

## **INFORMATION TECHNOLOGY AND e-GOVERNANCE**

In order to promote Information Technology and IT enabled 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 and (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 procurement of IT products to their backend automation. The National e-Governance Plan (NeGP), which formulated under Ministry of Communications & Information Technology, 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 (MMPs) have been taken up and are in the process of implementation:

### **A Brief on Mission Mode Projects (MMPs):**

**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 55 offices have been identified to connect, equipment for the same have been procured.

**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. Applications of Commercial Taxes and Databases of Registration and Birth & Death have been migrated to SDC.

**Common Services Centre (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 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 CSC Scheme has been inaugurated by the Hon'ble Chief Minister and the same is operationalized with Issue of Birth & Death Certificates online.

**Capacity Building scheme** deals with equipping the existing man-power skill to 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 Programme Steering Council, State Apex committee and function as full time advisory body in undertaking the e-Governance Project. The permanent setup of State e-Governance Mission Team (SeMT) is in place.

**Local Capacity and Capability Building:** The objective of the project is to impart 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.

**State Services Delivery Gateway and State Portal (SSDG & SP)** will provide a single window for submission of forms presently available from various government services 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.

The Hon'ble Chief Minister has inaugurated the SSDG&SP project and at present 28 e-forms pertaining to 5 departments are operationalized.

**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 Common Service Centres in a sustainable manner within a specific time frame. Under this programme, the administration has identified 61 services covering 12 Departments. M/s. KPMG, Gurgaon has been appointed as State Project Management Unit (SPMU). The SPMU is now preparing the Request for Proposal (RFP) for identification of System Integrator to implement the e-District Project.

## OUTLAY AT A GLANCE

Sector : INFORMATION TECHNOLOGY AND  
e-GOVERNANCE

No. of Schemes : 4

Department : 1. INFORMATION TECHNOLOGY  
2. CHIEF SECRETARIAT

(₹ in lakh)

Eleventh Plan 2007-12 Actual Expenditure	:	1720.28
Annual Plan 2011-12 Actual Expenditure	:	213.18
Annual Plan 2012-13 Approved Outlay	:	220.00
Annual Plan 2012-13 Revised Outlay	:	245.23
Annual Plan 2013-14 Proposed Outlay	:	441.50

(₹ in lakh)

Sl. No.	Name of the Scheme	Eleventh Plan 2007-12	Annual Plan 2011-12	Annual Plan 2012-13		Annual Plan 2013-14	
		Actual Expdr.	Actual Expdr.	Approved Outlay	Revised Outlay	Proposed Outlay	Of which Capital Content
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<b>Information Technology</b>							
1	Introduction of e-Governance & Setting up of IT Park	1631.29	194.45	197.00	216.84	409.99	--
2	Conduct of computer training to Government Officials	4.15	--	3.00	4.00	5.00	--
3	Strengthening of Directorate of Information Technology	--	--	---	--	0.01	--
<b>Sub--total</b>		<b>1635.44</b>	<b>194.45</b>	<b>200.00</b>	<b>220.84</b>	<b>415.00</b>	<b>--</b>
<b>Chief Secretariat</b>							
4	Computerisation of Chief Secretariat	84.84	18.73	20.00	24.39	26.50	--
<b>Total</b>		<b>1720.28</b>	<b>213.18</b>	<b>220.00</b>	<b>245.23</b>	<b>441.50</b>	<b>--</b>

## Scheme No. 1

Sector : INFORMATION TECHNOLOGY AND e-GOVERNANCE      Implementing Department : INFORMATION TECHNOLOGY

**1. Name of the Scheme** : Introduction of e-governance and setting up of IT Park

**2. Objective of the Scheme :**

The main objective of the scheme is to automate the entire Government Machinery by introducing e-governance to provide services to the citizens.

To set up an IT Park / ITSEZ to provide flip to the IT industries and to utilise the existing skilled man power.

**3. Actual Physical Achievements during Eleventh Five Year Plan (2007-12) :**

- i) Puducherry State Wide Area Network inaugurated and 100 numbers of prioritized Departments connected for intra Government communication and sharing of applications.
- ii) State Data Centre inaugurated and Commercial Taxes Application hosted in the SDC on pilot basis.
- iii) The Service Centre Agency for Common Services Centre projects identified 61 CSC locations for setting up of CSC for process of operationalizing the CSC
- iv) Under Capacity Building Project State e-Governance Mission Team deployed on wet leasing basis. Under which DPR for various departments prepared and sent to Government of India for funding support.
- v) Road Map for e-Governance and Capacity Building prepared.
- vi) Setting up of IT Park Scheme commenced.

**4. Physical Achievements for the Annual Plan 2012-13:**

- i) Under CSC scheme, 42 CSCs are operationalized w.e.f. 11.02.13 and the remaining 24 CSC was made operational.
- ii) Issue of Birth and Death Certificates are being issued through CSCs and issue of Patta/Settlement copy issued.
- iii) State Services Delivery Gateway and State Portal (SSDG&SP) started.
- iv) 28 e-Forms pertaining to 5 Departments were ready for usage of citizen.
- v) Transaction Adviser Identified to conduct feasibility study and identification of developer for set up of ITSEZ at Mettupalayam.

**5. Proposed Physical Targets for Annual Plan 2013-14:**

- i) The PSWAN connectivity for 55 Departments will be provided in Phase-II
- ii) Implementation of e-Forms pertaining to remaining 10 Departments under SSDG project will be done.

- iii) Delivery of Citizen services such as Issue Copy of Document, Encumbrance Certificate, etc through CSCs established in the U.T. of Puducherry will be initiated.
- iv) Implementation of e-District Project, Mobile Service Delivery Gateway, Mobile applications and Capacity Building Project will be done.
- v) Hosting departmental and various other e-Governance applications in the SDC will be made.
- vi) Crisis management cell will be set up for countering cyber attack
- vii) Implementation of GIS based Spatial Data Infrastructure in the UT of Puducherry will be done.
- viii) Acquisition of Land for construction of Administrative Block will be initiated.
- ix) Administrative building for the Directorate will be constructed.
- x) Training will be given on ICT, based on the present requirement to Government officials.
- xi) Hardware and Network equipment will be purchased for this Directorate
- xii) 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.
- xiii) Floating of RFP for identification of developer.
- xiv) Identification of developer for IT Park / SEZ IT Park.

**6. Remarks :** Continuing Scheme.

**Scheme No. 2**

Sector : INFORMATION TECHNOLOGY AND e-GOVERNANCE      Implementing Department : INFORMATION TECHNOLOGY

**1. Name of the Scheme :** Conduct of computer training to Government Officials

**2. Objective of the Scheme :**

To impart training to the government officials for successful implementation of e-Governance.

**3. Actual Physical Achievements during Eleventh Five Year Plan (2007-12) :**

- i) Training given to 55 IT officials based on the requirements.
- ii) 260 Government officials imparted training on Office Automation

**4. Physical Achievements for the Annual Plan 2012-13:**

- i) 80 Government officials trained in Office Automation.

- ii) 40 Government officials attended one day work shop on Cloud Computing conducted by Computer Society of India (CSI), Puducherry Chapter.
- iii) 35 Government officials trained in e-Governance project Life Cycle conducted by National Institute for Smart Government (NISG), Hyderabad.
- iv) Under SWAN project 55 additional offices identified and equipments to connect the offices procured.

**5. Proposed Physical Targets for Annual Plan 2013-14:**

- i) 80 Government officials will be trained in Office Automation.
- ii) 40 Government officials will be imparted one day work shop on Cloud Computing conducted by Computer Society of India (CSI), Puducherry Chapter.
- iii) 35 Government officials will be trained in e-Governance project Life Cycle conducted by National Institute for Smart Government (NISG), Hyderabad.
- iv) Under SWAN project 55 additional offices identified and equipments to connect the offices will be procured.

**6. Remarks :** Continuing Scheme

**Scheme No. 3**

Sector : INFORMATION TECHNOLOGY AND e-GOVERNANCE      Implementing Department : INFORMATION TECHNOLOGY

**1. Name of the Scheme :** Strengthening of Directorate of Information Technology

**2. Objective of the Scheme :**

The main objective of the scheme is to strengthen the existing Directorate by creating necessary posts towards implementation of ongoing e-governance projects under NeGP.

**3. Actual Physical Achievements during Eleventh Five Year Plan (2007-12) :** Nil

**4. Physical Achievements for the Annual Plan 2012-13:** Nil

**5. Proposed Physical Targets for Annual Plan 2013-14:**

Additional posts will be created to strengthen this Directorate for implementation of ongoing e-governance projects under NeGAP including the outlying regions.

**6. Remarks :** Continuing scheme.

**Scheme No. 4**

Sector : INFORMATION TECHNOLOGY AND e-GOVERNANCE      Implementing Department : CHIEF SECRETARIAT

1. **Name of the Scheme** : Computerization in Chief Secretariat
2. **Objective of the Scheme** :  
Computerization of office work to achieve e-governance in Government departments
3. **Actual Physical Achievements during Eleventh Five Year Plan (2007-12) :**  
Successful implementation of e-Salary Project for effecting 100% ECS procedure of Salary disbursements in the entire UT of Puducherry.
4. **Physical Achievements for the Annual Plan 2012-13:**  
Implementation of e-procurement system in Chief Secretariat.
5. **Proposed Physical Targets for Annual Plan 2013-14:**  
Implementation of e-procurement system in Chief Secretariat.
6. **Remarks** : Continuing Scheme.