

MAJOR IT APPLICATIONS IN STATES RELEVANT TO MASSES

1. ANDHRA PRADESH

In the last five years IT Policy has been used as an effective instrument of Development. An organizational structure with five dimensions established for this purpose :

- Policy formulation & Planning with Vision and Objectives
- Infrastructure
- E-Governance
- HR Development
- Promotional aspects

The State has clearly recognized that IT shall play a significant role in realizing its policy objectives like economic development, enhancing the quality of life and providing good governance.

APSWAN Project:

- APSWAN is the backbone network for voice, data, and video communication throughout the state of AP. This network became operational on 1st November, 1999 with 2 MBPS fiber optic links connecting the State Secretariat with 25 centres including all the District Headquarters towns.
- A video-conferencing facility between Hyderabad and the 25 cities/towns has rides on the APSWAN. The facility would be eventually extended to the Headquarters of all major departments at Hyderabad. This is being used effectively for: Administrative Reviews and Conferences, Distance and On-line training for Government officials, Demonstration of best practices from the departments.

CARD Project:

- CARD (Computer-aided Administration of Registration Department) paves the way for digital registration in 214 sub-Registrars' offices across Andhra Pradesh.
- Version 9.5 of the CARD software developed by NIC has been released for implementation all over the state on 31-5-2000. It has over 250 features that take care of practically all the aspects of Registration process.
- 3. 8,72,000 documents have been registered under the CARD system'.
99 % of the documents received in the CARD offices on computer at present.
- A website on CARD will soon be launched that gives comprehensive information on the various legal provisions of all related Acts and rules, the forms in downloadable way, FAQ's etc."

TWINS Project:

- It is Twin Cities Network Services of Hyderabad and Secunderabad. Selected 18 services and information of 6 departments and agencies.
- At present operational in 12 centres and will be extended to 285 centres by end of this year.

APDMS Project:

- Andhra Pradesh Development Monitoring System (APDMS) includes Geographical Information System with Remote Sensing Satellite data for all the mandals, villages and habitations
- It has created the base maps of 1122 mandals and the constituent revenue villages and habitations together with a suite of thematic data on the road network, the community infrastructure, basic demographic data, soil and geo-morphological data etc.

SKIMS Project:

- Secretariat Knowledge & Information Management System (SKIMS) to develop a generic product that efficiently manages the information and knowledge of a large organization like the secretariat.
- Secretariat being the seat of the Government, is a repository of information and knowledge. Public interest lies in efficiently managing these valuable resources.
- Information Technology holds the key to this delicate management exercise. The Government intends to implement the SKIMS project in a phased manner over 18 months to achieve multiple goals.

FAST Project:

- The 'Fully Automated Services of Transport' (FAST) project is another e-governance project that aims at providing services like issuance of learner's licenses, driving licenses and registration of vehicles through a comprehensive, networked solution.
- A pilot project is launched at 3 cities in the State - Secunderabad, Vijayawada and Chittoor.

For success in any IT project the following five Cs are necessary:

- Content
- Competency
- Change Management
- Connectivity
- Capital for Sustainability

NIC continue to provide NICNET services to the State Government with greater coverage, additional services and extension of the existing services to more users. Several turnkey projects were taken up. Some of the projects where NICNET services have been extensively used are :

- Software developed and implemented for the Mandal Level Computerisation Programme of Andhra Government covering the areas

Land Records, Land Aquisition, Civil Supplies, Payroll.
First Version Implemented in 308 Mandal offices.

- Implementation of Birth & Death Registration System in the Municipality.
- Web Site launched for the speedy dissemination of information like, Vacancy position in MBBS/BDS, Engineering Admissions, Common Entrance Test results, MCA, MBA etc..
- Web Sites launched for various Government departments like, Agriculture Marketing, Education, Directorate of Economics & Statistics, Ground Water, DGS&D, AP Vaidya Vidhana Parishad etc.
- Development and implementation of the Property Tax Information System for the L.B. Nagar Municipality.
- Development of a District Accounting System for the food Corporation of India. It is being implemented by all FCI-districts in the state.
- RF links established for various offices like High Court, CCMB , Kendriya Sadan etc
- Implementation of District Accounting System (DIAS) for Food Corporation of India. Training the staff of FCI on the above.

- FEM analysis of the Radial Gates of Singur Reservoir for the Irrigation Department.
- Email and Internet connectivity extended to various district offices and forest offices.
- 26 Training programmes were organised covering around 525 officials of the State Governments. Applications based training programmes also conducted and more than 1000 officials participated.

2. ARUNACHAL PRADESH

NICNET facilities have been provided for development of Software for various state government departments. NICNET facilities are being used to exchange information between the State Secretariat and the districts of the State. Several application software has been developed for the State Government. Some of them are :

- Major Databases developed for 11th Finance Commission, Electoral rolls, Below Poverty Line Census(BPL).
- Software Packages for Targeted Public Distribution System (TPDS) for the Civil Supplies Department, File Management Software for the CM's Secretariat.
- Unified Fund Monitoring Package to monitor the expenditure incurred under various schemes.
- A file monitoring software was developed and implemented for the office of the Chief Secretary.
- MIS for the department of Education which manages all the requirements of the department.
- Computerisation support to various department like Health Services, Rural Development, Agriculture, Planning and Urban Development.

3. ASSAM

NIC has been providing NICNET based services to all the State Government Departments. A video conferencing studio has been set up at the State Secretariat, which is being regularly used by various State Government.

NIC has helped in the study, design and development of several applications some of them are :

- Release of Regional Resource Database on the WWW.
- Software packages for various applications like, Revenue Collection, Public Distribution System, Crime Statistics and Registration Births and Deaths etc.
- Computerisation of Treasury and Sub-Treasury. A detailed SRS is being prepared.
- Computerisation support for the Election Management and Result Transmission during the Parliamentary Elections.
- Implementation of the Treasury Accounting Software.
- MIS developed for various Government schemes such as Shallow Tube Well, Welfare of Tribes & Backward Classes, State Human Riots Commission etc.
- E-mail and Internet access facility to Government Departments.
- Training programmes were conducted for the various departments of the state government.

4. Bihar

NICNET services have been provided for the computerisation of various Government Departments. Computerisation support has been extended for the following :

- GPF Computerisation. A statewide GPF computerisation is being done at all the districts after seeing the successful implementation of the GPF Directorate.
- Statewide District Treasury Computerisation. It is proposed to implement district treasury computerisation at 20 more districts and the plan proposal has been approved.
- Various packages developed for Bihar State Electricity Board (for billing) and Commercial Tax Monitoring System for the Finance Department and NICTRAN package for the Transport Department.
- Continued support to the High Court and District Court Computerisation programme.
- Public Distribution Monitoring system has been developed.
- Provide IT supports for the Enhancement of Computerisation of Governor's office, Bihar Education Project Council.
- Database development for various sectors like Economy, Finance, Rural Development, Urban Development, Education, Transport and other sectors.
- A number of training programmes was organised.

5. CHANDIGARH (UT)

NICNET services are being utilised for the following -

- Web Site for Chandigarh, which includes planning and architecture, city government, city map, tourist information, chandigarh police.
- Information Systems / Databases for
 - PIS for the Chandigarh Administration
 - Industrial Electricity Billing
 - Motor Vehicle registration and Driving Licenses
 - Budget Information System for the Engineering Department.
- Technical Services to various Boards, corporation and central Government Department.
- Setting of UP Information Facilitation Counters at UT secretariat and DC's office.
- Internet services to various departments.
- Development and hosting of a web page for the Chandigarh Housing Board.

6. DELHI

The Department of Information Technology was created by the Govt. of Delhi about a year ago. Following schemes are under process -

- Establishing of LAN for Delhi Sachvalaya.
- Establishing of WAN for Government of Delhi.
- Grant of Financial assistance for setting up of Internet kiosks in Delhi.
- Contribution to venture capital fund for Information Technology.
- It is proposed to set up the kiosks in various parts of Delhi to enable common person to extract the information / guidance pertaining to State Government in particular.
- These kiosks will function in all major places and some shall be installed in the slums of Delhi.
- Delhi Government is planning to provide subsidy to the STD/PCO owners to setup Cyber Café.
- Video Conferencing is proposed for interaction between various departments and CM to enhance the communication.
- **The departments in Delhi has number of under utilised computers because the staff was untrained. Govt. of Delhi has initiated the massive training program for staff last year. The STG conducted the first year training program and about 1800 officials were trained in 1999-2000.**
- This year training program is started for the Officers and staff of Delhi Government. The training is being conducted for 5 days in which the fundamentals of Computer Operation are taught. The APTECH is conducting the training.

- So far we have trained 350 employees of Delhi Government and more than 1100 are in pipe line.
- An official web site of Delhi Government has already been launched by the NIC. Various forms can be loaded from this site.

NICNET Services are being used by large number of State Government Department viz., Food and Civil Supplies Department, Education Department, Office of the Chief Minister, office of LG etc.

NICNET services have been used for the following Information services:

- CM office computerization's has been accomplished, which involved implementation of various packages for file maintenance, public grievances, control room monitoring for DVB, CM Project Monitoring System.
- Computerisation of Industry and Planning Department and Registrar of Cooperative societies.
- Delhi Government WEB site was created and hosted.
- Packages were developed for the Directorate of Family Welfare for Pulse Polio.
- 3 district centers were made operational.
- Setting of computer network at different buildings of the Delhi Government.
- Various other packages like, Marriage Certificates, relief work, and expenditure statement.

7. GOA

NICNET services have been utilized in the development and implementation of the following information system:

- Implementation of Sales Tax Monitoring System, Registration of Births & Deaths, House rent and Tax Collection, Trade and Occupation Licensing, Construction Licensing for Municipal Corporation, PIS for police Department.
- Office Procedure Automation implemented in the collectorate.
- Setting of NITPU.
- Implementation of the List of Business Information System at Panaji Bench of Bombay High Court
- Implementation of the Land Records Information System in the State
- Implementation of the Office Procedure Information System at South Goa Collectorate.
- Implementation of RPLI and PLI in the Postal Department.
- Computerisation of various censuses like Agriculture, Economic, Forest etc..

Various training programmes were organised for officials of the Goa Government. Around 300 officials were covered during these programmes.

8. Gujarat

Continued efforts are being put in making NICNET facilities available to All State Government Departments, several offices of the state government located outside the secretariat.

Major achievements in providing informatics services include:

- Support in Implementation of Treasury Information System
- LAN for the new High Court Building..
- Continued support for the High Court Computerisation
- Implementation of the District Court Information System at the District Courts.
- Training programme in the application packages and general IT to various officials from state as well as district.

9. HARYANA

A high power committee **IT Prism** including representatives from government, management and Industry has been set up for IT implementation . Major steps taken are given below :

- On priority back office computerization has been undertaken.
- By 2005 e-governance in all the departments will be implemented for public convenience , maximization of revenue and minimization of cost of government.
- One Department is proposed for total solution including an application development and training.
- Five percent of total budget to be used for IT implementation ..
- One nodal officers to be called as a chief IT officers is to be identified in each Department for IT implementation.
- Each Department will have functional integration with NIC.
- NIC state unit is already preparing a software with citizen-interface as focus.
- By year end all information will be put on our portal including procedures , application forms , etc.
- It is expected that DOT will ensure connectivity up to block level free for state Government. Private sector is also coming up to provide optic fibre connectivity. It is assumed that free bandwidth will be provided for government use.
- In the first phase it is planned to provide one information kiosk (estimated cost 4-5 lakhs) in 6000 villages with internet connectivity and interface with state departments.
- State is focusing on IT literacy including Government employees and common masses It will prepare youths and students to participate in IT stream and give benefits to all citizens. For this participation of private sector is being sought.
- Education Policy is being revised to facilitate the following:
 - Introduction of computer literacy from 6th to 10th class as optional and 11th -12th class compulsory.
 - ITI's and , polytechnics to have value added information for employment.
 - Colleges to have IT subjects and specialized training.
 - Setting up IIIT at Gurgaon which will start next year on industry driven model.
- Computerization of treasury & finance and excise & sale tax has been completed.
- Computerization of local bodies and municipalities is being started.

NICNET services have been provided to several government departments. Several information systems have been developed for the above mentioned departments. Some of the major achievements are:

- Full-fledged Intranet created in the Civil Secretariat and database access services were made available to the CM and others.
- Web Site hosted for many departments like, HSIDC, Tourism etc.
- Packages like Village Information System, Public Information Facilitation System, Project Progress Monitoring System.
- All the blocks of Fatehabad District linked to District HQ through Dial Up links.
- Web site hosting the Daily causes of the High Court.
- IT support to all the DRDAs
- Email and Internet Services and support to various departments and district offices.
- Computerisation support to the District Industries Centers in the State
- Training programmes were organised at the State Secretariat and District Centers of NIC

10. HIMACHAL PRADESH

NICNET facilities have been extended to various departments at the State Secretariat. NICNET services are being used for the following applications:

- Internet and E-mail services to various departments.
- Implementation office automation at the Chief Minister's office.
- Continued support for maintaining various databases at the State, which help the government in following areas.
 - Vehicle expenditure Monitoring
 - Implementation of Cabinet Decisions

- House Allotment
- Personnel Management
- Monitoring Court Cases.
- Budget Information Processing System
- Support for Land Records Computerisation
- Continued support for the District Treasuries Computerisation in the State.

11. JAMMU & KASHMIR

NICNET services have been provided to the State Secretariat, all the District of the State, the High Court and several District Courts.

NICNET services are being utilised for the following informatics services :

- Official Web Site of J& K Government.
- Video Conferencing, E-mail and Internet Access to the State Secretariat.
- Implementation of the Treasury Information System in several treasuries of the State.
- Computerisation of various departments like, CPF organisation, Sales tax, GPF.
- File Monitoring System for the Secretariat has been implemented.
- Training and Workshops conducted in various fields.

12. KARNATKA

Karnataka is the first state to announce IT Policy in the year 1997. This Policy has acted as an important catalyst for the growth of IT Industry in the State. Major steps taken are given below :

- The Carnegie Mellon University's Software Engineering Institute has developed the Capability Maturity Model (CMM). This institution assesses the capability of the software companies and classifies them into various levels (CMM/SEI/Level-1 to 5). Level -5 indicates the most sophisticated Software Company that has excellent human resources management as well as abilities in delivering quality Software Services. Karnataka is proud that its homegrown company, WIPRO is the 1st recipient of the Level-5 certification. All over the world there are 19 Level 5 companies. 12 of those are located in India and 8 of those in Bangalore.
- To establish 225 training centers all over the state, primarily for the purpose of training the unemployed educated youth in various IT skills. The Government will encourage private sector initiatives in setting up such centers. These centers would receive appropriate concessions from the Government.
- Setting up yuva.com for unemployed youth and housewives.
- All district head quarters in the state of Karnataka and also 140 out of 175 taluks have already been connected with an fibre optic network. The video conferencing facility of the Government of Karnataka is already functioning on this network. The State has received a lot of requests from the private sector to set up high bandwidth networks. The State is committed to make high bandwidth available to all its citizens. The Government of Karnataka is committed to complete liberalisation and simplification of the right of way procedures.
- The Government of Karnataka's commitment to education shows up in the projects implemented here. The department already has a computerised payroll accounting system of all 2.4 lakh teachers in the state. The details of over 18 lakh students that take SSLC, PUC and university examinations have already been computerised and the results of SSLC are made available on the website.
- The department has used IT in Common Entrance Test for professional courses in an astounding manner. The Common Entrance Test is conducted by the Government of Karnataka for admitting students to professional courses in engineering, medicine, dental courses. Over 100,000 students appear for these examinations every year seeking admission to

- more than 128 colleges covering 27 courses. More than 45,000 students from outside Karnataka State also participate in the process. The examination is conducted in a most transparent manner. The students are admitted by computerised counseling process, the best ever designed in any education system in India.
- The record of rights (RTC) play a vital role in the life of farmers. The records are required for establishing ownership of land, for recording the succession of ownership, for recording the agricultural crop details and for obtaining loans from banks. The land records of all the villages in Karnataka have already been computerised. Immediate steps will be taken to make these computerised land records available to the villagers.
 - Computerization of the treasuries all over Karnataka. The treasury payment system handles over Rs.20,000 crores annually through 225 treasuries. This system serves 4.7 lakh pensioners of Government service, art and culture, sportsmen, journalists, freedom fighters, etc. In addition, the system serves 13.15 lakh old age pensioners, the physically handicapped and destitute widows. The treasuries act as bankers to 4,500 zilla panchayats, taluk panchayats, grama panchayats, municipal corporations and other funds. A comprehensive computerization is planned using the V-sat terminals. There will be a main data base center at Bangalore and a disaster recovery center at Dharwad.
 - Under Police IT 2000 already computerised finger prints to a large extent and has an ambitious project which will improve the state crime record bureau, connect the police stations located in Bangalore, enhance the capabilities of the intelligence wing, etc.

NICNET Services have been provided for computerisation of various state government departments.

The major achievements are :

- Implementation of Accounting, PIS and letter monitoring package at Karnataka Neeravari Nigam Limited.
- Installation of Hardware /Software like, Pension Scheme, PF recovery etc. In the regional PF office.
- Service Rules were put on the net for instant and ready reference for the day to day operations.
- Computerisation of various departments likes Agriculture, 3 Sub-registrars office, Regional Transport Offices.
- Networking of Commercial Tax Assessment circles in Bangalore.
- Implementation of Permit Monitoring System for Commissionerates and District Excise Office.
- Implementation of Public Grievance Monitoring System. Computerised system for Classification, Control and Appeal for the staff.
- Web sites for various departments designed and launched.
- Various results like the SSLC, Common Entrance Test hosted on the Internet for public.
- Various Databases made for departments like Education, Small Scale Industries have been hosted on the Internet.
- Daily Cause list of the High Court published on the Internet with search facility.

13. KERALA

As e-governance initiatives a detailed blue-print is prepared. In 32 revenue deptts. Priority transactions have been identified and TSP (Total Solution Providers) are developing software. The following priority projects initiated:

Information Kerala Project:

- In all 1300 panchayats transactions through computers.
- 5000 personnel trained
- By 15 Aug test launch ready
- By Nov. all will be covered
- Dial-up connectivity and ISP is State Planning Board.

- Applications divided into three categories namely Certificates, Social welfare and Subsidies/Incentives.

FRIENDS Project :

The Department of Information Technology, in association with the Thiruvananthapuram Corporation is setting up an Integrated Service centre called FRIENDS (Fast, Reliable, Instant, Efficient, Network for Disbursement of Services) at Saphalya Complex of TRIDA at Palayam with

a view to reach the advantages of Information Technology to the Common man. Here, 20 computerized counters will work from 9.00 am to 7.00 pm in two shifts on all the days of a week , including Sundays on any service any counter mode. However, the centre will not be functioning on other public holidays. A computer controlled queue management system will avoid the need of people standing in the queue. Instead they can take a token and relax on a chair while the progress of maturity of the token will be electronically displayed. When the turn comes, he/she can go to the designated free counter and get any of the listed services done. The service is FREE and no service charges are levied from the Citizen. Payment can be made in cash or a DD drawn from State Bank of Travancore. However, due to accounting problems, cheques will not be accepted initially. A friendly Help Desk will help the customers to fill up various forms and clarify the doubts. This will be the first of its kind in Kerala and the largest of such a facility in the country. FRIENDS Centre will be inaugurated by Hon'ble Chief Minister shortly. The Computer Server of the FRIENDS Centre will be linked to the server of the concerned departments for updation of data on a real time, once the computerization of the departments are completed. Until then, FRIENDS Centre shall work on the principle of "Collect And Remit" and "Receive And Forward" methods to offer the following services:

1. KSEB Bill Payments
2. KWA Bill Payments
3. Property Tax
4. Professional tax
5. Traders License Fee
6. Building Tax
7. Basic Tax
8. Revenue Recovery
9. Fee for new ration card
10. One time vehicle tax
11. Motor Vehicle tax - 105 types
12. Fee for Licenses from Motor vehicles Dept - 20 types
13. Fee for permits from Motor Vehicles Dept - 142 types
14. Registration fee for Motor vehicles – 37 types
15. Kerala University exam fee - 352 types
16. General fee for Kerala University - 96 types
17. Fee for trade licenses - 11 types

Various other services which work on "Check and Confirm" mode - such as KSRTC Express Reservation service, booking/reconfirmation of Indian Airlines/Air India, KTDC hotel reservation etc. can be added in future.

The personnel required for manning the counters are identified and deployed from the government organizations whose services are being delivered through the terminals. Staff from KSEB, KWA, Motor Vehicles Department, Civil Supplies Department, Corporation, University and Revenue department are deployed for manning the counters. Proper orientation and training are being given to this staff to ensure friendly service to citizens. A collection centre of the State Bank of Travancore will function at the premises of FRIENDS. The cash/other instruments collected in each shift will be passed on to the Bank soon after the end of the shift. The Bank will ensure that the payment along with the details are passed on to the concerned departments. The FRIENDS counter will ensure that the consumer number and all relevant details pertaining to the transaction are made available to the respective departments without any delay. FRIENDS will issue individual receipts to every payment received indicating the consumer number/name, the bill particulars issued by the agency, amount collected, office having jurisdiction etc. This receipt which is issued from the FRIENDS counter will be honored by the respective departments

The unique feature of the FRIENDS Centre are the following:

- FRIENDS will be a one-stop Service Center where remittances can be effected quickly and various other services done.
- The Centre works from 9 am to 7 pm (in two shifts) on all days including Sundays. The Centre will be closed on other holidays.
- A Computer controlled queue management system eliminates the queue and avoids long waiting time.
- Emphasis is given to provide a comfortable ambiance to the public.
- There would also be a help desk, which would provide information on various government schemes and programmes and make available variety of application forms. Experienced personnel from various departments will man the desk and help to fill up the forms. f. The facility shall cater to the entire Trivandrum Corporation area.
- There would be a facility to record suggestions/complaints, which will be seriously reviewed on a regular basis and corrective actions taken.
- FRIENDS is built up in a prime location, which is growing as a shoppers' paradise. A person who visits friends can also do variety shopping in the same premises. The FRIENDS Centre is a pilot project and if found successful, can be replicated in other districts of Kerala at selected locations.

State Institute of Educational Technology (SIET) Project :

SIET will be responsible for the planning, research, production and evaluation of educational softwares like video, audio programmes and computer multimedia. It has an ambitious scheme to develop an Education Communication Floor (ECF) equipped with all available audio-visual devices and demonstrations of Educative gadgets. This ECF will be a unique type of communication lab where the Teachers and students may visit to have hands-on experiences on computer multimedia, Internet, etc...

The first step is to get our teachers trained for this major shift in teaching practice. We have to bear in mind two things: It is also proposed to incorporate training for computer assisted instruction in the Bed /TTI curriculum. Curriculum based software is being developed by the state department and will be provided to schools that have the facilities to use them. There can also be district based software resource libraries from which schools can borrow CD-ROMs or cassettes. It is expected that it will be possible to connect schools to the Internet in the near future. Until then, Internet facilities will be provided to the DIET's which can act as a resource centre for downloading instructional materials for the teachers. Effective use of technology in the classroom by teachers will be rewarded with positive remarks during classroom evaluation.

Housing Portal Project :

Like Total Literacy a Total Shelter Scheme has been launched. State is committed to provide houses to every family of lower income and weaker section. Developed low cost housing model. Architectural walk through for different type of houses will be provided. Aim to provide on-line loan processing.

NICNET services have been provided to the State Government Departments, all the Districts, the High Court and several District Courts.

NICNET facilities are being utilised for development of database and information system. Some of them are :

- Several packages developed and implemented like, Weights and Measures Registration & Verification System, Expenditure and Activity Monitoring System, LOC preparation System
- Representation Monitoring System for the Backward Class Commission
- Budget monitoring System for the Finance Department
- Implementation of PLI and RPLI in the Post Offices.
- Database creation for the Overseas Development & Employment Promotion Consultancy.

- Computerisation of Passport office, Labour Commissioner's office and High courts and district courts.
- Computerisation of Land Records in the State
- Development of MIS for the Public Works Department.
- Continued support to the computerisation programme on Treasury Computerisation in the State.
- Preparation of a proposal for extending NICNET Services up to the block and village level in the State.

14. LAKSHADWEEP

NICNET services are being utilised by the several islands in Lakshadweep, the Kochi office of the Lakshadweep administration and Liaison Officer, Lakshadweep, New Delhi. NIC, Lakshadweep UT Centre is providing Informatics support for the following :

- Computerised advance ship ticket reservation system introduced at Kochi, Calicut and all other major ports of Lakshadweep.
- Inventory Control Package for the Electricity Subdivisions at Minicoy, Kochi, Kavaratti and Beypore.
- Provided Computer systems with multimedia and Internet facilities to teachers in all the high schools.
- IT supports to Chief Electoral Officer.
- Internet access facility to several government department.

15. MADHYA PRADESH

Video Conferencing, Internet access and E-mail services have been provided to Central Government Offices, State Government Offices, Public Sector Undertakings and State Government undertakings through NICNET. A Home Page for the State was prepared which has been hosted under the India Image Programme of NIC.

Major achievements in providing informatics services include:

- Software package on Community Needs Assessment Approach completed and software to be implemented in all the other states.
- Retrieval system on Compendium of office orders, Circulars and forms.
- PIS for the panchayat inspectors of Social Welfare department implemented.
- Upgraded version of Treasury Accounting Information System (TRACIS Ver 3.0) to accommodate various other requirements of the department.
- Implementation of Pension Accounting and management System (PAMS) for district Treasuries.
- Results of various competitive exams like Pre Engineering, Pre Medical, Pre Pharmacy etc. were made available online for the benefit of public.
- Implementation of RF network setup to extend high-speed connectivity between Mantralaya, Vidhan Sabha, NITPU and NIC state unit.
- Work in progress for the establishment of 6 new tribal district centers.
- Implementation of Rate Analysis System completed for Rural Engineering Services.
- Information exchange services through NICNET for the management of the Gram Sampark Abhiyan programme of the state government.
- Several training programmes for various departments of the State Government . Around 500 officers and staff were covered in these programmes.

- Implementation of DRDA project in the state. Hardware, software and LAN facility has been implemented in all the DRDAs in the state
- Establishment of NIC District Court Centers and implementation of District Court Information system in the various district courts of the state.

16. MAHARASHTRA

IT policy announced on 15th August, 1998 with Mission statement “Empowerment through Connectivity” . Major steps undertaken are given below:

- Specialized infrastructure
- Right of way to private parties for laying optic fibre ducts
- Department of IT and AR has set up core group to advise on IT. Business Process Review is being done in all sectors for making effective IT usage.
- Milestones set on e-governance road map. Portal has been redesigned.
- Govt. developing WAN to connect all field offices and more than 3000 govt offices.
- On priority computerisation of treasuries, tax departments, etc is on-going.
- Video conferencing facility at district Hqs.
- On LAN in secretariat all Acts / GR shared by all.
- Sector wise computerisation envisaged through TSPs (Total Solution Providers).
- After extensive survey in Pune district 8-9 forms selected for public interface. Six access categories identified like Act/GR, Competent Authority, How to apply, Documents required, single window, response time and grievance redressal for providing service in simple way. Touch screen access being experimented.
- All employment exchanges are being connected.
- E-mail facility in marathi made operational.
- Computer literacy made mandatory for recruitment in Govt. services .
- Already trained 70000 Govt. employees.
- Students in Free hostels upto 12th for SC/ST may get IT training on 50% concession from reputed organisations like APTECH.
- In schools private sector encouraged for IT training and charge fee as decided by PTA.
- Family members of Govt. employees may get IT training on 50% concession from reputed organisations like APTECH.

Maharashtra State Unit continue to provide NICNET service to State Government Departments and Central Government Departments, NGOs and Co-operative Societies in the State. The coverage of E-mail, Internet Access and Video Conferencing services were enlarged considerably. NICNET services were used for the following projects:

- Networking at the Maharashtra Secretariat established and connected to NICNET via RF link and Video Conferencing setup established and made operational in the Secretariat.
- Various software packages were developed for various departments like, CM’s information systems, Registry Computerisation for Finance Department, Ways and Means Monitoring System for Rural Development, Savings investment information system for Directorate of Small Savings.
- IT supports for various central government departments like Zoological Survey of India, Central Poultry Board, Estate manager’s office.
- Video Conferencing support to state government.
- Implementation of District Court Information System (DCIS) for the district courts of the state.
- Training and Workshops on IT.

17. MANIPUR

Continued support in providing NICNET connectivity to various state government departments and Deputy Commissioner in the districts. NICNET services are used for following information support for the State Government.

- Support to the SSI Registration Information System.
- E-mail connectivity to various state government departments.
- MEDLARS support to various institutions.

18. MEGHALAYA

NIC has provided informatics support to various Central Government agencies and State Government Departments, which include the following :

- Web site creation for Meghalaya state and other departments like, Electricity Board, Industrial Development Corporation, Tourism etc.
- Implementation of Software Package for LOA and LOC in all the district treasury. First phase of treasury computerisation project implemented.
- Loan Monitoring System for the finance department.
- Computerisation support to the Public Health Engineering Department for the management of the Rajiv Gandhi Drinking Water Mission.
- Computerisation support in the preparation of the state budget.
- Establishment of Computer Centre at the Food & Civil Supplies department and networking it with the District office.
- Computerisation of district rural development agency.
- Implementation of DRDA project in the state. Hardware, software and LAN facility has been implemented in all the DRDAs in the state.
- Internet and Email connectivity to various state departments and corporations in the state.

19. MIZORAM

NICNET facilities have been provided to various departments of Government of Mizoram. NICNET services are being utilised for the following projects:

- Implementation of the Land Records Information System for the Directorate of Land Records, Government of Mizoram.
- Computer based enumeration of State Government employees.
- Budget preparation for the State Government.
- Computerised assessment of financial resources for 1999-2000.
- NICNET support for the monitoring of developmental and social welfare programmes.

20. NAGALAND

NICNET facilities have been provided to several departments of the State Government.

- Transmission of monthly data for National Sample Survey Organisation.
- Continued support on the post Implementation of the Arms License Information systems at district level.
- Database to keep track of the Civil list of the State Government.
- MIS implemented for the departments in the state.
- Continued support to the NICNET based Monitoring system for ICDS Project.

21. ORISSA

NICNET services have been provided to Departments of the State Government and District Administration. NICNET Services have been effectively utilised in the following areas.

- Computerisation of Sales Tax for Circle COSTIC.
- Computerisation of various departments like, Finance, Industries.

- Various Packages and Databases developed like Budget Information System, Budget Forecasting and Analysis, Finance Commission Data Analysis System, Letter of Credit Monitoring system, Small Savings Deposit Scheme.
- Central Assistance Review and Monitoring System
- Implementation of court case monitoring system in 10 districts.
- Implementation Pension grievance Monitoring System.
- GIS application on Relief Monitoring in Orissa during Super Cyclone

22. PONDICHERRY

NICNET facilities have been provided to the Government of Pondicherry and District Administration. NICNET services are being used to implement and to support IT in the key sectors of economy. Some of the achievements are:

- Exchange of information with the Central Government Department.
- Continued support in the implementation of the Birth and Death Information System.
- Computerisation support to the Transport Department
- Internet and email access facility to the Government Departments.
- Imparted training in the field of IT to various officials.

23. PUNJAB

- IT Implementation is more a change management challenge than a technology challenge. HR factor is most important.
- The role originally conceived for the Department of Information Systems & Administrative Reforms (**DISAR**) is that of a **facilitator** and not of an implementing agency. The ultimate credit and responsibility of the successful implementation of an IT projects lies with the concerned Department. Presently DISAR is facing acute shortage of technical manpower as more than 50% vacancies are lying vacant. Some of the existing staff members would be leaving for more lucrative pastures leaving a very thin strength behind. DISAR immediately needs to recruit one Additional Director, One Joint Director, two Senior Managers, 2 System Managers and 2 Assistant Managers. Without this technical manpower, it is not possible to plan, facilitate, guide and monitor the IT projects in various Departments. Staff of DISAR to facilitate project implementation in other Departments. Wherever IT Project is implemented, DISAR normally attaches one of its technical persons to provide necessary guidance and facilitation in technical matter. Each technical expert in DISAR looks after, monitors and guides three to four projects in different departments.
- For the successful implementation, it is necessary that the concerned Department should identify and depute a nodal officer as project-in-charge. Preferably such officer should be second in command in the Department and should have the requisite authority, will and attitude for change management. He will be Chief Information Officer (CIO). For this The Financial Advisor (FA) model of Government of India would be the most appropriate solution. Under this model one of the middle level officers of a Department is also designated as Financial Advisor in addition to his duties in the Department, We may designate Chief Information Officers in each Department who would have dual role and dual responsibility for the Department and they should be responsible to their own Administrative Secretary concerned whereas for IT and Computerization functions they should be responsible to Department of Information Systems & Administrative Reforms. The Nodal Officer appointed by the Department would function as CIO. These officers should then be appropriately trained in handling IT implementation rejects and re-skilled with the appropriate technical knowledge. Each Department had been asked to prepare a Strategic IT Action Plan (SITAP). But most of the Departments, barring a few could not prepare SITAP. It could not be possible for the Departments to prepare such a plan without the help of an IT Consultant. Each project to be taken up for implementation should be part of this overall Strategic IT Action Plan.
- The **successful** implementation of IT projects would require the following components:

- Commitment of Government in implementing IT projects
 - Domain knowledge
 - Technical know-how
 - Re-engineering of processes and management aspects
 - Easy access to hassle free IT resources
 - Human Resource Development Proper manpower with positive attitude and skills
 - Hassle free and coordinated flow of funds
 - Change management
 - Make IT a business-driven line activity, not a technology-driven staff function
 - Make IT funding decisions like other business decisions – on the basis of value
 - Build a business-smart IT organization and an IT-smart business organization
 - Drive simplicity and flexibility throughout the technology environment
 - Demand near-term, business results from development efforts
 - Drive constant year-to-year operational productivity improvements
- The feasibility study, design, development and implementation of an IT project should normally be outsourced to an expert agency. Most of the Departments do not have technical expertise and resources for development of software and implementation of IT projects. In case the application is small and Department has some trained manpower, the implementation can be taken up at the Departmental level on a pilot basis. Ultimately, the concerned Department will be responsible for implementation of the project.
- Policy for Acquisition of IT Resources: For hassle free and easy access to the IT Resources including consultancy services, software development, hardware networking, operation and maintenance etc., DISAR has prepared an Acquisition Policy, which is under the consideration of CMM. Under this policy, DISAR would notify the list of IT Companies on the basis of open tenders. These companies would be in the category of Turn-key Solutions Providers, Consultants, hardware & software vendors, system software vendors and consultants for various other IT services. The concerned Department would be able to avail the services of any of these vendors at the specified rates. Departments may also take quotations from the empanelled hardware vendors as per the procedure laid down in the new Policy. Technical Manpower for operation & maintenance. Regarding the availability and deployment of the technical manpower, we have three options. Firstly, we can train the existing staff of the concerned department who is willing to be re-trained in the new area. This would, of course, be a very difficult exercise. Secondly, we may take technical experts with suitable qualifications on contract basis against the vacant posts in a particular Department, and Lastly, we may outsource the technical maintenance and operation to a third party whereas the operation of end-user services should remain with the concerned Department.
- Empowered Committee for removing procedural hassles and delays in timely release of funds : One of the common bottlenecks in IT projects is the timely availability of funds in a hassle free and coordinated manner. The funds required for various components of the purchase should be made available simultaneously for a meaningful implementation. To sort out this problem, the State of Andhra Pradesh has constituted an Empowered Committee. A similar Empowered Committee also existed in the Department of Technical Education & Industrial Training during the implementation of World Bank Projects. In DISAR, we need to reconstitute and notify the Empowered Committee with the similar powers. Once a case is cleared by the Empowered Committee and the required provision of funds exists in the budget estimates approved by the legislature, no reference to the Planning and Finance should be required except for creation of new posts as was done in case of Department of Technical Education & Industrial Training.
- Outsourcing versus in-house development : It is also for consideration that the Government must follow the outsourcing route wherever possible. It should stick to only the areas of its core competence that is governance. Management of IT is certainly not the core competency of the

Government and, therefore, it should be outsource. Even the technical operation and maintenance part could be outsource. However, the citizen-interface part could be handled by the concerned Department for better acceptability of the new technology as has been done by Andhra Pradesh.

- Common IT infrastructure on priority for e-mail and voice connectivity .
- PUNWAN and Secretariat LAN : The most essential and important infrastructure for IT implementation would be the high speed and reliable connectivity in the form of IT & Internet backbone or the satellite based network. Thus, PUNWAN and Secretariat LAN should be established on priority.
- E-mail, voice & data connectivity : The most universal and common applications would be e-mail, voice and data connectivity. Video-conferencing can be the limited application between selected points. We must immediately provide this common infrastructure connecting the State Headquarter with District Headquarters, Sub-division Headquarters and Block Headquarters. This basic infrastructure should be established independent of any other IT Projects coming up in different Departments.
- Geographical Information System (GIS) : The other common resource would be a Geographical Information System (GIS) with basic parameters like Village Data Base, Road network, Irrigation and Canal Network, Power Network and information regarding each Department in the form of data layers. This information would be required for effective and speedy planning.
- HRD : Empanelment of IT Training Companies for HRD & Training.
- Effective incentives : The system of effective incentives for the employees working on computers would need to be introduced. For the time being the IT incentives are available for all employees handling computers for more than 5 hours a day for a maximum period of 2 years. It is also for consideration if we should continue with the same scheme or should go in for the model being followed up in Maharashtra in which a one time incentive of Rs.5000 to Rs.7500 is given to the employees as incentive / reimbursement of training cost for specified courses.

In the nutshell, the following line of action is proposed :

- Commitment, vision and will to implement IT
- Appoint and train Chief Information Officers (CIOs)
- Finalize IT Policy
- Finalize IT Resource & Acquisition Policy
- Strengthen DISAR
- Prepare Strategic IT Action Plan (SITAP) in every Department
- Create common infrastructure – PUNWAN & Secretariat LAN
- Train and Educate Staff
- Notify Empowered Committee
- Outsource whatever possible
- Take up public dealing areas and revenue generation areas first for better feasibility, irreversibility and resource generation

NICNET facilities have been upgraded at NIC District Centers in the state. A web-page of Punjab Government was launched on NIC web server. Internet connectivity was made available in 4 districts, state Centre and the State secretariat. NICNET services are being utilised for development of following databases and information systems:

- Web Site for Punjab Government and Overseas Cell of Employment, Punjab Tourism and ASUDA.
- Implementation of Land Record Computerisation at various district level.
- Development of software for treasury department.
- Computerisation of District Rural Agency
- Establishment of Punjab Secretariat.
- Technical Support to Passport Office, PIB,FCI,GPO,Central Excise and Customs.
- Implementation of District Court Project
- Internet Access Facility to various Government Departments and at various districts.

24. RAJASTHAN

- State is Providing several tax and other incentives to position the state as an attractive location for development and growth of IT industry.
- Creation of a Statewide Value Added Network (VAN) as a vehicle for overall growth of IT in the State.
- Developing core competencies in IT based human resource development through special focus on rural areas.
- By the year 2002 , computer training facilities will be established in all Panchayat Samiti HQs in the state.
- Computer training to be started in all Government Secondary Schools..
- An IT course module shall be made compulsory component of all degree courses from session starting in April 2003.
- Aiming for a functional IT driven system of governance with lateral and horizontal computerization in all State Government Departments.
 - By year 2003 , 3 % of the total Plan outlay will be earmarked for IT sector.
- All Departments and PSUs would use the Statewide Value Added Network (VAN) for intra departmental communication.
- An integrated IT center shall be created at each of the 32 districts in the state by the year 2005.
- All revenue earning and public dealing Departments and agencies will be fully computerized and networked by the year 2002.

The State IT policy has five broad objectives:

- Positioning the State as an attractive location for development and growth of IT industry and related services for rapid economic growth and improvement in the overall economy of the State.
- Creation and continuous upgradation of IT infrastructure in the state through Government-Private sector joint efforts.
- Continuous effort toward the development of human resource for IT through increasing its reach both in terms of quality and spatial coverage to improve the employability of educated youth of the State.
- Encouraging IT driven electronic commerce.
- Encouraging electronic governance for bringing transparency in Government operations and Government-public interface.
- Improving the efficiency and effectiveness of Government's service delivery systems.
- Improving efficiency of administration.
- Better dissemination of information.
- Improving financial management.
- It would be the explicit objective of the Government to limit its role to be a facilitator; defining standards; providing infrastructural support ; interfacing with related institutions within the country and globally , and building regulatory mechanisms.
- STPI has also setup a satellite Earth Station under the State led initiatives in association with Rajasthan State Industrial Development & Investment Corporation Ltd.(RIICO) .This earth station functions as International gateway and provides world wide reliable High Speed Data Communication (HSDC) Services at internationally competitive rates .
- Each Department shall prepare a Five-Year Plan . this plan should address the extent of computerization of its core activities , need for hardware and software resources, manpower requirement and training of employees.
- By the year 2003, 3% of the total Plan outlay will be earmarked for IT sector .Appropriate minor head for accounting investments in the IT Sector would be created for each department. The expenditure control under this head will be with the Administrative Secretary.
- In the times to come, speed and accuracy of communication would be a strategic factor in determining the success and effectiveness of any organization. Therefore the government shall make it necessary for all department and PSUs to use the Statewide Value Added Network (VAN) for inter and intra departmental data, voice and video communication.

- An integrated IT center shall be created at each of the 32 districts in the State by the year 2005. This center will provide multifarious facilities to districts administration and citizens. Wherever possible establishing and operations of the district based IT centers would be outsourced to private sector . DoIT would carry out the selection procedures and post selection benchmarking. A logical extension of this hub would be the further downward linkages to tehsil and panchayat samiti levels.
- Department of Information Technology (DoIT) is the nodal agency for computerization in the state. It shall be further strengthened so that it becomes the strategic vehicle to implement the IT policy initiatives envisaged here. Rajasthan State Agency for Computer Services (RajComp) shall be converted into a corporation to act as high-end technology consultant and training facilitator.
- Government personnel shall be sent regular high-end computer training courses so as to be always in touch with the emerging and cutting edge technology.
- Considering the value of the Internet as a communication medium, public dealing Government Departments shall create their web sites under the umbrella of the Government of the Rajasthan's web site. All Government circulars, notifications, tenders ,etc shall be published on the web site on regular basis.
- All examination & recruitment notifications, selection results shall be published on the web site.
- In order to monitor that IT resources are being used at the optimal levels, regular and structured IT audit shall be carried out by team comprising officers of DoIT and the concerned department.
- The role of Committee of Information Technology Projects Approval(CITPA) shall be strengthened. All departments shall be required to submit comprehensive report on the execution of IT projects to CITPA on regular basis.
- Private sector would be encouraged to donate computers and related items for the use in public utility service sector ,especially hospitals. Discarded computer items lying in various departments shall also be made available to such utilities.
- The Government shall take initiative to establish an Inter-State IT exchange Panel. Regular seminars and conferences shall be conducted where interaction with the officers of other States as well as private sector will take place.
- State level awards shall be given to Government Departments/PSUs for outstanding usage of IT. The selection of the Departments/PSUs for the award shall be done by CITPA.

NICNET facilities in the state has been improved with the installation of IPA and Direc-PC V-SATs in all the districts. A new NIC District Centre is established at Karauli.

- Implementation of Treasury Software in all the districts
- Implementation of New Judiciary System in 15 districts
- Development and Implementation of Pension Revision System for Directorate of Pension.
- Implementation of Land Record Computerisation in Tehsils
- Execution of phase –III of assemble computrisation.

25. SIKKIM

The following are the some of the major achievements -

- Computerisation of Sikkim subject certification.
- Computerisation of NSSO Sample Survey.
- Computerisation of House Hold Survey of Sikkim
- Computerisation of Agricultural census and input survey
- Development of Departmental Expenditure Monitoring System
- Computerisation of All Sikkim Health survey (ASHS - 1996)
- Computerisation of Sukumbas; Survey (sukumbasi *ie* Sikkimese citizen who does not own any land holding)
- Development of motor - vehicle Registration System for the Motor Vehicle Department.
- Computerisation of Chief Pay and Accounts Office.
- Ration Card Computerisation
- Computerisation support to the Agricultural Department
- Computerisation of Food and Civil Supplies Department.

- Computerisation of Urban Dev. & Housing Department
- Rajiv Gandhi Drinking Water mission computerisation
- Development of a GIS based forest Information System.

26. TAMIL NADU

IT POLICY

- ◆ One of the first States in the country to announce a separate “IT Policy” as early as November 1997.
- ◆ All enabling executive orders to make the policy operational have been issued.
- ◆ One of the first States in the country to have a policy for use of public right of way by organizations in the private/public sector for laying high bandwidth optic fiber cables throughout the State.
- ◆ Software companies in this State are exempted from Pollution Control Regulations, Factories Act and Chapter II of the Tamil Nadu Shops & Establishment Act.

TAMIL IN INFORMATION TECHNOLOGY:

- ◆ Organized “TamilNet '99,” an International Conference and Seminar on Tamil in IT, at Chennai in Feb 99 with experts from India, Singapore, Malaysia, Mauritius, Sri Lanka, Western Europe, and North America with the objective of achieving universally acceptable technical, standards for using Tamil in the Internet.
- ◆ Based on the recommendations of the Conference, the layout for Tamil keyboard has been standardized and notified for the first time.
- ◆ Coding schemes for Tamil monolingual and bilingual scripts have been finalized and notified for the first time.
- ◆ A certification mechanism, supported by the Tamil software industry, put in place to certify compliance of hardware and software offerings with the standards referred to above.
- ◆ So far 17 software and hardware offerings have been certified which conform to the standards and have been authorized for use in Tamil Nadu Government and its institutions.
- ◆ Government of Tamil Nadu has become a member of the international “Unicode Consortium” from April 1999 to deal with issues regarding the coding of Tamil characters. It is the only State Government to do so.
- ◆ A “Tamil Software Development Fund” with a corpus of Rs.5 crores has been set up to encourage the development of innovative Tamil software – the fund is fully operational and has supported six projects till date.
- ◆ A “Center for Research and Applications of Tamil in Internet” has been set up and this has started supporting research projects in cutting edge areas of Tamil in IT.
- ◆ The three reputed Universities, i.e. Anna University, Chennai, Bharathiar University, Coimbatore, Regional Engineering College, Trichy, authorised to set up one endowment Chair each for Tamil in IT.
- ◆ A “Tamil Virtual University” has been created and it is expected to become operational soon. This will promote the learning of Tamil by interested students anywhere in the world through the Internet. Such a venture is the first of its kind in the world in a language other than English.

IT in Education:

- ◆ Computer Science syllabus for Classes 11 and 12 of the State Higher Secondary Board has been completely revised and updated, the necessary text books printed in English and Tamil and distributed.
- ◆ By 2008, we plan to make all students passing out of school “digitally literate”
- ◆ As a first step to this objective, an innovative public - private partnership program was launched from 1999-2000 to make Computer Science available as an option in all Government Higher Secondary Schools in the State. 666 schools were covered in 1999 – 2000 and by 2000 – 2001, all 1200 schools in the State would have been covered, producing 50,000 students per year with solid computer and Internet skills. Further 5 teachers per school in each of these schools including the Principal, are also given computer literacy skills. This program is fully operational.
- ◆ Based on the success of the school program, a program is being launched during 2000 – 2001 to provide a one-year computer literacy course to students in all Government Arts and Sciences Colleges,

all Medical colleges, and all Law Colleges in the State. This will cover about 30,000 students every year. This program will also include Internet skills.

- ◆ From 2000-01, 5000 graduate/diploma holders from the backward classes and most backward classes are being provided a one year training program to impart solid computer skills equivalent to a post graduate diploma level.
- ◆ The Tamil Nadu Institute of Information Technology (TANITEC), in collaboration with the Ministry of IT, has taken up an ambitious program for conducting a regular series of refresher courses in Advanced VLSI design for faculty members of Engineering colleges in Tamil Nadu. 87 faculty members from 50 engineering colleges have been covered so far.

IT in Government

- ◆ A comprehensive State Government web site, www.tn.gov.in has been created to provide information of relevance to the citizens. This web site has recently been rated among the three best State Government web sites in “Business Line”.
- ◆ All State level Govt. tenders in English and Tamil are included in this website as well as in other private websites who host this content free of cost. This includes www.chennaionline.com and www.aaramthinai.com. This is a part of the commitment of Government to transparency.
- ◆ The website has a wealth of documentary and statistical information about the State. In addition, it has more than 100 application forms in English and Tamil for use by citizens.
- ◆ A comprehensive database of all land records throughout the State has already been created. A set of application software for use at Taluk (Sub-District) and District levels has been created, tested, finalized and has already been installed in 50 taluk offices. For the balance 156 taluks, funds are awaited from the Ministry of Rural Development for procurement of hardware.
- ◆ 2 Pilot projects are running in four taluks of the State for digitization of the cadastral maps. On completion of these pilot projects, the different technologies used will be evaluated and finalized. After this, a statewide project will be taken up for creating a database of digitized land maps.
- ◆ Application software has successfully been developed, tested and commissioned for the Sub-Registrars’ offices and District Registrars’ offices. This system has been made operational in 25 such offices and will be extended to 284 more offices during 2000 – 2001.
- ◆ Application software has been developed and tested for the Regional Transport Offices (RTOs), Zonal RTOs and the Transport Commissioner’s office. This has been commissioned in 17 offices so far, and the balance 65 offices throughout the State will be covered before end 2000.
- ◆ Application software for assessment circles is in the final stage of testing in the Sales Tax department. Testing will be completed by August 2000 and this system will be extended to Chennai and Coimbatore circles that account for 80% of the sales tax collection in the State.
- ◆ A pilot project for Tele-medicine between a State level tertiary hospital and a taluk level rural hospital is under implementation.
- ◆ Major IT projects in the Madras High Court and in the Police administration are under examination and will be taken up during the course of this year.
- ◆ Application software for monitoring development projects at the Block level have been developed, tested and implemented wherever hardware is available. The Central Government has been requested to fund the hardware for all taluks as is reportedly being done in the NE States.
- ◆ A pilot project for payment of utility bills over the Internet is planned for commissioning this financial year. After successful commissioning, this principle will be extended for other Govt. payments.
- ◆ A “Video-Conferencing” facility is being set up between the State headquarters and all District headquarters. However, implementation of this project is hampered due to non-availability of ISDN in 40% of our Districts.
- ◆ The thrust of all the projects indicated is to make the citizen-interface with the Government both pleasant and purposeful.

IT INFRASTRUCTURE:

- ◆ 2 agencies have been permitted on a non-exclusive basis to create high bandwidth optic fiber cable networks that will cover every single district in the State. These will facilitate the growth of e-

Government and e-Commerce by making Internet access possible in every corner of the State. One of the agencies has started physical implementation of the project. An application from a third agency is under evaluation.

- ◆ 13,000 community Internet access centers will come up in every part of the State along the backbones that will be set up as the implementing organizations are also Internet Service Providers.
- ◆ STPI is being given financial assistance in the form of loans and grants to set up international data links at Madurai, Trichy, Salem and Tirunelveli during 2000-01. This is in addition to the facilities already available in Coimbatore. This will facilitate the spread of the IT industry, including software and IT enabled services and create employment opportunities in all parts of the State.
- ◆ Efforts are under way to promote small IT parks by using land that is being made available by Universities in Coimbatore, Madurai, Trichirapalli and Tirunelveli. This again will create employment opportunities in IT in these locations after the international data links of STPI come up.
- ◆ “TIDEL Park” a one million sq.ft. IT park, has been inaugurated on 4 July-2000. It is estimated by real estate consultants that there is need for 2 million sq.ft. of additional space for IT Companies in Chennai in the next two years
- ◆ A 1000 acre IT park is being developed in Siruseri village, 20 km south of Chennai, for allotment of land to IT Companies, who wish to build their own campuses.
- ◆ The “Tamil Nadu Infotech Fund”, a venture capital fund jointly promoted by a Govt Company with ILFS venture Corporation and SIDBI, specific to Tamil Nadu has almost exhausted its first tranche of Rs. 25 crores and is planning to raise further funds in view of the tremendous demand for venture capital funding in Tamil Nadu..

Status of IT Industry

- ◆ About 600 Companies
- ◆ About 25,000 professionals employed
- ◆ Growth of software exports

Year	No. of Companies	Exports (Rs. Crores)
1993-94	10	2
1994-95	23	12
1995-96	34	37
1996-97	69	161
1997-98	108	393
1998-99	166	1246
1999-2000	596	1914

- ◆ “Watts Humphrey Software Quality Institute” established at Chennai in 1999 – the only one of its kind in India.
- ◆ A Chapter of The IndUS Entrepreneurs (TiE) established at Chennai in Jan 2000.

IT issues requiring Government of India action

- ◆ Implementation of the new Information Technology Act
- ◆ Coordinated national policy for the use of the public right of way along National Highways, Railway lines, Power Transmission cables for laying optic fiber cables.
- ◆ A strategy for assuring universal Internet access
- ◆ Speeding up the progress of Telecom deregulation
- ◆ Corporatization of Chennai and TN Telecom circles.
- ◆ Establishment of an “Indian Institute of Information Technology and Management” at Chennai by the Ministry of Human Resources Development.

- ◆ Policy to encourage the establishment of a landing point at Chennai for international, undersea optic fiber cables.
- ◆ Provision of unrestricted access to international bandwidth on undersea optic fiber cables to ISPs and other permitted users.
- ◆ Covering all blocks in Tamil Nadu under the centrally sponsored scheme of providing IT infrastructure in Blocks for monitoring development schemes.
- ◆ Making available ISDN / DSL facilities in every District headquarters

NICNET facilities have been provided to all state government departments at the secretariat through 130 nodes. NICNET services are being used for the following :

- Web hosting for various departments like, TN state Government, Department of Tamil Culture and Development, Statistics etc.
- Dissemination of the results of the Xth Standard and Tamil Nadu Professional Courses Entrance Examinations *etc.* through WWW and GISTNIC booths spread all over the state.
- MIS for Women's Development Corporation and for IG prisons, Public Distribution System, Taluk information Systems.
- RF connectivity established between Secretariat and other complex for data transfer.
- Computerisation of all Sub-Treasuries and District Treasuries in the State.
- IT support to all the Export Promotion Zones
- Under the District Courts Computerisation programme, Systems have been installed at 20 district courts.
- Various Packages developed for Litigations monitoring, Teachers Recruitment Board and Online Bill Passing System for PAO's at Chennai.
- Creation and demonstration of Data Warehousing Application for the State with 7 (seven) Data Marks consisting of Village Amenities Data, India Economy Data, Rainfall Statistics, Prices of commodities, Agricultural Statistics, Material Statistics & School Statistics.
- Project Monitoring System for the PWD in Chennai.

27. TRIPURA

NICNET services have been utilised in the state in providing E-mail, Internet Access, development of information system and IT related training. Some of the notable achievements of the state center are:

- Establishment LAN for the Main Secretariat.
- Information Facilitation Counter in the main Secretariat
- Payroll Accounting System for the secretariat.
- Personal Information System for the secretariat.
- Web Site launched for the Tripura Government
- Database created for the HRD having all the details like, number of teachers, Students enrolled, infrastructure etc.
- Several Packages like Certificate Issue & Monitoring System, District Administration Monitoring System, Pension Payment System.
- Database of Migrants created to keep track of suck migrants.
Continued support for the implementation of
 - *Schools Information System*
 - *Vehicle Master Database Maintenance System*
 - *Land Acquisition Monitoring System. etc.*

28. UTTAR PRADESH

In the last two years Govt. has taken several major steps in IT sector.

- The government has planned to make the state as SMART state by year 2008. SMART means
Simplification of procedures for interaction with people
Methodical – remove subjectivity
Accountability – who is responsible for what
Responsive – more interaction
Transparency
- Last year in three places namely Lucknow, Allahabad and Noida Pilot project was started. In this year in more places like Kanpur, Merrut , Barrely Project will be started. Based on technical feasibility and economic viability prepared for high public interface areas, project proposal has been approved by the government.
- Video facility is being provided for chief sectary , commissioners, DC offices and departments heads.
- All MLA will be provided Computers with basic information about their constituencies and development schemes.
- By 2002 100% literacy for Govt. staff
- Internet access facility in all Cities.
- State setup 6 ISPs owning the earth stations.
- Setting up Call centers where PP density is low. IVR facility in Police operation and public interface.
- Smart City Channel on Cable TV network
- Entire information divided into 3 categories namely Information for retrieval, Information for transaction and Information for E-commerce. Content development program in 14 departments (like Distribution, Police , development authority ,Nagar Nigam, water, land records ,tourism, housing, etc) has been undertaken..
- For e-governance four parts have been identified namely Decision Support System , Better MIS, Work Flow and Public Interface.

NIC continues to provide information support to the State Government Departments, Central Government Departments, The Allahabad High Court and other organisations under NICNET service domain. The NICNET services have been used for the development and implementation of several information system projects. Some of them are :

- Ten important Government buildings have been connected through a RF Link and LAN has been setup in these.
- Computerisation support to the Allahabad High Court.
- Implementation of the District Court Information System Software in the district court of the State.
- Computerisation support to the various departments of the State Government at the State Secretariat, Divisional Offices and the District Level Offices.
- Software package for Employment Exchange was implemented in few districts.
- All the treasuries of UP have been computerised.
- Internet support and services to several government departments.
- Implemented Tube-well monitoring.
- Implementation of Land Records Management Information System (LRMIS) in all the districts of U.P.
- Computer training was provided to many Government departments including officers of Secretariat, Employment Exchanges, and Treasury.

29. WEST BENGAL

NIC services are being used by all the state government departments, for development of information system, communication between various departments, video conferencing and training in Information Technology. Some of the important projects implemented during the year are :

- PIS developed for Judicial Officers.
- Computerisation of 16 District courts completed.
- Commercial Tax Information System implemented.
- Computerised system of land records maintenance has been implemented in 124 blocks.
- Treasury Information System has been implemented in 31 additional treasuries of the state.
- Computerisation of Registrar offices, Public Vehicle Department, Regional Transport Offices, State Transport Authority.
- PLI and RPLI computerisation in Department of Post.
- MIS implemented for the Power Directorate.
- Digitisation of Mouza map is in progress.
- Computerisation support to the Calcutta High Court.
- Implementation of the District Court Information system in the district courts of the State.
- Implementation of the computerised system for the preparation of the pension payment orders for the school teachers.
- A computerised system was developed for monitoring of the file movement for the Finance Department.
- E-mail and Internet Services to various State Government Departments.
- Video conferencing facility over NICNET to various state government departments.

30. ANDAMAN and NICOBAR ISLANDS

NICNET services have been extended to various departments. Some of the important ongoing computerisation projects are:

- Computerisation of the District Court
- Internet and Email facility extended to various departments.
- Implementation of the Land Records Information System for the Directorate of Land Records.

31. DADRA and NAGAR HAVELI

NICNET Services are being utilised by several government departments. NICNET is being used extensively for exchange of information among government agencies. Some of the important projects implemented are :

- Implementation of Computerised Application Monitoring System in the collectorate
- Revision of Electoral Works.
- Report Generation for various departments.
- Land Records Computerisation
- Computerisation support to the DRDA
- Training in area of use of computers and computerised system.
- Use of E-mail over NICNET

32. DAMAN and DIU

NICNET services are being used by the U.T. Administration for

- Exchange of E-mail
- LAN setup at the secretariat
- Electoral roll computerisation.
- Exchange of data to the Central Government Departments
- Development of MIS for government departments
- Training on the use IT and various other packages.