

Informatics



Digital India
Power To Empower

**DIGITAL
INDIA
WEEK** LAUNCH

1st July 2015
Indira Gandhi
Indoor Stadium
New Delhi



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EDITORIAL



igital technologies have emerged as key driver forces for fuelling rapid economic growth and citizen empowerment across the globe. The objective of the Digital India is to drive down

these technologies through innovative ideas and practical solutions to the grass root level to ensure that every citizen in the country become a part of the digital revolution. This time, we have come up with a special section on 'Launch of Digital India Week' to provide you insight of the major event that is envisaged to transform the ICT landscape of the country.



In the E-Gov Products and Services section this time, we have showcased significant ICT initiatives implemented in diverse sectors and geographical spheres of the nation. Online Farm Mechanization Application Software (OFMAS), e-Shramik, PEARL Suite, Integrated Himachal Registration Information System (HimRIS), Role of ICT in Public Distribution System in Jharkhand, TrackChild2.0, e-Challan Payment Gateway in Goa and Success Story of eOffice in GHMC are some of the main highlights of this section.

In Guest Column, Dr. S. Siddharth IAS, Secretary, Information Technology and Secretary, Labour Resources Department, Govt. of Bihar talks about the role of ICT and e-Services in empowering the citizens of Bihar. The Technology Update section accentuates on the use of IVRS technology in Kailash Mansarovar Yatra-2015 along with use of Android Mobile Apps to Supplement Web Content in Himachal Pradesh. The 'Accolades' section will apprise you on the various award winning ICT initiatives developed and implemented by NIC.

This issue also covers the updates on latest ICT initiatives taken up in the districts of Solan and Saran. Our regular sections such as Cyber Governance, International e-Gov Updates and In the News would apprise you on the latest technological developments in India as well as the world.

Do write to us your opinion and suggestions on the content and presentation to help us make the magazine better.

Happy Reading.

NEETA VERMA

We invite your valuable articles and write-ups for Informatics.

Please send your inputs/contributions/feedback to our State Correspondents or else directly to us at the address below:

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Addl. Secretary, DeitY &
Director General, NIC



Over the years, e-Governance has come to be looked upon as a key enabler for good governance. In the endeavour to bridge the digital divide between the government and the citizens, numerous innovative initiatives have been conceptualized and initiated under the Digital India programme including Digital Locker, eSign, Jeevan Pramaan, MyGov, eVisitor, MeghRaj and Biometric Attendance System that have caused seminal improvement in the transparency and accountability in service delivery process across the country. The Aadhaar enabled Biometric Attendance System has improved the productivity in offices while MyGov has been able to foster intimate partnership between government and citizens.

The need of the hour is to think beyond conventions for further strengthening the premise of Digital India and take it to the grass root level for transforming the country into knowledge economy, thus ensuring digital empowerment of every citizen and easy and equitable access to digital infrastructure.

Spearheading ICT in all its manifestations, NIC has always played a pivotal role in channelizing the prowess of e-Governance to the masses at every level by instituting best of technology. Continuing with its tradition, NIC has to work in decisive capacity for realizing the aims and objectives of Digital India.

I wish you all the success and hope that your focused and sustained efforts will continue to leverage e-Governance at all levels.

Tapan Ray

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DIGITAL INDIA Week

(Launch on 01st July, 2015
at Indira Gandhi Indoor Stadium,
New Delhi)

Digital India, a flagship programme of the Government of India, aims to transform India into a digitally empowered society and knowledge economy. This programme centres on three key vision areas of “Infrastructure as a Utility to Every Citizen”, “Governance and Services on Demand” and “Digital Empowerment of Citizens”. The Digital India Week is a mega event planned for national launch of the Digital India programme. Digital India Week was observed in all the Ministries/Departments of the Centre, States, UTs along with various schools, universities and Gram Panchayats.

DIGITAL INDIA WEEK NATIONAL EVENT

Digital India Week inaugural event was held on 1st July, 2015 at Indira Gandhi Indoor Stadium. The event was graced by Hon'ble Prime Minister of India- Shri Narendra Modi along with Union Ministers Shri Arun Jaitley, Shri Ravi Shankar Prasad, Shri J.P. Nadda, Shri Thaavar Chand Gehlot, Shri Jai Oram, and Smt. Nirmala Sitharaman. The event was attended by Cabinet Secretaries, Secretaries and senior officers of various Government departments (DeitY, C-DAC, NIC etc.) and distinguished representatives from Industry.

Leading industry heads shared their ideas and vision of Digital India and committed investments of about ₹ 4.5 lakh crore, for the programme. Millions of viewers watched the live telecast of the event on Doordarshan, Webcast (webcast.gov.in) and Youtube. Simultaneous telecast of the event was organised in Post Offices, CSCs, STPI Centres, NIELIT Centres, BSNL Centres, State Headquarters and Missions abroad. The event witnessed more

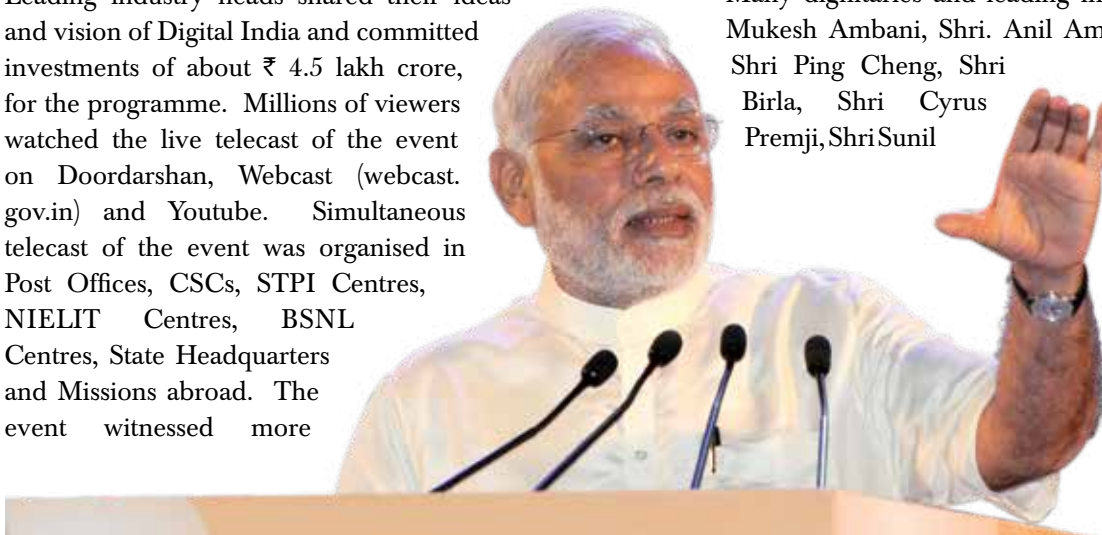
than 1 billion impressions on official social media handles (Facebook, Youtube, Twitter and Instagram).

The Prime Minister unveiled the “Digital India” logo and released policy documents related to Digital India. He also felicitated two women CSC village level entrepreneurs. Young achievers like Kiran Kumari from Jharkhand, Tanuja from Chhattisgarh was awarded laptop and certificates for recommendable work done in the field of digital literacy.

Important applications/services like Digital Locker, National Scholarship Portal, Digitize India, Digital India Portal, Bharat net etc. are were launched by the Hon'ble Prime Minister. Usage of these applications were promoted throughout the week.

Hon'ble Minister of C&IT Shri Ravi Shankar Prasad welcomed all the guests to the launch of ‘Digital India Week’. He said that DIW is a transformational, game changing and transformational approach to assist the objective of economic growth and development that would achieve “Sabka Sath – Sabka Vikas” vision of our Hon'ble Prime Minister. He described the various components of Digital India Program and reiterated the commitment of Government of India towards the successful implementation of ‘Digital India’ programme.

Many dignitaries and leading industrialists including Shri Mukesh Ambani, Shri. Anil Ambani, Shri Hari Om Rai, Shri Ping Cheng, Shri Kumar Mangalam Birla, Shri Cyrus Mistry, Shri Azim Premji, Shri Sunil Bharti Mittal, Shri Bernhard Gerwert, Shri Pawan Munjal, etc. shared their vision and activities to make India digital. Mr. Bernhard Gerwert, CEO, Airbus Defence and Space said



Hon'ble PM addressing at the launching ceremony



Hon'ble PM inaugurating the event

"The initiative of Digital India will revolutionize the Indian Economy and will empower the society". According to Mr. Ping Cheng, CEO, Delta Technologies "The Digital India Drive will help India ensure sustainable growth". Shri Mukesh Ambani, Chairman, Reliance Industries in his speech said "I believe Digital India will be a huge success because of adoption of technology by the youth of India". Shri Azim Premji, Chairman, Wipro Limited, said "The vision of PM for Digital India is a very powerful one. It is a first step forward to empower citizens with technology". This was followed by screening of a short film on Digital India.

The Hon'ble Prime Minister, Shri Narendra Modi presented the government's roadmap to digitize India during Digital India Week. In his maiden speech, he said, "I trust that the dreams harboured by young India shall eventually come true". The Hon'ble Prime Minister reiterated his Government's resolve to not allow the Digital Divide to become a barrier between people. He outlined his vision of e-governance and mobile governance, where all important Government services are available on the mobile phone. "I dream of a digital India where High-speed Digital Highways unite the Nation; 1.2 billion connected Indians drive innovation;



"Digital India is designed to bridge the digital divide and ensure effective delivery of various citizen centric services through digital medium. Digital India Week is a game changing and transformational approach to assist the objective of economic growth and development that would achieve "Sabka Sath – Sabka Vikas" vision of our Hon'ble Prime Minister."

Shri Ravi Shankar Prasad
Hon'ble Minister for C & IT



"Today, India is going through major changes. Digital India Week aims to harness the power of technology in various areas including economy, healthcare, education etc. and help in job creation to take India to new heights. With major leaders of industry from around the world, investing in this programme, Digital India will surely be a success in years to come. I extend my best wishes to the entire team of Digital India."

Shri Arun Jaitley
Hon'ble Minister for Finance,
Corporate Affairs and
Information & Broadcasting



"I thank the Hon'ble Prime Minister whose vision has generated the desired momentum across all the Government departments for speedy implementation of the 'Digital India' Programme. I also thank the Hon'ble Ministers of GoI, Cabinet Secretary, Secretaries and Senior officers of various Government departments and Industry and various organizations associated with the DeitY including National e-Governance Division, C-DAC and NIC who played vital role in success of the event."

Shri Ram Sewak Sharma
Secretary, DeitY



technology ensures the citizen-government interface is incorruptible,” the Prime Minister said.

The Hon’ble Prime Minister assured full support to young entrepreneurs who wished to launch Start-ups. He called upon the youth to innovate and said “Design in India” is as important as “Make in India.”

Hon’ble PM also added “The world is so worried about cyber security. One click can change a lot of things. Must assure the world through innovation that if it is a product of India, the world is secure in the cyber world”. The event concluded with a Vote of Thanks by Secretary, DeitY, Shri Ram Sewak Sharma.

GLIMPSES OF DIGITAL INDIA WEEK EVENT IN STATES & DISTRICTS

To maintain the momentum and enthusiasm of the Digital India Week Programme, Week-long events were organised from State to the Gram Panchayat level. All State Governments, Industry and a number of Central Government Departments and Organizations have conducted the events. Some of the key highlights are as follows:

STATE LEVEL EVENTS: The Digital India Week was conducted across at all State headquarters with great enthusiasm. More than 150 such events have been organized

with a participation from more than 98,000 people. About 25 such events were graced by Chief Ministers, LGs and Administrators. The events were also attended by State Ministers, Industry representatives and other dignitaries. At the State level events, the key activities undertaken are launch of new services by states, discussions on technology and e-Governance and awareness through publications and social media.

More than 250 services were launched in areas of health information, utility services, mobile app for civic amenities, services for farmers, smart PDS card, land record services, social welfare & pension services, electoral services, online court services, employment exchange services and police services.

DISTRICT LEVEL EVENTS: Events and activities have been organized at most of the District headquarters in the country. Reports have been received from 438 districts wherein in 1238 events, more than 1.36 lakh government officials and citizens have been informed on Digital India Programme and its services. A large number of events have been attended by Member of Parliaments, District Collectors, Members of the Legislative Assembly and other dignitaries.

The key activities taken up during the week were workshops and seminars, digital literacy activities, registration for Digital Locker and other e-Services, promotion through rallies & publications along with contests & competitions.



Some of the Key Speakers from Industry (L-R) Shri Mukesh Ambani, Shri Cyrus Mistry, Shri Azim Premji, Mr. Bernhard Gerwert, Shri Sunil Bharti Mittal and Mr. Ping Cheng

e-Shramik: Online Registration for Welfare of Odisha Building and Other Construction Workers

The Odisha Building and Other Construction Worker's Welfare Board (OB&OCWW) was constituted to regulate the employment and service condition of building and other construction workers and to provide them safety, health and welfare measures. e-Shramik project aims to facilitate the construction workers to get various benefits, to collect online cess and subsequently provide various welfare measures online.



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The OB & OCWW Cess Act was enacted to provide levy and collection of cess on the cost of construction with a view to augment the resources required in extending welfare benefits to the workers. The basic purpose of the project is to facilitate the construction workers in getting various benefits, to collect online cess and subsequently provide various welfare measures online. Payment Gateway and SMS alert system is facilitated through the portal - www.bocboard.labdirodisa.gov.in. The web enabled application is developed with the multiple features.

REGISTRATION OF BENEFICIARIES

Application Form with Enclosure

The module facilitates online registration of construction workers after depositing twenty rupees. The registering officer provides digitally signed employment certificate, money receipt and an ID card to the worker, post registration. An SMS is sent to the mobile number after registration. The following modules are available in the system -

- **Nomination form:** The applicant has to furnish details in Nomination Form – XXXI.
- **Self Declaration Certificate:**

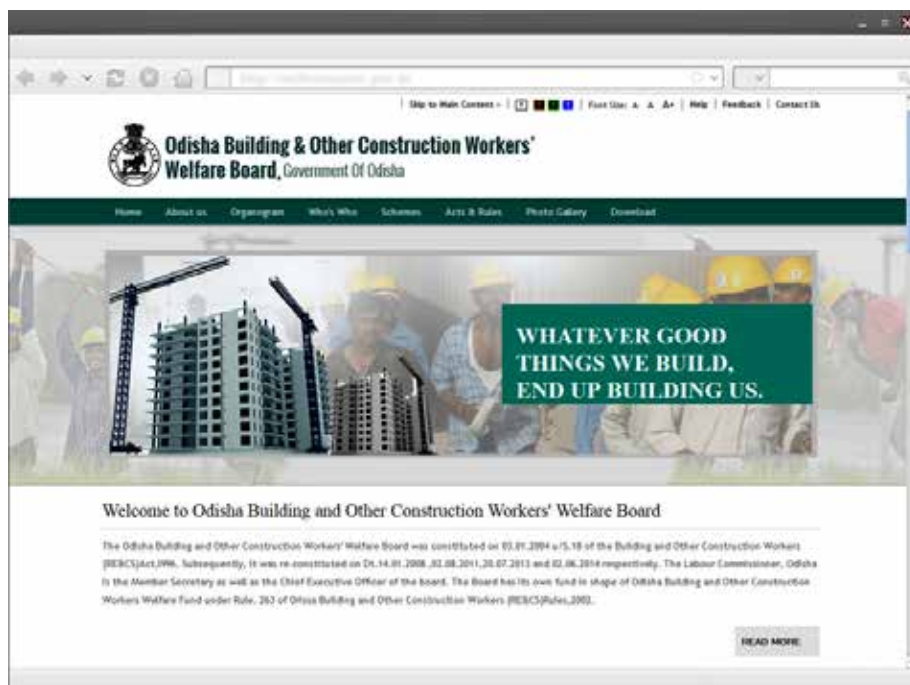


“I am happy to note that National Informatics Centre (NIC) Odisha State Centre is bringing an article in Informatics. The system developed by NIC, Bhubaneswar is unique of its kind and helps the building and other construction workers to get their entitlements from the Government online and in streamlining collection of cess from agencies involved in construction works.”

G. SRINIVAS, IAS
Principal Secretary,
Labour & Employment Department,
Government of Odisha

The applicant has to furnish a Self Declaration Certificate declaring that he has not been enrolled as a member of any other Board of Construction.

- **Information for enrolment as a beneficiary under RSBY scheme:** The applicant is required to furnish all information on a sheet in prescribed format.
- **Collection of registration fee:** After filing XXVII form through the system, a computer generated money receipt is provided to the worker.
- **Collection of Annual Subscription:** Each registered



beneficiary has to pay ₹ 50/- per year and subsequently provided with a computer generated money receipt. SMS alerts are sent to those members who have not renewed their annual subscription in time.

ADDED BENEFITS

• Benefits approved and implemented

Various benefits are provided online through this system i.e. assistance in case of accident, death benefit, medical expenses for treatment of major ailments, education assistance, assistance for purchase of working tools, funeral expenses, marriage assistance, maternity benefits, assistance for purchase of bi-cycle and other benefits.

Registration of Establishment

Any company with 10 or more workers has to register through the system. The details of the company are also captured. After successful registration a confirmation message is sent on the mobile.

Grant of Certificate of Registration

After successful registration, a digitized certificate is issued to the company.

Collection and Deposition of Cess

Each construction agency either government or private has to deposit 1% cess to the government. The system facilitates deposition through online channel or at the counter of the District Labour Office.

The other modules in the system are assessment of cess, levy of cess, time and manner of collection, certificate case, inspection and prosecution etc.

CHALLENGES FACED

Low penetration of ICT and lack of good internet connectivity at remote places is a big challenge. Labourers are generally illiterate or semi literate and educating them for using ICT, co-ordinating and educating trade unions were other major challenges.

PROPOSED SYSTEM

Government of India is implementing

smart cards for construction and unorganised sector workers. After implementation, the system can be integrated with the smart card based system so that there will be a common platform for all.

Other benefits which are planned to be integrated with the system are as follows:

- Pension as per National Pension Scheme
- Loans and advances for construction of house
- Financial Assistance for skill up-gradation
- Construction of rest sheds, death benefits

The application is also designed for integration with Rashtriya Swasth Bima Yojana (RSBY) database so that any labourers getting medical benefit from this system and also through RSBY can be eliminated.

TECHNOLOGY USED

- **Open Source Technology:** JAVA, HTML, CSS, JQuery & Ajax
- **RDBMS:** Postgre SQL, EnterpriseDB
- **Web Server:** JBOSS

Online Payment Gateway is facilitated through credit/debit card and net banking for collection of cess and disbursement of assistance to labourers i.e. cycle advance, medical advance etc.

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E-Challan Payment Gateway: Government Receipts with a difference

Heralding a major step towards the green initiative, Government of Goa launched 'eChallan Payment Gateway' in February 2015 with a vision to remove the inherent deficiencies of the existing manual system and keep pace with the changing time in the Finance Department using ICT. The results have been quick and encouraging; we already see limited paper challans and the electronic scrolls have replaced the bulky bank scrolls.



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Challan is the prevailing system of accepting all government receipts into the Treasury. Challans are deposited

by the public as well as the Drawing and Disbursing Officers (DDO's) of the government. In the manual system, if a citizen had to make a payment to the government, he/she would have to visit the DDO, get the challan filled, go to the bank, stand in long queues and make the payment. This was a tedious & time consuming process. For the government, if the challan was misclassified by the DDO, then the receipts were not correctly reflected in the accounts. The manual challan format was also not uniform across the departments.

This prompted the Government of Goa to go for e-Challan mode of receipts. The e-Challan Payment Gateway (PG) portal designed, developed and implemented by National Informatics Centre, Goa is a comprehensive portal provided to the public. The portal (<https://egov.goa.nic.in/echallanpg>) has two front line features:

PHYSICAL E-CHALLAN

- This option is used by the DDO's when they have to deposit cash into the government treasury as no DDO is allowed to have a bank account.
- Citizens not having access to online

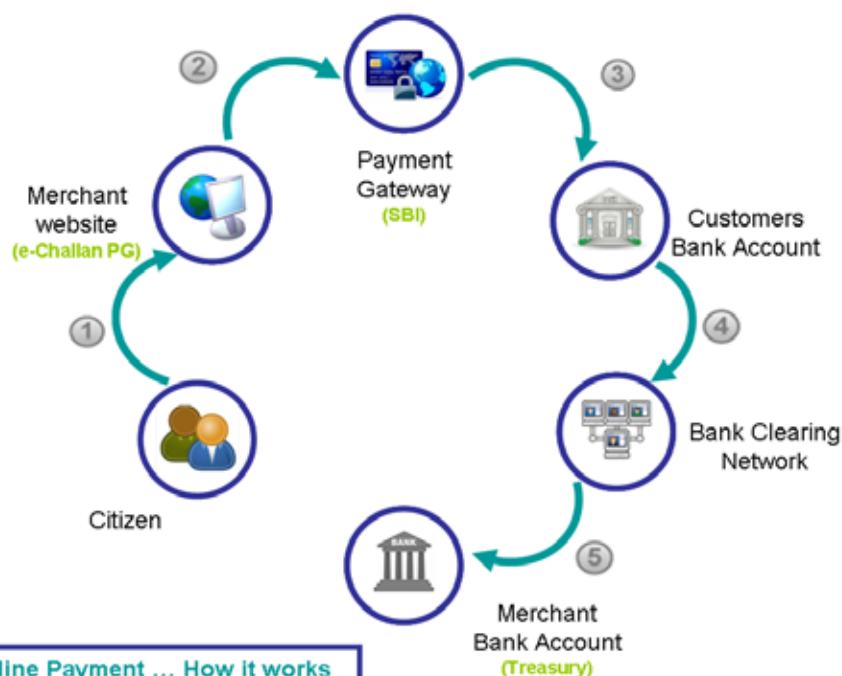


"e-Challan Payment Gateway portal is an important e-Governance initiative of the Government through which the payments of various government receipts have been made simple and efficient. This project envisages increasing the efficiency of treasuries and compile Government receipts on a real time basis. With this initiative all the Government payments to beneficiaries and treasury receipts is being carried out electronically, which is indeed a major achievement for the State of Goa.

I sincerely appreciate the efforts put in by the team at National Informatics Centre, Goa State and thank them for designing this generic online Payment Gateway portal and integrating the same with the applications of major revenue collection departments like Commercial Taxes, Excise and Mines, enabling them to commence online collection of receipts.

We hope to integrate other e-services of various departments to this portal very soon. It will enable online payment which in turn will benefit citizens and other stake holders. Efforts are also on to integrate the bank counter payment collections with the e-Challan portal to receive data of the revenue collection on real time basis directly to the Treasuries and Finance Department. "

MICHAEL M. D'SOUZA
Additional Secretary (Finance)
Finance (Revenue & Control) Department,
Government of Goa



banking can make a payment across the bank counter.

PAY ONLINE

As the name suggests, the online payments can be done by the citizens from the comforts of their home. They also get an e-Receipt at the end of a successful online payment which can

be used to confirm payments.

BENEFITS TO CITIZENS

- One can make e-Payment from the comfort of his/her home.
- Multiple trips to department & banks are avoided.
- E-Receipt can be submitted to the

Online Payment ... How it works

- The citizen who wishes to make an online payment visits e-Challan PG portal.
- Users who make frequent payments can register themselves on the portal while there is a 'Quick Pay' option for the others or not so frequent visitors.
- The user clicks on the "Online Payment" option; wherein he/she is first prompted to key in details like name and address.
- The citizen then selects the service for which payment is to be made and enters the amount.

- When the citizen submits the request, an e-Challan number gets generated. This is the Unique Reference Number that is used throughout the process.
- The citizen is then prompted to proceed for online payment.
- At this stage the citizen is directed to the SBI MOPS** interface from where he/she will proceed with the online payment.
- After successful online payment the citizen is redirected from the SBI site back to e-Challan PG portal, and a bar coded e-Receipt will be displayed in the browser, which can be printed for reference.

** The SBI MOPS (State Bank of India Multiple Option Payment System) interface provides, Internet Banking, Credit Card and Debit Card and makes available more than 60 banks.

department as proof of payment.

- E-Receipts are available for reprint & citizen can view history of past payments.
- SMS/Email alerts are sent during transactions.
- The transaction is secured with one time password.
- Help Desk is available to address transaction queries.
- The e-Challan format is standardized across various departments.

BENEFITS TO DEPARTMENTS

- The e-Challan PG is a generic portal which can host an online payment service of any government department
- Receipt data is shared electronically on T+1 day with the departments.
- MIS is available to the DDO to view receipts made to the department.
- If the department is computerized, there is a provision to generate e-Challan from their software.

BENEFITS TO DIRECTORATE OF ACCOUNTS

- No more wrongly classified 'Head of Account' or incomplete details in the challan
- Reporting from the banks is through soft copy thus saving paper
- No more voluminous data entry at Treasuries
- Accounts are closed on time

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OFMAS: Online Farm Mechanization Application Software of Bihar

Bihar, with the help of modern technology, scientific methods and high quality inputs can easily double the agricultural production and enrich the quality of life in rural areas. However, the major challenge is the inadequacy of farm power and machinery with the farmers for increasing agricultural productivity. In recent times, the use of farm machinery, has slowly made its way in the state under the central and state government initiatives. Medium and large scale farmers are encouraged with govt. subsidies to buy advanced, medium and high capacity machinery such as tractor, power tiller, rotavator, combine harvester etc. Making use of ICT, the Govt. of Bihar initiated subsidy distribution through a common platform called OFMAS.



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OFMAS facilitates farmers, dealers and manufacturers to sell and purchase farm implements in a

transparent and cost effective manner. OFMAS is a role-based and workflow based online web application (<http://krishi.bih.nic.in>). The application offers various G2G, G2B and G2C services.

Government officials can use the application for monitoring the entire process at various levels. Dealers can use the system to easily approach the farmers for selling their products while farmers can apply online for availing subsidy on farm machinery. Built-in SMS features are available to provide timely alerts at various stages of processing of application. The software is developed in ASP.NET using C# with Microsoft SQL Server database. The software is security audited. The various roles defined in the application are:

- Agriculture Coordinator
- Block Agriculture Officer
- District Agriculture Officer
- Director Agriculture &
- Dealer

CHALLENGES BEFORE IMPLEMENTATION OF OFMAS

- The department was unsure of receiving online applications from



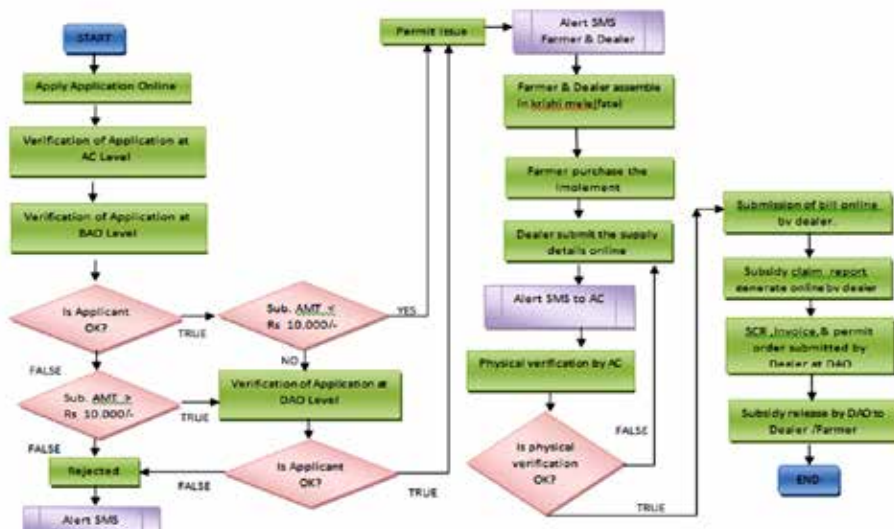
“ Online Farm Mechanization Application Software (OFMAS) designed, developed and hosted by National Informatics Centre, Bihar and implemented by Department of Agriculture, Govt. of Bihar has given a new impetus in implementing ICT in Agriculture Department. The role based software has brought transparency in the distribution process of government subsidy for farm machinery to the farmers. The software has been widely accepted by the officials, farmers, manufacturers and dealers. The software is helpful in planning, monitoring and preparing logistics for the government. I heartily appreciate the dedicated joint team effort of NIC and officers of the Department of Agriculture, Government of Bihar. ”

DHARMENDRA SINGH, IAS

Director
Agriculture, Govt. of Bihar

remote districts/blocks of the state.

- Maintaining applications and various records was very cumbersome at the block and district level.
- Selection and distribution of subsidy was not transparent and complaints were received at various stages regarding malpractices.



Application Flow chart of OFMAS

- Same machines were sold more than once to corner subsidy.
- Old machineries were shown as the new ones.
- Middlemen use to corner the Govt. subsidy from gullible farmers.
- Improper verification and tests of farm machinery sold to the farmers
- Lack of monitoring mechanisms at block, district and state level

SALIENT FEATURES & FUNCTIONALITY OF OFMAS

- Online Dealer Registration
- Category wise target distribution at four levels (State/District/Block/GP)
- Maintaining category and implementation wise pattern of subsidy assistance at state level

“ The OFMAS Application Software has closed the gaps at various levels and has won the confidence of the farmers and the officials in bringing transparency in distribution of govt. subsidy in agriculture and allied sectors. ”

RAJESH KUMAR SINGH
SIO Bihar

- Farmers can apply online for purchasing approved implements from anywhere
- SMS alerts to various stakeholders
- Verification of genuineness of the farmer by the officials at Panchayat, block and district level
- The software incorporates FIFO at all stages of the application flow
- Generation of permits at Block and District level
- Purchase and physical verification of the implements by the Agriculture Coordinator
- Uploading of the documents by Dealer and AC
- Approval and distribution of subsidy by the DAO
- Tracking of application and status update at various levels
- M&E at various stages to keep track of the applications
- Transparency at all levels
- Online Grievance Monitoring System
- Maintains user logs
- Keeps a check on machines having duplicate engine no./ machine no.

The software has incorporated various ongoing schemes under the Central and State Governments. The schemes are RKVY, NFSM, NMOOP, BGREI, SMAM, State Plan and Anna Bhandaran Yojana.

STATISTICS

More than three lakh online applications have been received so far and more than two lakh permits were issued in the financial year 2014-2015. The total subsidy distributed using the system stands at more than ₹ 150 crores. Around 966 manufacturers having 4339 dealers have sold around 70 implements through OFMAS. More than 20 lakh SMS have been sent at various stages. Around 1200 departmental users are successfully using the software to sanction/approve the subsidy to the farmers.

IMPACT

OFMAS has raised the expectations of farmers and officials at all levels. The timely and speedy distribution of subsidy in transparent manner has reinstated the faith of the farmers in the government system. Earlier many complaints were received at the district and state level like missing applications, non-distribution of subsidies, claiming subsidies without purchasing the farm machinery etc. OFMAS has opened the scope for computerization of subsidy distribution in many other areas of agriculture and allied services. OFMAS has benefited farmers in far off villages especially those who have taken interest to apply online for procuring the farm machinery. They have brought change in the rural areas by increasing the farm productivity.

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Success Story of eOffice in the Greater Hyderabad Municipal Corporation (GHMC), Telangana

The Greater Hyderabad Municipal Corporation (GHMC), Hyderabad under the Govt. of Telangana is a huge organization with administrative jurisdiction of over 625 Sq Kms and with a mandate to cater to the day-to-day civic needs of about 90 lakh population. It has 5 Zonal Offices and 18 Circle Offices. The administration is most diversified with functions related to Engineering, Town Planning, Health & Sanitation, Urban Biodiversity, Revenue, Sports etc. The Commissioner, GHMC as the head of the huge organization receives about 250 to 300 files per day on an average. Timely disposal of these files proved to be very crucial. More than the huge number of files, the physical movement of files was a disturbing affair. Many a times, the Commissioner's table is saddled with heaps of files giving an awkward look. To overcome all these issues, effective file management through eOffice has become a need of the hour at the GHMC.

Edited by
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Before implementation of eOffice in GHMC, there were several other issues related to the physical movement of files. Some files, especially relating to town planning would be very voluminous with title documents, link documents, plans etc and are quite unwieldy to handle and few of these files would occupy the whole space on Commissioner's Desk. Another issue is that files of urgent nature often get mixed up with routine files and their retrieval takes time and energy. Finally, at the end of the day, all the leftover files have to be carried to the Camp Office of the Commissioner. There used to be separate vehicle and Office Boys to carry these files back and forth to Commissioner's Camp Office, as at any point of time there

would be 100 to 150 files which are to be packed up in 10 to 15 huge bags. To overcome all these issues, effective file management has become a need of the hour to the GHMC. Ushering in a concept of "paperless administration" is seriously thought off, as a necessity.

Against the above backdrop, the GHMC has proposed to conduct its office procedures electronically for a simplified, responsive, effective and transparent working by making use of eOffice platform developed by the NIC. The GHMC formally launched its eOffice on 5th November, 2014. With the establishment of paraphernalia and training of staff, its usage was formalized in December, 2014. Within no time, the GHMC created a sort of history - in shortest time it has taken to implement eOffice and in the volume of transactions conducted through eOffice. The GHMC has become the first ever civic body in the country to have implemented the eOffice



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Shri Somesh Kumar, IAS explaining the features of eOffice

in a comprehensive manner. Now, physical file transaction is dispensed with and all file transactions are being carried out electronically through eOffice.

THE PROCESS

It was not an easy process to transform from physical files to electronic files. Greatest obstacle proved to be motivating the functionaries to shift from physical files to electronic mode. There was a lot of skepticism and disbelief about the proposed transformation. With proper motivation and intensive training, confidence has been created about the efficacy of the eOffice. 2200 employees were provided hands-on-training. About 1750 digital signatures have been obtained and free mails have been created for all functionaries. Physical infrastructure of computers, printers, scanners, etc have been created at Circle, Zonal and Head Office level and connectivity is provided. AO size scanners were also put in place for digitizing large size plans, papers, etc.

Identification of work-flow process and mapping of the employees as per the hierarchy according to Employees Master Data is proved to be very critical and the same was done successfully. This facilitated successful movement of eOffice files.

GHMC has become the first City Corporation in the country in implementing e-office in all its sections and departments. Since 10th Dec, 2014 all files in GHMC are moving through electronic mode using eOffice. Around 2.48 crore pages were digitized. About 28,199 electronic files have been created during the past 5 months and 1,79,295 files were moved across the functionaries. During the same period, 46,448 receipts were



eOffice Training for GHMC officials

created with 1,11,642 movements across sections. NIC Telangana, NIC New Delhi and GHMC, Hyderabad made it a grand success. Net connectivity has been enhanced to facilitate hassle-free transactions. As per the eOffice Division, NIC, New Delhi, the average upload size of GHMC in any working day is 2.44 GB and on weekends, it is 471 MB. The average upload per week is 12.31 GB and is highest for any organization using eOffice in the country.

Commissioner, GHMC expressed that after implementing eOffice, not a single paper is appearing on his table. He also said that, "I am very proud that GHMC is the first corporation in implementing eOffice in India. All the Zones, Circles and sections were completely turned into electronic offices very fast."

SPECIFIC FEATURES OF GHMC eOFFICE

The GHMC has got several features of the eOffice changed according to its needs. e-files coming into the inbox of officials are displayed in the order of its receipt, unlike in normal e-mail box where latest communication received

is displayed first. This change draws the attention of the officials to the oldest pending file first, so that they will act to dispose the pending files.

Earlier, whenever the officials log into their eOffice inbox, the total number of pending files are displayed in a static way without recourse to the number of files cleared by him in the session. The GHMC got it dynamic, so that the officials will get the actual number of pending files after disposal of each file.

IMPACT

The eOffice has enhanced transparency, accountability, assured data security and data integrity, and above all provided a platform for reinventing and re-engineering the government.

IMPACT OF IMPLEMENTING eOFFICE

- Quick disposal of approvals and sanctions from GHMC
- As the file movement became transparent, the disposal rate is improved.
- Productivity of GHMC per se is improved.

- eOffice has brought in accountability and reduced indecisiveness.
- Status of documents/files is quickly known over net to the authorities concerned even when the concerned person holding it is on leave, which used to be long pending affair earlier.
- All desks are free of physical papers and files.
- The total cost of the stationery and printing has greatly reduced.
- GHMC has set a new national record in implementation of eOffice.

eOFFICE, THE GAME-CHANGER

The electronic filing has many advantages. It has increased the speed with which applications can be filed, and facilitated 24 X 7 file movement, making it possible to receive files on days the office is officially closed, and extending the time for moving files on any given day till midnight. In fact, the eOffice has proved to be a game-changer in GHMC.

Now, even the ordinary citizens have



Shri Somesh Kumar, IAS Commissioner, GHMC, clearing the files using eOffice on his system

become well aware of the electronic movement of files in GHMC and the general citizen's perception is very positive as it results in quick transactions. This initiative is expected to save the Corporation's 2.4 crore man hours every year and spare about 10000 employees from doing unproductive processes and procedures. It also helps in completing the procedures in a jiff unlike in the past, taking days together. The eOffice has scaled down the use of paper

drastically contributing to the cause of environment protection.

NETWORK & HARDWARE STATUS

- 100 Mbps MPLS/internet connectivity established at primary data centre (CGG, Gachibowli)
- 40 Mbps MPLS/internet connectivity established at Head Office
- 10 Mbps MPLS/internet connectivity established at all Zonal & Circle Offices
- Additional 10 Mbps internet connectivity (Reliance) providing at all Zonal & Circle Offices
- 243 Scanners issued to Head Office, Zonal & Circle Offices
- 130 Computers issued to Head Office, Zonal & Circle Offices



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PEARL Suite: Property Registration for Government of Kerala

As part of e-governance, to carry out all the activities of Sub Registrar offices in Kerala, Windows based client-server application PEARL was initiated in the year 2000 and was implemented in all the 311 offices in Kerala. Even though the system automated the activities of SRO, the decentralized data storage was the main disadvantage of the system. To satisfy the requirement of a centralized database and to enable flawless delivery of G2C, G2G, G2B services, web-based applications PEARL_NET and Open_PEARL were designed and developed using Open Source technologies.



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PEARL Suite (Package for Effective Administration of Registration Laws- <http://keralaregistration.gov.in>) is a package of web-based applications which are hosted at the State Data Centre and have been implemented in 41 SROs of the Trivandrum district in Kerala.

PEARL_NET FEATURES

- Online submission of application for Encumbrance Certificate, Marriage Certificate, List Certificate, certified copies etc.
- Online submission of document details for registration
- Provides e-payment facility and SMS utility
- Fair Value Integration
- Multi-lingual
- Gehan filing/Gehan release for

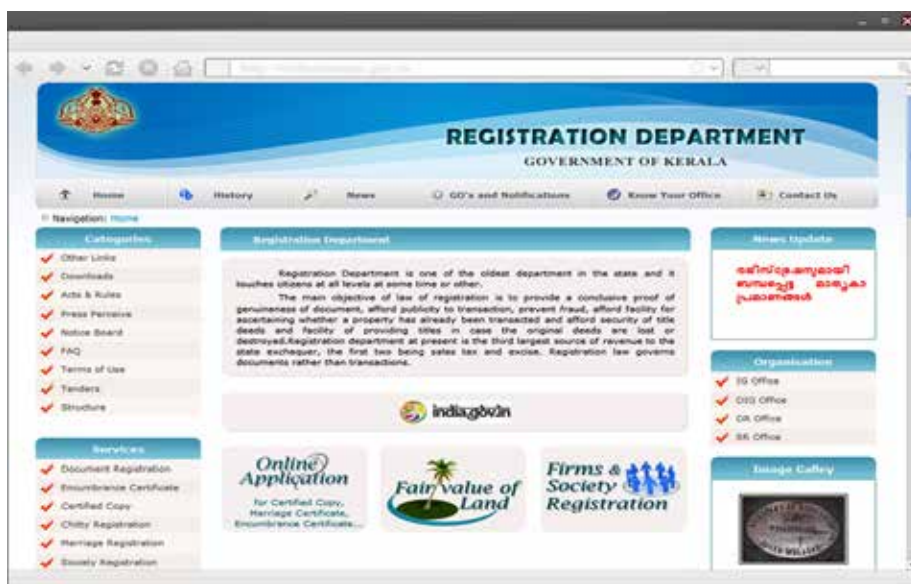
District Co-operative Societies and banks

- MIS queries
- Provides information on public queries
- E-Stamping
- Finger print and photo capturing options

OPEN PEARL FEATURES

- Generation and issuance of Encumbrance Certificates
- Generation and issuance of List Certificates and certified copies
- Scanning of registered documents
- Auto-generation of under valuation cases
- Auto-acceptance & information of memo cases
- Accounts and reports for Sub Registrar offices
- Archival of the registered documents
- MIS queries
- Multi-lingual, centralized and open to SROs





- Generation of accounts & reports
- Back log data entry for marriage registration
- Audit Module
- Digital Signature facility
- Data sharing with other departments like Revenue, Treasury etc.
- Integration with SSDG

The Encumbrance Certificate contains all the transactions registered relating to a particular property for a period (as required). It is advisable to get Encumbrance Certificate before effecting any transaction, as it will provide useful information about previous transactions. In computerized Sub Registry Offices, Encumbrance Certificates are issued to the applicants within 30 minutes after submitting the applications. Registration process is completed within half an hour and the document after registration is returned to the presenter on the same day itself.

ONLINE PV-INTEGRATION WITH LAND RECORDS AND SURVEY

As an initial step, it has been decided to make use of the existing online

systems of Registration Department namely OpenPEARL for online deed registration and Revenue Department namely ReLIS for the ensuing mutation process - 'Pokkuvaravu'. Registration of deeds by SRO based on the online request made in OpenPEARL and the subsequent mutation process can be ensured and achieved through the integration of these two systems wherein after deed registration, Form 1B which is required by the Village Office, is made available in ReLIS from OpenPEARL.

DATA CONVERSION & MIGRATION

PEARL is an application with client-server architecture with VB & SQL server as backend. In the desktop application, data is stored in ISFOC format using ISM utility. Data Conversion to UNICODE format and migration of data from SQL server to PostgreSQL has to be done for each SR office data. This is completed for Trivandrum district and ongoing for other districts such as Kollam.

E-PAYMENT

The E-payment facility has been implemented for the following four services:

- Encumbrance Certificate
- Marriage Certificate
- List Certificate
- Certified copy
- Reissue of Marriage Certificate

IMPLEMENTATION STATUS & IMPACT

Implementation of PEARL Suite has helped in improving transparency in the system, enabling citizen empowerment. Online services have helped in curtailing corruption by reducing the number of visits to the SR offices. Introduction of E-stamping feature has helped in eliminating fake stamp paper, thus ensuring increase in state's revenue inflow. The system generates Encumbrance Certificates with Digital Signatures which can be easily viewed and obtained from anywhere. Centralised information on property transactions has helped State Government in informed decision making for better governance.

PEARL Suite has been implemented in 41 Sub Registrar Offices in the Trivandrum district of Kerala. For integration of the system with Treasury Department, trial run has been completed on e-stamping for Government of Kerala. For integration with Revenue-Registration, pilot of the project has been completed between Thycadu and Chalai Sub Registrar Offices.

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Uploading of Court Cases Data in NJDG & SMS Services under e-Courts in Manipur

Under the e-Courts project, all the 32 courts of Manipur located at 13 different courts complexes have started using the Case Information System (CIS) software to record the daily court proceedings. The National Judicial Data Grid (NJDG) is a part of the on-going e-Courts Integrated Mission Mode Project. NJDG will work as a monitoring tool to identify, manage & reduce pendency of cases. The daily data of court cases is uploaded to the National Judicial Data Grid (NJDG) at url: <http://ecourts.gov.in>.

Edited by
RUBAIYAT ALI

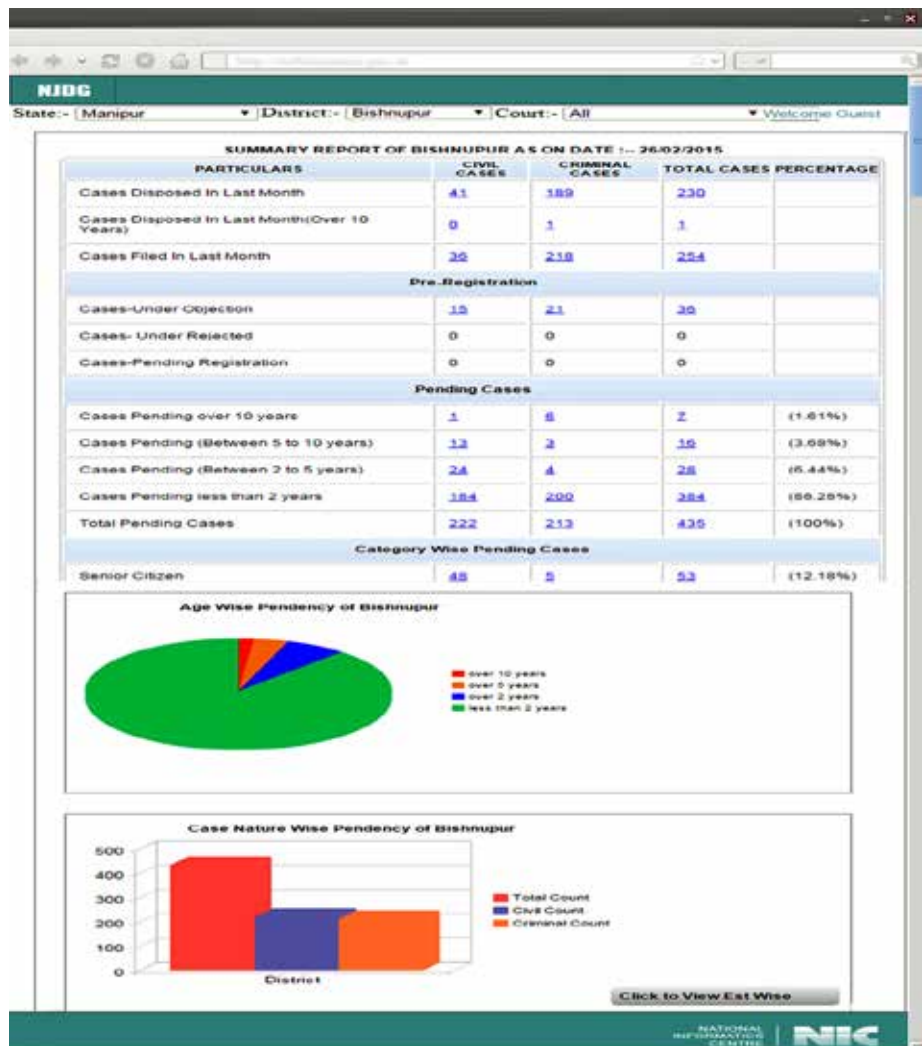
NJDG helps in providing legitimate online information of case status, cause lists and judgments to the general public as well as to the Monitoring Committee (E-Committee) for making policy

decisions in order to reduce delay and arrears in the system and to facilitate better monitoring of court performance.

UPLOADING OF COURT CASES DATA IN NJDG

• Platform Used

All the courts of Manipur have



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installed the customized version of Ubuntu 14.04 LTS, a 64-bits Linux operating system, provided by the E-Committee, Supreme Court of India.

• Connectivity

To ensure uploading of court cases data to the NJDG server, NIC Manipur provides internet connectivity through NIC-Wimax wherever possible. Currently, it has been provided to the six court complexes at:

- Imphal East, Cheirap
- Imphal East, Lamphel
- Imphal West, Cherap
- Imphal West, Lamphel
- Bishnupur
- Thoubal

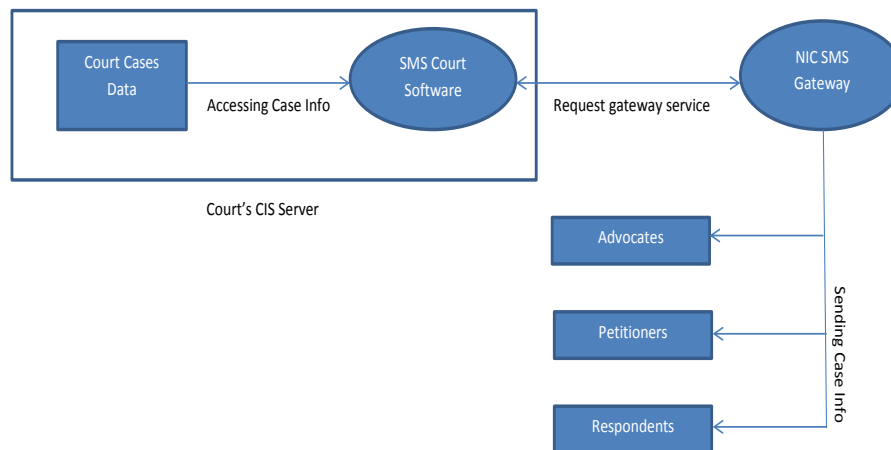
Since March 2015, the High Court of Manipur has been providing VPNoBB connections to 12 court complexes in Manipur, including the other court complexes which could not be covered with NIC-Wimax, as an alternative connection under the e-Courts project. This ensures uninterrupted internet connectivity for these court complexes, enabling them to upload the court cases data to NJDG.

• Executing the script

To easily upload the court cases data to the NJDG server, a linux shell script is being provided to all the courts which needs to be run/executed at the end of the daily courts proceeding. On executing the said script successfully, the up-to-date court cases data is uploaded to NJDG server.

• Current Trends

Uploading of court cases data is done on a daily basis at the 6 court complexes, where there is a stable



Workflow for SMS services

Internet connectivity and backlog cases data entry has been completed.

As result of implementation of this new feature, the courts can take advantages of:

- Getting all the pending cases entered into CIS so that the cause list may be effectively generated/printed and made available through the Internet
- Uploading the judgments/orders as soon as they are delivered so that the same is available to the litigants/lawyers accessing the Internet

SMS SERVICE TO ADVOCATES/LITIGANTS/ PETITIONERS

In an effort to provide transparent, reliable and quick information to advocates/litigants/petitioners, the district courts initiated sending SMS regarding information related to case filing, registration, case listing, and case disposal, by integrating the CIS with a SMS software viz. SMS Management System for Courts (SMS Court) which was developed by the Software Development Unit (SDU), NIC-Pune. This software uses the service of the NIC SMS-Gateway for sending the SMSes.

The SMS software collects only the current date CIS information and uses it for sending the SMSes. This provides a valuable service to the public/lawyers/advocates. In Manipur, this SMS service was first introduced at Cheirap and Lamphel Court Complexes on November 5, 2014. Later on the service was extended to Bishnupur and Thoubal Court Complexes on November 18, 2014.

CONCLUSION

Efforts are on to provide stable internet connectivity to the newly established district court complexes. NIC Manipur is working tirelessly to achieve cent percent data uploading of court cases to NJDG by providing training on CIS software to the available manpower of the district courts. Work is also under progress to extend SMS service to all the district courts in the state.

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Himachal Integrated Registration Information System (HIMRIS)

Registration of deeds is the first and the most critical step in acquiring title to land or property and thus, assumes significance for those who are involved in these transactions. The registration of these transactions is mandatory to make them legal, otherwise ownership rights cannot be claimed/transferred. All the activities, if done manually, are time consuming. The traditional system is, otherwise, complicated and without any specified time limits, leading to inordinate delays, harassment and corruption. Himachal Registration Information System (HimRIS) software developed by NIC Himachal Pradesh, is a workflow application and helps Sub-Registrar Offices to undertake deed registration in an efficient, simple & speedy manner.



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HimRis is a self sustaining e-Governance project ensuring simple, uniform document registration process with a guarantee to return original document after registration & archival within same day. The HimRIS provides facility to register all types of deeds.

OBJECTIVES

- To provide better services to the citizens by facilitating on the spot registration and single window service
- Prevention of frauds like impersonation, professional witnesses and proxies by capturing photographs of all the parties and the witnesses on the spot
- Inclusion of Aadhaar number as ID proof

- Better monitoring of Stamp Duty and Registration Fee collection by plugging in the leakage of Government revenue through proper and correct evaluation as defined by administration based on current rates
- To increase transparency in the system by removing all the discretion at different levels through automation of scrutiny, valuation, and checking of supporting certificates
- To replace the non-uniform, person-specific processes that followed traditions rather than the rule-book

KEY FEATURES

Work Flow

HimRIS is a work flow based application necessitating the completion of first activity related to registration before the next can start as per defined act and rules. Roles and responsibilities of each official associated with registration are duly taken care of by the application. A

The screenshot shows the 'Himachal Pradesh Department of Revenue' web application. The main heading is 'Duty Calculator'. Below it, there's a section titled 'Select Parameters for Duty Calculation'. It includes several dropdown menus for selecting deed type, district, financial year, and other parameters. A table shows the applicable stamp duty and registration fee rates for different deed types. The interface is designed for users to input details and calculate the required duties.

generic codification related to each deed/sub-deed with the rates of stamp duty, registration and other fees by the department is maintained.

INTEGRATION WITH LAND RECORDS

HimRIS application is integrated with land records. With a touch of key, latest RoR becomes available to SRO on the screen itself. The present level of integration is two-way integration. The revenue estates where land records data is available, while entering the land details Khewat, Khatoni and Khasra along with area details are directly fetched from land records data. When the deed is finally endorsed by SRO, remark is posted in the land records Data indicating that Registration has been carried on selected piece of land. When one gets copy of RoR the remark indicating Registration appears in column no. 13 along with other remarks. This remark remains in force until mutation is carried out. Once the mutation is completed, the remark automatically disappears. This integration has helped in avoiding fraudulent registration of deeds in the absence of any indication of sale deed in the land records, which is a mandatory document to carry out registration of land deed.

COVERAGE OF DEEDS/SUB-DEEDS

Sale/Conveyance	Gift	Lease
Mortgage Without Possession	Article of Association	Adoption
Mortgage With Possession	Surrender of Lease	Transfer Of Lease
Instrument Of Settlement	Exchange Of Property	Award/ Decree
Govt. Organisation Transaction	Instrument of Partition	Trust
Tatima Registry/Re-conveyance	Certificate of Sale	Will
Power of Attorney	Instrument of Release	Divorce
Agreement/Letter of Guarantee	Delivery Order in R/O Goods	Partnership
Re-conveyance of Mortgage	Entry as an Advocate	Composition Deed
Memorandum of Association	Letter of License	

AUTOMATIC CALCULATION OF STAMP DUTY & REGISTRATION FEE

HimRIS application automatically calculates registration fee, stamp duty and surcharge depending on deed being registered. In addition to stamp paper, stamp duty can now be paid through eStamping and Franking Machines. Earlier mode of payment of Registration Fee was cash only. Now individuals have the option to pay Registration fee through Treasury Challan and eReceipt they also have automated options.

Automated options for scanning of deeds and ensuring photographs of parties/witness/identifier.

If party produces valid photo identity card like Pan Card, Passport, Aadhaar ID, then there is no need of witnesses. Provisions have been made in the software to capture Photo Identity Card details.

STAMP DUTY REBATE FOR FEMALES

Recently, the Government of Himachal Pradesh has announced rebate on stamp duty for females. This provision has also been made in the software.

MIS - REGISTRATION DATE WISE & TRANSACTION AMOUNT WISE

To cater to MIS requirements, a generalised report is available in the software where one can select Deed Type, Date Range and Transaction amount range.

CIRCLE RATES LINKAGE

Earlier the rates of Stamp Duty and Registration fee were calculated on the basis of average (Ausat ek Sala), now this practice has been discontinued and each district notifies Circle Rates for each village which are used for calculation of Stamp Duty and Registration Fee. The notified rates are also published on district websites. A web based Stamp Duty Calculator has been prepared for citizens for searching Circle Rates and calculating Stamp Duty and Registration Fee. The application has also got facility for updation of Circle Rates.

IMPACT

Introduction of ICT in the process of registration has resulted in single window, on the spot registration along with timely delivery of services. The calculation of Registration Fee, Stamp Duty and Surcharges, where lots of subjectivity was involved, has been done away with and replaced by software, which can be updated on Government orders. Automated options for scanning of registration documents and ensuring the photographs of all parties along with witnesses and identifiers have helped in checking the frauds. The revenue generated from the service charges has made the project self-sustainable. HimRIS has won the National eGovernance Award for Government Process Re-engineering.

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Implementation of Aadhar based Public Distribution System in Jharkhand

The Food, Civil Supplies & Consumer Affairs Department, Govt. of Jharkhand decided to develop Aadhar based, web enabled - Public Distribution System (PDS) using Hand held Terminals (HHT) at the 23614 Fair Price Shops (FPS) in the state. This enables end-to-end use of ICT ranging from ration card digitization, Aadhar seeding, commodity allocation to FPS, distribution to targeted beneficiaries, generation of reports & finally displaying all the data/ statistics on the portal – <http://aahar.jharkhand.gov.in>, thus greatly improving efficiency, transparency, minimizing pilferages and ensuring timely distribution of ration to millions of poor people.



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To achieve the objective, Food, Civil Supplies & Consumer Affairs Department, Govt. of Jharkhand in consultation with NIC identified the following milestones for achievement in the first phase of the project:

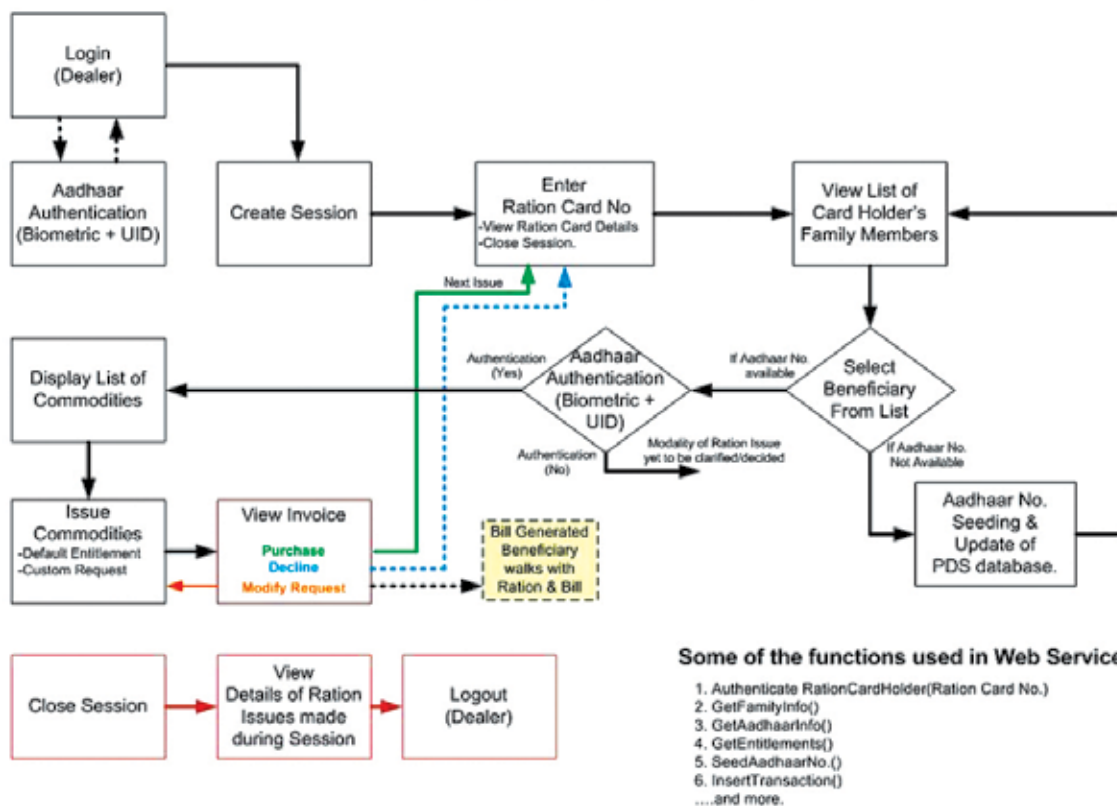
- Card Digitization
- Aadhar Seeding
- Aadhar enabled ration distribution at FPS through HHT
- Allocation Generation
- Portal Development
- Grievance Redressal System – e-Samadhan

1. CARD DIGITIZATION

The digitization of ration card of every beneficiary was started by taking filled up prescribed form from the beneficiary. Special camps were organized for this purpose at every Panchayat. The software solution was designed by NIC Jharkhand and the PDS server was installed/configured at NIC Data Centre. The data entry work (digitization) was done online from all the districts by the District Supply Office under the technical supervision of NIC District Centres. Thereafter, entered data was verified & corrected by the Supply Office. After verification, ration card was generated in passport booklet form.



Aadhaar Based Commodity Distribution at FPS (Public Distribution using Hand Held Device)



ration after biometric authentication from Aadhar Server through HHT. After successful implementation in Ormanji block, it was rolled out in the remaining blocks of the district and Govindpur block of Dhanbad district. By 15th Jan, 2015 all FPS of Ranchi district were automated with HHT. Other districts are in the process to implement the application as Aadhar seeding and mobile seeding of dealers and beneficiaries is the mandatory criteria. The feature of transaction through

2. AADHAR SEEDING

It was decided to link Aadhar number (seeding) with the respective beneficiary for subsidy and ration distribution, hence a module was added in the PDS application to facilitate beneficiaries for seeding the Aadhar in PDS database against their ration card number. Aadhar seeding was done in following ways -

- Beneficiaries can directly seed Aadhar (UID – Unique Identification number) through <http://rasf.gov.in> by selecting beneficiary type - ration card. The seeded Aadhar after verification by the District Verifier gets updated in the PDS database & simultaneously PDS application gets data from RASF server through web services.
- Beneficiaries can submit their Aadhar at District Supply Office where operator enters his UID in

PDS application and verifier verifies it through SRDH server using web services.

- Beneficiaries can seed their UID at FPS using HHT provided for ration distribution. The seeded UID comes to PDS server. At the end of day it is downloaded in CSV format and uploaded in RASF server through Seeder's Bulk Upload Module. The District Verifier verifies the UID which gets updated in PDS database. Till date, around 7,99,070 UIDs have been seeded.

3. AADHAR BASED RATION DISTRIBUTION AT FPS THROUGH HHT

The module was first inaugurated in Ormanhji block of Ranchi district as a pilot project by the then Hon'ble Chief Minister. The beneficiaries are given

OTP has been included as a fallback system. One can see the transaction report at <http://aahar.jharkhand.gov.in>.

4. ALLOCATION GENERATION

Department at state level declares the monthly policy of ration distribution and fixes scheme wise entitlement/quota for each district. Thereafter, DSO (District Supply Officer) generates the dealer wise allocation. Once the allocation is frozen, the dealer gets the information of ration allocation through SMS. On the basis of SMS, dealer deposits the amount in the bank. This process has minimized the delay in communication from district to dealers. Dealers can also get their allocation details from the PDS portal.

5. PORTAL DEVELOPMENT (<http://aahar.jharkhand.gov.in>)

Dynamic and real time PDS portal, designed by NIC, provides all necessary information to beneficiaries, dealers, department and the public. Anyone can see the Distribution Policy declared by the department, different stakeholders, HHT status, dealers login status in HHT, transaction done by dealers, digitization progress & Aadhar seeding etc. Name Search facility has been provided to the beneficiary to search his ration card. Beneficiaries can know their entitlement, ration lifting status, dealer's information etc. through the portal, making it fully transparent & highly informative. All the reports can be drilled down up to the village level.

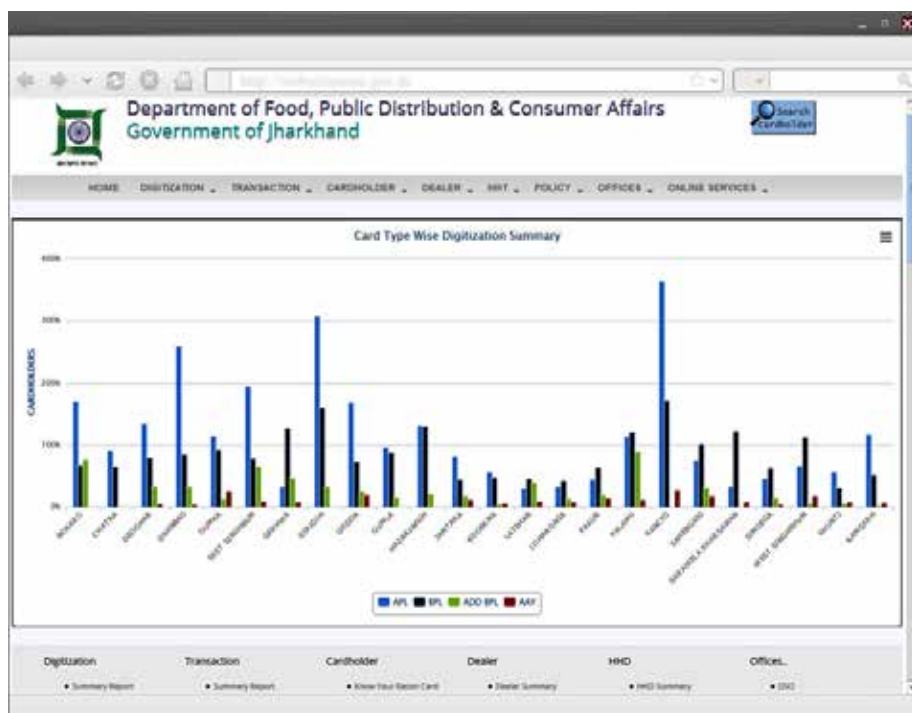
6. GRIEVANCE REDRESSAL SYSTEM (e-SAMADHAN)

It is linked with PDS application. The stakeholders as well as public can raise their complaints to the competent authority for redressal.

TECHNOLOGIES USED

Various technologies used to develop the system are:

- Open Source based application in Java, J2EE
- Architecture - MVC III
- Framework – Cakephp 1.3
- OS – Ubuntu, Centos, Redhat
- Virtualization – Proxmox, VMware, Oracle VM
- Database – Mysql 5.5 (size 250 GB approx)
- Load balancer – Haproxy, apache reverse proxy, Mysql proxy
- Search Engine – Apache Solr



- Project Management Tool – Readmine
- Report Management Tool – SpagoBI
- SMS Gateway – C-DAC
- Web caching server – varnish, APC
- Web server – Apache
- Application Server – Apache tomcat

MAJOR BENEFITS

- The system is available 24 X 7.
- The new system has removed invalid and duplicate ration cards.
- Each beneficiary is authenticated through UID and biometric, ensuring ration is provided to only genuine beneficiaries.
- Department/district & block level officials are able to monitor the complete process of ration allocation & distribution.
- The system enables ration card search based on name within the district.
- MIS dashboard has been created

to analyze and monitor the ration card digitization, transaction through HHT, UID seeding, mobile seeding, State Distribution Policy, dealers login activity and transactions done by dealers.

- Anyone can view the details of card holders, dealers, HHT tagging, dealer's activity, allocation status, etc.
- Re-designed ration card format with additional fields and categories as per the National Food Security Act (NFSA) guidelines
- Printing of new ration cards in passport booklet form at state level
- Automatic mobile seeding and Aadhar seeding of family members based on UID details
- Centralized web enabled application for all stakeholders of PDS

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TrackChild2.0 : National Tracking System for Missing and Vulnerable Children

The portal TrackChild 2.0 - National Tracking System for Missing and Vulnerable Children (www.trackthemissingchild.gov.in) is dedicated to the cause of tracking missing and vulnerable children. It holds the national database of children who are reported as missing or found along with those residing in various Child Care Institutions or under observation/rehabilitation program. Under this initiative, it is possible to track the progress and overall development of children who are living at various Child Care Institutions of the country. The tracking system has been developed in accordance to the JJ Act 2000, its amendments, rules and Integrated Child Protection Scheme (ICPS).



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OBJECTIVES

- To ensure proper care and development of the children of the Child Care Institutions
- To set up a framework for participating organizations involved in the process
- To ensure ultimate repatriation and rehabilitation of the missing children
- Track Child 2.0 provides a platform for multi-sectoral intervention where citizens, Panchayat Raj Institutions (PRIs), Urban Local Bodies (ULBs), ICPS bodies, Police & CCIs may participate for providing better care and protection of the children in distress.

MAJOR FEATURES OF THE PORTAL

The key features of TrackChild2.0 portal includes:

- Integrated virtual space for all stakeholders
- National database of missing/found children
- Search & match mechanism to recover the missing children and reintegration with their families
- Resource directories of Police Stations, Child Care Institutions, ICPS Bodies & Functionaries such as Special Juvenile Police Units (SJPU), Child Welfare Officers etc.
- Mobile & desktop versions
- Automated Progress Report Generation (Physical/Financial) for Integrated Child Protection Scheme (ICPS)



“Trackchild application developed by the NIC team has been an excellent initiative to create a database of such missing children. I am happy to see that ‘TrackChild 2.0’ (www.trackthemissingchild.gov.in) initiative of NIC – West Bengal has really come a long way to meet the requirements of various stakeholders who are working closely to recover missing/trafficked children and reintegrate them with their families.

It’s noteworthy that all Police Stations, Child Care Institutions, Child Welfare Committees, Juvenile Justice Boards, State CID/Crime Branches, Anti Human Trafficking Units of the country can now take part in the process of finding the missing children and to reintegrate them with their parents through the TrackChild 2.0 platform. All District Collectors and Superintendent of Police can also keep a close watch of the situation through the portal as well as through SMS services.”

KUMAR ALOK, IAS

Joint Secretary (CS),

Ministry of Home Affairs, Govt. of India



- Various MIS report for senior authorities
- Emergency helpline & awareness generation

E-SERVICES

TrackChild portal provides an integrated virtual space for all stakeholders & ICPS bodies which includes Central Project Support Unit (CPSU), State Child Protection Society/Units and District Child Protection Units (DCPU), Child Care Institutions (CCIs), Police Stations, Child Welfare Committees (CWCs), Juvenile Justice Boards (JJBs), etc. in the 35 State/UTs. It requires data entry and updating at various levels such as Police stations, Child Care Institutions (CCIs)/Homes, Shelters, Child Welfare Committees, and Juvenile Justice Boards etc.

- **Police**
 - Online reporting system for missing/found cases
 - SMS/e-Alerts from citizens or other stakeholders
 - Search missing/found children
 - Matching mechanism between missing and found children
 - Use online MIS

- Built-in workflow for Anti Human Trafficking Units (AHTU) of state & districts

- Online Supreme Court Guidelines and Investigation checklist

- Mobile application

• WCD (CCI, CWC, JJB etc.)

- Maintains e-File for every child at Child Care Institutions (CCI)

- Maintains and monitors health progress and care plan for Child Care Institutions

- Track infrastructural details of every CCI

- Mechanism to match children at CCI with missing ones

- Automated Progress Report generation (Physical/Financial) for Integrated Child Protection Scheme (ICPS)

• Citizens

- Online reporting to police/authorities about missing/sighting of missing children
- Track status of missing children



- Citizens can search missing/found database on the portal uploaded by Police.

- Citizens can search for their missing kid/s among children who are staying at CCIs.

• Legal Services Authorities (NALSA, SLSA, DLSA)

- Monitors the coordination between Police and citizen through PLVs (Para Legal Volunteers)

- Monitors infrastructural details and data uploading status of CCIs

• District Administration (District Collectors/District Superintendents of Police)

- SMS Alert System for effective monitoring

- MIS

TRACKCHILD 2.0 MOBILE VERSION

- The citizen interface of TrackChild system may be accessed through mobile devices. A citizen can access the portal through mobile devices to use specialised light weight interfaces to 'report a missing'/'report a found' children or to search a missing/found children. A mobile app has also been developed & made available at Google Play Store & NIC App Store for downloading.

- The SMS Alert System sends alert messages to pre-defined stakeholders for initiating prompt action at their end for addressing the issue.

AWARDS & RECOGNITIONS

TrackChild1.0 system was conferred Skoch Digital Inclusion Award 2013. The system has also won CSI-NIHILENT e-Governance Award 2013.

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Empowering Citizens through e-Services & m-Governance

IT has been on the top of the agenda of the State Government. e-Governance in Bihar has helped in increasing transparency and accountability in the government functioning. This is an exclusive Interview with Dr. S. Siddharth, Secretary, Department of IT and Department of Labor, Govt. of Bihar on how Information technology Department, Govt. of Bihar is leveraging technology for upholding the principles of good governance in the state.



INTERVIEWED BY:

Rajesh Kumar Singh

Senior Technical Director & SIO

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Edited by
PRASHANT BELWARIAR

NIC: How Information Technology Department, Govt. of Bihar is making inroads for good governance by leveraging technology?

IT Secretary: The Department of Information Technology, since its inception in Bihar in the year 2007, has been making systematic efforts to promote and use IT in various government departments by facilitating programs under the NeGP. IT has been on the top of the agenda of the State Government. e-Governance in Bihar has helped in increasing transparency and accountability in the government functioning. We have carried out Business Process Re-engineering (BPR) for various departments in order to promote e-governance. Almost all the departments are offering their services online. We also have emphasized on computer education in order to provide resources for increased use of information technology in the government.



Dr. S. SIDDHARTH

Secretary, Information Technology & Labour Resources Department,
Govt. of Bihar

NIC: Who are the main beneficiaries for whom ICT initiatives in Bihar have been made and what is the outcome?

IT Secretary: Primarily, our focus is on Government-to-Citizen (G2C) besides strengthening G2G and G2E services using ICT tools and technology. Every department, district, block and Panchayat has its website functioning



as a point of contact for disseminating information and services. General Administration Department, Govt. of Bihar has implemented the Right to Public Service Act (RTPS) focusing on delivery of citizen-centric services in a time-bound manner.

NIC: Are you looking forward to strengthen ICT infrastructure in the state for better service delivery?

IT Secretary: In order to deliver electronic services, we have established State Data Centre (SDC), Bihar State Wide Area Network (BSWAN), Brain Data Centre; Bihar Knowledge Centre and many other departments have their own set-up. All the departments, district offices and block offices in the state have their own computer hardware and Internet connectivity. The departments and administrative units are trying their best to implement e-Governance using application software, digitization, mobile messaging app etc. In order to strengthen e-Governance in Bihar, we are working proactively with NIC, Beltron, SeMT and key stakeholders for technology solutions.

NIC: Please brief us about the network connectivity in Bihar.

IT Secretary: We have achieved connectivity up to the block-level with the Bihar State Wide Area Network (BSWAN). The State Government is in the process of implementing the second generation BSWAN called BSWAN 2.0. It aims to have a reliability of 99.99% connectivity during peak business hours and hope to connect all the offices of the state. Work is in progress to connect all the Gram Panchayats in Bihar through the National Optical Fiber Network (NOFN). We have been able to connect 3011 Panchayats as on date through NOFN. The BSWAN 2.0 hopes to achieve a seamless connectivity between NIC, departments, blocks and the Panchayats. We are also looking forward to integrate BSWAN and NICNET/NKN to build a robust



Right to Service Counters at District Level

network to run various categories of applications like e-Health, e-Education, e-Panchayat, e-PDS etc.

NIC: What are key initiatives of your department with NIC that you would like to mention?

IT Secretary: A number of ICT led projects have been initiated with NIC like i-BhuGoal and SAMVIDA. i-Bhugoal is a Geomatics Oriented Application Model and envisages establishment of Bihar State Spatial Data Infrastructure for Multi-Layer GIS and SAMVIDA is about "Skill Development and employability" and is popularly known as online contractual recruitment/volunteer services portal.

NIC: What are key initiatives taken in Bihar for m-Governance?

IT Secretary: In Bihar, we have implemented the Mobile Service Delivery Gateway (MSDG). Forest MIS is an Android app for administering and monitoring nurseries, plantations and assets of the Forest Department using e-Nursery, e-Plantation and e-Asset. This application has been integrated with Bihar GIS portal with geo-stamped photographs enabling the administrators to verify the actual site, its progress etc. on Google or Bing

service maps or imageries. Another application is the PHED MIS, which uses the ground truthing reports of the ongoing schemes/projects which is verified through the uploaded latitude/longitude co-ordinates and geo-tagged photographs through Android apps. Building Construction Department is also using Project MIS utilizing Android apps with GIS. Even messaging services are being utilized for communication by various departments up to the Panchayat level.

NIC: Please tell your experience with NIC and also elaborate on some of the projects/services of NIC that are successfully running in Bihar.

IT Secretary: We have been receiving extensive support from NIC for all our e-governance efforts. We are presently working on projects to ensure better service delivery for important initiatives like e-Office, Biometric Attendance System, e-Visitor etc. Moreover, Vahan & Sarathi have been implemented in all the districts of Bihar. We were the first state to have generated ration cards for the implementation of National Food Security Act. More than 1.50 crore ration cards covering 6.70 crore beneficiaries have been generated with the help of SECC data and distributed to the citizens in a record time. Live



webcasting facilities have been setup at Bihar Legislative Assembly. Question Reply Management System (QRMS) has been implemented for the Assembly. The software provides facilities for online as well as offline submission of questions by MLAs, processing of questions by Vidhan Sabha officials, reply by departments and forwarding them to their field offices. Prison ERP is being implemented in 55 prisons across Bihar. Online Farm Mechanization Software (OFMAS), e-Counseling i.e. online registration of students and thereafter allotment of seats, have been successfully implemented.

NIC: As a Secretary, Labour Resource Department, how your department is giving importance to Skill Development activities in Bihar?

IT Secretary: The Bihar Skill Development Mission has been playing an important role in coordinating with various departments to achieve its objective. One of the largest training programs has been in the area of training youths in Information Technology. We have a target of training 6.25 lakh youths in the next five years in the area of Information Technology. This will provide us the

resource for all IT initiatives in the state.

NIC: Bihar e-Governance initiatives have been acknowledged at National level. Will you brief on key awards that have been conferred to Bihar?

IT Secretary: Bihar received - Gold Award for "Skill Development and employability" at the 18th National Award for e-Governance held during 30th-31st January 2015 while Project SAMVIDA has received Silver Award in the category - "Innovative use of Technology in e-Governance". Earlier, I-Bhugol received GOLD Award in the year - 2012-13. Bihar Public Grievance Redressal System also received the Web Ratna Award in 2012. e-Registration project of the Registration Department, Govt. of Bihar received the prestigious Prime Minister Award for Excellence in Public Administration for the year 2007-08. So, our work has been acknowledged at the national platform and we are continuously working towards conceptualizing new ideas to ensure good governance.

NIC: What are the recent initiatives undertaken for implementation of

cloud based/or other applications in Bihar? What challenges you are anticipating in the times to come?

IT Secretary: We have initiated the implementation of projects like e-Visitor system, Biometric Attendance System and e-Office. We are also driving our efforts to integrate G2C services for delivery of services through SSDG portal and CSCs channel. More than 4000 CSCs are operational in Bihar. We are in the process of setting up of the Bihar Cloud at the State Data Centre, which will host all the e-governance applications.

We have the challenge ahead to leverage Aadhaar seeding into government database and UIDAI based e-KYC authentication in the application system, which will transform delivery of government services.

NIC: How you feel about strengthening of NIC in next generation e-governance services in Bihar?

IT Secretary: Strengthening of NIC is the key for success of e-Governance initiatives in the state. In view of the growing expectation for implementation and support, NIC District Units should be augmented with additional regular 4-5 technical officers with support staff for maintenance & implementation of horizontal applications in various departments in the district. NIC infrastructure also needs to be augmented to cater to the need of citizen centric services at large. Adoption of e-Gov standards and cloud based application development needs to be promoted in the state with active participation of NIC. NIC should change its role to that of a strategic technical advisor to the State Government for e-governance project. NIC should be equipped with latest IT hardware to deliver more mobile-based services.

IVRS@NIC: Kailash Mansarovar Yatra (KMY) 2015

NIC TDPP division's IVRS has been an integral part of the telephony revolution that the country has witnessed since the last decade. Right from the challenging period of analog cards and C++ codes interacting with card API for creating a call flow in the late 90s, the IVRS evolved to GUI Call-flow Management. These phases made NIC-IVRS pioneer in the government by rolling out the CBSE Results over telephone for the first time, and later projects like Court-NIC, passport projects to AG offices for Haryana, Nagpur, etc.



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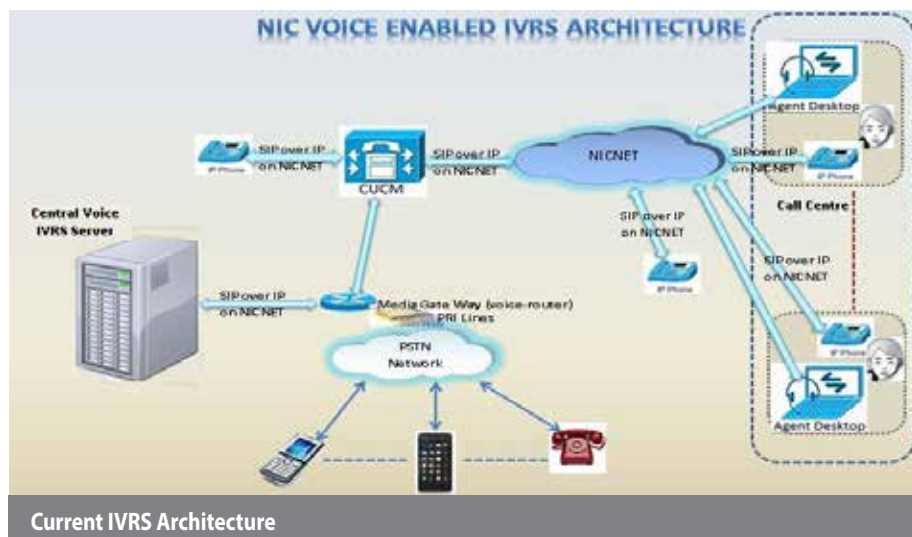
Edited by
MOHAN DAS VISWAM

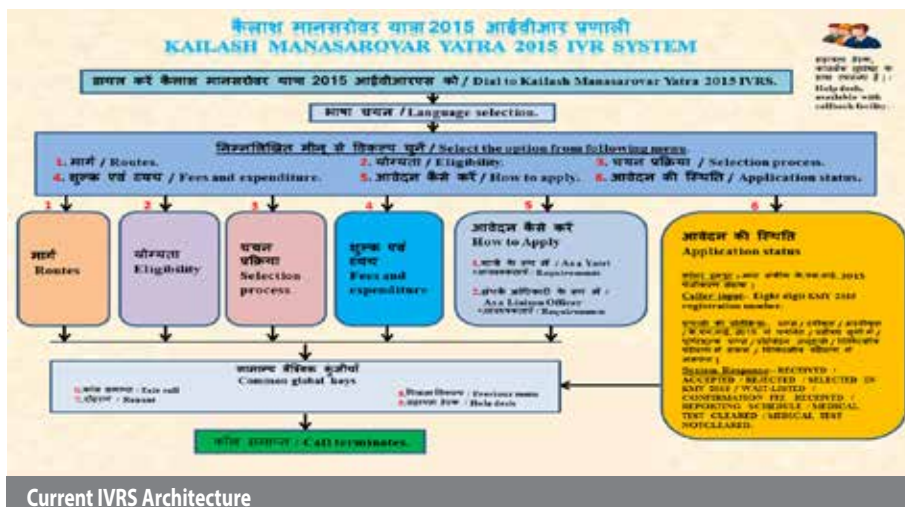
Even though India now has one of the highest telephone densities in the world, smart phone penetration stands at 15-18%, that too in urban and semi urban areas. Hence, NIC IVRS with the latest Voice and Speech technology stands high potential to reach the grass root levels of the country.

NIC IVRS runs on the Nuance Voice Platform Version 5.2.2 with 6 PRI lines (180 voice channels) and capacity to add another 4 PRI lines which run on Windows 2008R2 server virtualised on a standard 32GB 4 Processor (8 core) sever. PRI lines terminated on router with voice cards provide PSTN connectivity. It has also been integrated with SIP EPBX for connectivity to and from any IP phones across the NICNET and has been utilised for running call centres and help desks.

FACILITIES AVAILABLE

- Automatic Speech Recognition (ASR) in 14 Indian languages including Indian accent English
- Text-to Speech (TTS) in Hindi and Indian accent English for reading out free text
- Caters concurrent inbound calls on IP or on PSTN with 100 MSN, i.e., 100 applications can be serviced simultaneously
- Outbound calls using outbound dialler (OBD)
- Integration with SIP based EPBX where IP phones placed on NICNET or extended NICNET
- Applications developed are in W3C compliant Voice XML (VXML) 2.1 with Speech Recognition Grammar Specification (SRGS) grammar for voice as well as DTMF (key press/Touch tone), which are open standards compliant
- Real-time monitoring with alerts and a comprehensive dashboard for calls and status of appliances and servers





1. Application Status
2. Eligibility
3. Selection Process
4. Fee & Expense Details
5. How to Apply
6. Yatra Routes

In the above options menu, “Eligibility”, “How to Apply” and “Application Status” options are implemented as separate VXML pages. Fee & Expenses and Selection Process details are played out directly within the menu itself. VXML Tags used are Form, Block, Field, Prompt, Prosody, Grammar, Filled, IF Else, Go to, Subdialog, Transfer, Data and Submit.

For other menu options

- **Application Status:** Takes phone number and Date of Birth of the applicant, connects to the backend Oracle database in NDC Shastri Park using the Data tag and a data fetch implemented in .Net page handler.

- **How to Apply:** Options to hear details of applying as a normal yatri or as a Liaison Officer

- **Yatra Routes:** Option to hear details for routes via Nathu La and Lipu lekha

The transfer to helpdesk and call back functionality in Eligibility, How to Apply & Yatra Routes are implemented using Subdialog tag. The calls are transferred by Transfer tag using the SIP based EPBX to an IP phone at MEA, South Block.

Global options, “Previous Menu”, “Exit” and “Repeat” (at appropriate places) to hear the details again, are all implemented as Subdialogs. Calls made to the KMY are logged while monthly detailed reports are mailed to all the concerned.

- Integration with a variety of SIP based media gateways
- Customised call reports

TECHNOLOGY

Users can now speak and select options, instead of DTMF, in VXML applications using ASR. It can speak out Indian languages using TTS engine. Applications, either as plain or code generated VXML, using any language like ASP.Net, PHP, JSP, etc., can access various backend data servers. Functionality can be enhanced using inline or offline ECMA Script, a version of Java Script.

Calls can now be transferred between the SIP EPBX and IVRS, like dialling 8971 on IP phone is routed to the IVRS, giving the possibility of running call centre application. With this infrastructure, IVR can forward calls to agent and agents can pass calls back to IVR.

CASE STUDY: KAILASH MANSAROVAR YATRA (KMY) 2015 (IVR NO: 011-24300655)

Introduction

KMY is an annual event conducted by the Ministry of External Affairs

(MEA) GoI for pilgrims visiting Mt. Kailash. A new website along with the IVRS was launched by the Hon’ble Minister for External Affairs Smt. Sushma Swaraj on 19th February 2015 for facilitating the pilgrims, who do not have access to internet or smartphones.

Requirements to be met by IVR

- Categorised information in six groups (Routes, Eligibility, Selection Process, Fee and expenses, How to Apply and Application Status)
- Talk to Help Desk on working days from 9:30AM to 5:30 PM
- Registers call back to the caller, when help desk is not available
- Daily call back request report to MEA for the Helpdesk Assistant to make calls back
- **Status Request :-** Initially provides application submission details; after lucky draw, batch details for selected or waiting list with batch details for non-selected applicants

Implementation

The application was built with ASR for Hindi and Indian accent English. All the prompts, what the caller hears for input, were played out using TTS in Hindi/Indian accent English. Menu available for selection, by voice or DTMF has the following:

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Android Mobile Apps to Supplement Web Content

India has the fastest growing telecom network in the world credited to its high population and development potential. The total number of telephones in the country stands at 957.61 million, while the overall tele-density has increased to 76.75% as of 30th September 2014. The total number of mobile phone subscribers has reached 930.20 million during the same period. With growing emphasis on providing online Government services through web based interface on 24x7 basis, the need to provide these services on the smart phones has increased. Since Android OS based smart phones are the most popular phones in India, NIC Himachal Pradesh has developed multiple mobile apps for citizens, employees, pensioners, press and Government officials, which are easy to use on mobile devices.



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The idea behind coming up with mobile apps is to supplement the existing information available on various websites to the stakeholders on their hand-held devices in such a manner that any novice can easily make use of this important information.

ANDROID APPS

All the apps, developed by NIC Himachal Pradesh, can be downloaded through the official website of the Himachal Pradesh Government at <http://himachal.nic.in> (Mobile Apps section) from the Google Play Store.

The objective of all these apps is to enable wider reach and easy accessibility of Government information and service. As smart phones are normally available with citizens and employees, with these apps they don't have to depend upon others or costly PC/laptops for accessing such important information. An important feature of all these apps



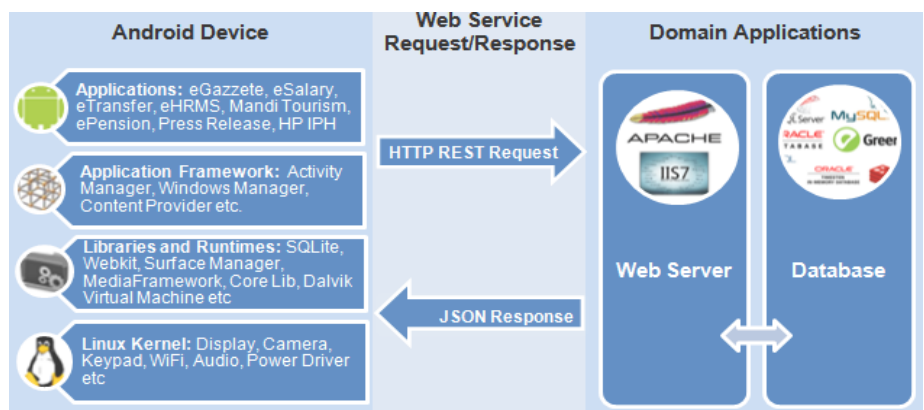
“ Mobile devices are used by majority of students, citizens and employees due to their ease of handling and accessing relevant information. The mobile apps developed by NIC Himachal Pradesh for citizens will add a new dimension to citizen service delivery and will be useful for officers for monitoring the quality and delivery time of such services. ”











P. MITRA, IAS
Chief Secretary, Himachal Pradesh

is that they enable offline browsing in almost all cases. Users can download the updated content whenever Internet connectivity is available for viewing at later stages.

TECHNOLOGY

Developing mobile apps is a time



Logo	Name	Category	Description
	HPTDC	G2C, G2G	Tourism App for HPTDC covering all Hotels, Reservation Status, photos
	eChallan	G2C, G2G	All Government receipts, taxes paid by individuals, transporters, businessmen in Treasuries are stored in searchable format. Bar code reader embedded in the App to directly read from printed challan
	HP Phones	G2C, G2E, G2G	State Government Telephone Directory with free/reverse search criteria and auto-dialing
	X.10 Card	G2C	Employment Exchange Registrant mobile application showing registration details, renewal alerts, sponsoring and vacancy information
	ePension	G2C	Year wise, monthly Pension details of retired State Government employees
	IPR HP	G2C	Latest press releases, including news photographs being released in Hindi and English languages (bilingual)
	eGazette	G2C, G2G	Online eGazette index, showing notifications published in the daily Gazette
	eSalary	G2E	Financial year-wise salary details and current GPF/CPF balance
	eHRMS	G2E	Complete eService book of employees covering service history, training, leave, orders, nomination, current month salary information and updated GPF/CPF balance is made available to employees. It is linked to Biometric Attendance System.
	eTransfers	G2E, G2C	Transfers orders of IAS/HAS, Departments issuing online orders like Health, Education, Revenue, IPH

consuming and storing the data within app to provide information even in offline mode is a challenging task. It is planned to provide these apps on all platforms namely Windows and iOS in addition to Android. The apps are developed in JAVA (android SDK) using Eclipse IDE with android virtual device plugin. The database being used for offline storage of data is SQLite. Its main components are:

• Applications

It is the top most layer and all the applications are to be installed on this layer only. Application components are the essential building blocks of an Android App. These components are loosely coupled by the Application

Manifest File, AndroidManifest.xml, which describes each component of the application and how they interact.

• Application Framework

Application Frameworks are the blocks that the mobile apps directly interact with. These programs manage the basic functions of a phone like resource management, voice call management etc. These are the basic tools with which the developers build their applications. Important blocks of Application Framework are Activity Manager, Content Providers, Telephony Manager, Location Manager, Resource Manager, etc.

• Libraries and Runtime

This is the layer that enables mobile

devices to handle different types of data. These libraries are written in C or C++ language and are specific for a particular hardware. Important blocks of this layer are Surface Manager, Media Framework, SQLite, WebKit and OpenGL. Android Runtime consists of Dalvik Virtual Machine and Core Java libraries.

• Linux kernel

The Linux kernel provides basic system functionality of process management, memory management, device management for camera, keypad, display etc. The kernel also handles all the things that Linux is really good at such as networking and a vast array of device drivers, which take the pain out of interfacing to peripheral hardware.

WAY FORWARD

Presently, the apps are available for Android platform but iOS and Windows Apps are under development to expand the user base. The new apps planned include:

- Land Records, Record of Rights (Jamabandi) and Shajra Nasb based on Tehsil, Village, Khasra/Khatouni and Khewat
- Circle Rates App for registration fee/stamp duty calculation
- Municipal Corporation Shimla-Citizen Services
- MyDiarY App for important administrative contacts at Head Office and filed level and departmental engagements of officers
- Tourism App for Himachal Pradesh considering that the state has enough tourism potential
- Grievance Redressal Status/Alerts and its linking with Public Service Guarantee Act.

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Solan:

ICT in the Mushroom City of India

Solan, located 46 kilometres south of Shimla, is gateway to Himachal and is named after the Hindu goddess Shoolini Devi. It is popularly known as the "Mushroom City of India", because of the vast mushroom farming in the area and the "City of Red Gold", for being the bulk producer of tomatoes.



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Edited by
VIVEK VERMA

The NIC District Unit was established in February 1989 and has been playing a pivotal role in implementing e-Governance initiatives for delivery of citizen centric services.

KEY ICT INITIATIVES

SUGAM CENTRES

Sugam Citizen Centres have been established at district hqrs. and four sub-divisions of the district with active technical support from NIC. The main objective of these centres is to provide various services under one roof which includes the following:

- Issuance of Driving Licenses
- Registration of vehicles
- Registration of land deeds
- Issuance of all types of certificates
- Issuance/renewal of Arms Licenses
- Issuance of Record of Right (RoR)
- Disseminate information through touch screen kiosk
- Aadhaar registration and issuance of e-Aadhaar

REVENUE SECTOR

• Himbhoomi & Himris

After implementation of these software, computerized copies of RoR are being issued to citizens from all Tehsils, Sub-tehsils and Lok Mitra Kendras in the district.

• Lok Praman Patra

This software is used to issue 14 types of certificates from the Sub-Division Office, Tehsils & Sub-tehsils.

• Location Directory

Revenue Village Directory with respect to district Solan is compiled after incorporating new revenue villages created after settlement.



" District Administration with the technical support of NIC District Unit has taken several e-Governance initiatives for providing G2C services and there is marked improvement in transparency in the functioning of administration.

I hope that NIC District Unit will continue to provide technical expertise and innovative ideas for successful implementation of ICT for the benefit of citizens in future."

MADAN CHAUHAN, IAS
Deputy Commissioner, Solan

• Circle Rates

Circle rates are compiled and published to facilitate general public about the rates notified by the District Collector for paying stamp duty for registration of deeds.

HOME DEPARTMENT

• eShastr

This is workflow based software used for issuing new licenses and renewal/endorsement of weapons.

• National Database of Arm License (NDAL)

NDAL software issued by Ministry of Home Affairs is implemented in the district to generate Unique Identification Number (UIN) for each arm license holder.

• Immigration, VISA, Foreigners Registration and Tracking System (IVFRT)

cFRO, c-Form and s-Form modules of IVFRT have been implemented at



Right to Service Counters at District Level

Foreigner Registration Office i.e Office of the Superintendent of Police.

• Kanoon Vyavastha

Kanoon Vyavastha is used to automate processes of Police Stations by capturing data related to crime. Eleven Police Stations of the district are linked to the Police Portal.

SOCIAL JUSTICE & EMPOWERMENT DEPARTMENT

• eKalyan

Social security pension to all eligible beneficiaries is prepared through e-Kalyan software. Pension is disbursed through postal money orders to nearly 12,500 pensioners on quarterly basis.

• ePehchan

This software is used to issue/renew Disability and Senior Citizen Identity Cards.

RURAL DEVELOPMENT DEPARTMENT

• MNREGA

MNREGA software is running successfully at DRDA, Block Development Office & Panchayat level. Master rolls are generated and payment is transferred to the accounts of job card holders directly.

• Double Entry Accounting System

In all the five Block Development Offices in the district, cash book is maintained by using DEAS.

ELECTION DEPARTMENT

• District Information System for Election (DISE)

DISE software is successfully implemented for randomisation of polling parties, EVM's, Micro Observers and counting staff during Lok Sabha and Vidhan Sabha

elections as per the instructions of Election Commission of India. During the last Lok Sabha Elections, webcast from five booths was carried out on the polling day.

• Electoral Roll Management System (ERMS)

Electoral rolls for Panchayati Raj Institutions and Local Urban Bodies were prepared through ERMS. Updation of electoral rolls is done as per the instructions of the State Election Commission.

FINANCE SECTOR

Different software for various functional areas of treasuries have been implemented which includes Pension, Salary and Bills Processing, Cyber Treasury based Government Receipts etc.

PERSONNEL DEPARTMENT

• Manav Sampada (PMIS)

Service detail of every employee is maintained through web based Manav Sampada software and Service Book is retained in the electronic form.

• eSamadhan

e-Samadhan is an online role based system developed for effective monitoring & disposal of grievances in all departments. General public can enter their grievances/demands on the web based application at <http://admis.hp.nic.in/esamadhan>.

LABOUR & EMPLOYMENT

• eRozgar

This system facilitates individuals to register with the Employment Exchange for various types of vacancies notified by the Government. E-Rozgar has been implemented at District Employment Exchange and Sub Exchanges in the district.

DISTRICT ADMINISTRATION

• Reference Monitoring System (REFNIC)

REFNIC keeps track of the letters for their proper disposal in time bound manner. It has been implemented in all the branches of Deputy Commissioner Office.

• e-Gazette

e-Gazette software provides notifications/notices to the Controller, Printing & Stationary in the district for their publication in the official gazette (Rajpatra).

• Scheme Monitoring System (SMIS)

SMIS maintains database of all the developmental schemes sanctioned under various heads by Planning Department. Schemes sanctioned from MPLAD and Calamity Relief Fund are also managed through this system.

• Aadhaar Enabled Biometric Attendance System (AEBAS)

AEBAS is implemented in nine Central Government Offices located in the district with instance created on <http://central.attendance.gov.in> portal.

NICNET/NKN & VIDEO CONFERENCING

NIC District Unit is connected with State NIC Hqrs. over 34 Mbps BSNL link and 1 GB PGCIL link for smooth connectivity. Further, 2 Mbps links are provided to Pollution Control Board Offices at Baddi and Parwanoo, Bureau of Indian Standards at Parwanoo, District Court, Solan and Cantonment Board Offices at Kasauli and Dagshai.

For further information:

NIC DISTRICT UNIT

Solan, HP. 173212

Ph. 01792-224169

Email: hpsol@nic.in

Saran: Providing ICT enabled Transparent & Responsive Governance

Saran, one of the 38 districts of Bihar, is famous around the world for its 'Sonepur Cattle Fair' also known as 'Harihar kshetra Mela'. This fair is recorded as the biggest in Asia and its origin dates back to ancient times of Chandragupta Maurya, - who used to buy elephants and horses across the River Ganges. Chapra, the district headquarters, is situated near the junction of the Ghaghara and the Ganges Rivers, which marks the southern boundary of the district. Saran is flanked by Siwan & Gopalganj districts in the north, Vaishali & Muzaffarpur districts in the east and Siwan district in the west.



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Edited by
PRASHANT BELWARIAR



NIC District Centre, Saran established in 1990, has played a pivotal role in implementation of many e-Governance projects in the district. NIC Saran has taken up various ICT initiatives from time to time to deliver citizen centric services and promote transparency and accountability in the district administration.

DISTRICT PORTAL

Saran District portal (<http://saran.bih.nic.in>) is a single point Source for accessing important information about the district and gives latest information about ongoing government programs, circulars, proceedings, general orders, court orders, district gazettes, etc. It also provides links to social media interface of District Administration on Facebook, YouTube, Twitter etc.

PENSIONERS' MANAGEMENT SYSTEM (PMS)

One of the key initiatives in Saran district is Pensioners' Management System (PMS). Before computerization, the list of beneficiaries was maintained at block level in a register in a very haphazard and unscientific way. Moreover, the beneficiaries did not have any passbook. NIC District Centre has designed and developed Pensioner's Management System (PMS) for computerization and printing bar-coded passbook of all central and state pension beneficiaries of Saran District. The digitization and



“ The role of ICT in ensuring transparent and inclusive governance cannot be stressed upon more in this technology driven era. NIC has always been instrumental in developing, hosting and securing government websites by deploying state-of-the-art technology and infrastructure. NIC District Centre has been working as an integral part of the District Administration in capacity building, promoting and implementing various ICT enabled initiatives & projects in the district. ”

DEEPAK ANAND, IAS
District Magistrate-cum-Collector, Saran

pensioners' database has been created and bar-coded passbook has been delivered to one lakh seventy two thousand pensioners. The amount of pension is now transferred directly in the pensioners' bank account.

ONLINE TRACKING SYSTEM OF INDIRA AWAS YOJANA

Another initiative in the district was taken for online tracking of Indira Awas Yojana beneficiaries. Beneficiaries can see their IAY status online on the district official portal. IAY beneficiaries list is available

starting from the financial year 1995-96 to the current financial year.

TRANSPORT COMPUTERIZATION

Vahan & Sarathi software have been implemented successfully in DTO and RTA for e-Services under transport sector for last seven years.

RATION CARD MANAGEMENT SYSTEM (RCMS)

RCMS has been implemented for generation of ration cards, distribution register, Enumeration Block Wise Summary Report, ration card family details etc. in the district.

COMPUTERIZATION OF LAND RECORDS (CHALU KHATIAN)

Computerization of Land Records (Chalu Khatian) using Bhu-Abhilekh software of Saran District has been successfully completed for 750 mauzas and its draft was published on the district website - (<http://saran.bih.nic.in>).

RIGHT TO PUBLIC SERVICE

ICT Support for implementation of 'Right to Public Service Project' was implemented at all the Circle Offices, Block Offices, University, Municipality etc. which catapulted the district to 3rd position from 37th position in ranking.

E-GOVERNANCE INITIATIVES AT THE BLOCK LEVEL

For promotion of e-Governance at the block level, a number of initiatives were taken up at Jalalpur block which was later recognized as the best e-Enabled Block of the state. The e-governance initiatives of the block were shared by Rural Development Officer with NIC team which had visited the district. The data of Central and State Pensioners' was digitized and bar-coded passbook was provided to the beneficiaries of Social Security Scheme. The block took the lead in RTPS project and has disposed 98% of RTPS (Right to Public Service)



Bar-coded Passbook distribution among Pensioners

applications. The block is also at the forefront in implementation of Bhu-Abhilekh software. Rural Development Department, Govt. of Bihar has organized workshop for all DDCs of Bihar at the block.

OTHER SUCCESSFULLY IMPLEMENTED PROJECTS

- e-Filing under Court Information Systems is running successfully at Civil Court, Chapra
- National Database for Arms Licenses (NDAL)
- Immigration, Visa, Foreigners' Registration Tracking System (IVFRT) project
- NADRS
- MCTS

District Computer Centre Society has been revamped from the renovation (navachaar) fund. The society has started a six months duration certificate course with nominal fee for poor and weaker sections of the society.

Overall, the District Administration with support from NIC has created an ecosystem for successful penetration of e-Governance to the grass root level for achieving transparent, efficient and responsive governance.



For further information:
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DIO

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Awarded Products & Projects



Name of the Initiative/Product: "Total Financial Inclusion" in Mandwai Block, West Tripura District.
State: Tripura
Award/s Received: Prime Minister's Award for Excellence in Public Administration for the year 2013-14
Description: Financial Services offered under different schemes under Total Financial Inclusion are -
 1. Household Survey to update ROR 2. CBS Bank Account for each family.
 3. Seeding adhaar no with CBS Bank account 4. Map adhaar No with NPCI
 5. Electronic platform for payment into Bank accounts for Govt. payments and Linking it with Business Correspondents for transparent and efficient transfer of Govt. benefits



Name of the Initiative/Product: Online Social Security Pension System (RajSSP)
State: Rajasthan
Award/s Received: Elets Knowledge Exchange Award 2015 under the category G2C in e-Governance Projects
Description: NIC, Rajasthan State Centre has developed RajSSP application for Social Justice & Empowerment & Finance Department, Government of Rajasthan, which has been implemented across the state. RajSSP is an e-Governance initiative of Rajasthan Government for effective and timely disbursement of Social Security Pension. It is a web based solution to facilitate and maintain pensioner information, verification of pensioners, sanctioning and disbursement of pension payments.



Name of the Initiative/Product: NIC – Cooperative Core Banking Solution (CCBS)
State: NIC Hqrs.
Award/s Received: SecureIT 2015 Award by Elets Technomedia Pvt. Ltd. in category- Security in e-Governance Project
Description: CCBS web based application is developed and implemented to strengthen Indian Co-operative banking structure by use of ICT. CCBS is implemented at more than 110 locations (Meghalaya, Chhattisgarh, Rajasthan, Punjab) and is under implementation at 800+ locations. NIC-CCBS application id has been customized for short term credit (State, District, society) as well as long term credit (Land/Agriculture Development Bank) structure. CCBS can be very helpful for financial inclusion across country.



Name of the Initiative/Product: e-GPF with SMS Push
State: Odisha
Award/s Received: Elets Knowledge Exchange GOA Awards – 2015 in the category of "G2G project of the year"
Description: e-GPF with SMS push is an innovative application implemented at Accountant General Office, Odisha, Bhubaneswar. Nearly 3 lakh State Govt. employees are benefitted out of this project. Using the system, employees can download e-Statement of their Annual GPF and take print of the same. Whenever there is any transaction in their account either credit or debit, instantly an SMS alert is pushed to their registered mobile phones. By this way any misplacement of GPF is instantly traced and accordingly the employees can register a complaint to AG Office for redressal.



Name of the Initiative/Product: eVidhan
State: Himachal Pradesh
Award/s Received: Himachal Pradesh State Civil Services Award – 2015
Description: eVidhan has enabled the HP Assembly to become the first digital Assembly in the country. Shri Brij Bihari Lal Butail, the Honourable Speaker of HP Assembly has been the driving force in getting it implemented. Under eVidhan, touch screens have been installed on the seats of all the members of the State Assembly and complete proceedings, questions, answers and support documents are made available to the members in eBook format.



Name of the Initiative/Product: MeDLEaPR (Medic Legal Examination and Post Mortem Reporting) System and Forensic Science Laboratories Reporting System

State: Haryana

Award/s Received: Elels Knowledge Exchange Awards 2015

Description: The MeDLEaPR (Medic Legal Examination and Post Mortem Reporting) System and Forensic Science Laboratories Reporting System were developed & integrated by NIC-Haryana. The integrated system is being implemented by the states of Punjab, Haryana and UT Chandigarh & being monitored directly by Hon'ble High Court (PHC). The project has been successfully running since June 2012. The system has been further enhanced with the development of a mobile app to facilitate the doctors who are more comfortable with running Android apps than web based applications.



Name of the Initiative/Product: DMMONIT - A monitoring and Information System for DM

State: Madhya Pradesh

Award/s Received: Best "E-governance District 2015" by MAP-IT, GoMP

Description: District Magistrates Monitoring System or DMMonit is a role based system which can be accessed by all district officers using their user a/c. The system integrates time limit papers, Jansunvai, meeting proceedings and follow-ups, inward management, tour diaries of officers at one single platform.



Name of the Initiative/Product: Madhya Pradesh Child Tracking, Integrated Scholarship & Benefits Management System

State: Madhya Pradesh

Award/s Received: Madhya Pradesh State e-Governance Award 2013-14 in the Category - Improvement in Citizen Service Delivery through Government Process Reengineering

Description: The project has allowed registration of the detailed profile, admission, examination details of 1.6 lakh students enrolled in 1.5 lakh Governments, Private and Aided schools of Madhya Pradesh. The new system has also allowed the government to run 30 Scholarship schemes through a highly simplified and re-engineered process in a transparent and automated manner. Over 1.70 crore scholarships have been distributed in last two years. Government process involved in the disbursement of the scholarships was simplified and re-engineered to ensure convergence of all schemes. NIC team made significant contributions to in re-engineering of the process and design of an appropriate solution. The team later designed and developed an application to support the re-engineered process.



Name of the Initiative/Product: Concrete and Effective e-Governance Framework

State: Maharashtra

Award/s Received: Elels Knowledge Exchange GOA Awards – 2015 in the e-Governance category, Chief Minister Appreciation for various e-Governance Projects implemented at District Akola, Maharashtra.

Description: Concrete and Effective e-Governance Framework is regarding the implementation of basic concept of governance to get "Minimum Government Maximum Governance". Under the guidance of Shri Moiz Hussain Ali, Scientist G & SIO, Maharashtra, National Informatics Centre, District Unit, Akola designed and implemented e-Governance framework with Free and Open source Software (FOSS), Virtualization, Server Consolidation, Leverage of shared resources, software hardware portability with effortless deployments, backup and disaster recovery and overcame challenges with improved service delivery, increased throughput and cost effective solution for concrete and effective e-Governance.



Name of the Initiative/Product: NIC – Cooperative Core Banking Solution (CCBS)

State: NIC Hqrs.

Award/s Received: Skoch Financial Inclusion & Deepening Award 2015- "Order of Merit Award"

CCBS web based application is developed and implemented to strengthen Indian Co-operative banking structure by use of ICT. CCBS is implemented at more than 110 locations (Meghalaya, Chhattisgarh, Rajasthan, Punjab) and is under implementation at 800+ locations. NIC-CCBS application id has been customized for short term credit (State, District, society) as well as long term credit (Land/Agriculture Development Bank) structure. CCBS can be very helpful for financial inclusion across country.

Other Appreciated Project/s

Niruj: The Cure (Collector's Hospital Management Information System) (CHMIS) in Shahdol, Madhya Pradesh

"Niruj"- the Cure", a Collector's Hospital Management Information System (CHIMS) is a system specifically developed for District Hospital, Shahdol after careful analysis of the client base, services in demand and provided and critical gaps identified. The system, in addition to making the hospital administration easier, also provides information on various aspects of health services available which was hitherto not easily available to them. The main objectives of "Niruj" (CHIMS) are:

1. To create an effective and updated database of patients
2. To maintain patient history and treatment details
3. To ensure consistent information dissemination on matters like availability of blood, and other health related info through audio visual device in the hospital premises
4. To ensure 24*7 monitoring of hospital premises using CCTV cameras and remote mobile monitoring by District Collector and other District officials
5. To maintain a dynamic database of drugs and blood available using innovative ICT like Drug Stock Management System
6. To introduce a call center based emergency monitoring system
7. To introduce filmless digital X-Ray

"Niruj" (CHIMS) was selected as one of the finalists at the south Asia Pacific Manthan International level e-governance award under District Collector Digital Champion awards. The project has been appreciated from all over India and an expert team from Mayurbhanj, Odisha has visited the hospital and has been lauded the work done in hospital. The elected representative like MP's and MLA's have also acknowledged the work done in District Hospital.

International e-Gov Update

Oman launches first Arabic domain “.oman” to facilitate Arabic Internet Users

On a one of its kind initiative, the Telecommunications Regularity Authority (TRA) of Oman has launched “.oman” domain for Arabic internet users. The new initiative will facilitate individuals and institutions to use the domain as an address for their websites. The process of creating new domain begun in 2012, when, the Sultanate, on behalf of the TRA, received approval to create .oman

Under the initiative, SMEs and personal Omani websites that have a high visitor number and contribute to society will be prioritized. Besides this, one year free subscription will be provided to the first 120 websites registered, where 15 are allocated to the government and approved by the TRA.

For registration process, users have to fill up an application form providing name of the Arabic web address of their choice. The form undergoes a review by the Domain Names Administration. On approval, users have to complete the registration with one of the four accredited registrars. These are Omantel, Ooredoo, Gulfcybertech and Oman Data Park.



Speaking on the registration of websites under the new domain, Aisha Al Mamari or TRA said “This has a unique factor to it. When users register their website under the domain, they will possess the pride of Arabic identity. As a result, Oman’s presence will be well known throughout the Internet because the domain is the name of the Sultanate,” said Aisha Al Mamari of the TRA.

FOR FURTHER INFORMATION:

<https://www.tra.gov.om/>

Anti-harassment App called Não Me Calo wins International Girls Hackathon

OGNITE or International Girls Hackathon organized in February 2015 has been won by a team of four young women coders from Porta Allegra in Brazil. The team has developed an app called Não Me Calo, which means “I will not shut up”. The app facilitates users to review various restaurants on the basis of how they treat women folks. The data generated by the app helps patrons in locating safest restaurants in the city for women. The app

publicly encourages government officials and restaurant owners to fix harassment hotspots.

The International Girls Hackathon is part of IGNITE: Women Fueling Science and Technology, a global campaign and media project from Global Fund for Women that explores the roles of science and technology in advancing gender equality and advocates for women and girls’ increased access to and control of technologies. The hackathon was developed with lead partners including Black Girls Code, Girls Who Code and General Assembly.

Held in February 2015, the #hackgirlsrights competition entailed intensive 24-hour coding collaborations among 10 teams in five cities around the world – Taipei, Taiwan; Trivandrum, India; Porto Alegre, Brazil; New York City; and Oakland, California. There was a tough competition among team of coders from the US, India and Taiwan for creating the app that will help in addressing the issues in creating safe spaces for women. The winning team will now collaborate with Global Fund for Women, the organizer of Hackathon event for accomplishing the development of app.



FOR FURTHER INFORMATION:

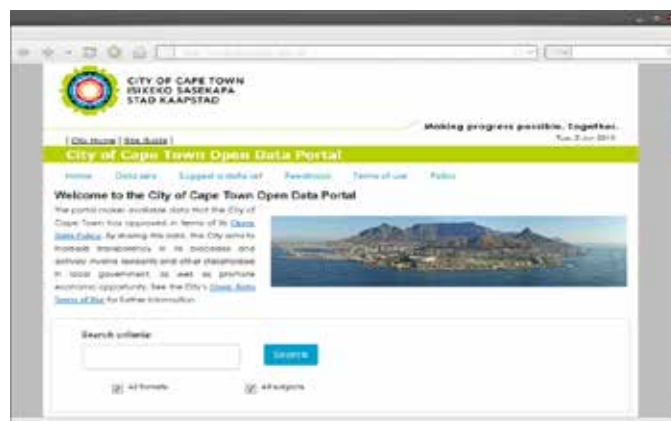
<http://ignite.globalfundforwomen.org/>

Open Data Portal of the City of Cape Town launched

Cape Town has launched its very own Open Data portal to leverage transparency and accountability in the Government system. The new portal promises to perk up the competitiveness of the Cape Town's broader economy besides fostering innovation by empowering entrepreneurs to use the data to create new applications.

The Open Data Portal makes public sector data available to the public in usable formats free of cost. The portal is accessible to the general masses through variety of devices including mobile phones with internet connectivity. Till now, 25 data sets including the City's budget data; the location of all community parks, district parks, cemeteries, clinics, fire stations, libraries, resorts; information on MyCiTi bus stations and routes and details about awarded tenders have been uploaded on the portal. The data sets on the portal are first approved by a steering committee comprising of the representatives from various City directorates before uploading on the portal.

The general public is invited to request data they would like to see on the portal, besides sharing their thoughts and



experiences while using the portal. On the launch of portal, the City Mayor Patricia de Lille said "This is a historic day as we join cities such as New York, London and Helsinki that have forged the way for cities to make their data sets available to the public. In today's knowledge economy, access to data is instrumental in becoming competitive."

FOR FURTHER INFORMATION:

<https://web1.capetown.gov.za/web1/opendataportal/>

Australia launches new Bushfire Prediction Software

The Australian Government has launched a new software called 'Spark' for prediction of future location of bush fires and to track the existing ones. The software has been built by the Commonwealth Scientific and Industrial Research Organisation (CSIRO). The software will give fire-fighting agencies a more accurate view of fire behaviour, informing decisions that could minimise property damage and save lives.

The new software uses current knowledge of fire behaviour and combines it with modern simulation science to predict

the future location of bushfires and the spread of those already burning. The framework uses geospatial data, such as vegetation types, topography and un-burnable elements such as roads and bodies of water, as well as weather data such as air temperature, humidity, wind speed and wind direction. Spark then uses this data to model the spread of a fire based on its specific location and current environmental conditions.

Spark provides the opportunity to use data and modelling tools to inform emergency management processes, save lives and reduce the financial burden of disasters on the global economy. Spark has been developed as an open framework making it simple for fire agencies to incorporate the software into their existing systems. It also allows the fire science community to collaborate and keep adding new fire behaviour knowledge.

Dr. Mahesh Prakash, one of CSIRO's computational modelling researchers, described the software as a highly flexible simulation environment. "Spark has the potential to be used operationally for real-time fire spread modelling of bushfires," he said.

FOR FURTHER INFORMATION:

<http://www.csiro.au/en>



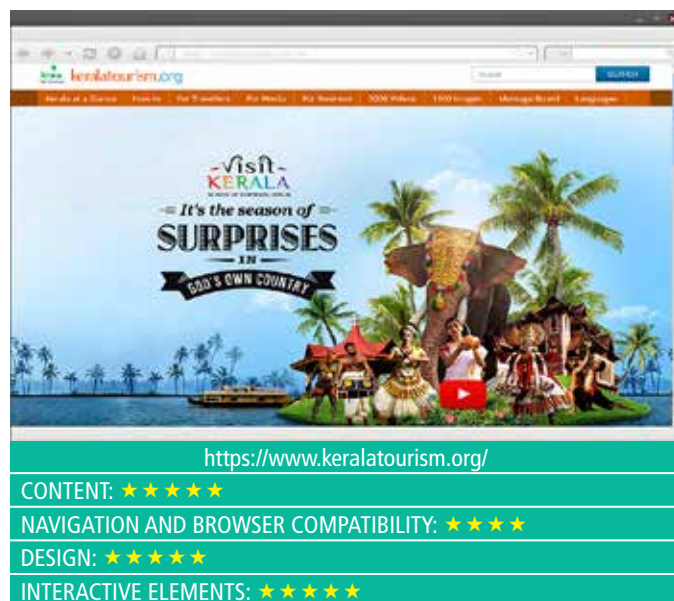
Cyber Governance

Kerala Tourism

Launched in 1988, the website of Kerala Tourism endeavours to promote Kerala - God's own Country, as a hub of various tourism related activities. The eye-pleasing website comes with 24,000 pages of content on Kerala, including 3,300 videos and 1,500 images. It is available in 11 International and 10 Indian languages.

The vibrant website of the Kerala Tourism has been designed to meet the user to explore the website. Navigation scheme has been designed to access the content in minimum number of clicks. It comes with minimal and balanced use of colours for highlighting the contents featured in all pages. The contents of the website like articles, images and videos have been arranged in a manner to ensure easy navigation between pages. The homepage image is used for highlighting a particular event or destination of importance. The header region of the homepage provides information on Kerala at a Glance, How to, For Travellers, For Media, For Business, 3000 Videos, 1500 Images, Message Board and Languages. All major subsections are placed at the footer region of the website with separate hyperlinks like Kerala, Experiences, Specialties, Destinations, and Travel Information etc. The content of the site seems to be updated on regular basis.

The site comes with an elaborate Sitemap and search button to facilitate easy searching between pages. The site



also offers multiple Media Resources besides videos and images in the form of wallpapers, post cards, screen savers, brochures along with exclusive 3600 View and Kerala Music Downloads.

The website is compatible with all major browsers. Links for Facebook, twitter, Google+ and YouTube have also been provided for easy interaction with users.

Tamil Nadu Government Portal

Tamil Nadu State Portal has been developed as a Mission Mode Project under the National E-Governance Plan of the Government. The objective behind the Portal is to provide a single window access to the information and services being provided by the Tamil Nadu State Government for the



citizens and other stakeholders. These online services cover every aspect of a citizen's daily life and can be accessed on anytime, anywhere basis. An attempt has been made through this portal to provide comprehensive, accurate, reliable and one stop source of information about Tamil Nadu and its various facets.

The indigenously designed, information rich Tamil Nadu State Portal comes with content organised under individual sections. Like Government, Services, Forms, Schemes, Grievances Redressal, Press Release, Tenders, Documents, Acts & Notifications etc. to facilitate easy access users. The header region of site provides information on Announcements, GOs of Public Interest, Press Release and Contact Directory. The footer region provides information on Sitemap, Feedback, Add to Favourites, Calendar, e-District Statistics and Contact Us. The site also has explicitly stated Terms of Use, Disclaimer and Privacy Policy.

The website comes with a Feedback section for inviting comments/feedback from users. The portal is compatible with all major browsers and has accessibility features like font size adjustment.

e-Sahakar-Online Cooperative Society Process Management System

e-Sahakar project was conceptualized to provide an electronic platform to all the stakeholders to make the key processes of cooperative societies more simple, manageable and transparent. It constitutes of 5 online modules namely- Online Society Information Management System, Online Audit Management System, Online Mandatory Returns Management System, Online Society Election Management System and Online Deemed Conveyance Management System.

The innovative and information rich website of e-Sahakar project provides facility for creation of online repositories for Society Information, Audit Reports, Registration Certificates, Mandatory Returns and Deemed Conveyance cases. The header region of the website provides information on Organization Overview, About Us, Notifications, e-Governance & IT Systems, Gallery, Institutions and Contact Us. The footer region provides links to Helpdesk support, Disclaimer & Policies, Help and Terms & Conditions. Latest Updates, important links and documents are also provided on the homepage. Important images are displayed on the homepage with the help of a slider.



<https://mahasahakar.maharashtra.gov.in/Site/Home/Index.aspx#>

CONTENT: ★★★★★

NAVIGATION AND BROWSER COMPATIBILITY: ★★★★★

DESIGN: ★★★★★

INTERACTIVE ELEMENTS: ★★★★★

The website comes with a Search button for text search in web pages and linked documents. The bilingual website is available in Marathi and English versions. e-Sahakar has a significant presence on social media including Facebook, twitter and Google + which makes it accessible for users through multiple online platforms.

National Green Tribunal

The National Green Tribunal was established on 18.10.2010 under the National Green Tribunal Act 2010 for effective and expeditious disposal of cases relating to environmental protection and conservation of forests and other natural resources including enforcement of any legal right relating to environment and giving relief and compensation



<http://www.greentribunal.gov.in/Home.aspx>

CONTENT: ★★★★★

NAVIGATION AND BROWSER COMPATIBILITY: ★★★★★

DESIGN: ★★★★★

INTERACTIVE ELEMENTS: ★★★★★

for damages to persons and property and for matters connected therewith or incidental thereto. It is a specialized body equipped with the necessary expertise to handle environmental disputes involving multi-disciplinary issues.

The conscientiously designed and clutter free website of the Tribunal comes with clear identity elements. The website is a rich repository of information, which seems to be updated on regular basis. The header region of the site features information on the History, Chairperson and Members of NGT along with Calendar, Registry, Multimedia Resources, Related Links and Contact Us.

The left side of the site provides information on Cause List, Daily Orders, Judgments, Case Status, Case Management, Gazette Notifications, NGT Act, NGT Rules & NGT Forms, Judges Roster, Publication, Tenders, Zonal Benches etc. The footer region of the site contains information on Bookmark, Print, Administrative Setup, Feedback, Disclaimer etc.

The website has a well laid Site Map along with a search button for easy navigation. The website can be viewed in both English and Hindi languages. The site is also compatible with all major browsers.

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In the News

Jeevan Pramaan Camp for ex-servicemen held at Dimapur, Nagaland on 19th - 20th May 2015

Jeevan Pramaan Camp for the ex-servicemen of Dimapur & Peren districts was successfully conducted on the 19th and 20th May, 2015 at the DC Office Complex, Dimapur.

The event was organized by Rajya Sainik Board, Nagaland, Kohima led by its Director, Brig. K. K. Roy Choudhary, SM, VSM (Retd.) and NIC Nagaland State Centre co-ordinated by Shri Lanusungkum Aier, PSA and Ms. Novotsono Natso, Scientific

Officer.

Altogether, 80 pensioners availed the Digital Life Certificate during the two days camp. Staffs of the Zila Sainik Welfare, Dimapur and Directorate of Sainik Welfare and Resettlement/ Rajya Sainik Board (Home Department), Nagaland, Kohima were actively involved in conducting the camp.

The camp was held at the NIC Dimapur District Centre with the



Staff of ZSW, Dimapur, NIC, Nagaland and RSB, Kohima

active technical support of Shri Lipokmeren Imchen, PSA & DIO, NIC, Dimapur District Centre and his team.

NOVOTSONO NATSO, NAGALAND

Chhattisgarh Housing Board Computerization Software- e-AWAS rolled out on 21st May, 2015

e-AWAS was conceptualized with a view to deliver online G2C services of Chhattisgarh Housing Board with respect to sale of residential and commercial properties. The Estate and Finance modules of the web based software application were rolled out on 21/05/2015 by Hon'ble Housing and Environment Minister, Govt. of Chhattisgarh Shri Rajesh Munat. The software is being implemented in all the 15 divisions and 4 zones of the Housing Board since 1st April, 2015.

The software facilitates online query of the vacant residential and

commercial type properties of the various CGHB projects across the state through 'Samridhi online' based on various parameters viz. area, district, price, building type and model.

It enables e-Registration of vacant property and online payment by the investors besides lottery for allocation of property. The software helps in generation of various reports of investors' viz. registration, house allotment, cost fixation, house possession etc. The reports generated in finance modules are the daily and monthly cash book, ledger, trial balance, income and expenditure



Hon'ble Minister viewing e-AWAS application

and balance sheet. Besides this, the software has enabled complete automation of finance modules to capture all the vouchers with respect to employees, contractors, liabilities and miscellaneous.

The project is coordinated by Shri P. Ramarao, TD with the support of Shri Rishi Rai, Sci. Officer/Engr. - SB, NIC CG State Centre, Raipur.

Y.V. SHREENIVAS RAO, CHHATTISGARH

District Level Workshop-cum-Training on Online Form-C held at NIC-District Centre, Vaishali (Bihar)

A

District Level Workshop-cum-training program was organized on 23rd May, 2015 at NIC-District Centre, Vaishali on Online Form-C under IVFRT MMP. The Workshop-cum-training program was attended by Police officials of the concerned Police Stations as well as the representatives of hotels, dharamshala and the monasteries in the district.

The objective of this training was to create awareness for foreigners' related services including Form-C and S-Form

under Mission Mode Project Immigration Visa Foreigner's Registration and Tracking (IVFRT).

In the beginning of the workshop, the participants were briefed about IVFRT project in general and online Form-C registration in particular by the Additional Superintendent of Police, Vaishali. Thereafter, intensive training was provided to all the participants by Shri S.M. Husain, Scientist-D & DIO, Vaishali on user registration for using the online Form-C as well as to enter the



Workshop in Progress

foreigners' arrival details at their hotels/dharamshala/monasteries by filling online Form-C using the url <http://indianfro.gov.in/frro/FormC>. The demonstration of C-Form application flow was also explained to the participants by Shri R.K. Mishra, ADIO.

SYED MUMTAZ HUSAIN, VAISHALI, BIHAR

22 e-Services launched under e-District MMP through CSCs by Hon'ble Chief Minister of Haryana

T

he e-Disha Ekal Sewa Kendra initiative of Haryana, which started on 01/03/2006, has been a great success for providing one-stop citizen services in an efficient, reliable, and integrated manner through District & Tehsil level e-Disha Centres. e-Disha Centres had been setup in all the districts & tehsils on self sustainable service charge basis. In the year 2010, NIC-Haryana enhanced the e-Disha software as e-District application and the same was launched at Rohtak (the pilot district under e-District MMP). As on date, 117 e-Disha Centres are functioning across the state. During March month of this year, around 50,000 (49627) various types of certificates were issued electronically through e-Disha Centres.

To implement e-District application through CSCs, the whole software has been enhanced by NIC-Haryana, to provide anywhere any time status of the services to the users via internet. The Birth & Death Registration and Management Information System has also been enhanced to facilitate issuance of the birth, death & non-availability certificates through CSCs.

Shri Manohar Lal, hon'ble Chief Minister

launched the rollout of 22 services across Haryana through CSCs on 2nd May 2015, from Panchkula CSC. Eleven services of Revenue Department and nine services of Health Department have been rolled out throughout Haryana. Two services are related to verification of certificates.

Shri Anil Viz, hon'ble Health & Sports Minister, Capt. Abhimanyu, hon'ble Minister for Revenue, Finance, Excise, Industries & Commerce, Shri Rattan Lal Kataria, hon'ble MP Lok Sabha from Ambala, Shri D.S. Dhesi, IAS Chief Secretary, Haryana PSEIT, Secretary EIT and various other dignitaries along with the whole team of NIC Haryana were present during the occasion.

So far, more than 600 CSCs have been established in the state through DITS and VLEs (Village Level Entrepreneurs) have been appointed for each one of them. The Revenue & Health departments have notified their authorized signatories for delivery of e-services. The duly authenticated certificates shall be available online and can be printed by VLEs at CSC for delivery. The citizen applications shall



Hon'ble Chief Minister distributing Caste Certificate at CSC, Sector-15, Panchkula

be processed with the help of scanned documents received through the CSC or e-Disha Centre. The new system has ensured that the physical movement of file is replaced by electronic file movement in application workflow.

The state has also initiated establishment of SRDB (State Residents Data Base) using the digitized and merged data of NPR-2011 & SECC-2011 and seeding Aadhar numbers from SRDH. Any citizen, who wish to avail e-services through CSC/e-DISHA centre, would be required to register in the Citizens Integrated Data Repository (CIDR)/SRDB and any document/certificate issued under e-Service delivery by the State Government would also be recorded in CIDR/SRDB for future reference, downloading, verification services etc.

NEERAJ, HARYANA

Video Conferencing facility between District Court and District Jail, Muzaffarnagar inaugurated on 19 April 2015

With a view to expedite the administration of criminal justice, High court of Allahabad launched the e-governance initiative of linking courts and prisons in Uttar Pradesh via video conferencing. This facility was inaugurated on 19th April 2015 by the Hon'ble Chief Justice Allahabad High Court, Justice Dr. D. Chanderhood at District Court, Muzaffarnagar in the presence of Hon'ble High Court Justice Shri Pankaj Mittal, Justice Shri P K baghel, Justice Shri Pratyush Kumar, Justice Shri Moh. Tahir, District Judge Dr. Vijaya Laxmi, District Magistrate, Shri. Kaushal Raj Sharma, SSP Shri. K

B Singh and Shri Gaurav Tyagi, TD/DIO NIC. Dr. Hemant Gaur / P S A demonstrated the VC facility to the Hon'ble Chief Justice and other dignitaries present there. This VC facility

has a two way dedicated lease line and RF communication link over SWAN network. A large number of officials, advocates and the media persons were present on this occasion.

On the occasion, Chief Justice said "This facility will save time, money and resources. Also, it will speed up the court processes". He added that this project also aims at connecting all prisons in the state with courts by providing a mechanism to conduct trials without the physical appearance of under-trials in courts.



Inauguration Event in Progress

From now on, an accused will be brought to the court only if he requests or it is necessary to have his physical presence. This will cut down on the difficulty faced by the jail authorities for producing the accused in the court. Not only funds of the state would be saved by setting up of the video-conferencing facility but the security arrangements would also become foolproof as only a small number of accused would be produced in the court.

GAURAV TYAGI, MUZAFFARNAGAR, U.P.

VC based monthly review meeting – Arun Vikas initiated under the chairmanship of the Chief Secretary, Arunachal Pradesh

The Govt. of Arunachal Pradesh has decided to hold video conference at state level, on the lines of PMO's PRAGATI, by having VC on 2nd Wednesday of every month. Accordingly, the first VC was held on 13th May 2015 by the Chief Secretary, Shri Arun Negi with all the Deputy Commissioners, using NIC's VC Service. It was attended by relevant Commissioners, Secretaries

at state hqrs and DCs along with concerned HoDs at district level. The issues of the districts were flagged in advance for fruitful and result oriented discussion. The programme has been named as Arun-Vikas.

In the first Arun Vikas conference, issues related to preparation of District Development Plan, five years perspective plan and Vision Document 2030 along with issues



VC Event in Progress

related to land acquisition and forest clearance for the infrastructure projects were discussed in detail.

**DEBASISH NATH,
ARUNACHAL PRADESH**

IVFRT Workshop organized on 12th June, 2015 at Jaipur

A one day workshop on Immigration, Visa, Foreigners' Registration & Tracking (IVFRT) was organized on 12th June, 2015 at the Police Head Quarters, Lal Kothi, Jaipur. The core objective of the workshop was to bring major stakeholders on a common platform to share experiences and provide feedback/suggestions to improve services. Various stakeholders of the project including Bureau of Immigration, State Home Department, Police Department and Foreigners' Registration Offices of Rajasthan participated in the workshop. The event was chaired by Shri Utkal Ranjan Sahoo, A.D.G.P. (Intelligence) Rajasthan. Shri Vishal Bansal, IG (Intelligence) and Shri P. S. Purohit, Joint Director (IB) Bureau of Immigration, Shri S. N. Sharma, FRRO, Amritsar and Shri Om Prakash, SP Security also gave

their their valuable inputs during the workshop. The workshop was attended by the officials of all 41 FRO'S of Rajasthan. The dignitaries on the dais were welcomed by Shri H.P. Yadav, CHIO, Rajasthan.

Shri Utkal Ranjan Sahoo, A.D.G.P. (Intelligence) expressed his satisfaction in the implementation of IVFRT project in all the districts of Rajasthan and its immense benefits for various agencies of the State Government. He also advised the participants to make optimum use of this opportunity and solve their issues during the workshop. He also appreciated the role of NIC & FRO's for implementation of all components of IVFRT in all the districts.

Shri S.N.Sharma, FRRO Amritsar delivered a lecture on FRO administrative & policy matters related with IVFRT project for the benefit of participants. He also discussed about the delegation of powers to FROs by MHA related to visa matters of foreigners. Shri Anil Parashar, IVFRT State Coordinator presented the



Workshop in Progress

implementation status and progress of IVFRT project.

Shri Arvind Kumar Sharma & M.Yaseen Husain, SSA NIC gave a detailed presentation on cFRO (centralized Foreigners Registration Office) module with new features incorporated in it. Shri Rajeev Arora, SSA, NIC gave a detailed presentation on Admin module of CFRO and C-Form/Form-S features. A question/answer session was conducted for the benefit of the participants and all questions of the participants were jointly answered by FRRO Amritsar and NIC IVFRT Team, Rajasthan.

CHANDAN SEN, RAJASTHAN

State Level Workshop on Land Survey & Settlement organized in Patna, Bihar

Department of Revenue & Land Reforms, Govt. of Bihar organized two day long workshop for capacity building on acts, rules and technology used in re-survey process on 2nd and 4th of June, 2015 at A. N. Sinha Institute of Social Studies and Research, Patna. The workshop was inaugurated by Hon'ble Minister of Revenue & Land Reforms, Government of Bihar, Shri Narendra Narayan Yadav. During his inaugural speech, he emphasized on the importance of completing the Re-survey work in shortest possible time with accuracy and transparency.

Shri Vyas, Principal Secretary, Shri Mithilesh Mishra, Director, Land Records & Survey, Shri Shashibhushan Tiwari, Director, Land Acquisition cum Special Secretary, Revenue and

Land Reforms and Shri Binod Kumar Jha, Joint Secretary, Agriculture Census also addressed the participants and sensitized all the stakeholders on this massive mission of the State Government

to work with zeal and fixed timeline. Revenue experts clarified various aspects of re-survey in terms of rules and regulations in the technical session of the workshop. Charge Officers, Assistant Settlement Officers, Qanoongo(s) and Amins of 16 districts participated in the workshop.

Shri Sanjay Kumar, Scientist-D and Md. Jawed Manzar, Scientist-C from NIC Bihar team imparted training on Bhu-Sarvekshan software for speeding up the process of re-survey in terms of preparation of RoR database and generation of scheduled reports like Prapatra-6, Prapatra-7, Prapatra-12



Workshop in Progress

and Prapatra-20 i.e. from the first stage of data generation to the final publication of Khatiyani. The software is already operational in Nalanda, Sheikhpura, Begusarai, Lakhisarai and Khagaria and data of two villages of Nalanda district namely Saidpur and Firozpur have been finally published. Web based software Bhu-Naksha 3.0 developed by LRIS division of NIC HQ was also demonstrated to the participants. All features of the software were demonstrated and appreciated by the participants.

SANJAY KUMAR, PATNA, BIHAR