

eGovernance in IMD

PREFACE

eGov in IMD

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Industries and Mines Department has initiated an eGovernance drive in the department and also within its cluster of HoDs/Boards / Corporations. The main focus of the eGovernance drive is on:

- ❖ Building an information system which will bring about:
 - Higher transparency of information
 - Interaction with the Citizen through the website
 - Grievance Redressal
 - Seamless Integration with HoDs/Boards/Corporations
 - File Tracking
 - Management Information System
- ❖ Providing the required infrastructure (Computers, Connectivity, Environment etc.) to achieve the objectives of eGovernance.
- ❖ Empowering the employees with proper training and usage of IT, to enable smooth transition from manual to computerized system and to make all the employees computer literates.

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The IMD training logo



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In this issue, we brief you on the details of the eGovernance activities in IMD and its cluster. M/s. CMC Ltd. is the Solution Provider for IMD.

Background

Industries and Mines Department (IMD) is one of the key departments of Government of Gujarat. Gujarat, being one of the top industrial States of our country, the department plays an important role in monitoring and harnessing the industries in the State.

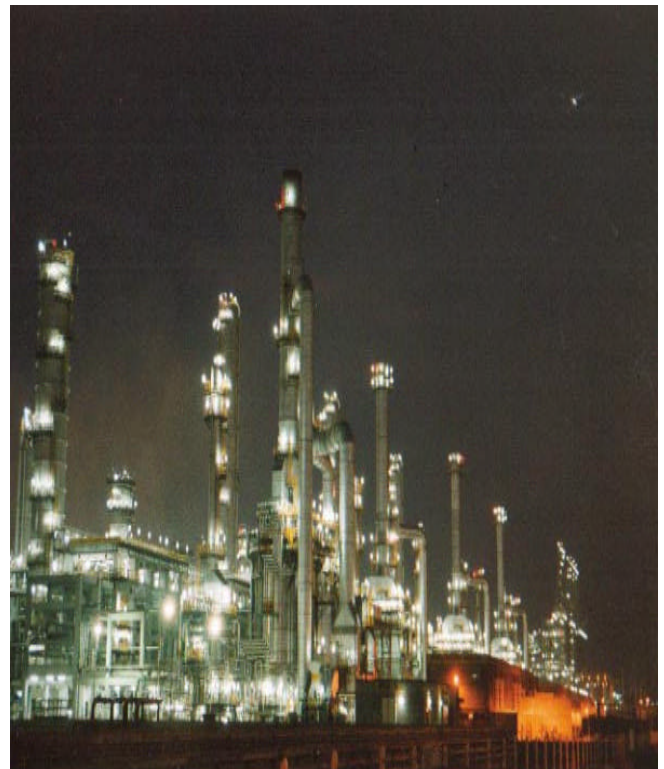
IMD is mainly carrying out activities related to:

- Monitoring of Schemes running at various implementing agencies
- Policy Making and Preparation of Various Schemes
- Develop trade, commerce, production and distribution of products of industries
- Implement works related with various industrial schemes
- Promote products through industrial fairs, exhibitions and show rooms
- Help in matters related with inventions, patents designs and merchandize marks
- Regulate mines and mineral development activities
- Administration of Gujarat minor mineral rules
- Develop industrial, co-operative and cottage industries
- Promote and Monitor Civil aviation activities within the State
- Promote tourism in the State of Gujarat

Vision of IMD

Through e-governance, the department wishes to achieve the following

- Create IT awareness within IMD, by providing the required training and infrastructure to all the employees., and to make all employees of IMD computer literates in this e-governance year
- Provide On-line status of documents to citizens and decision makers
- Establish a synchronous movement of physical and electronic information to ensure updated electronic information
- Establish Seamless Integration with HODs/Boards/Corporations under IMD





About IMD-IITS

To fulfill the vision, IMD has chosen **CMC Limited (A TATA Enterprise)** as their Total Solution Provider (TSP). The name of the project being implemented is **IMD-IITS** (IMD's Integrated Information Technology Solution), and is currently in the development phase. It is likely to be commissioned by January 2005.

Similarly, many of the HoDs/Boards/Corporations falling under the department have also started going in for computerization.

Salient Features of IMD-IITS

- Bi-lingual interface
- Web enabled
- Seamless integration with the IMD website and the HODs/Boards/Corporations
- On-line status of documents to Citizens and IMD
- Grievance Handling
- System Generated Alarms/Reminders/E-mails
- Accuracy of data
- Availability of historical data for reference

Challenges of IMD-IITS

Successful implementation and roll out of the IMD-IITS project involves many challenges:

The biggest challenge is creating IT awareness, appreciation for automated systems and removal of fear of computerized system from the users of IMD-IITS. IMD with the help of the TSP has taken this

challenge very seriously and has started rigorous training programs to achieve this. Instead of classroom training, a concept of training people on their desk, by making them practically use the computer systems is being followed. The next section details out the training aspects and methodology being used by IMD.

Another challenge, which will be faced by the project during the time of implementation, is synchronous movement of physical and electronic files. As a rule it has been decided, that once the system is in place, no official of IMD will process the physical file, without first entering details in the IMD-IITS system.

IMD continuously requires information from the HODs/ Boards / Corporations operating under it. Interfacing IMD-IITS system with these HODs/Boards/Corporations, who are operating in varied conditions will also be a challenge.

Openness and transparency towards citizens, is one of the prime requirements of IMD. The communication with the citizens in the IMD-IITS, will be through the website. Encouraging and promoting citizen involvement and response is another major implementation challenge of IMD-IITS

Training at IMD

Training of all the employees on usage of computers, well before implementation of IMD-IITS is being carried out through various innovative ideas:

- Large Banners containing the IMD training logo are displayed in all the branches within IMD
- Checklists containing certain parameters by which the officials can be judged, are put up in all the branches of IMD

- A day-to-day training is held with each official individually, giving personal attention.
- Various software like IP messenger, Net Meeting etc. are loaded on the PCs of the officials, to motivate them to work on the computers. Stress on practical usage of computers is being given.
- Weekly monitoring of the training status is being carried out by the senior officials of IMD.
- Efforts to print the IMD training logo on the letterheads of IMD are on.

e-સાક્ષરતા એજ સાક્ષરતા

શું તમે e-સાક્ષર છો ?

- ૧) શું આપને કોમ્પ્યુટર ચાલુ/બંધ કરતા આવડે છે ?
- ૨) શું આપને ફોલ્ડર/ફાઇલ બનાવીને સેવ કરતા આવડે છે ?
- ૩) શું આપ કોપી/કટ/પેસ્ટ વિષે જાણો છો ?
- ૪) શું આપને ઇન્ટરનેટ - જીસ્વાન નો ઉપયોગ કરતા આવડે છે ?
- ૫) શું આપ નેટ મીટીંગ/આઈપી મેસેન્જરથી માહિતગાર છો ?
- ૬) શું આપ ફ્લોપી/સીડી પ્રિન્ટવથી માહિતગાર છો ?
- ૭) શું આપ વિન્ડોઝ મીનીમાઇઝ/મેક્સીમાઇઝ કરી શકો છો ?
- ૮) શું આપ વર્ડ ઓપન કરી વર્ડ ફાઇલને ફોલ્ડરમાં સેવ કરી શકો છો ?
- ૯) શું આપને આપના કોમ્પ્યુટરથી પ્રિન્ટર ઉમેરતા આવડે છે ?
- ૧૦) શું આપને ઇ-મેલ અને તેની સાથે ફાઇલ મોકલતા આવડે છે ?
- ૧૧) શું આપને કોમ્પ્યુટરમાં કલેન્ડર જોતાં આવડે છે ?

ઉપરોક્ત ૧૧ મુદ્દાઓ પૈકી ૯માં આપની હા હોય તો આપ

e-સાક્ષર છો.

IMD Website

The IMD website can be viewed at www.imd-gujarat.gov.in/



Front Page of the IMD website

The salient features of the IMD website are as follows:

- Provide information about policies, schemes along with application forms, Vision 2010 and online GRs
- Details of various Branches of IMD and various HODs/Boards/Corporations under IMD
- Contact details of administration and officials
- Details of Industries in Gujarat and Industrial achievements
- Links to many industrial and government websites

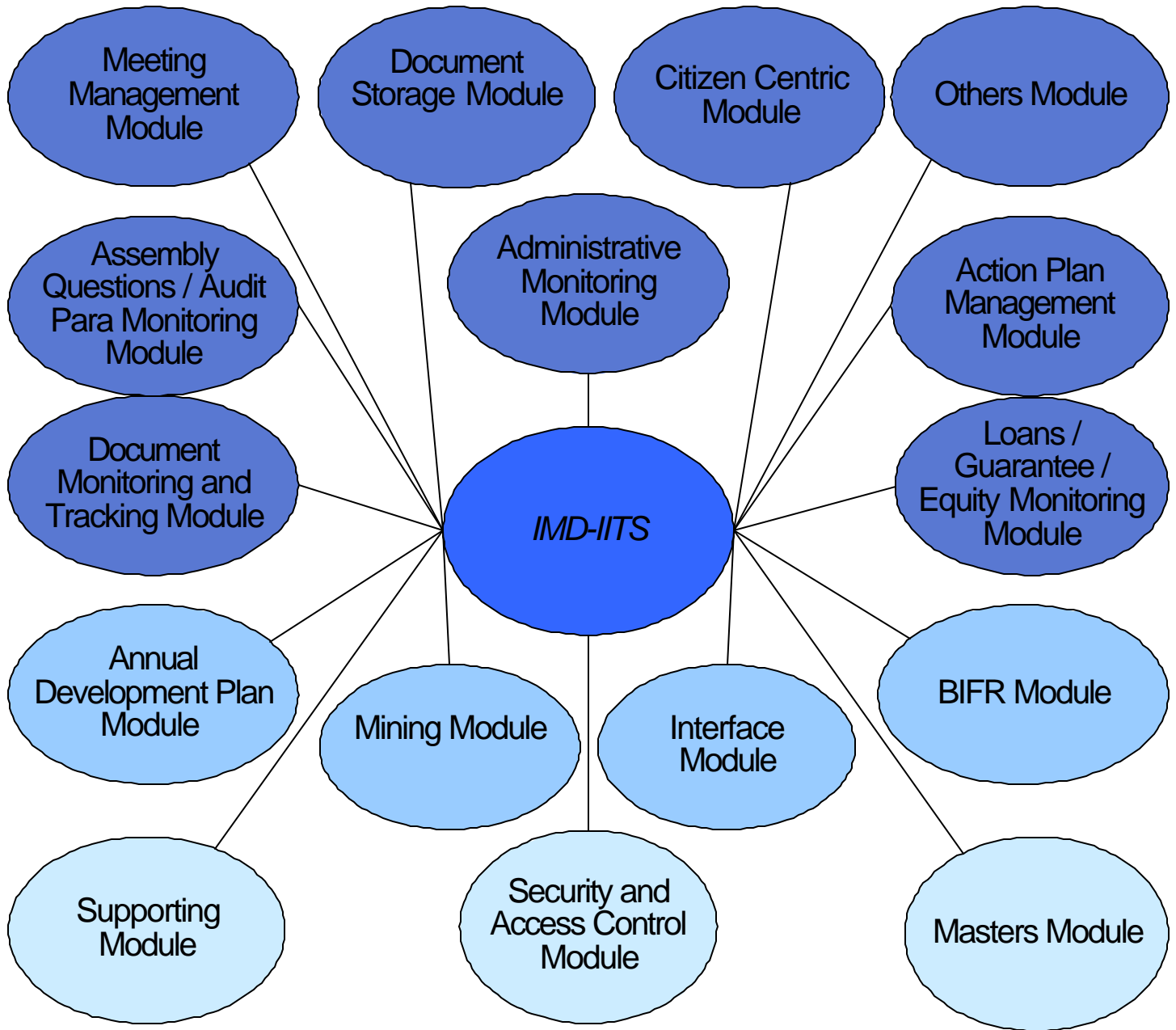
On implementation of IMD-IITS, an entire new interface for Citizen Grievance Handling and status of applications / documents will be incorporated in the website.



Achievements Highlighted in the IMD website



Useful Links on the IMD Website



Overview of IMD-IITS



[Brief Details about the various modules of IMD-IITS](#)

Document Monitoring and Tracking Module

This module will be used for creating, approving and monitoring documents received by IMD. A document can be any type of application or letter coming to the branch for approval and can also be a post or e-mail coming to the branch as a public grievance.

Citizen Centric Module

This module will provide functionalities related to IMD as an agency for entities involving the outside world, which could be applicants who have applied for any registration / license / service with IMD or any of its implementing agencies, or employees of implementing agencies / HoDs / Boards / Corporations.

Administrative Monitoring Module

The Administrative Monitoring Module will provide for storing details of all Class I and Class II officers for all HoDs coming under IMD and board members and chairman details of all Boards and Corporations. This module will also maintain a seniority list of employees for each Class I and Class II officer in the HoDs.

Assembly Questions / Audit Para Monitoring Module

AQ-AP Monitoring Module will be used for entry of the LAQ, LSQ, RSQ and Audit Para being handled by the branches of IMD, and status monitoring of the same. This module

will provide a search facility on the questions / para information. There will be a query for purpose of obtaining the status of the LAQ / LSQ/ RSQ / Audit Para.

Interface Module

This module details down different mechanisms of interfaces through which IMD system can communicate with the Implementing Agencies. This module aims at automating the receiving and display of reports from these agencies to IMD.

BIFR Module

BIFR Module will manage the entire process of investigation and declaration of sick units of medium and large-scale units/industries, which are registered with BIFR. This module will also manage the process of recording decisions taken by BIFR related to sick unit declaration, approval/rejection of decisions from the branch and Fact Sheet entry to be presented to the High Power Committee.

Mining Module

This module will take care of the entire application & approval processing till issue of order for Mining Lease / Prospecting License / Reconnaissance Permit / Quarry Lease. It also caters to Renewal of Mining Lease or Prospecting License / Inclusion of new mineral / Transfer of Mining Lease or Prospecting License.



Annual Development & 5 year plan Module

Annual Development and 5-year Plan Module will be used for entry of annual development plan and 5-year plan data (HoD/Scheme wise), compiling them and generating Statements at different levels (Major Head wise, Minor Head wise, Sub Head wise).

Loans, Guarantee & Equity Monitoring Module

The branches of the department give loans, guarantees and equity to the boards/corporations under them for implementation of various schemes. This module will enable monitoring of the repayment of such loans/guarantees given to the Boards/Corporations.

Document Storage Module

This module will be called from the Document Closure transaction of Document Monitoring and Tracking Module. Through this module the required details of the closed documents, subject matter wise will be stored for future reference

Action Plan Management Module

The Action Plan Management Module will manage the entire process of preparing the action plan as well as monitoring this action plan for its completion.

Meeting Management Module

Meeting Management Module will manage the entire process of scheduling for meetings held within

IMD and recording decisions for meetings held within and outside IMD.

Masters Module

This module will provide functionalities for entering the master information into the system.

Security and Access Control Module

This module will be used to store and manage the user details, authenticate the users of the system and determine the access to various modules of the application.

Supporting Module

This module will provide certain features, which would be invoked through some of the main modules of the system. One of the functionality of this module is to provide a facility to attach multiple supporting documents while monitoring and tracking of any document is on. Similarly, there will be a feature to download those files for any one to view those files. Another functionality that this module provides is generation of alarms, reminders and notifications.

Others Module

This module will be used to cater to other requirements of IMD like:

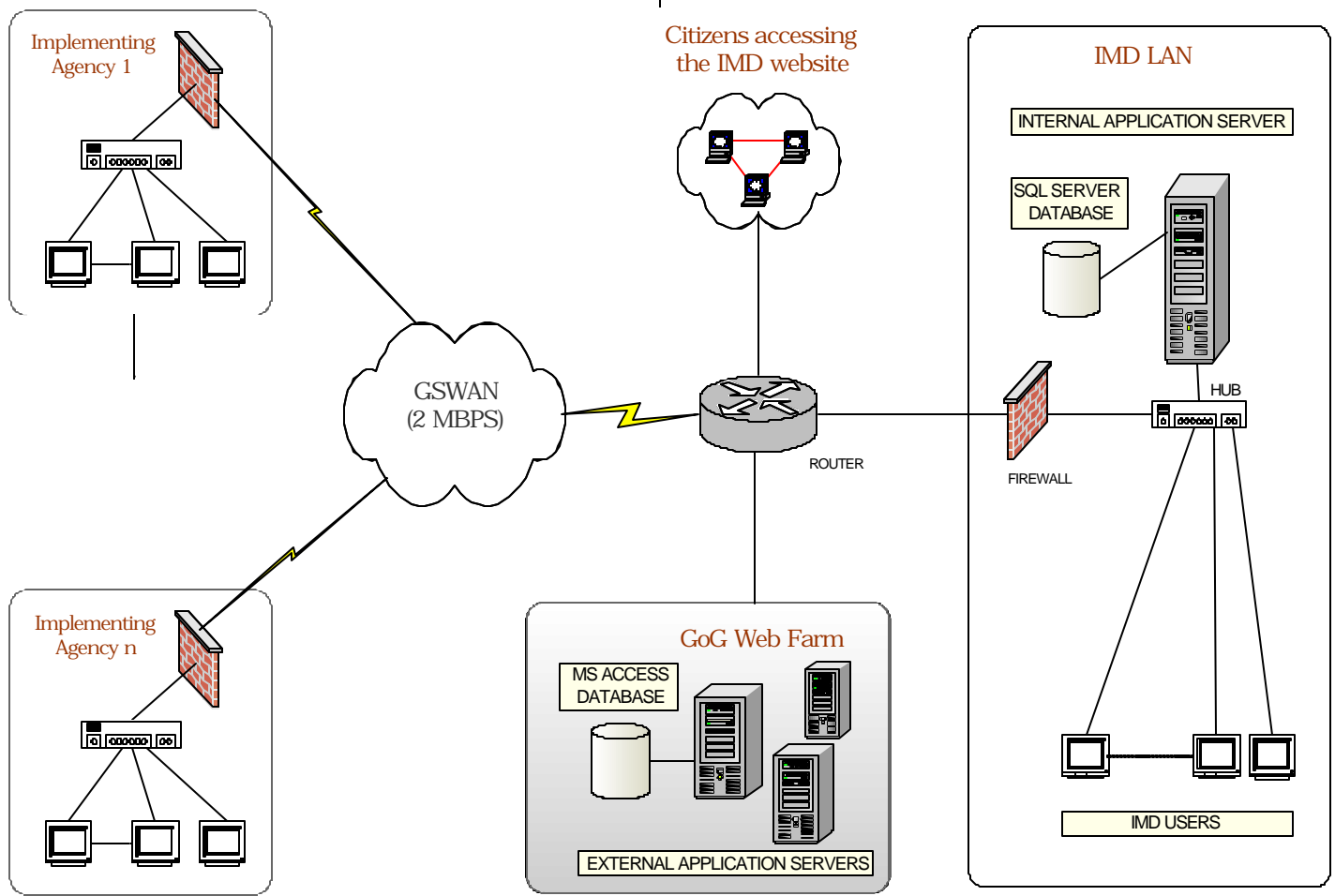
- Training Schedule Details
- Inspection details of Industrial co-op society
- Court cases

Hardware Infrastructure at IMD (proposed)

The proposed hardware infrastructure at IMD is as follows:

- Each of the official at IMD will be having a PC.
- There will be printers available with all the higher officials of IMD, and a printer per branch

- Scanners will be available with all higher officials and one with each branch
- All the HoDs / Boards / Corporations under IMD will be connected through GSWAN, and hence, they all will be having a seamless integration with IMD and with each other.





E-governance Initiatives in the cluster under IMD

Like IMD, organizations in its cluster have also gone in for e-governance initiatives and are in various stages of development and implementation.

The following organizations have already selected a TSP and are on their way towards implementing IT solutions. Efforts are being made to have a seamless integration between IMD-IITS and these organizations.

- IC
- CGM
- DGPS
- GIDC

Details on their initiatives are described in the following sections.

Certain other organizations like CCI, GRIMCO etc. are in the process of finalizing a TSP.

Other organizations like GSFC, GIIC, INDEXT-B, INDEXT-C etc. have home grown applications available and will be interacting with IMD-IITS through GSWAN. Interfacing with these organizations will be through file transfers.

Few other organizations like TCGL, GHVB etc. that are not on GSWAN, have plans to become part of GSWAN in the current financial year.

E-governance in Industries Commissionerate (IC)

Brief about the office:

Industries Commissionerate (IC), Gujarat is one of the important head of the department functioning under Industries and Mines Department Gujarat. IC acts as a catalyst for the industrial development in the State through formulation of industrial policies and various schemes.

IC monitors the industrial units in the State and acts as an interface for resolving the various industries related issues. IC office has District Industries Center (DIC) in 24 districts in the State, through which it effectively carries out the monitoring and implementation of various activities.

IC has awarded the IC-IITS project to M/s CMC Limited to design and develop IT solution to expedite the execution of the processes, improve efficiency and reduce redundancy.

Presently development phase has been completed and the solution has already been deployed for User Acceptance Test.

IC website has already been developed and is ready for launch.

Features of the IC Software:

- Effective reporting and presentation of required data through EIS-MIS reports
- Easy monitoring of various schemes and its' implementation across DICs



- Transparency through citizen centric interface through which application would be made available to the citizen
- Effective coordination among branches of HO and DICs e.g. various patrak and reports would be compiled at HO in no time
- Single source of information for the IC office HO and DICs
- Bilingual-Interface

Modules in the IC Software

IC-IITS has following modules encompassing the various processes of the branches at HO and DICs.

- Industry Monitoring
- Incentive
- SSI IP
- Central Store Purchase Organization (CSPO)
- Industry Rehabilitation Cell
- Co-ordination
- Salt and Textile
- Technical & Environment
- District Industries Centres (DIC)
- Infrastructure, Statistics and Planning and Accounts

[E-governance in Commissioner of Geology & Mining \(CGM\)](#)

Brief about the office

Commissioner of Geology and mining plays pivot role in the field of mineral exploration, mineral administration, mineral analysis & mineral development

The e-governance in the office will be applied many fold, but mainly in 3 wings - Mineral Exploration, Mineral Administration and Mineral Laboratory

CGM has chosen M/S VMF Soft tech limited as their Total Solution Provider

(TSP). Currently, the project has just completed their design phase, and begun prototyping.

GSWAN backbone infrastructure proposed for various offices of CGM and with IMD. Remote Access Server connectivity is proposed for remote locations

Features of the CGM Software

- Bi-lingual support
- Web enabled
- Status & Monitoring of various applications like Mining Lease, Quarry Lease, and Prospecting License etc.
- Monitoring of illegal excavation and transportation
- Generation of Decision supporting reports for various levels
- Document Monitoring and Tracking / File Tracking
- System Generated Alarms/Reminders/E-mails

Modules in the CGM Software

- Technical Branch
- Planning Branch
- Report Cell
- Laboratory
- Mining Cell
- Drawing Branch
- Mineral Administration
- Flying Squad
- Library Management
- Museum
- Publication Branch
- Stores and Purchase
- Remote Sensing Cell



E-governance in Director of Government Printing & Stationary (DGPS)

Brief about the office

DGPS has chosen Silver Touch Computers Pvt. Ltd. as their Total Solution Provider (TSP). The project has already been implemented since March 2004.

The GSWAN connectivity is established between the HO at DGPS and all the presses of DGPS in Gujarat.

Features of the DGPS Software

- Bi-lingual support
- Web enabled
- File Tracking
- System Generated Alarms/Reminders/E-mails

Modules in the DGPS Software

- HO Module
- Press Module
- Stationery Stores
- Form Store
- Book Store

E-governance in Gujarat Industrial Development Corporation (GIDC)

Brief about the office

The Gujarat Industrial Development Corporation was established under the GID Act 1962 on 4th August 1962 for orderly and planned development of industrial Estate all over the State of Gujarat. As on today the Corporation has planned 252 Estates by acquiring 25347 Hectares of land. Out of this the

Corporation has developed 17026 hectares of land by constructing 1191 Kms. of road, 588MLD of water supply capacity, 1122 MVA of power supply capacity 303MLD of drainage capacity.

A total solution provider namely M/s Applitech Solution Limited has been awarded the work of Computerization of GIDC and inter linking various field offices. The agency is in the process of completing the first phase of the project and in due course of time shall initiate the development work.

The website for GIDC is www.gidc.gov.in

Features of the GIDC Software

- Dynamic website for Information
- Web enabled
- Online Application forms
- Online Status Checking for – Allotment, Payments, Cases etc
- Grievance Handling through website
- Tracking of Letters and Files
- Integration of Inward, Out ward, File movement, Tumar, Work Sheet, MP- MLA Do letters
- Reports for work sheet analysis and ageing
- System Generated Alarms/Reminders/E-mails

Modules in the GIDC Software

- Planning
- Land Acquisition
- Allotment, Housing & Amenities
- Project
- Stores & Housekeeping
- Recovery
- Engineering



- Public Health
- Architect Town Planning
- Quality Control
- Finance
- Establishment & Administration
- Cost
- Registry
- Law
- Land Reference Cases
- Inspection
- Notified Area
- CPF Trust

eGovernance News

BPO SUMMIT 2004 CONFERENCE ON BUSINESS PROCESS OUTSOURCING

A conference on "**Business Process Outsourcing**" was held on 3rd September 2004 at Hotel Taj Residency Ummed, Ahmedabad by CII and Govt. of Gujarat jointly. **Hon'ble Chief Minister** inaugurated the conference. **Mr. Akshaya Bhargava**, *CEO & MD, Progeon*, **Mr. Neeraj Bhargava**, *Group CEO, WNS India* and **Mr. Jagrut Vyas**, *Chief Exe. Officer, Tata Teleservices Ltd.* had addressed in the inaugural session of the conference.

Shri Narendra Modi gave a thought provoking speech on the occasion. **Mr. Piruz Khambatta**, *Chairman, CII Gujarat Council* gave welcome speech. **Mr. J N Singh**, *Secretary, STD, Govt. of Gujarat*, gave an astonishing speech on "Gujarat as an ideal BPO destination".

The conference was organized in three sessions. After each session there was an Interactive session cum panel discussion. The first session was on "Client Acquisition & Venture Capital funding". In this session the following topics were covered:

- Introductory Remarks and addressed
Mr Shivkaran Singh, CEO, ICCA.
- Client Acquisition & Business Development
Dr Pradeep Mukherjee, MD, neoIT.
- Partner Development
Mr Jim Iyob, Dir. Of Ope., Effective Teleservices.
- Venture Capital Funding
Mr. Samir Bangara

The Second session was on "HR Challenges & Quality Imperatives". In this session the following topics were covered:

- Introductory Remarks and addressed
Prof. B.H. Jajoo, IIM-Ahmedabad.



- Thought Leadership
Mr Kaushal Mehta, CEO, Motif Inc.
- Recruitment & retention
Mr K.S. Kumar, V.P.-H.R., e-Serve International
- Training Imperatives
Ms Preeti Sharma Menon, Dir., Synergy India Relations

The Third session was on "Emerging BPO Sectors". In this session the following topics were covered:

- Introductory Remarks and addressed
Mr. Richard Vanpelt, Dir-Training, Motif Inc.
- Indian Outsourcing Success
Mr. Jay Ruparel, Exe. Dir., Azure Technologies
- Market Research
Mr. Madhavan S Pillai, Chairman, Hamilton Holdings LLC
- Education
Mr. Christopher Robinson, Dir., QX Ltd.

After the interactive sessions and panel discussion, the thoughts of the day were summarized and the conference was ended with the vote of thanks.

Web Corner

<http://gioidirectory.nic.in>

<http://10.24.33.151/distphone>

<http://10.24.33.150/TIS>

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