

# **National Informatics Centre**

National Informatics Centre (NIC) an attached office of the Department is at the forefront for active promotion and implementation of Information and Communication Technology (ICT) solutions in the Government. NIC has spearheaded the e-Governance drive in the country for the last few decades. As a major step in ushering e-Governance, NIC has been involved in supporting the Government in areas of Internet/Intranet Infrastructure and IT empowerment of officers at all levels, preparing IT Plans for Sectoral Development and developing IT based Services including G2G, G2B, G2C and G2E portals.

NICNET, the Pan India, computer communication network of NIC has been the backbone for e-Governance applications. The network operations incorporate Cyber Security, Data Centres, Disaster Recovery Centres, Network Operations facility, Certifying Authority, Video-Conferencing and capacity building set up across the country. ICT support in terms of planning, software design, development and roll out is provided to all Central Government Ministries, Departments, State Governments and District Administrations. NIC has also been designated as the Implementing Agency for National Knowledge Network (NKN) which aims at connecting institutions/organizations in Science & Technology, Higher Education, Research & Development and Governance with speed of the order of multi Gigabits per second.

A number of major initiatives have been undertaken for strengthening backend automation and implementation of citizen centric services. E-payment for various government services, SMS service for sending alerts and updates, e-tendering, e-office, web based counseling for admission into professional courses are some such activities.

## **E-Governance Infrastructure**

NICNET – E- Governance Network Backbone

NICNET, a nationwide computer and communication network of NIC, utilizes state-of-the art network technologies to provide connectivity to Central Government Ministries/Departments and all 35 States and 616 Districts of India.

NICNET utilizes variety of technologies including terrestrial, wireless and VSAT networking to provide connectivity across the country and is now extending to the grassroots level. Mode of connectivity is decided based on suitability depending on factors such as user requirement and terrain. State Wide Area Networks (SWAN) in a number of States are also being integrated with NICNET. Wireless Metropolitan Area Networks (MANs) and Local Area Networks (LANs) have also been established in various Government organizations to access NICNET services.

State Government secretariats are connected to the Central Government by very high speed links on Optical Fibre Cable (OFC). Districts are connected to respective State capitals through leased lines. 550 Districts have 34 mbps WAN connectivity from their respective State capitals. These are also equipped with Channelised STM-1 for aggregating various other departments/organizations at district level. Leased circuit

connectivity has been provided to 1318 Post Offices across the country. Over 50,000 nodes of Local Area Networks in Central Government offices and State Government Secretariats are operational including 6500 nodes in NE States. The Integrated Network Operations Centre (INOC) at Delhi manages and monitors all NIC Centres in States, Districts & Bhavans. INOC has been equipped with a Video Wall for effective monitoring of the network services. Facility Management Services are provided at NIC HQ, States, Districts and Bhavans.

NICNET is providing data services through 900 DVB VSATs at various NIC districts, and blocks of North East and Jammu and Kashmir for running the e-governance applications and transferring their State data. It also provides video, voice & data services through 560 SCPC DAMA VSATs at various NIC districts. NICNET is providing data services through 231 DVB VSATs at blocks of Chhattisgarh and through 359 DVB VSATs at the block level in Orissa for running e-governance applications. NICNET is providing uninterrupted VSAT services from the Disaster Recovery Centre established at NIC Hyderabad when there is service disruption from main VSAT HUB at Delhi.

### **National Data Centres**

NIC has setup National Data Centres at Delhi, Hyderabad and Pune which provide shared hosting and co-location facilities to the Government across India. Besides this, mini Data Centres are also operational in all NIC State Centres to cater to the e-governance requirements at the State level. The Internet Data Centre (IDC) at Delhi is equipped with more than 450 servers, state of art storage infrastructure and high speed network connectivity. The Data Centre has got ISO/ IEC 27001:2005 ISMS (Information Security Management System) certification for Web Hosting Service, Database Hosting Service, Co-location Service, Storage Service, Backup Service, and Webcast Service. The Storage Capacity has been upgraded from 260TB to 500TB during the current financial year. Server virtualization has been implemented for some of the web applications. Remote management devices have been installed to provide remote administration of Servers collocated in IDC. New generation LAN switches have been commissioned in IDC. The National Data Centre at Pune built over 1000 square feet was commissioned in March 2010 and is now fully operational with 137 Server Racks and 150 TB of storage. The centre offers a virtualized environment for hosting application systems. This centre is also acting as Disaster recovery site for some of the State Centers and organizations. The centre is connected to NICNET and Internet through Mumbai, Bengaluru and Hyderabad using 2.5 gbps links. National Data Centre at Hyderabad acts as a Disaster Recovery site for IDC, Delhi and some of the State Centres, apart from hosting large number of critical applications. It is also the DR site for the Messaging Services offered by NIC. The storage capacity at this centre was upgraded during the current year by adding additional 350 TB SAN storage. The power and cooling infrastructure have also been upgraded by installing additional high capacity Generators, Precision AC Units and a Transformer unit. The facilities at most of the NIC Mini Data centres at State Centres were also augmented during this year with the addition of new Automatic Tape Libraries and SAN storage units.

### **National Knowledge Network**

In the initial phase of implementation, a core Backbone consisting of 18 Points of Presence has been established with 2.5 Gbps capacity. 96 Institutes have been connected

to NKN and 15 virtual classrooms have been setup at mentoring and mentored IITs. MoU has been signed with service providers i.e. BSNL, Railtel, PGCIL & MTNL to ensure connectivity for the high speed backbone within the country. Trans Eurasia Information Network link (TEIN3) has been integrated with NKN for providing international connectivity for global collaborative research. MoU has been signed between GLORIAD (The Global ring network for advanced applications development), the National Knowledge Network (NKN) and Tata Institute of Fundamental Research (TIFR). A local ring connecting NIPGR, NIPFP, ICGEB, IUAC, NII, and IIMC with JNU has been established. Network Sanitation Lab is being setup at IIT Bombay, for sanitization of network equipment to be deployed in NKN.

### **Cyber Security**

NIC provides necessary security for network, servers, applications and client systems by introducing security appliances at the critical network segments of NICNET using network firewalls, Intrusion Detection Systems/Intrusion Prevention Systems, Application Firewalls, etc. Additionally, work is being done in the areas of Formulation of NICNET Security Policies, Restructuring of the network, Patch Management, Anti-virus Services, Secure Communication Establishment using VPN/ SSL, Scanning of servers for vulnerabilities and hardening, Security Auditing of networks and applications, Log analysis, Security Incident monitoring, Analysis and Response, Development of PKI enabled applications, etc. NIC has formulated and circulated Cyber Security Policies, guidelines and SOPs for Government Offices/Ministries.

### **Certifying Authority**

The NIC CA infrastructure has issued about 17,000 Digital Signature Certificates during this year. The Disaster Recovery (DR) system is operational which enables NICCA to recover and renew all critical business processes using the Disaster Recovery site at Hyderabad. Three new Registration Authorities have been established at NIC State Centres in Assam, Andhra Pradesh and Chhattisgarh.

### **Web Services**

NIC is extending comprehensive World Wide Web services to Central and State Governments Ministries & Departments in the areas of consultancy, web design and development, web hosting, value added web services for promotion of websites, enhancement of web sites & training. Hosting infrastructure is being provided to a large number of large scale e-governance projects like CGHS, Panchayat Portal, Government accounting, Exam Results Portal, Online Counseling for Admission to various professional courses across the country. Live webcast services are being provided for various programmes, events and conferences.

### **NIC Messaging Services**

A comprehensive web based Messaging Service has been extended to all the Ministries and Departments of the Government. A Disaster Recovery site has been set up for this service at National Data Centre, Hyderabad. All the NIC messaging domains across India have been consolidated into a single domain i.e. userid@nic.in. Today the service gives messaging cover to over 450 virtual domains. An SMS gateway has been setup to integrate the various applications hosted by NIC for sending alerts and updates. Since its launch in May 2010, over 80 applications have been integrated with the gateway.

## **Video Conferencing (VC) Services**

Multipoint Video Conferencing (VC) services are provided over NICNET from 631 existing studios spread across India. NIC has deployed 41 Multipoint Control Units on NICNET and approximately 8500 multisite conferences with total of more than 1,50,000 site hours of VC Services were decentralized by providing Multipoint Control Units to all States. Web based VC services were launched in January-2011. Any user connected over NICNET or Internet can conduct high definition quality VC in point to point or multipoint conference using their Laptop/PCs. Virtual Class Room was setup over National Knowledge Network (NKN). Total 43 Virtual Class Rooms are being constructed with latest state-of-art technology at 15 IITs and 5 NIC Centres. Similar facilities are being setup at 13 NITs, 5 IISERs, IISc, Chennai Mathematical Institute and TIFR. Executive VC Systems (EVCS) network has been extended to the office of Director General of Police (DGP) of all States.

## **Capacity Building**

Training Division at NIC Headquarters conducted update training programmes in PostgreSQL clustering & Replication, Ms Visual Studio 2010, SQL Server 2008, Windows Axure, SQL Azure, Version Control (Subversion), Change Management (Mantis) Web Hosting Services using Virtual Classroom technology, in which over 225 NIC officers from all over India participated. A series of Training Programmes on Software Engineering with emphasis on Requirements and Design were conducted which were attended by over 240 NIC Officers. The programme focused on skill building in creating good quality Requirement and Design Documents using IEEE Standards. Management Development Programmes on Leadership development, Organisational Behaviour Project management were conducted at IIM Indore, IIM Lucknow and LBSNNA Mussoorie which were attended by 90 NIC Middle and Senior level officers. Sponsored programmes included workshops on e-Governance and Trainers Training programme in Hindi. Various components for eForm technology like Code Generator, digital signature and application with workflow have also been developed.

NIC Training Unit (NICTU), Lal Bahadur Shastri National Academy of Administration, Mussoorie provides ICT related training to the officers of All India Services during all the training programmes conducted at the Academy. During year 2010, seven courses conducted for officers of IAS and other services in which more than 300 sessions of training were conducted and training imparted to about 900 officials.

The NIC eLearning services over NICNET has been upgraded to higher version with better video quality with bigger size and stabilized across NIC. Over 1500 Live Sessions have been conducted over the NIC Web Connect E-learning Services.

## **Products and Services**

### **Analytics & Modeling**

Services using Business Intelligence systems are being provided at Central and State level. A Business Intelligence (BI) System on Foreign Tourists Arrival and Departure has been developed and implemented for Ministry of Tourism. Proof of Concept was

developed and demonstrated to Planning Commission for Bharat Nirman Projects catering to the Left Wing Extremists affected districts. Proof of Concept was also developed on Mother and Child Tracking system for the Ministry of Health and Family Welfare.

### **Cooperative Core Banking**

An integrated web based Cooperative Core Banking Solution (CCBS) has been developed to provide core banking facilities to State Cooperative Banks (SCBs), District Central Cooperative Banks (DCCBs) and about 1 lakh Primary Agricultural Cooperative Societies (PACS) across the Country as per NABARD and RBI Guidelines. The CCBS caters to the need of all the three tier of cooperative structure and will also provide monitoring mechanism for State Cooperative Departments and NABARD. The application has been implemented on pilot basis at Hathoj PACS of Jaipur district of Rajasthan and MoU has been signed between NICS, NABARD and Sikkim State Cooperative Bank for CCBS implementation in SISCO Bank, its branches and village level cooperative societies.

### **CollabCAD**

As a process of inducting CollabCAD in the design process at VSSC, advanced training, benchmarking and testing has been conducted during November- December 2010. Three major CollabCAD releases have been made during this year. An Enterprise Edition of CollabCAD along with a quantitative tracking system has also been implemented. The 64 bit version of CollabCAD was released. The extension of CollabCAD to biomedical applications has been accepted as a model project for demonstrating the capability of the NKN. CollabCAD Support and Training Centres have been established in various educational institutions. CollabCAD Marketing and Support centres have also been set up in different centres for the promotion of CollabCAD to educational institutions and industry including SMEs. CBSE has introduced CollabCAD in the course curriculum of the Engineering Graphics course for XII from the 2010-2011 session onwards. Master Training Workshops were conducted for the CBSE faculty at New Delhi, Chennai and Ranchi in March/ April 2010.

### **Digital Archiving and Management**

NIC is providing Digital Archiving services using DSpace, a tool which captures, stores, indexes, preserves and redistributes content in digital formats. This tool is being used to develop repositories of digital records for several Government Departments / agencies. Users can conduct multilingual full text search. 2,21,000 records from 1992 to 2008 have been uploaded and earlier data is under process. NIC has set up Digital Herbarium (DH) for Botanical Survey of India (BSI). Also, an Indian Virtual Herbarium (IVH) has been developed at a central location with high speed Internet connectivity. Knowledge Repository of Inter-State Council of India contains the Report on Centre-State Relations of the Sarkaria Commission. The Judgments Information System comprising the Judgments of the Supreme Court of India, several High Courts and district courts of India and a digital archive of the same has been created. A digital repository for India Code Information System containing all Central Acts of Parliament right from 1836 onwards has been developed.

### **e-Governance Standards**

Policy on Open Standards was released by the Department in November 2010. The Metadata and Data Standards in Person Identification and Land Region Codification Version 1.0 have been notified and released by the Department. The documents on Face Image data standards and Fingerprint Image and Minutiae Data Standards for Indian e-governance applications have been released and published in November 2010. Phase I report on identified Technical Standards as per the Policy on Open Standards has been prepared for the areas identified by the Department. It is web published for Public review. Two documents were prepared by Expert Committee as base documents. Using them, CCA, the Department issued the following documents for use by e-Governance applications: (i) Interoperability Guidelines for Digital Signature Certificates issued under Information Technology Act (ii) Guidelines for Usage of Digital Signatures in e-Governance for Information Security. A tool has been designed for uploading, managing and version controls of e-forms at server using xforms as standard. The task force has developed sample e-forms using x-forms technology, and working on evaluation of available latest technology tools in this area. Quality Assurance Framework (QAF) and Conformity Assessment Requirements (CARE) documents were prepared and released.

### **e-Hospital**

e-Hospital@NIC consists of more than 14 core modules that cover major functional areas of the Hospital viz., Out Patient Department, In Patient Department, Casualty, Ward Management, Operation Theatre Management, Clinic Information, Path Laboratories, Radiology, Blood Bank, MRD, Stores & Inventory Control Management, Accounts, Personnel Management, etc. The product is available for roll out through NICS. This has been implemented in 12 major hospitals including RML Hospital, Delhi and State Referral Hospital, Agartala.

### **e-Office**

e-Office has been developed as a standard reusable product amenable to replication across the Governments, both at the Central and the State levels. Transforming the paper based office processes into electronic processes to minimize and eventually eliminate paper forms and manual forwarding is an important aspect in e-Office. The main services offered through e-Office, which is an Open architecture based product, are e-File, Knowledge Management System(KMS), e-Leave, e-Tour, Personnel Information System, Collaboration and Messaging Services, etc. e-Office MMP pilots in Department of Administrative Reforms & Public Grievances(DARPG), e-Governance Division of the Department and Department of Personnel & Training (Training Division) are under implementation. E-Office has been implemented in Planning Commission, Ministry of Finance, Ministry of HRD, Lal Bahadur Shastri National Academy of Administration (LBSNAA), Ministry of Rural Development, etc. File tracking system based on the Central Secretariat Manual of Office Procedures has been implemented in more than 25 Ministries/Departments.

e-Service Book has been implemented in collaboration with Department of Personnel & Training for Central Government employees. 78 Central Ministries/Departments and Apex organizations are participating in e-Service Book project. Basic employee details in respect of about 26,500 employees at Delhi have been created. MIS has been generated to

help in retirement, recruitment planning, policy compliance and other HR policy planning.

### **GIS and Remote Sensing Services**

National GIS Web Portal has emerged as single window system for delivering of Spatial Data Infrastructure & Services. Activities include leveraging Framework Spatial Data Infrastructure to States. GIS Services Roll-out in States include Transformation of Spatial Data from Everest Datum to WGS 84 Datum for bringing data in Open Series Map format for citizen/public services, Enhancement of Ground Verified Village Boundaries and village/habitation location, Spatial Data procurement, enhancement, updates, development and building re-usable GIS products for deployment in application services. State Spatial Data Infrastructure Initiatives have been undertaken in Bihar, U.P., M.P., Tamil Nadu and Rajasthan. GIS services have been deployed at National, State and District Level using spatial and non-spatial data available with NIC for E-governance and planning purpose for critical sectors such as Telecom (OFC Mapping), GIS mapping of Rural Post Offices and Pin Code Area Mapping, education, Election, water, soil, agriculture and environment. Ground Water Information System from CGWB and Sports Infrastructure Mapping for Common Wealth Games are some significant achievements. Telecom Infrastructure has been mapped to facilitate high speed broadband connectivity to Panchayats in Rural Areas.

### **Government eProcurement Solution of NIC (GePNIC)**

GePNIC provides secure online tender creation, publishing, Bid Submission, Bid Opening, Technical Evaluation (Offline), SOR Based Financial Evaluation, Communication and Publication of Award of Contract Information. The solution is generic in nature and has been adopted for all kinds of procurement by government offices, particularly for works related tenders. Since the inception of the system, 45096 tenders worth ` 64984.63 Crore have been processed upto 31st December, 2010. The new users during this year include Government of UT, Chandigarh, PWD, Punjab and Government of Jharkhand. E-Procurement for PMGSY was extended to cover 21 States during the current year. New features added during the year were provision for Multi-Currency, SMS integration for Orissa GepNIC, publishing of first e-auction in Tamil Nadu Government from Ambttur Municipality.

### **Smart Card**

Smart Card based applications are implemented for a number of National and State level projects. Driving License & Vehicle Registration Certificate (DL/RC), Multi-Purpose National Identity Card (MNIC), Rashtriya Swasthya Bima Yojana (RSBY), ePassport and PDS respectively are some of the major projects implemented across the country. Key Management System (KMS) of DL/RC for the States of Goa, Delhi, Andhra Pradesh, Assam, Gujarat and Uttar Pradesh have been done this year and approximately 1182 number of authority cards were issued to the State nodal offices. MNIC (Multipurpose National Identity Card) is an initiative of the Ministry of Home Affairs and Office of Registrar General, India to create a national ID for every Indian citizen with the objective of obviating the need for multiple documentary proofs. It is desired to allow multiple applications integrated onto a single smart card. Ministry of Labour and Employment has entrusted NIC to design and develop KMS software for the Rashtriya Swasthya Bima Yojana (RSBY) project. The System should provide the mechanism, so

that only authorized agencies are able to perform the card data modification to complete the field transactions. Software for implementing these requirements has been developed. Maintenance and upgradation in the applications for SCOSTA-CL cards has been carried out for the year 2010-11. e-Passport, a biometric passport uses contactless smart card technology, embedded in the back cover for Indian passport. Under Public Distribution System Project, existing Paper based Ration Cards have been replaced with Smart Cards having all biometric, demographic and personal information details of people. The pilot project for PDS is running in Haryana and Chandigarh.

### **Utility Mapping**

Under the Computer Aided Digital Mapping Project for Six Cities, the map compilation and attribute data collection in the field and its linkage to the corresponding base map features for Bengaluru and Kolkata has been completed. The utility agencies of Ahmedabad, Chennai, Hyderabad and Mumbai city are able to access the base map data, compiled earlier and located at the central map server, to overlay their utility network such as water, sewage, electricity, telephone on the digital base map using location identification. Linking of assets data of Chennai Corporation is completed. Under the Computer Aided Digital Mapping Project (Delhi), base map updating for south-west Delhi and 30% of central Delhi has been completed from aerial photography of the year 2002. The digital base map is being accessed by Delhi Jal Board, Delhi Police, Delhi Traffic Police on 24 X 7 basis.

### **Web based Admission Counseling**

NIC is undertaking web based counseling for admission into professional courses for Central and State counseling Boards across the country under the Ministry of Human Resources Development. National Projects undertaken during the current year include AIEEE based counseling for Central Counseling Board for admission to B.E./B.Arch, and admissions for National Council for Hotel Management & Catering Technology. Similarly, counseling for Andhra Pradesh, Delhi (Polytechnic & NSIT), Gujarat, Haryana, Punjab (DTE & PTU), Chandigarh (PEC), Orissa (DTE & OJEE), Uttar Pradesh (Engineering, Medical, Diploma & B.Ed.), Uttarakhand (B.E. & Diploma) was also carried out. In all, for 82,91,730 eligible candidates, 11,43,689 seats were offered. Around 3,700 Centres have been established which acted as Admission/Help/Counseling Centres helping the candidates for smooth counseling process.

### **Website Guidelines**

Guidelines for Indian Government Websites (GIGW) have been created for Consistency in navigation, Identity issue, Layout, Content structure, Document formats, Copyright, Privacy, Management policies etc. The GIGW has been mandated by the Government and become an integral part of the CSMOP. Initiatives such as empanelment of vendors for providing GIGW compliant website development services & demand based training are being conducted.

### **Major National Level Projects**

#### **Common Integrated Police Application (CIPA)**

CIPA Software, developed in Java and deployed using Open Source Software tools viz.,



Linux, PostGreSQL, OpenOffice etc., has been rollout at 4000+ Police Stations across all the States/UTs. CIPA Software also provides Indian languages support by facilitating the users to enter the contents, and also displaying the GUI, in local languages. Consolidation of the Police Stations databases at the State level has been implemented by Tamil Nadu and Puducherry, besides Delhi. Web-based software interfaces based on the consolidated State Database for use by the higher authorities have also been developed by these States.

### **Commercial Tax Computerisation**

The Value Added Tax (VAT) system has been introduced from 1st of April 2005 and most of the States have computerized it to provide better services to the business community efficiently with greater transparency. NIC has been implementing VAT computerization in 12 States for the last few years; providing eServices like e-filing of VAT returns, e-filing of CST returns, e-Payment of Challan amount, etc. During this year, NIC was asked to implement the same in all North Eastern States. Accordingly, Gap Analysis between the existing and proposed systems has been carried out. The NE States have approved the proposal and are in the process of releasing funds to NICS.

### **Courts Information Systems (COURTIS)**

Site preparation activity has been completed at 755 district and subordinate court complexes. Local Area Network has been established at 142 district and subordinate court complexes. Computer hardware has been installed at 376 district and subordinate court complexes. Application software has been deployed at 783 district and subordinate court complexes in the current financial year, including the court complexes where computer hardware had been procured through previous schemes. As Technical manpower 9 System Officers and 192 Systems Assistants have been deployed at judicial districts in this year. DG Sets have been procured to provide power backup at 228 district and subordinate court complexes. Laptops have been procured and delivered to 945 Judicial Officers of district and subordinate courts.

### **India Image**

India Image Programme is aimed at establishing Government presence on the web. NIC offers Design, Development and Consultancy on Government Websites and Portals. Consultancy and support is given to Government Departments in designing new sites as well as enhancing existing websites. Number of existing websites of the Government were reviewed & redesigned to make them compliant with Guidelines for Government websites. These included Ministry of Finance, NIC Home portal, Department of Information Technology, Department of Social Justice etc.

### **Immigration, Visa, Foreigners Registration & Tracking (IVFRT)**

The project aims at developing an integrated system across the functions of immigration, visa and foreigner's registration and tracking as part of a broader emphasis on immigration control. IT infrastructure and services are being set up at 77 immigration check posts, 170 Indian Missions abroad, 7 FRROs and about 600 FROs. During the first phase of implementation, NIC has implemented the project "Indian Visa online". NIC has completed implementation at Bangladesh, United Kingdom and Pakistan.

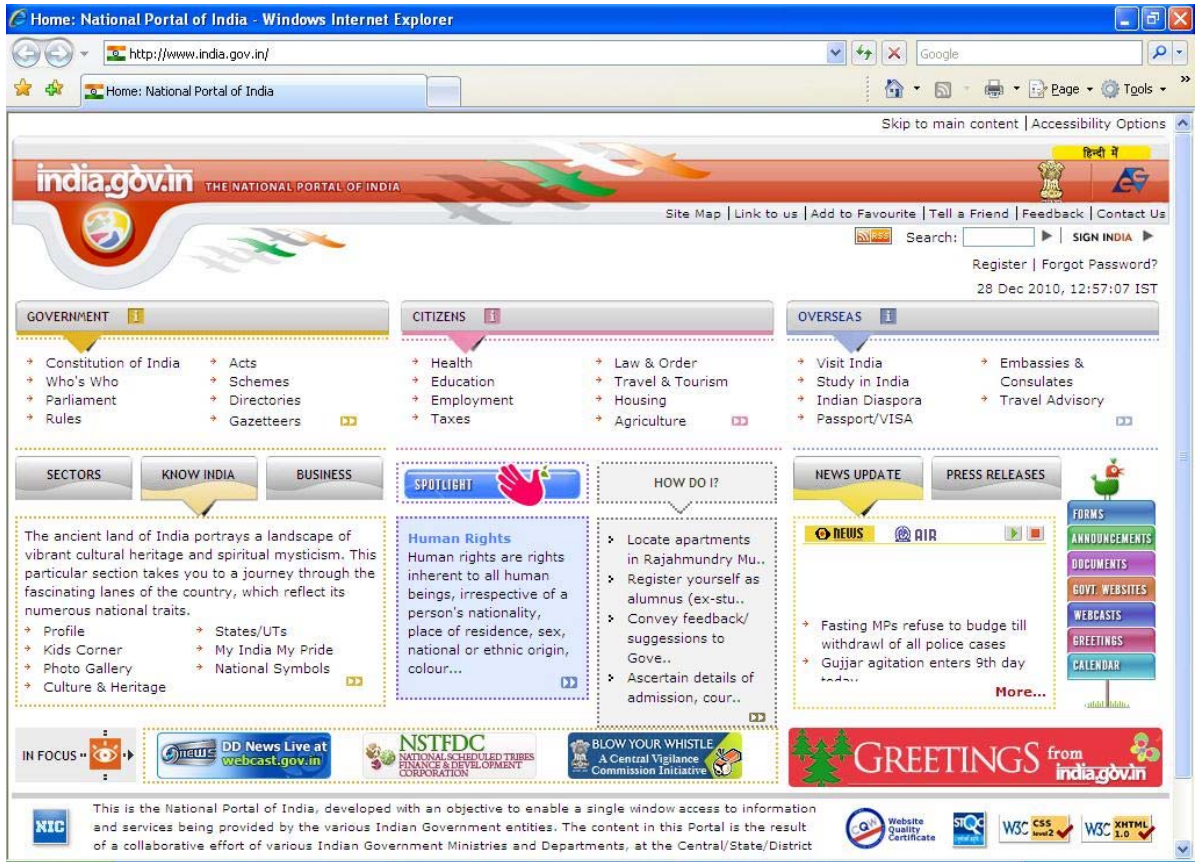
### **Land Records Computerization Project**

The basic service of distributing computerized Record of Rights (RoR) is operational in

around 4000 tehsils of the country. The Bhunakha software for integration of Record of Rights (RoR) and Maps has also been implemented in the States of Chhattisgarh and Haryana where RoR and map abstract are being distributed from computers. The training on Bhunakha System has been given to officials of Tripura and pilot run is being done for one Revenue Circle. The customization of system is being done for Orissa and Himachal Pradesh. NLRMP training of trainers has been given to 621 Revenue Officials at 31 locations. This has been instrumental to prepare trained manpower to further train field level survey and revenue officials.

### **National Portal of India**

National Portal of India, provides one stop source of Government information & services both in English and Hindi and it acts as a Gateway to over 6700 Indian Government websites. National Portal Coordinators (NPCs) at the level of Joint Secretary have been nominated in each State & CSPs are engaged at the local level to further strengthen the NPCs with content contribution. Portal Content Framework developed to ensure that the contributors, belonging to any constituent of the Government at any level, contribute content in a pre-set standardized format through a CMS. Institutionalization of Web Ratna Awards to promote exemplary e-Gov Initiative, undertaken by Ministries/ Departments/ States instituted under the categories of Citizen Centric Service, Public Participation Initiatives, Outstanding Web Content, Innovative Use of Technology etc. The portal is Compliant to National & International standards with ISO certification against Quality Characteristics-functionality, reliability, usability, efficiency, maintainability & portability, Website Quality Certificate Level 1, complies with priority 2 (level AA) of the Web Content Accessibility Guidelines (WCAG) 2.0 laid down by the W3C.



**Division Name:** National Portal of India

**Caption:** National Portal of India

### **National Consumer Call Preference (NCCP) Portal**

In order to enforce the mechanism to stop Unsolicited Commercial Communications (UCC) to telecom subscribers, Telecom Regulatory Authority of India (TRAI) has brought in new UCC Regulation to enforce stringent penalties and blacklisting of Tele Marketers (TMs) making UCC calls. The provisions of the regulation are implemented through National Commercial Communications Customer Preference in place of existing National Do Not Call Registry (NDNC) Portal. The presently registered 95 million customers in the NDNC Registry database have been migrated to the new registry. The customer can now register to receive calls only on his/her preferred services and block rest of the telemarketing calls/SMSes. The TMs can now register with TRAI online by paying registration fee through payment gateway.

### **NREGAssoft**

Workflow based, transaction level, local language enabled MIS has been developed for MGNREGA. NREGAssoft has introduced the concept ICT for masses, transparent system, exchange of data among various other applications etc. The system provides G2G, G2B, G2C, C2G services through the portal. Presently e-system has around 11 crore job cards having names of around 24 crore workers and the details of when they demand jobs, when and which worksite is allocated to them and when they have actually worked on the worksite and the amount they earned. The system has been designed to

overcome the barriers of internet connectivity, language and illiteracy.

### **OncoNET India**

This project envisages connecting of 27 Regional Cancer Centres with associated Peripheral Cancer Centres to provide early cancer diagnosis/detection, treatment and follow up for cancer patients. The project has been implemented in 4 Regional Cancer Centres and 4 Peripheral Cancer Centres at present till date.

### **Postal Life Insurance**

Web based Postal Life Insurance software has been implemented to automate the workflow for issuance of policies and managing the accounts for each policy holder starting from acceptance of proposal till exit of the policy. This system is being used by 23 circles, 45 regions, 450 divisions and 850 Head Post offices across the country. Various modules incorporated in the software during the current year are Proposal entry and incentive calculation for agents, SMS integration for sending alerts/acknowledgements to policy holders, Premium payment by insurant any where in the country, Instant transfer of policy, Assignment, conversion and Lapse policy, etc. Online fund position is provided to the PLI Directorate on a daily basis so that it can be invested in the market. Presently there are more than 51 lakh and 146 lakh active policies in the Postal Life Insurance (PLI) and Rural Postal Life Insurance respectively (RPLI).

### **Property Registration**

The registration has been computerized in around 3000 sub-registrar offices of the country enabling better citizen services and generation of various statistical reports for department purpose. e-Stamping system has been implemented in the States of Assam, Gujarat and Delhi. The property registration system has been further integrated with land records mutation process in the States of Maharashtra and Himachal Pradesh.

### **Transport**

VAHAN and SARATHI software services was extended through RTOs/DTOs at various States. Smart Card based Driving Licenses (DL) and RCs are being issued. Creation of State and National Registers is in progress. The National Permit portal is now operational and is being used by a number of States. Workshops have been arranged to increase awareness in various regions.

### **Sea Port Project**

An Enterprise-wide Port Business Applications system for Indian Sea Ports supporting G2B and G2G e-Governance mission has been developed by NIC. Port Operations Management System (POMS) for sea-ports, a product supporting Vessel, Cargo, Container, Berth, Railway, CFS & Billing operations having seamless integration with respective Customs as well as Port Business Stakeholder (Agents) message through Port Community System Portal of IPA has been implemented. "POMS" is operational in Kolkata Dock System (KoPT) and Ennore Port Limited, Chennai. The same is being initiated for Chennai Port Trust.

### **SMART Card based Public Distribution System**

A pilot project has been initiated to replace paper based Ration Cards with SCbPDS in Haryana and Chandigarh. Generic software has been developed by NIC and tested by the

respective State Governments. The project envisages Introduction of SCOSTA compliant Smart Cards for all the stakeholders, Web enabled, role and workflow based Application Software on Open Source platform and Distribution of commodities at FPS through PoS terminals using biometric authentication to check genuineness of beneficiary.

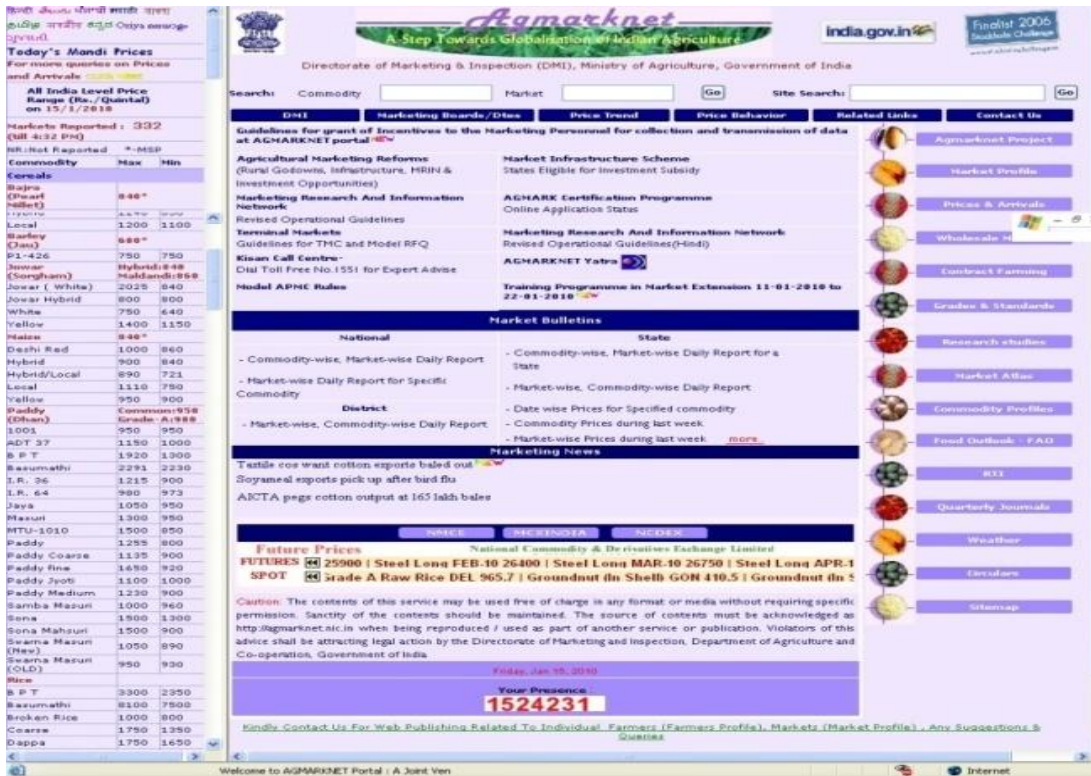
## **NIC Services to Central Ministries and Departments**

### **Accounts Informatics**

A website has been developed to work as a middleware to facilitate electronic payments and act as a gateway between PAOs, Pr AOs and Accredited Banks. Already 195 PAOs of Civil Accounts Organization have been extended NICNET connectivity to form an Intra-CGA VPN. About another 100 PAOs are also going to be covered. A File Movement System has been developed for CBDT to facilitate movement of Challans, Error Challans, Refunds and Bank Scrolls electronically from different bank locations to the Central Server and Interface with the Revenue Zonal Account Offices. The CompDDO package has been implemented in number of Government offices. NIC has developed Central Plan Scheme Monitoring System (CPSMS), a web enabled application, to track the fund disbursement from Government to various levels down below under Plan Schemes till the last level of utilization on a real time basis. This portal is operational in States of Madhya Pradesh, Punjab, Bihar and Mizoram for 4 major schemes viz. Sarva Shiksha Abhiyan, National Rural Health Mission, Pradhan Mantri Grameen Sadak Yojana and Mahatma Gandhi National Rural Employment Guarantee Scheme. The system is interfaced with Core Banking Server of 10 major banks.

### **Agriculture**

With the expanding reach of the AGMARKNET portal to over 3000+ Agricultural Produce Wholesale Markets (APWMs) spread across the country, a gap analysis has been performed in consultation with internal and external stakeholders. An e-Alert system has been introduced to keep informed the registered users about the prices to general public and anomalous price to project implementers for corrective measures. Prices are also being disseminated through SMS for the use of internal users. NIC is executing the computerization of Agricultural Census 2005-06 and Input Survey 2006-07 in 3 phases. The data processing of characteristics of operational holdings like tenancy, land use, irrigation status, sources of irrigation, area under different crops (irrigated and unirrigated) etc., has been completed in all the States/UTs except the State of Madhya Pradesh. The National Food Security Mission(NFSM) Portal giving information base for scheme monitoring, decision-support and also database on Area, Production and Yield (APY), Baseline survey, NFSM Crop varieties, NFSM Crop calendar, etc., was developed and Seednet India Portal, a national initiative for information on Quality seeds, was further enriched. MIS for various national level schemes have been developed for effective monitoring, implementation, and generation of baseline data for further enrichment of schemes. The Retail Prices Monitoring System and Pest Disease Information System are operational.



**Division Name:** Agriculture

**Caption:** AGMARKNET (Agricultural Marketing Information Network) Portal

### Audit

Augmentation of application software for On-line submission of application of Chartered Accountant Firms, Empanelment of CA Firms and Allotment of PSU Audit for the year 2011-12. Development of Draft Audit Para (DAP)/Action Taken Notes (ATN) Monitoring System for Indirect Tax Wing of CAG Office, Guest House Management System for the CAG office, Uploading and watching of Circulars on web has been developed and implemented for Commercial Wing of CAG Office.

### Cabinet Secretariat

The Results Framework Management System has been developed for the Cabinet Secretariat. The system allows the 62 Departments of the Central Government to enter the RFD and Sevottam Compliant Citizen Charter. The system allows the achievements to be updated for the performance monitoring. MIS and Analysis Reports, Graphical Analysis, role based privileges and calculation of Composite Scores and Trend Values are some of the salient features of the application.



Home Prepare RFD Input Achievements Evaluate Performance Background Docs Print RFD

User Name : Test Department1

Section 1  
Section 2  
Section 3  
Section 4  
Section 5

Key Objectives  
Actions  
Success Indicators  
Composite View

### About Result-Fram

It is a Record of Understanding

**The RFD seeks to address three basic questions**

1. What are department's main objectives for the year?
2. What actions are proposed to achieve these objectives?
3. How to determine progress made in implementing these actions?

**Main Sections of RFD**

<b>Section 1</b>	<b>Ministry's Vision, Mission, Objectives and Functions</b>
<b>Section 2</b>	<b>Inter se priorities among key objectives, success indicators and targets</b>
<b>Section 3</b>	<b>Trend Value of Success Indicators</b>
<b>Section 4</b>	<b>Description and definition of success indicators and proposed measurement methodology</b>
<b>Section 5</b>	<b>Specific performance requirements from other departments that are critical for delivering agreed results</b>

### What is RFMS?

- System to both Evaluate & Monitor
- Takes a comprehensive view of departmental performance
- Focuses on "Managerial" Performance
- Provides a unified and single view of performance

## Division Name: e-Office

## Caption: Results Framework Management System (RFMS)

### Civil Aviation

Crisis Management Plan has been prepared for Rajiv Gandhi Bhawan, Ministry of Civil Aviation dealing with cyber related incidents. Necessary remedial actions to mitigate & recover from malicious cyber related incidents impacting critical organization processes. It also includes Business Impact Analysis (BIA), Disaster Recovery Solution (DRS) & Business Continuity Solution (BCS). IT Plan has been formulated for Bureau of Civil Aviation Security. A website has been designed for Airport Economic Regulatory Authority.

### Commerce and Industry

The revised Wholesale Price Index (WPI) series (base year 2004-05) was implemented and released. First time, on-line WPI prices are being collected amongst Developing Countries.

### Customs and Central Excise

Indian Customs EDI system is a workflow automation system for processing of documents submitted for clearance of cargo meant for international trade. ICES Version 1.5 was implemented in more than 80 customs location. Centralised Directory Management module was designed and developed. New modules like baggage, transshipment were designed/developed and integrated with ICES 1.5. Centralized Port Community System (PCS) is an initiative by Indian Ports Association (IPA) intended to provide a single window system for the Port communities in India to securely exchange the documents and information electronically.

### **Doordarshan**

Booking cum Information Office activities web portal for Commonwealth Games Delhi 2010 was completed for Doordarshan. The Bihar Assembly election Result analysis Program for Doordarshan News to publish online data directly coming from the counting centres on 24<sup>th</sup> November, 2010 was provided. All the News Bulletins for Doordarshan are prepared, telecast and archived using the Newsroom Automation System.

### **Election Commission**

Dissemination of election results to public/citizens during General Election to Bihar Legislative Assembly, 2010 was carried out using NICs Integrated Data Centre, Delhi and Disaster Recovery Centre, Hyderabad. Communication Plan for Election Tracking (ComET) for State Legislative Assembly of Bihar was designed and developed by NIC. GIS based thematic maps were prepared for election planning to visualize the field parameters. During the year, all the ECIs websites were audited and hosted at NDC, Pune. NIC field units were involved in providing support for pre-election and post-election activities. Video Streaming of Online poll day activities from sensitive polling booths during Bihar Assembly Election was carried out using NICNET for ECI. Coordinating for Composite Payroll System implemented at ECI.

### **Energy, Pharmaceuticals & Chemicals**

Websites for the newly established Department of Pharmaceuticals and Jan Aushadhi Scheme were developed. Portals for Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY), Jawaharlal Nehru National Solar Mission (JNNSM) were enhanced. Online Systems were developed for directory of generic medicines and branded medicines. e-Declarations System for online submission of various declarations under Chemical Weapons Convention Act for Department of Chemicals and Petrochemicals, Development of Work-flow based Integrated MIS to automate work processes for National Pharmaceutical & Pricing Authority (NPPA). Development of a web enabled system for Department of Chemicals & Petro-Chemicals to facilitate online capturing of production data of various chemicals and petrochemical products, Development and implementation of a web based application of Overseas Projects Information System (OPIS) for monitoring of physical and financial progress of overseas projects taken up by the Oil Sector PSUs.

### **Employee Provident Fund Organization**

NIC is involved in design, development and implementation of the EPFO (Employees Provident Fund Organization) Modernization project under Ministry of Labour. This system was implemented at SRO Karnal and rolled out at over 80 offices during the year. The new software automates the service area of EPFO for speedy claim settlement, timely issue of annual accounts and disbursement of pension to pensioners. Members have been provided with facility of payment through ECS/ NEFT. During the year Tatkal service counter was also started at one of the EPFO office at EPFO, Faridabad.

### **Environment and Forests**

GIS Based Emergency Planning and Response System (GEPR) completed for fourteen States of the country. Phase-III of the project has been implemented in Gujarat and Maharashtra with enhanced features. Chemical Accident Information and Reporting System (CAIRS) facilitates faster reporting of chemical accidents and trend analysis of



the accidents. National Hazardous Waste Information System (Phase-II) keeps the inventory of more than 36,000 various hazardous waste generating industries. It also monitors and reports their compliance status to State/Centre Pollution Control Board and Ministry of Environment & Forests Officials. GIS for National River Conservation Plan (NRCP) covers the major seven States of Ganga river basin viz., Uttarakhand, Haryana, Delhi, Uttar Pradesh, Bihar, Jharkhand, West Bengal and the major five rivers Ganga, Yamuna, Gomti, Damodar and Hugli. GIS Analysis tool uses various GIS Layers for spatial analysis and can generate static/dynamic thematic maps. Analysis through Satellite Imagery is also possible.

### **External Affairs**

Missions Support centre was started for giving support to RPO, Missions and Headquarters for Information Technology related issues of Passport, Visa, Overseas Citizen of India card and Emergency certificates. Indian Council of World Affairs has been computerized and digitization of newspapers and rare books is being done. A new GUI based Passport Management system has been implemented in Passport Offices at Mumbai. Outsourcing of Passport and Visa applications were computerized at Indian Missions at Dhaka. Emergency certificate module was implemented in Kuala Lumpur. Online Visa application registration system developed and implemented on pilot basis at London, Edinburgh, Birmingham, Dhaka, Rajshahi. A web site for online registration of the yatri applications for Kailas Manasarvor Yatra was created and selection of Yatri for was done through computerized random selection. Integrated Mission Accounting System software was implemented in 130 Missions. The official Web Site of Ministry of External Affairs was modified and maintained.

### **Fertilizers**

ICT Based Enterprise wide Solution for Fertilizer Management [G2G, G2C] has been formulated in consultation with Department of Fertilizers to ensure timely fertilizer availability and management of subsidy payments. A DPR to undertake this is being prepared.

### **Finance**

e-Office was implemented in Ministry of Finance during April, 2010 alongwith the migration to the new FTS of NIC. Web based Budget Information System was developed to capture the data in respect of SBEs of various Ministries/Departments and compile the same for generation of Expenditure Budget Volume I & II, Demands for Grants, Receipt Budget and Annual Financial Statement. The web site of Ministry of Finance was redeveloped to comply to the guidelines of DARPG and make it universally accessible. SRS was completed and submitted to the Central Bureau of Narcotics (Department of Revenue) for development of monitoring system on usage of Psychotropic Substances.

### **Food Processing**

Database on Food Technology & related courses being run in around 250 institutions all over India has been developed and made available to the public through the Ministry of Food Processing Industries Website. For effective implementation of various plan schemes of the Ministry of Food Processing Industries (MoFPI), web based systems are being evolved for the benefit of various stakeholders.

### **Food, Public Distribution and Consumer Affairs**

A pilot project has been initiated to replace paper based Ration Cards with Smart Card in Haryana and Chandigarh. Integrated Information System for Foodgrains Management (G2G) for Food Corporation of India (FCI) is a flagship project which operates through a country-wide network of 5 Zonal Offices, 23 Regional Offices and 170 District Offices. It captures stock position of grains stored in around 1700 depots managed by FCI. Through this, the latest stock position and trend analysis on off take and availability of grains etc., is made available to the planners and decision makers over the web.

### **Health and Family Welfare**

An online Mother and Child Tracking System (MCTS) has been made operational for all the States and UTs. An offline version of the MCTS system has also been developed for Primary Health Care centres which do not have internet connectivity. All India roll out is in progress. Computerization of all functions of the dispensary under the Central Government Health Scheme (CGHS) has been implemented in all the 24 CGHS cities including Delhi/NCR covering 248 allopathic Wellness Centres (WCs). The introduction of plastic cards for every individual CGHS beneficiary with the barcoded number has been implemented in Delhi/NCR. A web based Inventory management system for Medical Stores Organization (MSO) and General Medical Stores Depots (GMSDs) has been developed and implemented at all locations in India. Under the system for Online allotment and Display System of Central Quota of UG/PG Medical/Dental seats, VC based on-line allotment is being done at Delhi, Kolkatta, Chennai and Mumbai, through NICNET. More than 2250 MBBS and around 200 BDS Seats are allotted at the undergraduate level in 127 colleges across India. At post graduate level 4250 MD/MS/Diploma in 106 disciplines and 154 PG Dental seats in 28 Dental Colleges across India are being allotted.

### **Home Affairs**

The first phase of the Immigration, Visa and Foreigners Registration & Tracking (IVFRT) has been completed at Bangladesh, United Kingdom and Pakistan. Under the first phase, NIC has implemented the project "Indian Visa online". MIS for Border Area Development Programme (BADP) for Baseline survey, Annual action and progress of BADP has been implemented for MHA. It covers 387 border blocks, which are located along international border and come under 96 border districts of 17 States and 28000 villages. This system helps for monitoring, fund-release and communication between MHA, States, districts and executing agencies. NIC has developed and implemented the Indian Citizenship online application software based on the provisions of various sections of Indian Citizenship Act 1955.

### **Housing and Urban Poverty Alleviation**

JNNURM MIS was developed for monitoring the projects of BSUP & IHSDP for the JNNURM scheme. SJSRY Monitoring Information System is developed to monitor the five different major components, namely: Urban Self Employment Programme (USEP); Urban Women Self-help Programme (UWSP); Skill Training for Employment Promotion amongst poor (STEP-UP); Urban Wage Employment Programme (UWEP); and Urban Community Development Network (UCDN). MoHUPA Website was redesigned. Several Videoconference sessions had been arranged to monitor the progress of various schemes of the Ministry. Direct Fibre connectivity has been provided to the JNNURM

Mission Directorate from the NIC Data centre, Nirman Bhavan and with back up line from the MoUD computer centre, Nirman Bhavan to eliminate the cascading.

### **Human Resource Development**

Online Entrance Test has been conducted for MCA, B.E. & B.Pharm for Haryana State Counseling Society, in which 10,646 candidates have appeared. Web Counseling for admission for under graduate and post graduate technical courses was carried out across the country. National Portal for Sarva Shiksha Abhiyan has been developed and launched and is being updated regularly by a majority of districts. Intranet portal for the Ministry has been customized and implemented for more than 300 officials of the Ministry, having file tracking system, document management and personal management system etc.

### **Information Technology**

An enhanced version of the Intra-DIT portal for the G2G and G2E services was implemented in the Department with new features and applications. A new application for generating Security pass for all contractual employees and Visitor pass for the visitors has been implemented. An upgraded version of the File Tracking System (FTS) in the open source technology was implemented. Some of the useful applications implemented are Record Management, online work flow based Leave Application, Project Monitoring, Expenditure Monitoring, Parliament question and answer, Knowledge Management (Library, E-magazine, Newspaper/News), Online Complain Monitoring System, On line IT Proforma and IT calculation sheet, e-Profile containing the complete details of the employee, EDB system, work flow application for the Inventory of Consumable and Non-consumable items in the store, UC Report, Payment Details, Telephone Bill, etc.

### **Information & Broadcasting**

NIC has developed and implemented software for DAVP for Automatic Media list generation and for Audio Visual Billing. The Newsonair Portal was modified and two new features of Podcasting and News on mobile were introduced. The PIB website was revamped. From this year the process of accreditation and renewal of the same for all the eligible Indian and foreign journalists based in Delhi and its vicinity is now completely automated from receiving application to printing card. The databank thus created also used to facilitate accreditation for special events like election, Parvasi Bhartiya Divas etc. MIS software was designed, developed & implemented for TV Channels, TV Teleports, FM Channels & Community Radio Station, Main Secretariat and Ministry of Information and Broadcasting. This software facilitates tracking of application during granting permission to new channels, recovery of revenue in the form of annual license fee, generates automatic reminders for the defaulters etc.

### **Library Services**

e-Granthalaya a low cost Library Management Software has been developed by NIC for automation and networking of libraries. Installation base has gone upto 2000 by December 2010, which includes Police and Prison Libraries, Schools Libraries, Universities/ Colleges Libraries, Public and Government Libraries. NIC Library has subscribed to e-Books collection from renowned publishers. NIC Library also provides Current Awareness, SDI, document lending, Inter Library Loan, and Reference services. Online services like Research Reports, Newspaper Clippings Service-NEWSNIC, and

Web browser access to Books Catalogue, Articles database, Journals holdings are provided.

### **Labour and Employment**

Rashtriya Swasthya Bima Yojna (RSBY) has been launched to provide health insurance coverage for Below Poverty Line (BPL) families. NIC is providing total IT solution for Smart Card Standardization (SCOSTA Compliance), designing, maintenance and hosting of dynamic RSBY, database management of enrollment, transactions of BPL data, software development and management of various activities.

### **Minority Affairs**

Web based Monitoring System for Schemes under Multi-sectoral Development Plan (MsDP) has been developed. The DPR for computerization of WAKF Records was prepared.

### **National Human Rights Commission (NHRC)**

National Human Rights Institutions [NHRIs] web site was launched. The hardware and other logistics for Human Rights Complaint Network [HRCNet] were procured, commissioned and made operational at four SHRCs namely Uttar Pradesh, Madhya Pradesh, West Bengal and Assam. Complaint Management System (CMS) was also customised and installed at Orissa State Human Rights Commission, Bhubaneswar. The NHRC has extended its reach by accepting the complaints through internet. The CMS has been converted into a web based system for SHRCs.

### **North East Projects**

The tele-education service in the senior secondary schools of North East States started last year is being continued. Specially designed Crash Course is being delivered in virtual mode for two hours a day and five days a week. Over 2100 students from 49 schools have registered for this service. SMS alerts on sessions, Study Skills, Examination strategies are being sent on daily basis to students and their parents. The subject-wise recorded sessions are also available over website (as well as on CDs for offline access by schools/students).

### **Official Language**

A web-based Hindi enabled Office Procedure Automation (OPA) package for Document and File Tracking has been implemented. Regular technical support has been provided for Quarterly Progress Report Monitoring Systems to monitor the progress of use of Hindi in Ministries/Departments, computerized result processing of various examinations, implementation of IntraGOV for Central Hindi Training Institute, implementation of CompDDO package in Central Translation Bureau and in development of Hindi related software systems.

### **Parliament**

For Rajya Sabha Secretariat, Web accessibility features in English and Hindi website of Rajya Sabha have been incorporated. Online Digital Archives of Rajya Sabha Debates since 1952 using DSpace application. Flash webcasting for Lok Sabha TV and Rajya Sabha Proceedings undertaken. Digital Audio Recording of Rajya Sabha Proceedings, MIS for Media and AV Unit of Rajya Sabha Secretariat and Webpage of Hon'ble Deputy

Chairman, Rajya Sabha are some of the other Projects. For Lok Sabha Secretariat, Development of new website for Speaker, Lok Sabha in Hindi, Website of Bureau of Parliamentary Studies and Training, Website of Parliament Library, Website of CPA. For Ministry of Parliamentary Affairs Enhancement of MPA's website for accessibility features has been done. For Vice President's Secretariat Enhancement of Bilingual Website of Hon'ble Vice President of India has been done and Intranet application has been developed to keep record of Representations received by HVP for grievances.

### **Panchayat Informatics**

PlanPlus, an e-Governance solution designed to facilitate decentralized planning, is already online and fully functional for the past two years in all the 27 BRGF States (and 250 BRGF districts) of the country. State level workshops and a National workshop were conducted to assess the needs of the end users. PRIASoft, an accounting software, was launched this year. Training is under way in many States. The software is being used by many States including Andhra Pradesh, Assam, Madhya Pradesh, Orissa, Punjab and Uttar Pradesh. Computer-Based Tutorials for PlanPlus and PRIASoft are being prepared in 10 languages. Under ePanchayat Software Development, SRS preparation for all 12 Software applications has been completed.

### **Pension and Pensioners welfare**

CPAO Website restructured to provide single window interface for pensioners of Central Civil Government. It has G2G, G2C and G2B Interfaces with PAOs/Ministries, Pensioners and Banks. Its data is updated on a daily basis including all circulars issued by CPAO and DPPW. Web based Grievance Monitoring System designed, developed and implemented. A pilot project on e-Scrolls with 3 banks, State Bank of India, Axis and Bank of Baroda has been undertaken. The SRS of a new project NPS-AR (New Pension Fund Additional Relief) is under preparation.

### **Personnel and Administrative Reforms**

Version 4.0 for Centralized Public Grievances Redress and Monitoring System (CPGRAMS) which is being used by more than 1500 organizations has been released. State versions of CPGRAMS for Haryana and Orissa were launched. Telecom Consumer Grievance Monitoring System (TCGMS) for Telecom Regulatory Authority of India (TRAI) and SEBI Complaints Redress System (SCORES) for Securities Exchange Board of India (SEBI) have been developed. e-Service Book facility has been extended to 78 Ministries / Departments (HQrs) to facilitate electronic maintenance of service books of over 26,000 Delhi-based employees. Centralized Circular Management Information System, Court Cases Monitoring System, Delhi Official Directory (DOD) and a system for online submission of applications for Domestic Funding of Foreign Training (DFFT) was developed. Workshops/training on Pensioners Portal, CPGRAMS, RTI-MIS, Recruitment Rules Formulation and Amendments Management System (RRFAMS) and Annual Performance Appraisal Report (APAR) Monitoring System were conducted. Applications/websites such as Pensioners Portal, IntraMOP portal, RTI Portal, RTI-MIS, AVMS, ACR Digitization of IAS officers, Service and Cadre Allocation Decision Support System were enhanced and maintained. VC facilities were setup in the chambers of all Information Commissioners and Court Room of CIC and over 2000 VC-based hearings for CIC were carried out.

### **Planning Commission**

MIS for Central Plan (MIS-CPLAN), a web-based Monitoring Information System being used for online-data entry/update by 71 Ministries/Departments for their Annual Plan 2011-12 has been implemented. Web-based applications to facilitate online monitoring of various programmes i.e. MIS on Left Wing Extremism Districts (MIS-LWE) and MIS for Integrated Action Plan for selected Tribal and Backward Districts (IAP-MIS) are implemented. An application has been designed and developed to implement the Strategy Matrix, an innovative tool to prepare approach Paper for 12th Five Year Plan in a collaborative environment for Project Monitoring of 340 Cells. Implemented CDDO Package and Payment gateway through ECS System. A web-based application Payroll Package for Consultants/ Members of the Planning Commission was developed. E-office has been implemented as a step towards less paper office system. Non-Government Organization Partnership System is a web-based portal for Voluntary Organizations & NGOs. As on date, about 34,000 NGOs have registered with the portal.

### **Posts**

The web based Project Arrow Monitoring System has been extended to cover 10,000 post offices. Besides online data entry by the Arrow Post Offices, transaction details are also captured from Meghdoot through data extraction tool and consolidated at central server. Online Dashboard and Key Performance Indicator data is available to Project Arrow project offices. Instant Money Order (iMO) services have been extended to more than 5000 post offices. Corporate ePost service has been extended to Life Insurance Corporation and HFL in TamilNadu circle for sending premium notices to the insurants. Pin code areas in Rural India have been delineated based on village boundaries. As a pilot project, boundaries of all divisions and Pin Codes of all post offices in Delhi and Kolkata Municipality have been mapped. Web based Philately Inventory Management system has been implemented in all Head Post offices, Circle & Regional Stamp Depots across the country.

### **Prisons**

The Prisons Management System [PMS] has been security audited for implementation at Tihar Jail. The application software was replicated at 24 Central & District jails of West Bengal and at West Bengal Institute of Correctional Administration after customization. The system has been rolled out in Central Jail, Ludhiana as a pilot for final implementation in all jails in Punjab. Information Kiosk was installed in Central Jail-2, Tihar to provide information to prisoners about their Remission earned / revoked, Parole, Punishment details and Probable Date of Release. New website of Tihar Prisons department to showcase products manufactured at Tihar was launched.

### **Programme Implementation and Statistics**

The GDPWAN for strengthening necessary ICT infrastructure and connecting all the 35 State/ UT Directorates of Economics & Statistics as part of NICNET was completed. The Member of Parliament Local Area Development Scheme (MPLADS) Automated System was revamped for Fund Release and distribution of MPLADS Fund to the tune of ` 1680 crore annually. Various project monitoring systems such as Infrastructure Monitoring System, Twenty Point Programme Monitoring System were enhanced for capturing targetable/non-targetable items for monitoring various performance indicators including the generation of regular reports.

### **Rural Development**

The Internet portal of the Ministry is continuously being updated and acts as a single point of access for around 150 websites in the rural domain. The portal host Rural household survey BPL Census 2002 up to individual level. File tracking and biometric attendance system has been introduced and implemented within the Department. Ministry has Grant remittance system through which proposals can be submitted and processed online by the various sections. AWAASsoft, Management Information System was designed for rural housing scheme of the Ministry. Disksha has been developed as a training portal. Training institutes register themselves on the portal and can prepare their training calendar, upload training material like CBTs, e-Books, Videos, etc. Various organizations/institutions at State, District, Block and Panchayat level can use this portal to nominate persons for training. The system generates a Gap Analysis report in terms of persons requiring training, faculty required by various institutes and new courses required.

NIC has developed the National Rural Drinking Water (NRDWP) online Integrated MIS. The database contains the latest position of water supply status and the quality of drinking water in 16,00,000 rural habitations of the country. Total Sanitation Campaign (TSC) online MIS enables monitoring of sanitation coverage at the gram panchayat level. The system enables monitoring of coverage of rural schools with stand alone water purification systems. Habitation wise installation of water purification system is available in this system. Key Resource Centres (KRC) is a software for uploading of Training calendars by the State Departments and the Key Resources Centres, which are institutes for imparting training to officers/staff of State line departments, NGOs, PRIs etc. Online acceptance, registration and rejection of nominations is facilitated by this software.

### **Science and Technology, Biotechnology and Ocean Development**

Project Management System of Nano mission was implemented which captures, manages and monitors the complete life cycle of proposals and approved projects. It provides workflow capabilities in order to process all project related tasks through the organization hierarchy. The S&T Division, Ministry of Earth Sciences had developed Online Quiz Gallery application to test the knowledge of people in the area of Earth Sciences, Atmospheric Science and Ocean Science, which encourages and brings awareness amongst school children.

### **Shipping, Road Transport and Highways**

Regional Offices (ROs) of the Roads Wing, Ministry of Road Transport and Highways were integrated with the Ministry at Transport Bhavan on NICNET. Monitoring system was tested and implemented at 4 ROs on pilot basis. Intra-office Portal for BRO covering all Directorates was implemented. Officials of the Ministries of Shipping as well as Road Transport & Highways were trained on various aspects of IT including CAD. New Bilingual website of Ministry of Shipping was designed. SRS was carried out for development of Integrated Inland Waterways Portal.

### **Social Justice and Empowerment**

Website for the Ministry having accessibility features has been developed and being updated on a regular basis. NGO Grant-in-Aid Monitoring System for tracking the

schemes including implementation of e-Scholarship has been taken up.

### **Telecommunications**

Web based claim settlement management system for Universal Service Obligation Fund (USOF), has been developed. USOF web site has also been developed. Software for the Licensing Finance (LF) Branch is developed and operational. A workflow based Software is developed for Other Service Providers (OSPs) on-line registration, enhancement of facilities, updation of registration details, etc.

### **Textiles**

Online Export Registration of Cotton was launched for issuing Export Authorization Registration Certificate (EARC) for cotton exporters. About 1400 applications were registered within a period of 45 days for 55 lakh bales. System Study and design of e-shilp, an on-line system for Handicrafts Schemes has been completed. Monitoring System for Integrated Handloom Development Scheme is designed and developed for Handloom Sector.

### **Tribal Affairs**

The system is being effectively used by 16 States to enter the details of claimants, approval process and printing of title certificates for distribution to the Schedule Tribes and other forest dwellers. Details of around 6 lakhs titles, location details and title holders are available on the online system.

### **Union Public Service Commission**

Online Recruitment application (ORA) was developed for applying online for different vacancies/ recruitment cases advertised by UPSC. UPSC and SSC System for Online Application Processing (SOAP) was developed for data capture where applicants can submit the application online for the 14 scheduled examinations of UPSC.

### **Water Resources Informatics**

NIC is executing 4th Minor Irrigation Census Project for 20 Million Minor Irrigation structures in the country. An e-governance application for monitoring of physical and financial progress of Command Area Development & Water Management (CADWM) program has been developed. A GIS based application has been developed for Ground water development in India. The Ground Water Information System provides access to various thematic layers as well as the nationwide database on ground water level and water quality monitoring by CGWB. Hydrological Observation Information System has been developed for the implementation of the Indus Water Treaty between India & Pakistan Governments. There are six common rivers and around 290 sites for data observations. The system generates reports as per Indus Water Treaty agreement and also generates a water year book. The various graphical views are generated to aid to the analysis of the discharge data.

### **Women and Child Development**

National Portal on e-Awedan was launched for tracking and monitoring of NGO proposals supporting online submission, uploading of essential documents, backend processing at various sections for scrutiny, approval, sanction and release of budget etc. National Portal on Missing Children was implemented for West Bengal State unit



covering Police Stations, Child Welfare Homes, NGOs etc and is being customized for National roll out.

### **Youth Affairs and Sports**

National Portal on PRIMES has been developed to cover performances of Sports persons in National and International events and in training and coaching camps vis-à-vis National and World Records. This was launched during training for Common Wealth Games. GIS based interface for searching and locating the sports facilities across the country has been developed and has been launched. A national portal on flagship programme “Panchayat Yuva Krida and Khel Abhiyan” (PYKKA), has been developed and launched for monitoring the creation of sports infrastructure facilities at village level and the conduct of sports competitions from Block level onwards, which includes tracking of financial releases and utilization thereon.

### **NIC Services to State and Union Territories**

#### **Andaman and Nicobar Islands**

The "e-Tehsil" project comprising Electronic Citizens Services (ECS), Kiosk based dissemination and website for online delivery of services has been launched. The Kiosk based public dissemination systems were launched for Tourism Department and Cellular Jail. The web enabled database of widow pension beneficiaries of Social Welfare Department was computerized with work flow automation and published in the internet. The BIRDS project for web based registration of births, deaths and issuance of certificates through internet was implemented across A & N Islands achieving 100 percent coverage of project. The website for Industries Department was revamped. The website for Planned Family Trust of Health Department with beneficiary level database was launched. The web based system allotment of Government Guest Houses to applicants was launched at Protocol Section, Secretariat.

#### **Andhra Pradesh**

Network facilities under NKN Project were extended to University of Hyderabad. A Web based counselling for admission of students to various Engineering, MCA, MBA and Polytechnics, Medical (PG) colleges was conducted covering about 4.8 lakhs of students. Issue of Pattadar Pass Books and Title Deeds was tested in 56 Tahsils. Issuance of all Land related Certificates have started from Mandals of Warrangal district. Pilot implementation of e-Court software was completed in Guntur. Online scholarship management system was developed for Welfare Department. Some important applications implemented were web based GIS School Mapping tool for Rajiv Vidya Mission, web based Works Monitoring system for Rural Water and Sanitation Department, Financial Accounting System for Civil Supplies Corporation and Tribal Welfare Girl child protection scheme for Women & Child Welfare. Workflow system was implemented for Horticultural Department. In Pension settlement package for AG office inward and outward sections are covered and 6 CPC recommendations incorporated. Karmika Samkshem Nidhi Paryavekshana for AP Labour Welfare Board covering approx 1.6 lakh establishments was developed and hosted. SMS based complaints on PDS and SMS based indenting system for Women & Child Welfare was implemented. Workflow Automation of Judicial Registry Case information of AP High Court has been provided through the Website. SMS and IVRS services are available to

the public. Computerization of Service cases has been completed for AP Administrative Tribunal. Seeds production monitoring has been implemented for Seeds Development Corporation and ReALcraft was implemented for Department of Fisheries.

### **Arunachal Pradesh**

Jansuvidha software, a single window certificate issuance system has been implemented in 4 additional districts. Sarathi and Vahan Software have been extended to 12 sites and State Registrar has also been established. The TreasuryNet-Arunachal Pradesh software has been implemented at Itanagar treasury office, on pilot basis. The IDSP project has been implemented at 17 locations in the State. Training has been given on GePNIC to the department officers and potential bidders of PMGSY works under e-Procurement project. Tele-Education Project is implemented for Class-XII students in 3 Government Higher Secondary Schools. The present student enrollment is 150. The software for School Education Survey Project has been developed. CIPA Project has been implemented in 41 Police Stations in various districts.

### **Assam**

Modules for initial conversion of Electoral Roll Data (font-based) to Unicode and its subsequent editing and printing implemented in all districts have been developed. Workshop was conducted on the Electoral Roll Management System software. Four training programmes on land records software (Dharitree) were conducted to train sixty Circle Officers. The modifications proposed by the stakeholders have been incorporated in Dharitree in the Assamese and the Bengali versions Data porting services from Jamabandi to Chitha have been provided to districts. Dharitree was rolled out at circle-level in Bongaigaon, Dibrugarh, Kamrup, Jorhat, Sivasagar ,Nagaon and Nalbari Districts and roadmap was prepared in collaboration with the Revenue Department for roll out in all 76 Sub-Registrar Offices (SRO) within the current year. Database of more than 68000 small tea growers was prepared. District Court software was installed at a number of locations. VAHAN & SARTHI was extended to DTOs of Karimganj, Karbi Anglong, Dibrugarh, NC Hills, Chirang, Sonitpur & Udalguri. NE Regional Workshop arranged on National Permit module. State and National Registers have been created. National-level Workshop organized at Guwahati for all major NIC State Centres on National Knowledge Network. Eucalyptus-based Cloud Computing infrastructure implemented at NIC, Guwahati. Websites were designed, developed and hosted for Doordarshan Kendra Guwahati and National Institute of Rural Development.

### **Bihar**

Advocate-on-Record Information System was developed and implemented for Patna High Court.. e-Lokayukta System (Computerized Lokayukta Information Management System) has also been implemented. E-Certificates e.g., caste, income, residential, land ownership are being delivered through Block Informatics Centre. G-FACTS (Government Financial Accounting System) has been implementation at DRDAs and Block level for financial transactions. All districts of Bihar have Computerized Registration of Vehicle and Driving license facilities and Dealer-point-Registration. Biometric based Attendance system was implemented in two Government Colleges. Chanakya (Registration & Examination Module) has been implemented in Patna University and Maulana Mazharul Haque Arabic and Persian University. The software solution ELECON 9.0 was used by all districts of Bihar for Bihar Legislative Assembly

General Election 2010. Web GIS module generated Districtwise, Blockwise and assembly constituency wise maps; Naxal Affected Areas mapping, Election Phases with timing, Mapping of Polling stations, linking maps with communication plan etc. Training to Bidders on e-Procurement for PMGSY was organized. 79 e-Tenders have been published. NIC District Centres are extending technical support in the implementation of projects of the various Departments.

### **Chandigarh**

Chandigarh Administration implemented GePNIC (eProcurement solution from NIC) in all its departments for tenders over ` 10 lakh. Around 500 tenders have so far been floated and processed using this solution. Smart Card based PDS was also rolled out this year. Horizontal connectivity was extended under Chandigarh State Wide Area Network (CSWAN). National Knowledge Network with 6 nodes has been commissioned. The process of creation of State Consolidation Register, State Register and National register has been completed. National Permit Portal has also been deployed. Integration of Budget MIS with Treasury systems was done. Around 54 websites of various Departments/Boards/Corporations/Offices are being maintained and development of new websites has been undertaken.

### **Chhattisgarh**

e-Courts project has been implemented along with District judge entry level computerization. Applications have been developed for clerical recruitment computerization and Cooperative bank computerization. A module was added for generating weekly and monthly reports in passport office and Police Verification Report (PVR) searching facility. Government officials visit to people in the rural areas has been computerised and portal launched. E-return software for commercial Tax Department for filing of quarterly, annual returns by dealers was launched. Paddy procurement in Kharif Marketing Season 2009-10 has been completed through computerised system added to Food Inspector module of PDS computerisation. Online works sanctioning/allocation system for Department of Urban Administration was developed and implemented. Online works accounting system for Public Works Department was implemented. e-Payment system implemented through online payroll software. Computerized Draw of lots software for Excise Department was implemented.

### **Delhi**

Web Based Counseling System was implemented for Netaji Subhas Institute of Technology for admission to B.E programme and for Board of Technical Education, Government of NCT of Delhi for admission to diploma level programme. Service Level Agreement system for monitoring of delivery of citizen centric services of Delhi Government was developed and under implementation. Support provided for Pulse Polio Immunisation programme of Delhi Government through software, which helped in deployment of manpower across 70 Assembly segments and approximately 25,000 booths. e-pramanpatra (Issue of certificates) was implemented in SDM Office-Najafgarh. File Monitoring System & Letter Monitoring System implemented in Lt. Governors office. LAN of Delhi Secretariat restructured with optical fibre as backbone and Delhi Government SWAN Connectivity increased to 79 locations with 2 Mbps Leased lines. Delhi Government has been provided connectivity with secured and authenticated broadband (Tri Band-DG) facility (increased to 730 locations).

## **Goa**

File Management System implemented in Secretariat and 20 Departments. Implemented Real Craft System, Vahan & Sarathi in all the 7 RTOs in Goa, e-Services module(for payment of Taxes and filing of Returns) of VATSoft., Crop Survey, ECS payment in respect of Salary, Institution and Contractor payments. Software for e-Ticketing was developed and implemented for International Film Festival of India 2010. Software to deliver 43 e-Services was implemented.

## **Gujarat**

XGN – Xtended Green Node is a web enabled software developed in consultation with GPCB for the day to day operations of any State Pollution Control Boards in India. XGN has been replicated in 3 States namely H.P, Uttaranchal & Goa in last one year and requests have been received from 3 more States to have XGN implemented. Online Job Application System (OJAS) offers end-to-end candidate selection process using ICT. e-Jamin Centralized system for Land Records and Property Registration is operational in 200 talukas. State Data Centre made operational with e-Jamin application. FDCA Manufacturing Licenses & Certificate with products and technical manpower details have been implemented. Ration Card module is implemented across the state. Ration cards entered approximately 1.2 crores covering approximately 5 crores population. SWAGAT (State Wide Attention on Grievances by Application of Technology) is now being made available at Taluka & Village level. e-Mamta (Name based Mother and Child Tracking System) is in the process of being replicated in all the other States of India. Other useful applications implemented are Gujarat State Counseling (BE / Pharmacy /MBA /MCA / Diploma Engg.), CRS (Civil Registration System), School Health Program (SHP) and Provisional Data of Urban BPL Families

## **Haryana**

e-Tourism has been implemented with payment gateway. Haryana was the first State to implement IntraGov Haryana Portal with Integrated e-Office Suite for the Secretariat. All ICT enabled processes of General Elections 2010 were implemented at Municipalities and Panchayats. Integrated On-line Entrance Exam and On-line Off-Campus Counseling Project for Admission to professional courses of Haryana received software product quality certification from STQC. HALRIS - Dynamically Integrated system of Property Registration and Land Records Management was implemented across Haryana, and integrated with Cadastral Maps. This was declared as the best practice and a national role model under NLRMP by DoLR, Ministry of Rural Development. Smart Card based Public Distribution System (e-PDS) Project was launched for 3 Fair Price Shops in Panchkula district as a sub-pilot. Under Government electronic Procurement (GePNIC) System more than 450 live tenders of Supply and Disposal Department were processed for more than ` 5000 crore. e-Court Project was implemented at High Court of Punjab, Haryana and District Court Complex. Under e-Transport - VAHAN and SARATHI are now operational at 71 and 65 offices and all authorities are issuing National Permits through Portal. More than 32500 National Permits were issued from Haryana. Harsamadhan -Centralized Public Grievance Redressal and Monitoring System of Haryana was launched. Web enabled Treasuries Workflow Integration: Web enabled Budget Allocation System for all DDOs and EPS (Electronic Payment System) for all Government payments implemented. On-line Reservation and e-Ticketing web portal for booking of tickets of Volvo buses in Haryana Roadways was launched. Property Dealers

Registration Certificate Issuance System was launched.

### **Himachal Pradesh**

eProcurement solution was implemented for PWD, I&PH and Controller of Stores. eSamadhan Services were extended through CSCs i.e. LokMitra Kendras. RoR were also made available through these centres. 65 Employment exchanges were made online. Preparation of Sarthi & Vahan State and National Register is in progress. PathKar (Time Table and SRT Calculation) has been implemented in all RTOs. Unified Payment Gateway has been developed for all payment related to e-Governance Services. A Web Enabled System has been implemented for distribution of all types of certificates for the Department of Revenue, Home and Personnel. Workflow system has been developed for PWD Department. eSamkeesha for online monitoring of all plan/non-plan schemes has been implemented.

### **Jammu and Kashmir**

Single Window system e-sahauliyat was implemented at Kathua District. At present 8 different types of services are being given to citizens of Kathua. Software for computerization of State Vigilance Organization was developed. Under Transport Project Vahan & Sarathi software implemented at 2 additional locations; State Register was completed for Vahan and Sarathi. Electoral Rolls were prepared for conduct of Panchayat and Urban Local Bodies elections. Under the e-Courts project, 20 out of 22 District & Sessions courts have been provided with hardware, software and LAN infrastructure. Training has been conducted for judicial officers. Under project for automation/networking of 140 Public Libraries in J&K, 4 main libraries are being computerized in the pilot phase. Challan monitoring system as a part of Traffic Police Management Information System was implemented at 6 locations. Software implemented for Jammu Municipal Corporation include receipt and payment module of Double Entry Accounting System and Public Grievances Monitoring. JKRACE has been implemented in 75 Sub Divisions of PDD J&K. e-Procurement Implementation training was imparted to officers of PMGSY and PWD. Plan Plus, a decentralization software tool facilitating PRIs has been implemented and development plan and capacity building plans up to year 2012 have been uploaded and approved.

### **Jharkhand**

e-Procurement services were made operational for PMGSY-Road sector of Jharkhand and are also being implemented for 18 major Departments. The Integrated Treasury Computerization has been enriched with significant value additions like AG interface, several new MIS features, Budget interface for the Departments etc. Online GPF has been integrated with Treasury system and is under pilot run in 5 districts. Under VAT Computerisation project, E-filing module for CSCs is completed. Module for posting of the payment transactions to the cyber treasury and Commercial taxes database is completed. State level workshop on AGMARKNET, Organisation of Common Wealth Train- IT Exhibition in August, 2010 at Ranchi & Dhanbad, and Workshop on the Guidelines for the Government of India website (GIGW) were conducted.

### **Karnataka**

NEMMADI application for delivering Rural Digital Services to the citizens on an average handles more than 40,000 transactions per day from 800 telecentres in the State.

The application is being scaled up for delivering services from 5000 additional CSCs. The VATSoft application for the Commercial Taxes Department has been enhanced to deliver E-Services to the dealers. The return filing has been made mandatory and more than 2 lakh dealers are filing the returns on-line. The E-Payment and way Bill, C-Form etc., have been implemented. The Double Entry accounting for Gram Panchayats to cover more than 2000 Gram Panchayats has been started and many of the Gram Panchayats have started generating the annual balance sheets from this system. The software developed for the Bengaluru city corporation has been enhanced to handle the on-line payment for property taxes. Birth registration including digitally signed certificates being issued through the counters, Trade licence system etc., have been made operational. The Sarathi and Vahan software for delivery of Driving Licence and Registration Certificate along with ODI replication for State Level and National Registry has been completed and more than 11 lakh smart card based DLs and 11 lakh smart card RCs have been issued during the year. The Permit Management System is being used for issue of permits for transportation of minerals from the mines. Establishment of LAN at High Court of Karnataka and in 6 districts has been completed. The judgments for the last 8 years i.e. approximately 4.5 lakh have been hosted using digital library software D-space. The newly developed High Court Litigant Management System is being extensively used for all the activities of High Court. The letter tracking and file tracking software viz., Sachivalaya Vahini has been replaced with state-of-art LPO system and more than 3 lakh files are monitored in the State Secretariat using this system and hosted in the data server.

### **Kerala**

Websites for State Excise Department, Thiruvananthapuram district court were developed and hosted. School, Engineering/Medical entrance exams results were published through web and mobile. National level rollout of FISHNET Real Craft application was carried out and 400 officials were trained at State level. SMART transport is an SMS based service to public and to empower the enforcement officers. EMLI is a web based application developed for Finance Department for automating the Issuance of Letter of Credit (LoC). Under Service and Payroll Administrative Repository for Kerala (SPARK), 4.25 lakh employees data has been digitised so far. Other applications implemented are Integrated Service Delivery for Revenue and Registration, IDEALS, a software to computerize the Field Register prepared by the Survey Department at the time of resurvey, Examination Management System for 2827 schools for SSLC/DHSE/VHSE/TTC exams candidate registration and result tabulation, e-Services of ration cards, Online scholarship, etc. E-Courts has been implemented in all district courts. eDROP for posting of polling personnel and TREND for result dissemination were used by all the districts for the local body elections held in the State in October 2010. Revenue Recovery Online project has been implemented in all the districts during the year. Using this, requisition authorities like banks, Government Departments are able to file the request online to the district collector. NKN links were commissioned for VSSC, RCC and CDAC.

### **Lakshadweep**

SMS services were launched for voyage alert and ticket cancellation on the ship ticketing software. Plan Monitoring Information System (PLAN MIS) generates monthly progress report and other statistical report for various Departments. involved in PLAN implementation. State Wide Area Network (SWAN) of Lakshadweep is being

implemented. Online Tapal Management Solution (OTMS) is developed with LAMP architecture. The application facilitates the management of Tapals and provides options to forward, process and upload the tapals in soft copy. Web-based Birth and Death MIS is used for registering birth and death and to generate certificates. The Registration Cum Membership Certificate System (RCMC) and e-Pension was launched during 2010.

### **Madhya Pradesh**

Computerisation of district and sub-ordinate Courts under e-Court Project is in progress. Integrated Forest Financial & Works Management System (iFFWMS) for Forest Department, Bank Recovery Incentive Schemes for Institution of Finance, ePrashna a workflow based system for Vidhan Sabha are some of the services available. Support was provided for Mantralaya Computerisation comprising of Samadhan Online, Parakh, Samadhan Ek Din and other applications. Horticulture Schemes Progress Monitoring System (e-HSPMIS) was implemented. Extension of NICNET internet services to around 1500 users of various Government Departments Network Support Services provided for around 4000 clients including various Departments. 50 Forest locations, 69 Post Offices, Commissioners, High Court of M.P., National Judicial Academy amongst others. CIPA was implemented in around 355 police stations in 18 Districts. About 25 websites were hosted for Government Departments/Directorates/Institutions/Organisations.

### **Maharashtra**

NLRMP was implemented in 6 Pilot districts. Computerised Driving licence system was rolled out in 45 RTOs in Maharashtra. Consumer Forum Networking was carried out in 43 locations of Maharashtra. Allotment of food grains project was implemented. Some important projects include Web services for State and Central Government Departments (State Secretariat and 35 districts), Mumbai Utility mapping project, Digital Signature Certificate Services, Tender Account creation for Publishing Government tenders, Website Development, Hosting and e-mail creation services, VC services to State and central Government Departments. e-file software was implemented along with Panchayat accounting system & Library Information System (E-Granthalaya). NICNET connectivity was extended to CGHS, Department of Posts, PAO and passport and immigration networks. Technical support was extended to State Government for CCTNS in Police stations of Maharashtra. Computerisation of Land records in 357 Tehsils and display of Record of Rights on the central Website was carried out.

### **Meghalaya**

Online services implemented in the State include ST/SC Certificates, Domicile Certificates, PRC, Senior Citizen Certificate, application for inclusion in the electoral rolls, correction of voters details, e-payment, e-Waybill etc. E-payment of Taxes and SMS service has been launched and hosted. The online Treasury Computerisation (TreasuryNET) has been implemented in all Treasuries and Sub-Treasuries in Meghalaya. The Pension Payment system has also been implemented. E-learning services have been extended to 10 schools in Shillong and Tura. Land record & Land Registration computerisation projects were implemented on a pilot basis at East Khasi Hills District. IFMS, a Financial Management & Information Portal has been further improved to meet the requirement of HODs, DDOs, Finance Department etc. Personal Leave Attendance Salary Management Application (PLASMA) has been implemented in Personal Department, Agriculture Department etc. Technical support is provided to the Shillong

Bench of Guwahati, High Court in the implementation of E-Court project. Website of the Shillong Bench and the e-Kiosk was launched. The Court information System has been implemented. The implementation of Schedule of Rate (SoR) for East Khasi Hills District to automate the estimate preparation of schemes and programme have been implemented. VAHAN and SARATHI have been implemented in all DTO offices in the State. The consolidation of data of the Registers and State Register from 5 districts has also been completed. The Energy Billing System has been rolled out at six sites viz. Cherrapunjee, Khliehriat, Nongstoin, Tura, Williamnagar and Baghmara. Hospital Management System (HMIS) has been implemented in Ganesh Das Hospital, Shillong.

### **Manipur**

The applications implemented in the year were e-Tendering for PMGSY works, File Tracking System (FTS) for Manipur Secretariat covering 60 Departments with more than 400 nodes, VAHAN & SARATHI S/W in all 6 RTOs of Transport Department, Exam Processing in the Council of Higher Secondary Education, Computerisation of Land Records in 6 SDC Circles of Manipur, Computerisation of Registration of Documents (CORD) in 4 Sub-Registrar Office, Tele-education in 5 Hr. Secondary Schools, computerisation of Personnel Information Systems in Finance Department, computerisation of 3 Employment Exchanges. IAY Activities of Department of RD, BRGF, Wakf Board, Old Age Pension of Social Welfare Departments, were computerized. SMS services were provided to pensioners.

### **Mizoram**

The services implemented in the State were e-Tendering for PMGSY works, Birth and Death Registration for Economic & Statistics Department. Old age pension for Social Welfare Department, e-mamta for Health Ministry, Vahan, Sarathi and smart card under Transport Project, NREGA, JSY, IAY, E-court and .CONFONET.

### **Nagaland**

Online Inventory Management was developed. Online registration system has been implemented at Regional Employment Exchange. All 8 Transport Registering Authorities sites of Nagaland have been computerized. Sarathi and Vahan have been commissioned and implemented in all the sites. Smart Card DL and RC are being issued. State Consolidated Register and State Register have been set up and data of Vahan (Registration of Vehicle) has been completed. Official Website of the Guwahati High Court, Kohima bench was launched; CIS Software deployed and Court Information Kiosk made functional. The 4th Minor Irrigation Census (2006-07): Data entry work completed. Tele Education project was implemented in seven districts.

### **Orissa**

Under GePNIC e-Procurement System of NIC, implemented for Government of Orissa, 10070 tenders of ` 7925.32 crore have been hosted in the year. 1697 tenders of ` 2187.74 Crore have been hosted by Mahanadi Coalfields Limited for Works, Services & Goods. Chief Minister's Grievance Redressal Monitoring System has been rolled out across the State. ONLINE off Campus Counselling for admissions to DET-2010 & OJEE-2010 including Diploma, Engineering, Medical seats have been conducted. eAdvertisement for Information & Public Relations Department has been implemented for online monitoring of the flow of advertisements to various local / national newspapers. E-Bhabisyanidhi is



implemented to deal with provident fund issues of around 2 lakh teachers. Paddy Procurement System to provide information for planning and monitoring the activities of the same in the State has been implemented by OSCSC, NAFED, FCI. Monitoring for Rural Infrastructure Development Fund, Plan & Expenditure, MP & MLA LAD etc., have been rolled out. Under Forest Rights Act project 2,30,304 cases have been processed & Patta have been handed over to beneficiaries in regional language.

### **Puducherry**

Mission Mode Projects like Sarathi, Vahan, CIPA, Fisheries, etc., were implemented. Monitoring systems for welfare schemes like IGNOAPS, IGNWPS, IAY and NREGA were implemented. Under PDS system citizen centric services like issue of new ration cards, alteration of existing cards, and the allied activities have been automated. An on-line expenditure monitoring system is available for Puducherry UT. Additional modules to the VAT system in 2010 include online renewal of registration facility, Online filing of returns (VAT, Non VAT and CST dealer) and Online issue of Statutory forms to the registered dealers. SARATHI and VAHAN are implemented in all the four RTO offices and the data is replicated to the State Consolidation Register and then to State Register and subsequently to National Register. A web enabled application was developed for Puducherry Pollution Control Committee (PPCC). A centralized admission process has been developed for admission to Higher Secondary Course based on the marks and categories. Through this system software counseling was done for 5800 students in about 2 weeks. PSWAN is now operational.

### **Punjab**

GePNIC has been initiated for Public Works Department (PWD). Tenders for more than ` 1000 crore floated. Result Framework Document (RFD) Management system was implemented across all Departments. CCMS (Court Cases Monitoring System) which facilitates Departments in maintaining and monitoring court cases pending in different courts has been implemented in more than 15 Departments. eFile in NIC Punjab State Unit and district centres has been implemented. Under VAHAN project, data has been consolidated into State and National Register for 24 sites (17 DTOs and 7 SDMs). Under SARTHII project, data consolidation into State and National Register was completed for three sites. Web-based Off-Campus Counselling for Boards/Universities has been implemented for the admissions in all the Diploma/Engineering streams. An integrated web application was developed for Department of Water Supply and Sanitation. File Tracking System was implemented in six locations of Department of Local Government and all branches of Punjab Police Headquarters. A data generator module for treasury database was replicated in all district treasuries of Punjab. A web based application, Pregnant Mother and Child tracking System (MCTS) has been implemented. Plan Plus, a decentralization software tool facilitating PRIs has been implemented. Website for Punjab Census Department was developed and hosted.

### **Rajasthan**

The US President, during his visit to India, interacted through VC with local villagers from the e-Panchayat established at Kanpura Village in Ajmer district. High level delegation from US visited Gram Panchayat Kanpura, Rajasthan and was given demonstration about the IT Services provided at Panchayat level. Answering Information System was launched on pilot basis for 15 Departments for Assembly Questions. Online

Election Management system was used in all districts during elections of Local bodies. Web based application for Sarva Shiksha Abhiyan (SSA) project & Child Tracking Survey has been implemented in the State. Web based system for B.Ed Entrance 2010 (PTET-2010) was used for more than 700 institutions. Pseudo Core Banking solution has been implemented at three Primary Agriculture Cooperative Societies of District Central Cooperative Bank. Pregnancy, Child Tracking and Health services management system has been used for more than 13000 Government health institutions. Digital signatures have been issued to more than 400 users. High speed 1Gbps connectivity has been extended to University of Rajasthan at Jaipur under NKN (National Knowledge Network) project. Video conference was extensively used by all Departments. Budget Estimation (Non Plan) module was implemented as part of Integrated Financial Management System.

### **Sikkim**

The SWAN project has been extended to 38 blocks. The SISCO cooperative bank computerisation has been implemented at the headquarters and at one branch. Online Property Registration Information System has been implemented in all subdivisions. VAHAN and SARATHI have been implemented in the all the RTOs of Sikkim.

### **Tamil Nadu**

On-line filing of VAT Return and e-payment through SBI has been implemented for Dealers of Department of Commercial Taxes. More than 197000 dealers are filing return monthly and ` 1454 Crore of taxes is being collected through e-payment. E-Request of saleable forms issue is also implemented. eDistrict Scholarship System for application and issue of scholarships for the BC , MBC and Adi Dravidar students has been implemented. More than 3.7 lakhs students applied in 1100 Institutions. Under eDistrict project for Social Welfare the 5 Marriage Assistance schemes have been implemented. e-District Revenue facilitates submission of application through CSC. VVT Kalaingar Housing Scheme online services helped in allocating around 22 lakh houses. Government e-procurement system implemented in 9 States and 2 PSUs and under 18 States in PMGSY. Online filing of Applications for New Vehicle Registration by Dealers, Learners Licence applications by citizens & e-payment facility through National Permit Portal has also been implemented. Besides these, an online system for arriving at monthly PDS Allotments for all Fair Price Shops in the State has been implemented. The system is used by all 232 Taluk Supply Offices. E-pension a system covering all the steps from receipt of PPO from AGs office till the sanction of pension has been implemented.

### **Tripura**

A workflow based backend application RuralSoft@Tripura on MNERGA Works Execution has been implemented in West Tripura District. Campus Area Network has been completed and integrated with NICNET. Physically Challenged Persons Information System has been deployed for differently abled persons helping in application, identification and online issue of disability certificate. Vahan and Sarathi Statewide Rollout has been completed. State Registers on Driving license and Vehicle Registration are completed & operational. Common software interface is implemented for delivery of SMS based services across various e-Governance applications namely Complaint Monitoring System of Tripura Police, Weather Forecasting and Energy Billing System.

## **Uttarakhand**

Under e-District, 7 services rolled out in Kotdwar Tehsil of District Pauri as a pilot. UK-SWAN was completed in the state covering all Tahsils/Blocks, Districts/State Headquarters. 29 Treasuries and 14 offices of Commercial Tax Department connected horizontally. Under UKPSC project, 140 nodes LAN/internet connectivity was setup for office automation, online processing of applications for various exams. CIPA was implemented in 38 Police Stations. Ekosh web portal was deployed connecting all the 29 treasuries across the State. SMS alerts of Pay/Pension disbursement are being sent to all employees/pensioners every month. GPF Online System implemented for approx. 1 lakh subscribers of State Government. ACTNIC (Automation of Commercial tax by NIC) had been scaled up under MMP. e-Tendering under PMGSY project has been started. Websites for Investment in Uttarakhand, Doon University, Complaint Redressal System for CM Office were developed and hosted. Offline data processing module for Water Billing System was developed for Jal Sansthan. ICT support in School Education Department extended in Class rooms, SSA, e-learning. X-GEN implemented in UEPPCB, e-Janadhar in 9 Tehsils of the State for delivery of different types of certificates online by administration.

## **Uttar Pradesh**

eDistrict Services were extended through CSC & Lokvani centres. More than 15 lakh digitally signed certificates/ services were delivered to the citizens from the eDistrict centres, tehsil computer centres & CSCs established right up to the village level. In addition to the 23 plus services being provided through the eDistrict, 70 more services have been identified by the State Government for electronic delivery. The Commercial Tax Computerisation (VYAS) was implemented with online facility for tax payment and other activities. 'Nivesh Mitra' – an online application for setting up Industrial Units in the State and online submission for UP PSC applications were also implemented. The Jhansi Jan Soochna Kendra model for handling public grievances using a simple telephone was re-modeled into a web based system and is under roll out in all the districts of the State. Another significant achievement was the digitization of more than 5 crore beneficiaries of the Ration Card System. The data was collected from the districts and is available on the web. eScholarship for electronic disbursement of scholarship directly to the bank account of beneficiaries, eProcurement, Pension System (old age, widow, handicap etc.), transport computerisation etc., are some of the other IT based initiatives which were implemented. Many projects were also carried out in areas of Infrastructure improvement, change management, Government Process Re-engineering & simplifying the delivery channels of Government Services.

## **West Bengal**

Under BHUCHITRA project, integration of land data and land map, RoR containing plot details and plot map was delivered. Query based market value service and same day delivery of registration deeds is now possible. In VAT Computerization project, E-services introduced were e-Registration under VAT/CST Acts, e-Return submission under VAT/CST, e-Delivery of dematerialised CST Forms/Waybills & dematerialized Goods Transit Forms. In the Agriculture Sector, e-services were launched such as Registration Certificate to Fertilizer Manufacturers & Dealers, Fertilizer Quality Control System, Registration of Agencies for Seed Certification, Seed/Pesticide Testing, &

Licensing System, Web based Soil Health Card, Project Management System for Agricultural Projects. In VAHAN System, State Vehicle Register of 27 lakh vehicles was created, e-Services for National Permit were launched and e-Payment of MV taxes launched for Kolkata and Alipur RTOs. Under Caste Certificate (OSCAR) Project, e-services in the areas of filing applications, processing /viewing of such applications were started. Online education loan processing system for CS/ST/OBC students was introduced. In e-Court Project, infrastructure was created in 22 District Courts and operation of e-court software started; infrastructure also created in 56 Taluka/Lower Courts, and application software deployed in District and Taluka/Lower Courts. A Missing Persons Portal launched containing details of missing persons, recovered persons, matching of missing & recovered persons, details of legal proceedings.

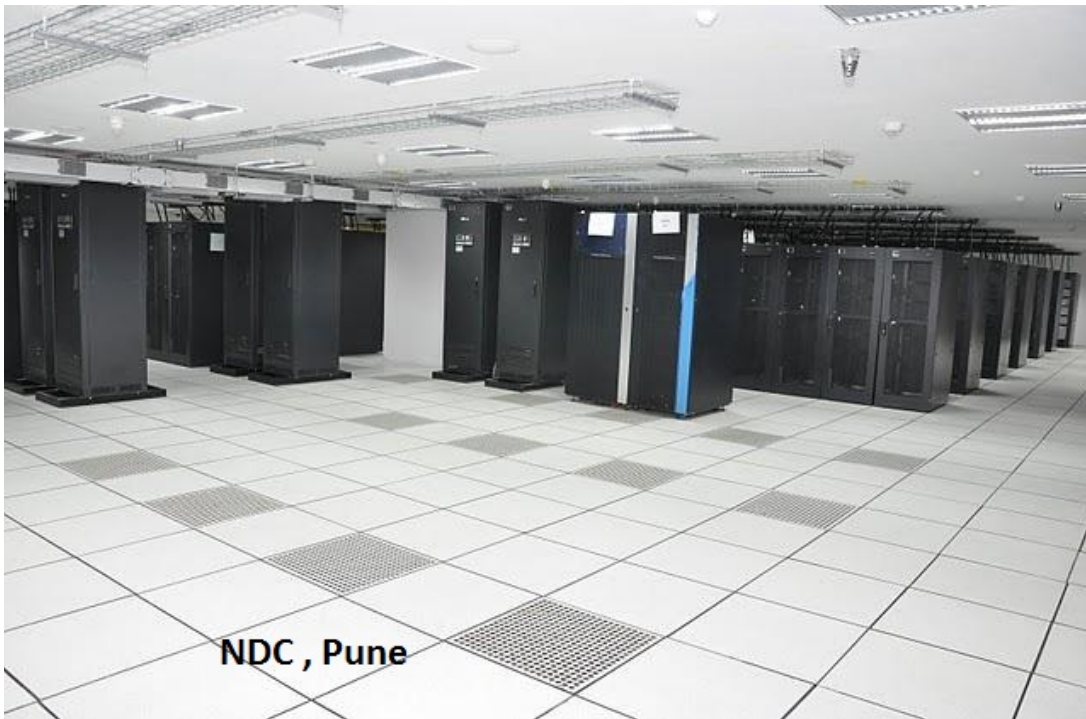
### **Open Technology Centre (OTC)**

OTC has assisted development of the CMS & State Portal using Drupal for Tamil Nadu Government (TN) by NIC-TNSC. Hand holding support was provided on Drupal based projects at NIC-Pune, NIC-Karnataka. OTC developed sample applications which can run on Mobile Phones to collect Data and provide Information which can be retrieved from backend systems. Under implementation of Re-usable RESTful Web Services/Components for Service Delivery Platform (SDP), OTC has developed services for 2D Barcode, One Time Password Authentication, Digital Signature Verification and components for SMS-Push, LDAP authentication & Digital Signature. XForms was implemented for Online /Offline usage in projects like TN-VAT, TN-V-Serve (Marks verification system for Marks of 10th & 12th); XForms with Digital Signature has been completed. PoC on mobile based Offense booking for TN was completed. OTC has integrated Digital Signature with Web Applications by using OSS Library. 2D Barcode based application for issuance of Inner-Land Permit (ILP) for Arunachal Pradesh was developed. 2D barcode was used in online Verification of KVVV (housing scheme of TN). Mobile-OTP enables strong authentication using mobile phones and standards based Protocol Time-based One-time Password Algorithm (TOTP). Pilot implementation using Mobile-OTP for WEB Applications has been done OTC has created a e-Learning environment using Open Source Tool "Moodle", Implemented for Ordinance Factory Training Institute, Chennai. Training Programs for XForms, Drupal CMS-Portal, PostgreSQL, Applications for Mobile Phones and Digital Signature Implementation using OSS were conducted. Special training program on OSS for all the North Eastern States was conducted at Guwahati.

### **Software Development Unit, Pune**

Infrastructural development of 10,000 Sq. ft., a Data centre, NDC, Pune was completed and services were operational since April 2010. Government Receipt Accounting System (GRAS) has been implemented for Finance Department (FD) to facilitate online payments of all taxes for State Government through internet banking service. Regional Transport Department started accepting new vehicle registration fees using this system. Dealers can log into this system and prepare the challan required for registering the vehicle. The GRAS system has being integrated with VAHAN software of RTO offices. 20,000 Challans were generated through this system since 24 June 2010 and an amount of ` 30 Crore is being collected using this system. ARTHWAHINI is an Integrated Financial Management System for the Finance Department, Government of Maharashtra. Fiscal TREASURYNET, a Web based S/w was developed for the Finance Department to

computerize accounting for accuracy and speed at PAO, Treasury and sub treasuries and provide MIS. The S/w was implemented in Manipur, Meghalaya and Arunachal Pradesh treasuries; it was also customised for fiscal transaction processing for PWD department of Meghalaya. Court Project Management System (CPMS) is used as mechanism to support varied needs of different States. E-courts application is implemented in Kerala and Andhra Pradesh in this year. Web-portal using open source Drupal CMS is designed to create user accounts for Agro-met IMD division for administrator roles, AMFU units (Agriculture Meteorological Field Units) 130 in number to upload agro-met bulletins, 23 state IMD offices to upload weather forecast. Web based License Management system for Department of Agriculture to issue license to Manufacturers and Dealers for pesticides, seed and fertilizer. It is in use at 7 districts. Knowledge Management portal is developed for State Resource Centres for Adult Education Department which facilitates upload and management of all types of training material. Under project for State and National Register for RTO offices, 36 out of 45 RTO offices across the State are connected over VPNoBB to the State Data Centre of NIC that in turn is connected to the National Data Centre.



**Division Name:** Software Development Unit, Pune  
**Caption:** NDC, Pune

### **National Informatics Centre Services Incorporated (NICSI)**

National Informatics Centre Services Inc. (NICSI) was set up in 1995 as a section 25 Company under National Informatics Centre with an aim to provide total IT solutions to Government organizations. NICSI continued its IT services to the whole of the Government sectors across India. The emphasis in the current year progressed from IT enabled services to e-governance services. NICSI's turnover increased in terms of value and number of projects. NICSI continued its services to the major projects like UP

SWAN, Passport Office, computerization of CGHS dispensaries and introduction of plastic cards to the CGHS beneficiaries, National Knowledge Network, mission mode projects like e-districts in a number of States. Comprehensive DDO SW, Office Procedure Automation (OPA) SW and File Tracking System (FTS) were implemented in a number of Government Departments.

Major projects undertaken during the year are Setting-up of high speed data processing centre in the various offices of Registrar General, India for Census-2011; Setting up of Lakshadweep SWAN; facilitating UIDAI, Community Participation Unit of UP Jal Nigam for data centre setup; VC networking in J&K; facilitation for setting up of National Knowledge Network; Integrated Finance Management System for Government of Rajasthan; Computerisation of Chief Election Office, Prisons in Punjab; NIC services to Doordarshan for Commonwealth Games etc. NICSIS's e-procurement SW hitherto has been provided to Jharkhand, Himachal Pradesh and Punjab for implementation.

### **Highlights**

NIC has leveraged ICT to provide a robust communication backbone and effective support for e-Governance at various levels including sub district level in many States. National Knowledge Network is a core Backbone consisting of 18 Points of Presence with 2.5 Gbps capacity. 96 institutes have been connected to NKN and 15 virtual classrooms have been setup. NIC has setup National Data Centres at Delhi, Hyderabad and Pune which provide shared hosting and co-location facilities to the Government across India.

Multipoint Video Conferencing (VC) services are provided over NICNET from 631 existing studios spread across India. Video conference for the US President Shri Obama between Mumbai and a Panchayat of Ajmer district, Rajasthan was organized.

An SMS gateway has been setup to integrate the various applications hosted by NIC for sending alerts and updates. Over 80 applications at Central and State level have been integrated.

E-office has been implemented in a number of Departments. File tracking system based on the Central Secretariat Manual of Office Procedures has been implemented in more than 25 Ministries/Departments. A scheme for maintenance of e-Service Book and other Service Records of Government of India Employees has been formulated by NIC and DoPT.

In the finance sector, Web based budget information system for compilation of union budget was developed. Ministry of Finance web site was made universally accessible as per web guidelines.

Planning Commission implemented MIS on Left Wing Extremism Districts Portal for monitoring schemes for 35 LWE districts. Project Management Process Tracker (PMPT) developed by NIC used to finalize the Approach to Twelfth Five Year Plan in a collaborative environment.

There was significant enhancement of National GIS services for various sectors such as

environmental planning, election GIS services, post office mapping, Value-added NIC Map Services, Digital Vulnerability Atlas for disaster management and Ground Water Information System.

GePNIC, eTendering solution for various Departments was implemented in a number of States like Chandigarh, Haryana, Punjab, Orissa, Arunachal Pradesh, Uttarakhand, Manipur and Mizoram.

As part of NIC's citizen centric e-governance initiatives, programmes for citizen service were enhanced in existing districts and new programmes launched in a number of districts. District level applications were rolled out in the States of Uttar Pradesh, Jharkhand, Kerala (Kannaur and Palakkad), Haryana and Himachal Pradesh etc. In Andaman & Nicobar Island, e-Tehsil kiosk based ECS for online delivery of services was launched.

Driving License & Vehicle Registration Certificate (DL/RC), Multi Purpose National Identity Card (MNIC), Rashtriya Swasthya Bima Yojana (RSBY), ePassport and PDS respectively are some of the major smart card based projects implemented across the Country.

Dissemination of election results during General Election to Bihar Legislative Assembly, 2010 was carried out. Haryana State Unit implemented ICT enabled Processes of General Elections to Municipalities and Panchayats. A number of other States like Jammu & Kashmir, Jharkhand and Rajasthan were also provided support in elections.

NIC facilities were used for web based and VC based counselling across the country for engineering and medical admissions. Online Counseling for admissions in B-Tech, Diploma courses during 2010-11 was conducted for UTU and Uttarakhand Board of Technical Education. Web based counselling for admission of 4.8 lakh of students was conducted by Andhra Pradesh. CBSE has introduced CollabCAD in the course curriculum of the Engineering Graphics course for XII from the 2010-2011 session onwards.

Support for major MMP projects continued. Preparation of Sarthi and Vahan State and National Register is in progress and completed in many States. VAT computerization was implemented in a number of States. On-line filing of VAT Return and e-payment through SBI in States like Meghalaya, Tamil Nadu etc. E-courts project is undertaken by SDU, Pune and is operational at Maharashtra, Kerala, Guajrat, Andhra Pradesh, Tamil Nadu, Meghalaya and Chhattisgarh.

Under Land Records Computerisation Project, integrated system for RoR and Maps in the States of Chhattisgarh and Haryana was implemented.

State Portal based on Drupal (TN, Karnataka, Pune) ,OSS Stack for use in e-Governance projects and training, Support Provisioning for OSS, 2D barcode for TN projects, XForms for data capture in e-Gov Projects (TN VAT), Support for Finger Print and Meta-data standards, Open Standards Policy and Device Driver Policy are some of the major projects undertaken by Open Technology Centre.

The Tele-education Project for Schools of North-Eastern States, Commonwealth Games

Delhi 2010. Booking cum Information offices Web portal, UPSC Online Recruitment Application (ORA) UPSC/SSC System of Online Application Processing (SOAP) are some of the major projects implemented by the Telematics Division.

In Postal sector, Pincode area mapping for Delhi and Kolkatta has been done and also mapping for Rural India have been delineated based on village boundaries.

In Telecommunications sector, Online Registration of Other Service Providers (OSPs) has been implemented for DoT to facilitate G2B services. For Telecom Regulatory Authority of India, Telecom Commercial Communications Customer Preference Portal has been launched as per the new regulation brought in by TRAI for strict enforcement of stoppage of unsolicited calls and SMS.

Cooperative Core Banking Solution application has been developed to provide basic banking facilities and payment of Government schemes to rural people through State Cooperative Banks (SCBs), District Central Cooperative Banks (DCCBs) and Primary Agricultural Cooperative Societies (PACS) across the country. Pilot implementation has been taken up for Rajasthan and Sikkim.

#### **Awards**

A number of NIC Projects at National, State & District Level have been given awards for their contribution to e-governance.

Online Scholarship Management System of Andhra Pradesh received National E-Governance award for Excellence in Government Process Reengineering 2009-10.

e-India 2010 Award and mBillionth Award south Asia 2010 under m-Health category for Dr.SMS was received by Kerala while Andhra State Unit received the E-India-2010 jury award and public Choice Award for e-MEDLABS – IPM Diagnostic Centre Workflow Automation Solution.

eIndia 2010 Award for Best project in Government to Business Category was received for eProcurement implementation at Mahanadi Coalfields. The Pregnancy, Child Tracking & Health Services Management System at Rajasthan also received eINDIA 2010 award. Water Cess project for Rajasthan State Pollution Control was ranked 3rd in Government to Business Category. The Project Hospital Management for Mukhya Mantri Jeevan Raksha Kosh Rajasthan was ranked 3rd in e-Health category.

A number of projects received Web Ratna awards in various categories. Chandigarh UT received three awards under Comprehensive Web Presence, NPC and NCNP categories. Himachal Pradesh State Unit received Best Web-Site for HimPOL, the police website as well as Best Content Provider. Jharkhand received for Video Conferencing between Court & Jail. The Government of Tamil Nadu won the Web Ratna for Most Comprehensive Web Presence. Department of Economic Affairs was awarded the Platinum Icon Web Ratna Award in the comprehensive web presence category and Best Accessible Web site.

Prime Minister's Award for Excellence in Public Administration was received for Department of Post Project Arrow. Computerisation of Paddy Procurement and PDS at



Chhattisgarh also received this award.

National Award instituted by the Ministry of Social Justice and Empowerment was awarded to the website of Ministry of Finance.

CSI Nihilent e-Governance Awards were received for Energy Billing System at Tripura, Land Records Project at Goa, Police Web Portal at Himachal Pradesh and Xtended Green Node of Gujarat. Nawanshahr District in Punjab received CSI-Nihilent E-Governance award based on the NIC application SUWIDHA which is the centre stage of e-Governance in the district.

SWAGAT at Gujarat was 2nd place winner of the United Nations Public Service Awards 2010.

Skoch ICT Awards 2010 were also received for PlanPlus. ePost, Open Source Implementation of GePNIC and HARIS Queue Management.

FISHnet REalCRaft project of Kerala received the MANTHAN AWARD 2010 under best e-governance category. The Manthan appreciation award for e-lokshai IVRS was received by Maharashtra State Unit.

State e-governance awards were received by Madhya Pradesh for Scholarship Portal and Kerala for the Nehru Trophy Boat Race website.

National e-governance awards were received by Madhya Pradesh for Integrated Forest Financial & Works Management System and i-GeoApproach.

NREGAssoft received the National award for e-governance 2009-10 for Best Government Website.

NIC Orissa was conferred the Nagar Bandhu Samman Award for contribution towards Urban Governance.

Project Pay Manager received eRajasthan-2009 Public Choice award under G2C Category.

Indian Geomatics Award for outstanding contribution in Geomatics Applications was received by GIS & Remote Sensing Services of NIC. They also received the Geo-Spatial Excellence Award for National GIS Portal at Map World Forum Conference at Hyderabad.

PCQUEST Best IT Implementation of the Year was awarded to MIS-LWE developed for Planning Commission.