise, Level wise, Circle and Zone wise detailed and summarized outputs. With the help of this software, the information of right kind can be provided to the right people at right time for speedy disposal of Forest Land Transfer Cases for non-forest developmental purposes. The software is bilingual and operates in Devnagri and English. During the development of the software, a parallel training programme of forest officials was conducted for successful implementation of the package and all the backlog data was entered to prepare the master database. Since the rules on which the package has been developed is governed by Forest Conservation Act 1980, it can be used by other states with desired modifications.

Video-Conferencing Sessions Held

From Sambeet Mishra, NIC HQ

Garima Sogani, NIC Rajasthan

Bhupinder Pathak, DIO Kangra (HP)

- Video Conferencing (VC) is one of the widely used services of NIC which is very popular amongst the User Departments. Here's a glimpse of the major happenings related to NIC's VC services.
 - Hon'ble Prime Minister Shri A. B. Vajpayee inaugurated Gramin Shikhsya Abhiyan in the State of Jharkhand on 28th August 2002 over Videoconferencing. A remote village of Jharkhand "Konjhari" was connected over NICNET for the conference. Hon'ble Chief Minister Shri Babu Lal Marandi along with his State Minister for Science & Technology and Education were present in the Konjhari village and interacted with Hon'ble Prime Minister. The Prime Minister dedicated the Gramin Shikhsya Abhiyan programme for the State of Jharkhand and interacted with the Children & teachers present in the village. NIC's VC services provided during the event were also appreciated.
 - Central Bureau of Investigation (CBI) inaugurated Videoconferencing network between its four other offices which includes, CBI-Kolkatta, CBI-Mumbai, CBI-Chennai and CBI Academy, Ghaziabad respectively on 9th August 2002. Shri Pramod Mahajan, Hon'ble Minister for Communications and Information Technology, Government of India inaugurated the videoconferencing network from CBI-Hqrs, Delhi and emphasized the need for VC at CBI for enabling faster communication and disposing pending cases quickly and cost-effectively. NIC/NICSI has implemented the project using SCPC DAMA VSATs technology in a record time of two months
 - First DAMA based VC Facility in the State of Rajasthan was recently inaugurated at Jodhpur by Sh Ashok Gehlot, Hon'ble Chief Minister. Shri Gehlot carried out a direct conversation with the Information Technology Minister of Chattisgarh state. He enquired about the usage of the facility in Chattisgarh. In addition to Jodhpur and Chhatisgarh, other sites which participated in the VC included Jaipur, Delhi and Chandigarh.
 - The VC facility in the State of Himachal Pradesh was recently inaugurated by Prof. Prem Kumar Dhumal, Hon'ble Chief Minister at NIC Dharamshala ,District Kangra. He also inaugurated the first e-governance centre in Himachal Pradesh at the event. As an appreciation gesture towards the NIC team, the Chief Minister honoured Dr Ambresh Kumar, SIO Himachal Pradesh and other NIC Officers with merit certificates.
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Sarkaar Aapke Dwaar Programme Workshop Held

From G S Bansal, SIO Haryana

- The “Sarkar Apke Dwar Programme” (SADP), which literally means “The Government at your doorstep”, is a project of Haryana Government which aims to meet the felt needs of the people, solve their common problems and redress grievances at their doorstep. For this purpose, the Chief Minister of the State of Haryana visits villages and towns to interact with the masses directly.



Implementation of all schemes under this programme is monitored closely through comprehensive workflow automation system developed by NIC Haryana State Unit using client/server and web technologies for monitoring and keeping track of each work. A one-day workshop was organized jointly by Office of the Chief Minister Haryana and NIC Haryana at Chandigarh on “Sarkar Apke Dwar Programme (SADP) Monitoring System”. The aim of the workshop was to (a) train the concerned officers of all districts and the DIOs of NIC Haryana, on operational and technical aspects of the software, and (b) have an interactive session of District Officers & DIOs with the Administrative Secretaries and Heads of the Departments regarding proper coordination and status reporting or updating of the announcements made by Chief Minister during Sarkaar Aapke Dwaar Programme. The workshop was addressed by Sh. A.N. Mathur, Chief Secretary to Government of Haryana and Dr. N. Vijayaditya, DG(NIC).

Inner Line Permit Computerisation at Nagaland

From Kemvu Elah, Nagaland Correspondent
V.Vikishe Sema, DIO Dimapur

- Under the Eastern Bengal Regulation Act of 1873 and Government of Nagaland Notification, any person who is not a local inhabitant and desiring to cross the Inner Line into Nagaland is required to have Inner Line Permit(ILP). Every month, on average about 2500 ILPs are being issued in the District of Kohima and Dimapur each, whereas in the other remote districts it comes to about 500 ILPs in average. Till recently all these monitoring processes were being carried out manually which was very tedious, time consuming, and difficult to monitor but now taking into



account the need of the times, Nagaland State Government initiated computerisation project for ILP monitoring system and entrusted NIC, Nagaland State Unit, Kohima for development of ILP Monitoring System. The software has been developed using Microsoft Access 2000 under windows Platform. From July 1st, 2002, ILP monitoring system has been deployed and implemented in all the Districts in Nagaland. With this system, all the processes like monitoring of ILP issue, detection of defaulters and revenue collection etc. has been systematized.

Computerisation at Regional Workshop on Fiscal and Governance Reforms

From S C Mishra, DIO Ganjam (Orissa)

■ A top level regional workshop on fiscal and governance reforms and poverty reduction strategy was held at Berhampur in Orissa on 15th & 16th July, 2002. NIC District Unit, Ganjam was entrusted by the district administration to provide IT Support to the workshop. In the workshop five groups were formed to discuss on five specific topics, to give their valuable suggestions to the Government. During the discussion the data was entered online and the final reports were generated. The District Administration awarded merit certificates to the NIC team on the successful accomplishment of the workshop.

Online Treasury, Pay & Accounts Software inaugurated at Sikkim

From Sougata Bagchi Sikkim Correspondent

■ "Integra", an online Treasury, Pay & Accounts software developed by NIC Sikkim was recently inaugurated by Sh Pawan Kumar Chamling, Hon'ble Chief Minister, Sikkim at a special function in Gangtok. The function was also attended by Dr N Vijayaditya, Director General NIC who was declared as "Guest of State of Sikkim" by the State Government. The software has been developed in client server platform (Visual Basic, SQL Server and Transaction Server) and enables easy budget entry and real time monitoring of bills, vouchers and cheques etc.



Dr Vijayaditya addressed the gathering at the event and highlighted the scope and opportunities presented by Information Technology in the development of a state like Sikkim.



Sh. Sougata Bagchi of NIC Sikkim State Unit was felicitated by the Hon'ble Chief Minister at the function for his efforts in developing the software.

First Computerised Passport Application Collection Centre at Haryana

From G S Bansal, SIO Haryana

■ The first computerized centre to collect the Passport Application forms at District level was recently inaugurated at Panchkula district of Haryana by Sh. A.N. Mathur, IAS Financial Commissioner & Principal Secretary to Govt of Haryana. Panchkula has the credit for being the first computerized centre for Passport Application Collection in North India. The software for the same has been developed by NITPU Banglore. Under the system, the allocation fee shall be shared between the District Administration and the Regional Passport Office which is likely to make the model self sustaining. The State government is planning to extend this to all the districts very soon. In his address, Sh. A.N. Mathur appreciated the technical support being provided by NIC-Haryana State Unit to the State government.

Public Grievances Redressal and Monitoring System at CM Office, Delhi

From Brijesh Khandelwal & Deepak Gupta, NIC Delhi

■ A web enabled Public Grievance Redressal and Monitoring System has been developed and implemented by the NIC Delhi State Unit at the Chief Minister's Office. Through the online system (<http://delhionline.nic.in>), the public can now lodge their complaints related to a number of utility services including telephone, water, electricity etc. from the comfort of their homes.



A reference number is allotted to each complaint and the action taken status is intimated to the complainant by the Chief Minister's Office. The software is bi-lingual and allows for entry of grievance in hindi apart from English. The system was recently inaugurated at a special function by Hon'ble Chief Minister Smt Sheila Dixit, who appreciated the efforts of Sh Sanjay Kapoor, SIO Delhi and his team in successfully implementing the Project.

Court Cases Monitoring System at Chandigarh

From Vivek Verma, Chandigarh Correspondent

■ NIC UT Unit Chandigarh has developed a web enabled Court Cases Monitoring System (CCMS) for monitoring the on going court cases for various departments and sub-departments of Chandigarh Administration. The system covers all aspects i.e. starting with the entry of a new court case to noting down all the proceedings and maintaining the history of each and every case for further reference and generating a list of pending cases till the case is decided. The application has been developed using SQL Server as backend and ASP, Java Script and HTML as front end.

Salient features of the system include:

Summary of all cases (court wise, cases listed during the week, contempt case list).

Information of Contempt Case through email.

Users role management (HOD's and Secretaries can have access to data of Multiple departments.)

Highly secure application working on 2-tier Model.

Application integrated with information kiosk

Statistical analysis for counsel's performance.

Generation of different types of reports

E-Bail System in Bihar

From Saurabh Gupta, SIO Bihar

- For the first time in India, the system for transmitting Bail Orders through Email have been started in the State of Bihar. The system has been set-up by the NIC Bihar State Unit in collaboration with the Courts Informatics Division at NIC HQ. Earlier, the bail orders (approximately 450 each day) used to be sent from the High Court to the respective District Courts through ordinary post. This used to cause a lot of delay and sometimes the orders were tampered with. In the new system, elaborate security features have been sent and the bail orders are sent via email, first from the High Court to the various District Courts and then from the District Courts to the litigants.

Treasury Accounting Software launched at Arunachal

From Jyotish Roy, Arunachal Correspondent

- With the pace of time, the workload in the treasuries of Arunachal Pradesh has increased manifold demanding efficiency and transparency in account work. In this context, a user friendly Treasury Accounting Software TAS 1.0 has been developed on request of the State Government by the software team of NIC, Arunachal Pradesh State Unit. Pilot phase implementation started in the Naharlagun sub-treasury from 1st July 2002. The system shall soon be implemented in other treasuries and sub-treasuries in a phased manner. This software is customized as per users' requirement. It has stringent validation mechanism and various module level permissions. The software has been developed using Visual Basic at the Frontend and MS Access at the backend and is also available at <http://offerings.nic.in>

Update on Offerings - NIC's Knowledge Management Initiative

From Manie Khaneja, NIC HQ

- Offerings (<http://offerings.nic.in>), a first step in the long and arduous path of IT based Knowledge Management initiatives at NIC presently has information on more than 950 ICT solutions in its treasure chest contributed by the various State Units and Divisions of NIC. As a step ahead, the Online District Block Directory has also been made available now on the site.



Some other new features on Offerings include online subscription mailer (allowing the users to get the latest information on the subscribed category), a dynamic chart manager (providing graphical presentation of data), enhanced search facility and the facility to download the Offerings CD content for local distribution.

Papers/Articles Published by NIC Officers

Many of the NIC Scientists/Officers regularly publish papers on topics related to several areas of Information and Communication Technology. Such papers are published in Events, Journals, Magazines etc of repute. This section highlights some of the recently published papers by NIC Officers.

Title: E-Governance Maturity Model

Authors: DC Misra, Anjali Dhingra, NIC HQ

Publication: Electronics Information & Planning (ISSN 0304-9876 Vol.29, No.6-7, Mar-Apr 2002)

Abstract: Organized and well-publicized efforts towards implementing e-governance, in India, were initiated in the year 1998 with the formulation of National IT Task Force. The Task Force has been constituted to guide the Information & Communication Technology (ICT) initiatives in the country with e-governance as one of the main focal points in its agenda. However, some aspects of e-governance are already being practiced in the country, silently, for more than two decades now, though the efforts have not been very concerted. As a result, a varying degree of e-governance implementations are observed across the country. An attempt is being made to propose an E-governance Maturity Model (EMM) that could be used to measure the e-governance efforts undertaken by various government organizations in the country. EMM proposes six levels of maturity encompassing varying degree of initiatives, from the lowest to the highest. Besides, assessing the current status of e-governance, the model also suggests future direction to attain a higher level of maturity in context of e-governance.

Title: The Emergent E-citizen Information Handling in a Democratic Government

Author: Dr. V.S.R.Krishnaiah, NIC HQ

Publication: Productivity Journal (Vol.41, No.4, Jan-Mar 2001 Page 583)

Abstract: The Information Technology revolution in general and Internet in particular have made valuable impact on human society. It is exciting to explore the new social institution of e-citizens, which is developing. Working with democratic government will mean working with and for these e-citizen-shareholders, so it is crucial to understand who they are, what are their information needs and what they expect from a networked government.

vsrk@hub.nic.in

Title: CIC and Beyond

Author: Deepak Goswami, NIC Assam Publication: North East IT Association Souvenir (Issue: July'02)

Abstract: The article gives a lucid introduction to the Community Information Centres (CIC) being established in the North East region. It explains the roles of various agencies, the infrastructure and the backbone of CIC. The article also deals with how the CICs can be utilized and made useful. It also outlines how CICs can be made sustainable and how CICs can evolve in future.

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Title: E-Governance - A case study in Rural Informatics

Authors: Anjali Dhingra, DC Misra, NIC HQ

Publication: Yojana (ISSN-0971-8400 Vol. 46, June 2002)

Abstract: E-Governance aims at bringing transparency into the system and help common man take more informed decisions. It also envisages prompt and quality delivery of services at the doorstep by taking Information & Communications Technology (ICT) to the common man. Effective implementation of E-Governance requires a phased approach.

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Title: Computer Virus

Authors: Ashis Kumar Mahapatra, NIC Orissa

Publication: Journal "Orissa Review" Vol: LIX No.1 Aug 2002

Abstract: VIRUS stands for Vital Information Resources Under Seize. The article describes how it affects and spreads in the system and also deals with issues like history of virus, types of virus, how to know that the system is affected and if so what is the solution. It guides for preventive measures to have virus free environment.

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Title: Environmental Study on Forest Fire using GIS

Authors: Dr. Saurabh Gupta, NIC Bihar , Syed Taha Owais, NIC Sikkim

Publication: GISdevelopment-July2001 Issue

Abstract: This paper is an attempt to develop a viable and area specific solution for South Sikkim resultant to the identification of grey areas from wild fire hazard perspective. The capital value of the forests in the study area is estimated as 33 billion rupees, it is galore that high stakes are involved. Further the environmental contribution of these forests is Rs. 540 crores annually. The GIS based model takes into account the contribution made by slope, aspect, elevation, landuse, canopy and species of forest in the ignition and propagation of fire. For example, Sal forest having south to west aspect at lower altitude has every chance of catching fire. The weights are assigned to each of these parameters that signify their contribution to the dynamics of the event and the suitable disaster management model ie. Forest Fire Index classifies the risk areas into extremely high, high, low and extremely low potential.

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From the Editor's Desk

"Information is power". New technologies usher in new ways of information processing and dissemination. An organisation like NIC with its vast repertoire of skilled human resources is always focussed on discovering these new ways and achieving milestones. One such landmark is the establishment of Community Information Centres (CICs), featured in the

'E-Governance Initiatives' section of this issue. The success of CICs, overcoming all challenges posed by the difficult terrain and geographic remoteness of the North-East, has proved beyond doubt, that e-governance is here to stay.

Your feedback on the 'new' Informatics has been heart-warming. Your support and inspiration is vital to take the publication further to new heights. We stand resolved, on our part, to spare no effort..

Sonal Kalra

From You to Us

Readers are invited to send their comments/suggestions to the Editor through this column. Your letters may be sent through

email at

inform@hub.nic.in

or by post at the following address :

Room No. 379, 3rd Floor, NIC Headquarters, A-Block, CGO Complex, Lodhi Road, N.Delhi 110003

■ **Dear Editor,**

Thank You for sending us a copy of Informatics, your E-Governance bulletin and I take this opportunity to congratulate you on your efforts to put together such a publication. I will be grateful if our embassy could be on your mailing list as we would like to receive this bulletin regularly.

Enrique Anchordoqui

Ambassador

Embassy of Uruguay, New Delhi

■ **Dear Editor,**

I cannot but praise your endeavour to bring out the numero uno news letter studded with rich articles focussing on the activities of NIC in the field of IT. Needless to say I am an avid reader of our esteemed newsletter and wait anxiously for a new issue. NIC has been playing a stellar and very crucial role in disseminating the IT culture since its inception and so has this newsletter. My heartiest congratulations to the whole Editorial team of Informatics.

Kamala Kanta Barik

DIO, Baripada, Orissa

■ **Dear Informatics members,**

The new look of Informatics is a matter of pride for NIC and your dedication towards the betterment of the newsletter deserves great appreciation. I would like to congratulate the co-ordinating team of Informatics for the excellent work. The new and improved newsletter speaks volumes about the serious preparation, innovative approach and efforts gone into it.

Dear Editor,

It was indeed a joy to go through the latest issue of your publication. I must thank NIC for this yeoman service. As the subject of e-governance as a solution to national growth is of great interest to every one of, I would request you to consider the following:-

1. Update on various activities started in the states and the centre. This could be a tabular presentation just to show what has progressed in last quarter. For e.g most states have started land records computerisation but how much has been completed in one quarter as compared to previous one could be given . The same could be given about other issues such as networking or induction of computerisation in different departments of the state etc.
2. Summary of developments. This again could be in tabular form to show the progress in different states. For this, a table of various states showing which state has completed how much in different sectors like agriculture, health etc. could be provided.
3. Progress of the Country in the global scenario. How has India progressed as compared to some benchmarks like USA, UK, China, Singapore etc. The purpose is to get a centralised summary of progress in the country and find out what more could be done.

Once again I would like to thank you and your team for a very successful presentation of India's efforts in adoption of e-governance.

Dr H.S.Sharma
Immediate Past President, IETE