INFORMATION TECHNOLOGY & E-GOVERNANCE

Directorate of Information Technology was set up in the year 2002 to promote IT-related activities in the U.T of Puducherry. The Directorate of Information technology, Puducherry is implementing various e-Governance Projects in line with the vision of the Government of India, The National E-Governance Plan (NeGP), which formulated under MCIT, New Delhi, with its vision of providing all government services in an integrated manner at the doorstep of the citizen, at an affordable cost. This Directorate is also functioning to ensure the delivery of services to the citizens in a friendly, transparent and affordable manner. To achieve these, currently the following Mission Mode Projects have been taken up and are in the process of implementation:

1	Puducherry State Wide Area Network (SWAN)
2	State Data Centre (SDC)
3	Common Services Centres (CSC)
4	Capacity Building (CB)
5	State Service Delivery Gateway and State Portal (SSDG&SP)
6	eDistrict

In order to promote IT and ITES services for creation of job opportunities within the UT of Puducherry IT policy 2008 has been formulated. The IT Policy includes (i) Development of IT parks ad (ii) Offering attractive incentives to IT and IT-related industries, who set up their units in Puducherry. This Directorate extends necessary technical assistance to all the Departments right from the procurements of IT products to their backend computerization.

About the Projects:

Puducherry State Wide Area Network (PSWAN) is a connectivity infrastructure, through which all Govt. offices can communicate with each other and share applications. At present 100 prioritized Departments were connected and the remaining offices will be connected in a phased manner within 2012-13 based on the readiness of the Department applications.

State Data Centre (SDC) is an infrastructure, which will house server farm to host all applications and store data in a secured way. The SDC would also provide better operation

and maintenance control and minimize overall cost of Data Management, IT resource management, deployment and other costs. The SDC has been setup at Technopolis, Kalapet, M/s. TCS is the Data Centre Operator. Almost all infrastructure were installed and Commercial Taxes Application has been hosted on pilot basis and Final Acceptance Test is under progress.

Common Services Centres(CSC) project envisioned to provide all government services in an integrated manner at the doorstep of the citizen, at an affordable cost by using the State Wide Area Network State Data Centre, etc. The CSC scheme would deliver Web-enabled Anytime, Anywhere access to information pertaining to G2C, G2B and G2G services. The Government of Puducherry has proposed to set up 66 number of CSCs as detailed below:

Sl. No	Regions	No of CSCs		Total
		Rural	Urban	
1.	Puducherry	27	8	35
2.	Karaikal	17	4	21
3.	Mahe	--	5	5
4.	Yanam	--	5	5
Total		44	22	66

The scheme is being implemented under PPP model. M./s Tera Software Ltd, Hyderabad is appointed as Service Centre Agency(SCA), the PeGS is the State Designated Agency for the scheme. The SCA has identified 61 VLEs and is in the process of operationalzing the CSCs.

Capacity Building scheme deals with equipping the existing man-power skill sets cope up with capabilities needed for implementing e-Governance. Under this scheme Government Order (GO) for the Committees such as Programme steering Councils under the Chairmanship of Chief Minister, State Apex Committee under the Chairmanship of Chief Secretary, Formation of SeMT and PeMT has been issued and functioning. Prepared e-Governance Roadmap, Capacity Building Roadmap and Detailed Project Report for UT of Puducherry has already been prepared. Deployed State e-Governance Mission Team on outsourcing basis, the team will support Programmer Steering Council, State Apex committee and function as full time advisory body in undertaking the e-Governance Project. The permanent setup of SeMT by MCIT, New Delhi is in progress.

Local Capacity and Capability Building: The objective of the project is to Imparting training to improve the skill set on ICT for the Faculty members from colleges, School Teachers, training to fresh graduates and final year students of ICT on the industry specific requirements of Hard Skills and Soft Skills, entrepreneurial development programme and skill development program for youth in the ICT domain. The Duration of the project will be three years. The total project outlay is Rs.423.20 lakhs, out of which Rs.244.00 has been released to PeGS as first year Instalment.

State Services Delivery Gateway and State Portal (SSDG & SP) will provide a single window for submission of forms presently available for various government services will be made accessible to citizens. As a result of this, a citizen will be able to fill the form online and submit it electronically. The submitted e-form will be routed through State Service Delivery Gateway (SSDG) to the respective field office of the concerned department responsible for providing that particular service. Submitted forms will be acknowledged to the applicant and the status of application can be tracked online by the citizen at any point of time.

Under the project, 37 categories of services comprising 148 forms covering 15 Departments have been taken up. The submitted e-Forms will be downloaded by the Departments and processed manually or through their database integrated with the project application. The funding details are as follows

e-District is one of the MMP which is targeting certain high volume services delivered at the District level and undertake back end computerization to e-enable the delivery of services through CSCs in a sustainable manner within a specific time frame. Initially Puducherry District alone identified for Pilot implementation. Now the Government India announced national rollout under which the eDistrict project has to be implemented covering the entire UT of Puducherry. The Puducherry e-Governance Society is the implementing Agency. A Detailed project report for the national roll of the eDistrict project has been prepared and sent to DIT, MCIT, New Delhi for approval and funding support**.**

Strengthening of Directorate of Information Technology

The Directorate of Information Technology was created on 19/07/2002 with a strength of 5 Data Entry Operators(Technical) and minimum level of ministerial staff and

later during May 2005 Director(IT), Data Processing Assistant(DPA) and Programmer posts (each one) were created. The DPA and Programmer post was filled on 03/06/2005 and 01/03/2007 respectively. With this minimum strength this Directorate is issuing technical clearances for various IT related initiatives by various Departments. This Directorate finds itself very difficult to handle various e-Governance Mission projects, GIS related projects etc due to lack of manpower.

The Government of India has formulated the National e-Governance Plan (NeGP) with the vision of providing all government services in an integrated manner at the doorstep of the citizen, at an affordable cost. The NEGP envisions a four pillar model for delivery of **"Web-enabled Anytime, Anywhere access"** to information and services in rural India. Some of the MMPs directly handled by this Directorate are listed below:

a) State Wide Area Network(SWAN)
b) State Data Centre(SDC)
c) Common Services Centers(CSC)
d) Capacity Building
e) State Service Delivery Gateway and State Portal
f) e-District

It is also absolutely necessary to implement the Mission Mode Project (MMP) in the entire UT including the outlying regions and therefore it is necessary to strengthen the Directorate of Information Technology Puducherry by creating required manpower and Setting up of District and Regional I.T Offices.

Government Puducherry is implementing various e-Governance Projects in line with the vision of the Government of India. The MCIT, New Delhi has formulated the National E-Governance Plan (NeGP) with its vision of providing all government services in an integrated manner at the doorstep of the citizen, at an affordable cost. The NeGP initiatives consist of 27 Central, State and Integrated Mission Mode Projects (MMPs) along with 8 other support components for rapid introduction of e-governance in the country. The NeGP aims for delivery of "web-enabled Anytime, Anywhere access" to information and services in rural India. Under this the following schemes are being implemented.

a) Puducherry State Wide Area Network (PSWAN)

b) State Data Centres (SDC)

c) Common Services Centers (CSC)

d) State Services Delivery Gateway and State Portal (SSDG&SP)

e) e-District

f) Capacity Building

g) Local Capacity and Capability Building

To achieve the aim and policy of the NeGP, Government of Puducherry is implementing the above said schemes/projects vigorously in the UT of Puducherry. Puducherry e-Governance Society has been set-up on 24/02/2006 to implement the e-Governance Projects in a speedy and time bound manner.

An SEZ-IT Park will be promoted for IT/ITES for economic development and increasing the employment opportunities for the Graduates of UT of Puducherry. In this connection nearly 37 acres of Land at Mettupalayam and 25 acres of land at Kalapet have been identified. The SEZ-IT PARK will be set up in the next Twelfth Five Year Plan 2012-17.

ACHIEVEMENTS DURING 2007-11

➢ Puducherry State Wide Area Network has been inaugurated and 100 numbers of prioritized Departments were connected for intra Government communication and sharing of applications.

➢ State Data Centre has been inaugurated and Commercial Taxes Application has been hosted in the SDC on pilot basis.

➢ The Service Centre Agency for Common Services Centre projects has identified 61 CSC locations for setting up of CSC and is in the process of operationalizing the CSC

➢ Under Capacity Building Project State e-Governance Mission Team has been deployed on wet leasing basis. Under which DPR for various departments has been prepared and sent to Government of India for funding support.

➢ Road Map for e-Governance and Capacity Building prepared.

➢ Training given to 55 IT officials based on the present need.

- ➢ 260 Government officials imparted training on Office Automation
- ➢ The following Implementing Agencies for various e-Governance projects identified:

M/s. Tata Consultancy Services	–State Data Centre Project
M/s. Tera Software Ltd,	- Common Services Centre
M/s. Infosys Ltd	- SSDG&SP

LIKELY ACHIEVEMENTS DURING 2011-12

- ➢ The SDC will be fully operationalised
- ➢ Under the Common Services Centers 50 Centers will be rolled out
- ➢ Deployment of full-fledged SeMT
- ➢ Implementation of various e-Governance Projects through Puducherry e-Governance Society.
- ➢ Implementation of SSDG & SP project
- ➢ Obtaining of funding support for Capacity Building Project
- ➢ Identification of land for setting up of IT SEZ.

PROPOSED TARGETS FOR 2012-13

- ➢ The PSWAN connectivity for 75 Departments will be provided in Phase-II
- ➢ Implementation of State Portal and SSDG and eForms
- ➢ Rollout of all 66 CSCs in the UT of Puducherry
- ➢ Implementation of eDistrict Project
- ➢ I-Hosting Departmental and various other e-Governance applications in the SDC
- ➢ Implementation of Capacity Building Project
- ➢ Implementation of Mobile Service Delivery Gateway and Mobile applications
- ➢ Setting up of Training Centre for providing to Training to Government Officials
- ➢ Setting up of SEZ IT Park
- ➢ Revision of IT Policy
- ➢ Setting up of Crisis management cell for countering cyber attack
- ➢ Implementation of GIS based Spatial Data Infrastructure in the UT of Puducherry
- ➢ Acquisition of Land for construction of Administrative Block

- ➢ Construction of Administrative building for the Department
- ➢ Training on ICT, based on the present requirement to Government officials
- ➢ Purchase of Hardware and Network equipment for this Directorate
- ➢ Strengthening of Directorate of Information Technology by creation of necessary functional and Administrative posts to implement the e-Governance project in Karaikal District and Mahe and Yanam regions.

OUTLAY AT A GLANCE

Sector : INFORMATION TECHNOLOGY & E-GOVERNANCE   No. of Schemes : 4

Department : 1. INFORMATION TECHNOLOGY

2. CHIEF SECRETARIAT

(₹ in lakh)

Eleventh Five Year Plan 2007-12 Approved Outlay	:	15420.02
Annual Plan 2007-10 Actual Expenditure	:	1088.95
Annual Plan 2010-11 Actual Expenditure	:	418.15
Annual Plan 2011-12 Approved Outlay	:	232.40
Annual Plan 2011-12 Revised Outlay	:	225.00
Twelfth Five Year Plan 2012-17 Tentative Outlay	:	9273.30
Annual Plan 2012-13 Proposed Outlay	:	414.81

(₹ in lakh)

Sl. No.	Name of the Scheme	Annual Plan 2010-11	Annual Plan 2011-12	Twelfth Plan 2012-17 (Tentative Outlay)	Annual Plan 2012-13
		Actual Expdr.	Approved Outlay	Proposed Outlay	Proposed Outlay
(1)	(2)	(3)	(4)	(5)	(6)
	Information & Technology				
1.	Introduction of e-governance & Setting up of I.T. Park	385.96	200.00	8210.00	331.80
2.	Conduct of computer training to Government Officials	0.00	2.40	15.00	3.00
3.	Strengthening of Directorate of Information Technology *	0.00	0.00	428.00	0.01
	Sub-total	**385.96**	**202.40**	**8653.00**	**334.81**
	Chief Secretariat				
4.	Computerisation in Chief Secretariat	32.19	30.00	620.30	80.00
	Total	**418.15**	**232.40**	**9273.30**	**414.81**

* *New Scheme.*