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Editorial Team

Neeta Shah
Satish Iyengar
Hemang Bhavsar

Message from Secretary, Department of Science & Technology

Gujarat, today, already is among the leading states to invest money and resources for IT implementation in governance and citizen services. Achievements have already been made in the policy, infrastructure, application development, data-warehousing areas and endeavors are on to achieve more in the areas of industry, networking, content creation and information management.

Though the pace of activities for e-Governance has been hectic and the results noteworthy so far, increasingly, there is the realization that e-Governance is not just a one time change process, but an inevitable way of governance, that brings with it the promise of convenience and transparency with focus on the Citizen.

The Department of Science & Technology is now looking to frame a fresh IT Policy that will include the big picture scenario and will focus on building an institutionalized & consistent approach to the implementation of plans and schemes. Also, a more relevant & favorable look at the needs of the industry is being given, which includes the labour laws, single point facilitation, ensuring broad-band connectivity and special incentives for the ITES sector. We are also aiming to build the capacity of individuals working with each department and raising the level of IT education in the state.

I would like to encourage each one of you to come forward with your inputs and participate pro-actively in making Gujarat a truly e-Governed state.

Rajesh Kishore

Message from the desk of MD

Firstly, I would like to extend my warm welcome to all of you to **e-Gov@Gujarat**, our latest effort to proliferate the understanding & implementation of IT in the Government.

e-Gov@Gujarat has been conceived as a monthly newsletter that will provide information on various aspects of the e-Governance efforts of Gujarat and a medium to communicate the experiences and best practices in IT implementation.

As this is the first issue of the bulletin, we have tried to put an overall perspective of the IT framework in the state. This, by no means, covers the entire scope of endeavors and is just an attempt to cover the significant aspects.

We would like to institutionalize the bulletin to serve as a refreshing presentation of information and details of the latest events and endeavors related to IT. I invite you to be a part of this exercise by contributing your views and ideas.

Wishing you all a good reading !

Anil Mukim

Gujarat IT Policy

Policy Framework

As a key initiative towards the approach of its structured initiative to establish Gujarat as an ideal IT destination and build true e-Governance, the Government of Gujarat has now setup a separate Department of Science & Technology, from the erstwhile IT Division under the GAD

The formation of the IT Division was followed by the announcement of the IT policy for the state for the five-year period 1999-2004, which is a comprehensive strategy cum plan to achieve a truly information powered state. To rollout the various parts of the policy, the Government set up Gujarat Informatics Ltd., as the nodal agency for IT promotion and the Commissionerate of Information Technology, to administer the IT incentive policy.

IT Policy - Objectives:

- ✓ Overall IT growth in the state of Gujarat
- ✓ To create enormous new employment opportunities in the state
- ✓ To train and develop skilled manpower in IT
- ✓ To facilitate information outlets at the doorstep of the common man
- ✓ To make Government - Citizen interface more effective, efficient and transparent

Salient Features of the IT Policy to achieve overall IT growth in Gujarat include the creation of information corridor (State Capital, District H/Q, Taluka H/Q), appropriate participation of private sector (Info kiosks & other services), compulsory Computer Education in all schools from Class V onwards, setting up of Institute of Information Technology for quality IT manpower (DA-IICT), 1 PC for 50 persons by 2005 A.D. (National Task Force target – 2008 A.D.), venture Capital Fund for development of IT services, software and products.

Other Policy initiatives include IT Skills Training to youth, Tax subsidy to IT units (Sales-Tax exemption) and promotion of the state as an IT Destination.

IT Policy – Components

Components of the IT Policy on one side cover the capital incentive and other benefits to IT units in the state – IT Incentive Policy. Also, individual policies have been put in place for all areas of IT and are primarily implemented through the nodal agency, GIL. They policies are covered under the IT policy and have been framed with the intention to derive the maximum price and process benefit to the state. They include Policy for procurement of LAN hardware and associated systems (Hardware procurement Policy); Policy for Training of Government employees (IT Training Policy); Policy for Software Development (Total Solutions Provider Policy); Policy for Website Development (Website Policy)

These policies have been amended from time to time to accommodate for the rapid changes taking place in the market and to improve the delivery of output.

The IT Policy is valid till 2002 and shall be revised and suitably modified soon. An exercise to collect inputs from various stakeholders has already started.

GIL's Role

Gujarat Informatics Ltd.(GIL) was established as the nodal agency for IT development in the state in February 1999, by the Government of Gujarat.

The company was started with a clear objective to promote IT and accelerate the process of e-Governance in the state. Along with the announcement of the IT policy, the Government has enabled GIL to effectively implement IT projects in the state.

'The unique blend of business objectives & driving IT utilization in the Government, combined with the dynamic nature of the organisation has made GIL as the hub of all IT activity in the state.'

**- Shri Anil Mukim, IAS
Managing Director**



Focus Areas

GIL has become more organized in its efforts to build an electronic state and now channelises its efforts and resources to specific focus areas which are addressed by functional division within the company.

The Architecture & Projects Division works to establish an overall IT architecture for the Government and spearheads the efforts for implementing projects such as Infocity, eDatabank & Citizen Card. The e-Governance division is focuses on improving internal Government processes using IT looks at incubating eGovernance projects such as Mahiti Shakti & City Civic Centre. The Hardware & Networking provides strategic advice & consultancy to Govt. offices to procure hardware and also carries out Central Purchase of hardware for all Govt. Departments. The Software & Applications division looks at providing consultancy & preparing IT Plans for departments and carries out the selection of Total Solutions Provider. The Promotion division promotes the state as an investment destination & Organizes seminars, events & conferences.

GIL – Contributing to the e-State

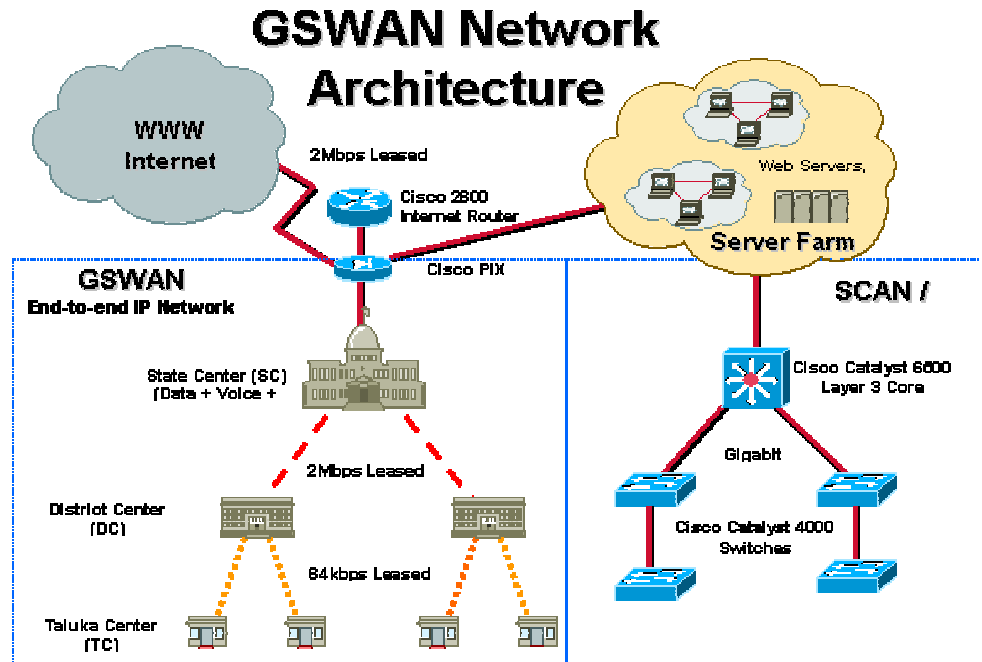
- ✓ Participating in departmental IT plan meetings
- ✓ Making IT Action Plans & strategies for various departments & offices
- ✓ Providing valuable inputs and expert advice on IT projects & endeavors
- ✓ Acting as information back-office during emergency (2001 Earthquake)
- ✓ Establishing MOUs and forging collaborations with leading companies & agencies
- ✓ Providing consultancy on hardware, software, website & training related issues
- ✓ Hub for all IT activity in the state

Infrastructure

GSWAN, SICN & Server Farm

Keeping - "Access" to the governance as the first item on agenda, Government of Gujarat planned and implemented GSWAN (Gujarat State Wide Area Network) interconnecting all administration nodes in the state.

The IP based network design incorporates – convergence of services, compatibility to other technologies, effective utilization of bandwidth resource, access drop-outs for public information centers (kiosks) etc. Integration of Secretariat Integrated Communication Network (SICN) with GSWAN has induced mutual synergy in two networks. Web sever, DNS server, Mail server and database servers are commissioned in the Server Farm and have been integrated to the network. All government offices have the facility to host and manage their websites locally, though at a central location.



Gujarat State Wide Area Network

GoG had decided to create state-of-the-art , Gujarat State Wide Area Network (GSWAN) to :-

- establish a reliable horizontal and vertical communication corridor for within the state administration
- achieve e-governance commitment and bring governance closer to public;
- strengthen disaster management capacity

The GSWAN is a closed user group for Government departments with each District/Taluka connected to the State Headquarters and consists of 2 MBPS connectivity upto district level and 64 KBPS connectivity upto Taluka level and provides Data, Voice and Video facility and provides Internet access via dedicated pipe through DOT/GNFC.

SICN

The Sachivalaya Integrated Communication Network encompasses an electronic telephone system that has over 5500 connections in Government Offices. On an average 1,25,000 calls are made within the network every day. Approximately, 60-70,000 calls are made on out side the network every day. An average 40,000 calls are incoming every day. The system has resulted in tremendous savings for the Government on its internal calls and has provided enhanced user facilities such as a voice mailbox & conference calling as also facilities such as CCTV & Disaster Communication.

Projects and Initiatives

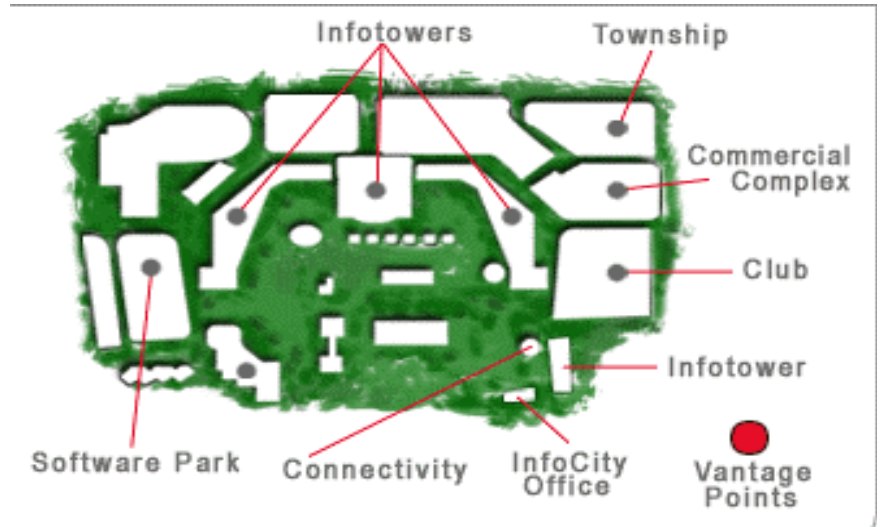
Enabling Mechanism

Enabling Mechanism has also been spelt out for the implementation of the IT policy as under:

1. All departments have prepared their IT Action Plan, which has a one-year focus and a five-year perspective.
2. One percent of the State Government budget is committed to IT related activities, which is expected to rise to 3% in the year 2005 AD.
3. To ensure quicker availability of funds, a separate IT sub-head is to be created within each major head.

Computerisation of Departments

Computerisation of departments is a humongous exercise and involves everything for making an IT plan, to procuring a budget to buying the hardware developing software and training the people in terms of the technology and attitude. Given this, the Gujarat Government has made significant achievement in the last 2 years and the leading departments in computerisation are Finance, Revenue, Panchayat and the GAD.



Infocity

The Infocity has been started as a joint venture project between the Govt. of Gujarat and Creative Choice of USA and is envisioned as an IT Park in Gujarat

The Infocity provides state-of-the-art infrastructure facilities including bandwidth and power and offers Ready-to-occupy office space with all requisite amenities for an IT company. It is in the process of setting up 2 earthstations with upto 120 MBPS bandwidth. The 1st Infotower has already been completed and five companies have registered space and are to start their operations. The Infocity is envisioned to make true the concept of a city-within-a-city and will have all the facilities required for a good quality of life.

Chief Information Officers have been appointed in each Department and agency. In all, over 50 CIOs & Jt. CIOs have been appointed in the Government and have been entrusted with the responsibility of driving the computerization efforts of the departments. Various batches of CIOs have been given specialized training on Microsoft and other products. Also, Training sessions and meetings are held at frequent intervals for CIOs with the objective of building skills and inducing a sense of enthusiasm for the application of IT.

Land Records Computerization (Revenue Department)

Computerization of land records has been done village-wise for all Talukas and the record of right in printed form is made available to the citizen. The application is available online both on the intranet and the internet. The CIO of Revenue Department is Sharad Rawal

Significant Achievements

Achievements have been made at various levels in the State Government related to IT implementation. These include the Smart Card Driving Licenses project of the Gujarat Motor vehicles Department, Electronic Weigh bridges at RTO check-posts in the state for automatic calculation and recording of taxes, the Citizens Charter exercise - based on the Vadodara Model, Web Applications such as GR Book Online & Formbook having more than 3400 GRs & 100 forms, making available the status of High Court & District Court cases on Internet & GSWAN, Registry application for tracking of files & papers at the Sachivalaya and the successful launch of the Census Website.

Web Corner

Govt. of Gujarat Website
www.gujaratindia.com

Panchayat Department
www.ruraldev-gujarat.com

GSPC
www.gujaratpetro.com

Please look out for this section
for URLs of Government
websites

Department Specific Achievements

Revenue Department

The Revenue Department has been one of the front-runners in the implementation of IT and is constantly striving to utilize IT for making its processes more efficient and effective. IT has already completed the networking of all district collector and secretariat offices (Internal and on GSWAN) along with the Computerisation of all 25 district collector offices. The Citizen Charter – Replication of the Vadodara Model has been done and the implementation of Citizen centric applications has started at all 25 collector offices.

Panchayat Department

In the Panchayat department, networking of all DDO & Development Commissionerate offices and the Computerization of 25 District Development Offices (Jilla Panchayats) has been completed. The Panchayat department has also launched a website and plans to make it more information rich in the coming months.

Finance Department

The Finance Department has been the first to use IT for its activities with the Directorate of Accounts & Treasury Computerizing the operations of all treasury offices across the state. The Commissionerate of Slaes-Tax & Directorate of Pensions & provident Fund have also computerized their operations.

Latest News

Gujarat State has been awarded the 1st prize for its pavilion at the IT.COM international IT event conducted in Bangalore during October 2002. It has been the second time that GIL has managed to win this award and goes to show the excellent commitment of one and all.

The Computer Society of India has announced the eGovernance Awards for the year 2002 and the Mahiti Shakti Project of Panchmahals district has been awarded the best eGovernance project in the country. The same followed after a high level presentation to the awards committee which included the DST Secretary, Shri Rajesh Kishore and the ex-Collector of Panchmahals, Smt. Jayanti Ravi.

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coe-gil@gujarat.gov.in

or visit us at:

www.gujaratinformatics.com

Contact Address:

Gujarat Informatics Ltd.
Block No. 1, 8th Floor,
Udyog Bhavan,
Gandhinagar – 382017
Phone: 079 - 3256022