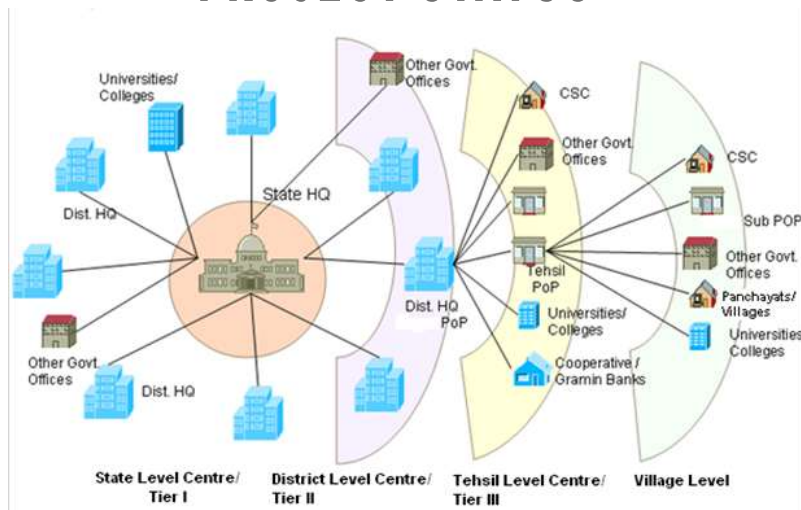




**Government of Himachal Pradesh  
Department of Information Technology**

# PROJECT STATUS

- HRTC online Ticket Booking was selected as Finalist in Microsoft e-Governance awards 2007
- 1st prize at ELITEX 2008




- India Tech Excellence Award 2008 for SWAN
- HP ranked second after Tamil Nadu in Dataquest-IDC 2008 survey

**Core IT Infrastructure**

**September, 2013**

**Projects at State level (Design, Development and Implementation)**

Project Name/ Description	Implementation Status
	
<p><b>1. Himachal State Wide Area Network (HIMSWAN)</b></p> <p>To accelerate the growth and use of Information Technology, HIMSWAN has been established to provide connectivity not only to Government Offices across the State but also to the Citizens, over a period of time, rapid narrowing of digital divide and promoting all pervasive use of IT in all matters of the State. HIMSWAN has been established with a minimum of 2 Mbps connectivity down to the block level through the Public Private Partnership (PPP) model. M/s HP India Sales Pvt. Ltd. has been awarded the contract to work as HIMSWAN Operator to establish the network and operate the same for a period of five years i.e. up to May 25, 2013. The HIMSWAN bandwidth may increase in future depending upon the utilization of the existing bandwidth. By setting up HIMSWAN, the State Government intends to modernize the communication infrastructure in the State to create a state of the art and reliable network for G2C, G2E, G2B and G2G interfaces</p>	<p>Total 132 Points of Presence (PoPs) have been established. Status of PoPs is as follows:</p> <ul style="list-style-type: none"> <li>• All POPs are operational</li> <li>• Till date 1350 government offices across the State are provided connectivity</li> <li>• Third Party Audit Agency (TPA) is monitoring the Service Levels being adhered to by the HIMSWAN Operator</li> </ul>
<p><b>2. State Data Centre (SDC)</b></p> <p>Under National e-Governance Plan (NeGP), State Data Center (SDC) has been identified as one of the core supporting components to consolidate services, applications and infrastructure to provide efficient electronic delivery of Government-to-Government (G2G), Government to Citizen (G2C) and Government to Business (G2B) services. These services can be rendered through common delivery platform seamlessly supported by core connectivity infrastructure such as State Wide Area</p>	<ul style="list-style-type: none"> <li>• Building of State Data Centre (SDC) is being constructed at Mehli and the necessary infrastructure required for setting up of SDC is being constructed by HIMUDA and is ready.</li> <li>• RFP has been floated for selection of SDC operator. Pre-bid meetings have been held twice. Accordingly, corrigendum is being prepared.</li> </ul>

Network (HIMSWAN) and Common Services Centre (CSC) connectivity extended down to Panchayat level. DIT HP is building the State Data Centre for the all the Government Departments of Himachal Pradesh. The SDC project would be setup through Public Private Partnership (PPP) model. The selected agency, named as SDC Operator, would setup SDC and operate & maintain the same for a period of five years.

- Date of Go-Live of SDC: Six months after signing of agreement with the successful bidder.



## Litigation Monitoring System

### 3. Litigation Monitoring System (LMS)

<http://hp.gov.in/lms>

the Department of Information Technology has developed generic software for monitoring of court cases at departmental level. Using this software, Administrative Secretaries/ HoDs can easily monitor the status of the court case such as number of pending cases, timely filing of reply, personal presence required in a case, present status of case(s) etc. A separate module has been developed for Advocate General Office to update the status of cases or to enter new cases in the LMS software.

- The cases listed in the Hon'ble High Court has been entered in the software.
- Advocate General Office is updating the status of cases on daily basis.
- New features have been incorporated in software like sending intimation to the ADs/ HODs/ Nodal Officers of concerned Department via e-Mail, Mobile No. and automatic generation of letters while entering the case details of concerned department.



## Revenue Court Monitoring System

### 4. Revenue Court Case Monitoring software (RCMS)

<http://hp.gov.in/rcms>

Revenue Court Case Monitoring software is developed by the Department of Information Technology for the use of Revenue Courts at Division, District, SDM & Tehsil level. The system is very useful as it captures the routine proceedings of revenue courts, interim orders and Judgments. The details of the cases are made available online for the general public. The citizens can now check the status of their cases online, see cause list and download interim orders/ judgments. About 20 reports, as per the requirements of Revenue Courts, can be generated through this software.

- 237 Nos. of Revenue Courts are using RCMS software and 174 Nos. of Revenue Courts are uploading judgments in RCMS.
- The citizens can now check status of their cases online, see cause list and download interim orders/ judgments at <http://hp.gov.in/rcms>.



Department Of Information Technology  
Government Of Himachal Pradesh

Online VC Booking

### 5. Video Conferencing Based Distance Learning Facility Project for HIPA

<http://hp.gov.in/vcbooking>

The project aims at creating Video Conferencing facility for providing training to panchayat secretaries and elected members at block level. It will reduce the travel time, manpower requirement and at the same time, more number of participants can attend the training programme. All the blocks are covered under this project including two

- Video Conferencing setup is being utilized in 80 locations across the State.
- All Block Development offices are having VC facility.
- Various departments are making use of this facility for official purposes.

Panchayati Raj Training Institutes (PRTI) and HIPA.



## 6. Computerization of HP Board of School Education

This project aims at automating the activities of HP Board of School Education. The schools/ candidates can submit online applications for various examinations conducted by the Board. The generation of roll numbers, allocation of centres, processing of examination and preparation of result would be done through this software. Human intervention would be minimized to speed up the whole examination process and reduce errors. The Project is being implemented on turnkey basis using Public Private Partnership (PPP) model.

- M/s Vayam Technologies has been selected as implementing agency to develop software, supply necessary hardware, establish LAN and operate & maintain the project for a period of 3 years.
- Till date out of total 18 modules, 15 have been developed and available on the portal.
- Necessary hardware and software has been delivered as per the specifications.

## 7. Video conferencing Facility in District Courts & Jails

The Department of Information Technology established video conferencing facility at 4 Courts (Shimla, Mandi, Bilaspur, Kullu) and 4 Jails (Kanda, Mandi, Bilaspur, Nahan) in the first instance so that trial of accused can be held via Video Conferencing. The facility would eliminate the need for taking prisoners to court and with facilitate faster delivery of justice.

- A tender was floated for selection of the Implementing Agency (IA) for the supply, installation and operation & maintenance for a period of five years of the VC equipment to be deployed at various locations of Courts, Jails. The same has been awarded to M/s Bharti Airtel Services Ltd.
- Request from other departments are also being received for setting up of VC facility.

- HMIS has been successfully implemented in IGMC Shimla through CDAC.

### 8. HRTC Ticket Booking through Touch Screen Kiosk

The Department of IT has developed software for booking HRTC Ticket using Touch Screen Kiosk. Using this facility, passengers can now book ticket of all the long route buses using Credit/ Debit Card or through Internet Banking.

- Software is implemented in New Bus Stand Shimla.
- Application has been integrated with PNB Payment Gateway



### 9. e-Depatch

<http://hp.gov.in/ed>

E-Despatch is an electronic mean to dispatch official letters. It is a web based software designed & developed specifically for the dispatch section of the government departments to send letters electronically through Fax/ E-mail/ and store online for future reference. SMS alerts also can be generated through this software to intimate field offices in advance to check their email/ e-Despatch portal for urgent message/ order. The advantages of the e-Despatch s/w are:

- i. Fast delivery and instant receipt of letters
- ii. Reduce Stationery and printer consumable costs
- iii. No postage costs
- iv. Archival of data/ letters online on server
- v. Reduced labour cost
- vi. Elimination of Human Error

- The application has been implemented successfully in HP Secretariat with two way communication.
- All Departments/ Boards/ Corporations/ DCs are receiving letters through e-Despatch software.
- Till date 1,08,267 letters has been dispatched through e-Depatch software
- Working on new MIS i.e. E-Office of NIC Shimla, which is same as E-Despatch, to be rolled out in Departments and All DCs Office for two way communications.

**10. Computerization of 5 Welfare Corporations**

<http://hp.gov.in/dsjie>

The IT Department has undertaken the project under SCSP Plan to computerize 5 Welfare Corporations under Department of SJ&E to facilitate weaker section of the society and provide online information. These Corporations are SC & ST, Backward classes, Women Development, Minority and Handicap Fin. & Dev. Corporation. The project is being implemented in PPP model.

- Contract has been awarded to M/s Corpus Software (P) Ltd.
- The application has been launched on 17th Sept., 2012 and is live for Minorities and Handicapped Corp., Shimla and SC/ST & MVN Corp., Solan.
- Presently Data Entry-digitization, verification and migration activity for the accounts of year 2011-2012 & 2012-13 is in process along with change management activity. Customized DCB reports are being developed as per the HPMFDC Shimla request.

**11. Common Service Centre (CSC)**

<http://hp.gov.in/csc/>

The Common Service Centers (CSCs) scheme in Himachal Pradesh proposes to establish 3366 CSCs at Panchayat level in the State. The scheme envisions CSCs as the front-end delivery points for Government, Private and Social Sector services to rural citizens at their doorsteps, in an integrated manner using Information and Communication Tools (ICT). The State Government has selected two Service Center Agencies (SCAs), i.e., M/s Zoom Developers Pvt. Ltd. for Kangra Division and Consortium of M/s Tera Software Ltd. and M/s GNG Trading Co. Pvt. Ltd. for Shimla and Mandi Divisions to setup 3366 CSCs in the State.

As per the information received from the SCAs 2970 CSCs have been rolled out till date where VLEs have been identified.

Presently, about 2200 CSCs are providing G2C Services Details of G2C till 30.09.2013 are as under:

Service Name	No. of Transactions	Revenue Generated
HPSEB Bill Collection	42,67,866	1,67,43,14,938
IPH Bill Collection	2,47,329	5,21,70,833
HRTC Tickets	7,431	54,09,485
BSNL postpaid Bills Collection	1,16,368	4,50,27,628
Nakal/Jamabandis	7,65,211	1,79,43,482

- Following Government services have been rollout through these Kendras:
  - HPSEB Electricity Bills Collection

- Issuance of copy of Jamabandi
- Grievance/ demand through e-Samadhan
- IPH Water Bills Collection
- BSNL Post-paid Bills Collection
- Issuance of HRTC bus Tickets
- Issuance of copy of Shajra Nasab
- Aadhaar letter Printing
- Printing of Admit Card.
- Agrisnet Advisories
- **4 following Services of Himachal Pradesh Public Service Commission**
  - I. Registration of Applicant
  - II. Filling of Application Form for one post
  - III. Filling of Chalan Form and Printout
  - IV. Print of Admit Card

**8 following Services of Excise & Taxation Department**

- V. Sign-up on portal
- VI. Filling of VAT & Allied services registration application
- VII. Downloading of check post declaration Form 26A
- VIII. e-return filling of VAT Act (where ITC is claimed from up to 50 dealers)
- IX. e-return filling of VAT Act (where ITC is claimed from more than 50 dealers)
- X. e-return filling of other Acts
- XI. Entry of date/ time of crossing HP borders with fully downloaded form 27
- XII. Submissions of suggestions / grievances

- **26 following services through State Portal and State Services Delivery Gateway:**

Department Name	List of Services
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I.	Election Department	Application of Inclusion of Name in Electoral Roll
II.		Application for Seeking Deletion of Name in Electoral Roll
III.		Application of Transposition of Entry in Electoral Roll
IV.		Application for Correction to Particulars in Electoral Roll
V.	Forest Department	Application for Relief for Injury Death by Wild Animals
VI.	Rural Development Department	Application for Issuance of BPL Certificate
VII.		Application for Registration under NREGS
VIII.		Application for work under NREGS
IX.	Sainik Welfare Board	Application for Old Age Financial Assistance
X.		Application for Gallantry Award Winners Monetary Grant OR Annuity
XI.		Application for Bus Pass for Award Winners and War Widows
XII.		Application for Employment of Ex Servicemen
XIII.	Department of Animal Husbandry	Application for Poultry farms
XIV.		Application for Ram Centre OR Sheep Breeding
XV.	Agriculture Dept.	Soil testing
XVI.	Department of Labour & Employment	Application for Registration of Establishments Employing Contract Labour
XVII.		Application for Contract Labour License
XVIII.		Application for Renewal of Contract Labour License
XIX.		Application for Registration of Establishments Employing Migrant Workmen
XX.		Application for License for Inter State Migrant Workmen
XXI.		Application for Renewal of Inter State Migrant Workmen License
XXII.		Application for Registration of Trade Unions
XXIII.		Application for Motor Transport Worker Registration

XXIV.		Application for Renewal of Motor Transport Worker Registration
XXV.		Application for Registration of Shops And Commercial Establishments
XXVI.		Application for Renewal of Shops And Commercial Establishments

More G2C services are being finalized like Employment Exchange Registration, Issuance of Learner's Driving License, Issuance of HRTC concessional passes, Cancellation of HRTC Bus Tickets.

## 12. Unique ID (Aadhaar)

The UIDAI's mandate is to issue every resident a unique identification number linked to the resident's demographic and biometric information, which they can use to identify themselves anywhere in India, and to access a host of benefits and services. The number (referred to until now as the 'UID') has been named as Aadhaar.

### Benefits of UID:

1. Aadhaar will become the single source of identity verification. Residents would be spared the hassle of repeatedly providing supporting identity documents each time they wish to access services such as obtaining a bank account, passport, driving license and so on.
2. By providing a clear proof of identity, Aadhaar will also facilitate entry for poor and underprivileged residents into the formal banking system and the opportunity to avail services provided by the government and the private sector.
3. Giving migrants mobility of identity.

- Project Awarded to: M/s Wipro Ltd, M/s IL&FS & M/s i-Grandee
- There are 68,56,509 residents in the State (Census 2011).
- **67,57,730** enrolments have been done till 11-10-2013 and **60,71,866** Aadhaar have been generated in the State.
- Following government services have been identified to be integrated with Aadhaar in the State, on pilot basis:
  - Authentication of beneficiaries under Public distribution System in Una District.
  - Authentication and disbursement of Social Security Pensions in Bilaspur District.
  - Authentication/verification of Seller during Property Registration in Hamirpur District under HIMRIS.
- Apart from this, Unique Identification Authority of India (UIDAI) has identified various schemes of various departments for Direct Cash Transfer of benefits to the beneficiaries bank accounts using Aadhaar based payment system. Later on these services will be integrated with Aadhaar number.
- In Himachal Pradesh, an amount of Rs.13.14 Crore (approx.) has already been transferred successfully into the Aadhaar enabled bank accounts of 18,706 beneficiaries under various schemes. In addition to the already

<p>4. Financial inclusion by using UID with deeper penetration of banks, insurance and easy distribution of benefits of government schemes etc.</p>	<p>identified Una, Hamirpur, Bilaspur &amp; Mandi Districts for DBT, Kullu and Solan Districts have also been identified for DBT from July, 2013 onwards. The Details of DBT carried out in the State till date under various Government Schemes is as under:</p>
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### Status of DBT

<b>DBT Detail</b>		
<b>Scheme-wise Total</b>	<b>DBT Transactions</b>	<b>Amount</b>
Swami Vivekananda Uttkrisht Chattravritti Yojana	806	80,60,000
Janine Suraksha Yojana	4	2,800
Indira Gandhi Matritva Sahyog Yojana	4562	64,36,720
Post Matric OBC	1598	1,28,80,074
Post Matric SC	3339	6,22,22,899
Post Matric ST	325	1,86,90,588
Pre Matric Minority	755	19,28,485
Top Class Education	26	15,73,341
Dr. Ambedkar Medhavi Chattravritti Yojana	636	63,60,000
MARIT CUM MINE	21	5,39,333
National Social Assistance Programme	6251	1,18,75,500
POST MATRIC MINORITY	13	58,965
SCHOLARSHIP SCHEMES OF UGC	11	1,04,000
ICSSR FELLOWSHIP	1	8,903
Unclean Occupation	358	6,62,300
<b>Total</b>	<b>18,706</b>	<b>13,14,03,908</b>

### 13. Payment Gateway

The State Government has setup online Payment Gateway facility for the payment of various government dues using electronic payment gateway. This facility is not only available to government departments, even utility organizations like HPSEBL/ MCs/ ULBs/ Boards/ Corporations can make use of this facility. The Citizens would be able to pay their bills/ dues online from anywhere and anytime. At the same time, the Government Departments/ Boards/ Corporations will receive their dues at a much faster rate.

- Payment Gateway has been implemented in HRTC Portal for online ticket booking through PNB.
- Central Government has come up with proposal of the centralized payment gateway and the process of integration with the centralized payment gateway is under process and the agreement regarding the same has been forwarded to Law Deptt. For vetting.



### 14. AGRISNET

<http://hpagrisnet.gov.in>

AGRISNET is a Mission Mode Project under National e-Governance Plan funded by Ministry of Agriculture, Government of India. It includes Government to Citizen (G2C) services of four departments, namely Agriculture, Animal Husbandry, Horticulture and Fisheries. All the four departments are facilitating the farming community of the State. AGRISNET Project is envisaged to bring farmers, researchers, scientists and administrators together by establishing online information for Agriculture, Animal Husbandry, Horticulture and Fisheries departments.

- The Portal was launched on 28.07.2010.
- Basic training to around 500 employees has been completed.
- G2G trainings provided to the employees of all four line departments.
- 2 computer operators in each department have been deployed since June, 2012 in each line department to provide training to the departmental officials and to convert English web pages into Hindi and to update the AGRISNET Portal.

### 15. SMS Gateway

<http://esms.mgov.gov.in/>

IT Department has established SMS Gateway for sending messages to the Citizens and Government Employees regarding services and meeting notices etc. A web-based application has been implemented which can be used for sending messages regarding status of the services to the individual applicant or sending bulk messages like meeting notices, information etc. to group of people and communicate with sub-ordinate offices. The facility helps in saving government resources and facilitating the citizens by efficient service delivery. SMS Gateway has been setup through private agency. i.e., M/s Spice. The State Government now has taken up the Mobile Service Delivery Gateway (MSDG) Project being implemented by Government of India. The Gateway is now being integrated through MSDG.

- ISMSs for application of HPTDC, SUGAM Centres, Information & Public Relations, Election Department, TCP, Copying Agency etc. were being sent through Spice SMS Gateway.
- Currently, the Department is using the SMS Gateway of C-DAC as the same was suggested by the GoI.
- Total Sent SMS:-

Success SMS:	4854682
Failed SMS:	27421964
Total:	32276646

### 16. SIC Application

The objective of the application is to computerize the office working like, Diary, registration and disposal of user appeals/complaints, generation of various MIS reports for State Information Commission. The Department of IT selected the vendor for SIC.

- Web based software has been developed and has been implemented.

## 17. MSDG

- An agreement has been signed between C-DAC Mumbai and DIT, Himachal Pradesh regarding Mobile Service Delivery Gateway (MSDG).
- Two new applications have been developed by DIT, Himachal Pradesh under the MSDG, which includes Updating of Nutrition Item information under ICDS project through SMS by Anganwari workers & Relief under Natural Disaster through the SMS by the citizen.
- Relief in Natural Disaster
- SMS “HP ND YOURNAME VILLAGE PANCHAYAT NAME TEHSIL DESCRIPTION” to 51969
- SMS sent to concerned authorities Information collated on the portal to be accessed at tehsil
- MSDG – NRHM Application Mobile-based reporting for NRHM
- Under mobile based reporting, a health worker will fill sub-centre dataset/report on mobile phone (the form will be installed on respective handset) and send the report in form of SMS to server. This report will be accessed by Block, District and State level teams.

### Mobile Service Delivery Gateway – Applications:

- Updation of ICDS database through Mobile SMS
- Monthly 2 SMS/ Reports are to be sent
- 51969 short code of NSDG being used
- SMS “**HP ICDS ITEM\_CODE**  
**MONTH YEAR**  
**PREV\_BALANCE**  
**RECEIVED\_DURING\_MONTH**  
**CONSUMED\_DURING\_MONTH**  
” to 51969

## 18. SSDG

[www.eserviceshp.gov.in](http://www.eserviceshp.gov.in)

The National e-Governance Plan (NeGP) of the Government of India aims to make all Government services accessible to the common man in his locality through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs. **State Portal** and **State Service Delivery Gateway (SSDG)** being the core components in e Governance infrastructure under the NeGP, can simplify this task by acting as a standards based messaging switch and providing seamless interoperability and exchange of data across departments for providing services electronically. Main features envisaged from this project are-

1. To enable Web based service request using e-forms on State Portal.
2. The physical forms presently available for various government services to be converted into E forms and made accessible to the citizens through the state portal to be accessed anywhere, anytime.
3. Citizens can access these e-forms either on internet or through nearest Citizen Service Center (CSC).
4. The submitted e-forms will be routed through State Service Delivery Gateway (SSDG) to the respective field offices of the concerned department. Thus Departmental workflow will become more effective.
5. This is the first step towards the eventual computerization of the processes that involve G2C service delivery and will make the foundation for all e-initiatives in future.

### E-Services through SSDG:

1. 15 services have been made available to the citizens on State Portal at [www.eserviceshp.gov.in](http://www.eserviceshp.gov.in) w.e.f 1st May, 2012 in the Phase-I. List of services currently available through SSDG Portal is placed at **Annexure-‘A’**.
2. 11 services of the Labour and Employment Department are also available to the citizens on the State Portal w.e.f. 10th May, 2013.
3. Services which are planned to be rolled out in Phase-II, requires integration with the Payment Gateway as the payments are involved in the services and accordingly the agreement has been signed between the State Government and NSDL Database Mgmt. Ltd. (NDML) on 13th Dec, 2012. With respect to the meeting held on 22nd May, 2013 at DeitY, GoI NDML has agreed to make available the settlement file by T+1 days at 11:00 AM & the funds would be transferred to PNB by T+1 end of the day. NDML has also agreed to provide automatic settlement file to PNB.
4. The services which require integration with the backend applications of NIC are planned to be rolled out in Phase-III and in this regard, a letter has been issued to the departments (Revenue & SJE) to take up the matter with NIC regarding the same.
5. Currently 26 services of the SSDG are being made available through LMKs.

## 19. Capacity Building

Capacity Building Scheme for the State of Himachal Pradesh was started in the year 2008. As per the Guidelines for Capacity Building, the Roadmap for the Capacity Building Project has been deployed through by M/s Wipro and the document was finalized and released in the NeGP workshop on 15<sup>th</sup> July, 2009. Total outlay of the Project is Rs. 736.60 lakhs (**Rs. 375.30 Lakhs as GIA & Rs. 361.30 Lakhs as ACA**). . The amount of **Rs. 167.50 Lakhs** has been received as GIA and an amount of **Rs. 162.00 Lakhs** has been received as ACA till date. Initially the duration of the Project was for three years and now has been extended upto January, 2014.

- Two STeP Programmes were organized by the department in association with NISG from 9<sup>th</sup> to 11<sup>th</sup> Sept and 16<sup>th</sup> to 20<sup>th</sup> 2013 on e-Governance Project Life Cycle to formulate technical support and specialized skills for e-Governance to State level policy & decision making bodies.
- Till date 2291 employees has been trained under Capacity Building Project.
- There are 7 resources for SeMT (State E Mission Team) deployed through NeGD.
- SeMT has prepared about 87 documents/reports for different departments under different e-Governance project.
- SeMT is currently working on the following e-Governance projects:
  - i. DSJE Automation: Review and Monitoring of DSJE Automation project of Welfare Corporation.
  - ii. HRTC IRTS Project: Reduced BOM Estimation and Contract Preparation for SI appointment.
  - iii. HIPA VC Payment Report
  - iv. HP CCTNS SPMU Contract
  - v. Dept. of Co-operation Proposal.
  - vi. Working on e-Leave project. Data porting in NIC PMIS application.
  - vii. Planning Department: Web based Applications.
  - viii. PMS Application
  - ix. Working on Dashboard, Event organizer, Global Calendar.
  - x. Inventory Control Management Application, etc.