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GLOSSARY OF TERMS

Abbreviation	Description
GoHP	Government of Himachal Pradesh
NeGP	National e-Governance Plan
GoI	Government of India
ICT	Information and Communication Technology
MMPs	Mission Mode Projects
ACA	Additional Central Assistance
DIT	Department of Information Technology
eGRM	eGovernance Roadmap
CBRM	Capacity Building Roadmap
DPR	Detailed Project Report
MCIT	Ministry of Communications & Information Technology
GDP	Gross Domestic product
GSDP	Gross State Domestic Product
SeMT	State eGovernance Mission Team
PeMT	Project eGovernance Mission Team
SLA	Service Level Agreement
NIC	National Informatics Centre
SITEG	Society for Information Technology & eGovernance
BPR	Business Process Reengineering
G2B	Government to Business
G2C	Government to Citizen
G2G	Government to Government
LAN	Local Area Network
HIMSWAN	Himachal State Wide Area Network

NIC

National Informatics Center

EXECUTIVE SUMMARY

The Government of Himachal Pradesh is determined to use Information Technology to usher in an era of e-Governance aimed at simplifying processes, bringing in transparency, accountability, providing need based, quality and timely information to all the citizens of the State. Towards implementing this goal, the Government has implemented /or in the process of implementation of several e-governance initiatives in various Departments of the State. The list of key e-Governance initiatives implemented or in the process of implementation in different departments of the State is provided in Chapter 7 of the Report.

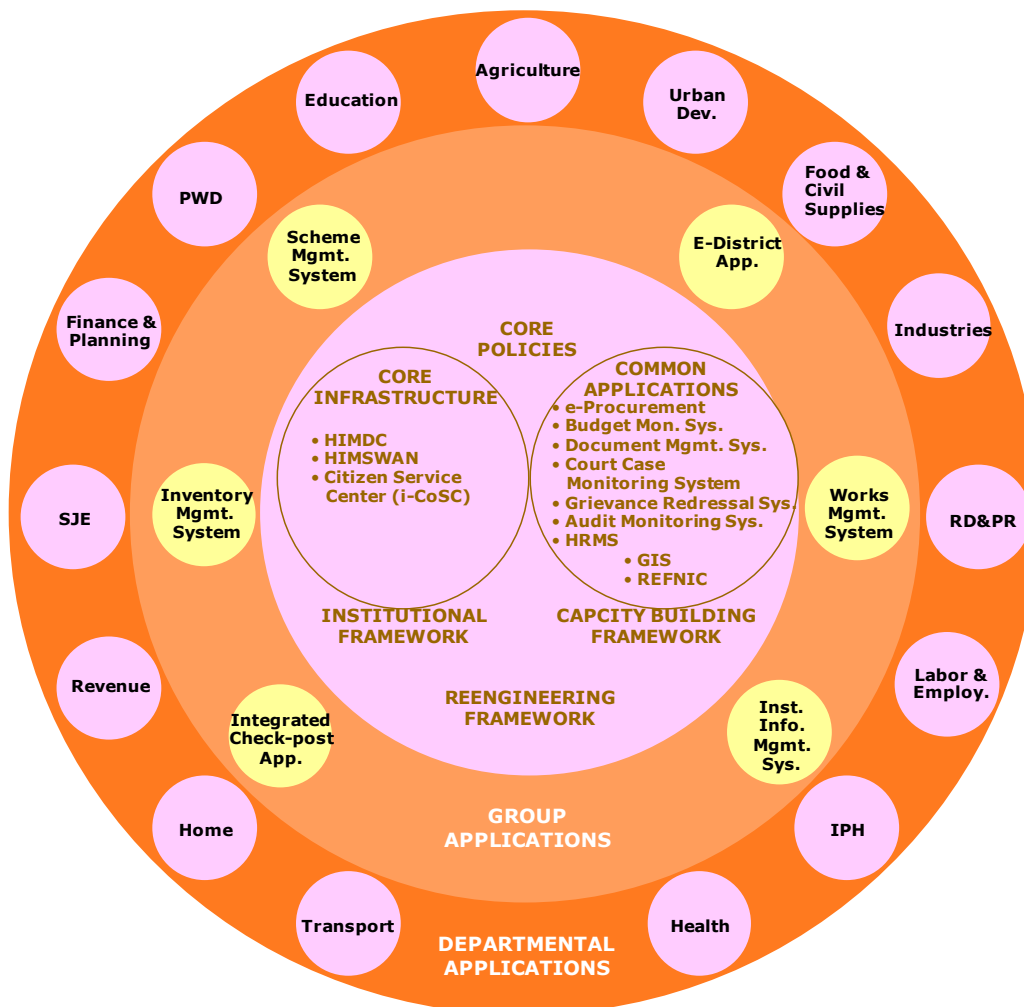
This document covers the e-Government vision & mission, the e-Government strategy and the e-government blueprint for the State of Himachal Pradesh. A detailed As-Is Assessment of the current IT initiatives and the various processes in the Government departments of the Prioritized Departments and Organizations were carried out. Interviews with all stake holders (citizens, businesses, State Government Departments) were conducted, as well as a detailed secondary research on Himachal Pradesh's socio-economic condition and State Government's development agenda was carried out to arrive at the final recommendations. The eGovernance Strategy, eGovernance Framework and Sectoral Roadmaps for the prioritized departments has been identified in the Report.

The E-Governance Strategy describes how the vision will be achieved. It has four components of Core Policies, Core Infrastructure, Common Applications and Group Applications. The highlights of the key Recommendations are:

Core Infrastructure Projects	Common Applications	Group Applications
Himachal State Wide Area Network (HIMSWAN)	Human Resource Management System (HRMS)	Scheme Management System
Himachal State Data Center (HIMDC)	e-Procurement	Works Management System
Citizen Service Centers	Budget Monitoring System	Inventory Management System
	Document Management System	e-District Application
	Court Case Monitoring System	Integrated Check-post

		Application
	Grievance Redressal System	Institution Information Management System
	GIS	
	REFNIC	
	Audit Monitoring System	

The Blue Print of the State for e-Governance implementation in next three years has been depicted in the below big picture. It identifies the priority areas for implementation, the core policies, core infrastructure, Common Applications, Group Applications and other key frameworks necessary for the State of Himachal Pradesh.



1 INTRODUCTION

1.1 ABOUT NEGP

The Government of India (GoI) has initiated the National e-Governance Plan (NeGP) for increased transparency, efficiency & effectiveness in delivery of citizen services. NeGP envisages establishing institutional framework for implementation of e-Governance initiatives in the State in a coherent manner with consistent strategies for cost optimization and integration. The main objective is to improve the service delivery mechanism of the individual line departments through introduction of Information technology and augmentation of the existing capabilities.

NeGP provides support to Government Departments in improving service delivery and augmenting internal capacity

NeGP is an ambitious program of the Government of India, aimed at improving the quality, accessibility and effectiveness of government services to citizens and businesses with the help of Information and Communication Technology (ICT).

It proposes to achieve this by:

- Rapid deployment and scale-up of select "Mission Mode Projects" (MMPs – Projects with significant citizen interface)
- Creation of a national IT backbone for fast, reliable and efficient connectivity, data storage and access
- Common Service Centers for delivery of citizen services
- Creation of Internet portals for 24x7 access to government information and services

To achieve the above, the NeGP also provides for significant investments in areas such as Program Management, Government Process Re-engineering, Training, Assessment & Awareness and **Capacity Building**.

Capacity Building has been identified as an important initiative under NeGP

1.2 ABOUT CAPACITY BUILDING

The wide scope and objectives of the NeGP program highlights the enormity of the tasks ahead. Considering the nature and scale of e-Governance initiatives planned under NeGP, the role of the State Government in managing these initiatives is envisaged to be very critical. It is also well recognized that for States to play their role effectively, significant capacities need to be built and resources need to be augmented with

additional skills. Thus, for the success of NeGP, it is necessary to enhance the capacities in the State Governments and its Nodal Agencies to enable them to handle issues in a competent manner, with a holistic perspective and with better efficiency.

The Planning Commission has allocated Additional Central Assistance to all the States for Capacity Building

Considering this the Planning Commission in the year 2004-05 had incorporated a special budget entry and had allocated funds as Additional Central Assistance (ACA) to all the States for initiating the NeGP program as communicated by Planning Commission, GoI to State Chief Secretaries. Planning Commission has issued broad guidelines for use of the ACA indicating that the first priority is **Capacity Building**. The detailed guidelines for use of ACA for capacity building have been issued by DIT, as indicated in the broad guidelines issued by the Planning Commission.

It is in this connection, the State Governments are required to prepare “proposals” and send to the Central Government providing details on how the capacity would be built and how the various gaps in terms of technical and managerial capabilities would be addressed.

1.3 WIPRO’S APPROACH

Our approach relied on an optimal mix of the following activities as graphically depicted in exhibit below. The brief of the specific deliverables are enumerated below:

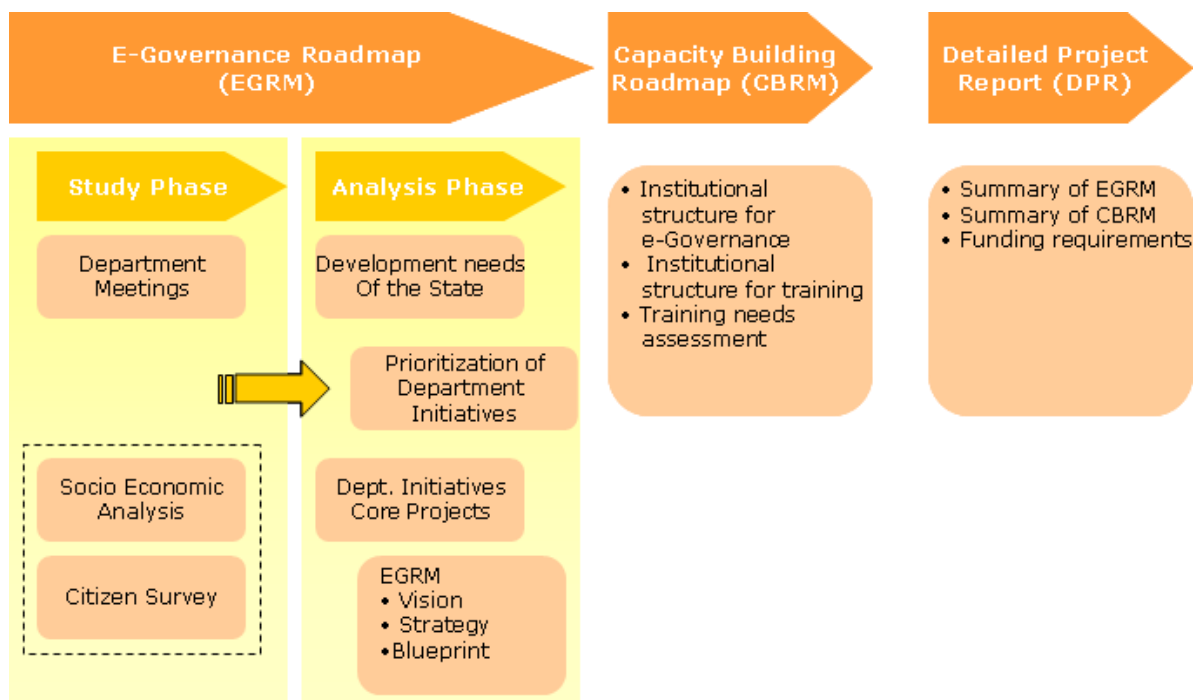


Exhibit 1. Wipro’s Approach for the Himachal Pradesh Capacity Building Assignment

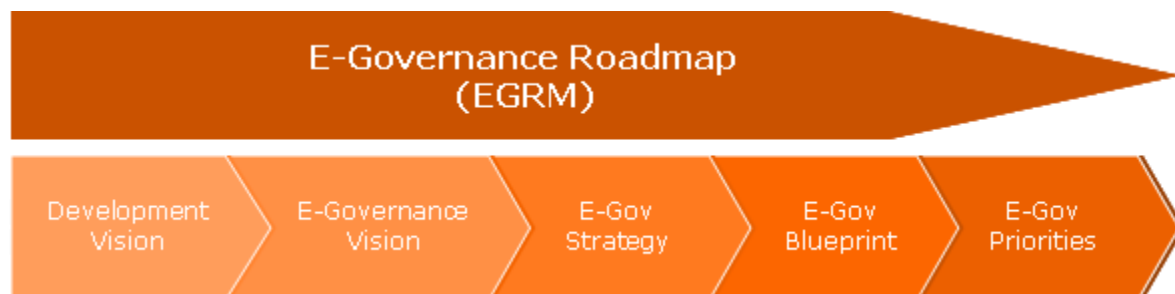
1.3.1 E-Governance Roadmap

The assessment envisaged identifying the e-Governance initiatives required for the prioritized Departments which can be implemented in next five years time. E-Governance Roadmap had the prioritized list of initiatives for the identified departments of the State with clear demarcation of implementation requirement in Wave-I (i.e. next 3 years time), Wave-II (in the fourth and fifth year). The e-Governance Roadmap in turn formed the basis for the assessment of work required for management of the initiatives & the skill set requirements for SeMT of the State.

Under EGRM, following areas are covered:

- Socio-economic analysis
- Citizen's survey
- Departmental meetings

The e-Governance Roadmap was formulated considering the Development Vision & e-Governance Vision of the State. The Strategy was derived from the enabling factors for achieving the vision. The e-Governance priority areas & blue print was identified in coherence with the e-Governance strategy formulated for the State.



The exercise was divided into two phases:

- A. Study Phase
- B. Analysis Phase

▪ **Study Phase:** This phase covered the Socio-economic analysis, citizen survey and meeting with the key stakeholders in the identified Departments of Government of Himachal Pradesh (GoHP).

▪ **Socio-Economic Study**

This covered the detailed study on the identified socio-economic parameters for the State of Himachal Pradesh. It tried to throw light on various areas like population and demography, human development, State's economy, sector profiles, natural resources, State finances, social sector and infrastructure etc.

The aim of the study was to determine the development needs or challenges that the Himachal Pradesh is facing. The attempt was also made to determine how the Information and Communication Technology (ICT) initiatives can help alleviate the identified problems in the state.

▪ **Citizen Survey**

The objective of undertaking the citizens' survey was:

"To capture citizen's expectation of the nature and quality of services being provided to them through various IT initiatives of the State"

Keeping the above objective in mind, we did a citizen survey at DC Office, Shimla where Citizens come to take various services. The aim was to get a first hand feel of the citizen awareness on the e-Governance initiatives, take their views on the effectiveness of service delivery & to capture their expectations for future implementation.

▪ **Departmental Meetings**

Considering the development needs, high number of beneficiaries, State Mission Mode Projects and State's priority areas, 23 departments and 13 Organizations were identified in Himachal Pradesh to cover under the Capacity Building initiatives. Meetings with different levels of officials happened in the individual departments to capture the identified areas. The list of departments has been provided in Annexure-I. The objectives of meeting the departments were:

- Understand the roles and functions of the Department
- Status update on the current e-Governance initiatives
- Information on current IT infrastructure
- Information on resource availability & their skill set in the Departments
- Mapping IT/e-Governance initiative requirements of these departments
- Identifying Training requirements for the departmental staff

▪ **Analysis Phase** covers the assessment of the information and data collected through the primary survey, secondary research and the information gathered from the meetings in the departments during the study phase.

In this phase, we arrived at the development needs of the State, complete list of future initiatives of the departments, future common infrastructure projects to be undertaken by the State, prioritization of the future initiatives and e-Governance vision, strategy & blueprint of the State.

1.3.2 Capacity Building Roadmap

The Capacity Building Roadmap is the second deliverable under the Project and it will cover nature & size of capacities required at various levels, skill set of the people for those capacities and training requirements with timeframes and identified areas.

1.3.3 Detailed Project Report

The Detailed Project Report will be having a summary of both the e-Governance Roadmap (eGRM) and the Capacity Building Roadmap (CBRM) prepared for the State. The DPR would cover an estimation of funding required to undertake the capacity building of SeMT as assessed in the study. This DPR would be submitted to DIT, Government of India for their approval and subsequent funding.

1.4 LIMITATIONS & ASSUMPTIONS OF THE STUDY

- ❑ The study has covered 23 Departments and 13 Corporations/Organizations within the State. The findings and strategy are coming from the integrated picture of these departments.
- ❑ The EGRM report is based on the inputs provided by the departments and corporations during the interactions with the key department officials and the consultants. No separate field visits/ detailed study has been undertaken to validate the inputs provided by the departments.
- ❑ The report sets the agenda for e-Governance in the State as a whole and the departmental plans would be prepared in details during next phase based on the direction and roadmap specified in this report.

1.5 DEPARTMENTS STUDIED UNDER THE ASSIGNMENT

The following Departments and Organizations were covered under the Capacity Building Assessment study in the State for preparing the e-Governance Roadmap for the State.

	Departments covered
1.	Transport Department
2.	Urban Development
3.	Revenue
4.	Industries
5.	Social Justice & Empowerment

6.	Rural Development & Panchayati Raj
7.	Excise and Taxation
8.	Irrigation & Public Health
9.	Labor & Employment
10.	Health
11.	PWD
12.	Food & Civil Supplies
13.	Food & Civil Supplies Corporation
14.	Home
15.	Finance & Planning
16.	Co-operatives
17.	Agriculture
18.	Horticulture
19.	Public Relations
20.	Town & Country Planning
21.	Education (Elementary Education and Higher Education)
22.	Technical Education
23.	Animal Husbandry

	Organizations/ Corporation covered
1.	Himachal Road Transport Corporation
2.	Municipal Corporation, Shimla
3.	Industrial Development Corporation
4.	GIC
5.	SSIEC
6.	ST & SC Corporation
7.	Backward Classes Corporation
8.	Minority Corporation
9.	Food & Civil Supplies Corporation
10.	Financial Corporation
11.	Milkfed Cooperative
12.	Agriculture Marketing Board
13.	HPMC

1.6 STRUCTURE OF THE REPORT

This e-Governance Roadmap is divided into eight sections:

❑ **Section 1: Introduction to NeGP & Capacity Building Project**

❑ **Section 2: State Profile – Himachal Pradesh**

The section provides the findings from the socio-economic assessment of Himachal Pradesh and the development plans of the State.

❑ **Section 3: e-Readiness of Himachal Pradesh**

The As-Is status of e-readiness of Himachal Pradesh and includes details of IT infrastructure, connectivity and applications running in the Government, IT education and training programs offered in the State and various e-Governance initiatives undertaken so far.

❑ **Section 4: Stakeholder Segmentation and Their Expectations**

Analysis of needs and expectations of various stakeholder segments from the Society.

❑ **Section 5: e-Governance Strategy**

This section contains proposed e-Governance architecture for Himachal Pradesh along with its various components such as Core Policies, Core Infrastructure, Common Applications, Integrated Applications and Sectoral/ Departmental Applications.

❑ **Section 6: e-Governance Frameworks**

The Institutional framework, Capacity Building framework, Government Process Reengineering strategy, Risk and mitigation strategy are discussed in this section.

❑ **Section 7: Sectoral Roadmap**

The section highlights e-readiness of the sectors and recommended initiatives for the selected sectors of the State.

❑ **Section 8: e-Governance Blueprint**

This section describes the Big Picture of E-Governance implementation in the State highlighting the prioritization of the initiatives.

❑ **Section 9: Conclusion**

2 STATE PROFILE - HIMACHAL PRADESH

2.1 HIMACHAL PRADESH: AN INTRODUCTION

The State of Himachal Pradesh, geographically located in the north-western part of the country, is surrounded by four states, namely, Uttar Pradesh, Punjab, Haryana and Jammu & Kashmir with Tibet on the other side. It is among the most advanced socio-economic States and has shown promising growth over the last few years. Over the last decade the strong agro-based economy has shifted towards services, particularly tourism. The State is sparsely populated with less than half of Delhi's population and about 40 times its area. Endowed with natural attractions, tourism is one of the key contributors to the State's income.

The state is largely an agro-based economy with about 71 per cent of its population dependent on farming, for their livelihood. corn (maize), barley, of the leading fruit States in the country. steadily been focusing industrial horticulture and livestock. The main crops are wheat, rice and potatoes. It is one and vegetable producing. The State Government has on improvement of infrastructure.



A slew of industrial export-oriented parks have been set up, agriculture sector in parks and estates including for agro-processing units thus, strengthening the the State. Several fruit and food processing units and other allied industries like warehousing and packaging have come up in various parts of the State. The state's agro-processing units have highest per capita output and value addition in the country. Himachal Pradesh has one of the highest levels of telecom penetration in the country. The State has a well-developed banking sector with a high density of bank branches. It has the highest hydel power generation potential in the country and has fostered private sector participation in the sector. The Government of Himachal Pradesh has formulated its policies with an objective to improve the industrial sector in the State. It has initiated many welfare programs to improve the economic well being of its people. The State provides special package of incentives to the investors and ranks highest on their incentives index. The State enjoys a healthy climate with the presence of several domestic and multinational corporations.

Himachal Pradesh is divided into 12 districts namely, Kangra, Hamirpur, Mandi, Bilaspur, Una, Chamba, Lahul and Spiti, Sirmaur, Kinnaur, Kullu, Solan and Shimla.

Area	55673 Sq. km
Districts	12
Sub-Division	52
Tehsils	75
Sub-Tehsils	34
Developmental Block	75
Towns	57
Panchayats	3,037
Panchayat Smities	75
Zila Parishad	12

Himachal Pradesh's State Gross Domestic Product (SGDP) stood at Rs 20,919 Crore in 2005-06, registering a growth rate of 8.5 per cent over the previous year. The per capita income at current prices witnessed an increase of 8.5 per cent from Rs 31,140 in 2004-05 to Rs 33,805 in 2005-06. In the long-term, the economy has shown a shift from Agriculture to industries and services and the percentage contribution of agriculture and allied sectors in total SDP declined from 57.9 per cent in 1950-51 to 24 per cent in 2005-06. The share of industries and services sectors increased from 1.1 and 5.9 per cent in 1950-51 to 11.4 and 15.3 per cent in 2005-06 respectively. The state is in the top quartile in the country in terms of per capita gross output and value added industries.

Himachal is extremely rich in hydel resources. The State has about 25% of the national potential in this respect. It has been estimated that about 20,300 MW of hydel power can be generated in the State by constructing various major, medium, small and mini/micro hydel projects on the five river basins. At present 6600 MW of Power is being harnessed through various governments, private and joint sector major, mini and micro Hydro Power plants.

2.2 DEMOGRAPHY

90.2% of the State's population resides in rural area

The population of Himachal Pradesh, according to Census 2001, was estimated at 60.77 Lakhs, which accounts for a meager share (0.59%) of the country's total population. It ranks 21st among the 35 Indian States and Union Territories in terms of population strength. The Population Density of Himachal Pradesh is 109 persons per sq. km. which is amongst the lowest in the country. The national population density is estimated to be around 324 persons per sq. km. which is almost three times that of Himachal Pradesh.

In terms of rural-urban population, around 90.2% of Himachal Pradesh population resides in rural area. This is significantly higher than the national average of 72.2%.

State, with sex ratio of 970, ranks 9th in the Country

The Decadal population growth rate of Himachal Pradesh during 1991 to 2001 was just 17.53% as against the national average of 21.34%. In fact, the State has consistently shown a lower population growth rate than the national average, as graphically depicted below:

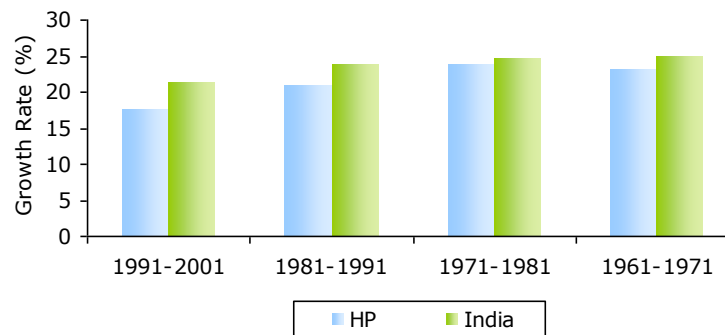
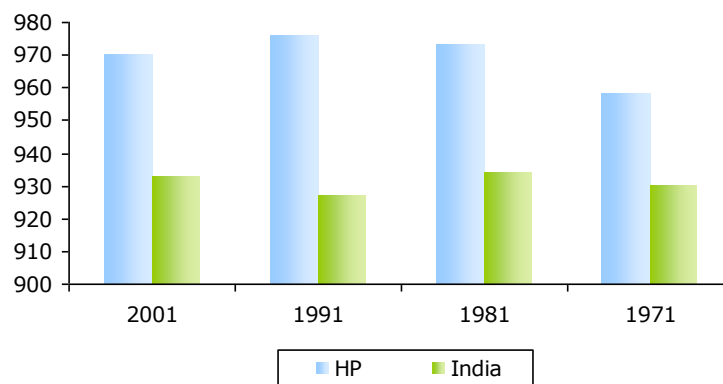


Exhibit 2. Decadal population growth rate

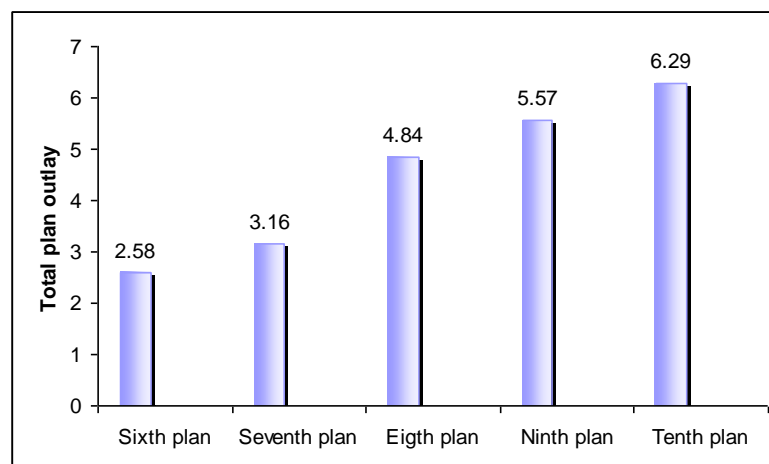
The State has shown better results in terms of sex ratio, it ranks 9th in the Country in this parameter. The sex ratio was 970 (2001 census), significantly higher than the national average of 933. The ratio has constantly remained higher than the national average for the last three decades, as depicted in the graph below.

**Exhibit 3. Sex Ratio**

2.3 STATE HUMAN DEVELOPMENT

2.3.1 Health Care

The Government of Himachal Pradesh has taken considerable efforts towards development of Health care sector in the State. The sector has been given priority in the State, as is evident from the budget allocation to the sector in the five year plans. The sector has not only received one of the highest percentage outlays but has also seen significant outlay growth in each five year plan, as shown in the graph below.

**Exhibit 4. Planned Outlay for the State in last 5 Year Plans**

As a result of the continuous focus of the State Government, the State has seen a significant increase in the number of health institutions and improvement in healthcare services. Given below are the number of Health sub centers, Primary health centers, Community health centers, hospitals and dispensaries with respect to population in 2001.

Type of Institutions	Number of Institutions per One Lakh of Population
Health Sub-Centers	34.30
Primary Health Centers	5.00
Community Health Centers	1.07
Hospitals	0.82
Dispensaries	2.55

Exhibit 5. Health Institutions in the State

The utilization of public health services is much higher in Himachal Pradesh (29%) than in the country as a whole (18%).

In terms of the average cost of treatment, Himachal records lower average cost than the national average and neighboring States. While the average total expenditure per illness by source of treatment for India is Rs.3202 and Rs.3921 for rural and urban areas, it is Rs.2530 and Rs.2643 in Himachal Pradesh. The figures in the neighboring State of Punjab and Haryana are Rs.4988 & Rs.5712 and Rs.3224 & Rs.6537 respectively.

The Life expectancy in the State is far better than the national average. It has remained better for the last 4 decades, as illustrated in the graph below:

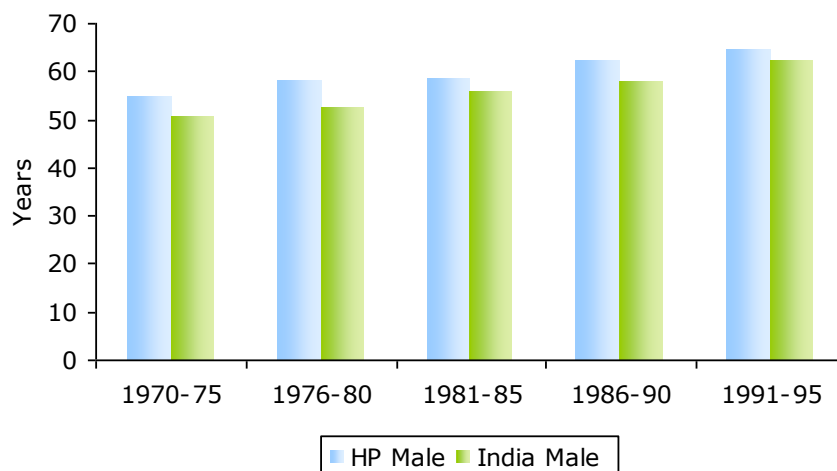


Exhibit 6. Life Expectancy – Male

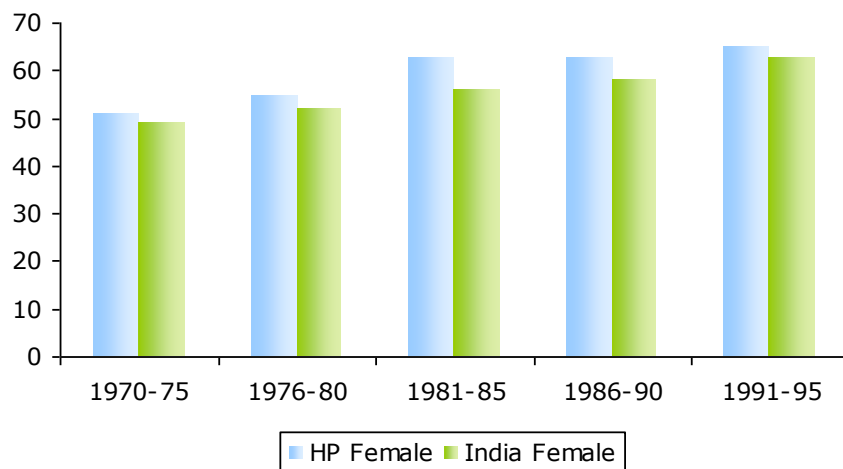


Exhibit 7. Life Expectancy – Female

The Birth rate and Death rate in the State are 22.1 (per thousand) and 7.2 (per thousand). The 'infant mortality rate' in Himachal is significantly lower than the country's statistics. This may be attributed to higher literacy rates amongst women.

(Per Thousand)

Year	Himachal Pradesh	India
1971	118	129
1981	71	110
1991	75	80
1999	62	70
2000	60	68
2001	54	66
2002	52	63
2003	49	60

Exhibit 8. Infant Mortality Rate

2.3.2 Education

Literacy rate is 76.5 percent, significantly higher than national average of 65.38 per cent

Literacy has made remarkable progress in Himachal Pradesh. The State ranks 11th amongst all States and UTs in India, which is a remarkable achievement considering the fact that 90 percent of the State population belongs to the rural sector. The overall

literacy rate in the State is 76.5 percent, significantly higher than the all- India average of 65.38% (according to the 2001 census). The male literacy is 85.3% and the female literacy is 67.4%.

In 1991, the percentage of literates in the State was 70.91% which grew upto 81.09% in 2001, registering an impressive growth of nearly 11%.

1991			2001		
Total	Male	Female	Total	Male	Female
70.91	81.15	62.01	81.09	88.49	67

Exhibit 9. Percentage of Literates in Himachal Pradesh

Though the percentage of literates is impressive, but the percentage of graduates amongst the literates is quite low in the State. Only 3.7% of the total population has studied up to graduation level.

The focus of the Government towards the education sector has increased during the last two decades. The planned outlays have seen consistent increase in last four 5 year plans. In fact, the actual expenditure has crossed the planned expenditure for the last decade.

The following table presents a snapshot of the number of educational institutions in Himachal Pradesh.

Type of Educational Institute	Number
University	3
Recognized Institute of Higher Educations	45
Art/Science/Commerce Colleges	64
High/Senior Secondary School	1832
Primary School	10634

Exhibit 10. Educational Institutes in the State

2.3.3 Employment

Un-employment rate of 2.85% in the State is much lower than national average of 7.32%

The un-employment rate in the State has remained quite low from the national average in the last decade. It was 2.85% during 1999-2000 in the State as compared to 7.32% for the

whole of India. But this rate is increasing for the State. It has increased approximately 58% from 1994 to 2000. While the rate of unemployment was 1.8 in 1993-94, it increased to 2.85 in 1999-2000.

But a large portion of the employed are self-employed and a small portion are regularly employed. This trend has remained almost similar for over a decade, as illustrated in the graph below where number of employed per category per thousand are showed.

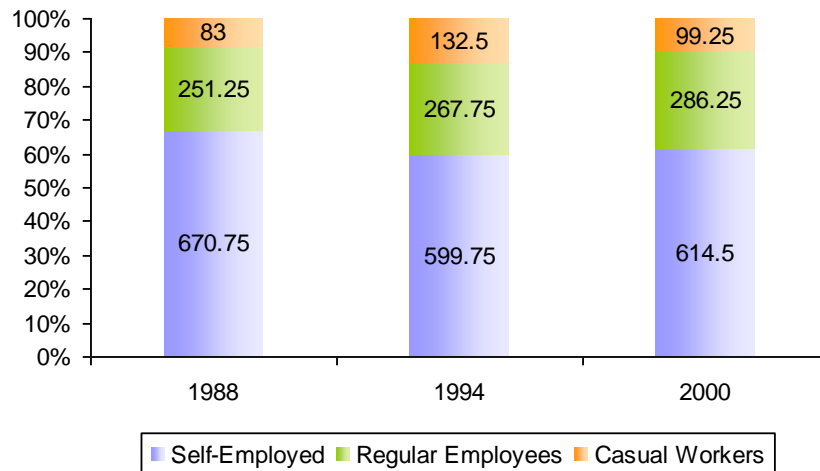


Exhibit 11. No. of employee per 1000

The unemployment rate is more in urban areas rather than the rural areas and even the rate of increase in the rate is more in urban areas. This trend is depicted in the table below:

	1993-94	1999-2000	Annual Growth Rate
Rural			
Labor Force	21,88,017	22,30,092	0.32
Workforce	21,51,103	21,76,301	0.19
No. of Unemployed	36,914	53,791	6.48
Rate of Unemployed	1.69	2.41	
Urban			
Labor Force	1,61,619	1,97,281	3.38

	1993-94	1999-2000	Annual Growth Rate
Workforce	1,56,161	1,81,958	2.58
No. of Unemployed	5,456	15,323	18.77
Rate of Unemployed	3.78	7.77	
Total			
Labor Force	23,49,636	24,27,373	0.54
Workforce	23,07,264	23,58,269	0.37
No. of Unemployed	42,372	69,114	8.50
Rate of Unemployed	1.80	2.85	

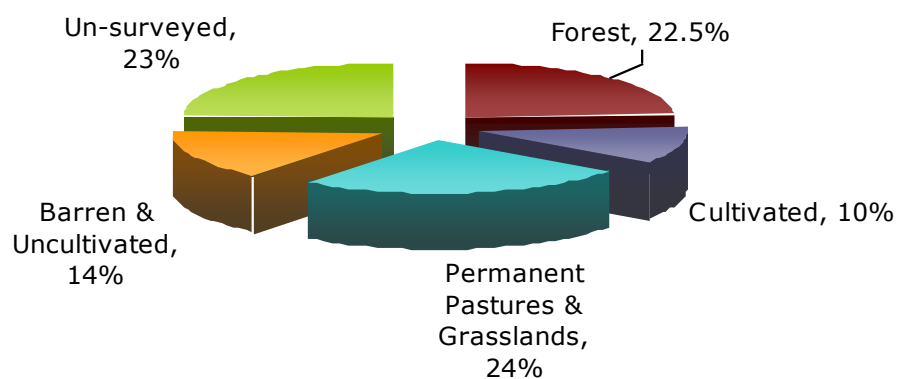
Source: Planning Commission

Exhibit 12. Unemployment rate in the State

2.4 NATURAL RESOURCES

Land Resources

The total area of the State is 55,673 sq. km., out of which forest covers around 22.5 per cent. The following chart shows the distribution of the total area in the State:

**Exhibit 13. Land Resources: Area under various categories**

Water resources

Water is one of the most vital natural resources of Himachal Pradesh. The State is richly endowed with a hilly terrain having an enormous volume of water from the catchment area of rivers such as Satluj, Beas, Ravi and Chenab. The State has enormous potential of water resources in the form of glaciers and rivers but ground water resource is limited.

In spite of the fact that there is a large volume of water available in the State, only one third of its cultivated area is irrigated because of physiographic constraints.

Mineral Resources

Himachal Pradesh is rich in mineral resources such as limestone, gypsum, rock salt, magnetite, silica sand and quartzite etc. In addition, building material such as slate, granite, clay and sandstone is also available. Other minerals reported in the State are iron, beryl, copper, lead, silver, kyanite and uranium.

Minerals	Potential (Tonnes)
Limestone	1312.41 million
Mangnesite	55,620
Rock Salt	15.1 million
Slate	2.72 million
Stibnite	0.10 million
Clay	20076
Gypsum	1.25 million
Silica Sand	0.89 million

2.5 INFRASTRUCTURE

2.5.1 Transportation

Considering the geography of the State, roads are an important component of transport. At independence, Himachal Pradesh started with nearly no roads, but now there are an estimated 27,737 km of roads in the State. However, these achievements are less than the requirements, as only 50 per cent of these are all-weathered roads (i.e. the road

formulation is metalled and tarred) and nearly 50 per cent of 16,807 inhabited villages are connected by roads.

The comparison of road density of the State on a national scale also shows that it is below the all-India average and is placed at the 20th rank. However, the State is the best amongst the hill States of India in this regards.

On the road transportation front, the State has shown good growth. While the number of buses increased 2.5 times since 1974 (the year the Himachal Road Transport Corporation was incorporated), routes went up five times and total kilometer-age increased 4.5 times. Even the “km per bus per day” has doubled from 113 to 221 in 2003. The following table presents a snapshot of the operations of Road transport in the State.

Indices	1974	2001	2003
Routes	379	1733	1784
Buses	733	1728	1711
Coverage (in Lakh km)	303.29	1409.41	1423.06
Fleet Utilization	79%	98%	98%
Km per bus per day	113	223	221

Exhibit 14. Snapshot of Road Transport in the State

The availability of other transport media such as railways and air transport is less, mainly due to the geographical constraint of the State.

2.5.2 Energy

So far, only 20% of energy potential has been harnessed in the State

Energy is one of the most important infrastructures required in a society. Himachal Pradesh has vast potential for energy generation. Its hydro-power generation potential has been estimated to be more than 20,000 MW. But so far only 20 per cent of this potential has been harnessed. The table below illustrates the State’s potential and the current usage status:

Total Identified Potential	20,376 MW	
Harnessed so far	3942 MW	19.34% of Identified Potential

Under execution	7060 MW	34.64% of Identified Potential
-----------------	---------	--------------------------------

Exhibit 15. Identified energy generation potential and its current usage in the State

Apart from hydro-power, the State has the following primary sources of energy available to generate the required energy.

Source	Availability
Renewable	
Hydro-power	Yes
Biogas	Yes, Limited
Solar	Yes
Wind	Negligible potential
Geo-thermal	Yes
Tidal	No
Non-renewable	
Coal	No
Oil	No
Gas	No (not economically viable)

Exhibit 16. Primary sources of energy available in the State

The State has achieved commendable success in terms of village electrification. It has achieved **100% electrification of villages** and is now almost through with connecting all hamlets also. But even with this, the annual per capita consumption of electricity in the State is very low. It is the lowest amongst the northern States, excluding Jammu & Kashmir. The per capita consumption is just 339 KWH as compared to 921 of Punjab, 653 of Delhi and 530 of Haryana.

The total availability of power in Himachal Pradesh in 2001-02 was around 2050 MW (1000 MW generated by Himachal Pradesh and 1050 as free power) as against the demand of around 800 MW. The demand is expected to increase at a faster rate in near future.

2.6 STATE ECONOMY

Per capita income of the State is Rs. 33,805 as compared to national figure of Rs. 25,716

The State is showing robust economic performance for the last few years. The State is expected to achieve a growth rate of 9.3 percent during the year 2006-07 and this is after hitting an impressive 8.5 and 7.6 percent mark over the previous two years.

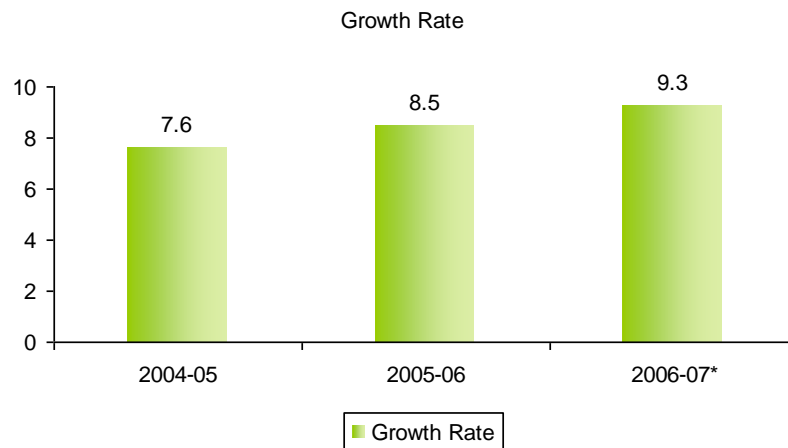


Exhibit 17. State GDP Growth Rate

The State Gross Domestic Product (GSDP) at factor cost at constant (1999-2000) prices in 2005-06 is estimated at Rs. 20,919 crore as against Rs. 19,279 crore in 2004-05, registering a growth of 8.5 percent during the year.

The Per Capita Income at current prices increased from Rs. 31,140 in 2004-05 to Rs. 33,805 in 2005-06. This is much better performance than the whole country's performance, which were Rs. 25,716 and Rs. 22,946 during the same years.

Though the major contributor to the State economy has been the Agriculture and its allied sector, but its contribution is gradually declining. The share of industries and services sector is increasing.

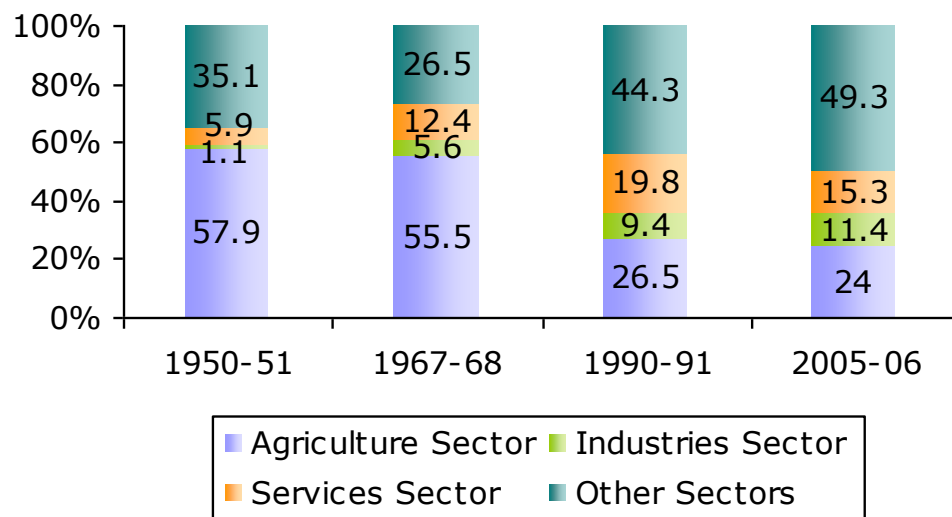


Exhibit 18. Sector contribution to State's GDP

2.7 PLANS & TARGETS

The tenth five year plan has mentioned the planned estimate for the State as Rs.10300.00 crore, which is a 30.02% increase over Ninth Plan. The Sectoral distribution of the outlays, gives a clear indication that Agriculture, Energy, Transport & Education are the top priority. Apart from it, couple of other areas, like development of roads, drinking water supply, sanitation, health and tourism has been identified by the Government of Himachal Pradesh as key areas for development.

47.51 per cent of the Total Planned Outlay is for Social Services

The other key factors are enumerated below:

- Completing Infrastructure related projects on a top priority.
- Increasing investment in Infrastructure & Human Capital skills is the agenda.
- Greater public private partnership in the area of higher education.
- Connecting the unconnected Panchayats & villages and to improve the quality of State highways & district roads.
- Generate maximum employment opportunities to the people of the State.
- Increasing Tax and Non Tax Revenue of the State.
- Improve the quality of education in Himachal Pradesh.
- Time Bound completion of ongoing projects to derive early benefits.
- Leveraging the benefits of IT tools to take the citizen services in the reach of the rural people.

Planned Outlay by Major Sectors		
Sector	Planned Outlay (Rs. Crore, at 2002-03 prices)	Per cent Of Total Outlay
A. Economic Sectors		
1. Agriculture & Allied Activities	1201.69	11.67%
2. Rural Development	438.16	4.25%
3. Special Area Program	20.80	0.20%
4. Irrigation & Flood Control	453.18	4.40%
5. Energy	1235.00	11.99%
6. Industry & Minerals	104.73	1.02%
7. Transport	1635.94	15.89%
8. Science, Technology & Environments	6.42	0.06%
9. General Economic Services	223.74	2.17%
	5319.66	51.66%
B. Social Services		
10. Education, Sports, Art & Culture	2732.66	26.54%
11. Medical & Public Health	787.72	7.65%
12. Water Supply and Sanitation	646.75	6.28%
13. Housing	220.30	2.14%
14. Urban Development	128.85	1.25%
15. Information & Publicity	24.92	0.24%
16. Welfare of SCs, STs and OBCs	78.81	0.77%
17. Labor & Labor Welfare	8.40	0.08%
18. Social Welfare and Nutrition	265.07	2.57%
	4893.48	47.52%
C. General Services	84.75	0.82%
Grand Total	10297.89	100%

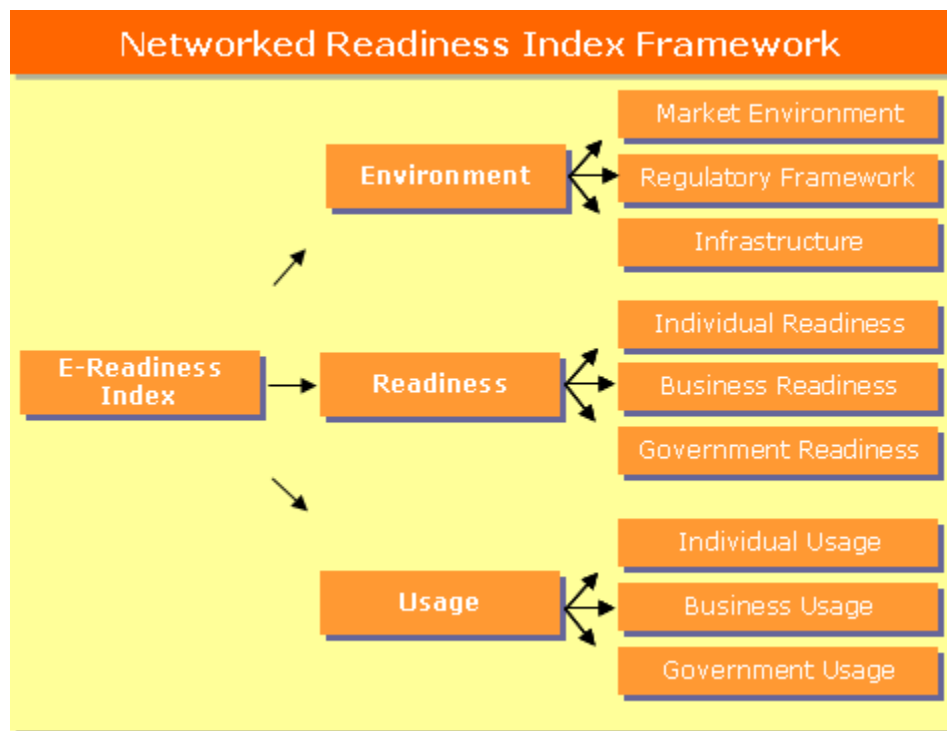
Exhibit 19. Sectoral Outlay of the Tenth Plan for Himachal Pradesh

3 E-READINESS OF HIMACHAL PRADESH

The Department of Information Technology, Government of India has released the e-Readiness Report 2004, detailing the E-Readiness or Networked Readiness Index (NRI) as “the capacity of a State to participate in a networked economy vis-à-vis other States”.

The e-Readiness or NRI for various States was calculated on the basis of a set of broad parameters, which included:

- ❑ Environment for ICT offered – market environment, regulatory framework, infrastructure facilities
- ❑ Readiness of key stakeholders to use ICT – individual readiness, business readiness, government readiness
- ❑ Usage of ICT among these stakeholders – individual usage, business usage, government usage



Source: Department of IT, Govt. of India

Exhibit 20. Network Readiness Index Framework

Based on this assessment, States were thereafter divided in 6 categories, namely – Leaders, Aspiring Leaders, Expectants, Average Achievers, Below Average Achievers and Least Achievers. As per this categorization, Himachal Pradesh was among “Average

Achievers”, with States like Karnataka, Tamil Nadu, Andhra Pradesh and Maharashtra at the top as “Leaders”.



Source: Department of IT, Govt. of India

Exhibit 21. e-Readiness: State wise status

However, it is important to note that the Government of Himachal Pradesh has been making conscious effort to improve upon all the factors as described in the Networked Readiness Index Framework through different initiatives taken till date.

The subsequent sections would detail current environment for ICT in the State, existing readiness of stakeholders to use ICT and actual usage of ICT among these stakeholders in order to highlight the effort that has been put in by the State Government of Himachal Pradesh and also to draw out the areas that still need attention.

3.1 IT UTILIZATION IN THE STATE

The State Government has already drafted and approved the State Information Technology Policy 2001 and further additions were done in the policy in 2006 to incorporate change in the environment, which aims at developing a robust and futuristic IT architecture in the State to bring about:

- ❑ IT in the Government functioning for SMART governance to the citizens
- ❑ Encourage & accelerate the investments and growth in IT
- ❑ Alleviating information poverty
- ❑ Ease and convenience in transaction
- ❑ Increased employment opportunities for the educated youth

The basic objective of the policy is to leverage the enormous potential of IT in Himachal Pradesh for its citizens and the State in every facet of life resulting in IT friendly environment for the industries, improvement in quality of life and emergence of a vibrant economy. (See Anexure-1 for Key highlights of IT Policy of Himachal Pradesh).

Further, a number of core ICT infrastructure projects are in the process of implementation in the State, including:

Project	Description
HIMSWAN	HIMSWAN is in the process of implementation to connect HP Secretariat with all the districts, blocks, tehsils and sub-tehsils to support VOIP, Video Conferencing, Teleconference and Web enabled applications for Government employees, Citizens and Businesses across the State. It is being established with financial assistance from Ministry of Communications and Information Technology, Govt. of India. HIMSWAN is envisaged to be used for delivering the services vertically down to tehsil level and for providing horizontal connectivity to all Government Departments/ Organizations. This has been planned with a partnership with BSNL in Himachal Pradesh.
i-CoSC	Integrated Community Service Center (i-CoSC) is in the process of implementation with a vision to set up one-stop shop information resource and service center for the citizens of Himachal Pradesh. It is envisaged that these centers will be providing different citizen centric services involving different departments across various levels (viz.

Project	Description
	district, sub-division and tehsil) leveraging ICT. i-CoSC will ensure greater transparency, efficiency and accountability in the service delivery by providing improved services in a time bound manner.
Himachal Pradesh State Data Center	Himachal Pradesh is in the process of setting up a State Data Centre for hosting applications of various Departments/ Boards/Corporations. The Himachal Pradesh State Data Centre will be equipped to host applications of multiple departments with disaster recovery in place to leverage the centralized computing power.
Secretariat LAN	A Local Area Network (LAN) with more than 600 nodes has been established in Himachal Pradesh Secretariat with the provision of additional 600 nodes. The network is running successfully and 256 PCs are connected in first phase. Few applications are running on this network and it is connected to Internet also.
Hi-Tech City & Software Technology Park	<p>The Himachal Pradesh Government is in process of establishing a Hi-Tech city at Wagnaghat near Shimla with private sector participation on a land measuring 126 acres. The State Government has set up hi-tech habitats in and around all major towns of the State.</p> <p>Software Technology Park has also been established in Shimla with high speed data connectivity facility.</p>

3.2 READINESS TO USE ICT

In Himachal Pradesh, Information Technology is becoming a key enabler for service delivery. Citizens are keen to access services through efficient delivery channels driven by IT and availing various benefits from it. A number of Government and Private Educational Institutions across the State are offering a variety of courses in ICT.

In order to promote e-Governance and bring a structural setup, Government of Himachal Pradesh has established an autonomous society for IT and e-Governance named SITEG. The society handles the program management and monitoring of e-Governance implementations in various departments along with guiding the department officials for ICT enablement in department functioning.

To provide IT education from various institutes of State to enable students to improve their skills, knowledge and job prospects, hundreds of middle, high and senior secondary schools are providing basic skills in operating computers and computer aided learning through advanced courses. Government is also facilitating the process of setting up specialized institutes of IT in the State. Computer Awareness Program in Government Schools has also been introduced in partnership with Private Computer Firms to benefit both, the students and the teachers.

Few IT initiatives have been implemented in various departments of the State and in most of the departments, there are employees who have aptitude towards computers and have basic computer knowledge. But the overall computer literacy is low in most of the Departments of the State. To successfully implement e-governance projects in the State, there is a need to equip themselves with appropriate IT skills to run the initiatives in the respective departments. To augment the skill sets of the Government employees, a proactive approach is required to identify the employees for training and imparting them appropriate trainings for better handling of their responsibilities. The State Government has established three training centers in three districts with this goal.

It has been observed that majority of ongoing e-Governance Projects in the State are driven through dedicated teams, which are formed on task basis and not by an institutionalized team or task force. Due to lack of an institutionalized framework for e-Governance, Projects face stiff challenges on grounds of ownership, implementation, roll out and sustainability.

3.3 USAGE OF ICT

A number of Core and Departmental e-Governance initiatives have been taken up in the State. Some of the key initiatives include:

Project	Description
Himachal Pradesh State Portal	The official website of Himachal Pradesh provides host of Government information, policy & procedures, forms, tenders and citizen centric services of different departments. Services such as registration of electors, online ticket booking, examination results, tax return filing, telephone directory etc. are being provided through this portal. The website has got interfaces for getting information from the grass-root level also. Presently, 96 departmental websites (including boards, corporations and

Project	Description
	educational institutes) have been hosted on the State portal.
HIMBHOOI	Department of Revenue (Land Records) has implemented HIMBHOOI towards computerization of land-records to facilitate maintenance and updation of land records data due to changes such as consolidation of land holdings, transfer of ownership, land acquisition, etc. and to provide electronic certificates of Records of Rights (ROR) to the land owners. The software has been implemented at 81 tehsils.
HIMRIS	Department of Revenue (Registration) has implemented HIMRIS towards automation of the business processes for all types of Registration (e.g. Agreement, Sale Deed, Mortgage Deed, Power of Attorney, Will and Instrument of Participation) in the Registration offices. Different certificates like Encumbrance certificates are also issued through this software.
Vahan & Sarathi	The Department of Transport has implemented Vahan and Sarathi for the automation of the processes of issuing Licenses and Vehicle Registration. All Registration related transactions (New Vehicle Registration, Old vehicle Re-registration, Ownership transfer, Hypothecation addition/cancellation, payment of Road Taxes etc) are handled by VAHAN and all Licenses related transactions (Learner Licenses, Driving Licenses and Conductor Licenses) are handled by SARATHI.
Telemedicine	Telemedicine network has been established to connect Indira Gandhi Medical College, Shimla for facilitating delivery of healthcare from experts to rural population thorough tele/video conferencing. Fourteen remote locations have been taken up in the Phase 1.

Beside these, a number of other initiatives have also been taken up by other Departments & Institutions and are under implementation such as e-Praman, Pension Disbursement System, Online Treasury Information System, Reference Monitoring System etc. It has been observed that majority of the Departments have their Official Websites for providing variety of information and services to the citizens.

4 STAKEHOLDER SEGMENTATION AND THEIR EXPECTATION

During formulation of the Roadmap for the State, it is very much essential to identify the needs and expectations of the key stakeholders. The need and expectations of the five key stakeholders are analyzed in the following paragraphs. The key stakeholders are:

- Citizens
- Business Fraternity
- Non Government Organizations
- The Central and State Governments
- National/International Funding Agencies and Financial Institutions

4.1 CITIZENS

Citizens measure good governance with the yardstick of service delivery, availability of citizen centric facilities and the income generation opportunities they can expect the Government to offer them. Citizens tend to measure the effectiveness of a Government system in the yardstick of efficiency & robustness of the Government services. The key areas where citizens look up with much eagerness and their expectations are as follows:

Governance	<ul style="list-style-type: none"> ▪ Output based ▪ Transparent Services ▪ Corruption Free
Education	<ul style="list-style-type: none"> ▪ Easy access across the geography of the State ▪ Affordable and rich in content ▪ In tune with future opportunities and employment generating sectors
Health	<ul style="list-style-type: none"> ▪ Available anywhere, anytime irrespective of location constraints ▪ Quality medical services ▪ Cheap and affordable
Civic Amenities	<ul style="list-style-type: none"> ▪ Water supply, Sanitation, Roads, Public Transport, Drainage, Housing, Food security, Electricity, timely support during natural calamities
Employment Opportunities	<ul style="list-style-type: none"> ▪ Availability of non-traditional employment opportunities ▪ Self employment support and patronization from the

	Government. <ul style="list-style-type: none"> ▪ Ample opportunities to the technically sound and qualified fraternity within the State ▪ Opportunities for the labor communities ▪ Adequate risk and security cover ▪ Sustainable and optimum wages or remunerations
Judicial Support	<ul style="list-style-type: none"> ▪ Easy access to the judicial system ▪ Speedy disposal of cases ▪ Protection against violation of civic rights
Law and Order	<ul style="list-style-type: none"> ▪ Safety and security of life and property ▪ Communal harmony and peace through stringent enforcement of the law of the land without any bias or discrimination

Most of the services from these areas are already being delivered (or under consideration) through public channels, private channels or through the Public Private Partnership (PPP) model. The whole intention behind this is to bridge the gap between citizens and the government and make the government responsive and accountable to the citizens. The expectations of the citizens have been that the e-Governance would largely help in improving the quality of services in the above-mentioned areas.

4.2 BUSINESS FRATERNITY

The business community expects an investor friendly environment through a friendly and hassle free policy and regulatory set up. The business community seeks quality, convenience, responsiveness, fairness and transparency in their transactions with the government. The key expectations from the identified areas are as below:

Policies	<ul style="list-style-type: none"> ▪ Investor/ Entrepreneur friendly ▪ Conductive to business
Regulations/Procedures	<ul style="list-style-type: none"> ▪ Simplicity and ease in compliance to standards ▪ Speedy disposal of filings, applications for licenses and permits
Information	<ul style="list-style-type: none"> ▪ Easy access and dissemination of information ▪ Easy assess to counseling and guidance

Infrastructure	<ul style="list-style-type: none"> ▪ Low cost and high quality infrastructure support ▪ Ancillary support services like logistics and storage
Transactions	<ul style="list-style-type: none"> ▪ Ease and fairness in transaction, evaluation & compliance standards

4.3 NON-GOVERNMENT ORGANIZATIONS (NGOs)

Non Government Organizations play a big role in modern day governance. They help and partner the Government in various social upliftment endeavors and also represent citizen's cause in case of violation of their rights and privileges. Their expectations from the government are:

Counseling, information and guidance	<ul style="list-style-type: none"> ▪ On Government policies, projects, invitation for participation and guidance on roles expected from them
Registration	<ul style="list-style-type: none"> ▪ Easy registration with convenient and uncomplicated procedures for evaluation
Resources	<ul style="list-style-type: none"> ▪ Timely availability of funds & grants ▪ Transparency in procedures
Participation	<ul style="list-style-type: none"> ▪ Opinion of NGOs and their participation in welfare activities and other pertinent issues of concern through dialogue

4.4 STATE GOVERNMENT

The expectations of the State Government are:

- Standardization of the processes through Government Process Reengineering
- Deployment of e-Governance solutions for process automation
- Improved internal efficiencies and increased employee productivity
- Reduced system maintenance by adopting standard systems and processes
- Reuse of the existing databases and information sharing across the Departments.
- Convenience of government procedures through streamlined workflow procedures/easy file disposal that will help to save time, effort and human resource requirement.
- Cost effectiveness in the operations of Government Organizations
- Better enforcement of law, effectiveness of planning and scheme implementation

- Tracking the benefits to the users resulting in improved governance.
- State level decision support mechanism to facilitate centralized decision making and implementation.
- Information on resource utilization, alignment and compliance with Central Government rules and procedures and regular reporting wherever coordination with the Centre is required.

4.5 GOVERNMENT EMPLOYEES

The expectation of the Government Employees is hassle free working with proper training and technology enablement, efficient administration of wages and benefits and transparent progression system throughout their span in Government offices.

5 E-GOVERNANCE STRATEGY

In the State of Himachal Pradesh, ICT can play a key role to achieve the Development and Governance objectives of the State considering its IT readiness and infrastructure availability. ICT can act as a tool to accelerated growth and cohesive social development through:

- ❑ Providing SMART governance to the citizens of Himachal Pradesh
- ❑ Empowering citizens and providing equal opportunity to all through structured information dissemination

To achieve these objectives, the State is driving the below e-Governance Vision for the State:

To use IT in the process of Government functioning to bring about Simple, Moral, Accountable, Responsive and Transparent (SMART) governance to it Citizens

This demands that the State:

- ❑ Implement e-Governance initiatives following local requirements and keeping citizens of the State in mind
- ❑ Development of core infrastructure to deliver citizen services at the reach of the citizens
- ❑ Evaluate all ICT initiatives with pre-defined goals and measurable targets
- ❑ Augment the skills of all stakeholders in conceptualization, development and management of e-Governance initiatives
- ❑ Create an integrated, modular & scalable framework of Governance using service-oriented approach
- ❑ Utilize and if required reform the policies, structures and frameworks to bring transparency in Government functions

Taking all the above-mentioned points into consideration, following is the graphical representation of the proposed e-Governance Architecture for Himachal Pradesh.

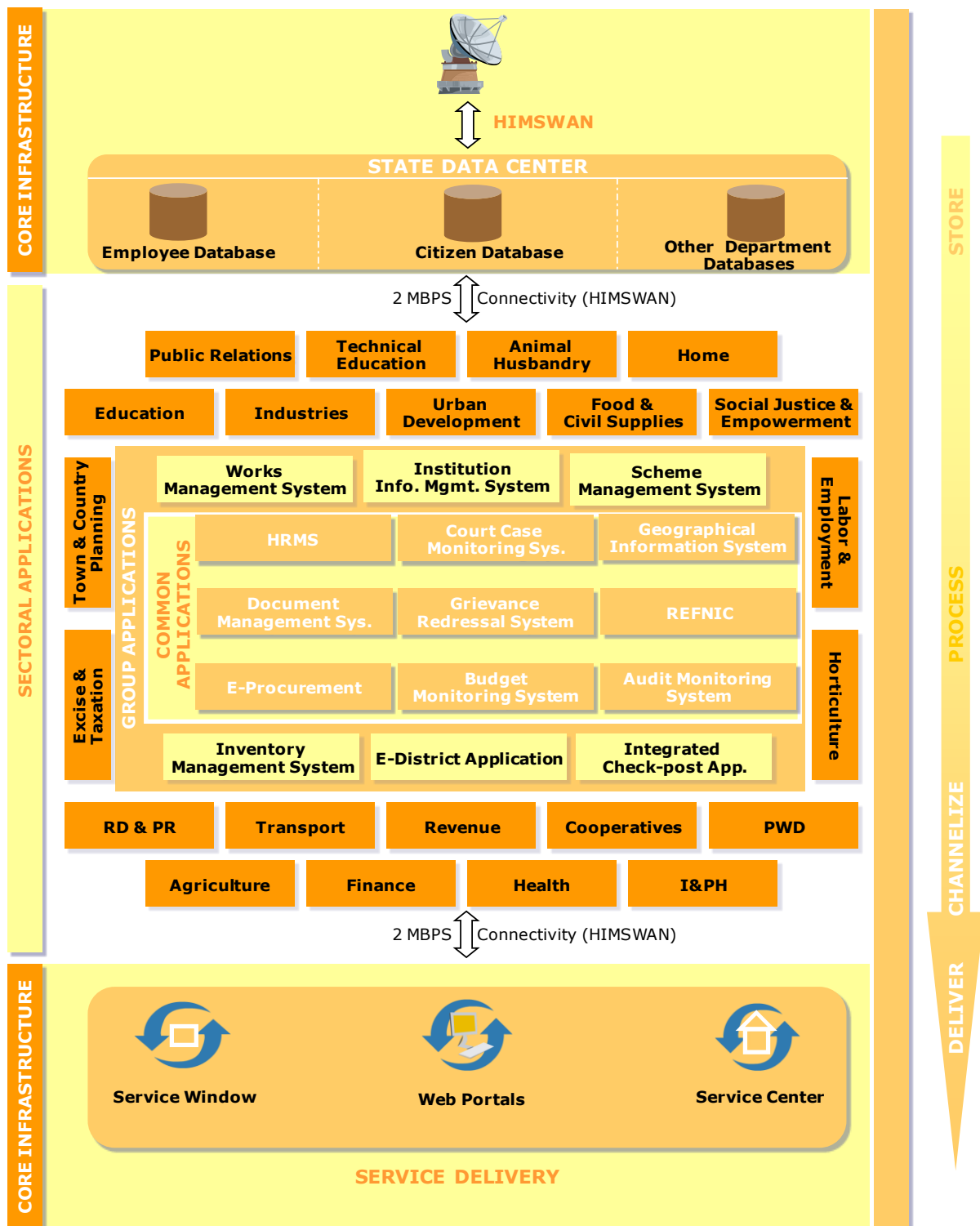


Exhibit 22. e-Governance Architecture for Himachal Pradesh

The main components of this Architecture are:

- ☐ Core Policies
- ☐ Core Infrastructure
- ☐ Common Applications
- ☐ Integrated Applications
- ☐ Sectoral / Departmental Applications

5.1 CORE POLICIES

In order to manage all e-governance initiatives in a cohesive and efficient manner, a comprehensive policy-framework needs to be formulated at State level. This framework could contain, but not limited to, the following policies:

- ☐ Funding Strategies & Business Models frameworks
- ☐ Human Resource Development & Management Policies
- ☐ Data & Content Management Policies
- ☐ Metadata Framework Standards
- ☐ Specifications for Identification, Classification & Management of Govt. Data
- ☐ Security Legislations
- ☐ Policies for Front End
- ☐ Policies for Middleware
- ☐ Policies for Back End & Department Automation
- ☐ Policies for Integrated Services
- ☐ Process Reengineering Policies & Frameworks
- ☐ Policies for Geographic Information Systems
- ☐ Policies for Employment Generation through e-Governance
- ☐ Electronic Payment Mechanism Policies
- ☐ Policies for Prioritization of Project Interventions

As all ICT initiatives have to be managed as “capital investments”, a detailed Policy on ICT Auditing could also be formulated for the State. This Policy would help in monitoring all ongoing and planned ICT initiatives on the basis of predefined goals and measurable targets.

Additionally, Policy for ensuring effective utilization of ICT Training, as imparted to Government Officials and other stakeholders could be framed at the State level.

5.2 CORE INFRASTRUCTURE

5.2.1 Himachal State Wide Area Network (HIMSWAN)

Government of Himachal Pradesh is in process of setting up State Wide Area Network name as HIMSWAN (Himachal SWAN) to set up a modernized communication infrastructure in the State for G2C, G2E, G2B and G2G interfaces. The HIMSWAN is envisaged to link Government offices at State HQ, Districts, Sub-Divisions, Tehsils and Block level and also i-CoSC centers at these locations. HIMSWAN would provide a 2 MBPS connectivity up-to these locations and would be able to support data, voice and video transmissions over the network.

5.2.2 Himachal State Data Center (HIMDC)

The State Government is in the process of establishing a State Data Center named HIMDC. It is envisaged to provide international standard compliant, reliable, highly available and secured computing facility to host critical statewide applications, data and websites. All users would access this State Data Center through HIMSWAN. It would result in savings on the overall cost of hardware and technical manpower for maintenance from a State perspective. HIMDC is envisaged to provide system hosting (operation, management and maintenance) services for the State Government's central IT infrastructure and departmental information systems. It will also provide disaster recovery (DR) facilities for the Government's mission critical systems. The Data Center should also have a network control centre and a central help desk that could monitor the State-wide data network and critical network devices. The State Data Centre will facilitate statewide hosting of applications in a central location and data through a secured, uniform access interface.

5.2.3 Citizen Service Centers

The Government of Himachal Pradesh is in advanced stage of establishing Citizen Service Centers under the CSC Program of Government of India. The State also has Citizen Service Centers named as Integrated Community Service Centers (i-CoSC) in few places of the State and it is required to roll out across the State. It is envisaged that these centers would act as one stop shop for information dissemination and citizen service delivery. The model of implementation is decided as self-financing; where in the operating costs would be covered through the fee collections. It is planned that the centers would be set up at all the District headquarters, divisions, tehsils, sub-tehsils & Blocks. For i-CoSC, in the first phase, it would be set up at Kangra, Mandi and Shimla district. At present it is planned that the centers would provide services such as renewal

of various types of driving licenses, issuance and renewal of vehicle registration, acceptance of passport applications, property registration, Record of Rights issuance, touch screen kiosk for information dissemination and issuance of various certificates. The Government is planning to provide more and more services through these centers.

5.3 COMMON APPLICATIONS

Common Applications are the application that can be used by all the Departments to utilize for automating the “common” processes. The following applications have been identified as Common Applications for the State. The Common Application Projects will be implemented in Wave-I (i.e. in next 3 years time) in the State. The Common Applications are:

Project	Description
Human Resource Management System (HRMS)	<p>HRMS application would cover automation of all the HR (Personnel & establishment) functions like leave, postings, transfer, payroll, administration, service procedures of the Government and pensions. It is also proposed to have an employee self service portal for every employee which will help them in taking ownership of all individual HR processes and automate the complete HR processes (such as applying for leave, settling claims, details of PF amounts, details of deductions, approval for all applications etc). The application would also maintain the personal and professional information of the Government employees starting from his joining till retirement.</p> <p>The HRMS would be closely integrated with an Employee Database, which would contain all details of Government employees. Key objectives of HRMS would be:</p> <ul style="list-style-type: none"> • Develop a single and integrated view of employee information • Higher utilization of existing infrastructure and technology investments • Provide Timely & reliable management information relating to human resources for effective decision making

Project	Description
	<ul style="list-style-type: none"> • Integration with other related applications • Provide single-window services to employees <p>Web Based Human Resource Management System will have the following Sub-Modules such as:</p> <ul style="list-style-type: none"> ▪ Personnel Information System ▪ Organization Development ▪ E-Recruiting ▪ Performance Management ▪ Workforce Cost Planning & Simulation ▪ Workforce Management ▪ Employee Development ▪ Payroll, Loans & Advances Monitoring ▪ Pension & GPF Monitoring System ▪ Smart Card based Attendance & Leave Management System (optional)
e-Procurement	<p>The application would automate the procurement and purchase procedures of different departments of Government of Himachal Pradesh and monitoring & tracking of purchase of goods and services by Government organizations. The introduction of e-procurement can radically improve the efficiency and accountability of the government organizations by establishing legally regulated opportunities for registered suppliers to bid online for government contracts, either in competitive auction or individual tenders.</p> <p>The Application will automate various purchasing / procurement processes of State Government Departments and to reduce processing costs via features such as:</p> <ul style="list-style-type: none"> ▪ Web Interfaces ▪ Invoice Matching Mechanisms

Project	Description
	<ul style="list-style-type: none"> ▪ e-Forms ▪ Configurable Business Rules & Authorizations ▪ Catalogue Management Tools ▪ Management Information Reports ▪ Electronic Tendering ▪ Messaging ▪ Interfacing Capabilities with Legacy Systems
Budget Monitoring System	<p>Application to plan and control flow of revenues & expenditures, for planning and creating budgets and to manage appropriation. The system would also help in simplifying the design of budget-plans, differentiating provisional budget plans and supporting centralized and decentralized planning & execution. The application would also support the monitoring of withdrawals & releases, accounting tasks and tracking of utilization of funds on a given date.</p>
Document Management System	<p>A web based application to manage documents electronically. The application should support large variety of document formats, extensive access control and searching capabilities support multiple versions of a document and workflow component for routing. The application should also be able to identify, classify, archive and control destruction of various Government records such as office documents, mails, files, noting etc. The application should also support advanced file tracking functionality.</p> <p>Main Sub-Modules could include:</p> <ul style="list-style-type: none"> ▪ Records Management System (for identifying, classifying, archiving, and controlled destruction of various Governmental Records such as office documents, mails, files, noting, etc.) ▪ Forms Management System (for creation, management and processing of online forms/applications. Essential

Project	Description
	<p>features could include form definition and creation, forms version control, workflow approval as well as the reporting and exporting of responses for further processing via convenient online multi-session forms)</p> <ul style="list-style-type: none"> ▪ File Tracking System (for locating and tracking various Files of Government Departments utilizing a number of search fields, file identifiers, and requester information reports. Key features should include latest in bar-coding technologies, instant file location, robust search capabilities on all fields, control of critical information, and tracking of various doc workflow) <p>As implementation of Document Management System requires the digitization of a large volume of records, forms, papers and files across the department thus it is suggested that it should be first pilot tested at 2 departments with less paper work involved (such as IT and Information & Public Relations) and upon successful operationalization it could be roll out across other departments.</p> <p>The pilot should also be phased out in 2 phases. During the first phase the digitization of present files and records and upon successful operation and testing for 3 months the pilot could be run in the second phase where in the important historical records could also be digitized. During the second phase of the pilot all the features of the application shall be activated and made operationalized.</p> <p>Few States like Jammu & Kashmir, Bihar and Gujarat is in the process of implementation of Integrated Workflow and Document Management System for the State secretariat to automated record management, file management and file tracking.</p>

Project	Description
Court Case Monitoring System	A web based application to monitor the status and progress of various court cases of every department and institutions of Government of Himachal Pradesh and for monitoring various charge-sheets filled.
Grievance Redressal System	Web based system to accept complaints from citizens and other stakeholders on various services provided by the Government departments and also to track the status and actions taken on these complaints.
GIS	<p>This will involve producing digital geo-referenced base map at a suitable scale showing all physical features including properties. This digital map will provide a common spatial framework that will be used different departments for detailed mapping and the development of GIS.</p> <p>The base map shall contain all key physical features, the boundaries of each plot or building (structure) and a plot or building identification number. The map shall be multipurpose and could be used by various sections of the Municipality and other departments such as engineering, revenue (taxation) and town planning.</p> <p>The digital base (property) mapping can be used to establish a strong visual link between the location of a property (building or plot) and its corresponding tax data. GIS mapping software can be used to analyze, manipulate and display the revenue survey data through linking the base (property) map with tax records (revenue survey records). This will provide a spatial dimension to the tax records which could help the decision-makers in making policies about taxation system, in efficient collection of taxes and utilization of existing manpower resources for maximum benefits in revenue collection.</p> <p>The preparation of geo-referenced base map can be based on latest technology such as using high-resolution satellite imageries – QuickBird satellite data and Differential Global Positioning System (DGPS).</p>

Project	Description
	<p>The “base map” shall be prepared on various layers for ease of operation in GIS. Each layer can include, but not be limited to, the following:</p> <p>Layer 1-Base: All major physical features with reference names, such as, main roads, railways, airport, cantonment areas, important land-marks, water bodies, drains, canals, rivers, etc., location of geo-referenced survey control points, using Differential Global Positioning System (DGPS).</p> <p>Layer-2-Property: Plot and Building (structure) with unique IDs, spatial distribution of slums, location of geo-referenced survey control points, using Differential Global Positioning System (DGPS). Municipal Corporation, zone, ward and tax zone boundaries.</p> <p>Layer 3-Administrative Jurisdiction: Municipal Corporation, zone, tax zone, locality and ward boundaries etc</p> <p>Plotting and Numbering of Plot and Building (structure): The base map shall contain the boundaries of each plot and building (structure) and its identification number. A common method for assigning a unique ID for each plot or building can be used like the municipal zone number, a ward number, revenue tax zone number and a property number, if applicable or otherwise design a universally accepted format and numbering system which is acceptable to the State.</p> <p>For preparation of GIS base map, all existing surveys and maps (including revenue maps and Survey of India topo-sheets) can be utilized to the extent practical and reasonable.</p> <p>Revenue maps, commonly known as Cadastral maps are available and contain valuable graphic information and triangulation survey control points which are useful inputs for the preparation of GIS base map.</p>

Project	Description
	Similar GIS initiatives are in the process of implementation in Madhya Pradesh for Municipality and other departments.
REFNIC	REFNIC is a Reference Monitoring System to keep track of the references of files and notes across all the levels of the department. The application would incorporate a web interface for flashing pending items/agendas of important papers automatically on the screen of the official's PC. The application has already been developed and implemented by the State NIC unit at various departments but it needs to be implemented at few more departments.
Audit Monitoring System	Audit Monitoring System to capture the details of audit records of each department. It should capture all the observations of the audit team as well as the audit paras on different subjects corresponding to each department. The action taken against each audit para or the department's reply to them should also be captured in the system.

5.4 GROUP APPLICATIONS

Group applications are those applications that would be functional at a group of Departments to computerize the "shared" processes. The Group Applications will be used by the multiple departments of the State based on their need. The Group Application Projects will be implemented in Wave-I (i.e. in next 3 years time) in the State. The following applications have been identified as key Group Applications for departments of Government of Himachal Pradesh.

Project	Description
Scheme Management System	Web based system to plan and control flow of revenues & expenditures for various schemes, planning and creating budgets for these schemes and to manage appropriation. The system could also help in simplifying the design of budget-plans for schemes, differentiating provisional budget plans and supporting centralized and decentralized planning & execution of various schemes. Main Sub-Modules could address: <ul style="list-style-type: none"> » Control & Management of Allocated Funds

Project	Description
	<ul style="list-style-type: none"> » Workflow Support » Procedures for Year-End Closing » Management of Funds from Secondary Sources » Functional coverage of cash accounting tasks <p>This will be a consolidated Web Based System for managing various Schemes and Programs via tools such as facility to submit various status-reports online, dynamic collaboration facilities and interfaces for various participants, including External Agencies, NGOs, etc.</p> <p>This web based application will monitor various key parameters of the schemes running in the departments of the Government of Himachal Pradesh including fund allotment, utilization, benefits tracking corresponding to various category of beneficiaries, utilization certificates etc.</p>
Works Management System	Web Based System for effectively managing various Civil Works in different departments of the Government across the State in pre-scheduled and periodical manner by the means of features such as cost estimation, work planning, work monitoring, plan approval, job allocation etc
Inventory Management System	An application for various departments of the State to automate the processes in stores/establishment/workshops in the State that can track the inflow and outflow of key items (category wise, area wise, with specifications and date of purchase) and can keep an updated stock record of the volume of items available at any given point of time. The tracking and monitoring of the movement of items could also be done through this application. This will give an updated picture of inventory requirements for every department with consolidation of information.
e-District Application	e-District application would integrate and provide seamless delivery of citizen services by the District Administration involving different line departments through automation of workflow, backend digitization, integration of multiple

Project	Description
	applications of different departments such as Social Justice & Empowerment, Food & Civil Supplies, Health, Revenue, Urban Development, Transport, Home etc.
Integrated Check Post Application	<p>Interstate traffic comprises of various classes of vehicles that enter Himachal Pradesh from neighboring States. These vehicles may contain goods, which according to state policy may be taxable as per the directives from the Government from time to time. The permits and papers also require checking by Transport Department and various other concerned departments.</p> <p>The taxes may be Road Tax, Local Market Tax, Border Tax, Mandi Tax, Commercial Tax etc. Apart from these taxes (permit) a check by HP Police is required to be carried out, at the point of various entries in the state, for restraining any unauthorized goods like narcotics or any other banned items. A centralized electronic control system will serve the purpose of effective single window clearance at these check posts.</p> <p>Increased movement of interstate traffic both in volume & speed requires upgradation of old conventional barriers especially in case of Interstate Border Area, we propose a system of "Modernized and computerized Integrated Border Check Post, which needs to be designed, to facilitate road users and to cut short time required for clearance along with compliance to Motor Vehicle act provisions for road safety. This shall have the combined facilities for clearance/ checking of commercial traffic at one station by Transport Department, Sales Tax Department (Commercial Tax Department), Police/ Excise Department, others like Forest Department etc</p> <p>An "Integrated Check Post" is recommended wherein all the concerned department personnel will sit under a single roof in a Check Post building and will carry out their respective duties regarding collection of taxes and other relevant operations in respect of commercial vehicles. (The</p>

Project	Description
	<p>concerned departments may include among others Police, Excise & Taxation, Forest, Transport departments). The “Integrated Check Post Application” would enable sharing of data in respect of such commercial vehicles by all such Check-Posts and concerned departments in the state. This would result in a centralized system and will also serve the purpose of effective single window clearance at these check posts. The application would enable electronic sorting and transmission of relevant information to concerned departments instantly.</p> <p>The key features of the application will be:</p> <ul style="list-style-type: none"> ▪ Electronically capture image of a vehicle and its registration number plate. ▪ Electronically scan the registration and other documents of the vehicle. ▪ Electronically weigh and screen the contents of the vehicle to detect overloading, if any. ▪ Identify contents that are not permitted entry. ▪ State-of-art electronic payment and accounting facilities to be integrated with the application. <p>Integrated Check Post Application will automate the check post functions of Excise & Taxation, Transport and Forest departments. The application should facilitate the capturing and exchange of informations such as weight of vehicles, checking details, type of goods, deduction of tax etc. between these departments. The workflow based application should also have in built approval and application forwarding & sharing facility.</p> <p>Similar initiatives of Border Check Post computerization involving multiple departments has been implemented in Jharkhand and is in the process of implementation in Rajasthan for Transport and few other departments.</p>
Institution Information Management System	Application to maintain data of all Government Educational Institutions such as primary and secondary schools, Government Colleges, ITIs, Polytechnics etc. The application should be able to capture details of assets

Project	Description
	existing in the institutes, student details capturing gender, category, disability if any etc, teacher/lecturers details, attendance, performance details of students etc.

5.5 IMPLEMENTATION STRATEGY

The implementation of the e-Governance Roadmap would be done in two waves viz Wave I and Wave II. The Wave I would be for a period of next three years and Wave II would be implemented in the fourth and fifth year. All the Common Applications and Group application, being high priority initiatives, would be implemented in Wave I for all the prioritized departments. Detailed Project Reports (DPR) would be prepared for each of the State level initiative i.e. Common Applications and Group Applications after in-depth requirement analysis and System Requirement Specification formulation. The DPRs for State level initiatives would be prepared by SeMT and the development and implementation would be done by the State Nodal Agency or any agency selected by it. The common applications and group applications would be developed centrally within the first two years, however their priority of implementation at each prioritized departments would depend upon the requirements of the department, though these implementation would be completed within Wave I itself.

The Departmental / Sectoral initiatives would be developed and implemented in the Wave I and Wave II depending upon their priority (The wave of implementation for various departmental initiatives have been identified and mentioned in the Sectoral Roadmap section of this report). Detailed Project Reports (DPR) for the departmental initiatives would be prepared by the PeMT through the development and implementation would be done by the agency selected by the PeMT. SeMT would provide directions and guidance to the PeMT for performing these operations. PeMT would be the monitoring agency for the whole development and implementation of these initiatives.

6 E-GOVERNANCE FRAMEWORKS

Number of e-Governance initiatives has been implemented in the State of Himachal Pradesh and as part of the initiatives various standalone applications for individual line departments has been developed. It has created a complex environment among departments that provide similar services to the citizens. Need of the hour is an integrated approach to service delivery through one window. Taking this into account, Government of Himachal Pradesh has already initiated integration of service delivery through one window. To completely transform the current isolated, fragmented framework into a collaborative, externally focused & citizen centric model, adoption of sound e-Governance strategy is very much essential. This section identifies the appropriate e-Governance strategy to meet the requirements of the State. All the components of the strategy framework discussed in this section may require policy intervention or process change for smooth implementation of all the initiatives identified in this report.

6.1 INSTITUTIONAL FRAMEWORK

National e-Governance Plan emphasizes to develop the institutional framework for e-Governance implementation in every State to streamline the implementation and monitoring process. The proposed Institutional framework of the Government of Himachal Pradesh is depicted below:

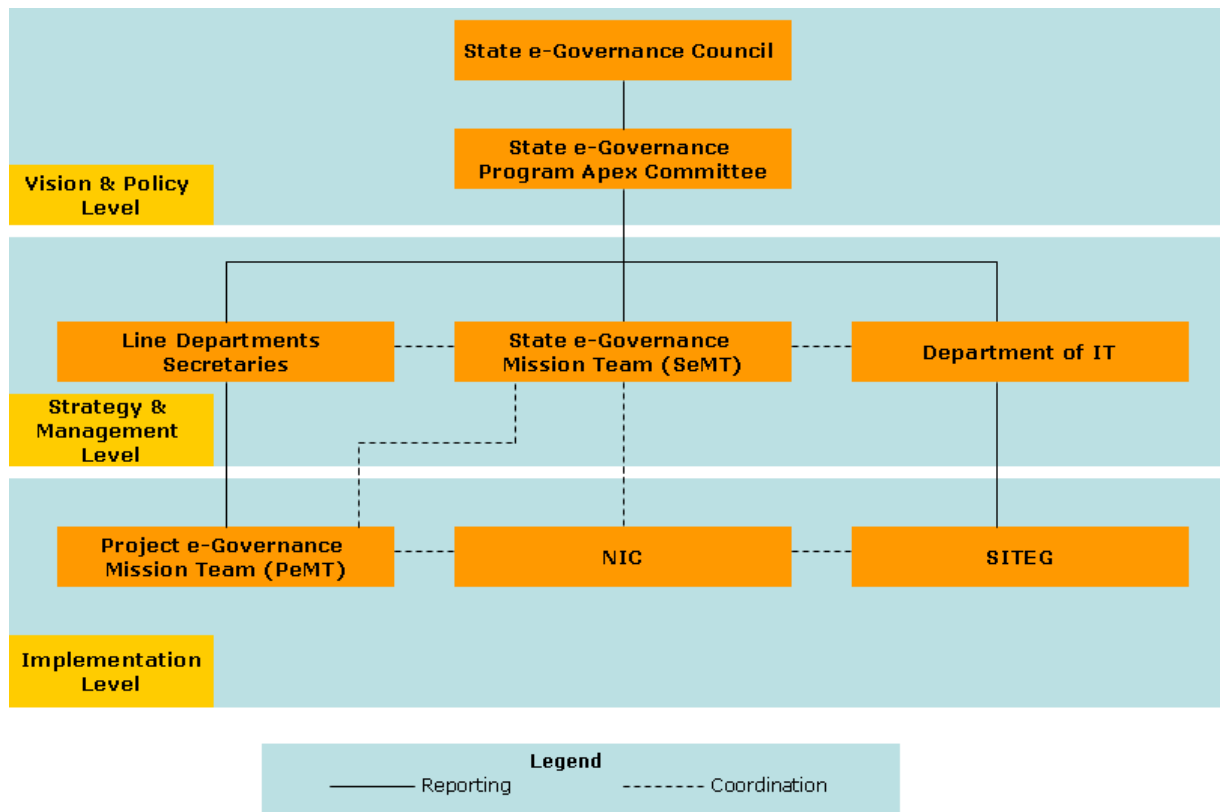


Exhibit 23. Proposed Institutional Framework of Himachal Pradesh

State e-Governance Council would be set up ideally under the Chairmanship of the Honorable Chief Minister of Himachal Pradesh to provide overall vision, direction and guidance to all the e-Governance Programs in the State. Members of this Council would be eminent people from the various spheres, such as political leadership, intelligentsia etc.

State Apex Committee, headed by the Chief Secretary, would be responsible for providing the policy framework, overseeing State's e-Governance program and for ensuring inter-departmental coordination to achieve the vision as defined by the State e-Governance Council.

State e-Governance Mission Team (SeMT) would support the Apex Committee and will function as the Secretariat and full-Time Advisory Body for providing overall direction, standardization and consistency through Program Management of all e-Governance initiatives in the State. All interdependencies, overlaps, conflicts and issues across projects as well as for the core and support infrastructure shared across projects would fall under the purview of this Group.

Primary objectives of SeMT would be:

- Finalization of State's e-Government Policy & Legal Framework, inclusive of Security Policies, Data Entry/Conversion & Management Policies etc.
- Finalization of State's e-Government Architecture and its various components, such as network, databases, hardware, manpower etc.
- Institutionalizing requisite processes and tools for effective Program Management of all e-Governance Initiatives
- Facilitate the creation and management of State's Core ICT Infrastructure.
- Managing various interdependencies, overlaps, conflicts, issues across projects and for core & support infrastructures
- Assisting various Departments of the State Government in efficiently undertaking, managing and maintaining their e-Governance Projects
- Monitoring e-Governance Initiatives across various Sectors and Departments of the State on a periodic-basis

Ideally 30 to 50 per cent of SeMT Members should be from within the State Government and 50 to 70 per cent from outside the Government to bring right mix of technical knowledge, professional management & government experience. SeMT is also expected to engage agencies on task-basis to take professional expertise from the Industry, wherever feasible and appropriate.

Project e-Governance Mission Teams (PeMTs) would be constituted at Department levels to own and manage the execution and implementation of all e-Governance initiatives for their respective Departments. These teams would deal with various technology, process & change management related issues for their respective Departments and would also undertake tasks such as preparation of Project Proposals, Change Management, Financial Modeling, System Design, Project Management/Monitoring, Training, Procurement of Hardware, Software, Networking and Data Entry etc.

Primary Objectives of PeMTs would be:

- Localizing State's e-Government Policy Framework, including Security Policies, Data Management Policies, etc., for their respective Departments
- Finalizing their respective Department's e-Government Strategy and Architecture in accordance to State's Strategy

- Project Design by framing Detailed Project Reports, SRS and ascertaining financial sustainability of all planned initiatives
- Project Development & Implementation by ICT tool procurement and deployment, networking, data entry/conversion, training, etc.
- Project Management by GPR, Change Management, monitoring and auditing, HR development etc.
- Collaborating with SeMT and other Departments and Agencies to maintain consistency in efforts and for knowledge sharing
- Outsourcing, wherever necessary, of various tasks, such as Consulting Assignments for BPR, financial modeling and auditing, employee training, etc.

PeMT would typically consist of 4-8 core people (ideally half from within Government and half from industry) and would have a well-balanced mix of domain and technical expertise. The skill-sets required for PeMT members could be in similar lines to those prescribed for SeMT members.

Department of Information Technology (Himachal Pradesh) and SITEG:

The Department of Information Technology, Himachal Pradesh and Society for Information Technology and e-Governance (SITEG) would have the following primary objectives:

- Providing strategic direction for implementation of various e-Governance initiatives in the State
- Act as nodal department of the State for the coordination of e-Governance initiatives
- Assisting SeMT in review of the project proposals
- Operational coordination with the PeMTs on the e-Governance initiatives
- Monitoring and evaluation of the progress of various initiatives
- Quality assurance and oversight

6.2 CAPACITY BUILDING FRAMEWORK

Considering the current status of most e-governance projects in the State and the discussions with the prioritized department officials, the priority for e-governance in Himachal Pradesh are personnel with mixed skill-sets, i.e. those who understand the technology and the business of governance and the role of information in governance. It is required that the e-Governance Projects of the State need to be handled by these

resources – as individuals or small teams to successfully champion e-governance in the government organizations.

Training also need to be given a high priority as change management & attitude change is a key stumbling block to the success of e-governance initiatives in the State. This in turn result in low motivation amongst staff involved and lower acceptability of the system among the resources.

Key implementation capacities to be developed for e-governance implementation in the State of Himachal Pradesh are:

- Capacity to manage the already implemented projects
- Capacity to identify requirements, doing feasibility studies and preparing project proposals
- Capacity to understand business processes in the Government Organization and identify ICT intervention areas for bringing better efficiency
- Capacity to make Replicable models for eGovernance Projects
- Capacity to manage change & attitude related issues

For capacity building, there could be three options as given below. The details related to formation of SeMT and PeMT would be discussed in the next report, CBRM.

Training for e-Governance	Alternative to training for e-Governance	Recruitment & Retention for e-Governance
Creation of state-level Competencies for <ul style="list-style-type: none"> ▪ e-Governance ▪ Technologists/ technicians ▪ Project Management professionals ▪ Highly ICT-aware citizens and NGOs 	<ul style="list-style-type: none"> ▪ Outsourcing ▪ Support from academicians ▪ On-project learning for Government officials ▪ Industry support 	<ul style="list-style-type: none"> ▪ Recruitment Techniques: Short-term Staff Hire for specific assignments with required skill set ▪ Retention Techniques: Innovative Career Development Paths; Non-Financial Rewards ▪ Combined Techniques: Remuneration Revision; Public-Private Sharing

Exhibit 24. Options for Capacity Building

6.3 PROCESS RE-ENGINEERING FRAMEWORK

6.3.1 Priority Areas for GPR

Successful implementation of e-Governance projects has an inbuilt requirement of a great deal of restructuring of administrative processes and a redefinition of administrative procedures, which meet resistance in almost all departments at all levels. Incidentally, the e-governance strategy Roadmap also has Government Process Reengineering (GPR) on top of its agenda.

Government Process Reengineering (GPR) shall involve rethinking and the radical redesign of Government processes to achieve dramatic improvements in critical measures of performance, such as cost, quality, service and speed. The reengineering in a Government department can be carried out from within Government resources or consultants can be brought from outside based on the need and extensiveness of the initiative.

At the initiation of the Government Process Reengineering, it is very much essential to have an inventory of processes involved and segregating the processes in terms of value adding activities, non value adding activities and value enabling activities. At the same time, an impact analysis need to be carried out for assessing the effectiveness and efficiency of the existing processes in order to determine improvement priorities. The decisions on priorities in a GPR should be based on three factors - importance, opportunity and feasibility.

Along with these steps, it is very much required to have focused group discussions with the employees and the citizens to identify the pain areas, improvement potentials and priority for efficient delivery.

6.3.2 Approach for GPR

Most organizations, including those in the Government Sector, are designed based on the principle of Division of Labor. Work is decomposed into its smallest component parts so that participants can apply specialized skills and become more efficient in completing each step. But as the focus is on tasks and steps, sight of the process – the assembling together of the steps and tasks across organizational boundaries to produce a desired result – is lost.

The Reengineering Exercise in Himachal Pradesh should aim at returning the focus to processes via a State Level Reengineering Framework.

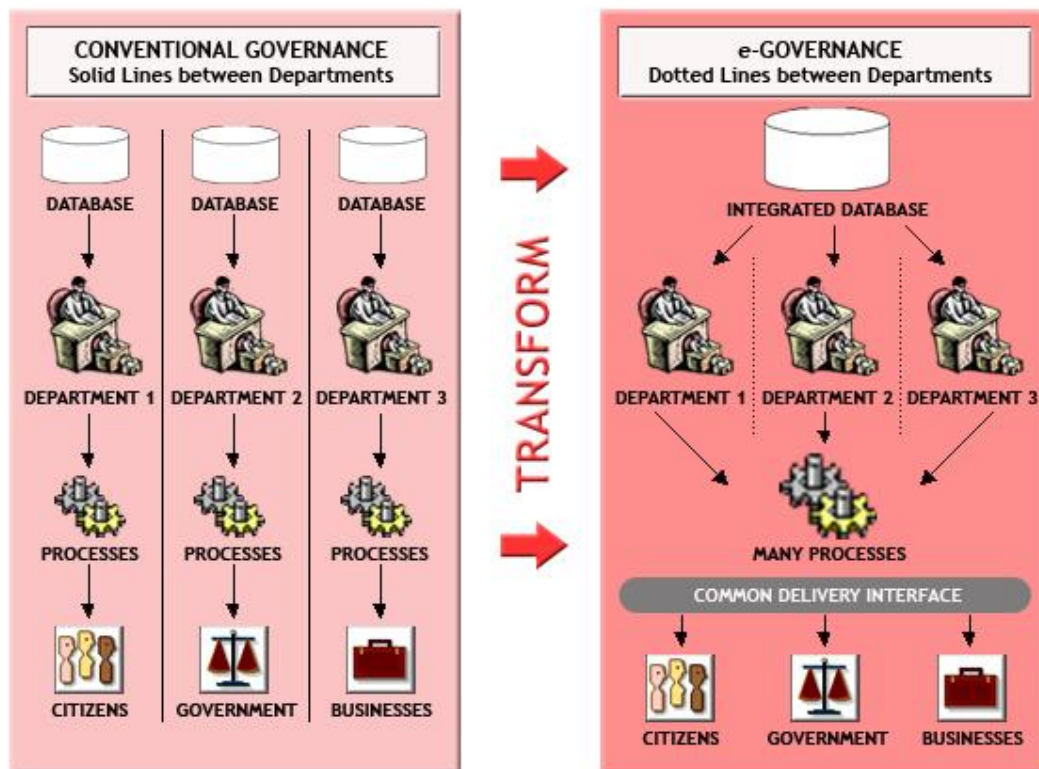


Exhibit 25. Government Process Re-engineering at Himachal Pradesh

In the Conventional Approach to Governance, each Department has very clearly defined, but demarcated, set of processes (as depicted via Solid Lines among Departments) for achieving their respective mandates. As per this approach, Departments aim at providing for the needs of their target beneficiaries via these isolated processes and channels, which in changed socio-economic paradigms cannot fulfill the citizens' needs and aspirations completely. The citizens now desire their Governments to cater to all their needs in the most convenient manner in the lowest possible duration. Hence it is needed to look at the way in which the Government deals with its processes.

It is suggested that a new approach be adopted with respect to Governance whereas dotted lines would exist among Departments. This implies the creation of an integrated, modular and scalable framework whereas the Departments would work in close cooperation with each to serve the citizens in best possible manner.

In accordance to this Framework, following should be the basic outcomes of the Reengineering Exercise in the State:

- Creation of Consolidated Government Data Repository: A consolidated repository should be created to contain, manage and serve all the data from various Departments

- Closer Collaboration in Transaction of Government Processes: All the Departments and Agencies within the Government need to collaborate more closely with each other while transacting various processes
- Consolidated Set of Service Delivery Channels: The delivery of various Government Services would be done via a consolidated set of Channels that would be developed and deployed throughout the State on priority-basis.

Another objective that needs to be achieved via the Reengineering Exercise in Himachal Pradesh is localization of implementation and decision-making processes in accordance with State's e-Government Vision. This localization implies empowerment of institutions of Local Governance across the State and transfer of mandates from various departments to these entities and ICT could play an important enabling role in these reengineering efforts.

But reengineering is not about automation and technology is not the solution to process-problems. In fact, technology could often be used in ways that block reengineering by reinforcing existing processes and behaviors, and this is what should be avoided in the State.

In Himachal Pradesh, technology should enable reengineering as it has capacity to disrupt current thinking and rules. Therefore, for the State of Himachal Pradesh, the reengineering exercise has to be accomplished meticulously with a well-planned strategy.

6.4 RISK ANALYSIS FRAMEWORK

Major areas of risk in implementation of e-governance initiatives fall into following categories:

6.4.1 Risk Analysis & Mitigation Plan

Risk & Description	Mitigation Plan
Information Privacy: The privacy of citizen information needs to be ensured. Whenever a citizen gets into any transaction with a Government Agency, a lot of personal information is divulged, which can be misused	It should be ensured that the information flow should always be through a predefined set of channels and a new Law for Data Privacy can be formulated to safeguard the private information of the citizen

Risk & Description	Mitigation Plan
Authentication: Secured transactions of various Government Services needs to be ensured and the identity of citizens requesting these services needs to be verified before they are allowed to access or use them	Digital Signature could solve this issue but the infrastructure needed to support them is very expensive and requires constant maintenance. Therefore State Government could either explore newer ways to ensure authenticity in their transactions or could go with Digital Signatures approach only.
Citizen Participation: ICT needs to reach out to the common people across the State and people need to start participating in all e-Governance initiatives	The access of information must be permitted in the language most comfortable to the public user, generally the local language. There do exist language localization software by which translation from English into other languages can be made.
Obsolescence in Technology: With the State expected to invest heavily on ICT tools and technologies, the danger of these technologies getting outdated in shorter time-frames needs to be mitigated	State Government needs to comprehensively address this issue via its IT Policy. Government may also desist from buying all its Hardware/Software and vendors can be engaged under contract to rent Hardware in conformity with the kind of application being implemented. All SLAs pertaining to technology should always contain a separate clause for Maintenance.
Transfer of Key Government Officials: Transfer of key Government Officials, who are an integral part of special purpose vehicles, primarily SeMT and to a lesser extent PeMT, and those who champion and drive the e-Governance program of the State in a big way, can hamper and impede the e-Governance program.	Key members of the SeMT, like Head of SeMT and other champions of e-Governance in the State who possess high degree of potential and competence in the field of e-Governance should not be transferred as frequently as other employees are in Government. Some kind of amendment in the rotation policy needs to be implemented.
Diverse Agendas and Ideologies: Different Departments have different level of e-preparedness and subsequently different kind of e-governance agendas and ideologies which need to converge	Strong political leadership, top management driven approach and e-Government strategy customized for each department can go a long way in achieving an integrated environment among various e-Government initiatives undertaken
Low Level of Acceptance by Government Employees: Substantial cultural and organizational transformation would be needed to gain acceptance of various Government Employees in the planned ICT initiatives	State Government needs to establish appropriate Change Management Program encompassing e-government, HR, work style issues, etc. Also Internal Capacity Building in various areas of e-Governance and technology needs to be given top priority.

Risk & Description	Mitigation Plan
<p>Funding Risk: The Government of Himachal Pradesh has identified the potential of e-governance and has already allocated significant funds. Despite this comprehensive commitment by the State Government, it should be recognized that funding will continue to be a significant risk factor. Lack of capital funding to sustain developments already made is a risk which will have to be monitored closely.</p>	<p>Appropriate proposals need to be prepared time and when new projects are launched to get the funding from the Government of India and identify new areas where funding can be received from International Organizations like World Bank, Media Lab Asia etc for implementation and sustainability of e-Governance initiatives</p>
<p>Attrition of Key People: The institutionalized framework that has been proposed seeks a lot of participation, both in full time and part time basis, from Non-Government Professionals. They include specialists in areas of Project Management, Change Management, Technology Management and Financial Management. However these professionals may change their engagements very frequently in pursuit of exploring newer and better opportunities. Frequent resource attritions may hamper the implementation of IT initiatives and the effect would be deeply felt if it occurs in crucial occasions</p>	<p>Instead of recruiting directly through personal interviews, advertisements etc, professionals with desired skill sets and experience could be engaged from Consulting Firms or Recruitment Agencies. All Contractual Agreements need to have a minimum separation period included in them to prevent any major disruption in the Project activity due to resources leaving with short notice.</p>

6.5 FUNDING STRATEGY

Funding is one of the crucial areas in e-Governance implementation and execution. In the current setup, the e-Governance initiatives need to be funded either by Government or Private sector. For the private sector to step into the funding activity, it needs to be ensured that commercial interests are incorporated in the proposition. At the same time, it needs to be taken care that Government objective of value addition in the services is complied while transforming the services for private participation.

6.5.1 Public Private Partnership (PPP)

Government of Himachal Pradesh can enter into partnering agreements including various forms of Public-Private Partnership for implementing e-governance projects in the State. PPP shall allow Government to focus on core business of governance while leaving technological and operational issues to the PPP partner to handle.

Public Private Partnership (PPP) can work to the mutual advantage of the Himachal Pradesh citizens, State Government and companies seeking new business opportunities. PPPs may be less suitable for government services to which access to be restricted, such as services with "social benefit" characteristics or essential services, including social services law enforcement, fire services, etc.

Government of Himachal Pradesh can consider partnerships with the private sector under following circumstances when need arises:

- The service or project is a new one that cannot be provided with the financial resources or expertise of the government alone;
- A private partner would reduce the cost and/or increase the quality or level of service from that if the government provide on its own;
- A private partner would allow the service or project to be implemented sooner than if only the government were involved;
- There is support from the users of the service for the involvement of a private partner.

The possibilities for outsourcing the whole or part of the various components that comprise the overall IT Architecture viz. Application, Hardware, Network and People for Government of Himachal Pradesh, need to be decided based on the project objective, mandate of the department and feasibility of implementation. The recommended strategy on an overall basis taking Government's priorities into account is given below:

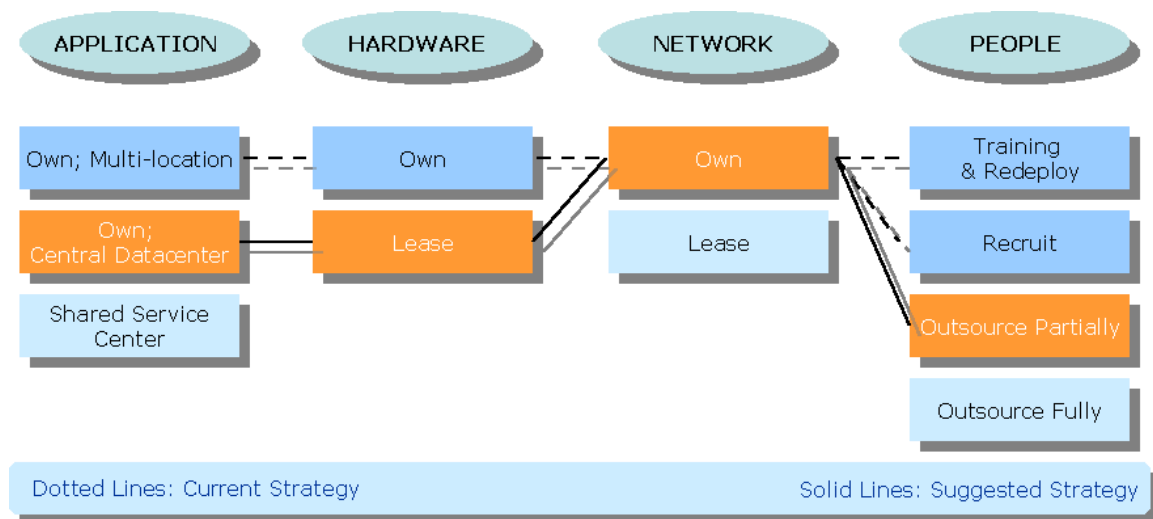


Exhibit 26. Recommended Strategy for PPP

It may be noted that not all applications are suitable for forming the basis of a commercially viable proportion to be implemented under the PPP model. This necessitates bundling of some applications with a wide spectrum of viability such that

the bundle taken together is commercially viable and makes business sense to entrepreneurs.

6.5.2 User Charges Policy

User Charge Model is considered as an alternative funding option for sustainability and running of a Project. Project with service provision involve imposing some user charge on each transaction for better service. This practice has been successfully followed in many States of India. Government of Himachal Pradesh needs to form a clear thought on the levy of 'user charges' for provisioning citizen services.

It is well recognised and accepted these days that e-governance is a better and efficient method of service delivery to its citizens by the Government of Himachal Pradesh with an objective of greater transparency. e-governance and Information and Communication Technology (ICT) has a potential to improve the government service delivery and make the existing processes obsolete. Thus it is mandatory on governments part to use the new ICT tools in its working. Global trends and opinions suggest that all governments would have to adopt ICT for betterment of service delivery. The citizens are entitled to receive a better service at a affordable cost.

If the Government is starting a totally new service, may be user charges are justified to start with considering the sustainability into consideration. In existing services, as the Government is already providing services, in few cases through automated system and in few cases through manual way, it need to be decided whether imposing User Charge model will be feasible or not considering the transaction volume, citizen acceptance and value addition to the service after implementation of this model.

At the same time, it is accepted that in the interest of sustainability, an e-governance project requires an established and permanent line of funding. Funding requirements for e-governance projects which affect the lowest common denominator in the State should be met through explicit budgetary allocations for the same. Although there is a 'certain willingness' of the citizen to pay if he or she receives better service, there are still many pockets in the state where a citizen would rather accept delay and inefficient service delivery over user charges.

In case of projects implemented through PPP, eGovernance services provided may carry a user charge with prior approval of the Government. Such approval may be given on the merits of the case and on condition of specified sharing of user charge revenues with the Government of Himachal Pradesh.

6.6 OVERVIEW OF POLICY/ LEGAL FRAMEWORK

6.6.1 Digital Certificates Usage Policy

Considering the need to enable the Government employees to conduct business and secured transactions online, it is important to issue Licensed Digital Certificates to them. On presenting the digital certificate the employees would gain access to multiple applications and would be able to complete numerous secured transactions in a single sign-on session.

The digital certificates could be provided to employees based on the privileges needed to be given to each of them. The employee's could then be verified via the digital certificate issued to them. The employees who form a link in the departmental workflows or those who process/access the database shall be provided digital certificates for ensuring authenticity.

6.6.2 Security Policy

Secured ways of transactions are an important issue for the Government services especially considering the e-Governance facilities. There is a need to provide secured, role-based, policy-based user management for the e-Governance applications. Thus verification of the identity of citizens, requesting services, before they actually access or use the services becomes an important aspect of the secured transactions.

Security shall be enforced through multiple components such as firewall, authentication & authorization mechanism and audit control mechanisms. There shall be centrally defined and managed security policy for a broad range of e-governance applications.

Government of Himachal Pradesh would also need to have role-based administration model for delegation of administrative privileges and group users according to business needs. A workflow would be needed to accommodate a multilevel approval hierarchy that is configurable to the local government/ departmental environment, planning system or other workflow products to collect and process information from the various touch points throughout the government.

Security shall also include Public Key Infrastructure (PKI) enablement for Web-based application. It would need to support authentication and access control for web-browser user through Used IDs and passwords, client-side certificates, or RSA secured ID tokens.

6.7 PUBLICITY & AWARENESS

6.7.1 Awareness among Government Officials

During the meeting with the department officials it was observed that though most government department and institutions under Government of Himachal Pradesh were aware of the benefits of e-governance but there was a considerable lack of ideas and concepts to harness ICT for better service delivery and operational efficiencies. Also it was felt that there was a need to convince the officials that the e-Governance is in their self-interest.

It has been found that the views of senior officials and representatives are absolutely critical in convincing the employees and in harnessing the benefits of ICT. Thus emphasis shall be laid on the issues of leadership and commitment, building awareness and confidence, and on 'winning hearts and minds'. Public officials must be convinced that e-governance is in their self-interest.

In order to raise awareness and commitment among the senior officials, ministers and elected representatives, mechanisms would need to be established. These would largely determine whether and how change takes place. For senior officials, private and personalized training will be required. In addition to this, there is also a need to train others who will take a leading role.

Training activities to be provided shall include:

- E-Governance training for second-tier government officials and elected representatives focusing on building awareness, confidence and commitment to the e-governance process, allowing them to provide high-level inputs and support for e-governance.
- Leadership training for current leaders, focusing on their abilities such as leadership, interpersonal skills, strategic planning and awareness of best practice.

By addressing both government and civil society leaders, drivers to e-governance are created both inside and outside government.

6.7.2 Publicity

Publicity and marketing are vital for the success of e-governance initiatives. The stakeholders such as citizens and business fraternity shall be aware of the initiatives and their benefits. Hence, efforts should focus on creating awareness among the end users about the online presence, modified & simplified processes and other such benefits of the e-Governance initiatives. Traditional media methods and outlets such as Road

Shows, publications, advertisements etc. can be used to create the right image for this new delivery channel can accomplish this kind of awareness.

Another important strategy is to present a unified front for these initiatives and services. All collateral materials sent to the citizens and other end users should stipulate the source and location of the alternative electronic way accessing services. For example, an application form shall highlight the new service delivery channel such as website, citizen service window etc.

Departments shall encourage citizen facing employees to promote the usage of e-Governance facilities to the citizens such as going online next time when they wish to access services. Community outreach programs, including seminars, educational programs and speakers' bureaus, offer other potential channels to reach the public.

7 SECTORAL ROADMAP

This section has been based on the study of the prioritized departments through questionnaires and departmental meetings at different levels. This section primarily covers the following:

- Summary of key processes and their computerization status
- Current e-readiness of the department
- e-Governance initiatives undertaken by the department
- Recommended IT initiatives for the department

It may be noted that at this stage the timelines and identified initiatives are indicative in nature. The recommended initiatives have been arrived at after discussions with the department officials, assessment of the existing running initiatives and analyzing the best practices in other States. The agencies/ consultants engaged subsequently for developing a Detail Project Report for the individual departments will draw up the final scope of work and timelines for the selected projects. The recommended initiatives have been divided in two waves, i.e. Wave-I and Wave-II. Wave-I will span for next 3 years for implementation, Wave-II for the forth and fifth year. All the Common Applications and Group Applications suggested for the State will also be implemented in Wave-I as it will be used by the departments of the State.

7.1 TRANSPORT

7.1.1 Departmental Vision

Vision of the Transport Department: A prosperous Himachal Pradesh with sound transport facilities playing a key role in balanced regional development and harnessing the growth potentials of each and every sector of the Himachal Pradesh economy by improving the ability and efficiency of accessing and distributing goods and services around the State. The remote and interior parts of the State will be in the focus for augmentation of transportation network.

7.1.2 Goals and Objectives

The key objectives of the department are:

- Implementation of the provisions of Motor Vehicle Act and Rules
- Provide adequate transport facilities to citizens
- Collection of taxes and fees on Motor Vehicle, Goods & Passenger transport

- Provide easier and faster services to citizens such as registration of vehicle, issuance of license, issuance of permits, transfer of ownership, etc.

7.1.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Transport Department						
1.	Driving License Issuance		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
2.	Registration of vehicles		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Issuing Receipts of Road Tax and other fee collected		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Issuing Fitness Certificates for commercial vehicles	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5.	Road Safety awareness	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Ownership transfer vehicles.		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7.	Admission and cancellation of hypothecation		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8.	Permits Issuance		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Checking of vehicles on the road.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
10.	Appellate authority for hearing appeals at different levels.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
11.	Check posts operation	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

7.1.4 Key Challenges faced

The key challenges faced by the Department are as follows:





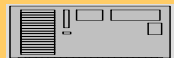


- Sharing of information related to vehicle registration and licenses across various Transport offices in the State
- Sharing of vehicle and licenses information with other department such as Home (Police) department etc

7.1.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Vahan and Sarathi (In the Transport Department)	The process of issuing Licenses and Vehicle Registration of the Transport Department is automated through Vahan & Sarathi Application Software. All Registration related transactions (New Vehicle Registration, Old vehicle Re-registration, Ownership transfer, Hypothecation addition/cancellation, payment of Road Taxes etc) are handled by VAHAN and all Licenses related transactions (Learner Licenses, Driving Licenses and Conductor Licenses) are handled by SARATHI
Barrier Computerization	An application is running at the barriers to capture the details of vehicles entering and existing through these barriers. At present, the barriers are not integrated with each other and not connected with the headquarter.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I*	Phase II	Phase III	Phase IV
Application 	Individual applications, Vahan and Sarathi, working on standalone basis. Standalone databases of Vahan and Sarathi applications on RDBMS working on local LAN				
Connectivity 	Local LAN in Directorate, RTO and ARTO offices				
Infrastructure 	10 servers (1 server at each RTO office) and 54 PCs (8 at Directorate and 5 at each RTO office)				
Manpower	Data entry operators and Basic level programming skills available within the department				

*Phase descriptions are in Annexure-II

7.1.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Transport Department	
Group Application	
Integrated Check-Post Application	
Departmental Application	
Wave I	
Web enabled Vahan	Vahan software need to be upgraded in a web enabled version to run across the State from a central location to record and retrieve details of registration of the vehicle and its owner (both current and previous owners) etc. The Application should be able to support all Registration related transactions (i.e. Registration of vehicle, ownership transfer, addition & cancellation of hypothecation, road tax collection etc) in an efficient way, with consolidation of data in a central place. The software should be able to generate Registration Certificate printouts in the Smart Cards going forward.
Web enabled Sarathi	Sarathi software need to be upgraded in a web enabled version to support transactions on licenses from multiple locations of the State to record and retrieve license holder details & other License details. The application should be able to support issuance of licenses, renewal of licenses etc in an integrated way through this web enabled version.
Wave II	
Smart Card Based Licenses and Registration Certificate	Driving Licenses and Registration Certificates of vehicles could be made smart card based. Initially the smart cards could be used to record static information only such as registration number, registration date etc. The smart card readers could be provided across the department for reading the information based on need. Upon success of the initiative and users getting accustomed to the use of smart cards, the smart cards could be use to store and access dynamic information such as challan details, etc.

Recommended Initiatives	Brief Description
Knowledge Management	A knowledge management could be developed to store key information about various types of cases involving the department such as legal cases involving challans. This would enable the department in better preparing and quick disposal of cases by referring to the knowledge base of previous cases of similar nature.

7.2 HIMACHAL ROAD TRANSPORT CORPORATION

7.2.1 Departmental Description

Himachal Road Transport Corporation (HRTC) aims at connecting the far flung areas of the State through a network of effective and efficient road transport such that it could become the basic infrastructure for the development of the State. Given the geography of the State, the HRTC is facing operational challenges like providing transport facilities at heights of 15000 feet, facing road blockages at high altitudes during winter etc. But the Corporation has shown its commitment to provide services to the citizens even in such conditions, in fact the Corporation has acquired distinction by plying its buses to the highest village of Asia and also its buses cross thorough the three World highest passes.

Besides its operations in the State, the Corporation operates its buses in neighboring States of Punjab, Haryana, Rajasthan, Uttar Pradesh, Jammu & Kashmir, Chandigarh and Delhi.

7.2.2 Goals and Objectives

The key objectives of the Corporation are:

- Providing effective and efficient road transport facilities to the citizens not only across the State but also to the neighboring States.
- Connecting far flung places of the State where no other transport and connectivity option is feasible.
- Providing transport facilities to the citizens as affordable rates.

7.2.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Himachal Road Transport Corporation						
1.	Bus Ticket Booking (Advanced and Current)		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
2.	Inventory Management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
3.	Vehicle Maintenance Record keeping		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
4.	Ticket Denomination		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
5.	Concessional Bus Pass Issuance		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
6.	Accounting	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7.	Public Grievance and complaint redressal	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

7.2.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- Monitoring the revenue collection of the Department across the State on a real time basis
- Crew scheduling, employee overtime monitoring and related payment calculations
- Tracking of exact position of vehicles during accidents, breakdown, delays, landslides etc.

7.2.5 Current E-Readiness of the Corporation





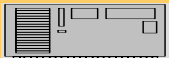

▪ Current IT initiatives in the Corporation

Initiatives	Brief Description
In house developed applications at HRTC	<ul style="list-style-type: none"> ▪ Inventory Management: The inventory at the 4 divisional workshops is managed by these stand alone applications for recording inventory item details etc. ▪ Concession Pass Printing: Concession passes generation and issuance is computerized through this application. At the time of application the details of applicant is entered in the system and a Pass ID is issued along with the Bus Pass. During renewal the pass ID is entered along with the renewal information and renewed card is issued. ▪ Advance and current booking: Ticket booking at counters is done through computers. Periodic ticket booking and collection reports are also generated through this application. ▪ Payroll: Payroll calculations are done thorough in-house developed, stand-alone application. ▪ GPF and Pension: GPF and pension calculations are done through a standalone application.

	<ul style="list-style-type: none"> Public Complaints: Complaints can be registered through the HRTC website.
e-Tendering	HRTC has outsourced the e-Tendering Application. In the current setup, department has got login id and password for accessing the e-tendering portal. Department could upload tenders on this portal and could receive proposals and prepare comparative statements etc.
Web based reservation/booking system	A web based Application for enabling online booking of tickets to reserve seats in the AC buses and Deluxe buses of HRTC has been developed.
Online Depot Management System (under development phase)	<p>An online depot management system is under development phase to automate the following areas:</p> <ul style="list-style-type: none"> Inventory management system: including stock maintenance, PO generation, issue of items, receipt of items and report generation. Employee management information system: would include employee record, service record and report generation. Vehicle maintenance system: would be used to track various parts of vehicle such as engine, pump, batteries etc. Daily information monitoring system: to enter daily data of vehicle income and consumption, calculate fuel average (vehicle wise and route wise) and report generation (route, bus and driver wise) Tyre Tag Card Monitoring System: to monitor full life cycle of each tyre including utilization of each tyre, current location and condition. Depreciation Calculation System: to calculate recent value of a vehicle based on the periodic depreciation of vehicles and calculated life of the vehicle. Compete Salary Calculation System: to facilitate calculation of monthly salary and process payroll with provision of dynamic creation of new fields. Users would be able to generate reports such as pay slip. This module would be integrated with the

	<p>Employee Management System.</p> <p>The system would have a centralized database and the offices (including depots and workshops) would be connected through the HIMSWAN initiative. The system is would replace the existing standalone inventory management system.</p>
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▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Individual applications such as Inventory Management, Payroll, ticket booking, GPF & Pension applications working on local LAN. Facility to book tickets online available.				
Connectivity 	LAN at Head Office and 10 field offices (out of 49 field offices)				
Infrastructure 	6 servers and 150 PCs in the Corporation				

7.2.6 Recommended IT initiatives for the Corporations

Recommended Initiatives	Brief Description
Himachal Road Transport Corporation	
Departmental Application	
Wave I	
Up-gradation of Payroll System	The existing Payroll application need to be upgraded with additional features to consider the overtime and crew scheduling functions, which need to be incorporated with the current payroll system
Web based Reservation/	The web based Application developed for online booking of

Recommended Initiatives	Brief Description
Booking System	tickets for AC and Deluxe buses of HRTC need to be upgraded to enable multi-route and multi-service booking of other bus tickets through the same.
Wave II	
Web based Revenue Monitoring System	A web based revenue monitoring application need to be developed to enable the head office and other offices to monitor at real time the revenue collection at various levels of the field offices
GSM based Vehicle Tracking system	An application need to be developed using the GSM technology to track the positions of HRTC buses. The application could assist the Corporation in tracking the exact position of vehicles during accidents, break-down, delays etc. and especially in case of emergency in allocating resources to the corresponding locations.

7.3 URBAN DEVELOPMENT

7.3.1 Departmental Description











The population of Himachal Pradesh as per 2001 census is 60.77 lacs out of which 90.22% are living in villages and remaining 9.78% are living in urban areas. But during the last decade (1991-2000) the urban population has increased by **17.54%** and this upward trend is likely to continue in future which will result into more & more areas coming under the definition of towns. This has thrown new challenges in the administration of Local Self Government. In order to meet out these challenges of urbanization, the Directorate of Urban Development offers its services for efficient urban administration in a phased and coordinated manner. The Directorate administers and monitors the working of the Urban Local Bodies in the State.

7.3.2 Goals and Objectives

The key objectives of the Department are:

- To administer and monitor Urban Local Bodies (ULBs) for ensuring that proper civic facilities are provided to the citizens
- To formulate and implement policies for proper improvement of urban areas of the State
- To provide grants and aids to ULBs for development of the urban areas

7.3.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Directorate of Urban Development						
1.	Administration and monitoring of all the Urban Local Bodies (ULBs)					
2.	Provide Grants and aids to various agencies under the Department for developmental works					
3.	Periodic Inspection of Urban Local Bodies (ULBs)					
4.	Monitoring elections of Municipalities					
5.	Audit of accounts of income and expenditures of Municipalities					

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
6.	Scrutiny of development work estimates	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.3.4 Key Challenges faced

The key challenges faced by the Department are as follows:



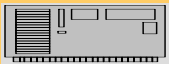
- Regular monitoring of the functioning of Urban Local Bodies as the data sharing and analysis is extensive and time consuming activity
- Tracking the progress of schemes undertaken by the Department and actual benefits received by the beneficiaries
- Regular monitoring of grants provided to various ULBs and utilization done by the ULBs


7.3.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Payroll application	A standalone payroll application is running at Directorate of Urban Development

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Standalone application such as payroll, cash application running on LAN. Standalone database (SQL server) working on LAN.		<input checked="" type="checkbox"/>		
Connectivity 	LAN at Directorate		<input checked="" type="checkbox"/>		
Infrastructure 	Adequate PCs available at Directorate		<input checked="" type="checkbox"/>		

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Manpower	Data entry operators and basic programming skills available				

7.3.6 Recommended IT initiatives for the Department

Recommended Initiatives		Brief Description
Directorate of Urban Development		
Group Applications		
Scheme Management System		
Departmental Application		
Wave I		
Municipal System	Indicators	The System would capture and present all performance indicators pertaining to the functioning of the municipalities in the State and it will provide all administrative Report requirements corresponding to each Municipality. This system can be developed as a module of Urban Development Department Integrated IT System.
Urban Development Department Integrated IT System		An integrated application for the department covering all the functions such as Administrative Function, Financial Function, Developmental activities and monitoring, Planning etc under the department. This will effectively help in monitoring all urban bodies in an efficient way
Wave II		
MIS Module		A Management Information System Module need to be upgraded with the Urban Development Department Integrated IT System to generate customized / user defined reports such as ULB wise developmental work undertaken, ULB wise citizen facilities provided, grants and aids provided to various ULBs etc.

7.4 MUNICIPAL CORPORATION, SHIMLA

7.4.1 Departmental Description

Municipal Corporation, Shimla is one of the oldest municipalities of India and is in existence for last one hundred and forty five years. The Municipal Corporation (MC) is entrusted with the development related matter of the MC area and providing basic amenities. Though it provides a large number of facilities to the citizens but few major services and activities are construction and maintenance of drains and other public infrastructures in the MC area, works related to supply of water, urban planning, public health etc.

7.4.2 Goals and Objectives

The goals and objectives of the department are

- To provide functions pertaining to public convenience, works, health and security in Shimla
- To provide wide range of civic services for making Shimla livable and to make the life of the town-dwellers fuller and healthier
- To construct, maintain and improve local public infrastructure in Shimla

7.4.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Municipal Corporation (ULB)						
1.	Collection of taxes from the citizens such as Water Tax, Property Tax etc		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Provide civic amenities to the citizens	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
3.	Providing permission for building houses and commercial establishments	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Maintenance of public property and community assets	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
5.	Issuing certificates such as Birth and Death Certificate	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
6.	Receive water tap connection application and public complaints	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
7.	Implementation of development schemes from GoI	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
8.	Issuance of license to Coolie, Hawkers etc.	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>

7.4.4 Key Challenges faced

The key challenges faced by the Department are as follows:







- Ready accessibility of information for decision making such as various assets available across the region, facilities being provided to citizens, construction in the area, Water and sewage availability / absence etc.
- To monitor the taxes due from citizens and collection of taxes on real time basis

7.4.5 Current E-Readiness of the Corporation

▪ Current IT initiatives in the Corporation

Initiatives	Brief Description
Departmental application for Municipal Corporation (under implementation)	A department application is under development for the Municipal Corporation, Shimla. The application would cater to Water & Sewage billing, financial accounting, bank reconciliation, rent & lease calculations, license issuance, house tax, dairy & dispatch, birth & death certificate issuance, building plan processing, processing related to engineering works and court case status etc.
Payroll application	A standalone payroll application is running at Municipal Corporation, Shimla.
Cash application at Municipal Corporation, Shimla	Standalone application to generate receipts for cash deposits against bills and taxes is currently operational in the Municipal Corporation.

▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Standalone applications such as payroll, cash application running on LAN. Standalone database (SQL server) working on LAN				
Connectivity 	LAN at Municipal Corporation, Shimla, but not at any other Urban Local Bodies				
Infrastructure 	Municipal Corporation, Shimla has 1 server and 35 PCs.				

7.4.6 Recommended IT initiatives for the Corporation

Recommended Initiatives	Brief Description
Municipal Corporation (ULBs)	
Group Applications	
Works Management System	
Inventory Management System	
Departmental Application	
Wave I	
Replication of Municipality application at ULBs	<p>Replication of the Application Software being developed at Municipal Corporation, Shimla, including required customization, at other ULBs for automating their functions such as financial collections, registration of Birth and Death module, issuance of certificates (birth & death) etc.</p> <p>Vishakhapatnam Urban Development Authrotiy has implemented Urban Management System for effective management, improving efficiency, transparency and bringing uniformity in operations across the ULBs of the State. The</p>

Recommended Initiatives	Brief Description
	<p>key modules of the application are Establishment, Estate Management, Planning Management, Works Management, Central Accounting, File Monitoring, Land Acquisitions. The solution supports IVR and Hand Held devices for usage by the Bill collectors accessing the centralized database for receipt and payment dues from citizens via Handheld devices (simputers).</p> <p>Indore Municipal Corporation has implemented "Nagarik" involving Revenue Module (Property and allied taxes, Water charges, Municipal properties on rent & lease), Certificate and license Module (Birth & Death Registration, Municipal License, Ration Card),Accounts & Administration Module (Cash collection & Reconciliation system, Budget and accounting on double entry system of accounting, Salary and personal record, Stores Management, Social Securities Programs),other modules (MIS/Statistical Information, Grievance redressal system, workshop system, ration card system, purchase system, project monitoring system),which is running successfully.</p>

7.5 COOPERATION DEPARTMENT

7.5.1 Departmental Description

The Government of Himachal Pradesh envisages economic growth coupled with social justice and hence it has defined Cooperative movement as a movement rather than mere program. In fact Himachal Pradesh is the first Indian state to pioneer cooperative movement as first cooperative institution was registered here in 1892. Now, there are more than 4332 Cooperative institutions functioning in the State and the Department of Cooperatives has been set up for assistance of these Cooperative institutions.

7.5.2 Goals and Objectives

The main objectives of the Department are

- To eliminate exploitation of common man by middleman and money lenders by ensuring credit facilities to farmers at low rate of interest through Cooperative institutions
- To ameliorate socio-economic condition of the people
- Empowerment of people by coming together for constituting organizations for mutual benefit, build up synergies and derive economic benefits
- Assist the Cooperative Societies/Institutions in efficient delivery of services

7.5.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Cooperation Department						
1.	Registration of Cooperative Societies	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
2.	Annual audits of Cooperative Societies	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Inspection of Cooperative Societies	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Conducting elections of Cooperative Societies	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
5.	Conducting statutory inquiries into specific complaint/act of misdemeanor	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6.	Conducting Arbitration proceedings in case of disputes	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
7.	Registration of charitable organization/ NGOs	✓			✓	
8.	Sending statutory reports to RBI	✓		✓		
9.	Issue directions to Communities to improve their functioning/working	✓			✓	
10.	Placing dormant/defunct Cooperative Societies under liquidation	✓		✓		
11.	Extend credit facilities to members	✓			✓	
12.	Promote marketing facilities to members	✓			✓	
13.	Provide consumable goods under PDS program	✓				✓
14.	Update skills of Artisans, craftsmen and weaker sections of the society	✓				✓
15.	Provide incentives to strengthen cooperatives	✓			✓	
16.	Grant Loans/subsidies to Cooperative Societies	✓			✓	
17.	Investment in share capital of the Societies	✓			✓	
18.	Distribution of fertilizers, seeds and other agriculture inputs through Cooperatives	✓				✓
19.	Setting up and maintaining Consumer Cooperative Stores	✓		✓		✓
20.	Record, statement and monitoring of CAG / PAC paras	✓		✓		
21.	Record, statement and monitoring of recovery and execution from the defaulters of loan etc.	✓		✓	✓	

7.5.4 Key Challenges faced

The key challenges faced by the Department are as follows:

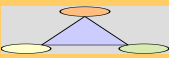



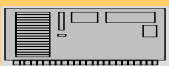

- Maintaining data of audit and inspection of each and every Cooperative in the State (which numbers more than 6000 presently)
- Monitoring the Department's investment in shares of few of the Cooperatives in the State
- Keeping track of the due dates of elections in the Cooperatives
- Maintaining registration data of various Cooperatives such as expiry dates, renewal dates, are of operations etc.
- Record, statement and monitoring of CAG / PAC paras
- Record, statement and monitoring of recovery and execution from the defaulters of loan etc.


7.5.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Application to generate reports in pre-defined formats	An Application is currently running in the Department to generate periodic reports in the format prescribed by RBI and NABARD. The reports generated through this application are sent to RBI and NABARD for statutory purpose

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	No application available for internal functioning of the department other than a single application to generate reports as per RBI and NABARD requirements. Database in standalone system in DBMS (FoxPlus)				
Connectivity 	LAN and interconnectivity not available				
Infrastructure 	Few PCs available, no server available				

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Manpower	No programming skills and data entry operators available.				

7.5.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Cooperation Department	
Group Applications	
Scheme Management System	
Inventory Management System	
Departmental Application	
Wave I	
Registration Information Management System	An Application need to be developed to register all the information related to registration of Cooperative Societies including details such as date of registration, area of operation, applicant details etc
Audit & Inspection Information Management System	Application to capture the Audit and Inspection details and to archive the previous reports, need to be established. It should allow the user to analyze the key findings of the audits & inspections and generate customized reports. The Registration Information Management System and Audit & Inspection Information Management System can be developed as part of the same system with two separate modules.
Wave II	
Election Management Module	As the department is responsible to monitor the elections at all the cooperatives under its jurisdiction and there are thousands of such cooperatives under the department. Hence it becomes difficult to maintain and monitor a list of due dates for election for each of the cooperative. Thus, a election

Recommended Initiatives	Brief Description
	management module can be integrated in the above application to handle the election data of all such cooperatives in terms of due date of election, election statistics and alert generation for due elections in various cooperatives etc.
MIS Module	A Management Information System module need to be added to the above application to generate customized / user defined reports such as grants and aids provided to various cooperatives, work areas of different cooperatives, member details of cooperatives, defaults or pending activities of various cooperatives etc. can be obtained.

7.6 MILK FED COOPERATIVE

7.6.1 Organizational Details

Himachal Pradesh Milk Federation is located in Shimla. It has turnover of about 16 Crores and has employee strength of about 250 employees. It has got five Manufacturing plants at Shimla, Rohru, Kangra, Chamba and Mandi. In addition to this they have got twenty one chilling centres across the ten districts of Himachal Pradesh.

7.6.2 Goals and Objectives

The key objectives of Milk Fed Cooperative have been mentioned below:

- Increase milk Production and produce better quality milk
- Increasing farmer Awareness Programme in the field of milk Production
- Educating farmers in area of creamed milk Production
- Providing training to farmers on:
 - Feeding
 - Breeding
 - Management
 - Disease Control

7.6.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Milk Fed Cooperative						
1	Collection of Milk from Milk co-operatives (Set up at Panchayat Level) to Chilling Centres	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Transportation of Milk from Chilling centres to Milk Plants	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3	Pasteurization of milk	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
4	Production of Milk Products-Ghee, Butter, Toned Milk, Curd, Sterilized flavored milk	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
5	Packing of Milk	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
6	Selling of Milk and Products to dealers – Route Wise	✓			✓	
7	Selling of milk to Distributors at plants	✓			✓	
8	Accounting & Establishment operations	✓		✓		
9	Procurement Monitoring	✓		✓		
10	Payment to Respective Societies	✓			✓	

7.6.4 Key Challenges faced

The key challenges faced by the Department are as follows:







- Maintaining daily production data on milk and its products by each of its plants
- Annual Accounting consolidation of all the plants and on time payments to respective societies

7.6.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
No IT initiatives have been implemented till date. Tally Systems have given a proposal for IT automation by computerizing Milk Accounting System. Similarly Website and e tendering portal is under development	The proposal has been submitted to Milkfed corporative for automation of the Accounting System of Milkfed by the Tally Systems. However implementation has not started. Also Milk Fed Corporative has appointed M/S Ferguson as consultants for restructuring the organization and the business model

▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	The corporation uses Excel and MS word Data on Procured milk from chilling centres are stored in register and then digitized on Excel.				
Connectivity 	None of the offices are interlinked with each other. There is no local connectivity within an office.				
Infrastructure 	There is one computer at each of the five plant. About ten computers at the head office				

7.6.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Milk Fed Corporative	
Group Applications	
Inventory Management System	
Departmental Application	
Wave I	
MilkFed Management System	<p>The system should have a Financial accounting Module to allow on line consolidation of accounting information of all the manufacturing plants. It would have interface with Invoices and Purchase orders to register the details of distributors and agents. It would also allow on line automatic Updation of ledger of Plants.</p> <p>In addition the software should have interface for accounting of all collection centers /societies to track payments and dues to all the societies .This would automate the details of accounts of each society.</p> <p>The software will have a separate module on plant operation</p>

Recommended Initiatives	Brief Description
	<p>systems which will give statistical details on amount of milk and milk related products like Ghee, Butter, and Yoghurt and sterilized milk produced per day. It will also optimize the resources used to produce the quality milk at optimum cost.</p> <p>The software will have module of Management information system to generate daily reports on amount of sale of milk from a particular unit.</p>
Wave II	
Linking of offices and Web based interfaces with all the societies	All the manufacturing plants and societies would be linked to HIMSWAN in Wave-II. The department needs to arrange for linking plant with nearest POP of HIMSWAN.

7.7 REVENUE (LAND RECORDS)

7.7.1 Departmental Description

The Department of Revenue, Government of Himachal Pradesh deals with record keeping and updation of revenue records, ownership transfer due to transaction by way of sale, mortgage etc, collection of revenue, consolidation of holdings, etc. The functionaries of this department come into close contact with the general public in connection with various activities/transactions dealing with immovable property. The department also operates a large number of Acts and Rules, which have a direct bearing with the public.

7.7.2 Goals and Objectives

The department has set the following goals:

- Quick, hassle free issue of copies of revenue records in the shortest possible time to those who need it
- Bringing transparency in matter like registration of documents, sanction of mutations and other aspects of public dealing
- Efficient updation of Land Records data and going towards on-line updation system

7.7.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Revenue (Land Records) Department						
1.	Maintaining textual data of land		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2.	Maintaining graphical data (cadastral maps) of land	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
3.	Issue of Record of Rights(RoR)		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
4.	Effecting Mutations		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
5.	Carrying out Surveys and resurveys	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6.	Registration of document		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
7.	MIS generation and reports		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
8.	Retrieval of archived records on demand		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>

7.7.4 Key Challenges faced

The key challenges faced by the Department are as follows:








- Providing anywhere certified copies of land records
- Updation and maintenance of Graphical data related to land parcels
- Online verification of payment of duty and fees
- Information accessibility of new sanctions of buildings, layout etc. by Municipal bodies and other Urban Local Bodies

7.7.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
HIMBHOOI	HIMBHOOI has been implemented in the Department towards computerization of land-records to facilitate maintenance and updation of land records data due to changes such as consolidation of land holdings, transfer of ownership, land acquisition, etc. and to provide electronic certificates of Records of Rights (ROR) to the land owners.
HIMRIS	An Application Software named HIMRIS has implemented towards automation of the business processes for all types of Registration (e.g. Agreement, Sale Deed, Mortgage Deed, Power of Attorney, Will and Instrument of Participation) in the Registration offices. Different certificates like Encumbrance certificates etc are also issued through this software.
e-Praman	e-Praman is a certificate issuance system where in an applicant can apply for a specific certificate and can receive various certificates on submission of application. The system is implemented till tehsil level.
Other Initiatives	There are few other initiatives on Minor irrigation, Agriculture Census and Input Survey is going on in the department where introduction of IT has been initiated.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Individual applications (HIMBHOO MI & HIMRIS) working on LAN. Standalone databases on RDBMS (SQL) working on LAN				
Connectivity 	LAN at Directorate and all field offices but no interconnectivity available				
Infrastructure 	Directorate has 1 server and 20 PCs All field offices have 1 server and 3-5 PCs				
Manpower	Data entry operator and basic programming skills available				

7.7.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Revenue Department (Land Records)	
Group Applications	
Scheme Management System	
Departmental Application	
Wave I	
Integrated Land Information System	To establish and manage a comprehensive & sustainable Land Information Management System, which serves as a record of conclusive Title of all Land Parcels and provides related services in an integrated, efficient & cost effective manner. Currently, various departments including Settlement, Registration, Revenue and Urban Development departments, jointly, are providing various services surrounding the land management. These services include survey of land, division of land (sub division), registration of sale deeds, collection of property tax etc. As these services are provided by various departments, the information related to a land parcel is scattered across these departments. The application would be

Recommended Initiatives	Brief Description
	linked with the appropriate layer of the GIS application (common application).
Departmental Website	A website need to be developed for the department to present necessary information and services of the department such as department's roles and responsibilities, contact details, processes, activities performed, various schemes & their details, RTI related information, etc. The portal may have a section for Cooperatives and Financial Institutions giving them access to land records data through user name & password system, to make the process more easier for sanctioning land based credit for agriculture, rural development, livelihood and other program.
Replication of Computerization of Land Records	The computerization of Land Records through HIMBHOO MI need to be replicated in rest of the office to achieve complete computerization of land records including mutation records. Scanning and digitization of all cadastral maps also need to be covered under the initiative.
Wave II	
Real time updation of mutations	Going forward, after the successful implementation of GIS, PDAs could be provided at field/ block level for updating the mutations at that very level. The PDAs would be linked with the GIS application and the field level officers can update the mutations, real-time, directly from the field. The application need to provide additional functionality of recording the details of updation including the officer's details, time and place of updation and shall maintain the modifications, as archives, for reference purpose.

7.8 ANIMAL HUSBANDRY

7.8.1 Departmental Description

Animal Husbandry is an integral part of human life in Himachal Pradesh. The State is endowed with a large livestock population, accounted to be about 50.46 lakh which includes cattles, buffaloes, sheeps, goats, horses and ponies. The department of Animal Husbandry plays an important role by providing medical, general and breeding assistance to livestock owners in the State with the help of a large network of veterinary institutions and breeding centers spread across the State.

7.8.2 Goals and Objectives

The Animal Husbandry department has the key objectives:

- Provide timely and effective veterinary services to livestock owners in the State
- Development of cattle, buffalo, sheep, horse and other livestock in the State
- Provide right kind of feed and fodder to the owners for good health of the animals

7.8.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Animal Husbandry Department						
1.	Providing Veterinary services and animal health care	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Development of cattle, buffalo, sheep and poultry	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Management of animal breeding programs	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Development of feed and fodder	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
5.	Extension activities	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Livestock Census	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7.	Integrated Sample Survey scheme for the estimation of major livestock products	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.8.4 Key Challenges faced

The key challenges faced by the Department are as follows:








- Information accessibility about out-break of diseases in any part of the State takes considerable time
- Timely dissemination of information about disease out break and recommended remedial action to other parts of the State
- Maintaining and monitoring information related to actual benefits provided to various livestock owners
- Capturing and consolidation of data during Livestock census and Integrated Sample Surveys

7.8.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
AGRISNET Project (under development)	<p>AGRISNET is a national level initiative which is getting implemented in Himachal Pradesh also. The Animal Husbandry department has envisaged the following scope for the project:</p> <ul style="list-style-type: none"> ▪ Development of portal where the livestock owners can access information related to livestock centric information, solution for general problems faced, training, expert advisory services, market information, downloading of application forms, information regarding ongoing and future activities of the department etc ▪ Livestock owners / farmers can approach and get solutions and above mentioned information using internet ▪ Field offices up to the level of blocks will maintain their respective databases and would exchange information with the Directorate and other field offices ▪ Generation of reports required by the Department ▪ Veterinary disease surveillance and monitoring of disease out-break across the State ▪ Data Capture and consolidation for the Integrated Sample Scheme

▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Department has a website through where important information is displayed. Presently department does not have any proper application for any of its functions				
Connectivity 	LAN and broadband connection at Directorate only				
Infrastructure 	Directorate has 1 server and 25 PCs and each District office has 1 PC each				
Manpower	Data entry and basic programming skills available				

7.8.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Animal Husbandry Department	
Group Applications	
Scheme Management System	
Departmental Application	
Wave I	
Breeding Information Module	The above application software should have a Breeding Information Module. Important information related to breeding such as Bull wise details of percentage of conceived, sex wise born percentage etc. could be updated, shared and analyzed easily with this module.
Livestock Census	An application to capture and analyze the details of livestock census that is conducted every 5 years. The application would facilitate the capture of data such as number and types of

Recommended Initiatives	Brief Description
	<p>livestock at each level, owner's details, etc. and would also facilitate analysis and comparison from previous livestock data. The application would also help the department in saving a lot of time and effort as it could update / modify previous census data instead of re-entering the whole census data again.</p>

7.9 EXCISE AND TAXATION

7.9.1 Departmental Description

The Excise and Taxation department has an important place in the fiscal structure of the State. During the year 2000-01, this department generated nearly **85%** of the total tax revenue of the State. The contribution remains above 70% even with the inclusion of non-tax revenue.

7.9.2 Goals and Objectives

The department is determined to rationalize and simplify the rules and procedures for the benefit of common man and the tax payers. Apart from this, the department is keen on achieving the following goals:

- Increase in transparency and objectivity in the working of field functionaries
- To curb tax evasion in the State
- Computerization of the department for faster, accurate and efficient working

7.9.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Excise and Taxation Department						
1.	Registration of business	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
2.	Collection of tax (such as VAT, OTP etc.)	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
3.	Tax Returns	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
4.	Refund of tax	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
5.	Control of forms	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6.	Accounting of tax	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7.	Recovery of tax	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
8.	Enforcement and Goods Movement/ Entry tax	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
9.	Audit & Assessment	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
10.	Objections and Appeals	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
11.	Advisory Visits	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
12.	C-Form tracking		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
13.	Vendor Allotment and licensing	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
14.	Collection of Toll, luxury taxes, PGT and other taxes	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
15.	Reconciliation with treasury department for tax collections (for VAT, OTP, State Excise and PTG)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.9.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- Accounting of Tax dues, tax returns, recovery dues and tax recovery in a consolidated way
- Information sharing with other departments such as Transport department at Check-posts
- Connectivity in the offices to access applications is a key challenge

7.9.5 Current E-Readiness of the Department




▪ Current IT initiatives in the Department

Initiatives	Brief Description
TAX-BAR	The application, developed by State NIC, is implemented at all the Multi-purpose barriers of the State for capturing the information of ST-XXVI-A form (Goods declaration form) details. It is currently running in 13 barriers. The database is maintained in MS-Access. The data comes in CD to headquarter as connectivity is a challenge.
Tax Information Exchange System (TINXSYS)	TINXSYS application allows the tracking of C-Form at national level and enables tax information collection at inter-state level. The Application is enabled for the department.
DISNIC - EXCISE	DISNIC - Excise application is implemented at all District offices for capturing the details of dealers operating in the State and for capturing their details. This application is

	mainly handling the dealer registration. But the data fields in the application are not as per VAT formats prescribed.
TAX-MIS	This application is not operational currently as the modules are not as per VAT requirements. The application was used earlier to maintain base data of dealers and to monitor quarterly tax returns filed by these dealers.
Online Tax Return Filling	An application was developed by NIC to enable the dealers to file tax returns online. The dealer had to get an used-ID and password from the department to file the returns online. The application is not in use presently.
Payroll software	Payroll processing software is implemented at Directorate, Zonal offices and most of the district offices for handling their payment operations.
VAT Computerization System (Under Development)	<p>Department is in process of development of VAT Computerization System (at present in process of selecting implementation vendor). The application is envisaged to cover the following functionalities:</p> <ul style="list-style-type: none"> ▪ Registration of dealers and management of basic information of dealers ▪ Recording payment of tax under VAT and CST Acts ▪ Return Management ▪ Appeal management <ul style="list-style-type: none"> ▪ Appeal monitoring ▪ Case monitoring ▪ Monitoring revision ▪ Recovery management ▪ Multi-purpose Check posts/ Barrier management ▪ Assessment and entry into register of institution and assessment cases ▪ Enforcement and inspection ▪ Lump sum payment of tax by way of composition ▪ Management of work contract and related bills/invoices ▪ Management of incentives provided to industries

	<ul style="list-style-type: none"> ▪ Tax scrutiny management ▪ Vendor Monitoring ▪ Web Portal <ul style="list-style-type: none"> ▪ Enquiries ▪ Tenders ▪ Notifications ▪ Search facility on tax rates, registered dealers ▪ Online form request ▪ Registered user management ▪ Online return filling ▪ Online application filling ▪ Application filling
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▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Individual applications such as TINXSYS, DISNIC, TAX-BAR and payroll are running as standalone applications. Standalone databases for the applications such as TINXSYS (SQL), TAX-BAR (MS Access) are available		<input checked="" type="checkbox"/>		
Connectivity 	LAN implemented at Directorate, 2 District office and 3 Multi-purpose barriers		<input checked="" type="checkbox"/>		
Infrastructure 	Around 100 PCs are available in the department (30 at Directorate level)		<input checked="" type="checkbox"/>		
Manpower	Data entry and basic programming skills available		<input checked="" type="checkbox"/>		

7.9.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Excise & Taxation Department	
Group Applications	
Integrated Check-Post Application	
Departmental Application	
Wave I	
Upgradation of existing Web Portal	The Web Portal for the Department need to be upgraded with additional features and functionalities to provide more information to the business community through the portal. Provision should be there for uploading notifications and amendments on the portal.
Mobile checking by Flying Squad	An application could be developed to facilitate the checking by Flying Squad on spot through mobile devices. Through these mobile devices the flying squad could access necessary information, on spot, such as tax collection details, permissible activities etc. about the party under consideration.
Application to monitor defaulter list	A module to maintain the tax defaulter list could be developed such that the same could be accessed and updated on real time by the field offices and necessary actions could be taken on the defaulter. This would help reducing multiple lists being generated and maintained at various levels across the department, to track the action taken on various defaulters and to calculate the penalty amount for each defaulter.

7.10 FOOD & CIVIL SUPPLIES

7.10.1 Departmental Description

The Food and Civil Supplies department deals with the demand and supply of various essential commodities in the open market as well as in the Public Distribution System. It is responsible for the enforcement of various control orders (in the Essential Commodities Act, 1955) for price stabilization and matter relating to weights and measures.

7.10.2 Goals and Objectives

The key goals and objectives of the department are:

- To strengthen the Public Distribution System
- To ensure easy availability of essential commodities on reasonable rates
- To create awareness amongst the consumers about their rights

7.10.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Food & Civil Supplies Department						
1.	Distribution of Ration Cards	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
2.	Maintenance of storage information for essential commodities of public distribution		<input checked="" type="checkbox"/> partially	<input checked="" type="checkbox"/>		
3.	Distribution of food grains and other essential commodities	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
4.	Scheme Implementation	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
5.	Creating of Public Awareness	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
6.	Maintenance of supply outside TDPS	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7.	Controlling the price line	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.10.4 Key Challenges faced

The key challenges faced by the Department are as follows:



- Monitoring of distribution of essential commodities by various Fair Price Shops across the State
- Monitoring of purchase of essential commodities by various categories of people across different areas across the State
- Monitoring the availability of essential commodities in the Godowns and the estimate requirements



7.10.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
HIMAPURTI	<p>A web based application is running in the Department to handle the below operations:</p> <ul style="list-style-type: none"> ▪ Track daily, monthly prices of essential commodities ▪ Track stock in the go-downs ▪ Track stock at Fair Price Shops ▪ To enable the citizens to access the information related to prices and stock of various essential commodities (district wise) and to download application forms
Ration Card issuance application	An application to automate the business processes to computerize the issuance of Ration Cards to the beneficiaries, to keep track of the issuance details, beneficiary details, date of issuance and expiry etc.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	HIMAPURTI application running in the Department. Database maintained in SQL server.				

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Connectivity 	LAN is available at Directorate and 7 District offices. Broadband connectivity at Directorate and 10 District offices		<input checked="" type="checkbox"/>		
Infrastructure 	1 Server and 31 PCs are available in the Department		<input checked="" type="checkbox"/>		
Manpower	Data entry operators available	<input checked="" type="checkbox"/>			

7.10.6 Recommended IT initiatives for the Department

Recommended Initiatives		Brief Description
Food & Civil Supplies Department		
Group Applications		
Scheme Management System		
Inventory Management System		
Departmental Applications		
Wave I		
Public Distribution System (Additional features in Inventory Management System)		<p>The Inventory Management System, a Group application, needs to be upgraded for additional functionalities to track Public Distribution of essential commodities.</p> <p>The upgraded application should be able to track the details of distribution of essential commodities from various Fair Price Shops to various beneficiaries –</p> <ul style="list-style-type: none"> ▪ FPS wise ▪ Area wise ▪ Category wise (BPL, APL etc.) ▪ Commodity wise ▪ Prices etc ▪ Storage details in different FCIs and other storage

Recommended Initiatives	Brief Description
	<p>locations to get a real picture on a real time on the food grain availability</p> <p>The application would also capture details of number of FPS in each area with details such as number of ration card holders, distance between FPS, etc. for assistance in decisions making on opening of new FPS.</p>

7.11 HP STATE CIVIL SUPPLIES CORPORATION

7.11.1 Departmental Description

The HP State Civil Supplies Corporation (HPCSC) acts as a Central Procurement Agency for all the controlled and non-controlled essential commodities at the wholesale level and further to distribute these commodities through District Cooperative Federations or Tehsil Cooperative Unions and in few cases directly through fair price shops. The Corporation also undertakes trading, storage, movement and distribution of such other essential commodities which may be required as per demand from consumer to ensure the availability in the open market at reasonable rates.

7.11.2 Goals and Objectives

The key goals and objectives of the Corporation are:

- To ensure availability of controlled and non-controlled essential commodities at reasonable rates in the open market
- Distribution of essential commodities throughout the State
- Availability of other essential commodities as required by the consumer in open market

7.11.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HP State Civil Supplies Corporation						
1.	Storage of essential commodities in Godowns	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
2.	Distribution of essential commodities through federations/ fair price shops	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
3.	Provision of commodities for schemes such as Mid Day Meal	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Procurement of essential commodities	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.11.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- Monitoring of inventory at all the Godowns of the Corporation along with incoming and outgoing of commodities
- Assessing the procurement requirements of essential commodities

- Intending and procurement of commodities for various goods such as cement, medicines etc by various Government departments such as PWD, IPH etc.







7.11.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Payroll & CPF	Payroll application is implemented at Head Office, Divisional Offices and all the Area Offices for handling payroll functions.
Tally Software	A Tally accounting application is implemented at Head Office for handling accounting activities.
Medical Tender and Supply order application	An application to prepare medical tenders, as per the requirements of Government medical institutions, and to capture the details of supply of medical items to the institutions is implemented at Head Office. The application is developed in FoxPRO.
Cement Procurement and distribution system	The application (standalone) is implemented at Head Office and Procurement Offices. The details of cement requirements of State Government departments such as PWD and IPH is entered in the application along with details such as grade, quantity, place etc and the requirements are sent to Procurement offices. The Procurement Offices update the application at their end and after the procurement is done the supply information is updated and information is sent to Head Office.
Integrated Computerization Project	<p>The Corporation has developed an integrated application for automating the whole process of procurement and distribution. The application is implemented at Head Office, Divisional Offices, Area Offices and Procurement Offices. Presently testing of the software is under process. The application has following modules catering mainly to functionalities such as indenting, purchasing, dispatch, goods receipt and transfer details at godowns, sales and bank deposit details:</p> <ul style="list-style-type: none"> ▪ Inventory

- Sales Monitoring
- Banking

▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Standalone applications are running at various levels. An integrated application is in process of implementation for automating the entire functions of the Corporation. Integrated Computerized Project has database maintained in Oracle. For all other applications it is maintained in FoxPro				
Connectivity 	LAN and broadband connectivity is available at Head office, all Divisional Offices and all Area Offices.				
Infrastructure 	Head Office has around 50 PCs, Division Offices have 2 PCs each and Area offices have a total of 29 PCs				

7.11.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Food & Civil Supplies Department	
Group Applications	
Scheme Management System	
Departmental Application	
Wave I	
Supply Chain Management System	An integrated application need to be developed for procurement, transportation, storage, distribution, sales, receipts and payment functions of the Organization.

7.12 RURAL DEVELOPMENT & PANCHAYATI RAJ

7.12.1 Departmental Description

The Rural Development department of the Government of Himachal Pradesh is engaged in the implementation of different rural development and poverty alleviation programs in the State. The Panchayati Raj department is engaged in providing local governance in the State through Panchayats.

7.12.2 Goals and Objectives

The Rural Development & Panchayati Raj department's key objectives are:

- To provide services and information to citizens at their convenience
- To bring transparency and efficiency in the delivery of services
- To develop the rural areas and develop knowledge base in rural population
- To effectively implement and monitor various developmental schemes for betterment of the rural population

7.12.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Rural Development						
1.	Implementation and Management of various developmental schemes		<input checked="" type="checkbox"/> Partially	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2.	Monitoring and Evaluation of poverty alleviation programs	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Administration of DRDAs	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Engineering works	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Panchayati Raj						
5.	Panchayati Raj Infrastructure Management	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6.	Training and capacity building	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7.	Providing market linkages to the rural population	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
8.	Audit & Inspections	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
9.	Maintenance of Parivar register, Death and Birth register etc	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>

7.12.4 Key Challenges faced

The key challenges faced by the Department are as follows:





- Effective implementation and monitoring of development schemes such that envisaged benefits are actually provided to the target citizens
- To set up and maintain Panchayati Raj infrastructure in the State and to train the elected members such that objectives of Panchayati Raj could be achieved.




7.12.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Payroll application	Payroll application is implemented at Directorate and all District offices for handling payroll related activities
DRDAs and Zila Parishads monitoring portal	This is an initiative taken up by Government of India wherein a nationalized portal has been developed. The district offices enter/update information in pre-defined format, related to working of DRDA and Zila Parishads falling under their jurisdiction.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Portal to monitor DRDA & ZPs. No Database				
Connectivity 	LAN implemented at Directorate and all District offices				

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Infrastructure 	Rural Development: 25 PCs at Directorate and 3 PCs per District office Panchayati Raj: Directorate: 1 server and 15 PCs District offices: 12 servers (1 per district) PR training institutes: 2 servers and 18 PCs Block level offices: 75 PCs (1 per office) Panchayat: 1185 PCs				
Manpower	Programming skills not available				

7.12.6 Recommended IT initiatives for the Department

Recommended Initiatives		Brief Description
Rural Development & Panchayati Raj		
Group Applications		
Scheme Management System		
Works Management System		
Departmental Application		
Wave I		
Village Information Portal	Information	Village Information Portal needs to be developed for the villages of the State with all basic information. The contents can be developed through integration of applications of depts. such as Agriculture, Health, Social Justice Empowerment, Revenue, Education etc. The application should also have a module to manage the information related to infrastructure availability in each Panchayat such as panchayat ghars, other infrastructure availability etc.
Automation of Parivar Register, Death and Birth Registration		Application to maintain these registers, along with role based access, to facilitate easier updation at the panchyat level and consolidation of data at the Headquarter level. The

Recommended Initiatives	Brief Description
	application will be able to record details of citizens on birth and death at various villages/blocks of the State.

7.13 EDUCATION (ELEMENTARY EDUCATION)

7.13.1 Departmental Description















The elementary education department looks after the primary and middle level education in the State. It is responsible for setting up and maintaining primary and middle level Government schools and monitoring of private schools in the State. The department has made good progress in the field of education. Primary education has been made compulsory in the state and to encourage the education of the girl child, it is being provided free of cost.

7.13.2 Goals and Objectives

The department of Education is keen on achieving the following goals:

- To plug regional imbalance by educating the people of the State, especially the young people
- To facilitate and provide quality education in the State
- To assist the poor and backward people in taking education by providing various incentives such as free meals, free books etc.
- To develop an environment of learning in the State

7.13.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Elementary Education Department						
1.	Providing elementary education by setting up and maintaining Primary schools in the State.					
2.	Implementing and managing schemes and programs		Partially automated for few schemes			
3.	Managing employee affairs					
4.	Providing scholarships					
5.	Development of infrastructure facilities for primary education					
6.	Providing teaching and learning material and textbooks					

7.13.4 Key Challenges faced

The key challenges faced by the Department are as follows:







- Maintaining the personal and professional information of such a large number of employees base and to access these information for decision making such as transfers
- Providing education to all the children in the State and to maintain and update information related to education provided to these students
- Setting up requisite infrastructure and strategies such that all the children in the State could be educated

7.13.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
DISE	District Information System for Education – captures district wise information on education such as numbers & types of primary and medium schools, number & category of students (General, SC/ST, disabled etc.), details about teachers, results, infrastructure etc. The information is entered at the District offices and compiled at the Directorate. This information is sent to GoI in the prescribed formats.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Application to capture the education data at district level is running. School database is maintained at District level.				
Connectivity 	No LAN or interconnectivity available at any of the offices				
Infrastructure 	Directorate have 20 PCs and each District office have around 2 PCs each				

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Manpower	No programming skills available	<input checked="" type="checkbox"/>			

7.13.6 Recommended IT initiatives for the Department

Recommended Initiatives		Brief Description
Elementary Education Department		
Group Applications		
Scheme Management System (including schemes such as scholarships)		
Institution Information Management System (with additional functionalities to capture health data of the students for each institution and should update it after each medical checkup)		
Departmental Application		
Wave I		
Health Monitoring System		An Application need to be developed to record the different health parameters of the students in the primary schools of the State to get an integrated monitoring of health status of students.

7.14 EDUCATION (HIGHER EDUCATION)

7.14.1 Departmental Description

The department of Higher education is responsible for providing higher education in the State by setting up and managing Higher Secondary schools and colleges. The department also provides assistance to private schools and colleges.

7.14.2 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Department of Higher Education						
1.	Granting Scholarship	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
2.	Administration of Higher education Institutions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Management of Higher education Institutions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Regulatory function of private, affiliated institutions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5.	Maintenance of student and course information	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6.	Handling of Establishment/ Personnel matters	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7.	Inspection of institutions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8.	Audit and reconciliation matters	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
9.	Handling inquiries	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
10.	Vidhan Sabha matters, CM announcements etc	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
11.	Budget preparation & monitoring	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
12.	Statistical analysis	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
13.	Planning, development and maintenance of buildings	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
14.	Inventory Management	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
15.	Legal Matters	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.14.3 Key Challenges faced

The key challenges faced by the Department are as follows:








- Setting up infrastructure and resources for providing higher education to the citizens in the State
- Maintaining the personal and professional information of such a large number of employees base and to access these information for decision making such as transfers
- To maintain and update information related to each institute to check if it has the requisite infrastructure and resources and if the performance of the students is satisfactory

7.14.4 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
No IT Application in the Department	

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	No specialized application running in the department. Website is available and few employees are using e-mails.				
Connectivity 	LAN is not available at any of the offices				
Infrastructure 	Directorate have around 40 PCs				
Manpower	Basic programming skills available				

7.14.5 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Department of Higher Education	
Group Applications	
	Works Management System (For the Higher Education Department, this group application will be handling Building construction, renovation an repairing work monitoring involving monitoring of the works undertaken on defined parameters, viewing status of the current progress and timelines monitoring. The works are typically undertaken by PWD and the status on the current stage will be updated by the PWD officials concerned for the department. Department will be having information view access through this application)
	Scheme Management System (for managing various scholarships schemes which are handled by the Department involving both central as well as State level scholarship schemes)
	Institution Information Management System (For the Higher education department, the database of private/affiliated institutions need to be included and the details of the Non Teaching staff, Lab staff, Ministerial staff need to be captured as part of the application. MIS reports based on the captured parameters need to be generated for the department. Course details, school/ college details, asset details will be recorded and it need to be fed by the respective school/ college)
Departmental Applications	
Wave I	
Online Counseling System	An application to manage the counseling process in an automated way need to be developed for the usage by the 12 th Std students. The application will be having provision for application through web portal based on their scores, calculation of ranks basis the score input, seat availability at the current stage, branch available with the input score etc. The supporting documents with the score sheet can be submitted at a later stage.
Web cast of Lectures	Lectures by the expert processors and visiting faculties on various subjects can be recorded and broadcasted through web cast in other institutes. This will be very much effective for lectures in technical institutes, it is, Polytechnics.

7.15 TECHNICAL EDUCATION

7.15.1 Departmental Description

The department is responsible for providing technical education in the State. The department set ups and manages the Government Technical Institutions such as ITIs, Polytechnics, Engineering colleges and Pharmaceutical colleges. The department is the authority to grant permission for setting up of private technical institutions in the State.

7.15.2 Goals and Objectives

Technical education department has the following goals & objectives:

- To promote technical education in the State by setting up technical education institutions and by providing assistance to private institutions
- To provide quality technical education in the State by effective monitoring and control of the institutions
- Providing technical education to eligible poor and backward class students by providing necessary scholarships

7.15.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Department of Technical Education						
1.	Setting up and maintenance of Government technical institutions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2.	Monitoring and administrative control of Govt. institutions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Admission and counseling of engineering & polytechnic students in Government & private colleges in the State	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
4.	Providing scholarships	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
5.	Budget preparation and monitoring	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6.	Monitoring and regulatory control of private institutions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7.	Construction, repair and maintenance of buildings	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8.	Assistance to private institutions	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Provide training to crafts men	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
10.	Provide industrial, in-service & non formal training and facilitate apprentices training	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
11.	Facilitate Apprenticeship training	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
12.	Facilitate placements for Government institutions	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

7.15.4 Key Challenges faced

The key challenges faced by the Department are as follows:




- Setting up infrastructure and resources for providing technical education to the citizens in the State
- Maintaining the personal and professional information of such a large number of employees base and to access these information for decision making such as transfers
- To maintain and update information related to each institute to check if it has the requisite infrastructure and resources and if the performance of the students is satisfactory

7.15.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Payroll application	Payroll application is running at Directorate for handling payroll processing of the department which is a common application of Treasury.
Campus Wide Area Network	Department is in process of setting up Campus Wide Area Network at 3 Polytechnic colleges.
Library Information System	Department is in process of developing an application to manage the library information such as details of books available, issuance details, etc. As of now tendering has been done for 3 colleges.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Payroll application running at Directorate. At present there is no database in the department.		<input checked="" type="checkbox"/>		
Connectivity 	LAN available at Directorate and most of the colleges. Campus Wide Area Network is being set up at 3 Polytechnic Colleges.		<input checked="" type="checkbox"/>		
Infrastructure 	Each ITI has 100 PCs (including labs), polytechnics have near to 120 PCs and graduation colleges have around 100 PCs		<input checked="" type="checkbox"/>		
Manpower	Basic programming skills available		<input checked="" type="checkbox"/>		

7.15.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Department of Technical Education	
Group Applications	
Scheme Management System (the applications would manage schemes such as Scholarships, Polytechnic Quality Improvement Program, Center of Excellence for ITIs and scheme for polytechnic students with disabilities of the Technical education department.)	
Works Management System (For the Technical Education Department, this group application will be handling Building Work monitoring involving monitoring of the works undertaken on defined parameters, viewing status of the current progress and timelines monitoring. The works are typically undertaken by PWD and the status on the current stage will be updated by the PWD officials concerned for the department.)	
Institution Information Management System	
Departmental Applications	
Wave I	
Online Counseling	An application to manage the counseling process in an automated way need to be developed. The application will be

Recommended Initiatives	Brief Description
System	having provision for application through web portal based on their scores, calculation of ranks basis the score input, seat availability at the current stage etc. The applicants can sent the documents at a later stage basis the data input through this application. Haryana has implemented a similar application for automating the counseling process partially.
Web cast of Lectures	Lectures by the expert processors and visiting faculties on various subjects can be recorded and broadcasted through web cast in other institutes as giving the lectures by physically going to all the potential colleges are not feasible for the visiting lecturers/expert professors.
Job Portal link at Department website	A job portal link should be provided at the department website for the ease of students. The placement officers will e the nodal officer for enabling using this application usage by the Final year students. The job portal will be having a link for the Industry people to view the profiles as per their requirements.

7.16 HEALTH

7.16.1 Departmental Description

The department is engaged in providing health facilities in the State with the mission: "to provide effective, efficient and value for money health services to the population of Himachal Pradesh".

7.16.2 Goals and Objectives

The department has set the following goals and objectives to be achieved by the year 2008:

- Equal and increased distribution of primary health care services
- Rationalize the distribution of manpower to increase the utilization and access of services
- Increase the number of specialists in the State to take care of complicated cases and provide specialized services
- Continuous training of health personnel to meet the new emerging challenges and increased patient satisfaction
- To synergize efforts with indigenous system of medicine to increase the outreach and extension of services.

7.16.3 Summary of Key Processes

Key Processes		Manual	Automated	Service Facing		
				Admin	Business	Citizen
Health Department						
1.	Providing Medical Services across the state (hospitals, dispensaries, PHC, CHC etc)		<input checked="" type="checkbox"/> Partially automated			<input checked="" type="checkbox"/>
2.	Promotion of Medical Education	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
3.	Drug Research and Price Control	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Storage and distribution of drugs	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5.	Conducting awareness programs and IEC activities	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
6.	Drug registration, control and licensing	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7.	Sample drug collection and analysis (from shops and Government stocks)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

7.16.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- To ensure proper health facilities are provided to the citizens in the State
- To ensure effective distribution and reach of health facilities across the State
- To ensure effective resources for handling complicated cases and providing specialized services
- Report generation is slow through the current application
- Data redundancy is higher
- Connectivity in rural offices is a key challenge








7.16.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Health Management Information System (HMIS)	HMIS Software to capture the data of form No.6, 7, 8 & 9 (including data related to OPD cases, vaccination, cold chain details, mortality rates etc.) has been implemented up to Block level and consolidated reports for block, district and State are being generated. Data is being sent through RAS/FTP to Directorate.
Civil Registration System (CRS)	Data of Birth and Death received from Panchayat /Block level is being captured on standalone Machines at district offices through this application.
Integrated Diseases Surveillance System (IDSP)	IDSP Software (Standalone) has been implemented up to district level and in the State Head Quarter, on surveillance of different diseases and daily reporting to the Directorate to prevent any outbreak.
Health Administrative Information System (HAIS)	Standalone software implemented in the Directorate to manage database of all the employees of Health Department.
Revised Tuberculosis National Control Project (RNTCP)	RNTCP Software provided by GoI has been implemented up to district level and reporting about the details of new cases of TB, control activities undertaken is being given to GoI through software. Program launched to prevent Tuberculosis in the State.

Hospital Management Information System	This application has been implemented in IGMS to handle registration of patients, identifications of concerned department for his disease etc. This application is also handling capturing patient details in OPD.
Tele-Medicine	Project is being implemented by implementing agency at different locations identified by the State Govt./IT Department to facilitate Rural population Health Care through Tele/Video Conferencing and provide specialized medical services. The application is implemented at 19 sites and would be implemented in 2 more sites.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Various applications as mentioned above are running at different levels but are standalone. Standalone databases (SQL Server for HMIS and Telemedicine)				
Connectivity 	LAN and internet connectivity available at Directorate and district offices				
Infrastructure 	Servers and PCs available at Directorate and other offices				
Manpower	Basic Programming skills available				

7.16.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Health Department	
Group Applications	
Works Management System	

Recommended Initiatives	Brief Description
Inventory Management System (The application will record details of various physical assets like ambulances, staff etc.)	
Departmental Applications	
Wave I	
Integrated software for Health Department	<p>At present all the software applications which are running in the department are standalone. There is a need for upgradation of those applications to meet the current requirements and web enablement of the same with a Centralized database. The application should monitor different activities from Sub-Centre level like IPD/OPD cases, no of immunization cases, drugs inventory, cold chain and equipments inventory, deliveries conducted at health Facilities, ANC IMR, and MMR tracking etc. This is not a complete fresh application development, rather its an application up-gradation requirement.</p> <p>Future up-gradation can be capturing of data from Sub – Centre level by employees (MHS/FHS) using PDA/Palm Devices.</p>
Module for Civil Registration & integration of the same with Birth & Death Registration System of Rural Development	<p>This module will handle birth & death registration as part of HMIS. Integration of HMIS with the Birth & Death Registration system of Rural Development for sharing of information that is collected during the registration as few fields in the registration form are of importance to Rural Development and Panchayati Raj department and few for Health department. This application should be able to record the details of the persons during the birth and death as per the information captured in the forms.</p>
IEC Application	<p>An application to track the IEC activities and to capture the details such as number and details of villages covered, details of people present and activities performed need to be captured for usage during outbreak. The history previous outbreaks and potential areas for outbreak need to be generated from system basis the data input.</p>

Recommended Initiatives	Brief Description
Wave II	
HMIS Rollout	HMIS Roll out need to be implemented till the Sub Division level.

7.17 INFORMATION AND PUBLIC RELATIONS

7.17.1 Departmental Description

The main function of Information and Public Relations department is to disseminate information related to the policies and programs of the State Government in the right perspective and to gauge and assess the reactions of the target population concerned and keep the Government informed about their impact amongst the masses. Besides this, key functions also include educating the people about various programs launched for the welfare of the people by the Centre and State Government from time to time.

7.17.2 Goals and Objectives

The department works with the following goals and objectives:

- To disseminate and ensure the flow of information to the public on the policies, program and developmental activities initiated for the people of the State.
- Assess the reactions of the people, take the feedback from different quarters and apprise the Government about the same.
- To identify the sources from where the information emanates and arrange to gather such information and to identify the targeted audiences to whom such messages and information to be disseminated.
- To initiate required and positive steps that can earn goodwill for the government.
- To organize and coordinate the Public Relations activities of government in various sectors and at various levels of the State.

7.17.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Information and Public Relations Department						
1.	Information dissemination		<input checked="" type="checkbox"/> Partially	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Publication activities	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Advertisement process	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Tendering process	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5.	Press notes, articles	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6.	News gathering	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
7.	Research and reference	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

7.17.4 Key Challenges faced

The key challenges faced by the Department are as follows:


- Gathering and timely dissemination of important State information such as Government decisions, schemes, performance etc.
- Proper storage of large amount of information
- Proper retrieval/access mechanism for accessing required information on time






7.17.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Information & Public Relation website	The department has launched a website to disseminate the news, information regarding various initiatives and programs of the Government, information about districts, their current initiatives etc. It is planned to upgrade the website to capture the feedback from public also in short time.
REFNIC (Diary Dispatch System)	The diary dispatch system is being used at the Directorate level.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Information website and REFNIC Application in use. Database of news, article, publication maintained at Directorate	<input checked="" type="checkbox"/>			

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Connectivity 	LAN and broadband connectivity available at Directorate and most of the District offices				
Infrastructure 	Adequate PCs available in the department				
Manpower	Basic programming skills not available				

7.17.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Information & Public Relation Department	
Departmental Applications	
Wave I	
Information Management System	An Information Management System need to be developed for the Department for Information collection, storage, archival and retrieval of text, graphics, voice and video etc
Bill Processing Module	A module need to be developed to capture the information and to automate the process of bill processing related to publications, tenders etc. for the department.
Information dissemination through information kiosks	Setting up information kiosks at I-CoSC (Citizen service centers) ant their connectivity with the Directorate.
Wave II	
Knowledge Management System	A KM system to maintain various articles, important news, program and initiative details undertaken by the Government in a systematic way.

7.18 TOWN AND COUNTRY PLANNING

7.18.1 Departmental Description

Town and Country planning department has been set up with the aim to ensure and regulated development in the State. The department has been entrusted with the responsibility to regulate construction of buildings and other structures in the Planning Areas and Special Areas in the State.

7.18.2 Goals and Objectives

The Town and Country Planning department focuses on the following objectives:

- Encourage planned and systematic urban and rural growth in a comprehensive and scientific manner
- Prevent haphazard construction and thereby check numerous evils
- Create conducive conditions for encouraging planned and regulated development
- Plan for creating essential infrastructure in Planning and Special Areas including towns
- Preserve hilly architecture and rich heritage of the State
- Make optimum use of precious and scarce land resources

7.18.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Town & Country Planning						
1.	Grant permission for construction		<input checked="" type="checkbox"/> Partially		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Check unauthorized constructions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Planning for area development		<input checked="" type="checkbox"/> partially	<input checked="" type="checkbox"/>		
4.	Preserve hilly architecture and heritage in the State	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5.	Awareness among the people for systematic construction	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Court Cases		<input checked="" type="checkbox"/> partially	<input checked="" type="checkbox"/>		

7.18.4 Key Challenges faced

The key challenges faced by the Department are as follows:

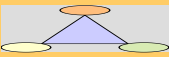






- To track and monitor authorized and unauthorized construction in the State
- To plan for systematic development and construction in the State
- To promote systematic construction and educate people about the benefits of such construction

7.18.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
TCP Application	An application for capturing the details related to planning and permission cases such as case details, officials involved, status, comments passed etc. The department collects the information from field offices and sends it to NIC for entering it into the application. Citizens can view the status information through website.
GIS	Geographical Information System has been procured by the department and currently the system is being used by the department

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Application is running to cater to various functions of the department such as granting permission, monitoring unauthorized construction etc. MS Access is used as the database.				
Connectivity 	LAN is available at the Directorate				
Infrastructure 	Directorate has 2 servers and 21 PCs, each field office has PCs				
Manpower	Basic programming skills not available				

7.18.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Town & Country Planning Department	
Group Applications	
Scheme Management System (To monitor grant in aid which are received by the department in a systematic way)	
Departmental Applications	
Wave I	
Up gradation of TCP application	The existing application (used for granting planning permission, monitoring unauthorized constructions and court cases) needs to be web-enabled for access and updation from Directorate as well as field offices. Some additional modules need to be developed as requirements have changed by now. The software also should have a MIS Reports module to generate various customized reports for the department to help the decision makers and proper monitoring.

7.19 PUBLIC WORKS DEPARTMENT (PWD)

7.19.1 Departmental Description

Himachal Pradesh Public Works Department (HP PWD) is the premier agency of the Government of Himachal Pradesh for planning, designing, construction and maintenance of Government assets in the field of environment and infrastructure development. The assets in environment side include Hospitals, Schools, Colleges, Courts etc. and in infrastructure side includes roads, bridges, footpaths etc. HP PWD also sustains and preserves these assets through a well developed system of maintenance which includes amongst other specialized services like rehabilitation works, road signage etc.

7.19.2 Goals and Objectives

The PWD department has the following goals:

- Design, implementation and maintenance of all public works undertaken by the State Government
- Development of the State by providing required road infrastructure in the State
- Asset creation on the basis of the needs and requirement of the State

7.19.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Public Works Department						
1.	Procurement of materials	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
2.	Inventory Management	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Scheme Management		<input checked="" type="checkbox"/> For few schemes	<input checked="" type="checkbox"/>		
4.	Work Estimation	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5.	Work Accounting	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6.	Work & Contract Management	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7.	Building Plan approval and NOC	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8.	Construction and Maintenance of Roads	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
9.	Prepare and maintain Road Maps		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

7.19.4 Key Challenges faced

The key challenges faced by the Department are as follows:





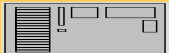


- To undertake and complete the works as per the schedule and quality envisaged
- To plan and monitor the construction and maintenance of road infrastructure in the State

7.19.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
PMGSY website	PMGSY website (a GoI initiative) is being used to monitor the progress of road construction work under PMGSY and the accounting part of the construction work done under the scheme.
GIS	Geographical Information System has been recently implemented at the Head Office. The system would mainly cater to the digitization of road network across the State. Digitization has been completed and currently testing and training is going on. The system is planned to be implemented till the Zonal offices in the first phase.
Payroll Application	A payroll application (DOS based) is implemented in the department for handling payroll processing activities
Road Maintenance Management System (Under development)	The department is in process of development of RMMS application. It is planned that the application would assist the department in maintaining priority index for of the roads in the State on the basis of various parameters such as population density, usage etc. The application would also assist the department in monitoring the road conditions, annual maintenance plan etc. The application is envisaged to be linked with GIS.

▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Few applications such as PMGSY, GIS implemented in the department. RDBMS (SQL server) is working in the department				
Connectivity 	LAN is available at the Directorate				
Infrastructure 	Adequate PCs available, 2 servers available at the Directorate				
Manpower	Basic programming skills available				

7.19.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Public Works Department	
Group Applications	
Works Management System	
Inventory Management System	
Departmental Applications	
Wave I	
Engineering Automation System	A specialized application need to be developed for the department for handling Engineering drawings, Structural Designs and Engineering Analysis activities in an efficient automated way
Up gradation of Works Management System (Group Application)	The Works Management System (a Group Application) needs to be upgraded for additional functionalities such as uploading of work plan, approval of plans at multiple levels, cost estimation, cost approval, material procurement status, work

Recommended Initiatives	Brief Description
	progress status, flags to be mentioned etc will be incorporated.

7.20 HOME

7.20.1 Departmental Description

The Home department is responsible to maintain healthy law and order situation of the State. Apart from this, the department is also responsible to ensure good working of the public servants and helps to give justice. The department also looks about civil defense and fire fighting measures of the State.

7.20.2 Goals and Objectives

The key goals and objectives of the department are as follows:

- To maintain law and order situation in the State
- To reduce the criminal cases in the State and there by developing a safe environment for the citizens
- To reduce the corruption level in the State
- To increase the department's efficiency and effectiveness in solving public complaints and problems such as recovery of stolen items, missing persons etc.

7.20.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HOME DEPARTMENT						
1.	Reporting First Information Report (FIR)	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
2.	Taking preventive measures during Law & Order problems	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Investigation of cases	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Charge sheeting the cases in competent courts and appeals there on after investigation	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5.	Preparing reports for different agencies (State, Central and International)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6.	Collection of Intelligence reports	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7.	Operation and management of State Reserve Police Force	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8.	Investigation of crimes	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
9.	Control of corruption	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
10.	Forensic Science applications in crime detection and enquiry	✓		✓		
11.	Prohibition and control in availability of liquor	✓		✓		
12.	Traffic management	✓		✓		✓
13.	Arms and ammunition management	✓		✓		
14.	Foreigner's registration and passport related activities	✓				✓
15.	Issuance of Arms License	✓				✓
16.	Implementation of Central Acts such as TADA, PASA etc.	✓		✓		
17.	Tracing missing vehicles	✓			✓	✓
18.	Preservation of case records of different courts	✓		✓		

7.20.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- To track the progress in the investigation of complaints and FIR reported in the State
- To manage the large amount and category of inventory of the department spread across the State including arms and ammunitions
- To access information related to various vehicles in the State
- To track resource availability and location during law and order situation

7.20.5 Current E-Readiness of the Department








▪ Current IT initiatives in the Department

Initiatives	Brief Description
Website	<p>The department (Police) has developed a website wherein citizens can access the following facilities:</p> <ul style="list-style-type: none"> ▪ Online complaints and information related to lost or found items, property etc. ▪ Online traffic challan payment (through credit cards) ▪ Access information related to crime trends

	<ul style="list-style-type: none"> ▪ Access information related to criminal gazette ▪ Guidelines to tourists and public
Arms License Issuing System (Shastra)	An application is developed to automate the process of issuance of arms license. The application automates the application submission and license issuance processes.
Common Integrated Police Administration (CIPA)	<p>The department is in process of implementation of Common Integrated Police Administration (CIPA) system. The system is envisaged to maintain details pertaining to the activities of the Police Stations relating to Crime and Criminals. The system would provide required information to the higher levels periodically and to generate various statutory reports. As of now the system has been implemented at 11 Police Stations across the State.</p> <p>The system would have the following key functionalities:</p> <ul style="list-style-type: none"> ▪ Registration facility for the following cases: <ul style="list-style-type: none"> ○ Cognizable offences (FIR) ○ Missing persons ○ Unclaimed properties ○ Medico Legal cases ○ Unnatural deaths ○ Non-cognizable cases ▪ Investigation: to take care of the activities of the Investigating Officer after the registration of the case. The functionality would support preparation of Seizure Memo for seized property details and case dairy. ▪ Prosecution: to take care of the prosecution proceedings in the court after the completion of the investigation by the Investigation Officer. It would assist in maintaining case dairy during trials and to update the conviction details after the disposal of the case. ▪ Statutory Report generation: it would assist in generation of reports such as FIR (Accused details report and Properties stolen report), Serial wise register of FIR, Missing persons report, unclaimed properties report,

Medico-legal case register, etc.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Department is in process of implementation of CIPA (Common Integrated Police Administration) application. No major Database as on date				
Connectivity 	LAN available at Headquarter.				
Infrastructure 	Adequate computers and servers are available in the office				
Manpower	Basic programming skills available				

7.20.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Home Department	
Group Applications	
Inventory Management System with some upgradation to meet specific need of the department (for arms and ammunition, transport, wireless equipment, etc.)	
Integrated Check-Post Application	
Departmental Applications	
Wave I	
Law & Order Information System	An application to track the extensive movement of manpower across the State and to access the details of force deployment at any point of time. The department could

Recommended Initiatives	Brief Description
	<p>access the information such as number of resources deployed, their specialization, exact position, reserve man power and position, etc.</p> <p>The application could be integrated with GIS for better visualization and for tracing the nearest location for availability of resources. This could reduce the response time to the crime spot.</p>
Training Information System	An application to access the details of training programs schedules within and outside the State. The application would assist the department in accessing the detail such as number of seats allocated to units/department/State, details of training course, type of personnel to be sent, schedule, etc.
Wave II	
Complaint Workflow Automation System	As of now citizens could register the complaints and information related to lost and found items through website. The service could be provided through Citizen Service Center (i-CoSC) where in public can register the complaint through these service centers as well. A workflow application needs to be developed for capturing the complaint details at the centers and sending it to competent authority through proper channel and likewise sending the progress details back to the citizens through the citizen service centers and website.
Motor Vehicle Monitoring System	An application to capture the details of stolen and recovered vehicles of the State. The application could be integrated with the check-posts for tracing the movement of stolen vehicles in and out of the State.
Online Vehicle Information System with access through mobile units	An application to view the information related to vehicles such as registration, owners details, vehicle details, tax payment details, challans etc need to be developed. The application should be accessible through specialized mobile units such that the police personnel can view the information on road also. The system should support online challan entry by Police personnel through the mobile units.

Recommended Initiatives	Brief Description
	The application should be accessible to Transport department for relevant information viewing and uploading with proper and secured role based access rights.

7.21 IRRIGATION AND PUBLIC HEALTH

7.21.1 Departmental Description

The Irrigation and Public Health department is involved in planning and implementation of water related projects across the State. It is responsible for meeting the drinking water needs of the people and livestock, industries and irrigation. It is also responsible for the quality of drinking water supplied to the people. The department has planned and implemented large number of drinking water schemes in the State for ensuring drinking water supply and it conducts periodic water tests for checking the quality of the supplied water.

7.21.2 Goals and Targets

The key goals and objectives of the department are:

- To provide drinking water supply to the citizens across the State
- To develop and maintain sewerage systems in the State
- To improve irrigation system through source development, lifting and gravity, boring of tube-wells, distribution system etc.
- To undertake provide flood protection works
- To effectively and efficiently operation and maintain infrastructure for the above mentioned infrastructure

7.21.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Irrigation and Public Health						
1.	Scheme implementation and monitoring	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
2.	Water billing and collection	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Development and maintenance of sewerage systems	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Flood protection work	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5.	Irrigation system through source development, lifting and gravity, boring of tube-wells, distribution system	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Public awareness	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
7.	Water quality testing	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8.	Tender and procurement	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
9.	Inventory Management	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.21.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- To check the quality of drinking water supplied to the citizens
- To ensure drinking water supply to every citizen in the State
- To effectively plan and monitor the implementation and maintenance of various water schemes
- To develop and maintain irrigation system in the State








7.21.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
IPH application	<p>The department is in process of development of a web enabled application to automate the processes of the department. The application would have the following modules:</p> <ul style="list-style-type: none"> ▪ Personnel MIS module: to maintain and access employee information, pension details, employee disciplinary cases, seniority list. ▪ Finance and Works module: to prepare budget estimates, capture Government receipt details, maintain stock accounts, prepare monthly account, capture and update audit details ▪ Scheme and Programs module: to maintain Performa Estimates, DPR, to generate progress reports, project completion report and CLA report. ▪ Contractor and Suppliers module: to maintain tender details, comparative statements, contractor information such as registration and to update these details. ▪ Materials and Store Management module: to view stock reports, stock verification report, material requirements,

	<p>requisition list and to transfer entry order.</p> <ul style="list-style-type: none"> Water source and Asset Management module: to maintain water and view source details and hand-pump details Water Quality Management module: to maintain water test results, generate water testing report, chemical consumption, maintain T&P equipment register Revenue Collection module: to maintain consumer ledger, prepare water charges bill, prepare Khatoni form for irrigation charges, generate revenue report, list of defaulters. Complaint Monitoring module: to view grievance action report, maintain grievance information and prepare complaint report Court-case Monitoring module: to update court case details, generate court case report Mechanical sub-division module: to maintain and view job card, maintain and view machinery and vehicle details Internal Inspection module: to view internal inspection report and internal inspection notes report Office Automation module: to view letter receipt/dispatch details, view pending position of letters.
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▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	No Application running at the moment though a department wide application is under implementation				
Connectivity 	LAN is available at all the offices (including Head Office, Zonal Offices, Circle Offices, Divisional and Sub-Divisional offices.)				
Infrastructure 	The department has total of 51 servers and 686 PCs at various levels.				
Manpower	Basic programming skills available				

7.21.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Irrigation & Public Health Department	
Group Applications	
Scheme Management System	
Departmental Applications	
Wave I	
Public Interface Application	A Public Interface Application need to be developed to handle the public interfacing services such as Public Irrigation requirement, Complaint handling system etc where Citizens are in requirement of direct interaction with the Department
Upgradation of under-developed module of Revenue Collection	The module (under development) could be upgraded to provide facility of bill collection through Citizen Service Centers across the State.
Upgradation of under-developed module of Scheme and Program Module	The module (under development) could be upgraded to capture the beneficiary details for each scheme implemented by the department. The application could capture the details such as number of beneficiaries under each scheme and the increase in such numbers over the years since the starting of the schemes, load on each scheme, etc.
Linking of GIS with the Water Source and Asset Management System	The Geographic Information System to be linked with the Water Source and Asset Management System for linking the textual data of water sources and schemes to graphical data in GIS.

7.22 HORTICULTURE

7.22.1 Departmental Description

The Department of Horticulture functions with the objective of building a prosperous Himachal Pradesh through scientific development of horticulture by harnessing the natural resources for the development of a sustainable system of agriculture in the hilly areas. The department trains the farmers on various horticulture activities such as Mushroom Development, Fruit processing activities etc.








Department's Mission is "to develop horticulture as a science, technology and business by facilitating the creation of infrastructure for research and development, extension, post harvest management including processing and providing production support services and incentives to the farmers for all round development of the horticulture industry of the State"

7.22.2 Goals and Objectives

The key goals and objectives of the department are:

- To diversify the traditional farming system based on subsistence agriculture to commercial market oriented farming system based on high income generating cash crops like fruits, flowers, mushrooms, medical plants etc.
- To harness the ecological niches for the promotion of environment friendly farming systems suited to agro climatic conditions of the State
- Creation of conditions, infrastructure, services and facilities for improving the levels of farm income and employment by increasing production, productivity and quality of produce thereby improving the quality of life of the rural population
- Greater use of science and technology for the optimum utilization of the State's horticulture potential and for that to develop, introduce, adapt and extend appropriate technology for adoption at the farm level

7.22.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Horticulture Department						
1.	Implementation of horticulture development programs					
2.	Provide advisory services to farmers on horticulture					

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
	activities					
3.	Provide incentive schemes for the farmers	✓			✓	✓
4.	Production and supply of elite planting materials	✓		✓	✓	✓
5.	Undertaking ancillary horticulture activities (Mushroom cultivation, floriculture, bee keeping)	✓		✓		

7.22.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- To disseminate information such as market prices of various horticulture products, disease related information, best practices etc. on time to the farmers and processors
- To provide expert advisory services to farmers and potential horticulture farmers
- To capture production data and analyze them for decision making and strategy formulation








7.22.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
	Department started development of an application to automated departmental processes in the year 2004-05 but there has been no significant progress as the software developer (a private company) is unable to develop the application.
AGRISNET	<p>Department is in planning phase for development of AGRISNET project at Horticulture. It is envisaged that the application would cover the following functionalities and services:</p> <ul style="list-style-type: none"> ▪ Plant Production Information to assist the department in capturing details of the production of plants in the department's nurseries, infecting diseases etc. ▪ Market Information to capture the daily prices of various horticulture products across the State ▪ Generation of reports such as Fruit production forecast

report, production of fruit plants, development of bee-keeping, mushroom production, floriculture, etc.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	No applications as of now.				
Connectivity 	LAN or internet connectivity not available				
Infrastructure 	Directorate has 1 server and 13 PCs and each district office has 1 PC each				
Manpower	No programming skills available				

7.22.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Horticulture Department	
Group Applications	
Scheme Management System	
Departmental Applications	
Wave I	
Ancillary Activities Information Module	Ancillary Activities Information module to assist the department in capturing the details of various ancillary activities undertaken by the department such as Mushroom Cultivation, floriculture, bee keeping. The data related to progress of the programs such as production details, climate details, diseases etc could be capture and analyzed.

7.23 HPMC

7.23.1 Organizational Details

Himachal Pradesh Horticultural Produce Marketing and Processing Corporation Ltd. known as HPMC, was established in the year 1974 undertaking with Head office on Shimla. It has a turnover of around 50 Crores and has employee strength of about four hundred and eighty six people. It has eleven Regional offices spread across Himachal Pradesh . They have got three processing plants at Parwanoo, Sundernagar and Jabli. Each of these plants are headed by Plant Managers.

Their regional offices are located at Shimla, Kullu Kangra, Rohru, Rampur, Chandigarh, Delhi, Delhi –SM, Mumbai, Chennai and Calcutta. These regional offices are headed by Regional Service Managers. Each regional office has one accountant, Marketing officer and a Junior Accountant.

Each regional office is also equipped with cold Storage plant and a grading plant except at Delhi –SZ, Kangra, Rampur and Calcutta .Regional offices have various branch offices spread across the region. Assistant Manager heads these branch offices.

7.23.2 Goals and Objectives

HPMC was set up with the objective of

- Marketing of fresh fruits and processing of culled fruits.
- Establishment of Pre and Post harvest infrastructure
- Provide remunerative return to fruit growers and nutritive quality products at reasonable price to consumers

7.23.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HPMC						
1.	Collection of Culled fruits at the encashment area from the growers	✓		✓	✓	✓
2.	Collection of Table Fruits from growers at sub office or selling directly at the Market	✓		✓	✓	✓
3.	Processing of Culled Fruits	✓		✓		
4.	Marketing of Table fruits at	✓		✓	✓	✓

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
	mandis					
5.	Marketing of Processed Products	✓		✓	✓	✓
6.	Institutional Sales of Table fruits	✓			✓	
7.	Monitoring and Planning of processed and culled fruits	✓		✓		
8.	Accounting and establishment	✓		✓		

7.23.4 Key Challenges Faced



- Monitoring of sales of processed and culled fruits
- Consolidation of accounts of all the plants and Regional offices

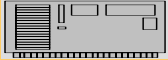

7.23.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Tally Application	No IT Application running in the organization as on date. It has been planned to use the Tally software at few regional offices for consolidation of accounts and creation of Profit/Loss sheets for the organization.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	The corporative uses excel and MS word for accounting and Documentation purposes only	✓			
Connectivity 	None of the computers are interlinked with each other. There is no local connectivity within an office.	✓			

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Infrastructure 	They have one computer at each of the regional offices and one computer at each of the plant offices. There are four computers at head offices				

7.23.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
HPMC	
Group Applications	
Inventory Management System	
Departmental Applications	
Wave I	
Financial Accounting Management system	<p>An application need to be developed to automate the accounting process, i.e. generation of ledgers at different plants and regional offices (including cold storages), maintaining accounts, generation of P&L Statement, Balance Sheet etc The application would be located at the Head quarters and it will be running across all the regional offices and Plant offices. This would also help in on line consolidation of data from multiple locations.</p> <p>The application software should also have a module for generation of customized reports for proper monitoring and prompt decision making.</p>
Connectivity	Connectivity is a major pre requisite for implementation of the envisaged Financial Accounting Management system. Hence all the offices must be connected to each other through HIMSWAN.
Wave II	
Plant Operation	An application need to be developed for automation of the

Recommended Initiatives	Brief Description
Management System	plant operations and it need to be implemented in three plants. This would help to track the details of machinery, their capacity, servicing and overhauling details and their maintenance details. It would be also capable of generating alerts on serving of machines used in production of plant etc

7.24 AGRICULTURE

7.24.1 Departmental Details

Himachal Pradesh is predominately an agricultural State where Agriculture provides direct employment to about 71 percent of the total population. The Agriculture sector contributes nearly 30 percent of the total state domestic product. The Department of Agriculture is dedicated to serve the farming community by implementing various Developmental Programs and disseminating the relevant technology to increase productivity, production and profitability of field crops. The natural endowments like soil, land, water etc. are being harnessed in such a way that cherished goals of ecological sustainability, economic up-liftment of farming community are achieved. About 18-20% area is irrigated and rest is rain fed.

7.24.2 Goals and Objectives

The following are the goals and objectives of the department:

- Crop Diversification: Shifting focus area from traditional food grain crops to high value cash crops like Vegetables, Spices, Seed Production.
- Conservation of natural resources like land and water by adopting Watershed Development Approach.
- Promotion of organic farming so as to ensure premium prices of the produce.
- Strict enforcement of Quality Control Laws.
- To develop efficient post harvesting and marketing system and development of modern markets.
- Increased and effective participation of Women in Agriculture Development.
- Re-orientation of extension agency so as to ensure rapid transfer of technology and skill up-gradation.
- Greater emphasis on expansion of minor irrigation through RIDF funding.
- Agriculture Research System shall be re-oriented so as to address the problems of the farmers of the State.
- Agro-processing and Tea Development shall be the major focus area in future.
- Creation of employment opportunities in the Agriculture Sector by adopting Crop Diversification, Post Harvesting Handling, Storage, Marketing Facilities, Agro-processing, Agricultural Mechanization and Agri-business.

7.24.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Department of Agriculture						
1	Beneficiary Identification for Small and Marginal Farmer SC/ST farmer	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2	Application Scrutiny	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
3	Award of Subsidy for Seeds and Fertilizers	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	Award of Subsidy for Machinery	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	Award of Subsidy for Tank irrigation and Paraphernalia	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	Imparting Training to farmers	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
7	Accounting and Establishment handling	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8	Procurement of seeds and Fertilizers	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
9	Fund Flow from Treasury Department to respective Deputy Directors of the district(Treasury)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.24.4 Key Challenges faced:

- Selection of beneficiary for certain schemes is time consuming as the list of beneficiaries is manually sent to the district office for the Dy Directors' approval
- Manual method of Procurement of seeds and fertilizers
- There is no connectivity among offices and this causes delay in information flow





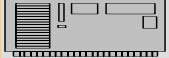


7.24.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
AGRISNET	The objective of AGRISNET is to provide improved services to the farming community through use of Information communication and technology. The AGRISNET project is

envisaged to develop application software based on the requirements of the department, hardware, networking and training will be provided to the department officials under the scheme. The Project is yet to be implemented and State is in the process of proposal implementation in the department.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	The Department uses Excel and MS word as applications. Electronic Database on employees in SQL platform				
Connectivity 	None of the offices are interlinked with each other. There is no local connectivity within an office.				
Infrastructure 	There is one computer at each of the ten district offices and about twenty computers with one server at head office. Similarly there is one computer at each of the seventy six block offices				
Manpower	Data entry skills available				

7.24.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Agriculture Department	
Group Applications	
Inventory Management System	
Scheme Management System	
Departmental Applications	
Wave I	

Recommended Initiatives	Brief Description
Agriculture Information Management System (AIMS)	AIMS (a system in the lines of E-Choupal) could be developed and integrated with Funds Management System, Scheme Management System and e-Procurement Module to automate the complete Value Chain for Agriculture Sector (Farm to Krushak Bazaar). This system would help in optimizing processes such as formulation of schemes on basis of best practices & field-data, allocation of resources and providing various types of assistance to Farmers/ Horticulturalists, monitoring various field-level activities, management of complete agro-products marketing infrastructure, etc
Crop Information System	An application need to be developed to cover Crop Disease information and Prevention information on usage of pesticides and insecticides in different agricultural areas of the State
Account Management system	An application need to be developed for maintenance of accounts in digitized format and to automate the accounting process in the department. The Application should be web enabled to allow online entry and ledger reconciliation at the district level. The software also should have a Report module to generate various consolidated accounting reports for different offices in the State.

7.25 HIMACHAL PRADESH STATE AGRICULTURE AND MARKETING BOARD

7.25.1 Organizational Details

Himachal Pradesh State agriculture marketing board has its head office located in Shimla and has control over ten Agriculture products marketing committee – APMC. It has a turnover of twenty crores and has employee strength of over one hundred and thirty three employees.

This organization has been set up to prevent the exploitation of farmers and to regulate the sale, purchase, storage and Processing of agriculture produce and establishment of regulated markets for agricultural produce.

7.25.2 Goals and Objectives

The goals and objectives of the Department are as below:

- Reduce distance between buyer and seller
- Reduction in marketing cost
- Eliminate exploitation of farmers
- Provide better prices to farmers and in turn motivating for better produce
- Ensure good quality produce to the buyers

7.25.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Himachal Pradesh State Agriculture & Marketing Board						
1.	Control and Monitoring of all the APMC	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
2.	Accounting of all the APMC and Aarthiyas	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Construction of Roads to the respective yards	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Issue of trade Licenses to the arthiyas	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
5.	Administrative Control over Transportation of agricultural goods	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.25.4 Key Challenges Faced





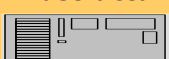

- No administrative and business monitoring is done on daily basis. There is a inherent desire to monitor sales ,volume ,item and auctioning Price on daily basis at each APMC.

7.25.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Agarmarknet	This initiative has been taken by Government of India and all the APMCs in Himachal Pradesh form a part of this project. The project has the database information on availability of different products pertaining to price, quality, pack size, packaging material and time frame to supply. The advantage accrues to farmers as they can sell their Product in nearest market at remunerative prices. Data dissemination takes place through NGO, Web site and Self help groups and corporative.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Word and Excel are the only Individual applications used presently				
Connectivity 	No connectivity between and within office				
Infrastructure 	No servers. Four computers at head office and one computer at each of the thirty six yards				

7.25.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
HPSAMB	
Departmental Applications	
Wave I	
Mandi Management System	<p>An application need to be developed for automating the back office processes, mandi operations and gate operations. The application software will be able to handle their accounting functions, Engineering functions, reporting needs etc Computerization of internal branches with little or no linkage with market operations like Security, Sanitation, Engineering, Workshop, Estate Management, License, Vigilance, Legal & Prosecution, Administration, Partial Accounts, Nodal, Coordination, Dispensary, Caretaking, Compost plant, Dispute, Secretary Cell, and Chairman Cell etc need to be undertaken under the scope of this software.</p>
Wave II	
Auction Management System	<p>The focus here would be enabling the electronic auctions through this system, having a seamless interface with the other internal branches and market operations. It would cover the automation of the following functions:</p> <ul style="list-style-type: none"> • Auction Process in Mandi • Interface with Internal Branch Layer and Market Operations Layer • Interface with the website

7.26 HIMACHAL PRADESH AGRO INDUSTRIES CORPORATION

7.26.1 Organizational Details

Himachal Pradesh Agro industries Corporation have twenty one branch offices and head office in Shimla .It has five manufacturing units. These manufacturing units are located in Parwanu (2), Jach (2) and Kandirri (1). The company has a turnover of 80 Crore and has an employee strength of about two hundred and forty four employees.

7.26.2 Goals and Objectives

The goal of the organization is to provide agricultural equipments to the farmers at low cost and help small scale industries procure raw materials from big manufacturing firms.

7.26.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HP Agro Industries Corporation						
1	Manufacturing of pesticides, animal feed and honey	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
2	Transfer of goods from manufacturing plant to branch office	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3	Transfer of goods manufactured by ACC, HMT to the branch office	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	Issue of consignment from distributor directly to branch office	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
5	Maintenance of Accounts and establishment	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.26.4 Key Challenges Faced

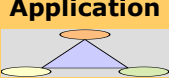





- Manual Consolidation of accounts from various manufacturing plants
- Tracking of goods manufactured by ACC ,HMT to branch offices

7.26.5 Current E-Readiness of the Department

- **Current IT initiatives in the Department**

Initiatives	Brief Description
Tally Software	No IT Application is running at the moment in the Organization. Tally software is proposed to start at one of the manufacturing plants. They have got one multi user License and all the detailed accounts of each plant will be stored centrally.

▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	They use Excel and Word as Applications.				
Connectivity 	There is no connectivity within and between offices				
Infrastructure 	They have about 10 computers without any connectivity among them. About 4 computers are in head office while remaining computers are located at each of their five plants.				

7.26.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Himachal Pradesh Agro Industries corporation	
Group Applications	
Inventory Management System	
Departmental Applications	
Wave I	
Financial Accounting Management system	An application need to be developed to automate the accounting process, i.e. generation of ledgers at different plants, maintaining accounts, generation of P&L Statement, Balance Sheet etc The

Recommended Initiatives	Brief Description
	<p>application would be located at the Head quarters and it will be running across all the Plants. This would also help in on line consolidation of data from multiple locations.</p> <p>The application software should also have a module for generation of customized reports for proper monitoring and prompt decision making.</p>
Wave II	
Plant Operation Management System	<p>An application need to be developed for automation of the plant operations and it need to be implemented in plants. This would help to track the details of machinery, their capacity, servicing and overhauling details and their maintenance details. It would be also capable of generating alerts on serving of machines used in production of plant etc</p>

7.27 SOCIAL JUSTICE AND EMPOWERMENT

7.27.1 Departmental Description

The Social Justice and Empowerment department formulates policies and implements various welfare schemes for the empowerment and support of children, women, older persons and other disabled and backward class citizens in the State.

7.27.2 Goals and Objectives

The key objectives of the department are:

- Welfare of the citizens by effective policy formulation and implementation of welfare schemes
- Empowerment, development and up-liftment of children, women, backward class people, disabled people and old age people
- Providing shelter and help to orphans, disabled children, women and older persons

7.27.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Social Justice and Empowerment Department						
1.	Implementation of the various development schemes	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2.	Identification of beneficiaries for various development schemes	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3.	Monitoring and control of the various Anganwadi centers	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4.	Managing the Integrated Child Development Schemes (ICDS)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
5.	Framing Policy for women and child development	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
6.	Verification & disbursement of the pension		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
7.	Imparting training to the middle aged women	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
8.	Running vocational training centers for women	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
9.	Providing scholarships to various category students	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>

7.27.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- To check the actual benefits received by the targeted beneficiaries by each of the schemes
- To monitor various benefits received by each beneficiary through various developmental schemes
- To track the disbursement of pension to various pensioners








7.27.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
e-Kalyan	e-Kalyan also known as Welfare Pension Management System, which is a Pension disbursement application handling the processes for pension processing for various categories such as Old Age citizens, handicapped, Disabled, Widows. It calculates the pension amount to be disbursed to the beneficiaries. Presently the system is use for disbursement of over 2 Lakh pensioners across the State.
e-Pahchan	e-Pahchan application is used to issue the Identity card for disabled and Old persons from the Department.
REFNIC	REFNIC is a diary-dispatch application to record the movement of files in the department.
Integrated Child Development Scheme (ICDS) Application	The department is in process of development of a web based application, with the help of DIT, for capturing the ICDS data directly from the field offices and consolidation and analysis at higher levels. The system would assist the department in maintaining and updating database for the data related to ICDS. The ICDS application has been developed and presently data entry is in progress.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle
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		Phase I	Phase II	Phase III	Phase IV
Application 	e-Kalyan, e-Pahchan and REFNIC are running in the department. No major RDBMS as of now in the department.				
Connectivity 	LAN is available at the Directorate only				
Infrastructure 	Each field office (DPOs and CDPOs) have 1 PC each				
Manpower	Basic programming skill is not available				

7.27.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Social Justice & Empowerment Department	
Group Applications	
Scheme Management System	
Departmental Applications	
Wave I	
Upgradation of e-Kalyan and e-Pahchan	The existing applications such as e-Kalyan and e-Pahchan to be upgraded for web-enablement and for service delivery through Common Service centers (i-CoSC).
Wave II	
Pension Disbursement system through Micro-Banking	<p>The department is planning for a mechanism of disbursement of pensions through micro-banking. The department has few options for this system and as and when the option is finalized, the department may develop an application for monitoring the pension disbursement through the finalized mechanism.</p> <p>One of the options is to disburse the pension through the Citizen Service Centers to be set across the State. The other option is to assign certain people in each area (village, group of villages etc.) for pension disbursement. Each assigned person would be given a mobile device for accessing and</p>

Recommended Initiatives	Brief Description
	updating pension disbursement information and printing receipts. These people would then go from home to home to disburse the pension to the pensioners.

7.28 HIMACHAL PRADESH SC-ST DEVELOPMENT CORPORATION

7.28.1 Organizational Details

Himachal Pradesh SC, ST Development Corporation is spread across the twelve districts headed by district Manager and is head quartered at Solan in Himachal Pradesh. Besides these district offices, there are five sub offices headed by Assistant Manager. These five sub offices are located at Dehra, Bhavanar, sarkagrat, jushle and Kaza.

Himachal Pradesh Scheduled Castes and Scheduled Tribes Development Corporation was established on 14th November, 1979 under the enactment of Himachal Pradesh Government. Initially this corporation was established solely to uplift economic status of the Scheduled Caste families and the initial name of this corporation was "HIMACHAL PRADESH SCHEDULED CASTES DEVELOPMENT CORPORATION". In the year 1984 the Government of Himachal Pradesh and Government of India decided to entrust the work of providing financial assistance to Scheduled Tribe families of Himachal Pradesh to this corporation, as such the nomenclature of corporation was changed to "HIMACHAL PRADESH SCHEDULED CASTES AND SCHEDULED TRIBES DEVELOPMENT CORPORATION"

It has employee strength of about one hundred and thirty four employees as against sanctioned post of one hundred and sixty nine post.

7.28.2 Goals and Objectives

The sole objective of this corporation was to uplift the economic status and financial status of the Schedule caste and Schedule tribe people in the State.

They help in financing, facilitating, and promoting the economic and educational activities of SC/ST of Himachal Pradesh for all round economic development through mobilization of institutional credit.

7.28.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HP SC ST Corporation						
1	Selection of Beneficiaries whose loan amount is less than Rs. 50,000	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2	Selection of beneficiaries whose loan amount exceeds	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
	more than 50,000Rs					
3	Approval of Loans of less than 50,000 RS.	✓		✓		
4	Approval of loans whose amount exceeds more than 50,000Rs	✓		✓		
5	Processing of Loans from Banks (Less than 50,000Rs)	✓		✓		
6	Internal Processing of Loans more than 50,000 Rs	✓		✓		
7	Recovery of Loans from Bank (Less than 50,000Rs)	✓		✓	✓	✓
8	Recovery of Loans from Beneficiaries Directly (More than 50,000Rs)	✓		✓	✓	✓
9	Establishment accounting	✓		✓		
10	Reconciliation of loans with Apex body –National SC ST Corporation	✓		✓		

7.28.4 Key Challenges Faced

- Tracking of loan details like loan amount ,amount due ,status interest rate for each and every beneficiary'
- Loan recovery system is not automated and hence there is manual updation of ledger of each beneficiary at district offices







7.28.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Financial Accounting Management System	The existing application has been installed and is running at Head office in Solan. It provides automatic consolidation of individual accounts. It can generate MIS reports on the number of defaulters and number of beneficiaries benefited from a particular scheme. The data once entered in the ledger would update all the other details in the master database like Principal amount, interest, amount recovered

etc

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	The corporation uses an accounting package for accounting purposes only. Electronic Database of borrowers in SQL platform.				
Connectivity 	None of the offices are interlinked with each other. There is no local connectivity within an office.				
Infrastructure 	They have only fifteen stand alone computers without any connectivity				

7.28.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
SC, ST Development Corporation	
Departmental Applications	
Wave I	
Up gradation of existing Loan Management system	<p>The existing application has been installed and running at head office in Solan. This upgraded software needs to be replicated across all the district offices to automate the whole business processes involving accounting and reporting. The Applications should be web enabled for running from a central location and data consolidation in a central server.</p> <p>Financial Accounting System should be able to generate balance sheet from respective individual regional offices aggregating accounts information from all the places.</p> <p>The reports module should be able to generate block wise list</p>

Recommended Initiatives	Brief Description
	of beneficiaries benefited, reports on defaulters, reports on number of rural and urban beneficiaries, male or female beneficiary etc
Upgradation of Scheme Management Systems	Different loans have different repayment period and different interest rates. The module will keep track on different beneficiaries benefited under different schemes .The module will generate MIS reports on various beneficiaries benefited under various schemes.

7.29 MINORITIES FINANCE DEVELOPMENT CORPORATION

7.29.1 Organizational Details

Minorities Finance Development Corporation is Head quartered in Shimla and has employee strength of only Sixteen Employees.

7.29.2 Goals and Objectives

The goals and objectives of the Organization are:

- To improve the financial status of the minority and handicapped community by facilitating, promoting loans for the economic and educational activities of the minorities.

7.29.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Minorities Finance Development Corporation						
1	Selection of Beneficiary	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2	Approval of Loans to the beneficiaries	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3	Loan Processing	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4	Recovery of Loans from beneficiaries through post dated cheques	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
6	Accounting of the loans provided	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7	Establishment Accounting	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.29.4 Key Challenges Faced







- Tracking of loan details like loan amount ,amount due ,status interest rate for each and every beneficiary
- Loan recovery system is not automated and hence there is no proper updation mechanism of ledger of each beneficiary

7.29.5 Current E-Readiness of the Department

- Current IT initiatives in the Department

Initiatives	Brief Description
Financial Accounting System	The software has been installed at Head office in Shimla .However this software is not running in its present form. The software would provide automatic consolidation of accounts. It would generate computer based notices to all its loanees for payment of existing installments. The reports module would be able to generate block wise list of beneficiaries benefited from a particular scheme, reports on defaulters, reports on number of rural and urban beneficiaries, male or female beneficiary etc

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	The corporation uses Financial Accounting System				
Connectivity 	Local Area Network is available				
Infrastructure 	Six computers are connected to one server only.				

7.29.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Minorities Finance Development Corporation	
Departmental Applications	
Wave I	
Loan Accounting System	The Loan Accounting System should be able to record the loan details corresponding to each beneficiary, their payment schedule, generation of ledgers, balance sheets from the account details. The system should be able to generate

Recommended Initiatives	Brief Description
	notices to the beneficiaries to pay their respective installments. The Reports module of the software should be able to generate reports on list of beneficiaries benefited from a particular scheme, reports on defaulters, reports on number of rural and urban beneficiaries, etc. The software should also have the provision for sanction of loans through the system by the administrative officials.
Upgradation of Scheme Management Systems	Different loans have different repayment period and different interest rates. The module will keep track on different beneficiaries benefited under different schemes .The module will generate MIS reports on various beneficiaries benefited under various schemes.

7.30 HIMACHAL PRADESH BACKWARD FINANCE DEVELOPMENT CORPORATION

7.30.1 Organizational Details

Backward Finance Corporation is a state PSU with a profit of about Rs. 50 lakhs per annum. It has got about fifteen employees and all the employees have been deputed from different organizations. They have their head office in Kangra.

7.30.2 Goals and Objectives

The key objective of the Organization is:

- To promote economic and developmental activities for the benefit of the backward Sections of the society.

7.30.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HP Backward Finance Development Corporation						
1	Selection of Beneficiary	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2	Approval of Loans to the beneficiaries	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3	Loan Processing of beneficiaries	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4	Recovery of Loans /Loan Accounting from the beneficiaries	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	Establishment and Accounting	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.30.4 Key Challenges

- Absence of automation on generation of notices and reminders for payments from beneficiaries







7.30.5 Current E-Readiness of the Department

Current IT initiatives in the Department

Initiatives	Brief Description
Financial Accounting	Individual Ledger is maintained first in register. Once loan get sanctioned and demand draft is made to beneficiaries'

System	project provider, the data is digitized and entered into the software. The software is capable of providing MIS reports. The report can generate list of defaulters, reports on number of rural and urban beneficiaries, male or female beneficiaries etc. They have electronic recovery system. However, they maintain recovery register that has computer generated receipts .Some important fields in the recovery register are loan account number, value in cash, Place of Recovery and remarks etc
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▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	The corporations have their own account Management system. They have an electronic database on loans provided in SQL platform.				
Connectivity 	Local Area Network is available				
Infrastructure 	They have one server with three computers connected to it				

7.30.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Backward Finance Development Corporation	
Departmental Applications	
Wave I	
Upgradation of existing Loan accounting system with Financial Accounts	The existing Loan accounting system need to be upgraded with a web enabled version for an integrated approach and access from multiple locations. The establishment accounting process need to be automated and further integrated with the

Recommended Initiatives	Brief Description
	Loan Accounting System. The system should also have the functionalities of generation of notices to the beneficiaries to pay their respective installments, reconciliation of accounts etc.
Up gradation of Scheme Management Systems	Different loans have different repayment period and different interest rates. The module will keep track on different beneficiaries benefited under different schemes .The module will generate MIS reports on various beneficiaries benefited under various schemes.

7.31 INDUSTRIES

7.31.1 Departmental Description










During the last three years, the industrialization in the State of Himachal Pradesh has made significant progress. The share of industries and services sectors respectively has increased from 1.1 & 5.9 percent in 1950-51 to 15.9 & 17.3 percent during 2004-05. The policies and assistance provided by the Industries department has acted as a catalyst in boosting industrial development in the State. Today, the State has about 32,830 Small Scale and 327 Medium & Large Scale units with an investment of about Rs. 4325.79 crores generating employment for about 187589 persons.

7.31.2 Goals and Objectives

The department has set the following goals for itself:

- To encourage investment in industrial sector for overall economic and social development of the State
- To ensure development of infrastructure necessary for sustained development in long term
- To provide subsidiary employment and income to people through allied industrial activities such as Sericulture, Handicrafts and Handlooms
- To promote self-employment ventures by implementing self employment schemes such as PMRY, Rural Industries Program, Rural Artisan Program
- To promote technical Know-how, training and related guidance to the entrepreneurs
- To explore mineral wealth of the State

7.31.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Industries Department						
1.	Approval for setting up industries					
2.	Providing incentives to industries and other promotional measures					
3.	Helping industrial units get infrastructure facilities and raw materials					
4.	Technology assistance to industries					

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
5.	Rehabilitation of sick industries	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
6.	Mineral exploration	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7.	Mineral administration	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
8.	Monitoring implementation of Government Schemes	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.31.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- To track the grants and incentives provided to various industries
- Maintaining exploration information across the State in a graphical representation
- To track the land allotted to various industries and to track the construction work done on this land as required

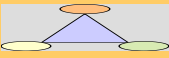



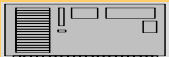


7.31.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
PMRY Monitoring system	A FoxPro based application is running as standalone system in few of the district offices to monitor the progress of PMRY scheme.
Payroll	Payroll application is running at Directorate and other field offices for payroll processing.
CERPEG	CERPEG Application is in place in the Organization, But nobody has any details of the application and the functionalities involved in the software. The Application is not used in the department since it has been procured. The technical knowhow for Operationalization of the application is seriously lacking in the department.
Integrated Application for Industries Department (under development)	The department is in process of development (getting developed by SITEG) of an integrated application to automate the activities of the department especially the activities of Sericulture Wing, Geology & Mining Wing and Industrial Development Wing. The system would also bring

in One-window system for clearance and issuance requirements of the department

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Presently, payroll and PMRY monitoring system are running as standalone systems.				
Connectivity 	LAN is available at Directorate				
Infrastructure 	The Directorate has 80 PCs and field offices have 60 PCs				
Manpower	Basic programming skills not available but data entry operators are available				

7.31.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Industries Department	
Group Applications	
Scheme Management System	
Departmental Applications	
Wave I	
Plot Allotment and Monitoring System	An application to capture the plot allotment details for various industries and to monitor the progress of construction at these plots by the industry owners, need to be developed. This would help the department in highlighting the defaulters who have not done suitable construction on the plot as required by the rules and would assist the department in decision making for future plot allotments.

Recommended Initiatives	Brief Description
Knowledge Management System	Knowledge management system for the archiving and accessing case studies related to Technical Assistance/ advices provided to various Industries. The case studies could be easily accessed through the KM as reference for providing assistance to other industries.

7.32 HIMACHAL PRADESH SMALL SCALE INDUSTRIES EXPORTS CORPORATION

7.32.1 Organizational Details











The Himachal Pradesh State Small Industries and Export Corporation Limited was incorporated on 20th October 1966 under the Companies Act, 1956. The Corporation has its registered office in Shimla, which is in rented premises. It has branches at Parwanoo, Chandigarh and Kandrori. The branch at Parwanoo is handling bitumen business while the branches at Chandigarh and Kandrori are handling iron and steel business.

7.32.2 Goals and Objectives

The goals and objectives have been mentioned below:-

- To aid, counsel, assist, finance, protect and promote interest of small industries in the state
- Provide the SSI units with capital, credit, resources, technical and managerial assistance for undertaking production and marketing including exports.

7.32.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HP Small Scale Industries Export Corporation						
1	Registration of Demand of steel from Small Scale Industries					
2	Advance against delivery from SSI.					
3	Dispatch of Steel from primary Producer RISPNI, SAIL to SSI					
4	Accounting					

7.32.4 Key Challenges Faced







- Manual consolidation of accounts at Head Quarters from various regional offices is very cumbersome.
- Absence of proper tracking mechanism from dispatch of steel from Primary Producers to small scale industries

7.32.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
	No IT initiatives till date.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Word and Excel are the only Individual applications used presently				
Connectivity 	No connectivity between and within office				
Infrastructure 	No servers available. Four computers at head office and one computer at each of regional office				

7.32.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Small scale Industries Exports Corporation	
Group Applications	
Inventory Management System	
Departmental Applications	
Wave I	
Accounting Management System	<p>An Accounting Management System is required to be developed for automation of the accounting processes in the Organization. This will help in on line consolidation of data of three marketing offices at Chandigarh, Parwanoo and Kalyan.</p> <p>It is also required that a separate module need to be</p>

Recommended Initiatives	Brief Description
	<p>designed within the software to capture the trading details, payment details etc for a consolidated picture for accounting purposes.</p> <p>The Head office would have additional module of management Information system for generation of reports on performance of these three marketing offices</p>

7.33 HIMACHAL PRADESH GENERAL INDUSTRIES CORPORATION

7.33.1 Organization Description

HP General Industries Corporation Limited is a Company registered under the Companies Act, 1956. The Company was created in 1988 after the transfer of some manufacturing units of the HP State Industrial Development Corporation Ltd. initially to M/s. Himalaya Fertilizers Limited, a subsidiary Company of HPSIDC at that time. Subsequently, Himalaya Fertilizers Ltd was renamed as HP General Industries Corporation (HPGICL). The registered office of the new Company is at Shimla. They have about two hundred and twenty employees and has a turnover of about fifteen crores.

7.33.2 Goals and Objectives

The goals and objectives of the Organization is to carry out business in area of biochemical, fertilizers and textiles as manufacturers, processors, buyers, sellers, Importers, exporters in the state of Himachal Pradesh and other places.

7.33.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HP General Industries Corporation						
1	Manufacturing of country liquor	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
2	Selling of the Liquors	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
3	Manufacturing of Furniture	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4	Sale of furniture through trade shows	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	Manufacturing of Silk Sarees	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6	Extraction of Fillers	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7	Selling of Fillers to ACC	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
8	Accounting -Establishment	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

7.33.4 Key Challenges Faced





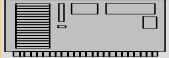

- Manual consolidation of accounts at head office from various manufacturing plants
- Monitoring of sales and manufacturing of liquor, Sarees and furniture

7.33.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
No IT initiatives implemented till date	

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	The corporation uses excel and MS word. Excel is used for data recording & consolidation				
Connectivity 	None of the offices are interlinked with each other. There is no local connectivity within an office.				
Infrastructure 	They have only fifteen stand alone computers without any LAN connectivity				

7.33.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
General Industries Corporation	
Group Applications	
Inventory Management System	
Departmental Application	
Wave I	
Account Management System	An Account Management System need to be developed for online data capture from various sales units & manufacturing plants. The generation of ledger from accounting entries

Recommended Initiatives	Brief Description
	<p>should happen from the system. The Application should be a web enabled application with data consolidation at the HQ level.</p> <p>The software will have Reports module to generate various customized reports for the Organization for reporting, monitoring and consolidation purpose.</p>

7.34 HIMACHAL PRADESH STATE INDUSTRIAL DEVELOPMENT CORPORATION

7.34.1 Organizational Details

The Himachal Pradesh State Industrial Development Corporation Limited (HPSIDC) is the major agency for promotion and establishment of industrial units in Himachal Pradesh. Registered under the Companies Act 1956, HPSIDC is fully owned by the Government of Himachal Pradesh. HPSIDC is also the major State level Financial Institution and provides long term loans for industrial projects in the State.

7.34.2 Goals and Objectives

The main goals of the corporation are:

- Stimulate industrialization in Himachal Pradesh
- Promotion, development and financing of industries
- Development of industrial infrastructure
- Facilitator / providing guidance and assistance to entrepreneurs

7.34.3 Summary of Key Processes





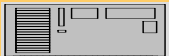

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HP State Industrial Development Corporation						
1	Receipt of application and Thresh hold analysis	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Conducting Appraisal	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3	Discussion on Draft appraisal	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4	Consideration of appraisal report by competent Authority	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5	Preparation of tenders	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6	Loan Accounting		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	Plot Allotment	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
8	Establishment –Accounting	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
9	Civil Engineering support	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

7.34.4 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Tally Software	Tally system for Loan accounting System is used in the Organization. It generates reminders for list of payments due for the month. The System is able to record the loan details corresponding to each borrower, their payment schedule, generation of ledgers, balance sheets from the account details.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Tally is used for Account Management system. Electronic Database on clients and their loan details are stored in SQL database				
Connectivity 	No connectivity between offices				
Infrastructure 	Few independent computers available. No server available.				

7.34.5 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
HPSIDC	
Group Applications	
Works Management System	

Recommended Initiatives	Brief Description
Departmental Applications	
Wave I	
Up gradation of Loan accounting system	<p>The present accounting package is not able to generate balance sheets and Profit and loss account from the present existing software. It is therefore envisaged that existing software be enhanced to automate generation of balance sheet and Profit & Loss Account. The other Accounting requirement which has evolved over the time, need to be facilitated through this software upgradation.</p>
Project Finance System	<p>Appraisal Management: This module would be capable of generation of proposals, preparation of sanction letters, tracking repayment schedules and analysis of quality of loan portfolio etc.</p> <p>Legal Management: This module will generate draft agreements and documentation based on the user inputs. It will provide check list of documentation and would maintain the formats of standard agreement documents, status of files and corporate legal database for handling various activities.</p> <p>Recovery Management System</p> <p>Recovery Management: This module would provide basic data on units; keep track of postponement, deferment, re-fixation and re-schedule of recovery cases. It would also be capable of monitoring of status of defaulters based on criteria of districts, type of industry etc</p>

7.35 HIMACHAL PRADESH FINANCIAL DEVELOPMENT CORPORATION

7.35.1 Organization Description

Himachal Pradesh Financial Corporation (HPFC) was established in the State under the Central Act, viz. The State Financial Corporations Act, 1951, with the basic objective of promoting and developing small scale and medium scale industries in the State. The Corporation caters to the requirements of the entrepreneurs by providing term-loan to small and medium scale industries, hotel, Micro Hydel project for creation of assets, viz., land, building and machinery. It also provides working capital term-loan to the industrial units on competitive terms.

A number of financial assistance schemes for the benefit of the entrepreneurs such as assistance for marketing activities, equipment finance, special schemes for assistance to ex-servicemen, single window scheme, etc.

7.35.2 Goals and Objectives

The goals and objectives of the Organization is to spread focus on industrialization in semi urban areas, rural and backward areas of the State.

7.35.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
HP Financial Development Corporation						
	Sanction of Loan					
1	Receipt of applications with required documents	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
2	Study of the proposal by the scrutiny committee	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
3	Conduct the Project Report Profitability	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4	Projects with Investment of more than Rs 50 lacs are sent to advisory committee	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
5	Projects with investment of less than Rs 50 Lacs are evaluated by HPFC committee headed by MD	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6	Issue of Sanctioned Letter	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
	Disbursement of Loan					
7	Receive loan file and sanction letter	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8	Checking of Compliance of terms and condition of loan	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
9	Receive customer request and release of commitment letter	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10	Preparation of Disbursement note	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
	Recovery of Loan					
11	Issue of Demand notice to borrower	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12	Review by HOD and subordinate offices	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
13	Plan monitoring and inspection of units	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
14	Forwarding of Cheques to accounts section	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
	Accounting					
15	Accounting –Recovery of Loans		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
16	Accounting –Establishment		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

7.35.4 Key Challenges Faced

- Web Enablement of Existing account system to enable borrowers to view status of their respective loan accounts through internet
- Absence of Status monitoring of each loan application starting from sanction to disbursement to recovery.







7.35.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Financial Accounting System	The system is able to keep details on loan disbursements, asset evaluation of borrower. Besides this, the software is able to generate trial balance, cash flow statement, and balance sheet and profit and loss

	statement of all the accounts. The system runs on Microsoft Server and has Oracle v9 as database and visual basic as a front end tool.
Loan Accounting System	Loan accounting system captures loan transactions and reports on financial ledgers of each and every account .It also provides history of disbursement, transaction and outstanding of each client. The solution is also capable of generation of MIS reports. Presently both the application run on a single server and both the applications run on Microsoft operating system and Oracle Database.
Pay Roll System	The pay roll system has details of employees (like Basic, HRA and Employee ID) and is capable of automatic generation of salary slips and deduction of Provident fund and Taxes.

▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	<p>Following applications are running in the Corporation:</p> <ul style="list-style-type: none"> ▪ Pay Roll System ▪ Loan Accounting system ▪ Financial Accounting system <p>They have an electronic database in Oracle. The database is used for both Financial and Loan account Management system.</p>				
Connectivity 	10 computers are connected through LAN. Only few computers have access to broad band connectivity.				
Infrastructure 	10 computers are connected through LAN. These computers use Microsoft as operating system. There are about sixteen terminal computers that are presently on Unix platform.				

7.35.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Himachal Pradesh Financial Corporation	
Departmental Applications	
Wave I	
Credit and Project Finance Management System	<p>Credit and Project Finance Management System will automate the business processes for project financing activities of the Organization. Various data analysis requirements and report generation needs will be catered by this application software. The processes for credit approval, generation of report based on different parameters will be handled by the software. The software will also have the functionality of status monitoring of each loan application starting from sanction to disbursement. The software will also have the below modules to handle the other functions:</p> <p>Appraisal Management: This module would be capable of generation of proposals, preparation of sanction letters, tracking repayment schedules and analysis of quality of loan portfolio etc.</p> <p>Legal Management: This module will generate draft agreements and documentation based on the user inputs. It will provide check list of documentation and would maintain the formats of standard agreement documents, status of files and corporate legal database for handling various activities.</p> <p>Recovery Management: This module would provide basic data on units; keep track of postponement, deferment, re fixation and reschedule of recovery cases. It would also be capable of monitoring of status of defaulters based on criteria of districts, type of industry etc</p> <p>Auctioning Module: This module would automate the process of auctioning of properties /Units. It would help in proper information dissemination of the auctioning rates among the buyers with interface with the internet</p>

Recommended Initiatives	Brief Description
Wave II	
Replication of the developed application to sub offices and branch offices of HPFC	Replication of the software at the branch offices of HPFC. This would provide a single window system for all business critical information system across the State.
Web based enablement of existing Loan Accounting System	The existing Loan Accounting System need to be upgraded to a Web enabled version. This will enable accessing the software from multiple locations and allowing the borrowers /clients to check their status of their loan accounts through web.

7.36 FINANCE AND PLANNING

7.36.1 Departmental Details

The planning determines the State Plan priorities, fixes overall plan size, earmarks funds for various components and formulates Five Year and Annual Plans. They also carry out project appraisal / review of plan schemes and evaluation of important schemes / projects. They have a Head Office in Shimla and ten district offices for decentralized schemes under the control of District Commissioner. The Finance department looks after the receipt and payment of state revenue .They also look after the accounting of the expenditure and receipt. There are about one hundred field level offices across the twelve districts of Himachal Pradesh.

7.36.2 Goals and Objectives

The Planning department aims to make a balance between allocation, utilization and fiscal management along with proper budgetary provision as per the State goals. The Finance department goal is to monitors the complete outlay of plan and non planned expenditure to different departments and controlling of the same.

7.36.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Finance & Planning Department						
	Finance					
1	Salaries Disbursement of all the employees of line department		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
2	Pension Disbursement of the state government retirees		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
3	Submission of Bills from respective line department to treasury officer	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
4	Deduction from the allocated budget		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
5	Generation of Payment order		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
6	Issue of Payment Order to the bank	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
7	Transfer of money to different heads		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
8	Custody of Judicial and Non	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
	Judicial papers /Government Valuables					
9	Accounting of different heads		✓	✓		
	Planning Department					
1	Collection of Plan from Respective HOD	✓		✓		
2	Discussion of the plan with Joint Directors, Secretaries and MLAs	✓		✓		
3	Submission of plan to planning commission	✓		✓		
4	Approval of modified plan by sector specialist and Directors	✓		✓		
5	Budgeting	✓		✓		
6	Approved outlay is given to line departments for internal budgeting	✓		✓		
7	Monitoring of line Departments	✓		✓		
8	Evaluation of schemes	✓		✓		

7.36.4 Key challenges Faced

- There is no information dissemination between treasury department and planning department to track expenditures on daily basis from the respective line departments
- Work flow automation system had been developed .However in the absence of process reengineering the electronic system was not able to replace the existing manual system and hence the IT initiative failed.




7.36.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
On Line Treasury Information system	The system is capable of generating Payment orders to bank and Deduct the corresponding money from the budgetary entry. The system is capable of consolidation of all the details of expenditures under different heads on

		daily basis. The system is also capable of sending daily reports to Auditors general office.
Financial system (Under Development)	Accounting (Under Development)	<p>Presently the system is in SRS Stage. There would be a linkup between the internal accounting of the department with treasury department.</p> <p>The system would be capable of on line information dissemination on internal budget allocation from respective Heads of department to the sub treasury office of the block</p>
E-Salary (Under Development)		The system is under development and would be operational by October 2007. The system would be capable of automatic centralized salary processing across the State
E Pensions		The system is capable of processing payments/Pensions to all the retired government officials. The e-pension application came into inception in August 2006 and is running on SQL database server.

▪ Current E-Readiness

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Department is using On line Treasury Information system. Electronic database on various heads of respective line department is available on SQL platform		<input checked="" type="checkbox"/>		
Connectivity 	No connectivity between offices	<input checked="" type="checkbox"/>			
Infrastructure 	There are about two to three computers without any LAN connectivity at each of the eighty five offices at sub treasury level. Similarly there are about twenty computers at each of the ten district offices	<input checked="" type="checkbox"/>			
Manpower	Data entry operators (outsourced) available	<input checked="" type="checkbox"/>			

7.36.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Finance and Planning Department	
Departmental Applications	
Wave I	
Linking of Planning Department with On line Treasury Information System	The present treasury accounting system needs to have a dynamic linkage with the planning department. This would help in on line information dissemination on expenditure of various line departments on daily basis to the Planning Department.
Connectivity between the various treasury offices	There is an inherent need to connect various offices at sub treasury and treasury level to promulgate transfer of daily accounts. This would alleviate the delay due to offline data transfer from one office to other.

7.37 LABOR & EMPLOYMENT

7.37.1 Departmental Details

The Labor and Employment department has two major wings called as Labor Wing and Employment Wing. The Labor wing is responsible for the implementation of Central as well as State Labor Laws (28 laws in total) with a view to establish and maintain peace in the Industrial Disputes. The wing also looks after the industrial disputes and registration and licensing of factories to ensure safety of workers. The Employment wing is responsible for registration, sponsoring and for guiding interested candidates in the State. The wing also collects information related to employment market in the State. The employment wing is also responsible for the implementation of Employment Exchanges Act 1959 and Persons with Disability Act 1995.

7.37.2 Goals and Objectives

The key objectives of the department are:

- To ensure effective implementation of various Central and State Labor Laws
- To ensure cordial industrial relations between workers and management by effectively stopping and sorting out industrial disputes
- Providing employment opportunities to the interested candidates in the State by proper registration and sponsoring services
- Providing vocational guidance to interested job seekers

7.37.3 Summary of Key Processes

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
Labor and Employment Department						
1.	Registration of jobseekers		<input checked="" type="checkbox"/> Partially	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Maintenance /updating of profiles of jobseeker.		<input checked="" type="checkbox"/> Partially	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
3.	Providing skilled manpower to the industries		<input checked="" type="checkbox"/> Partially		<input checked="" type="checkbox"/>	
4.	Notification of vacancies	<input checked="" type="checkbox"/> Partially			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5.	Career counseling and guidance	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
6.	Issuance and renewal of Licenses for: ▪ Factories	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	

	Key Processes	Manual	Automated	Service Facing		
				Admin	Business	Citizen
	<ul style="list-style-type: none"> Contractors Shops 					
7.	Registration of trade unions	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
8.	Complaints and Court cases	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

7.37.4 Key Challenges faced

The key challenges faced by the Department are as follows:

- To check that jobseekers could not be able to register themselves at more than one Employment Exchange
- Providing employment opportunities to citizens in the State
- To effectively resolve issues between labors and management
- To effectively implement the Central and State Labor laws








7.37.5 Current E-Readiness of the Department

▪ Current IT initiatives in the Department

Initiatives	Brief Description
Employment Exchange Management System	The department is in process of implementation of the an application software for automating few of the employment exchange functions. It is currently running in few Employment Exchanges (Shimla, Mandi, Dharamshala, Kullu, Chamba, Hamirpur and Una). The application is standalone and currently handles functions like registration of profiles etc. It is not web based as of now.
Job Portal	The department has launched a Job Portal to cater to the private sector manpower requirements. Registered employers are provided information related to eligible registered jobseekers online through this job portal. The portal also provides employers with advanced search facilities for profiles of the suitable candidates etc
Application for automating License issuance and renewal process	An Application is in the process of development for automating the License issuance and renewal process of Labor wing. It is proposed to cater to the needs of Issuance and renewal of Licenses for Factories, Contractors and

	Shops and Labor ID cards will be issued.
Payroll	A Payroll application is implemented at Directorate and district level offices.

▪ **Current E-Readiness**

e-Governance Opportunity Area	As-Is Status	Phases in e-Governance Life-cycle			
		Phase I	Phase II	Phase III	Phase IV
Application 	Standalone applications such as EEMS are running in the department. SQL server is used for EEMS application.				
Connectivity 	LAN is implemented at the Directorate, 3 Regional Employment Exchanges (Shimla, Mandi and Dharamshala) and 7 District Employment Exchanges				
Infrastructure 	All the Employment Exchanges have 1 server and 2 PCs each. 12 Labor Officer offices and 33 Labor Inspector offices have 1 PC each.				
Manpower	Data entry skills available				

7.37.6 Recommended IT initiatives for the Department

Recommended Initiatives	Brief Description
Labor and Employment Department	
Departmental Application	
Wave I	
Up gradation of existing application – EEMS	The current application is standalone and currently caters for registration and updation of profiles and applications at the Employment Exchanges. The current system could be upgraded for web enablement and for provision of online

Recommended Initiatives	Brief Description
	<p>access/services to jobseekers and employers such as registration, updation etc.</p> <p>The system to be upgraded to create a market place for employers and job seekers with enhanced capabilities such as automated match-making, alerts, advanced search based on the exact skill/ experience of the job seekers etc.</p> <p>The system should be able to assist the department in analyzing the registration data such as category wise registration (SC/ST, qualification wise, age wise, profile wise etc.) and to generate periodic returns (quarterly, monthly and annually)</p>
Wave II	
Industrial Dispute Reference System	<p>This is major a function of the department and this system could facilitate the department in electronically sending Reference of Disputes to the Labor Courts. This could cut down paper work and time consumption drastically.</p>

8 E-GOVERNANCE BLUE PRINT

8.1 E-GOVERNANCE BLUE PRINT FOR HIMACHAL PRADESH

The Blueprint is a depiction of the outcomes of Visioning and Strategic Planning Processes, setting out the Big Picture of the key target areas of e-Governance initiatives and their relationships. It's essential to use it as a communication tool that hides the complex details of the internal workings of the initiatives and provides a snapshot of the approach to which all the stakeholders could relate to.

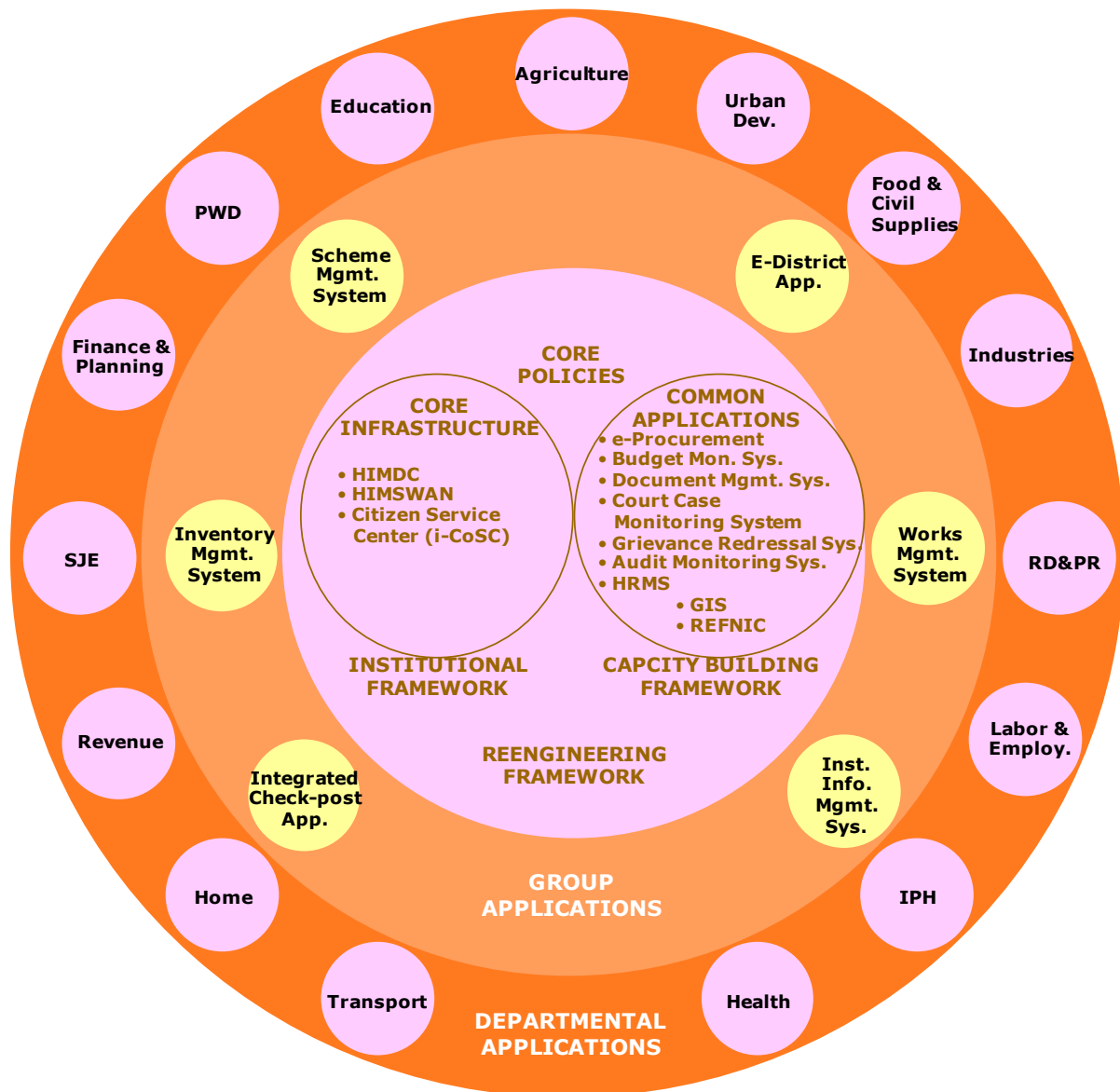


Exhibit 27. e-Governance Blueprint – The Big Picture

The Core of the Big Picture comprises of Institutional framework, Reengineering Framework and Capacity Building Framework interfacing seamlessly with Core Policies, Core Infrastructure and Common Applications. The objective of the Core area of the structure is to provide an overall direction, standardization and consistency across all initiatives and which can be used by all the departments of the State as a backbone.

Service Delivery Channels would form a part of the Core infrastructure in the form of Service Centers (i-CoSC), Web Portals which would efficiently deliver various Governmental Services to citizens and businesses across the State. These delivery centers would simultaneously cater to a number of departments and would actually act as the Front-end of the architecture described above.

The next layer comprises of Group Applications interfacing with more than one department of the State. These applications would be in the form of Scheme Management System, Grievance Redressal System, Inventory Management System, Geographical Information System and Works Management System.

The final layer would comprise of the Departmental Applications of the prioritized departments. As per the figure shown above, Departmental Applications and intranets would form the outermost layer of the e-Governance architecture.

8.2 PRIORITIZATION OF DEPARTMENTAL INITIATIVES

8.2.1 Prioritization Framework

The process of identification and prioritization of e-Government opportunities provides assurance that the requirement of resources for e-government are appropriately estimated and optimally used and e-Government initiatives are optimally timed, to produce significant impacts in an appropriate time-frame. It also enables planning for integration /interfacing among applications. This section presents the process and framework for identification and prioritization of e-Government opportunities.

Identification and prioritization of IT initiatives:

A study of major sectors/departments has been carried out to understand for each sector the development mission, objectives, challenges and priority action areas for the sector. Major services and processes have been identified. ICT initiatives currently in place or underway have been examined. Required ICT initiatives have been identified in discussion with the key functionaries of the departments. These initiatives typically,

serve the development objectives, address major challenges, and provide improved service levels/process efficiencies.

Identified ICT initiatives are prioritized using a criticality-feasibility framework, resulting in the categorization of ICT initiatives into 4 categories – Target, Pursue, Permit and Defer. The framework is described in the following sections.

Dimensions of criticality and feasibility:

The **Criticality-Feasibility approach** has been used to prioritize ICT – Initiatives. Two factors have been selected to represent the criticality dimension:

- Intensity of felt need, reflected in the anticipated contribution to good governance and to the achievement of development objectives.
- Alignment with other state or national ICT initiatives. An ICT initiative identified under the NeGP as a mission mode project for states would score high on criticality. Also, if the project complements or supplements other state level ICT initiatives, it scores high on criticality.

The Feasibility dimension reflects the do-ability of the project, and is based on the following five factors:

- Availability of successful examples elsewhere and suitable software products. Initiatives already in place elsewhere, or availability of suitable standard configurable software products / packages.
- Availability of data inputs: Initiatives where input data of acceptable quality is easily available, are more do-able. On one other hand, cases where processes for gathering data have to be strengthened, score lower.
- E- Readiness of the sector: availability of essential ICT infrastructure and skills at all required layers in the system. Infrastructure refers to computing, local area networking, and wide area networking / Internet access
- Safety (low risk) perception: The perception of failure points/ dependencies, and impact of failure. Example: If a project uses untried technology, it would have high risk. If a failure of the project is associated with high economic, social or political costs, it would score lower on safety. If a project requires major process reengineering improvement and change management, it would be high-risk, unless a well-thought through change management strategy is put in place.
- Cost / Benefit perception: A reflection of the level of benefits, relative to the cost of implementation.

Scoring and Categorization of E-Governance Applications:

- Scores out of 5.0 were assigned to each major ICT initiative along the criticality and Feasibility dimensions. Scores are on the basis of discussions with key persons, backed by facts to the extent possible. An average score was then worked out for each dimension.

- Based on its scores on criticality and feasibility, each ICT initiative has been placed in the following grid

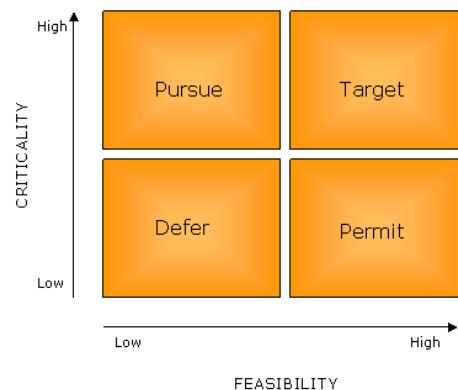


Exhibit 28. Prioritization Framework Matrix

Target: Initiatives with high criticality (Score >3.5) and high feasibility (Score >3.5).

Action areas for target initiatives are:

- Immediate initiation of study if not already initiated.
- Focused attention and project management if already initiated.
- Intensive effort for Scope/ Costs Estimation.
- Funding strategies to be immediately worked out [Through budgets, PPPs, Accessing funds from GOI / External Agencies].

Pursue: Initiatives with high criticality but relatively low feasibility mainly for reasons of lack of readiness, including /E –readiness / Risk.

Action areas for 'Pursue' are: -

- Initiation of scoping study and GPR study, followed by.
- Conduct of change management exercises – generic and specific.
- Plan for pilot / proof of concept implementation.

As a general rule the proof of concept pilot should be complete within one year from initiation.

Permit: These initiatives score relatively lower (< 3.5) in criticality. However, they are more easily done, as the resources / effort requirements are relatively lower. In some cases they can leverage a larger initiative already planned in place. In others ready-to-use software products are available for use, and can be easily installed. These do not require major project management efforts.

Action areas for 'Permit' are: -

- Initiate through a small project.
- Fund small initiatives that are already in place for improvements.

Defer: These initiatives at present have low criticality and low feasibility.

Action areas for 'Permit' are: -

- Initiate through a small project.
- Fund small initiatives that are already in place for improvements.

It would be pertinent at this point to reiterate that the scores and prioritization are open to further refinement on the basis of new insights / concerns expressed.

Characteristics of selected applications:

Projects selected for top priority implementation have one or more of the following characteristics:

- Common use in several departments; or common use across sector/group members
- Direct interfacing with citizens for several important services covering several departments
- Direct interfacing with businesses for several important services
- Serve critical needs of departments for improving efficiency

8.2.2 Prioritization Matrix

Based on the criterion mentioned above, the rating was carried out for criticality and Feasibility. The departments/Directorates were segregated into Sectors, to relate their importance with the overall socio-economic needs of the state. Thereafter based upon the above-mentioned criterion, the Priority/ Action Strategy for the department/directorates have been identified.

	Sector	Criticality (0-5)	Feasibility (0-5)	Priority of Department Application
1.	Transport	5	4	Target
2.	Urban Development	5	3.5	Target
3.	Revenue	5	4	Target
4.	Industries	3.5	2.5	Pursue
5.	Social Justice & Empowerment	4	3.5	Target
6.	Rural Development & Panchayati Raj	5	3.5	Target
7.	Excise and Taxation	3.5	3	Pursue
8.	Irrigation & Public Health	3.5	3.5	Target

9.	Labor & Employment	5	3.5	Target
10.	Health	4.5	4	Target
11.	PWD	3.5	3	Pursue
12.	Food & Civil Supplies	5	3.5	Target
13.	Home	5	4	Target
14.	Finance & Planning	4.5	4	Target
15.	Co-operatives	3	3.5	Permit
16.	Agriculture	5	4	Target
17.	Horticulture	3.5	3	Pursue
18.	Public Relations	3	3	Permit
19.	Town & Country Planning	3	3	Permit
20.	Education	4	4	Target
21.	Technical Education	3	3.5	Permit
22.	Animal Husbandry	4	3	Pursue

Exhibit 29. Prioritization of Directorate/Department

High Priority Departmental Application

The above-mentioned departments/directorates, which have been identified as target for e-Governance, have to be taken up by the State for implementation at an immediate phase. The immediate action under NeGP, is to prepare a DPR for such projects. The DPR should contain a detailed study of the department, detail down the identified initiatives, provide a detail scope of work, identify process changes, technical solution, hardware required, total cost of the project, institutional mechanism/capacity building etc and send it to DIT, GoI for funding.

8.3 INTEROPERABILITY OF DATABASES

This section identifies the critical databases that can be utilized by multiple departments. The ownership of these interoperable databases may be vested with either one or multiple departments (with ownership of specific data fields with different departments). To set up such interoperable database a thorough Process Reengineering exercise would be essential. It is suggested that the State e-Governance Mission Team would formulate the strategy for formulation of these database and the implementation strategy for the same. The State level nodal agency will take the responsibility of designing these

databases and identifying the processes with close coordination of all the departments involved in owning and accessing information for such databases. This interoperability of critical databases may help the State Government in gaining the following key advantages:

- Real time / quick information sharing and interaction between departments
- Common database instead of current multiple databases in multiple departments
- Accurate, up-dated, single database for similar information
- Lesser cross verification needs
- Will do away with multiple versions of same information from different departments
- Deriving synergies
- Greater coordination between departments

Few of the major interoperable databases identified for the Government of Himachal Pradesh are as follows:

Database	Key Data / Service Availability	Departments Involved (Indicative)
Vehicle Database	<ul style="list-style-type: none"> ▪ Vehicle details <ul style="list-style-type: none"> ○ Owners data ○ Registration data ○ Vehicle data (model, chassis no. etc.) ○ Challan details ○ Tax data ○ Permits etc. ▪ Stolen / recovered vehicles 	<ul style="list-style-type: none"> ▪ Transport Department ▪ Home (Police)
Check Post Database	<ul style="list-style-type: none"> ▪ Incoming / outgoing vehicle details ▪ Goods carried ▪ Tax and duties details 	<ul style="list-style-type: none"> ▪ Excise & Taxation Department ▪ Transport Department ▪ Forest Department
Citizen Database	<ul style="list-style-type: none"> ▪ Birth/ Death Registration details ▪ Census Details 	<ul style="list-style-type: none"> ▪ Rural Development and Panchayati Raj

	<ul style="list-style-type: none"> ▪ Electoral and Category wise details <ul style="list-style-type: none"> ○ Backward Class ○ Under-privileged ▪ Beneficiary, incentives and eligibility details for various schemes 	<ul style="list-style-type: none"> ▪ Health Department ▪ Social Justice & Empowerment ▪ Food & Civil Supplies Department ▪ Other departments with specialized schemes for various categories of citizens
Budget Database	<ul style="list-style-type: none"> ▪ Major head wise budget allocation details of each department ▪ Major head wise budget utilization details of each department 	<ul style="list-style-type: none"> ▪ Finance & Planning ▪ All State Government Departments
Land Records Database	<ul style="list-style-type: none"> ▪ Details of Land records data of the State ▪ Data related to inventory of Government Land ▪ Issuance of Certificates ▪ Monitoring of land use patterns ▪ Town Planning 	<ul style="list-style-type: none"> ▪ Revenue Department ▪ Town & Country Planning ▪ All other departments who need to know these details due to various reasons such as purchase of land, site details etc.

The list of probable interoperable databases provided above is indicative in nature and the State Government may modify and finalize the list after considering the requirement and practicability of these databases.

9 CONCLUSION

The pertinent need of the hour for Himachal Pradesh is to move from the phase of Information dissemination to interaction and transaction. Collaboration and cooperation at local, regional and national levels, as well as between public and private organizations, are absolutely essential elements in the e-Government development process. A high level of participation by citizens and knowledgeable civil servants backed with strong leadership at the political and administrative level is necessary to take e-Governance to the grass root level. And finally, e-governance is not about software and hardware, but about people and processes.

It is expected that Government would make the proposed roadmap a part of its enabling mechanism for disseminating IT in all sectors of Governance and making citizen services more efficient & transparent. The Roadmap gives the IT vision to the State, at the top most level which will help IT evolve as a priority and a core area in Governance.

The e-Governance Roadmap shall go a long way in fulfilling the IT ambitions of the State and shall help it in achieving leadership position.

Annexure I: Key Highlights of IT Policy of Himachal Pradesh

The Aspirations

The aspirations of the IT policy of Himachal Pradesh are based on 6 E's i.e. Education, Employment, Entrepreneurship, Electronic Governance, Economy and Equality.

The Objectives

- ❑ **Investment in IT Sector:** To encourage and accelerate the investments and growth in IT hardware, software, training, IT enabled services, telecom, e-commerce and related sectors in the State
- ❑ **IT in Education:** Encourage the use of Information Technology in schools, colleges and educational institutions in the state of Himachal Pradesh, so as to enable students to improve their skills, knowledge and job prospects and enable them to obtain employment in this sunrise industry. (Note: Hundreds of middle, high and senior secondary schools have already been computerised and computer aided learning is being provided besides imparting basic skills in operating computers)
- ❑ **IT in Industry:** To use IT effectively in industries especially where the State has competitive advantages, for making such industries more global and help them to generate additional revenues; to diversify the local industries into being web-enabled and attract IT companies from elsewhere in the country and the world
- ❑ **E-Governance:** To use IT in the process of Government functioning to bring about Simple, Moral, Accountable, Responsive and Transparent (SMART) governance to its citizens
- ❑ **IT for Social Equity:** To utilize the power of Information Technology in the overall goal of improving healthcare; empowering women, rural & tribal communities as well as economically weaker sections of society. The ultimate aim is to enhance social equity and justice
- ❑ **IT for Employment:** To use Information Technology for generating additional employment for the new digital economy and governance
- ❑ **IT Infrastructure:** To provide adequate infrastructure in the state, so that the IT sector can flourish and also to facilitate citizens of the state to use IT for a better quality of life
- ❑ **Localization:** To facilitate localization of software, so that benefits of IT could percolate not only in the English language, but also in Hindi
- ❑ **E-Tourism:** To use IT for heralding world class E-Tourism in the State

- ❑ **Venture Capital and Incubation Engine:** To unleash the Himachal Pradesh incubation engine thereby promoting entrepreneurship, increasing foreign exchange earning and increasing IT's contribution to the State GDP

Annexure II: Definition of Phases of e-Readiness

e-Governance Opportunity Area	Phase I	Phase II	Phase III	Phase IV
Application	Information: Website, e-mail etc. and Database in standalone systems in flat files / DBMS	Individual applications working on standalone systems/ LAN catering to one or many functions of the department and standalone databases on RDBMS working on local LAN	Application available for access within department and/or with other departments	Facility available for citizens to apply online
Connectivity	Standalone	LAN available at offices	SWAN available (through dial-up / leased lines)	Redundant connectivity or other connectivity options available
Infrastructure	In-adequate infrastructure (Hardware & system software)	Adequate infrastructure available	Data access at local level	Highest level security standards in tune with state's security and standardization policies implemented to cope up with all kinds of eventualities
Manpower	Data entry operators available	Basic level programming skills	System administrators	Self-sufficient team to handle the whole IT system