

ANNUAL ADMINISTRATIVE REPORT
(2010-11)



DEPARTMENT OF INFORMATION TECHNOLOGY
GOVERNMENT OF SIKKIM

The Vision of Department of Information Technology - better governance through the use of Information Communication Tools, income and employment generation through private sector participation and empowerment of the rural communities.

The various projects and activities undertaken by the Department of Information Technology are reflected below:

MAJOR PROJECTS

1. State Wide Area Network:

State Wide Area Networks (SWAN) serves as a delivery platform for the e-governance applications. The SWAN may be viewed as the enabling infrastructure for rural connectivity as they provide the basic infrastructure to support village level connectivity. State Wide Area Network project aims at providing high speed, high connectivity networks, connecting offices at Block level for faster access to government services.

The project was implemented by National Informatics Centre, Department of Information Technology, Government of India. Under the State Wide Area Network (SWAN) project 43 Point of Presence (POP) have been commissioned and online connectivity has been established upto Block Level. The POPs are being used for NREGA data entry work. All the Block Administrative Centers (BACs) have been allotted one room each for the establishment of SWAN Centre. Under this project all the POPs have been provided with 2 mbps leased line from BSNL and remote locations have been provided with wireless connectivity. Horizontal connectivity to PHCs, Police Stations, and Schools will be provided through broadband.

2. Sikkim State Data Centre

The Sikkim State Data Center (SSDC) would be a server firm which would be environmentally controlled and would have reliable and high bandwidth network connectivity. The Data centre will host various Infrastructures/e-Governance applications, for its various service offerings. The SSDC will help in easy updating and accessing of information of the entire department in the State. It would allow all websites to be hosted at one location whereby departments would not require maintaining their own server.

The Centre for Research & Training in Informatics (CRTI), the implementing agency for the SSDC Project on behalf of Department of Information Technology, Government of Sikkim invites bids for appointment of an Agency for Design, Site Preparation, supply, Installation, Configuration, Operations and Maintenance of

Physical and IT Infrastructure for Sikkim State Data Centre (SSDC) as per the detail specification given in the tender document for a period of 5 years to act as a shared, reliable and secure infrastructure services centre for hosting and managing the e-Governance applications of State of Sikkim and its constituent departments. After completion of bid process, the letter of indent (LOI) for SSDC was issued to Sify Technologies on 8th Feb, 2010. Sify has initiated the Sikkim SDC work on 15th Feb 2011. The ground floor of the Annexure I building was chosen as the area for the SDC which suffices the space requirement in accordance with the guidelines issued by the Government of India. Completion

date surpassed due to water seepage problem in the main UPS room. The SSDC will be functional from April 2011.

3. State Service Delivery Gateway (SSDG)

State Services Delivery Gateway is an integral part of the National e-Governance Plan for the State. The project envisages that a citizen to be facilitated with electronic service delivery system through a single gateway and common infrastructure (SWAN, SDC & CSC). So a citizen will be able to fill the form online and submit it electronically. The submitted e-form will be routed through State service Delivery gateway (SSDG) to the respective field officers of the concerned department responsible for providing that particular service. The empanelled vendors for implementing SSDG project gave a presentation about their implementation strategy on 28th February 2011 to the Committee Members of SSDG and bids were evaluated on 1st March, 2011. From the four empanelled vendors M/s Accenture Pvt. Ltd placed the lowest bid (L1). File has been sent to the Government for approval.

4. E-tendering

As per the directions of the Government the process of e-procurement/e-tendering has been initiated and steering committee has been formed. Subsequently steering committee meeting was held on 24th April, 2010 under the chairmanship of the Chief Secretary, Sikkim. It was decided during the process of the meeting that Departments dealing with Projects over Rs.2 crore each should constitute an e-Tender Cell and all the concerned departments should nominate 4 officers who would constitute the e-Tender Cell. A review meeting on e-Tendering was held at the chamber of the Principal Chief Engineer, Roads & Bridges Department under the chairmanship of PCE-cum-Secretary, Roads & Bridges Department and was attended by all the concerned Departments including UDHD, RMDD, Roads & Bridges, HRDD, I.T, etc. The main decision taken during the meeting was the preparation of Standard Bid Document (SBD) which will be outsourced to private professional firms and the cost for preparation of the Document will be borne by all the concerned Department and all concerned members of e-tendering Cell should apply for a digital Signature certificate.

Accordingly the estimate for preparation of Standard Bid Document (SBD) amounting to Rs.8.01 lakhs has been decided to be shared by Building & Housing Department, Tourism Department, Roads & Bridges Department, PHE and Flood Control Department. The committee has also agreed to engage a Sr. Consultant, NICSI for preparation of SBD at the cost of 8.01 lakhs.

5. Geographical Information System (GIS)

The Department of Information Technology, Government of India (GoI) sanctioned the pilot project for development of geospatial data of all manmade and natural resources for the East and South districts of Sikkim known as Integrated Land Management and Administrative Planning (**ILMAP**). The duration of the project is two years and the project also includes development of a web-based solution for dissemination and decentralized access of the geospatial data by various departments in Sikkim.

The Department of Information Technology, GoI, is the Funding agency where as the Centre for research and Training in Informatics (**CRTI**) is the Implementing agency. M/S Wipro limited is engaged as the Project Management Consultant and Andhra Pradesh State Remote Sensing centre (**APSRAC**) as the Technical Consultant and Execution Agency for the ILMAP project.

Currently the following activities have been carried out and completed under this project; DGPS survey for control points for East and South districts, GPS survey for all point of interest for all blocks in East district and south district except five blocks are complete. Survey for the five left out blocks require defense permission which has been sought by CRTI, High level Land Use and Land Class mapping is complete all across the two districts through visual interpretation of LISS imagery and referenced by Cartosat 1 imagery. The same is being fine tuned with Quick Bird imagery for the settlement areas. Detailed mapping of roads in settlement areas from Quick Bird image is complete. The other GIS mapping activities viz. mapping of administrative boundaries, mapping of slope and soil are complete. The Web-GIS application software has been delivered. The server has also been shipped and is expected to be installed as soon as the State Data Center is up and running.

Application development requirements have already been studied. Development of the application will start soon by Andhra Pradesh State Remote Sensing Application development centre.

Departments like Roads and Bridges, Rural Management & Development Department, Forest, Mines and Geology, HRDD, UD&HD are using the Satellite images and surveyed Data's developed by the GIS division of Information Technology based on their requirements.

6. Computerization of Finance, Revenue & Expenditure Department

The Computerization of Finance, Rev. & Exp. Department have been completed. The software package "Sikkim Integrated Financial Management System" (SIFMS) for the State has been tested and is ready for implementation. This web based application software which enables the Department heads to view their budgetary position will be implemented in all districts within 1st April, 2011.

7. Common Service Centre

The Common Services Centers (CSCs) Scheme was approved by the Government of India in 2006 as part of the National e-Governance Plan. The Common Service Centre's (CSCs) acts as the front-end delivery points for the Government, private and social sector services to rural citizens; the idea being, to develop a platform that would enable Government, private and social sector organizations to integrate their social and commercial goals for the benefit of rural population in the remotest corners of the country, through a combination of IT as well as non-IT services.

To meet the objectives various initiatives have been taken by I.T Department like the establishment of 45 Community Service Centre's (CSCs) all across the state even in remote areas as a step to bring I.T to the grass root level of people. CSC is essentially a computer centre equipped with six computers and peripherals and a direct satellite link for internet access. The Department of Information Technology has given the responsibility of running the existing 45 Common Service Centers in Sikkim to Infrastructure Leasing and Financial Services (IL&FS-ETS) in November 2009 on a BOO model. The Company is revamping the infrastructure and replacing the old machines with new ones. IL&FS-ETS since then has been working towards improving the standard of rural citizens by providing education, banking and BPO services through the CSC's. State Bank of India and IL&FS-ETS have jointly come forward and launched the Financial Inclusion through the CSCs.

The CSCs have incorporated basic IT certification for 609 Panchayat functionaries all across Sikkim, 1864 School Teachers and Sikkim Armed Police & Local unemployed youths. Pilot for e-Literacy program funded by D.I.T, GoI under joint collaboration with Human Resource and Development Department, GoS and D.I.T,

GoS through CSCs have commenced and till date approximately 634 students have been trained under this project. The IL&FS have initiated new projects through CSCs which aim to provide a citizen centric service like E-ticketing & Mobile recharge services (tie up with Suvidah) and is already active in five (5) CSCs and Pilot Tele - Homeopathy centre which has already been granted State approval.

With the growing population and with the state government's objective concerning education the IL&FS has come up with future plans to incorporate thirty (30) more CSCs with VSAT connectivity, and services like data entry work for MGNREGA for RMDD Deptt, GoS and NRHM data for Health &FW Deptt through CSCs, Issuance of RoR, UID cards, NPS Lite, a Central Government initiative, to be started through 45 CSCs in collaboration with ISSL and Rosebys, England to set up their retail shops in the CSCs. These initiatives through CSCs has greatly increased the government's interface with the public and enhanced the quality of state services.

8. Employee Database under 13th Finance Commission

The 13th Finance commission has advised the State Government to create a computerized database of the Government employees and pensioners so that it can ascertain fiscal expenditure on account of salary and pension. The principal Director/IT Shri Rajesh Verma, member of the Committee attended a meeting of the State High level Monitoring Committee (SHLMC) held on 21st Jan, 2001 to review the implementation/utilization of grants recommended by 13th Finance Commission. The role of the IT Department, Government of Sikkim is to handle the hardware and software related aspect of the project. The Programmers from I.T Deptt namely Mr. Zangpo Gyaltsen and Mr. Rajen Chettri conducted a thorough survey of all concerned Departments to ascertain the hardware requirements while assisting the Finance Department (Pension, GIS/GPF Section) for preparing Software requirements and cost for the same. They also attended several other meetings with the key members of the Committee including the Pr. Secretary, DOPART Shri S.D. Basi who is the chairman of the committee. The final tender notice for the Software development was hosted in the official website www.sikkim.gov.in

9. Special Economic Zone (SEZ)

A Special Economic Zone (SEZ) is a geographical region that has economic and other laws that are more free-market-oriented than a country's typical or national laws. SEZ can be sector specific or multi product SEZ. It helps in the development of infrastructure of the area around the SEZ, provides employment, and makes the exports more viable. The main objectives of the SEZ are; generation of additional economic activity, promotion of exports of goods and services, development of infrastructure facilities. Government provides tax exemption (IT, Excise, customs, sales, State sales tax etc.), subsidised water and electricity, power supply etc.

The Department of I.T proposes to set up an I.T park under SEZ at Pakyong. The proposal has been approved and an area of 28 acres close to the Airport has been sanctioned for I.T Park. The official from Department of I.T, Mr. T. Samdup, Joint Director/IT and Mr. Jonathan Rai, GIS Engineer and two architects from UD&HD visited the proposed site allocated for Special Economic Zone (SEZ) at Pakyong on 21st March 2011 and submitted the inspection report. However, the exact location for the site is yet to be confirmed.

10. Computerized Examination Data Processing System in S.P.S.C

The trend over the last few years has been that many candidates, sometimes numbering over 5000 candidates apply for posts advertised by various government departments. The evaluation of the answer sheets takes a long time because the answers are of essay type and therefore the declaration of the results gets delayed. The Department of Information Technology had made a presentation on automated correction of answer sheets and quick declaration of result for examination conducted by the State Public service Commission (SPSC) using Optical Mark Reader (OMR) Technology. The proposal of setting up in-house OMR set up is in active consideration by SPSC in consultation with DOEACC Society under Ministry of IT, Government of India which has been providing end to end solutions for examinations conducted by State Service Public Commission. The proposal has been sent to the North East Council (NEC) for funding.

11. Inauguration of DOEACC Society Centre, Gangtok

Shri. N.K. Pradhan, Hon'ble Minister, IT & HRDD inaugurated DOEACC Centre at Indira Bye pass Road, Sichey, Gangtok on the opening day of SIKITEX'10. The function was also attended by Dr. Krishna Ray, Director, DOEACC Society (Kolkata), Dr. Mahesh Chandra/DDG/NIC, Mrs. Nim Yethenpa, IAS/ Secretary/IT, Shri. Rajesh Verma, Principal Director/IT.

DOEACC Centre is a unit of DOEACC Society which is an autonomous body of Department of Information Technology, Ministry of Communications & Information Technology, Government of India. It specializes in IT Education in formal and non formal sector, IT Consultancy Projects at National Level. It provides Certificate Course on Computer Concepts (CCC), Foundation (Q) level and Advanced Diploma (A) level. Computer training institutes/organizations in the non-formal sector, subject to meeting well-defined norms and criteria, are granted accreditation by DOEACC Society for conducting specified Levels of courses. The government has a proposal to make the DOEACC BCC course certification as an eligibility condition for applying for Government Jobs. The local private institutes will be allowed to apply for BCC course for which certification test will be held by DOEACC Gangtok. This will ensure that the courses offered by the local private institutes are of high standards.

PARTICIPATION IN CONFERENCES & WORKSHOPS

1. Plan Discussion on Budget at New Delhi

The Plan Discussion meeting was attended by Secretary, Pr. Director, Joint Secretary and Deputy Director, Department of I.T on 21st Feb, 2010. In the meeting elaborate discussion regarding conversion of Sikkim into a e-literate State was made. Sr. Planning Advisor Dr. C. Muralidharan during the meeting directed the Department to put up the request for allocation of 3-5% Budget by all Departments to be kept for e-governance. He also advised E-Governance to be implemented within 6-7 years where state funding is also required failing which Sikkim will lag behind as compared to other states. New ideas like conducting of quiz were also discussed and accordingly the same has been taken up by I.T Department. He also enquired about the present status of SDC and asked IT Department to complete it soon.

2. Workshop on State Data Centre

A One day workshop was held on 9th April 2010 regarding State Data Centre in co-ordination with the Ministry of IT, Govt of India. Delegates from Govt. of India, New Delhi and from all the North Eastern States attended the workshop.

3. Fortnightly Review Meeting with BSNL

A Meeting was held on 17th April 2010 at the chamber of Principal Director/IT as directed by Chief Secretary on the issues pertaining to the Connectivity in Sikkim. Representatives from BSNL, NIC & IL&FS were present.

4. Review Meeting with BSNL at New Delhi

A Meeting was held on 19th April 2010 at BSNL Bhawan New Delhi with the Authorities of DOT to discuss Connectivity issue for Sikkim in respect of SWAN/CSC. The meeting was attended by Principal Director/IT and Deputy Director

5. Plan Discussion meeting at New Delhi

A Plan Discussion meeting was held on 29/04/2010 – 30/04/2010 at New Delhi to discuss the Plan for the year 2010-11. The meeting was attended by Secretary/IT, Principal Director/IT.

6. Two days workshop on- State Action Plan on Climate Change in Sikkim

A two days workshop for preparation of State Action plan on Climate Change on Sikkim was held on 14th & 15th May, 2010 in collaboration with German Technical Cooperation in the Conference Hall of Chintan Bhawan, Gangtok. The workshop was chaired by the Chief Secretary, Govt. of Sikkim, Principal Director/IT and Asstt. Director- Ashim Tamang attended the workshop.

7. Presentation on Project Monitoring System and Grievance Monitoring System

A Presentation on Project Monitoring System and Grievance Monitoring System was held on 22/05/2010 at the chamber of Political Secretary to Hon'ble Chief Minister, Govt. of Sikkim. The presentation was also attended by Addl. Secretary to CMO, Joint Secretary/IT and Programmer/IT.

8. Review meeting on “Integrated Financial Management System”

A Meeting was held on 25/05/2010 at the chamber of Principal Director Treasury & Pay and Accounts to discuss the issues relating to the implementation of integrated Financial Management System. Accounts personnel from the level of Addl. Director, CAO, PAO from all districts attended the meeting. Joint Secretary and Programmers from the IT Deptt attended the meeting.

9. Review meeting on performance of Computer Aided Design Centre.

The first meeting of the Committee to review the performance of CAD Centre, Gangtok was held in the chamber of Director, D.H.H. at 11 a.m. on 31/05/2010 Shri T.Samdup, Dy. Director/IT attended the meeting.

10. Smarter cities Conference at Shanghai, China.

Hon'ble Minister IT, Shri N.K. Pradhan, Principal Director Shri. Rajesh Verma attended Smarter cities conference at Shanghai, China on 02/06/2010 to 03/06/2010 organized by IBM's/ Smarter cities forum.

11. Transformation Forum 2010, New Delhi

The Government Transformation Forum 2010 was held at the Imperial, New Delhi from 30th June to 1st July 2010 hosted by Society for promotion of e-Governance. Principal Director/I.T attended the conference. The conference aimed at building capacity of e-Governance practitioners on the e-governance strategies.

12. IT Minister attended E-India ICT, Hyderabad

On invitation of the Government of Andhra Pradesh, Hon'ble Minister, I.T, Shri N. K Pradhan and Shri Rajesh Verma Pr. Director, IT attended E-India, India's largest Information & Communication Technology (ICT) event at Hyderabad on 4th & 5th August, 2010. Minister spoke on the I.T initiatives taken in the State. Principal Director/I.T was one of the panel speakers in the Thought Leaders Conclave and pointed out that the lack of backend computerization was responsible for e-governance not taking off in the country.

13. High Level meeting of NESDI, Shillong

On 19th Aug 2010 a high level meeting on North Eastern Spatial Data Infrastructure (NESDI) was held at North eastern Council, Nongrim Hills, Shillong. The meeting was chaired by J. Lhungdim, IDAS, Planning Advisor & Chairman, Steering Committee on NESDI. Shri. Rajesh Verma, Pr. Director/I.T and Shri T. Samdup, Deputy Director/ I.T attended the workshop-cum-meeting.

14. Sikkim Knowledge Commission Seminar held at Chintan Bhawan.

The Sikkim Knowledge Commission organized a one day stake holder's seminar at Chintan Bhawan on 30/06/2010. The theme of the seminar was " Identification of key elements of knowledge economy for Sikkim". The seminar was attended by Mr. P.D. Rai, MP, Lok Sabha, IT Minister Mr. N.K. Pradhan and Mr. Vijay Mahajan, Member of Sikkim Knowledge Commission. Joint Secretary/IT Mr. Hem Chettri and Mr. P.S. Rai Asstt. Dir/IT also attended the seminar.

15. Inauguration of Computer Centre, Staff Quarter and Boys Hostel for Jawaharlal Nehru Memorial Institute for the Handicapped Boomtar, Namchi

The Hon'ble Minister I.T, Shri. N. K Pradhan accompanied by Principal Director/I.T, Shri. Rajesh Verma inaugurated the Hostel, computer centre and staff quarters for the Students of Handicapped Institute at Boomtar, Namchi, South Sikkim on 20th September 2010. The inauguration ceremony was also attended by D.C South, President NAB and General Secretary NAB, Gangtok Branch, Mrs. Geeta Gurung. Minister spoke on the challenges faced by the students and encouraged them to do well and to work hard. Principal Director, I.T spoke on the initiatives that are taken up by JNMIH for the welfare of the students and the use of IT tools for the visually challenged.

16. Workshop on "FULCRUM" at CDAC Kolkata.

Workshop on FULCRUM was organized at CADC, Kolkata by CDAC Bangalore on 29th October 2010. The workshop was attended by Mr. Ashim Tamang, Assistant Director/I.T, Mr. Zangpo Gyaltzen, Programmer/I.T and Mr. Navin Subba, Technical Assistant/CRTI. The workshop was based on e-form development tool

with prescribed Meta Data standards of DIT, GoI. The tool helps in developing forms which gives the flexibility to modify, create and store in a repository for future use. The workshop was useful as e-form is a core part of SSDG project and forms created using FULCRUM can be deployed easily in Service Access Provider (e.g Kiosks) via SSDG to any back end application.

17. Workshop on e-governance at Delhi

Secretary/D.I.T, Shri. K. K Pradhan attended the workshop on e-governance which was held in Delhi in the month of February 2011 organized by the Ministry of I.T, GoI for all State Secretaries.

18. Visit to New Delhi, Bhopal and Hyderabad.

Mr. T. Samdup, Deputy Director visited New Delhi to attend a meeting of Nodal Officers on IPv6 on 13.01.2011. As per the meeting, all the states has to conduct IPv6 training thereafter he left for Bhopal and met Mr. L.K. Tiwari, Addl. Chief General Manger, Madhya Pradesh Electronic Development Corporation Ltd on 17/01/2011 to discuss the possibility of establishing similar kind of Govt. Call Centre in Sikkim as established in Bhopal. Finally he attended 3 days long World map Forum from 19th to 21st January 2011 and gave a presentation on ILMAP project of Sikkim. The tour report was submitted.

19. Presentation to Bhutanese delegates

Principal Director/I.T, Shri. Rajesh Verma on direction from the M.P Lok Sabha, Shri. P.D Rai made a presentation on the connectivity issues and status of I.T in the state to the Bhutanese delegates led by the Director/I.T, Government of Bhutan and Director Postal Service, Bhutan on 10th March 2011.

20. Co-ordination meeting to review work in IT field.

A Departmental coordination meeting of all the IT personnel (Rank of Programmers and above) posted in various departments and officers of Information Technology Department was held under the chairmanship of Hon'ble Minister for IT on 15th February,2011 at IT Department to review the IT work carried out in respective departments. The Hon'ble Minister/IT in his address stated that the Namchi office training hall should be used by other departments to carry out various training programmes. He advised I.T. personnel to upgrade and equip themselves with latest technologies by undergoing training programmes on IT fields and preparation of standard DPRs. He emphasized on strengthening of CRTI and formulating proper rules and regulations for functioning of CRTI. IT personnel deployed in various departments were directed to come out with new proposals in the field of IT and prepare DPRs for funding. He urged the need to appoint technically sound and qualified people whenever there is an opening in the Govt. departments as well as for CRTI.

SOFTWARES DEVELOPED DEPARTMENTALLY

1. Contributory Pension Fund (CPF) Software

The CPF Web application is developed for the Finance Department under the supervision of Shri. Pema Chewang Bhutia (A.O), F.R.E.D Pension/G.P.F/G.I.S section. The Web Application is designed to manage the CPF (Contributory Pension Fund) data of the subscribers and generate monthly and annual statements. The software was launched in the year 2010 and is currently being used in the Pension/G.P.F/G.I.S section office till date.

2. Physical Examination Test Software

The Physical Examination Test Software was developed for the Police Department under the supervision of N. Sridhar Rao, D.I.G (Range). The software is designed to retrieve data of applicants from an Access database which is already available with the Police Department. The software retrieves 20 records at a time and allots chest number before the Physical Examination Test starts. These 20 records, also known as Sheets, is then printed out on paper and handed over to the Examiner who keeps the scores of each of the applicants' performance during the PET. If the applicant passes the PET then the software will generate an Admit card which is to be submitted during the final written examinations.

3. FIR Entry Software

The First Information Report Software was developed for the Police Department under the supervision of S.D Negi (I.G). The software is a simple data entry form that is based on the actual FIR Form which is normally filled by the complainants. The software maintains an Access Database of the FIR records and also generates a soft copy in the format of the actual form for future reference. Both the software's FIR and PET are ready and awaiting review for deployment.

4. Software for Cooperation Department

The Department has developed software for Cooperation Department for collecting data on the status of the cooperative societies like society details, assets, funds, liabilities, expenditures etc.

5. Computerization of Sikkim Tenants and Domestic helps

The Department of Information Technology has developed a smart client application for the Home Department which will manage the records of Tenants and Domestic helps residing and working in Sikkim. The front end of the web application is based on ASP.Net 3.5 and in the back end Microsoft SQL Server 2005 will be used for managing the database. The application will have the following main features:

- Data entry interfaces for the two forms (Form-I and Form-II) being used for the verification.
- Search function and Report generation.
- Editing, Deleting and printing of records.
- Authentication of users through user login.
- User Role management: Different user levels with different permissions.
- Distributed database with a synchronize function that ensures the central main database is updated with the latest records

6. Deployment of project monitoring and Grievances monitoring web based application of Chief Ministers Office.

Project monitoring and grievances monitoring are basically web based application and are live project as <http://sikkimcmogms.net/> & <http://sikkimcmopms.net/> in World Wide Web (www).

Project monitoring web based software

Project monitoring software system keeps a record of various public works or any ongoing projects. Once the tendering process is completed by any department, it has to maintain a record on a database through the website <http://sikkimcmopms.net/>. In doing so, reports for all or individual projects can be generated at the Chief Minister's Office automatically. If a project faces any delay causing problems then the concerned Departments can immediately inform the Chief Minister's office directly through an update provision available in the website. Also, all the MLAs can easily track any ongoing projects within their concerned areas and its details updated by their respective Departments.

Grievances Monitoring web based software

Grievances monitoring software is basically an application tracking software. Once application is submitted to HCM, a record of those applications will be created in the website <http://sikkimcmogms.net/> by the Chief Ministers Office. Once a record is created in database, ID of that application will be given to the applicant and forwarded to the concerned departments. As soon as an application reaches a Department, that Department can see a reminder for that application and an update action taken after 15 days such that detail action taken by that Department can be easily seen by the applicant with the help of his application ID from anywhere as well as by the Chief Minister Office or anyone concerned.

Grievances monitoring software is being utilized by the Chief Ministers Office and 14 other departments at initial phase. First phase training was given to Staffs of the Chief Ministers Office and P.S/P.A to the Secretary of 14 departments to train them on how to use application and Second phase Training was given to only P.S/P.A to the Secretary of 14 departments.

SERVICE MATTERS AND POSTINGS

1. Cadre Review

The Department hired Shri D. K. Pradhan retired Addl. Secretary as Consultant for making amendments in the IT Service Rules and increasing the Cadre strength so that there exist ample promotion avenues for IT personnel working in various Government department.

2. Recruitment of Computer Operators

The Department of Information Technology conducted examination for the recruitment of computer operators for I.T & C.T division under Finance & Revenue Expenditure Department on 18th May 2010 and recently for the recruitment of computer operators for Food Civil Supplies & Consumer Affairs Department and S.P.S.C on 14th February 2011.

3. Postings and Promotions

Shri. R. P Chingapa retired as Secretary/I.T in the month of July 2010 and Smt. N. Yethenpa Secretary/Cooperation Deptt. took the additional charge as the Secretary/I.T. for a period of four months after which Shri. K.K Pradhan, Secretary/Mines & Geology Deptt. was given the charge as Secretary/I.T.

In the month of February 2011 Mr. Prem Singh Rai, A.D/D.I.T was transferred to R.M.D.D as A.D/I.T/R.M.D.D in place of Mr. Sonam Lendup Kaleon A.D/I.T who has been transferred to the Health Department as A.D/I.T/Health and Mr. Birendra Thapa, A.D/D.S&T was transferred to DIT as A.D/D.I.T.

Ms. Tshering Yangchen Bhutia, Programmer/I.T was transferred to HCHS & FW initially and then later transferred to HRDD.

Deputy Director/D.I.T, Mr. T. Samdup was promoted to the post of Joint Director/D.I.T. in the month of March 2011.

Mr. Syriac Joseph was promoted to the post of A.D/I.T and posted to the P.H.E Deptt.

PROJECTS PREPARED AND SENT TO GOVT. OF INDIA FOR FUNDING

1. State Permit Tracking System, Sikkim Tourism, Govt. of Sikkim

The key objective of this project is to provide G2G and G2C services. This project aims at providing an appropriate and a time efficient centralized system of tracking permits issued to Foreigners who visit the State. This system will provide quality of service which includes web enabled services, mobile enabled services, time efficient services etc. The inter Department and intra department processes will be standardized and will create an effective and efficient way of working within the department and benefit the different levels of employees to work in collaborative manner.

Present Status- the Project has been approved by the Ministry of I.T, Government of India (GoI).

2. mAgri TOOLS

There have been significant and successful efforts by GOI under NeGP to promote ICT in the field of Agriculture. This project would be in line with the Government of India's objective to use e-Governance to make life easier for the citizens.

The mAgri Tools, an innovative project, will enable farmers, who have little or no formal education or experience with information technology, to access time-sensitive information such as seeds, fertilizers, pesticides, market prices, and weather temperature, rainfall, wind conditions *via their mobile phones*. It will also help the Agricultural Department of the State to communicate effectively and in real time about the upcoming events such as work-shops and trainings to improve the productivity or any other such scheme launched by the state govt. mAgri Tools will reduce the digital divide in hilly state of Sikkim, where a vast majority of its farmers live.

The nature of services being provided under mAgri Tools, make it an excellent model to use the widespread availability of GPRS networks without requiring any computing hardware or internet connectivity on the part of the farmers.

Present Status- under consideration.

3. mTour Guide

The mTour Guide, an innovative project, will enable Tourist, who has little or no formal education or experience with information technology, to access real time information such as places to visit, available accommodations, permits, taxi availability, best time to visit, on-going events, activities and adventure sports of tourist interest via their mobile phones. It will also help the Tourism Department, STDC and other Departments of the State to communicate effectively and in real time about tourism related information to all the stake holders ensuring a better tourist experience thereby lending another major thrust to the sector.

The mTour Guide will allow tourist to sign-up for SMS alerts for free to deliver information in an interactive manner on their places of choice. It will also recommend the activities tourist must take up while he is in the place of interest of his choice and offer the tips about how to enhance the tourist experience. The tourist can also indicate their places of interest and activities to receive instant SMS alerts on the same.

Present Status- under consideration.

4. Call Centre Unit

Tourism being one of the main industries in the State, the Call Centre Unit will be a centralized help desk which will cater to complete information related to tourism as well as information related on various government schemes & programs and emergency services to the citizens. This Call Centre Unit will be of convenience to the general public and others to collect information based on tourism, government offices, important phone numbers, programs etc. Some of the salient feature of the Call Centre Unit is as follows:

- To improve accountability, transparency and efficiency of government processes by providing timely information.
- To enhance delivery of citizen services.
- To empower citizens by providing a platform for interacting with the Government.
- To cater to the needs of Tourist visiting the State.

The project has been sent to the Ministry for approval and funding.

Present Status- Approved and pending.

EVENTS CONDUCTED BY THE DEPARTMENT

SIKITEX 2010

“**SIKITEX**” a premier I.T exhibition and conference in Sikkim, in fact the only I.T fair which is now an eagerly awaited event in the calendar of technology meets. SIKITEX is aimed to provide a platform for companies to showcase and launch I.T products, services and technologies to a wide but targeted audience. The event also comprises of various seminars and presentations. The event does not have any financial investment from the State Government and is organized completely from sponsorships from the various companies participating in the event.

The department had organized SIKITEX-09 on 17th & 18th September'09 and consecutively SIKITEX-10 on the 7th & 8th of October '10. The event had major companies participating in the event and around 7000 visitors. SIKITEX'10 had entries from 55 major I.T companies showcasing their products, technology, services and other activities that can be offered to the industry and public at large. There were attractive prizes to be won in the category of Gaming competition,

fastest typist and on the spot quiz competition. **Donka -The E-Panda** which was the mascot for SIKITEX-2010 was an added attraction to the event.

The inaugural function of SIKITEX-2010 included a visit to the exhibition stalls by the Chief guest and release of the following and conferring of Awards:

*Talking books for the visually challenged- The Department of Information Technology has already converted all Sikkim Board text books to Braille for the visually challenged children at Blind School at Namchi.

*CD on Tibetology- To preserve this ancient scripture in the Namgyal Institute of Tibetology and the monasteries, the Ministry of Information Technology Government of India has initiated a project for their digitization. As a part of the project, the works of His Holiness the Vth Dalai Lama have been digitized and put on a DVD.

*G.I.S GOOD PRACTICE AWARD-the Department of I.T, GoS had instituted SIKITEX'10 I.T Good Practice Award-Geographical Information System using satellite imagery and cadastral map used effectively for making good administrative decisions. Out of the entries received the paper titled "a web based application study for ILMAP for east & south districts of Sikkim" by Mr. V. Raghu of Andhra Pradesh State Remote Sensing Application Centre, Govt. of A.P, Hyderabad had been adjudged as the best.

*Best usage of I.T for poverty alleviation- Centre for Development of Advanced Computing (CDAC) Kolkata has implemented a project named "COMPUTER AIDED DESIGN FOR WEAVERS/ARTISANS OF SIKKIM" at the Directorate of Handlooms & Handicraft Gangtok. It has helped the Directorate and Self Help Groups to come up with new designs for carpets and handicrafts and this has helped ultimately in improving Income generation. It was awarded to CDAC and DHH.

*Sikitex I.T man of the year award- Shri T.G. Bhutia Scientist D/DIO was the recipient of the award for his immense contribution in promoting Land Record Computerization in the State.

POLICY MATTERS AND COMMITTEES

Policies Formulated

1. Cyber Security Policy

A core committee has been formed under the guidance of the Principal Director, Information Technology Department and Executive Director of CRTI under the overall supervision of Joint Director, IT for developing a Baseline Information Security Policy for Government of Sikkim. The Information Security Policy encompasses all the preventive measures required for information on all systems automated and manual, including systems managed or hosted by third parties on behalf of the department. It addresses all information, regardless of the form or format, which is created or used in support of Government Departments' processes and procedures. The department of IT, Government of Sikkim has established a Cyber Task Force assigned to a contingency event affecting the IT system and implementation of Information Security Standards.

The members of the task force would be visiting each and every Department. The

policy incorporates the following:

- Conduct a security audit of Department's IT infrastructure.
- check the passwords of Departmental website,
- Install necessary antivirus software on all the PCs used by the Departmental staff.
- Do antivirus, antispyware scans on their PCs, change all passwords of the department, change the passwords used for database connections.
- Examine the PHP or ASP.NET code for security holes if required.
- Check that all the file and folder permissions are secure.
- Identify the IP address that attacked.
- Maintain backup copy of the department's entire website and its databases etc.

2. Right of Way Policy

The Department of Information Technology after receiving inputs from Roads & Bridges Department, Energy & Power Department, UD&HD, Government of Sikkim has formulated the Right of Way policy (ROW) as per the guidelines of the Government of India. The ROW policy grants permission to the service providers like BSNL, Reliance etc who provide internet connection and bandwidth to lay optical fiber cable (OFC)/ducts under, over, along, across in or upon a property vested in or under the control of management of local authority or of any public property or autonomous body. The salient points of ROW policies are; A performance bank guarantee @ Rs 25 per route meter with a validity of one year initially (extendable if required till satisfactory completion of work) shall have to be furnished by each licensee as a security, Right of Way Policy will be applicable for all roads owned and managed by State Government, Local Bodies and Public Sector Undertakings in the State, Roads and Bridges Department/Rural Management and Development Department /Energy and Urban Development & Housing Department will provide broad guidelines for various options depending upon topography and site conditions for availing of Right of Way.

3. e-Waste Policy

The Government offices and private organizations generate a lot of e-waste- old computers, batteries etc. and these are carelessly disposed off in the landfills and garbage dumps. These e- wastes contain harmful chemicals like Poly Vinyl Chloride (PVC) etc. which can get into the eco systems and create immeasurable damage to animals and human beings. There is documentary evidence that exposure to e-waste cause incurable diseases. Therefore the Department of I.T. has decided to have a mechanism for proper disposal of e-waste and have formulated a draft e-Waste Policy. The objective of this e-waste policy and Condemnation policy is to design a quick, economic and efficient process for the disposal of condemned ICT Products/Equipment for GoS.

The salient features of this policy are:

- Identifies the requirement of a well-designed system to collect and process e-waste in the State.
- Recognizes the role of the informal sector in collection and segregation of e-waste.
- Indicates the responsibility of formal recyclers in the e-waste recycling value chain.
- Recommends manufacturers, dealers and their authorized representatives to devise methods to take-back their products at the end of its useful life.
- Recommends that the monitoring and implementation of the policy will be done by the Sikkim Pollution Control Board (SPCB).

4. Internet Protocol Version 6

The IP addressing which is the system of giving addresses to computers and related devices is steadily becoming a very scarce resource. The current technology used is IPv4 which has a 32-bit addressing space of only 4 billion devices. There is a speculation that there could be a shortage of IPv4 addresses and will be exhausted by 2011. There is a move now to migrate towards IPv6 system of addressing. This provides for as many as several quadrillion IP addresses. IPv6 makes the network “plug and play” capable, which means that a newly set up system integrates into the (local) network without any manual configuration. IPv6 makes it possible to assign several addresses to one network interface at the same time. This allows users to access several networks easily. By migrating to IPv6 system of addressing, all devices can be given a static IP address.

The Government of India has issued a direction advising all organizations to migrate from IPv4 to IPv6 to cater to the future requirements and which has been approved by the State Government.

5. Committee to review Telecom Services in Sikkim

The Government of India has constituted a committee to review the Telecom Services in the State of Sikkim under the Chairmanship of Chief Secretary, Sikkim, Principal Director/I.T as the member Secretary and other members include Secretary/IPR, GoS, DGP/Sikkim/Police HQ's, Joint Secretary (T) from the Department of Telecommunication/GoI, CGM and GM/ BSNL -West Bengal and Gangtok circle, GOC/Army HQ and BRO/ Swastik.

The committee held its first meeting on 17th March 2011 at the Tashiling Secretariat, Gangtok. The meeting discussed the problems and its solutions that were undermining the reliability and efficiency of the telecom network in the State. It was learnt that the main reasons for bad connectivity was Optical Fiber Cable breakage and thefts due to improper provisions for laying the OFCs underground. As a solution to this it was decided by the committee that there should be provisions of duct in all new constructions of important roads in Sikkim. The Chief Secretary expressed his concern on the telecom issues prevailing in the state and has decided that the committee would meet once in a quarter. This high level committee will help resolve various connectivity issues and also monitor the measures taken by BSNL to combat the telecommunication woes being faced by the State.

GOVERNMENT PROCESS RE-ENGINEERING

1. Crediting of Monthly salaries of Government employees directly into their Personal Bank Accounts

With the revision of salaries as per 4th Pay Commission recommendations, Govt. employees are drawing sizeable salaries requiring large amounts of cash being brought into offices for disbursement. This is not only cumbersome but fraught with risk of loss/misappropriation of cash. Hence in order to overcome this shortcoming it was proposed that salaries of employees be drawn in cheque and subsequently credited directly into their personal bank accounts by concerned Drawing & Disbursing Officers (D&DO). The choice of the bank would be left to the employees and the employees will have to furnish the details to the concerned D&DO. This process would cover the following departments: Personnel, Administrative Training, Science & Technology, Culture & Heritage, Law, Printing & Stationeries, Election, Planning and Home.

2. Classification of Gazettes

Sikkim Government Gazettes are published by the Home Department every year in large volumes, over and above the number required for distribution among the subscribers and offices. This system has not only impinged on storage space in offices but has also led to high expenditure on printing and wastage of paper. Keeping in view of the above the Department of I.T had submitted a proposal to the State Government which has been approved and henceforth only thirty (30) Nos. of gazettes will be printed for distribution among the subscribers and offices and the gazettes will be uploaded in the Sikkim Government website www.sikkim.gov.in for others to download and print according to the requirement.

AUDIT

Internal Audit of Information Technology Department was conducted in the month of November 2010 from 25.11.2011 to 21.12.2010 followed by the Central Audit in the month of November 2010 from 23.11.2010 to 21.01.2011.

BUDGET ALLOCATION

Total Allocation	221.39 lakhs
A.C.A	150 lakhs
Salary	65.97 lakhs
T.A	1.00 lakhs
NeGP	150 lakhs
O.E	442 lakhs

ORGANIZATIONAL CHART**DEPARTMENT OF INFORMATION TECHNOLOGY, GOVERNMENT OF SIKKIM.**

Sl No.	NAME	DESIGNATION
1	Shri. K. K. Pradhan, IAS	Secretary
2	Shri. Rajesh Verma	Principal Director
3	Shri. Hem K. Chettri	Joint Secretary
4	Shri. Tshering Samdup	Joint Director
5	Shri. P. V. Basnet	Deputy Director
6	Shri. Birendra Thapa	Assistant Director
7	Shri. Ashim Tamang	Assistant Director
8	Ms. Tashi Choden Bhutia	Under Secretary
9	Shri. Rajen Chettri	Programmer
10	Shri. Zangpo Gyaltzen Bhutia	Programmer
11	Shri. Vaishnav Gajmer	Programmer
12	Shri. Prem Ashis Pradhan	Programmer
13	Ms. Kalpana Chettri	Accountant
14	Ms. Shanti Sharma	Accounts Clerk
15	Mrs. Lucky Kazi	Accounts Clerk
16	Mrs. Rita Sharma	Stenographer
17	Mr. Suk Bahadur Subba	Stenographer
18	Mrs. Bimla Pradhan	HA
19	Mr. Dilip Subba	Driver
20	Mr. Passang Tamang	Driver
21	Mrs. Cho Lhamu Lepcha	LDC
22	Mr. Chung Chung Subba	Peon

TRAININGS CONDUCTED BY THE I.T DEPARTMENT (2010)

Sl. No	Type of Training	Training centre	No. of Trainees
1	Computer Training Programme for Govt. Employees	Training Hall , DIT	228
2	Basic Computer Training	RAC Karfectar	32
3	IT based 6 months Capacity Building Programme for empowerment of self help group at Namchi.	IT Training Hall, Namchi	78
4	Multimedia Training	Multimedia centre	95
5	Call Centre Training	Multipurpose Training Centre	421
6	Workshop on e-Governance for Panchayats	Training Hall, DIT	30
7	Computer Training for physically challenged	Ramesh & Brothers	22
8	Basic computer training to school teachers under SSA through CSC	District wise	366
9	Basic Skill Upgradation	Training Hall, DIT	35
10	E-Governance Training for Hon'ble Ministers & MLAs(NISG)	Indian School of Business, Hyderabad	18
11	Summer Training	SMIT Students	6
12	Training on Ethical Hacking	Guwahati	3
13	e-literacy project through CSCs	District wise: IL&FS Education and Technology Services Ltd	719
14	IT certification training for Panchayat functionaries: Capacity Building Program	District wise :IL&FS Education and Technology Services Ltd	809
15	IT certification training for Teachers	District wise :IL&FS Education and Technology Services Ltd	1800