DEPARTMENT OF
INFORMATION
TECHNOLOGY

GOVERNMENT OF SIKKIM

MANUAL
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1. **INTRODUCTION**

1.1 **Vision**

“Better governance through the use of Information Communication Tools, income and employment generation through private sector participation and empowerment of the rural communities.”

Department of Information Technology was set up in year 2000 to implement the Information Technology (IT) Policy of Govt. of Sikkim. Department of Information Technology is working to put technology to its highest and best use throughout Sikkim Government Department/Autonomous Bodies to improve the administration of State programmes and services. Proving guidance on technical matters to Departments, vetting IT projects and taking Department on achieving IT Road Map are the basic jobs of Department of Information Technology.

Sikkim has made use of ICT in all crucial areas of governance, paving the way for its evolution as a knowledge society.

1.2 **Mission**

- Empowering citizens and making life easier for them through E-Governance.
- Facilitating Income and employment generation in the private sector.
- Improving productivity in the Government Departments through computerization.
- Training all Government Employees in the use of computers and capacity building.
- Reducing the Digital Divide using Information Technology to bring succour to the disabled.
- Promote and facilitate the effective integration of technology into the basic mission of the Department through planning, programming, training, consulting, and other support activities.
- Develop, enhance and manage the computer networks to provide high speed, transparent, and highly functional connectivity among all information resources.
- Develop and maintain highly effective, reliable, secure, and innovative information systems to support instructional, administrative and research functions.
- Facilitate the collection, storage, security and integrity of electronic data while ensuring appropriate access.
- Promote new uses of Information Technology within the institution through the support for exploratory and innovative applications.
- Provide leadership for effective strategic and tactical planning in the use of technology.
- Provide fast & reliable access to all information system.
- Making Sikkim a Totally Computer Literate State

1.3 **Road Map**

- Information Technology will come up as a major source of income in the state.
- IT as a service industry is not characterized by high transportation costs and is environmentally friendly. It can propel the state on the path of eco-friendly development.
- Sikkim has an advantage of high literacy, absence of labour problem, a population that speaks good English and pleasant climate. These attributes can be leveraged for the development of IT enabled services in the state.
- IT enabled services and Business Process Outsourcing can come up as a cottage industry in the state in which entrepreneurs can sit at home and develop softwares for offshore companies.
- Software Technology Parks will be established at vantage locations in the state to provide incubation space to prospective entrepreneurs who wants to take up software development, setting up of Call Centre, Business Process Outsourcing etc.
- Sikkimese are artistic in nature. This potential can be tapped by establishing Digital Animation Centres where cartoon and animation films can be prepared.

- IT enabled Institutes of Training would be established in the coming years.
- Sikkim will become a favoured destination for all IT enabled services.
- The Information Technology Department will provide Computer Aided Design (CAD) support to local handloom and handicraft industry.

**NOTE:** Looking at the growing trends in Information and Communication Technology we cannot stick to the same Road Map and Mission. We need to change it as per the requirement; Hence Department of IT shall be updating its Road Map once in 2 years.

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### 1. ALLOCATION OF BUSINESS RULES

**GOVERNMENT OF SIKKIM**
**HOME DEPARTMENT**
**GANGTOK**

Ref No 22/HOME/2004  
Dated 03/03/04

**NOTIFICATION**

In exercise of the powers conferred by clause(3) of Article 166 of the Constitution of India, the Governor of Sikkim is hereby pleased to make the following rules for the Allocation of the Business of the Government of Sikkim namely:-

1. **Short title and commencement** –
   (1) These rules may be called the Government of Sikkim (Allocation of Business) Rule, 2004.
   (2) They shall come into force on the date of their publication in the official gazette.

2. **Allocation of Business** – The business of Government of Sikkim shall be transacted in the Department specified in the First Schedule to these rules.

3. **Distribution of subjects** - The distribution of subjects among the departments shall be as specified in the Second Schedule to these rules.

4. **Allocation of Departments among Ministers** -
   (1) The Governor may on the advice of the Chief Minister, allocate the business of the Government of Sikkim among Ministers by assigning one or more Departments to the charge of a Minister.
(2) Notwithstanding anything contained in sub-rule(1), the Governor may, on the advice of the Chief Minister:-
(a) Associate in relation to business allotted to the Minister under sub-rule(1), another Minister or Deputy Minister to perform such function as may be assigned to him; or
(b) Entrust the responsibility for specified items of business effecting any one or more than one Department to a Minister who is in charge of any other Department.

This supersedes all the previous Notifications on the subject.

By order and in the name of the Governor.

Sd/-
(S.W. TENZING) IAS
Chief Secretary,
File no.GOS/HOME-II/95/36/Vol.II

Copy to:
1. All Secretaries & Head of the Departments
2. Principle Secretary to Hon’ble Chief Minister
3. Director, Printing for publication in the gazette
4. File & guard file

(D.P. SHARMA)
Additional Secretary.

INFORMATION TECHNOLOGY DEPARTMENT

1. Introduce e-Governance for empowering the citizens and making life easier for them.
2. Facilitate Income and Employment generation in Information Technology in the private sector.
3. Bring about administration efficiency in the Government through Management Information System (MIS) and computerization.
5. Vet Proposal pertaining to purchase of computers by Government Departments.
6. Induct the latest Communication and Information Technologies into the state.
7. Use Information Technology tools to bring succor to the physically and mentally challenged.
8. Encourage the establishment of computer training institutes, Software Technology Park and also stimulate investments in the field of I.T in the private sector.
3. INFORMATION TECHNOLOGY INITIATIVES FOR THE STATE OF SIKKIM

The IT revolution has catalyzed growth and innovation across the world in a manner which has few parallels in modern history. This has enormous implications on culture, way of life and governance. The Government of Sikkim is aware of the Transformational changes in technology and would like to harness its capabilities for the welfare of the state by having up to date citizen services, ensuring greater accountability through e-Governance and also promote IT investments in the state.

IT Initiatives:-

**e-Governance and Computerisation in the Government**

- Departmental Nodal Officers will be designated to liaise with the Information Technology Department for implementing computerization in their respective Departments.
- Procedures in the Government would be re-engineered to make them amenable to computerization and e-governance.
- As much as possible, content will be localized. Text to speech software will be developed in local languages.
- Attempts will be made to make all E-governance projects self-sustaining through Public Private Partnership.
- All key sectors will be computerized: Land Records, Property Registration, Taxation, Treasuries, Municipalities, Panchayat, Employment exchanges.
- Each Government office will be equipped with computers with always on Internet Connectivity.
- The Community Service Centres (CSCs) set up in the state would evolve into integrated citizen centric centres in which citizens can pay their utility bills, register births and deaths and even obtain trade and driving licenses.
- All citizens will be issued citizen smart cards.
- The Department of Information Technology will actively assist other Government Departments in computerization and development and maintenance of websites.
- The Department of Information Technology will create an environment whereby citizens can submit applications on-line for availing various Government facilities.
- Video conferencing facility will be made available till the Sub-Division level
- Tele-medicine facility will be available till the PHC (Public Health Sub-Centre) level.
- Proposals for procurement of computers and peripherals by Government Departments will be vetted by the Department of Information Technology with an aim to get value for the money and standardize the equipment.
- Business processes in Government Departments would be re-engineered, improved, and integrated with the Department functions. They would be supported with modernized, standards-based information systems which provide “end-to-end” flow of information. Information analysis would be a prerequisite for the required process reengineering.

**Resource Mapping**

- All old heritage records in monasteries, libraries, state archives will be digitized. All gazettes and notifications will also be digitized. A mechanism for archiving all current documents will be in place.
- The rich bio-diversity of Sikkim which includes its flora and fauna would be inventoried through bio-informatics.
- All natural (viz forest, rivers etc) and manmade (roads, PHC sewerage pipes etc) resources will be mapped through Geographical Information System (GIS).
- Using Satellite imagery, disaster prone areas (viz landslide, glacial outburst) will be identified and monitored.
- The Human resource of the state especially those persons practicing traditional medicine etc will be kept in a database.

**Capacity Building in Information Technology**
- Sikkim will become a completely knowledge based society in which every citizen will be computer literate.
- Training Programmes in computer familiarization will be taken up for Government Employees and citizen on a mass scale. To begin with, all Government Employees will be trained in the use of computers.
- Distance Education through satellite /corDECT/Optical fiber/ WiFi will be provided to each and every household.
- Particular emphasis will be given to career oriented courses like Call Centre Training, Desk Top Publishing, Multimedia, Animation, CAD etc.
- Computer Education will be imparted to all school children.

**Technical Infrastructure**
- High speed Optical fibre will be available to District Headquarters and Sub Division Headquarters.
- Like electricity, internet bandwidth will be ubiquitous. All households will be connected on the Internet through cor DECT, WiFi and normal telephone line. Sikkim will therefore be a totally wired society. A State Wide Area Network (SWAN) would be in place.

**Cyber laws, Security and Intellectual Property Right (IPR)**
- The Information Technology Act will be implemented in its letter and spirit. Cyber Laws that confer legal status to electronic transactions and documents will be in place.
- There will be a legal mechanism to control piracy of Information Technology products.
- Intellectual Property Right (IPR) protection support will be given to all entrepreneurs developing software and animation.
- All on line transaction would be secured by a foolproof mechanism of digital signature and biometric identification like finger print and its recognition.

**Information Technology Initiatives for the Disabled**
Out of the 100 ICT vocational centers planned for across the country, three will be set up in Sikkim-Blind School Namchi, Special School for the Hearing Impaired and Sikkim Viklang Sahitia Samiti. With the initiatives of the IT Department aimed at helping the physically challenged youth of the state to improve their skills and communication methods, there has been a perceptible rise in their employment. Some such initiatives include:
- Conversion of Text book into braille using Juliet Pro-Embossor software for the benefit of visually challenged students of Sikkim.
- About 80 percent of the prescribed school text books have been converted to braille employing the services of three physically challenged computer operators.
- A fully fledged computer laboratory has been setup at the Namchi Blind School along with fast braille printer (Juliet Pro), Duxbury Braille Translator, JAWS, Scanner and Tactile Readers.
- At the Special School for the deaf and dumb at Gangtok, a computer lab has been setup and a software 'Teaching
Sign Language’ using nepali vernacular has been developed. Various DTP software like Corel, PageMaker, photoshop and typing software have been installed.

- The Department of IT monitors the performance of the students on a weekly basis. The idea is to provide skills to the students so that they can get jobs as data entry operators and photo editors.

**IT AND ENVIRONMENT**

- Since environment is high on the agenda of the state government, we would like to leverage technology to reduce the carbon footprint.
- Video conferencing would be extensively used so that travel is reduced resulting in less burning of fuel and decrease in carbon footprint. Video conferencing facility will be made available till the Block Level.
- All Official correspondence will be done electronically (i.e email, mobile apps, etc.) so that paper usage is reduced as a result of which harmful impact on the environment is reduced.
- E-waste encompasses the ever growing range of obsolete electronic devices, telecommunication devices, computer accessories, printer cartridges, electronic components etc. These e-wastes contain toxic substances like Lead, Cadmium, Mercury, Arsenic, Barium and Polyvinyl Chloride (PVC). In the absence of an effective method for collection of e-waste and managing the hazardous constituents, it is likely to be disposed off in land-fills resulting in high environmental risk and health hazards.

**Initiative Taken by IT to Improve Telecommunication Connectivity in the State of Sikkim**

For E-Governance to happen in the state it is necessary that telecommunication connectivity is robust. Please refer Annexure for Committee to review telecommunication, Government of India, Later to PGCIL.

- High speed Optical fibre will be available to District Headquarters and Sub Division Headquarters.
- Like electricity, internet bandwidth will be ubiquitous. All households will be connected on the Internet through Wi-Fi and normal telephone line. Sikkim will therefore be a totally wired society. A State Wide Area Network (SWAN) would be in place.
- The setting up of the National Optical Fiber Network (NOFN) will be in place using technologies like Gigabit Passive Optical Network (GPON). A MOU has already been signed between the Government of Sikkim, Bharat Broadband Nigam Limited (BBNL) and the Department of Telecommunication, Government of India. The NOFN would be used as the primary means of communication to the District Headquarters, Subdivision, Blocks and Gram Panchayat etc.
- STN on Microwave will be provided to all the Subdivisions. WiMax towers will be set up at vantage points all across the state. This would provide secondary or redundant telecommunication links.
- Where neither NOFN nor Microwave is possible because of terrestrial or Line of Sight issues, high capacity 32 mbps VSATs (IDDR) will be installed.
- More Base Transreceivers Stations (BTSs) will be installed in the state to make connectivity and internet ubiquitous.
- Power Grid Corporation of India Limited (PGCIL) has been entrusted with evacuating power from the upcoming hydroelectric power projects in Sikkim. The Corporation is in the process of installation of transmission towers all across the state including North Sikkim. PGCIL will use Optical Ground Wire (OPGW) at the time of installation of the power pylons; the present practice is to replace the earth wire with OPGW at a later date.
- For service providers providing connectivity to economically unviable
areas in Sikkim, funding from Universal Service Obligation Fund (USOF) would be considered.

**Establishment of Service Industries (Rural BPO)**

- An initiative by IT Department for the establishment of Business Process Outsourcing and it will be set up soon in Gangtok having capacity of 100 seaters, within 4000 sq m. It's a boon to Sikkimese and a great opportunity to educated local unemployed people.

**Cyber village**

- India’s first cyber village project launched at Melli Dara Payong GPU. India’s first cyber village, has been set up at Melli Dara Paiyong in South Sikkim. His Excellency Governor, Shrinivas Patil on October 2, 2013 launched the cyber village project implemented by Information Technology Department, Government of Sikkim.
- The cyber village software at Melli Dara Paiyong Gram Panchayat Unit (GPU) is web-based and allows gathering of information from grassroots level using handheld devices and integrating it with the departmental database on a real time basis. Each of the six ward panchayat is provided with the handheld devices to collect and update data of the villagers. Each resident will have his or her exclusive digital profile in the handheld device. Data generated are used for multiple purposes including police verification and monitoring of benefits provided by the government to the villagers. The data are generated and verified by the concerned ward panchayat.

**Video Surveillance Unit**

- Inaugurated by Shri. N.K PRADHAN on 23rd September 2013 at Rangpo Check Post.
- Video Surveillance system installed at Rangpo Check post is the first in the State of Sikkim and is operational 24 x 7. It includes observation from a distance by means of electronic equipment like closed circuit Television (CCTV) cameras. Images are captured by License Plate Reader (LPR) and Driver Imaging System (DIS) surveillance cameras which are the IP camera. These integrated images will be stored locally in the server and can be made available to the concerned department on a daily or need basis. Police Department can take full advantage of the system thereby increasing their performance in minimizing the criminal activities in the State.

**Radio Frequency ID (RFID)**

The RFID File tracking system automates the process of file tracking in the offices/organization which is done physically from location to locations. RFID provides a practical, effective and affordable system. It allows locating of files and documents, recording check-in/check-out, providing inventory counts and all associated reporting.

**On line Bus Ticketing**

- The Online Bus Ticketing system allows “Anytime, Anywhere” tickets for customers through online booking thus allowing the customers the ease of booking from the comforts of home, Minimizing operational cost and reduced work effort for employees, allows user to view any changes in bus schedules, Easy to navigate site with ability to search for a schedule depending upon individual’s need etc.

**Optical Mark Recognition (OMR)**

- Optical Mark Reader (OMR) Technology provides a quick, reliable
and accurate way of inputting large volume of data and makes the process of the earlier used conventional method for conducting the various examination processes easy.

**Sikkim Open Data Acquisition and Accessibility Policy (SODAAP)**

- Open Data refers to digital information that is structured and exposed in a way that makes it accessible for meaningful use beyond its system of origin, be that internal to the government or external to the public. An open format is one that is platform independent, machine readable, and made available to the public without restrictions that would impede the reuse of that information. Enable formulation of reports & evaluation studies to empower public policy decisions; and provide access to all departments and institutions, both public & private, to this data catalogue.

**IEC (INFORMATION EDUCATION COMMUNICATION) & SOCIAL MEDIA**

- Sikkim is taking many innovative initiatives in the social and environment sector path breaking. These should be projected prominently in the official website and social networking sites like Facebook to counteract any comments written with mala fide intentions by antinational and antisocial elements. Earlier Sikkim used to look towards the mainland states; however of late the mainland states are looking towards Sikkim to emulate various good practices like Organic farming, 10 minutes to earth etc. Therefore a Reverse Integration is now taking place. Such information should be prominently displayed on the websites.

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**4. STRUCTURAL PARADIGM AND ORGANIZATIONAL CHART OF INFORMATION TECHNOLOGY DEPARTMENT**

The hierarchical structure in the Department of Information Technology is as follows:-

![Organizational Chart](chart.png)
5. POLICIES

5.1 Hardware Procurement Policy

With increase in use of IT in Government functioning, it is imperative that Government Departments follow certain standards in Desktop Computer procurement such that the Application Software deployment on these Hardware become uniform and enables sharing of data across departments and make different applications talk to each other which will harness the potential of IT in providing improved services to citizen and improving internal working efficiency.

IT hardware constitutes a major cost of any IT project. Adherence to best practices can help in procuring right size of the hardware, bring down cost of procurement substantially and reduce risk of IT hardware becoming obsolete before its useful life period. To address the issues of hardware replacement, software up-gradation and interoperability of applications, the following 'policy guidelines' are issued for adoption by all Departments and agencies of the Government of Sikkim.

<table>
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<tr>
<th>Sl</th>
<th>Items</th>
<th>Data Entry Operator</th>
<th>General Use</th>
<th>Multimedia User</th>
<th>Programmer</th>
<th>Sr. &amp; Top Management</th>
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<tbody>
<tr>
<td>1.</td>
<td>Processors</td>
<td>Minimum: Intel® Core™ i3 - 2100 or Higher in Core™ i3</td>
<td>Minimum: Intel® Core™ i3 -2100 or Higher in Core™ i3</td>
<td>Minimum: Intel® Core™ i7</td>
<td>Minimum: Intel® Core™ i5</td>
<td>Minimum: Intel® Core™ i3</td>
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<td>Maximum: Intel® Core™ i7</td>
<td>Maximum: 2100 or Higher in Core™ i3</td>
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<td>Maximum: 2 GB DDR3</td>
<td>Maximum: 4 GB DDR3</td>
<td>Maximum: 4 GB DDR3</td>
<td>Maximum: 8 GB DDR3</td>
<td>Maximum: 4 GB DDR3</td>
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<td>5.</td>
<td>Optical drive</td>
<td>DVD Reader Writer(Optional)</td>
<td>DVD Reader Writer(Optional)</td>
<td>DVD Writer</td>
<td>DVD Writer</td>
<td>DVD Reader Writer(Optional)</td>
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<td>6.</td>
<td>Network interface</td>
<td>Gigabit Ethernet adapter</td>
<td>Gigabit Ethernet adapter</td>
<td>Gigabit Ethernet adapter &amp; Wireless modem for Broadband Internet</td>
<td>Gigabit Ethernet adapter</td>
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<td>7.</td>
<td>Audio</td>
<td>On Board Audio</td>
<td>On Board Audio</td>
<td>Internal PCI Dedicated Sound Card with 5.1 Ch/7.1 Ch Support</td>
<td>On Board Audio</td>
<td>On Board Audio</td>
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<td>8.</td>
<td>Monitor</td>
<td>18.5” LCD Monitor</td>
<td>18.5” LCD Monitor</td>
<td>22” LED Monitor</td>
<td>22” LED Monitor</td>
<td>18.5” or 22” LED Monitor</td>
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<td>9.</td>
<td>Operating System</td>
<td>Windows or other licensed OS latest version</td>
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<td>SL NO</td>
<td>Specification</td>
<td>General Use (Single User)</td>
<td>Heavy duty (Multiple Users over a network)</td>
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<td>1</td>
<td>Laser Printer</td>
<td>Print technology: Monochrome Laser Print speed (black, normal quality, A4): Up to 20 ppm or more Print quality (black, best quality): Up to 600 x 600 dpi (1200 dpi effective output) Duplex print options: manual Standard media sizes: A4, A5, A6, B5, postcards, envelopes (C5, DL, B5) Connectivity: Parallel / Ethernet print server / Hi-Speed USB port</td>
<td>Print technology: Monochrome Laser Print speed (black, normal quality, A4): above 20 ppm Print quality (black, best quality): Up to 600 x 600 dpi (1200 dpi effective output) Duplex print Connectivity: Parallel / Ethernet print server / Hi-Speed USB port</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>2</td>
<td>Dot Matrix</td>
<td>Print Head Type: 9 pin / 24 pin Print Direction: Bi-directional logic seeking Print Width: 136 column / 80 columns</td>
<td>Print Head Type: 24 Pin Print Direction: Bi-directional logic seeking Print Width: 136 column / 80 columns</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Ink Jet</td>
<td>Printing system: Print technology: Inkjet Print quality - Black - Up to 1200 x 1200 rendered dpi Print quality - color - Up to 4800 x 1200 optimized dpi color and 1200 input dpi Print speed (color, normal quality, A4): 10/15 ppm or more</td>
<td>Printing system: Print technology: Inkjet Print quality - Black - Up to 1200 x 1200 rendered dpi Print quality - color - Up to 4800 x 1200 optimized dpi color and 1200 input dpi Print speed (color, normal quality, A4): 20/25 ppm or more</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Plotter</td>
<td>Model size: 60 in Print area/hr, max width, Draft mode, coated: 555.3 ft^2/hr Mechanical print time, US D color image, Best mode, glossy: Up to 7 min/page Mechanical print time, US D color image, Normal mode, glossy: Up to 5.5 min/page Mechanical print time, US D color image, Normal mode, coated: Up to 4.5 min/page Mechanical print time, US D color image, Draft mode, coated: Up to 1.5 min/page Line accuracy: +/- 0.02% Minimum line width: 0.003 in Resolution: 1200 x 600 dpi (on glossy media) Cartridges: 6 (cyan, magenta, yellow, black, light cyan, light magenta) Paper handling/media Maximum roll length: 300 ft Document finishing: Roll feed, sheetfed, automatic cutter, take-up reel Media sizes, standard: A, B, C, D, E Memory, standard: 128 MB Hard disk: Standard Print languages, standard: TIFF 6.0, JPEG, CALS/G4, HP-GL/2, HP RTL Compatible Operating Systems: Windows 2000; Windows XP Home; Windows XP Professional; UNIX; Linux; AutoCAD; Mac OS 8.5 to 9.2.2; Mac OS X v 10.1; Mac OS X v 10.2 Dimensions, std. (W x D x H)</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Guidelines for best Printer usage:

**Laser Printers** are cost effective for printing office documents and letters. The toner cartridges can also be refilled at a lower cost than purchasing a new toner.

**Dot Matrix printers** are required for printing salary bills and other documents which require large sheets of paper.

**Inkjet Printers** can be used wherever the volume of printouts required are low and also where there is a need to take high resolution colour printouts.

**Plotters** can be used to take printouts on a very large sheet of paper. Best used for taking printout of Maps and other geographical images, statistical charts, banners etc.

To optimize the use of printers, a single heavy duty printer can be shared over a network and used as a shared network printer by 2 or more officers thus reducing the cost for maintenance and resulting in the optimum use of the printer.

**Note:** With the growing trend in IT the hardware procurement policy and printer specification shall be updated once every six months.

5.2 e-Wastes Policy

E-Waste or electronic waste refers to obsolete electronic devices, telecommunication devices, computer accessories, printer cartridges, electronic components etc. These e-wastes contain toxic substances like Lead, Cadmium, Mercury, Arsenic, Barium and Polyvinyl Chloride (PVC). In the absence of an effective method for collection of e-waste and managing the hazardous constituents, it is likely to be disposed off in land-fills resulting in high environmental risk and health hazards.

The Department of Information Technology has formulated the “E-Waste Policy” for the State. The policy aims at spreading awareness on the hazards of E-Waste in the State, E-Waste management and its proper disposal.

Some of the salient features of the E-waste policy are:

- Emphasizes the need for minimizing the generation of e-waste recycling it in an environmentally sound manner and safe disposal of residues.
- Identifies the requirement of a well-designed system to collect and process e-waste in the State.
- Recommends manufacturers, dealers and their authorized representatives to devise methods to take-back products at the end of its useful life.
- Facilitates deposition of e-waste to authorized agencies for environmentally sound recycling.

5.3 RIGHT OF WAY POLICY (ROW Policy)

The State Government has decided to frame a policy and to issue guidelines for issuing permissions to the Service Providers desirous of laying optical fiber cable in the State. This policy covers only laying of
communication infrastructure in the State of Sikkim on the land belonging to any agency, including National Highways.

Now therefore, with the view to achieve the above objectives the State Government is hereby pleased to notify the Right of Way (ROW) Policy as under:

1. The 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. Permission for Right of Way will be granted by Secretary, Roads and Bridges Department/Rural Management and Development Department, Urban Development & Housing Department as per guidelines and design parameters laid down by the office of Chief Engineers with respect to roads owned and managed by concerned Department. With respect to roads owned by other Departments of the Government, Local Bodies, Public Sector Undertakings etc. the appropriate authority for granting permission will be designated by them. However, in case of National Highway lands permission of Right of Way will be granted by Ministry of Road Transport and Highways (MORTH) or its designated authority.

2. The Secretary, Information Technology Department shall be the nodal officer and all such applications for Right of Way shall be routed through the Secretary/D.I.T who would then forward it to the concerned department. The Service Provider availing the Right of Way should submit the completion report to Secretary, Information Technology Department so that update information of the Optical Fiber Cable Network in the state can be maintained. A performance bank guarantee @ Rs 75.00 per route meter with a validity of one year initially (extendable if required till satisfactory completion of work) shall be furnished by each licensee as a security against improper filling/unsatisfactory compaction/restoration and damages caused to other underground installations/utility services and interference, interruption, replacement, disruption or failure caused thereof to any services. Notwithstanding this licensee shall be liable to pay full compensation to the aggrieved owners for any damage sustained by them by reasons of the exercise of Right Of Way facility. The Roads and Bridges Department/Rural Management and Development Department/Urban Development & Housing Department, State Government or the Agency shall not be accountable or liable in any manner whatsoever and the licensee shall be solely responsible for above discrepancies. The above charge of Rs. 75.00 per route meter is liable to be reviewed every three years. The bank guarantee will lie in the custody of Secretary/D.I.T who will release it only after receipt of completion report and clearance from the concerned agency in-charge of the road.

3. Any service provider like Department of Telecommunication authorized and registered/licensed infrastructure providers, etc. is eligible to avail of the Right of Way facility/permission. However, enforceability for the permission so granted shall be restricted to the extent of provision/scope of service contained/defined for the license so granted by the Department of Telecommunication of the telecommunication infrastructure and also the agreement to be entered into by the service providing agencies with the Roads and Bridges Department or the concerned agency in charge of the road.

4. The validity of “Right of Way” in respect of Telecommunication Department/licensee would be co-terminus with the validity of license.

5. Roads and Bridges Department/Rural Management and Development Department /Energy and Power Department/Urban Development & Housing Department or the Agency in charge of the road will provide broad guidelines for various options depending upon topography and site conditions for availing of Right of Way.

6. The licensee/service provider shall be solely responsible for full compensation/indemnification of concerned Agency/ aggrieved owners for any direct, indirect or consequential damage caused to
them/ claim or replacements sought for, at the cost and risk of the licensee. The concerned agency in coordination with owner shall also have the right to make good such damages/ recover the claims by forfeiture of Bank Guarantee.

7. No licensee shall claim exclusive right on the Right of Way and any subsequent user will be permitted to use the Right Of Way, either above or below, or by the side of the utilities laid by first user, subject to technical requirements being fulfilled which shall be decided by the Secretary Roads and Bridges Department/Rural Management and Development Department/ Urban Development & Housing Department or Agency in charge of the road.

8. The permission granted shall not in any way be deemed to confer to the licensee/service provider any ownership right or any interest in route/highway land/property.

9. The licensee/ service provider shall be responsible for ascertaining from the respective agency in coordination with owner, regarding the location with other cables, underground installation/utilities/facilities etc. before commencement of the work.

10. The licensee shall make his own arrangements for crossing drain, culverts, bridges, jhora, river etc at their own cost. If due to unavoidable reasons the road needs to be cut for crossing or laying of Optical Fiber Cable the licensee shall deposit the restoration cost/reinstatement charges as assessed by the government in coordination with the concerned agency.

11. In case of up gradation of the road or extension of road carriage width, the cables/ducts or any other structures laid by the licensee shall be shifted and re-laid by the licensee at their own cost and within specified period indicated by the Roads and Bridges Department/Rural Management and Development Department or the agency in-charge of the road.

12. Shifting of existing facilities like telephone cables, electrical lines, electrical poles etc. wherever required would be done in a time bound manner and at their own cost. The service provider will ensure that there is no hindrance to the free flow of traffic.

13. The licensee shall ensure that the debris/waste material if any shall be disposed by them at their own cost failing which the owner of the road will do so at the cost of the licensee. The digging of the trenches would be strictly regulated so that cables are laid and trenches are filled up before the close of the work every day. Filling should be completed to the satisfaction of the Department. While carrying out digging work, necessary caution like barricading, traffic diversion signs, danger lighting etc. shall be provided by the user.

14. Restoration/reinstatement of the road damaged due to digging and other activities while laying cables/ducts or construction of structures while availing the Right of Way will be done by the Service Provider to the satisfactory level of the land/road owner department.

15. The Roads and Bridges Department/Rural Management and Development Department/Urban Development & Housing Department/ Agency in-charge of the road will grant permission based on topography and site specific conditions within 15 (fifteen) days along with map after receipt of application and deposit of restoration/reinstatement charges.

16. As per the site conditions if private land has to be utilized or private structures are to be utilized, the user agency will be required to meet the cost of land acquisition/rentals etc. as the case may be.

17. The cables/pipelines shall be underground at approved depth as per the direction of Secretary, Roads and Bridges Department/Rural Management and Development Department / Urban Development & Housing Department. Any structure above ground shall be aesthetically provided for/ landscape with required safety measures as per the direction of the Secretary, Roads and Bridges Department/Rural Management and Development Department/ Urban Development & Housing Department or the agency in-charge of the road.
18. In case of overhead cables/ducts to be placed from point to point connection, usage of high tension poles can be accessed once the clearance for the same has been taken from the Energy and the Power Department. The Secretary, Energy and the Power Department will be the nodal authority to take any such decision. The Department of Energy & Power will allow the use of spare cores available under Rental / lease basis to the companies desirous of expanding the data service area.

19. There will be a provision of reinforced ducts in all important new roads being constructed in Sikkim. This duct will be used for laying communication cables by the various service providers. The agency in charge of the roads will be authorized to levy yearly rental or onetime payment as charges on mutually agreeable terms and conditions.

20. The Department of Information Technology or State Government should be allowed to use the Mobile BTS (Base Transceiver Stations) towers along with Power of Service Providers for setting up communication equipment for establishing its own captive telecommunication links for establishing connectivity if required free of cost.

21. The service provider shall provide a dedicated 2mbps leased line to the Department of Information Technology with internet at Gangtok and a 2mbps leased line to each of the District Administrative Centre’s (DACs) at the three outlying districts HQs (Gyalshing, Namchi and Mangan) from the State Data Center located at Gangtok. This facility will be made available to the State Government till the date the service provider has operations in Sikkim.

22. Any dispute arising between the signatories to an agreement under this policy shall be settled /resolved in accordance with the procedures outlined in the agreement i.e. all disputes will be settled at Gangtok. In case of breach of any of the clauses of the agreement, the Government will be empowered to terminate the contract after giving a show cause notice of 15 days. One officer of the rank of Financial Commissioner to be nominated by the Government of Sikkim and another one to be nominated by the Applicant will act as Arbitrators to whom the matter will be referred to and the decision of the Arbitrators will be final and binding on both the parties.

5.4 Website Maintenance
With increase in use of Websites in Government functioning and sharing information with Citizens, it is imperative that Government departments follow certain standards in Website Development such that there is some consistency in Websites and citizens get the required information from the Websites in a convenient and consistent manner.

Keeping above objectives in mind the following is the Guidelines for building Websites for Government Department.

a) Minimum Contents:

| Mission, Vision Objectives Client Charter | • Website will clearly indicate the subjects assigned to the organization, its Mission, Vision, objectives, its Citizens’ charter  
• It will also carry the messages of the Minister and Secretary, if any.  
• Roadmap of how it intends to achieve various objectives and envisaged outcomes may also be given. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational Set-up and Directory</td>
<td>The website will prominently display the logo of Govt. Of Sikkim and the name of Department /Organization. It should also display a link, in a prominent place of the Home Page, to navigate to a page which shall clearly</td>
</tr>
<tr>
<td>Functions</td>
<td>Website will contain a comprehensive functional map of the Department, subjects dealt, along with designation of officers concerned, subjects assigned to attached and subordinate Offices, rules, procedures, important studies conducted etc. The list of publications brought out by the Department will also be displayed with associated links for viewing/downloading such published material. Periodicals, if any, will also be displayed prominently. Department may also enclose the list of achievements and milestones and other important events as it may deem fit.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Plan, Schemes, Programmes and Websites.</td>
<td>Information related to the 5 year plan, annual Plans and Budget of the Department or Organization with details of Budget of the Department or Organization with details of Central Schemes, Centrally Sponsored Schemes etc Brief details of envisaged outcomes, resource allocations, modalities, delivery mechanisms, performance monitoring, ongoing programme evaluation /assessments, midterm interventions, critical success factors, involvement of stakeholders, inviting feedbacks/suggestions etc will also be Mentioned.</td>
</tr>
<tr>
<td>Services offered</td>
<td>Website will clearly show the services offered online or through various Offices/facilitation counters etc being run by the Department, the target beneficiaries, relevant rules, procedures, eligibility criteria, what is expected of Citizens and such other relevant</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Information which would facilitate the Citizens/Clients to avail such services. Discussion forums, theme based chat with Minister /Senior Officers may also be provided.</td>
<td></td>
</tr>
<tr>
<td>Publications and Reports</td>
<td>Annual Reports, White papers, Plan reviews, Statistical reports</td>
</tr>
<tr>
<td>Feedback Mechanism</td>
<td>Website will be interactive and will have a mechanism to enable the visitors to give their feedback</td>
</tr>
<tr>
<td>Notice Board, What is new, Announcements, Press Release, Tenders, Procurement and Disposal</td>
<td>Website will have a Notice Board in the Home page which will prominently display the latest developments, current events, future programmes, information relating to new publications brought out by the organization. It will also contain information about the seminars, workshops etc. to be held in future and new appointments at senior level. Press releases, Notices for tenders/RFPs, procurement and disposal or vacancy etc will also be displayed in this section. The organization will put up all tender notices, vacancies etc on the Web-site simultaneously with the normal procedure.</td>
</tr>
<tr>
<td>Advertisement Public Relations and Promotion</td>
<td>Advertisement and promotional messages/literature relating to the Department may be provided/published through the website.</td>
</tr>
<tr>
<td>Approved NGOs/Stakeholders</td>
<td>Details of collaborating government departments/Organizations/Institutions and Stakeholders along with Approved NGOs may be displayed.</td>
</tr>
<tr>
<td>Search Engine</td>
<td>Website will have Search Engine to enable the users locate and access information/contents with ease.</td>
</tr>
<tr>
<td>Collaborative features for asynchronous information exchange, knowledge sharing</td>
<td>The Ministry/Department should examine the feasibility of providing features that enable users from other government Ministries/Departments, States, Undertakings and other Govt. as also Non Govt. Organizations to exchange information and experiences in an asynchronous manner.</td>
</tr>
<tr>
<td>FAQ and Help</td>
<td>The Department should put up relevant information under an active link titled “Frequently Asked Questions (FAQ)” providing details in significant areas of focus.</td>
</tr>
</tbody>
</table>
6. WEBSITE MAINTENANCE OF www.sikkim.gov.in

6.1 Updated Subject to Availability

- Information about various government Mission (Updated as and when new Mission/Policy are announced)
- Path Breaking Initiative of the Government of Sikkim (Updated as and when new Mission/Policy are announced)
- Videos on various Government Mission
- Transcripts of important announcements made by the Chief Minister
- Awards & Recognition
- Notification/Circular
- Gazettes
- Forms
- RTI Information pertaining to IT Department on list of office pay scale.

6.2 Daily Updates

The following information is updated in a daily basis
- News Headliners (scroll text)

- News Slider (Slideshow with news, images & write ups)
- Employment News
- Tender Notice
- Transfer & Promotion Orders
- Government Schemes

6.3 Review of other Department Website

Letter to update

- Department of Information Technology sends letters to the concerned Department whose websites hosted in www.sikkim.gov.in are non functional and not-upto-date and informing them to do the needful.
- If there is any outdated data like outdated Employment news or Tender Notices which needs to be removed from a particular Department’s Website (Websites under the supervision of Department of Information Technology). DIT sends a letter to that concerned Department informing them about the non updated information. Once DIT gets an acknowledgment from that Department within a week time it will remove the outdated information from the website. Even if DIT will not get any response from the department after a

<table>
<thead>
<tr>
<th>Current Events Calendar</th>
<th>Details of forthcoming events/meetings, conferences, programmes and other activities scheduled during the quarter/year may be indicated.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archives</td>
<td>Web-site will display original contents and their amended version with date of amendment.</td>
</tr>
<tr>
<td>Personnel</td>
<td>Cadres, Civil list, employees Corner and related information</td>
</tr>
<tr>
<td>Other features</td>
<td>Any other feature which the ministry/department may deem fit and which are specific to the Ministry/Department concerned.</td>
</tr>
</tbody>
</table>
week, the outdated link will be removed from our website.

- If the RTI information on www.sikkim.gov.in is not up-to-date then it shall be removed from the website and the new information needs to be updated.

7. REPORTS TO BE SUBMITTED

7.1 Annual Report

An annual report is a comprehensive report of the Department activities throughout the preceding year. It provides information about the Department’s activities and financial performance. The Department shall, at the end of each year (i.e. from 1st April-15th April), present to the State Government a report on its work during the preceding year, as provided for by the Act. The State Government shall lay the annual report before the State Legislature and make it accessible to the public.

7.2 Monthly Report

Before 5th of every month Department prepares a monthly report on RTI, Accounts, Administrative and Cyber Crime.

7.1.2 Right to Information (RTI)

Right to Information Act 2005 mandates timely response to citizen requests for government information. It is prepared by State public Information officer (SPIO) and Assistance Public Information Officers (ASPIO) and submitted to Sikkim Information Commission (SIC), Sikkim. Department of Information maintains monthly report on RTI.

7.2.2 Accounts

Department shall keep record of its financial performance every month so that it can keep track of every transaction that has been done within a month. Hence, IT Department prepares a report every month on its financial activities. Accounts Statement is prepared and drafted by Senior Accountant subject to the approval of DDO & Secretary.

7.2.1 Administration

IT Department maintains monthly report on its Administrative performance for the smooth functioning of its Administrative work. The Administrative Report is prepared and drafted by Programmer and Assistant Director subject to the approval of Secretary and Joint Directors.

7.2.2 Cyber Crime

Department of IT maintains a monthly report on Cyber Crime which is prepared and Submitted by Police Department.

7.2 Quarterly Report on VIGILANCE

Department shall send a report on vigilance every quarter (January-March, April-June, July-September, October-December) in the beginning of the fourth month. The report has been maintained by the Department which is submitted by Vigilance Department.

7.3 WEEKLY REPORT

Weekly Report to BSNL regarding connectivity Issue

DIT sends a weekly Report (i.e on Monday) to BSNL regarding the status of SWAN links (PoPs) of all the SDM /BACs. The Department gets the information regarding the SWAN PoPs from NIC, Sikkim every day. Later DIT integrates everyday information and sends to BSNL, Sikkim every week. Refer Weekly Report of Attendance to Home Department

IT Department sends an Attendance weekly Report to Home Department.

There are many other reports which have been listed out in the Information Technology Calendar.

8. GENERAL ADMINISTRATIVE INSTRUCTIONS

8.1 Receipt-cum-Despatch

1. There will be Receipt-cum-Despatch desk in the reception of the IT Department. The in-
charge of the Receipt-cum-Despatch desk will be LDC/Senior Peon. All kind of correspondence (dak) addressed to the Secretary or other officers in the Department shall be received by the said LDC/Senior Peon who will make necessary entries in the Receipt and Despatch registers as per form 99 giving the Receipt No. and date on the papers and also sign in the Peon Book with which the same is received. During the absence of Receipt-cum-Despatch in-charge on account of leave or any other reason, the Joint Director I will depute another senior Peon/Peon to work in his/her place.

2. The Receipt-cum-Despatch staff will, however, not open the confidential ‘dak’. All the dak will be handed over to the concerned officers/Secretary. After endorsement of the officers of the dak will be sent back to the Receipt-cum-Despatch reception desk and the LDC/Senior Peon will enter the same in the register and sent it as per the endorsement to the officers concerned. Personal letters of the officers shall be sent to the officers concerned and no entry need to be made in respect of the same.

3. Local dak shall be despatch to the addresses in the peon books through one of the Peon. These Peons should ensure that full name of the receiver of the dak is obtained in the Peon Book along with the date of receipt so that responsibility can be fixed in case of loss or misplacement.

4. It is emphasized that the files/documents of the Department should not find their way to unauthorized hands even within the organization. No member of the staff who is not authorized should access or use any file for any reason whatsoever. Any breach of this order will be construed as misconduct.

5. One of the IT personnel is responsible to update the important documents on cloud every day. The important documents which are received by the department and had been dispatched from the department.

8.2 Attendance
1. Daily attendance will be recorded by all Gazetted and Subordinate executive and Muster Roll staff in the IT Department, at the time of their arrival and departure in the Attendance register.

2. Officers or any staff of the Department leaving before the closing time will keep their Secretary/respective officers informed.

3. It shall be the responsibility of the officers concerned to ensure regularity and punctuality in attendance by themselves and by their subordinate staff. The Secretary shall be overall responsible in respect of all staff for directing/taking necessary action against those arriving late or leaving early without permission.

8.3 Leave
1. Casual Leave, as admissible under the rules of the Govt., will be sanctioned by the concerned authority and the record will be kept in the C.L Register maintained in the Department. Leave should generally be granted.

2. Earned Leave and Medical Leave will be sanctioned, as admissible under rules, by the concerned head of the office. Details of Earned/Medical Leave in r/o all officers will be entered in a register in Form No.2.

3. Leave should generally be granted

8.4 Inspection
- Department of IT shall inspect the CSCs, SWAN of all the districts once in 6 months to see if it is functioning properly and the employee hired to look after the CSCs like CSC operator, watchman are doing their job properly.
- Store Inspection
  - DIT shall check its store once in a year to clean up things which are not needed /unserviceable in the store and to create space to accommodate new equipments and files.
  - The Department shall prepare a list of serviceable and unserviceable equipments (equipments which can be condemn) once in every six months.
- Reading of old/legacy files helps the department to segregate important, least...
important and unwanted files. DIT shall go through its files once in a year to achieve the above mentioned task.

- The Department shall check its outstanding Advances once in every month for settlement.

**8.5 Monthly and Weekly Meetings**

- Once in every three months IT Department Conducts a meeting with all the IT personnel to discuss about their work progress and to ask for the feedback and suggestion to expedite work and deliver it on time.
- DIT conducts meeting once in a week to check whether the department is functioning properly to achieve the set goals. The secretary takes feedbacks and suggestions from each employee for the smooth functioning of the Department. Each employee will be assigned a task to accomplish every week and in the next meeting secretary will ask for the update on the given task assigned. Refer Annexure 1 for the task assigned format.

**8.6 Updating of Orders on Cloud**

In spite of computerization a sizeable amount of time of organizations specially Government Departments is spent collecting and collating information and has reduced them to a state of helplessness. A lot of time is also wasted searching information which lies in paper files; time which could have been used for doing productive work. The Department of Information Technology took an initiative of meaningfully classifying all important documents and backing them up on the internet on Google docs and Hotmail SkyDrive for easy retrieval.

**8.7 Maintenance of Stock Register**

General procedure adapted for the maintenance of stock register is as follows:

I. It has become mandatory to prepare supply order for any purchase to avoid verbal order and unnecessary expenditure in the particular head of account as well as clean functioning of the registers/accounts.

II. Supply order has to be prepared for the procurement of stock materials/Stationeries/computers/laptops.

III. Supply order signed by controlling officers/DDO of Information Technology Department only be entertained for processing of the bill.

IV. After procurement of the items it should reach Information Technology Department for entry in the stock register and for disbursement to concerned office/officers/staffs etc..

V. Signature should be obtained from the issued individuals/officers as a token of acknowledgment.

VI. Issue register is to be maintained against the issue vouchers.

VII. Refer the format of the stock register in form II at Annexure 2.

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**9. RECRUITMENT PROCESS, SYLLABUS AND MARKS FOR THE WRITTEN EXAMINATION AND VIVA VOCE**

**9.1 Procedure for the recruitment of Computer Operator**

<table>
<thead>
<tr>
<th>Method of recruitment</th>
<th>Age limit for direct recruitment</th>
<th>Educational qualification required for direct recruitment other eligibility condition</th>
</tr>
</thead>
</table>
100% by direct recruitment through open competitive examination

18(eighteen) Years to 30(thirty) years.

AGE RELAXATION:
BL/SC/ST 5(five) years, MBC 4(four) years, OBC 3(three) years, in-service regular Govt. servant-5(five) years

(1) Qualification:
(a) 3(three) Years Diploma in Engineering (with Computer or Information Technology as one of the subject in three semesters) or
(b) Senior Secondary-10+2 passed or equivalent from a recognized Board with “O” level course certification or equivalent from National Institute of Electronic and Information Technology(NIEIT)/Government recognized institute or
(c) Senior Secondary-10+2 passed with IT vocational course from recognized board or
(d) Higher qualification prescribed for Assistant Programmer/Programmer/Assistant Director.

(2) Incase the post is to be filled up through regularization on Master Roll/Work Charge Employee, the incumbent should have "O" level Course certification from National Institute of Electronic and Information Technology(NIEIT).

(3) Must be able to converse in one of the Languages namely, Nepali, Bhutia, Lepcha or Limboo.

(4) Must have the knowledge of Culture and Tradition of Sikkim.

<table>
<thead>
<tr>
<th>SLNO</th>
<th>Syllabus</th>
<th>Marks Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong></td>
<td><strong>Written Examination</strong></td>
<td><strong>60</strong></td>
</tr>
<tr>
<td></td>
<td>1. Computers(100 Multiple Choice Questions )</td>
<td><strong>50</strong></td>
</tr>
<tr>
<td></td>
<td>2. Reasoning (10 Multiple Choice Questions)</td>
<td><strong>5</strong></td>
</tr>
<tr>
<td></td>
<td>3. General Knowledge(10 Multiple Choice Questions)</td>
<td><strong>5</strong></td>
</tr>
<tr>
<td><strong>2.</strong></td>
<td><strong>Practical Examination</strong></td>
<td><strong>28</strong></td>
</tr>
<tr>
<td></td>
<td>1. MS Office(Word,Excel,PowerPoint)</td>
<td><strong>12</strong></td>
</tr>
<tr>
<td></td>
<td>2. Small Program(OOPs)</td>
<td></td>
</tr>
</tbody>
</table>
3. Photo Editing Software & Content Management 8
4. Network Settings 5
3. Viva Voce 12
Total 100

9.2 Procedure for the recruitment of Programmer

(a) 50% by direct recruitment through open competitive examination

(b) 50% by promotion on seniority-cum merit through limited Departmental competitive exam on clearance of “A” level course from NIELIT.

In case, the candidate fails to meet the promotion criteria, the vacant post shall be filled up by direct recruitment.

18(eighteen) Years to 30(thirty) years.

AGE RELAXATION: 
BL/SC/ST 5(five) years, MBC 4(four) years, OBC 3(three) years, in-service regular Govt. servant-5(five) years

(1) For direct recruitment,-

(1) Qualifications:
(a) Bachelor of Engineering in (Computer or Information Technology or Electronic or Electronic & Communication) from a Recognized University/ Institute or
(b) Full time course in Master of Computer Application (MCA) or full time course in MSC(IT) Degree from recognized university/Institute or
(c) Higher qualification prescribed for Assistant Director.

(II) For promotion -
4 (Four) years of continuous service as Assistant Programmer Grade II and subject to availability of vacancy and
(a) With “A” level course certification from National Institute of Electronic and Information Technology(NIET)/Government recognized institute or equivalent or Qualification prescribed for direct recruitment to the post of Assistant Programmer/Programmer

Syllabus and Marks for the recruitment of Programmer
<table>
<thead>
<tr>
<th>SL.NO</th>
<th>Syllabus</th>
<th>Marks Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Written Examination</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Computers (100 Multiple Choice Questions)</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>2. English</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>3. Reasoning (10 Multiple Choice Questions)</td>
<td>5</td>
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<tr>
<td></td>
<td>4. General Knowledge (10 Multiple Choice Questions)</td>
<td>5</td>
</tr>
<tr>
<td>2.</td>
<td>Practical Examination</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>1. .Net Programming</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Viva Voce</td>
<td>12</td>
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<tr>
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<td>Total</td>
<td>100</td>
</tr>
</tbody>
</table>

9.3 Procedure for the recruitment of Assistant Programmer

<table>
<thead>
<tr>
<th>Method of recruitment</th>
<th>Age limit for direct recruitment</th>
<th>Educational qualification required for direct recruitment, other eligibility condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) 50% by direct recruitment through open competitive examination and</td>
<td>18(eighteen) Years to 30(thirty) years.</td>
<td>(1) For direct recruitment;</td>
</tr>
<tr>
<td>(b) 50% by promotion on seniority-cum merit through limited Departmental competitive exam.</td>
<td>AGE RELAXATION: BL/SC/ST 5(five) years, MBC 4(four) years, OBC 3(three) years, in-service regular Govt. servant- 5(five) years</td>
<td>(1) Qualification: (a) Full time course in Bachelor of Computer Application (BCA) or full time course in Bachelor of Science in Information Technology (BSC(IT)) or (b) 3(three) years Engineering Diploma in (Computer or Information Technology or Electronic or Electronic &amp; Communication) from recognized university/Institute or (c) Science Graduate from recognized university with “A” level course certification from National Institute of Electronic and Information Technology (NIEIT)/Government</td>
</tr>
</tbody>
</table>
recognized institute or

(d) Higher qualification
prescribed for Assistant Director, Programmer.

(2) Must be able to converse in one of
the Languages namely, Nepali, Bhutia,
Lepcha or Limboo.

(3) Must have the knowledge of
Culture and Tradition of Sikkim

(II) For promotion,
- 08 (Eight) years of continuous
  service as Computer Operator
  Grade III subject to availability of
  vacancy.

Syllabus and Marks for the recruitment of Assistant Programmer

<table>
<thead>
<tr>
<th>SL.NO</th>
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<td></td>
<td>Total</td>
<td>100</td>
</tr>
</tbody>
</table>

Note:
- Written examination to be mandatorily conducted by National Institute of Electronics and Information Technology (NIELIT)
- Till Date recruitment for the post of Assistant Programmer has been done internally (through promotion)
- Written and Practical examination Syllabus & Marks can be changed as per the requirements.
10. TRAININGS OF IT GOVERNMENT PERSONNELS

Introduction
As a part of continuous improvement of the Skills of the officers’, training must be provided to all the IT personnel as per the Sikkim Government Policy. The policy shall facilitate ensuring that all IT personnel are adequately trained to perform their job. The policy shall also aim to promote a service culture of IT personnel acquiring proper educational and professional qualifications as they advance in their careers.

IT is a new and fast evolving, rapidly changing area of Technology hence continuous training to officers are of very high importance for the department such that officers can keep themselves abreast of various evolving Processes in IT Technology Management, thereby can facilitate providing efficient Government Services via the electronic medium to the Citizens.

Training Administration:
Each officer is eligible for at least Fifteen days of Training within India every year. Training more than Fifteen days are at the discretion of the Secretary IT / Head of the Department.

Any officer / Staff before committing for attending any Training must obtain approval from his reporting officer for his absence from office for Training. Until and unless there is a Very Serious Observation / Connotation on the Training Timings, which may adversely affect the function of the Department, the Officer will receive approval for undergoing Training of his /her choice. Serious Observation / Connotation of Training Timings needs to be vetted the IT Secretary / Head of the Department.

A Officer may himself /herself judge on his/her area of improvement or his/her aspiration to know about new areas and may choose appropriate training of his/her Choice where there is no restriction provided by the training organizer. Until and unless there is a serious unlawful Observation on the Subject of Training the Officer will receive approval for undergoing Training of his /her choice. Serious unlawful (under the constitution of India and Law of Sikkim) Observation of Training Subject needs to be vetted the IT Secretary / Head of the Department.

TRAININGS

1. Trainings for All Officers from Assistant Programmers and above
   - All the officers must get trained on Sikkim Government Service Rule and Sikkim Government Financial Rules and it is conducted by Accounts & Administrative Training Institute (AATI) once in two years.
   - As all officers up to the level of Secretary gets involved at the various stages of IT Projects from Operational Levels to Strategic Levels i.e Minute Tracking to Approval of Payments and other Strategic Decisions. Hence all the officers must undergo training on Project Management from a competent authority like NISG such that the officers are abreast of current practices in Managing / Facilitating Government Service Delivery through electronic media to the Citizens.
   - Since all the officers in the IT Department are involved in Management / Facilitation of IT Projects and IT Service Deliveries in some way or other hence the officers should undergo training on various Processes and Concepts in IT Management & Service Delivery Management Processes to effectively facilitate delivery of Government Services electronically to the Citizens. For example:
     - From Time to time National Institute for Smart Governance (NISG) conducts various training programs on processes for IT Management & Service Delivery under capacity building for State Officials like:
       - Change Management & Capacity Building
       - E-Governance Project LifeCycle
       - Request for Proposal & Regulatory frameworks
       - E-Governance Champions program
       - Business models & Public Private Partnership etc.
       - Also NISG also recommends the participants for the Training programs like CIO Training to people from joint directors and above
2. Junior Officers
   - Junior Officers like Programmers, Assistant Programmers, Computer Operators, CSC Common Service Centre Operators, may he himself / she herself opt to undergo Training on Hard Core Technology like Programming languages .net, .net(MVC), Struts, Java etc., Database like Oracle, SQL Server, MSQL, Various Operating Systems like Windows, Linux, Unix etc Various Tools like MS Office, Microsoft Visual Studio, NIELIT ('O level Certification), at DOEACC Society Centre, Networking, various Certification Training like CCNA Data Centre, CCNP Data Centre, CCNA Security, CCIE Wireless, Certified Java Programmer, RGS Software Training, Training on GPS & DGPS, CMS etc…as per his choice in India.

   - Senior Officers if he himself / she herself judges that he/she wants to understand New Technology in detail can also take Hard Core Technology Training as stated above, as this may also be helpful to him/her driving electronic Service Deliveries.

3. Refresher Training
   All officers may himself/herself opt for a Refresher or may be nominated for a Refresher Training by higher authorities as deemed fit on a mutual convenience basis.

4. Training for Staffs below the Rank of Assistant Programmers:
   In the era of electronic service delivery IT department needs staffs that are acquainted with basic Information Technology, Data Entry, Word Processors, Spread Sheet and other Tools etc. Hence The Secretary / Head of the Department as deemed fit may nominate any staff below the level Assistant Programmer for Basic Computer Operation Training, Data Entry Operation Training and Training on various Tools like MS Office and others.

11. WHITE PAPER ON CONNECTIVITY

11.1 REASONS THAT CAN BE ATTRIBUTED TO BAD CONNECTIVITY

The rugged topography of Sikkim is the main challenge that prevents providing reliable telecommunication connectivity. The terrain is unstable and landslides occur very frequently which results in the snapping of Optical Fibres (OFCs) thus disrupting telecommunication. Providing microwave radio links to many places is also not possible because of line of sight issues. Remote areas of Sikkim also experience long spells of power outages because of which exchanges and BTSs go off the air.

The sparse population of Sikkim dissuades private telcos from putting their telecommunication infrastructure as it is considered economically unviable. This leaves us to rely on BSNL which is providing yeoman service especially in remote areas but is straddled with problems of paucity of funds, shortage of technical manpower and spare parts for its equipment.

11.2 PROBLEMS BEING FACED BY THE STATE BECAUSE OF BAD CONNECTIVITY

We have not been able to roll out e-governance applications in a meaningful manner because of poor connectivity thus depriving citizens of electronic services like on line facilities for applying for various benefits. Mobile services in remote areas are also bad as a result of which both the administration and public are inconvenienced.

However it is in the time of natural disasters like landslides and earthquakes that telecommunications links fail when it is required the most. This hampers relief and rescue operations. The devastating earthquake of 18th Sept 2011 resulted in telecommunication links to North Sikkim failing.

Many Call Centre and BPO companies have evinced interest in setting up their operations in Sikkim because of the salubrious climate, a population that speaks neutral English, no labour problems – all right ingredients for an IT Enabled Service
industry. High operating costs on account of attrition, salaries, and air conditioning have prompted these companies to look at regions like Sikkim to shift their operations. However bad connectivity has prevented these companies from coming to Sikkim as a result of which employment opportunities for our burgeoning youth population is being lost.

11.3 RAISING OF OUR TELECOMMUNICATION ISSUES AT VARIOUS FORUMS

- The issue of Connectivity was raised in the highest forum of the Government and many letters were sent by IT Department through Chief Ministers Office to the Honourable Minister of IT & communication, Government of India.
- During the Meeting of the Joint Parliament Committee (JPC) for Telecommunication held at Gangtok, the issue of internet connectivity was discussed in length and memorandum for the same was submitted to the Chairman, JPC. The Honourable Member of Parliament, Lok Sabha of Sikkim was also present and appraised regarding the issue.

11.4 SOME IMPORTANT APPLICATIONS THAT RELY ON TELECOMMUNICATION CONNECTIVITY

The various e-Governance projects and initiatives undertaken by the Department of Information Technology are highlighted below. These heavily rely on good connectivity.

**Sikkim State Data Centre (SSDC):**
The Sikkim State Data Centre became functional from April 2011 and has hosted critical applications of the Commercial Tax Department under Finance Department and also the on-line treasury.

**State Service Delivery Gateway/State Portal (SSDG/SP):**
The State Portal project has been formulated under the National e-Governance Plan (NeGP) to fulfil the vision of providing easy and convenient services to the Citizens through remote access primarily through Common Service Centres (CSCs) and enabling the State Portal (by implementing the key components State Portal viz. SSDG, electronic Form (“e-Forms”), Application and Computing Infrastructure. With this in view, 'sikkimssdg.gov.in', the State Portal has been designed, developed and hosted by Department of Information Technology, Government of Sikkim. The objective behind the Portal is to provide a single window access to the information and services being provided by the Government with comprehensive, accurate, reliable and one stop source of information ranging from health, education, housing and employment, law & order and finances. A variety of citizen services being provided by the Government across sectors and states/UTs will also be accessible from the Portal.

**E-District:**
E-District project is being incorporated by the Department of Information technology for all the four districts of Sikkim. The main objective of this project is to deliver e-services to the citizen.

**Common Service Centres (CSCs):**
These Centres numbering 45 were set up as Community Information Centres (CICs) in 2001 all across the state. In year 2008 they got converted as CSCs to provide citizen centric services but the connectivity that was provided through VSATs by NIC was discontinued. We attempted to give broadband connectivity though BSNL to the CSCs but this did not work out and it turned out to be mostly non-functional. Unservicable computers that were installed in 2001 coupled with lack of connectivity have resulted in the closure of all the CSCs. A plan for their revival has been submitted to the Department of Information Technology, Government of Sikkim for consideration.

**On Line Treasury**
This is a very critical application and involves connecting all the Pay and Accounts
offices in Sikkim to a centralised data base hosted at the State Data Centre. This application is up and running since Jan 2013. All government transactions are now online and as a spinoff the government is able to monitor government expenditure and liquidity position on a real time basis. This allows better fiscal planning. When connectivity is down, the whole financial system in the Government grinds to a halt and salary and contractor payments get delayed.

**Cyber village**
This path breaking innovative initiative is being implemented as proof of concept at the Melli Dara Gram Panchayat Unit (GPU). The aim of this project is to update all data pertaining to each household in the GPU using handheld devices. Online police verification of citizen in the GPU who apply for certificates and passports is being taken up as a next step. Connectivity is of prime importance for the success of this project.

### 11.5 PRESENT STATUS OF CONNECTIVITY IN SIKKIM (AS – IS -REPORT)

Infrastructure is one of the pillars of e-Governance framework. Till 2012 the telecommunication connectivity to the mainland was unreliable as there was a single linear underground optical fibre which was prone to snapping quite often due to landslides resuly BSNting in communication blackouts.

With the Power Grid Corporation of India Limite (PGCIL) laying the OPGW between the State Capital and Siliguri, the situation has improved considerably. The National Knowledge Network (NKN) now piggy backs on this. The NIC is also using the OPGW to provide connectivity to State Government. The PGCIL has recently provided OFC connectivity to an outlying District Headquarters Namchi.

The BSNL and private operators have laid a hybrid optical fibre and microwave to some important locations. For mobile communication, BTS many of them 3 G have been put up across the state. In North Sikkim Satellite communication has been provided by BSNL.

The State Wide Area Network (SWAN) was implemented by National Informatics Centre, Department of Information Technology, and 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 Centres (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. However connectivity to many PoPs continues to be extremely unreliable with some PoPs like Dentam and Yoksum being non operational for the past 3 years because BSNL has not been able to procure the necessary spare parts.

Presently, the major internet connectivity provider in the state is BSNL (Bharat Sanchar Nigam Limited) as there is few private internet service provider’s active in Sikkim and they are mainly focused in Gangtok.

### 11.6 PROPOSED YEARWISE ROADMAP FOR IMPROVING CONNECTIVITY

**Technologies proposed**

#### WiMAX
- WiMAX base station equipment with a sector antenna and wireless modem on top. WiMAX (Worldwide Interoperability for Microwave Access) is a wireless communications standard designed to provide 30 to 40 megabit-per-second data rates, with the 2011 update providing up to 1 Gbit/s for fixed stations the forum describes WiMAX as “a standards-based technology enabling the delivery of last mile wireless broadband access as an alternative to cable and DSL”.

#### GPON - Gigabit Passive Optical Network
The way people use the Internet today creates a great demand for very high bandwidth: Bringing optical fibre to every office is the definitive response to such demands for greater bandwidth.

One way of providing fibre to the offices is through a Gigabit Passive Optical Network, or GPON (pronounced 'djee-pon').

GPON is a point-to-multipoint access mechanism. Its main characteristic is the use of passive splitters in the fibre distribution network, enabling one single feeding fibre from the provider's central office to serve multiple homes and small businesses.

GPON has a downstream capacity of 2.488 Gb/s and an upstream capacity of 1.244 Gbp/s that is shared among users. Encryption is used to keep each user's data secured and private from other users. Although there are other technologies that could provide fibre to the last mile, passive optical networks (PONs) like GPON are generally considered the strongest candidate for widespread deployments.

**1st Year:-**

**Strengthening of Connectivity to Gangtok**

- We need to establish a stable connectivity through Backbone using high voltage transmission tower line of Power Grid Cooperation India Limited (PGCIL) and BSNL line from Kolkata / Patna / Siliguri to Gangtok using the Technology such as Gigabit-capable Passive Optical Networks (GPON) / Worldwide Interoperability for Microwave Access (WiMAX) / Optical – Fiber (OFC) or combination of both as found appropriate.
- Alternatively, private players like Vodafone, Aircell, Reliance, etc., should be encouraged to provide the internet and GSM mobile service across the state through industrial subsidies and incentives.

- Further we may request all the major telecom companies to provide Telecom infrastructure such as Broadband and mobile connectivity to remote locations of Sikkim by invoking corporate social responsibilities.
- As the connectivity to North Sikkim is quite bad especially in the Lachung & Lachen which is quite remote and disaster prone area, we may need to set up VSAT link to these locations with power back up using solar energy with huge battery banks as captive power.
- Backup Links should be provided to the existing BSNL link of Kolkata – Gangtok especially through Patna – Gangtok Link

**Stable Connectivity to District HQ**

Once the network between Gangtok and rest of the country is stable with good bandwidth then we can go for connectivity to the District Head Quarters (DHQ)

- From Gangtok to all the 4 District Head Quarters we need to establish
  - Primary link between Districts and Gangtok using physical landlines using fiber optics, GPON technology
  - Secondary link between Districts and Gangtok using wireless communication, WiMAX

**Stable Connectivity to the 16 Sub Divisions**

- Primary to all 16 Sub Division using fiber optics, GPON technology
- Secondary to all 16 Sub Division using wireless communication, WiMAX

**2nd Year**

**Connectivity to Blocks**

- Primary link to all 35 Blocks using WiMax Technology
- Secondary link to all 35 Blocks using Optical Fibre GPON

**3rd Year**

**Connectivity to Gram Panchayat**

- Primary link to all 176 Gram Panchayats using WiMax Technology
Secondary link to all 176 Gram Panchayats using Optical Fibre GPON

11.7 MEASURES TO BE TAKEN TO IMPROVE CONNECTIVITY IN THE STATE

- The setting up of the National Optical Fibre Network (NOFN) may be expedited using technologies like Gigabit Passive Optical Network (GPON). A MOU has already been signed between the Government of Sikkim, Bharat Broadband Nigam Limited (BBNL) and the Department of Telecommunication, Government of India. The NOFN would be used as the primary means of communication to the District Headquarters, Subdivision, Blocks and Gram Panchayat etc.
- STM on Microwave may be provided to all the Subdivisions. Wimax towers may be set up at vantage points all across the state. This would provide secondary or redundant telecommunication links.
- Where neither NOFN nor Microwave is possible because of terrestrial or Line of Sight issues, high capacity 32 mbps VSATs (IDDR) may be installed.
- More BTSs need to be installed in the state to make connectivity and internet ubiquitous.
- Power Grid Corporation of India Limited (PGCIL) has been entrusted with evacuating power from the upcoming hydroelectric power projects in Sikkim. The Corporation is in the process of installation of transmission towers all across the state including North Sikkim. PGCIL may be advised to use Optical Ground Wire (OPGW) at the time of installation of the power pylons; the present practice is to replace the earth wire with OPGW at a later date.
- The population density of Sikkim is very low: hardly 80 persons per square kilometre. BSNL which is the main service provider covers remote sparsely populated areas which are economically unviable to operate in. BSNL may be sufficiently compensated in terms of giving them dark optical fibre by PGCIL. Where BSNL is providing connectivity through VSATs, subsidized bandwidth charges may be considered. For this funding from Universal Service Obligation Fund (USOF) may be considered.

12. BUSINESS PROCESS RE–ENGINEERING

Business Process re-engineering is an important and pivotal ingredient of any computerisation project. When computers were first introduced in the government and corporate sector in India, it was thought that technology would solve all the ills in the system– computers were looked at like a panacea. However ten to fifteen years down the line – nothing much had changed. This is because no one thought of re-engineering the processes. This has been of late suddenly realized. Now there is a lot of talk about – journey of transformation rather than IT implementation. Studying the present manual system would give you an excellent opportunity to change existing procedures. Procedures which no one bothered to change – they were almost sacrosanct and not questioned because they were being followed traditionally and out of habit for many years.

The worst possible approach to systems design is the one-for-one conversion, which occurs when an existing manual system is converted to a computerized one without upgrading or changing it. In other words, ledger accounting remains ledger accounting instead of being upgraded to financial planning etc. The conversion process provides an excellent opportunity to upgrade an existing clerical system into an information system. Computerisation is not about translating but about transformation. There may be many forms, reports or documents that may be required or not being used but these are still there. These should be eliminated. Re-engineering of processes should have the
underpinnings of changes in the rules, regulations and acts. For instance in an e-governance scenario there must be a rule that states that applications forms downloaded from the internet would be acceptable by the Department concerned. When questioned why a particular procedure was being followed, the answer that you’ll probably get is ‘Because it has always been done this way.’ While studying the functioning of an office, it was found that a certain procedure took a week to be executed. By making minor changes, the time was reduced to a couple of days. In this case therefore the system study had led to increased efficiency – even if computers were not to be introduced. Given below are some case studies in the Government of Sikkim that led to improved efficiency after some government process reengineering was done.

Case Study 1
Timely payment of increment
The increment orders of employees in a particular Department were issued after the file moved up and down three times: first for sanction of increment, second for approval of the draft increment order and the third time for the issue of the fared increment order. This procedure resulted in inordinate delay in issue of the office orders. When we studied the system for the purpose of computerization, we found by printing the fared office order and then taking the necessary approvals would require the file to move only once thus reducing the delay. This change in the procedure would not require any computerization. However after making the modifications in the manual system we also went ahead with the computerization and gave the computers the credit for reducing the delays.

Case Study 2
Doing away with computer for Gun Licence Renewal
Renewal of Gun Licences had to be done by the owners annually based on when their weapon had been purchased. Using a computer and software, we used to issue notices to the gun owners a month before their renewal date advising them to renew their licences. Defaulters similarly would be issued computer generated notices. Therefore the entire year the arms section of the Police Department was issuing and dispatching notices. We came up with an idea. Why not have one renewal date (1st July every year)? The proposal was readily accepted and as a result the computer was done away with. A classic case of doing away with technology after a Business Process Re-engineering.

Case Study 3
Redesigning the Travel Allowance Claims form
The Travel Allowance Claims forms were an unwieldy A3 size and any Government employee wanting to claim travelling expenses had to obtain a pre-printed forms. This form had many important features missing: for instance there was no place to fill in the name of the claimant. DIT changed the format to A4 size and made it downloadable from the official website so that anyone could print it out and use it.

Case Study 4
Mass SMS
Proposal for a Mass SMS sender has also been formulated. A Bulk SMS Sender can send SMSs to thousands of mobile numbers simultaneously category and group-wise. The system can be used to send circulars en masse through SMS thus reducing paper work.

Case Study 5
Payment of pensionary benefits on time
The following Business Process re-engineering process was initiated by our Department. Government employees normally have to wait for months after their retirement to get their gratuity and pensionary benefits. The Government could think of adopting the following procedure so that the employees can get their gratuity in time:

1. Six months before an employee is due to retire, the computer will issue a notice to the concerned Head of office
that the personal file of the retiree be processed for:
a. Confirmation of Service if this has not already been done
b. Updating of service book leave account
c. Issue of retirement order
d. Filling of claim form by retiree, nomination form

{The pension and terminal benefits get delayed as the main personal file has to be processed in three different Departments for Leave Encashment (DOP), GPF/GIS (GPF Section) and pension (Pension Section) all within one month.}

2. One month before a letter to the GPF Office with the following details will be sent to the
   a. Retirement Order
      Attested photocopy of the Leave account of the last one year
   b. A certificate from the Head of Office stating that the GPF has been deducted since the GPF passbook was last updated.
      (The personal file should not be sent to the GPF Office)

   • The GPF section will issue the GPF GIS cheque 15 days before retirement date and send to the concerned DDO

3. Meanwhile, one month before the retirement date, the personal file will be processed for leave encashment if any.
4. Twenty days before the retirement date, the personal file will be sent to the Pension Section which will be required to issue the Gratuity cheque 10 days before the retirement date.
   • The file will have a big flag saying “PENSION URGENT“ and officials will have to clear the file within two days.

   • One day before the retirement, cheque will be issued to the retiree in an envelope with following super- scripted on it

“THANK YOU FOR YOUR SERVICE TO THE GOVERNMENT OF SIKKIM WITH BEST WISHES FOR A HAPPY RETIRED LIFE”

Case Study 6
Backup important documents on the internet
In spite of computerization a sizeable amount of time of organizations specially Government Departments is spent collecting and collating information and has reduced them to a state of helplessness. A lot of time is also wasted searching information which lies in paper files; time which could have been used for doing productive work. The Department of Information Technology took an initiative of meaningfully classifying all important documents and backing them up on the internet on Google Docs and Hotmail SkyDrive for easy retrieval.

13. UTILIZATION CERTIFICATES

The procedure adopted for release of funds through Grant-In-Aid / Additional Central Assistance (ACA)* to the States under various programmes stipulates that the State Governments should furnish Utilization Certificates to the effect that the funds have been utilized for the purpose for which it was sanctioned and no diversion has been made. The auditing of accounts and reports thereon are a precondition for the release of the second and the subsequent installments. State Governments have been advised to ensure the authenticity of Utilization Certificates. The requirement of these documents also checks the diversion of funds, if any.

Department of Information Technology has been working on various e-Governance projects for delivering government services to the citizens and has been furnishing UCs of the projects to Government of India.

Advantages
✓ To show flow of utilized fund
✓ Easy to Audit
✓ Transparency
✓ Financial Management

Please refer Annexure 3 for UCs format.

**Additional Central Assistance (ACA)**
This is provided for implementation of externally aided projects (EAPs), and for which presently there is no ceiling. Unlike NCA, this is Scheme based. The details of such schemes are given in the Statement 16 of the Expenditure Budget Vol. I. There can be One time ACA and advance ACA. **One time ACA** is assistance given by Planning Commission to particular States for undertaking important State specific programmes and schemes. These are one time assistance and thus not recurring. These assistances are discretionary in nature. **Advance ACA** are advances given to special category states in times of financial stress and recoverable in ten years. Central Assistance in the form of ACA is provided also for various Centrally Sponsored Schemes.

14. **SECURITY, BACK UP AND RESTORATION**

**IT Security**
The IT sector has become one of the most significant growth catalysts for the Indian economy and positively influencing the lives of its people through direct and indirect contribution to the various socio-economic parameters such as employment, standard of living and diversity among others. The government has embarked on various IT-enabled initiatives including in Public services (Government to citizen services, citizen identification, public distribution systems), Healthcare (telemedicine, remote consultation, mobile clinics), Education (e-Learning, virtual classrooms, etc) and Financial service (mobile banking/payment gateways), etc. In addition, Government sector has enabled increased IT adoption in the country through sectors reforms that encourage IT acceptance and National programmes such as National eGovernance Programmes (NeGP) and the Unique Identification Development Authority of India (UIDAI) programme that create large scale IT infrastructure and promote corporate participation. To secure cyber space Ministry of ICT have come up with various policies & strategies.

**Cyber Law**
Provides legal recognition to electronic documents and a framework to support e-filing and e-commerce transactions and also provides a legal framework to mitigate, check cyber crimes.

The key considerations for securing the cyber space include:

- The security of cyber space is not an optional issue but an imperative need in view of its impact on national security, public safety and economic well-being.
- The issue of cyber security needs to move beyond traditional technological measures such as anti-virus and firewalls. It needs to be dynamic in nature and have necessary depth to detect, stop and prevent attacks.
- Cyber security intelligence forms an integral component of security of cyber space in order to be able to anticipate attacks, adopt suitable counter measures and attribute the attacks for possible counter action.
- Effective correlation of information from multiple sources and real-time monitoring of assets that need protection and at the same time ensuring that adequate expertise and process are in place to deal with crisis situations.
- There is a need to focus on having a suitable security posture and adopt counter measures on the basis of
hierarchy of priority and understanding of the inter dependencies, rather than attempting to defend against all intrusions and attacks.

- Security is all about what people, process and technology and as such there is a clear need for focusing on people and processes while attempting to use the best available technological solutions, which otherwise could prove ineffective.
- Use of adequately trained and qualified manpower along with suitable incentives for effective results in a highly specialized field of cyber security.
- Security needs to be built-in from the conceptual design stage itself when it comes to developing and deploying critical information infrastructure, as opposed to having security as an afterthought.

Maintenance (Day to Day Maintenance of Computers and its data)

- Technical Assistants (CRTI) are responsible for the day to day maintenance of the computer system in the Department. They also look after Annual Maintenance Contract (AMC) after the renewal.
- When we lose all our files because our hard drive decides to stop working, or a virus forces us to reformat our hard drive. Having a backup ready is the only way to get back years of files that we have accumulated. IT Department backup all its important documents in Google Docs and SkyDrive for easy upload and retrieval.
- Few steps that an individual must follow to protect their Computer from vulnerable attacks:
  - Choose an operating system based on its security and vulnerability
  - Choose a web browser based on its security and vulnerabilities because most malware will come through via your web browser.

  - When setting up, use strong passwords in your user account
  - Use trusted sources When downloading software (including anti-virus software get it from a trusted source)
  - Install good antivirus software Antivirus software is designed to deal with modern malware including viruses, trojans, keyloggers, rootkits, and worms.
  - Block Spyware
  - Download and install a firewall A firewall simply tries to block hackers from entering or using your computer.
  - Keep your software up-to-date
  - Backup your important data often

Sikkim State Data Center (SSDC)

SSDC a central data repository hosts data of all the Government Departments. There are various preventive and precautions measures taken up to secure these datas. The data center is using Oracle and Windows 2008 as database servers and iball 6 terabyte storage devices where the space required for storing the files of every department in state will be allocated on demand.

Some Physical Security Measures:

- Unauthorized people are not allowed to enter inside SDC without prior permission.
- All Applications/ Services/ Sites, should be Security Audited before Hosting in SSDC.
- Users/ Departments should fill up the respective Co-location/Web hosting/Backup forms as per their required purpose & submit the same to the DIT for approval before carrying out the task.
- The User/ Vendor/ Maintenance Team installing or moving any of their Application/ Sites/ Services or equipment must obtain prior
permission and review their plans with DIT.

All requests related to updates, modification, and replacement or Backup for Application, Websites, and Database etc. should come through DIT.

15. MANAGEMENT OF IT DEPARTMENT INCASE OF LEAVE OR ABSENCE OF THE OFFICERS AND STAFFS

The backup system of office Administration and Management of Information Technology Department in-case of leave or absence of the following officers & staffs:

<table>
<thead>
<tr>
<th>SL.NO</th>
<th>Designation</th>
<th>Office Backed By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Principal Director-cum-Secretary</td>
<td>Joint Director I</td>
</tr>
<tr>
<td>2.</td>
<td>Joint Director I,II,III,IV</td>
<td>Will be backed by the Joint Directors present in the Office</td>
</tr>
<tr>
<td>3.</td>
<td>Assistant Director</td>
<td>Programmer I/II</td>
</tr>
<tr>
<td>4.</td>
<td>Programmer I</td>
<td>Assistant Director/Programmer II</td>
</tr>
<tr>
<td>5.</td>
<td>Programmer II</td>
<td>Assistant Director/Programmer I</td>
</tr>
<tr>
<td>6.</td>
<td>Senior Accountant</td>
<td>Accounts Clerk</td>
</tr>
<tr>
<td>7.</td>
<td>Accounts Clerk</td>
<td>Senior Accountant</td>
</tr>
<tr>
<td>8.</td>
<td>UDC</td>
<td>Senior Stenographer /Programmers</td>
</tr>
<tr>
<td>9.</td>
<td>Senior Stenographer</td>
<td>UDC/Programmers</td>
</tr>
<tr>
<td>10.</td>
<td>Receptionist</td>
<td>Peons</td>
</tr>
<tr>
<td>11.</td>
<td>Peon</td>
<td>Peons available in the office</td>
</tr>
</tbody>
</table>
### 1. Weekly Assigned Task format

<table>
<thead>
<tr>
<th>Joint Director I,</th>
<th>Assistant Director I</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Finalize proposal for creation of new body (SICTA)</td>
<td>• Visit CSCs</td>
</tr>
<tr>
<td>• Segregate old files. File numbering</td>
<td>• E-payments</td>
</tr>
<tr>
<td>• Call center status. Finance IT Manual</td>
<td>• RFID</td>
</tr>
<tr>
<td></td>
<td>• E-Office</td>
</tr>
<tr>
<td></td>
<td>• E-Salary</td>
</tr>
<tr>
<td>Assistant Director II,</td>
<td>Programmer</td>
</tr>
<tr>
<td>• Open Data- Meet Mr. Tambe, Law Department</td>
<td>• He should call RFID vendor</td>
</tr>
<tr>
<td></td>
<td>• Work on Business Summit proposal</td>
</tr>
<tr>
<td>• Training programme can be held in IT Department- Speak to Secretary, Law Department</td>
<td>• IT manual should be hosted on Website inviting comments.</td>
</tr>
<tr>
<td>Technical Assistant/CRTI (Hardware/Networking)</td>
<td></td>
</tr>
<tr>
<td>• Prepare a list for the items in the store.</td>
<td></td>
</tr>
<tr>
<td>• E-Waste, to be dumped at the room adjacent to SDC</td>
<td></td>
</tr>
<tr>
<td>Joint Director II,</td>
<td></td>
</tr>
<tr>
<td>• Birth &amp; Death</td>
<td>Technical Assistant/CRTI</td>
</tr>
<tr>
<td></td>
<td>• No. of bus tickets issued online</td>
</tr>
<tr>
<td></td>
<td>• Missions.</td>
</tr>
<tr>
<td>Joint Director III,</td>
<td>LDC</td>
</tr>
<tr>
<td>• Finalize Annual Plan and present</td>
<td>• Enter the names of all files on Excel Sheet.</td>
</tr>
<tr>
<td>• Video Surveillance- Meet ADG, Special Branch. Visit Rangpo and Melli</td>
<td></td>
</tr>
<tr>
<td>• Cyber Village- Digital signature</td>
<td></td>
</tr>
<tr>
<td>• M- Tourism content</td>
<td></td>
</tr>
<tr>
<td>• Permit rules from Home Deptt.</td>
<td></td>
</tr>
<tr>
<td>Joint Director IV,</td>
<td>General</td>
</tr>
<tr>
<td>• Business Summit proposal</td>
<td>Proposal for following to be put up</td>
</tr>
<tr>
<td></td>
<td>• Land- 1.5 crores</td>
</tr>
<tr>
<td></td>
<td>• Call Center- 50 lakhs</td>
</tr>
<tr>
<td></td>
<td>• SDC-45 lakhs</td>
</tr>
<tr>
<td></td>
<td>• Grants-in-Aids- 60 lakhs</td>
</tr>
<tr>
<td></td>
<td>• NeGP- 12 crores</td>
</tr>
<tr>
<td></td>
<td>• Decision on Heads will be taken later.</td>
</tr>
<tr>
<td></td>
<td>• Advance training in JAVA Alfresco for Mr. VaishnavGajmer, AD, Mr. PremAshishPradhan, Programmer, Mr. Anil Sharma, Mr. NavinSubba and Mr. ZangpoGyaltsen, AD.</td>
</tr>
<tr>
<td></td>
<td>• Shifting of <a href="http://www.sikkim.gov.in">www.sikkim.gov.in</a> to Alfresco.com</td>
</tr>
<tr>
<td>Sr. A.O</td>
<td></td>
</tr>
<tr>
<td>• To streamline stock ledger</td>
<td></td>
</tr>
<tr>
<td>• To prepare issue voucher</td>
<td></td>
</tr>
<tr>
<td>Sr. Tech. Assistant, CRTI</td>
<td></td>
</tr>
<tr>
<td>• Write letter to Director, DHH regarding paper waste of IT Department</td>
<td></td>
</tr>
<tr>
<td>O.S/CRTI</td>
<td></td>
</tr>
<tr>
<td>• Stock ledger to be updated.</td>
<td></td>
</tr>
<tr>
<td>Peon</td>
<td></td>
</tr>
<tr>
<td>• Take charge of renovation of toilets.</td>
<td></td>
</tr>
<tr>
<td>• Filing Cabinet</td>
<td></td>
</tr>
<tr>
<td>• Old furniture to room adjacent to SDC.</td>
<td></td>
</tr>
</tbody>
</table>
2. Format of Stock Register

**FORM-II**

(See Rule 133(2)(ii))

STOCK REGISTER OF CONSUMABLES SUCH AS STATIONERY, CHEMICALS, SPARE PARTS, ETC.

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Date</th>
<th>Particulars</th>
<th>Suppliers invoice No. &amp; Date</th>
<th>Total Received</th>
<th>To whom issued</th>
<th>Total Issued</th>
<th>Balance</th>
<th>Unit price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** User’s indent in original shall be treated as issued voucher, issued voucher number shall be in consecutive order, financial year wise and it should be note on each indent.
3. UCS Format

Form GPR 19-A

Form of Utilization Certificate

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Letter No. &amp; Date</th>
<th>Amount</th>
<th>Kinds of checks exercised:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Add: Interest Received</td>
<td></td>
<td>1. No UC is pending for rendition.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. The competent authority further checked and approved that expenditure made under the project is as per the approved heads and components of the project.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3. The outcomes achieved so far is as per the project approval and commensurate with the releases and time-wise deliverables.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4. The Auditing by the independent agency has been done.</td>
</tr>
</tbody>
</table>

Certified that out of Rs. __________ (Rupees in words) of Grant-in-Aid/Additional Central Assistance (ACA) sanctioned during the year _______ in favour of Centre For Research and Training in Informatics (CRTI) under this Ministry/Department letter No. given in the margin and ______ on account of unspent balance of the Previous year and added interest received on the amount is Rs._________ (Rupees in words). A sum of Rs. __________ (Rupees in words) has been Utilized for the purpose of “name of the project/scheme” for which it was sanctioned and that the balance of Rs. __________ remaining unutilized.

1. Certified that I have satisfied myself that the conditions on which the Grant-in-Aid was sanctioned have been duly fulfilled/and that I have exercised the following checks to see that the money was actually utilized for the purpose for which it was sanctioned.

Kinds of checks exercised:

Signature: _____________________  
Signature: _____________________

Designation: **Secretary**  
Department of Information Technology  
Government of Sikkim  
Date:  

Designation: **Executive**  
CRTI  
Date:
4. Review on Telecom Connectivity

To,
The Chief Secretary, 
Government of Sikkim,
Tashiling Secretariat, Gangtok-737103.

Subject: Review of Telecom Services in the State of Sikkim – Constitution of a Committee

Sir,

The proposal regarding constitution of a Committee for ‘periodical review of telecom services in the State of Sikkim’ has been examined in Department of Telecommunications.

2. It has now been decided with the approval of the Competent Authority to constitute the committee as per the following constitution:

<table>
<thead>
<tr>
<th>Designation/Organization/Address</th>
<th>Status</th>
<th>Telephone No./Fax No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Secretary, Government of Sikkim, Tashiling Secretariat, Gangtok.</td>
<td>Chairman</td>
<td>03592-202315, 204323 (F)</td>
</tr>
<tr>
<td>Joint Secretary (T), Dept. 3rd Floor, Sanchar Bhawan, New Delhi-110092.</td>
<td>Member</td>
<td>011-2306716, 23717411, 23372049 (F)</td>
</tr>
<tr>
<td>Bharat Sanchar Nigam Limited (BSNL)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PGM, West Bengal Telecom Circle, 1, Council House Street, 1st Floor, Kolkata-700001.</td>
<td>Member</td>
<td>033-22480099, 22100610 (F)</td>
</tr>
<tr>
<td>GM, Sikkim, Gangtok Telecom District, Gangtok, Sikkim-737101</td>
<td>Member</td>
<td>03592-203409, 202451 (F)</td>
</tr>
<tr>
<td>Department of Telecommunications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director, DGP, Sikkim, Police Head Quarter, Gangtok, Sikkim</td>
<td>Member</td>
<td>03592-203747, 203341 (F)</td>
</tr>
<tr>
<td>Director, General, HQ, 17, Mountain Division, 109.10 APO</td>
<td>Member</td>
<td>03592-202777, 207426 (F)</td>
</tr>
<tr>
<td>Engineer, BHO, Swastik, Baruk.</td>
<td>Member</td>
<td>03592-201305, 203805 (F)</td>
</tr>
<tr>
<td>Director, Information Technology Department, Annex Building, Gangtok</td>
<td>Member</td>
<td>03592-202777, 207426 (F)</td>
</tr>
<tr>
<td>Secretary, IFR, Department, Tibet Road, Gangtok.</td>
<td>Member</td>
<td>03592-205682, 205662 (F)</td>
</tr>
<tr>
<td>DC (North, South, East &amp; West)</td>
<td>Special invitees, as per need.</td>
<td></td>
</tr>
</tbody>
</table>

3. Principal Director, Information Technology Department, State Government of Sikkim, Gangtok has been nominated as Member (Secretary) of the Committee who as per the direction/advise of the Chairman of the Committee and as per the requirement will convene meetings to discuss various issues involved so that the requirement of the State Government in respect of the telecom services may be met and adequate telecom facilities may be made available to the State Government as well as people of the State.

Yours faithfully,

(Sanjeev Gupta)
Director (PSU-I)
Tel: 23066019/23772494
Fax: 23772493
Email: directorpsu@gmail.com

Copy to: All Members of the Committee

Copy also to:
(i) Joint Secretary (Dr. C. B.S. Vankatranan), Cabinet Secretariat, Rashtrapati Bhavan, New Delhi-110004 w.r.t. D.O. letter No. 11/1/1/2010-CA-V dated 28.06.2010 and in continuation of this office O.M. of even no. dated 9.11.2010 for kind information and record.
(ii) CMD, BSNL, Corporate Office, Banar Sanchar Bhavan, Janpath, New Delhi with the request to intimate the committee members.
Home Department  
Government of Sikkim  
Gangtok-737101, Sikkim  
Tel: 91-3592-202792(C)  
Fax: 91-3592-200200  
E-mail: mgkirain@hotmail.com

M. G. Kiran IAS  
Principal Secretary

Dear Sir,

Subject: Request to expedite Optical Ground Wire (OPGW) to West District headquarter, Sikkim

Reference is drawn to your letter no. C/Telecom/Sikkim dated 17.10.2013 on the aforementioned subject. I am thankful to your Organization for agreeing to the State’s request of providing OPGW connectivity. However, the schedule time for the completion of OPGW is stated as July 2014. I would request you to kindly take this up at earliest as our e-governance projects are being hampered due to non-availability of stable connectivity in the West District. It would also be appreciated if the work could be completed by January 2014.

Further, I would like to inform you that the State Government does not have proper paraphernalia supported with required technical expertise for laying and maintenance of the OPGW. Therefore, I would like to request once again to extend the OPGW upto Gayzing, West Sikkim from Sagbari in the background spelt above.

Yours sincerely,

No. 23/Home Dated 3rd December 2013
Mr. R. N. Nayak,  
Chairman and Managing Director,  
Power Grid Corporation of India Limited (PGCIL)  
b-9, Qutab Institutional Area, Katwaria Sarai,  
New Delhi - 110018

Ramadan Sengoob, IAS  
Chief Secretary

Subject: Optical Ground Wire (OPGW) to the West District Headquarter in Sikkim

The State Government has been increasingly using the optical fibers of PGCIL for improving the telecommunication infrastructure in the State. With the optical fiber provided by PGCIL to PSC from Sikkim to Gangtok, the internet connectivity has improved considerably. Further, OPGW are being erected to the South and the North District Headquarters.

However, it is learnt that providing of OPGW to the West District headquarter is not in the list of works to be executed by PGCIL. You are kindly requested to take initiative to provide OPGW to the West District headquarter also at the earliest.

So that the telecommunication infrastructure in the State as a whole improves considerably. This would be possible if PGCIL extends OPGW to the OPGW Main Station at Sagbari near Reoti, West Sikkim. We shall ensure that all assistance including the ICU is provided to you for the purpose.

Yours faithfully,

R.N. Nayak  
Chairman & Managing Director,  
Power Grid Corporation of India Limited (PGCIL)  
b-9, Qutab Institutional Area, Katwaria Sarai,  
New Delhi-110018

43 | Page
To
Shri Kapil Sibal
Hon'ble Minister for Communication & Information Technology
Government of India
New Delhi

Sir,

This is in reference to the National roll out of the scheme for creation of National Optical Fiber Network (NOFN) wherein the State is required to sign the tripartite Memorandum of Understanding (MoU) with the Government of India and Bharat Broadband Network Ltd. (BBNL).

The Department of Information Technology, Sikkim has initiated the process for signing of the tripartite MoU. As per the scheme the MoU is to be signed between Government of Sikkim, Department of Telecommunication, Government of India and (BBNL) the SPV for the scheme.

In this regard I would like to put forward my request to your good offices if Power Grid Corporation of India Ltd. (PGCIL) can be considered for laying the National Optical Fiber Network in the State of Sikkim.

Yours faithfully,

(N.K Pradhan)
Dear Mr. Verma,

It was a pleasure to meet you again. With regard to the connectivity issues, I am meeting Mr. Ravi Shankar in a few days and will certainly try and persuade him to expedite the NOC plan for Sikkim and to also see if any subsidy is possible to facilitate and encourage usage. I will also speak with Sec. DOE.

In the context of delivery of e-gov services, are you familiar with the work being done in A.P. (Mee Seva)? A visit to see it at first hand may be worthwhile, in case you have not seen it in action.

Let me see what I can do with Genpact and other companies. Apart from the space, are there any other incentives that are being offered?

Your enthusiasm and work in fostering innovation is impressive! My best wishes for continued success.

Warm regards,
Kiran Karnik

On 06-12-2013, Rajesh Verma wrote:

Sirs,

At the outset I would like to thank you and Mrs Veena Upadhyaya for the keen interest you are taking to drive forward the Sikkim Sh-In-C. It is because of the Sh-In-C I am getting the honour of interacting with iconic personalities like Dr Sam Pitroda and your goodself.

It was a pleasure again meeting you in Mrs Veena Upadhyaya’s office at Vigyan Bhawan Annex on 2nd Dec 2013 and discussing connectivity issues pertaining to Sikkim. We require your kind intervention in overcoming the connectivity problems. I met Mr Ravi Shankar Administrator USOF and Chairman PGCIL.

As discussed we would request you to put us across to companies like GenPac who may be interested in setting up a Call Centre in Sikkim. We would be providing 4000 sq ft built up space for this.

Regards,
Rajesh Verma
Secretary Information Technology
Govt of Sikkim
NOTIFICATION

The State Government is hereby pleased to create the Department of Information Technology with effect from 12th January, 2000.

BY ORDER,

SONAM WANGDI, IAS
CHIEF SECRETARY

F.NO.GOS/HOME-II/95/38
NOTIFICATION

In exercise of the powers conferred by the proviso to article 309 of the constitution of India, the Governor of Sikkim hereby makes the following rules further to amend the Sikkim state information technology service recruitment rules, 2013, namely:-

(1) These rules may be called the Sikkim state information technology service recruitment (Amendment) rules, 2013.

(2) They shall come into force at once.

2. In the Sikkim state information technology service recruitment rules, 2013 for schedule II, the following schedule-II shall be substituted, namely:-

```
SCHEDULE-II

1. JUNIOR GRADE: PB-2 Rs. 9300-34800+ Grade Pay Rs. 5000
   This shall be the scale of pay for the post of junior grade as specified in schedule I

2. SENIOR GRADE: PB-3 Rs. 15600-39100+ Grade pay Rs. 6200
   (a) This shall be the scale of pay for the cadre posts in senior grade as specified in schedule I.
   (b) No officer of the junior grade shall be considered for promotion to the senior grade unless he/she has put in 6 (six) years continuous service in the service and subject to availability of vacancy.

3. SELECTION GRADE -II: PB-3 Rs. 15600-39100 + Grade Pay Rs. 7200
   (a) This shall be the scale of pay for the cadre posts in selection grade II as specified in schedule I.
   (b) No officer of the senior grade shall be considered for promotion to the selection grade – II unless:
      (i) he/she has put in 6 (six) years continuous service in the senior grade or
      (ii) he/she has put in 14 (fourteen) years of continuous service in the service whenever there is no member fulfils the conditions at (i) above subject to availability of vacancy:
      (iii) he/she has worked in the senior grade for atleast 1 (one) year in the substantive capacity.

4. SELECTION GRADE -II: PB-3 Rs. 15600-39100 + Grade Pay Rs.8700
   (a) This shall be the scale of pay for the cadre posts in selection grade I as specified in schedule I.
   (b) No officer of the selection grade shall be considered for promotion to the selection grade – I unless:
```
(i) he/she has put in 4 (four) years continuous service in the senior grade-II; 
or 
(ii) he/she has put in 18 (eighteen) years of continuous service in the service when there is no member fulfills the conditions at (i) above subject to availability of vacancy: 
(iii) he/she has worked in the selection grade-II for atleast 1 (one) year in the substantive capacity.

5. **SELECTION GRADE –II: PB-4 Rs.32000-60000 + Grade Pay Rs. 9000**  
   (a) This shall be the scale of pay for the cadre posts in selection grade I as specified in schedule I.  
   (b) No officer of the selection grade shall be considered for promotion to the selection grade – I unless:
   - (i) unless he/she has put in 4 (four) years continuous service in the senior grade-I; or 
   - (ii) he/she has put in 22 (twenty two) years of continuous service in the service whenever there is no member fulfils the conditions at (i) above subject to availability of vacancy: 
   - (iii) he/she has worked in the selection grade-I for atleast 1 (one) year in the substantive capacity.

6. **SELECTION GRADE –II: PB-4 Rs. 37400-67000 + Grade Pay Rs. 9500**  
   (a) This shall be the scale of pay for the cadre posts in selection grade I as specified in schedule I.  
   (b) No officer of the selection grade shall be considered for promotion to the selection grade – I unless:
   - (i) he/she has put in 2 (two) years continuous service in the SUPERTIME GRADE-Ii, or 
   - (ii) he/she has put in 26 (twenty six) years of continuous service in that service whenever there is no member who fulfils the conditions at (i) above subject to availability of vacancy: 
   - (iii) he/she has worked in the suppertime grade-II for atleast 1 (one) year in the substantive capacity.

By order and in the name of the Governor  
Sd/-  
(C. Bhutia)  
JOINT SECRETARY TO THE GOVERNMENT  
DEPARTMENT OF PERSONNEL, ADMINISTRATIVE REFORMS, TRAINING AND PUBLIC GRIEVANCES  
Memo. No.634-36/GEN/DOP  
Dated: 26.9.2013  
Copy for information to:  
1. Secretary, information and technology department.  
2. Secretary, SPSC.  
3. ADDITIONAL Secretary, home Deptt for publication in the gazette.  
4. File and  
5. Guard file.
2. Sikkim State Subordinate Information Technology Services

GOVERNMENT OF SIKKIM
DEPARTMENT OF PERSONNEL, ADM. REFORM & TRG. PUBLIC GRIEVANCES, CAREER OPTIONS & EMPLOYMENT, SKILL DEV. & C.M.’S SELF EMPLOYMENT SCHEME
GANGTOK

NOTIFICATION

In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India, the Governor of Sikkim hereby makes the following rules further to amend the Sikkim State Sub-ordinate Information Technology Recruitment Rules, 2005, namely:

1. (1) These rules may be called the Sikkim State Sub-ordinate Information Technology Recruitment (Amendment) Rules, 2013.

(2) They shall come into force w.e.f 01/01/2014.

2. In the Sikkim State Sub-ordinate Information Technology Recruitment Rules, 2005, for the existing Schedule, the following Schedule shall be substituted, namely
## "SCHEDULE-I"

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Name of post</th>
<th>No. of post</th>
<th>Pay Scale &amp; Classification</th>
<th>Method of recruitment</th>
<th>Age limit for direct recruitment</th>
<th>Educational qualification required for direct recruitment, other eligibility condition</th>
<th>Incase of recruitment by promotion, grade/post from which promotion to be made</th>
<th>If Departmental Promotion Committee exists, Its Constitution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Programmer</td>
<td>16</td>
<td>Pay Band-2 9300-34800+ Grade Pay Rs. 4200 Grade-1</td>
<td>(a) 50% by direct recruitment through open competitive examination (b) 50% by promotion on seniority-cum-merit through limited Departmental competitive exam on clearance of &quot;A&quot; level course from NIELIT. In case, the candidate fails to meet the promotion criteria, the 18(eighteen) Years to 30(thirty) years. AGE RELAXATION: BL/SC/ST 5(five) years, MBC 4(four) years, OBC 3(three) years, in-service regular Govt. servant-5(five) years</td>
<td>(I) For direct recruitment : (1) Qualifications: (d) Bachelor of Engineering in (Computer or Information Technology or Electronic or Electronic &amp; Communication) from a Recognized University/ Institute or (e) Full time course in Master of Computer Application (MCA) or full time course in MSC(IT) Degree from recognized university/Institute or (f) Higher qualification prescribed for Assistant Director. (2) Must be able to converse in one of the Languages namely, Nepali, Bhutia, Lepcha or Limboo. (3) Must have the knowledge of Culture and Tradition of Sikkim (II) For promotion, - 4 (Four) years of continuous service as Assistant Programmer Grade II and subject to availability of vacancy and (b) With &quot;A&quot; level course certification</td>
<td>100% by direct recruitment through open competitive examination</td>
<td>As may be constituted by the State Government.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Assistant Programmer</td>
<td>31</td>
<td>Pay Band- 2 9300-34800+ Grade Pay Rs. 3800 Grade-II</td>
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<tr>
<td></td>
<td>(a) 50% by direct recruitment through open competitive examination</td>
<td>18(eighteen) Years to 30(thirty) years.</td>
<td>(1) For direct recruitment;</td>
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<td></td>
<td>And</td>
<td>AGE RELAXATION: BL/SC/ST 5(five) years, MBC 4(four) years, OBC 3(three) years, in-service regular Govt. servant-5(five) years.</td>
<td>(1) Qualification:</td>
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<tr>
<td></td>
<td>(b) 50% by promotion on seniority-cum merit through limited Departmental competitive exam.</td>
<td></td>
<td>(a) Full time course in Bachelor of Computer Application (BCA) or full time course in Bachelor of Science in Information Technology (BSC(IT)) or</td>
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<td></td>
<td>In case, the candidates fails to meet the promotion criteria, the vacant post shall be filled up by direct recruitment.</td>
<td></td>
<td>(b) 3(three) years Engineering Diploma in (Computer or Information Technology or Electronic or Electronic &amp; Communication) from recognized university/Institute or</td>
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<td></td>
<td></td>
<td></td>
<td>(c) Science Graduate from recognized university with &quot;A&quot; level course certification from National Institute of Electronic and Information Technology (NIET)/Government recognized institute or</td>
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<td></td>
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<td></td>
<td>(d) Higher qualification prescribed for Assistant Director, Programmer.</td>
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<td></td>
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<td></td>
<td>(2) Must be able to converse in one of the Languages namely, Nepali, Bhutia, Lepcha or Limboo.</td>
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<td></td>
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<td></td>
<td>(3) Must have the knowledge of Culture and Tradition of Sikkim</td>
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<td></td>
<td>(II) For promotion, - 08 (Eight) years of continuous service as Computer Operator Grade III subject to availability of vacancy.</td>
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<tr>
<td>3</td>
<td>Computer Operator</td>
<td>13</td>
<td>Pay Band-1 5200-20200+ Grade Pay Rs 3000 Grade III</td>
<td>recruitment</td>
<td>100% by direct recruitment through open competitive examination</td>
<td>18(eighteen) Years to 30(thirty) years.</td>
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<tr>
<td>(4) Qualification:</td>
<td>(a) 3(three) Years Diploma in Engineering (with Computer or Information Technology as one of the subject in three semesters) or</td>
<td>(b) Senior Secondary-10+2 passed or equivalent from a recognized Board with “O” level course certification or equivalent from National Institute of Electronic and Information Technology(NIEIT)/Government recognized institute or</td>
<td>(c) Senior Secondary-10+2 passed with IT vocational course from recognized board or</td>
<td>(d) Higher qualification prescribed for Assistant Programmer/Programmer/Assistant Director.</td>
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<tr>
<td>AGE RELAXATION: BL/SC/ST 5(five) years, MBC 4(four) years, OBC 3(three) years, in-service regular Govt. servant-5(five) years</td>
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<tr>
<td>(5) Incase the post is to be filled up through regularization on Master Roll/Work Charge Employee, the incumbent should have “O” level Course certification from National Institute of Electronic and Information Technology(NIEIT).</td>
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<td></td>
<td>(3) Must be able to converse in one of the Languages namely, Nepali, Bhutia, Lepcha or Limboo</td>
<td>(4) Must have the knowledge of Culture and Tradition of Sikkim.</td>
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<tr>
<td>4</td>
<td>Total Strength</td>
<td>60</td>
<td></td>
<td></td>
<td>100% by direct recruitment through open competitive examination</td>
<td>As may be constituted by the State Government.</td>
<td></td>
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</tr>
</tbody>
</table>
**“SCHEDULE II”**

COMPOSITION AND STRENGTH OF SIKKIM STATE SUBORDINATE INFORMATION TECHNOLOGY SERVICE

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Designation of the post</th>
<th>Total Strength</th>
<th>Pay Scale and Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DUTY POST</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Programmer</td>
<td>16</td>
<td>Pay Band-2 9300-34800+ Grade Pay Rs. 4200 Grade-1</td>
</tr>
<tr>
<td></td>
<td>(b) Assistant Programmer</td>
<td>31</td>
<td>Pay Band-2 9300-34800+ Grade Pay Rs. 3800 Grade-II</td>
</tr>
<tr>
<td></td>
<td>(c) Computer Operator</td>
<td>13</td>
<td>Pay Band-1 5200-20200+ Grade Pay Rs 3000 Grade III</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Deputation reserve (20% of 60)</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Training reserve (15% of 60)</td>
<td>09</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Leave reserve (5% of 60)</td>
<td>03</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total authorized strength</td>
<td>84</td>
<td></td>
</tr>
</tbody>
</table>

Department of Personnel, Adm. Reform & Trg. Public Grievances, Career Options & Employment, Skill Dev. & C.M.’S Self Employment Scheme

*For more details on Gazette, Orders, Notifications & Circulars....*
First Week of every month the following task need to be accomplished:

1. Review of the previous meeting
2. Submission of monthly report on
   - RTI to State Information Commission (Forms)
   - Accounts statement to FRED (Format)
   - Cyber Crime to Ministry of Information Technology, Delhi (Format)
   - Attendance to Home Department (Format)
   - Monthly Progress Report to Minister IT, Chief Secretary and Secretary to Hon’ble Chief Minister (Format).
3. Fund position of Information Technology Department, State Budget and CRTI Head (Format)
4. Checking Pending bills (Format)
5. Checking Vehicle Registration Renewal (Format)
6. Physical Progress of the Projects (Format)
7. Inspection Report of e-District Kiosk and SWAN PoPs by the Officers (Format)
8. Monthly Tour Reports to Chief Secretary by Secretary Information Technology
9. Inspection of Information Technology Infrastructures at Gram Vikas Kendra (Format)
10. Checking the status of SWAN links (Format)
11. Attendance of CSC Operator and Chowkidars (Format)
12. Verify list of IT service Personnel (Format)
13. Checking Training Schedule/Training need assessment (TNA) (Format)
14. Verify List of equipments not working (Format)
15. List of Hardware/consumables/cartridges/Stationeries (Format)
16. Checking CL,EL status of all the Employee (Format)
17. Status of e-Waste at GMC Collection Centre (Format)
18. Checking of Electrical wiring and CAT Cables of the department
19. Checking list of documents/notifications hosted on the cloud
20. Checking Paper Waste Status
21. Inspection of Restrooms (Format)
22. Status of the Disability Project
<table>
<thead>
<tr>
<th>Months</th>
<th>Meetings/Trainings/Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>January</strong></td>
<td></td>
</tr>
<tr>
<td>5th</td>
<td>Submission of quarterly Report on Vigilance (<a href="#">Format</a>)</td>
</tr>
<tr>
<td>Last Week</td>
<td>Coordination Meeting of SSITS personnel with Honourable Minister/IT (<a href="#">Format</a>)</td>
</tr>
<tr>
<td><strong>February</strong></td>
<td>CRTI Meeting</td>
</tr>
<tr>
<td>Last Week</td>
<td></td>
</tr>
<tr>
<td><strong>March</strong></td>
<td>Checking of Outstanding Advances(Report)</td>
</tr>
<tr>
<td>Second Week</td>
<td></td>
</tr>
<tr>
<td><strong>April</strong></td>
<td>Submission of quarterly Report on Vigilance</td>
</tr>
<tr>
<td>5th</td>
<td>Submission of Annual Report to Assembly (<a href="#">Format</a>)</td>
</tr>
<tr>
<td>Second Week</td>
<td>A week long General/ Specialization training by NIELIT for Computer Operator, Assistant Programmer and Programmer</td>
</tr>
<tr>
<td>Last Week</td>
<td></td>
</tr>
<tr>
<td><strong>May</strong></td>
<td>Inspection of store/Weeding of old Files (<a href="#">List of Files Format</a>)</td>
</tr>
<tr>
<td>First Week</td>
<td>Coordination Meeting of SSITS personnel with Secretary/IT</td>
</tr>
<tr>
<td>Last Week</td>
<td></td>
</tr>
<tr>
<td><strong>June</strong></td>
<td></td>
</tr>
<tr>
<td>First Week</td>
<td>1. Auction of unserviceable equipment/e-Waste</td>
</tr>
<tr>
<td></td>
<td>2. Plan Business Summit (<a href="#">Checklist Format</a>)</td>
</tr>
<tr>
<td>Second Week</td>
<td>Fire Drill</td>
</tr>
<tr>
<td>Last Week</td>
<td>e-Governance Apex Committee Meeting chaired by Chief Secretary</td>
</tr>
<tr>
<td><strong>July</strong></td>
<td>Submission of quarterly Report on Vigilance</td>
</tr>
<tr>
<td>5th</td>
<td></td>
</tr>
<tr>
<td><strong>August</strong></td>
<td>CRTI Meeting</td>
</tr>
<tr>
<td>First Week</td>
<td></td>
</tr>
<tr>
<td>Second Week</td>
<td>A week long General/ Specialization training by NIELIT for Computer Operator, Assistant Programmer and Programmer.</td>
</tr>
<tr>
<td>Last Week</td>
<td>Coordination Meeting of SSITS personnel with Honourable Minister /IT</td>
</tr>
<tr>
<td><strong>October</strong></td>
<td>Submission of quarterly Report on Vigilance</td>
</tr>
<tr>
<td>5th</td>
<td></td>
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<tr>
<td><strong>November</strong></td>
<td>Business Summit (SIKITEX)</td>
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<tr>
<td>3rd Week</td>
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</tbody>
</table>
Note:
IT Personnel (Asst. Programmer, Programmer) has to undergo training on Sikkim Government Service Rule and Sikkim Government Financial Rules which is conducted by Accounts & Administrative Training Institute (AATI) once in 2 years (in the month of June).

<table>
<thead>
<tr>
<th>Last Week</th>
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</thead>
<tbody>
<tr>
<td>1. Coordination Meeting of SSITS Personnel with Secretary/IT</td>
<td></td>
</tr>
<tr>
<td>2. e-Governance Apex Committee Meeting chaired by Chief Secretary</td>
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</tr>
</tbody>
</table>

| December                                                                 |
|--------------------------------------------------------------------------|-----------------------------------------------------------------|
| First Week                                                               |                                                                 |
| Inspection of store/Weeding of Old Files                                 |                                                                 |
| Second Week                                                              |                                                                 |
| Innovation Council Meeting                                              |                                                                 |

Note:
IT Personnel (Asst. Programmer, Programmer) has to undergo training on Sikkim Government Service Rule and Sikkim Government Financial Rules which is conducted by Accounts & Administrative Training Institute (AATI) once in 2 years (in the month of June).