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UP Moves Up e-Governance Ladder



Special Issue

2nd 
Uttar Pradesh
*Land Of Unlim**IT**ed Potential*

27 January 2015, Lucknow

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Cashing in on Technology



In today's fast moving world, there is an ever-growing craving for both quality and speed: people expect better services at faster pace. While meeting the expectations of a small population spread over a relatively smaller piece of land should not be a difficult task, the same may not apply to a state like Uttar Pradesh — an elephantine state both in terms of population as well as landmass.

But, thanks to the bliss of technology, Uttar Pradesh is fast turning into a model state for delivering quality citizen-centric services at the doorstep and in a transparent manner. Be it obtaining birth/death certificates, paying utility bills, reaching out for PDS benefits, paying commercial taxes or availing police services, it's all available at the click of a mouse. Moreover, a number of services can also be reached through mobile phone.

The credit for this transformation goes to the State Government, which has been promoting the use of IT for improving efficiency and transparency in various government departments. The ambit of eGovernance has been expanded to most of the departments with a public interface, and a range of services are being provided to people in living in both rural and urban areas through Internet-enabled Common Service Centres. Since the vision of eGovernance cannot be fully realised unless there is growth of IT and ITeS sector in the State, the Uttar Pradesh Government came out with a comprehensive IT Policy in 2012.

Similarly, the UP Government has also announced the Electronics Manufacturing Policy 2014 for attractive investments in the sector. As of now, the State proposes to set up two electronics manufacturing clusters — one in Greater Noida region and the other along Yamuna Expressway, each spread over 100 acres of land. The government is offering the best incentives to the investors for hardware and electronics manufacturing, in line with the Government of India's Electronic Manufacturing Cluster and ESDM Policy.

In recognition of the excellent work the Government of Uttar Pradesh is doing to achieve the goal of Better Governance and push the agenda further, Elets Technomedia Pvt Ltd is going to organise second edition of e-UttarPradesh Summit, one of the most prestigious IT events, on 27th January 2015 in the capital city of Lucknow. The occasion will see government officials from within and outside the State joining various policymakers, business houses as well as eGovernance experts to deliberate and churn out the best way forward for accountable and transparent governance.

We solicit your presence at the e-UttarPradesh 2015 Summit.

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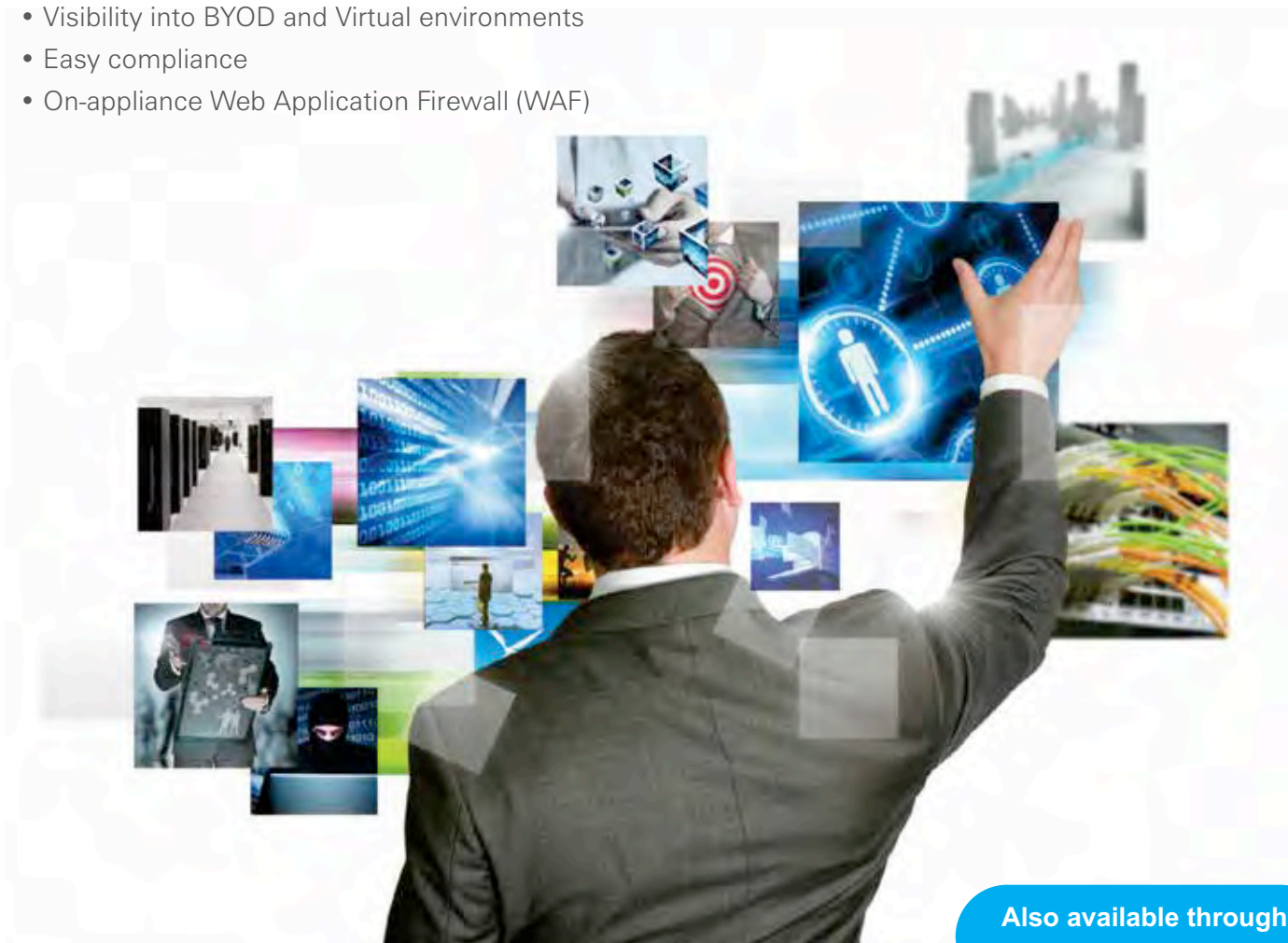
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USING BOON OF ICT FOR FARMING, FARMERS

The government is using a large number of ICT tools, which help us communicate with the farmers and solve their problems, says **Shri Mohanbhai Kundariya**, Union Minister of State for Agriculture, in an interview with *Gautam Debroy* of Elets News Network (ENN)





Tell us about the areas of importance for you in the Ministry of Agriculture.

Agriculture is the core factor for overall economic growth of the country. So, we are concentrating on speedy development of our ministry. We are also concentrating on increasing the food production. Besides, decreasing the expenditure costs of the farmers and increasing the quantity of the agricultural products are the other focal areas...if the farmers have to incur high expenditure costs, they will not benefit from farming.

We have also decided to provide soil health cards to the farmers. These cards will provide access to soil health laboratory to the farmers, which will help them in understanding how much water, fertiliser etc., will be required for the farming of a particular crop. This card will also help in decreasing the costs and increasing the output.

Our next target is to get farmers engaged with the dairy development corporations, because apart from doing farming, if the farmers do dairy business, it will provide extra money to them. Farmers' involvement with the dairy farming will teach them how to increase dairy products.



Price rise is a serious issue that haunts citizens of the country. What steps you intend to take in this direction?

It's really strange...when you see increase in the prices of agricultural products, you term it price rise, but you never raise any issue when the cost of consumer goods go up, or for that matter, cement increases! Prices of fertilizers keep going up, so it is necessary to increase the cost of agricultural products, so that the farmers get due returns.

However, our government is planning a two-pronged strategy to check price rise and to get farmers the best returns.

Tell us about the benefits of mKisan portal.

Yes, mKisan portal is like a pathfinder to the farmers. Mobile-based delivery of service is being made available to the farmers and other stakeholders under the programme. The services being offered by various organisations and departments of both Central and state governments down to the Block level (including state agriculture universities,



We have also decided to provide soil health cards to the farmers... These cards will provide access to soil health laboratory to the farmers, which will help them in understanding how much water, fertiliser etc., will be required for a particular crop”

Krishi Vigyan Kendras, agro-meteorological field units) have been brought under a single umbrella called mKisan portal of the Ministry of Agriculture.

A farmer can directly call government officials to know about what crop is suitable for a particular farming area and how much fertiliser is required to be used. They can also find solutions to their other farming problems.

mKisan Portal subsumes all mobile-based initiatives in the field of agriculture and allied sectors. It brings together SMS (both Push and Pull), Interactive Voice Response System (IVRS), Unstructured Supplementary Services of

SPECIAL INTERVIEW

SHRI MOHANBHAI KUNDARIYA



of the farmer's portal, DACNET, INTRADAC and Weather Watch, among others.

We have also launched a project on Coordinated Horticulture Assessment and Management (CHAMAN) using Geoinformatics. It makes area assessment and production forecasting of major horticultural crops in selected districts of major states by using remote sensing technology and sample survey techniques.

Agriculture is the principal source of livelihood for more than 58 percent of the population of this country. It provides the bulk of raw material required by non-agricultural sectors and most of the raw material for the

industries sector. So, we try to explore the potential of the agricultural sector by making maximum use of Information Technology. We want to have effective transfer of latest crop production technologies to farmers under various crop development schemes being implemented by the Department of Agriculture & Cooperation backed by remunerative prices for various crops through enhanced minimum support prices.



mKisan portal is like a pathfinder to the farmers. Mobile-based delivery of services is being made available to the farmers and other stakeholders under the programme... Various services have been brought under a single umbrella called mKisan portal

Data or USSD (which is essentially Interactive SMS and can facilitate data entry and query on web portals without Internet), Mobile Apps and Services.

As per the Telecom Regulatory Authority of India (TRAI) data, though there are about 38 crore mobile telephone connections in rural areas, Internet penetration in the countryside is still abysmally low (in single-digit percentage). Therefore, mobile messaging is the most effective tool so far, with pervasive outreach to nearly 8.93 crore farming families.

So, the Ministry of Agriculture is making good use of the Information and Communication Technology (ICT) tools.

Yes, we are using a large number of ICT tools. This is, in fact, helping us a lot to communicate with the farmers and solve their problems. We have many web portals for the benefit of our farmers that include the beta version

What is your action plan for the drought-prone areas?

Our government under the leadership of Shri Narendra Modi has been adopting several techniques for mitigate the problems of natural calamities -hit regions. For example, south Gujarat is a flood-prone area, whereas north Gujarat and Saurashtra are drought-hit areas. Narendrabhai Modi has chalked put a plan and diverted the rivers of south Gujarat to fill up as many as 115 dams in Saurashtra. The work has already started and it will be completed within the next few years.

On the model of Prime Minister Gram Sadak Yojana (launched during the Vajpayee regime), we will introduce Prime Minister Gram Sinchai Yojana for providing irrigation facilities to the farmers. e.gov

AKHILESH YADAV



CHIEF MINISTER
UTTAR PRADESH

LAL BHADUR SHASTRI BHAWAN
LUCKNOW

Message



It is heartening to know that Elets Technomedia Pvt Ltd, in association with the Department of Information Technology & Electronics, Government of Uttar Pradesh, is organising 2nd e-UttarPradesh Summit, one of the most prestigious IT events, in Lucknow.

The event acquires special significance in view of the country-wide 'Digital India' campaign launched by the incumbent Central Government, so as to make technology enabler of development.

The Uttar Pradesh Government is committed to embracing Information Technology for betterment of the people of the State. The State believes that its citizens have a right to information for their own welfare needs and opportunities, to understand the process of governance and to know the rationale behind the decisions that the State Government takes, as also to receive services the easier way.

The State also believes that IT has transformed the way we live and do business, and that it has a huge potential to ensure timely delivery of citizen services. Recognising the potential of technology to positively impact the lives of the people, the government has come up with various plans to use its power to effectively deliver information and services to its citizens. We have already implemented many transformative eGovernance applications to improve efficiency and transparency in various departments. The ambit of eGovernance has been expanded to most of the departments that have a substantial public interface.

Uttar Pradesh today offers a range of services to people in both rural and urban areas through Internet-enabled Common Service Centres. The State Government also realises that the vision of eGovernance in Uttar Pradesh can only be realised when there is growth in the IT industry in the State. With the objective of enabling the IT industry to grow and flourish, the Government has followed a well-thought out IT Policy since 2012.

The Government also encourages investments in IT/ITeS industries and electronics manufacturing in the State, in line with the Electronics Manufacturing Policy 2014. The 100-acre IT city (Special Economic Zone) in Lucknow, IT parks in Meerut, Kanpur and Agra, and the three electronics manufacturing clusters at Greater Noida and along the Yamuna Express are but physical expressions of the State's commitment towards the sector.

I believe that e-UttarPradesh 2015 Summit will lead to a greater acknowledgement of the crucial role that IT is playing in our society — right from the way we communicate, network, interact, learn and play, to the way we conduct business or access government services.

I wish e-UttarPradesh 2015 Summit all success!

(Akhilesh Yadav)



GOVT AT YOUR DOORSTEP

UP Moves Up eGovernance Ladder

Where there's will, there's a way. With both population size and the geographical expanse exceeding those of many countries on the world map, the Government of Uttar Pradesh has gone all out to bridge the gap between the government and the governed through technology, writes **Nirmal Anshu Ranjan** of Elets News Network (ENN)



Uttar Pradesh, the most populous state in the country, accounting for about 17 percent of the country's population, is also the fourth-largest state in terms of size — covering nearly 9 percent of India's geographical area. With 75 districts and nearly 1 lakh villages, the state is also larger than many countries in the world.

Given the enormous size of the land accommodating this huge population, governance becomes a herculean task, more so because no one size fits all. Reaching facilities and delivering citizen services remains a complex issue. It calls for the need to offer customised solutions to cater to different sections of the society residing under dissimilar circumstances.

In this context, technology-aided eGovernance tools come handy to bridge the gap between the government and the governed. In fact, information technology is a key enabler in economic development and improving the quality of citizen's life. IT tools are being used to achieve the UP Government's vision of creating an 'e-enabled society, effectively contributing to the social and economic development of the State. The State Government is using IT to make administration quick, responsive, transparent, hassle-free and accessible.

eGovernance in UP

The UP Government has emerged as a leading State in establishment of core eGovernance infrastructure projects such as State Wide Area Network (SWAN), State Data Centre (SDC), Common Service Centre, State Portal and other projects such as e-District, e-Village etc., to provide smart governance to its citizens.

Innovative, constructive and result-oriented decisions and the increasing use of ICT tools as facilitator for governance have tremendously benefitted the masses throwing up over 13.57 crore e-transactions in 2014 alone. State is taking various initiatives for making a digitally empowered UP with a vision to transform both the State and India into a digitally empowered society and knowledge economy.

In order to realise the Vision, the State is focusing on various areas that include:

- Electronic delivery of citizen-centric services through Common Service Centres (CSCs) as well as directly through Internet
- Robust eGovernance infrastructure
- Government process reengineering
- Paperless offices
- Transparency & accountability at every stage
- Capacity building

e-Village: Citizen Services at Village Level

In a major initiative to provide citizen centric services over the counter to the citizens, the Information Technology and Electronics Department of the Government of Uttar Pradesh has introduced e-Village scheme. The pilot version of the scheme is selecting at least one village of every district of the State.

As per the plan, for issuing Domicile Certificate, the data pertaining to the particular village shall be digitised and approved by the official concerned of the state government and eventually the certificate shall be handed over to the applicant then and there. This scheme also aims



to strengthen other government programmes involving public health, school attendance, public distribution system, agriculture-related schemes, etc.

The objective of e-Village is to provide smart, citizen-centric, ethical, efficient and

effective governance facilitated by technology. The initiative involves universal and non-discriminatory delivery of government services to citizens and improved efficiency, transparency and accountability for the government. The initia-

tive features transformed government-citizen interface at all levels of administration, along with a shared governance model.

The project brings in strict adherence to citizen charter time limits and ushers in a whole new paradigm of over-the-counter services to ostensibly work flow services through massive porting and bulk signing of databases. The kiosks are run by self-employed youth in the remote corners of the state who besides eking their livelihood provide a decentralised self-governance backbone to the administrative system.

State departments by the provision of data/infrastructure as a service without any procurement process.

State Wide Area Network (SWAN)

UP-SWAN is one of the major core infrastructure projects in which a network of 885 nodes connecting all the blocks, tehsils and districts to the state capital has been established. It provides Voice, Data and Video connectivity for the backend process to improve delivery of services to the citizens. Now the State is planning to convert all sites into optical fibre cable up to the block level and increase the current bandwidth from 2mbps to 10mbps up to district level.

Major eGovernance Initiatives State Data Centre (SDC)

The State Data Centre is one of the core infrastructure projects implemented by the State. It is a centralised reservoir for data, information and services (central infrastructure to build central repository of information/data) for various departments of the Government of Uttar Pradesh. SDC is operational since 6th August 2012. Various State Departments such as Basic Education, Home (Police) Commercial Tax and Urban Development etc., have been hosted in the SDC. 42 Servers under e-District State-Wide Rollout Project have been Cloud-enabled in SDC. For achieving more efficiency and cost-effectiveness, the State is in the process of implementing SDC 2.0. It will assist the

e-Delivery of Citizen Services

To create a system where there is no physical interface between citizens and government office and all service deliveries are at the doorsteps of common man with the help of ICT, 26 citizen centric services of eight State departments are being provided. More than 3.70 crore e-transactions have happened through electronic delivery. Facility to provide services to the citizens directly through internet without visiting the CSCs has also been developed, for which government order has also been issued. Now the State has planned to increase at least

SECURE MOVEMENT OF CONFIDENTIAL DOCUMENTS AND CASH/CUSTODY OF PLEDGED GOLD

GOLD LOAN ENVELOPES



CASH BAGS



WELCOME KITS





certificates, Khatauni etc.) at the doorsteps of the citizens, a total of 17,909 Common Service Centres (CSCs) are being set up in the rural areas of the State. As on date, more than 14,500 CSCs are operational.

Other Major Initiatives

eDistrict

eDistrict project, implemented as pilot in six districts (Ghaziabad, Gautam Budh Nagar, Sultanpur, Raebareilly, Sitapur and Gorakhpur) is now being rolled out in the remaining districts of the State. Under the state-wide rollout, eGovernance cell/computer labs are being established in each district headquarters with 14 computers, each Tehsil with four computers, each Block with three computers and concerned departments with two computers each. Laptops are being provided to each SDM and Tehsildar for improving efficiency by enabling complete automated system. District eGovernance Societies (DeGS) have been constituted in each district. Also, e-District Managers have been hired in the districts to provide support in implementation of e-District project. All the necessary activities for Go-Live of the Project in 35 districts have been completed. The project has gone live in 21 districts apart from six pilot districts.

90 more government services to be provided through Common Service Centres very shortly.

Common Service Centre (CSC)

In order to make provision of delivery of various government services (e.g. Caste, Income, Domicile, Birth/Death

Capacity Building

State has fixed a target to build the IT capacities of 40,000 officials under eDistrict's state-wide rollout. More than

Effective Policing Through CCTNS

The Uttar Pradesh Government has deployed the Crime and Criminal Tracking Network & Systems to create a comprehensive and integrated system for enhancing efficiency and effectiveness of policing in the State

The Crime and Criminal Tracking Network & Systems or CCTNS is a Mission Mode Project under the National eGovernance Plan (NeGP) of the Government of India. CCTNS in UP aims at creating a comprehensive and integrated system for enhancing efficiency and effectiveness of policing through adoption of the principle of eGovernance and creation of a nationwide networking infrastructure for evolution of IT-enabled state-of-the-art tracking system around investigation of

crime and detection of criminals.

An allocation of Rs 114 crore has been made for CCTNS project in UP by the Ministry of Home Affairs (MHA). An MoU between UP Police and software developing agency NIIT was signed in 2012. Ernst & Young has been appointed as the State Project Monitoring Unit responsible for monitoring and management of the initiative on behalf of the UP Police Technical Services, the nodal agency for the project in the state.

Achievements of the Project

Under the CCTNS project, approximately 2,487 locations of police throughout the State have been automated including higher offices in police hierarchy, e.g. Circles, Sub-Divisions, Districts, Ranges, Zones, Police Headquarters and SCRB, including scientific and technical organisations having databases required for providing assistance and information for investigation and other purposes, e.g. finger print bureaux, forensic

19,000 officials have been trained in 34 districts out of the target of training of 20,038 officials, while 19,320 officials are to be trained in the rest of 34 districts by 31st March 2015. Apart from this, various eGovernance awareness workshops and training programmes were organised in the State in the year 2013-14.

Lokvani

Lokvani project was started to work as a public grievances redressal facilitation system in the urban areas. The project uses the existing cyber cafes / computer training institutes and even the telephone PCOs, duly upgraded with required equipment, as licenced Lokvani kiosks. After the launch of State Portal on 1st August 2012, Lokvani kiosks are delivering all the 26 government services including Income, Caste and Domicile Certificates to the citizens in the urban area. The project is implemented through an autonomous society called Lokvani Society. More than 3,000 Lokvani Centres have been established in the urban areas in the State so far. Lokvani has won the Golden Icon Award at the 9th National eGovernance Conference 2006.

e-Transactions for Key Services in 2014		
SN	Type of Services	No. of e-Transactions
1	Certificates	47,56,488
2	Land Revenue	2,25,07,313
3	Commercial Tax	1,13,63,313
4	Utility Services/Bill Payment	53,37,456
5	Social Welfare & Pension	5,42,31,302
6	Transport	37,75,625
7	Financial Inclusion	1,98,382
8	Other Services	11,13,293
9	Health	75,05,762
10	Employment	9,36,818
11	Public Distribution System	2,35,04,864
12	Grievance	4,57,877

Nivesh Mitra (Investment Friend)

Nivesh Mitra is a single window system for entrepreneurs willing to set up industry in the State. The portal has facility for online submission and updating of all forms by the applicants desirous of setting up an enterprise in UP and facili-

tates faster and time-bound issuance of various approvals by the government.

Tehsil Divas

All the complaints received on Tehsil Divas in all the 312



labs etc. Last 10 years of crime data is also being digitised.

Hardware, including computers, furniture and diesel generator sets, among other items, have been provided at over 1,500 Thanas. Over 12,000 police personnel trained in CAS RBT were evaluated by a third party assessment agency over a period of two months in nine training

schools and colleges all over UP. Over 4,700 and 500 UP Police personnel passed in the training assessment by TPA in CAS Role Based and Troubleshooting Training, respectively. They have now been deployed in districts. The rest would be retrained by the system integrator.

Over 300 Change Management Workshops have been successfully

conducted in the state to build appreciation of change management across the stakeholder groups.

A CCTNS UP video was also released to educate and involve all audience groups to build understanding and ownership of the CCTNS project.

409 handholding staff members have been deployed at circle offices in 75 districts to ensure smooth functioning of CCTNS at the ground level. Over 18 lakh crime data have been digitised till date to bring the vision of "Paperless Police" even closer. Over 39,000 IIF Form - 1 and over 2,300 IIF Form - 2 have been generated till date in the state using CAS. Over 599 police stations are connected to the State Data Centre using CCTNS CAS for generating FIR and allied documents.

Tehsils are computerised. Tehsil Divas online service is available on portal <http://tehsildivas.up.nic.in>. Offline version is also in place where data entry of the complaints of the citizens is done and uploaded on the server. Both Lokvani and Tehsil Divas systems are integrated. Approximately, 32 Lakh applications have been registered through Tehsil Divas, out of which 31.3 lakh applications have been disposed of at a disposal rate of above 98.48 percent.

Financial Administration

Modernisation of the Revenue Sector has been a top priority of the State Government, as it is the key to fiscal management and development of rural and urban infrastructure. All the major activities and constituents of the Finance Department, viz. budget preparation, allotment and control, Treasury Directorate and district treasuries, pension, pay, GPF etc., have been computerised. A dedicated service—Koshvani—has also been initiated.

Key Features

Koshvani (<http://koshvani.up.nic.in>) is one-stop Finance Portal of the State where data received from all district treasuries is updated on real-time basis

- Expenditure and Budget Allotments and their grants can be viewed from Koshvani
- Payment receipts/ transaction details of more than 6,000 Drawing and Disbursement Officers across the State can be viewed.

Computerisation of treasuries has been done through creation of anytime, anywhere web-site <http://uptreasuries.up.nic.in> and an application software ITSANIC. Website has the distinction of being the first official treasury website of the country and is updated directly



from the district treasuries. It is used by the government officials, planners, economists and researchers.

Key Features

- Online budget verification & cheque generation system
- Personal ledger accounting, remittance accounting (CCL/DCL) and receipt accounting up to system level
- Pension disbursement, inventory of stamps and valuables, pay bill preparation and voucher level compilation for the entire state
- Certified by the Indian Standards Organisation (ISO)

Online Budget

Uttar Pradesh is one of the first states in the country to prepare a fully digitised state budget. All the calculations for Annual Budget, the corresponding Supplementary Budget or Vote-on-Account are done through application software both in English and Hindi. The software is also used for pre-budget and post budget analyses, year-wise comparative analysis, and generation and printing books of budget. The budget is available on the website <http://upbudget.up.nic.in>.

Land Record Computerisation (Bhulekh)

Bhulekh is one of the most important eGovernance applications that has transformed the process of maintenance of land records information and automated delivery of Record of Rights to the farmers. The manual system has been discontinued and the IT-based electronic delivery system has been implemented in all the 312 Tehsils



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Samajwadi Pension Yojana

The Uttar Pradesh Government has launched 'Samajwadi Pension Yojana', which will benefit about 40 lakh rural families living below poverty line. The new pension scheme will replace the Rani Laxmibai Pension Yojana, which will be phased out gradually. The new pension scheme was launched by the State Government in 2013-14 and, at present, there are about 25 lakh beneficiaries.

As per the new scheme

- The beneficiaries would be entitled to a monthly pension of Rs 500 in 2014-15. The pension amount may be raised by Rs 50 per year in the subsequent financial years if certain conditions are fulfilled. The maximum pension limit will be ₹750 per month.
- Compulsory education for children in the age group of 6 to 14 years with at least 70% attendance in school.
- To get a pension hike of ₹50, the beneficiary has to fulfill a few conditions, viz., to make adult members in the family literate, immunisation and regular health check-up of children, etc. The performance would be reviewed at the end of the next fiscal.

However, families whose members are getting any other pension, viz., Old Age Pension, own a motorised vehicle, income tax payee, government employee or employed in a private firm, are ineligible for getting benefits under the scheme.

impacting more than 25 million landowners across 1 lakh villages and 100 million plot holdings. It is one of the largest-ever rolled out IT projects in the State to benefit the common masses.

Land Registry (Prerna)

Land Registry (Prerna) or Property Evaluation & Registration Application is one stop citizen-centric electronic solution for all kind of property registration. It has knowledge base of all the legislation, procedures with respect to deed registration and functions as a single window system for e-services like - market value assistance to the public in general and farmers in particular, on demand genera-

tion of encumbrance certificate, on-the-spot registration, electronic storage of deeds, endorsement and printing of generated photographs of Index Registers, etc. The project has been implemented in 147 Sub-Registrar Offices in 75 districts.

Online Pension Disbursement System

The Online Pension Disbursement System (old age, widow, handicap etc.) has benefitted more than 45 lakh pensioners of the State.

e-Scholarship

Uttar Pradesh is one of the pioneer states in the country to have used IT-based initiative for electronic transfer of scholarships that would benefit more than 4.2 crore children of the OBC, SC, ST, Minority and General categories. A complete web-based portal (<http://scholarship.up.nic.in>) has been designed to house all this data and dynamically link it with the banks for facilitating online disbursement of scholarships. The project has also helped the government in saving more than ₹700 crore by minimising frauds and misappropriations.

e-Suvidha

The vision of e-Suvidha is to eventually bring all the G2C, G2B and B2C services within the purview of e-Suvidha project so as to obviate the need for citizens and business people to visit government offices except for specialised and complex services. Citizens can avail any service from any of the e-Suvidha Service Centres across any counter without any jurisdictional limit.

The following services are presently being offered at e-Suvidha:

- Electricity Bill Payment Service
- Payment of Water Tax for Jal Sansthan
- Payment of House Tax for Nagar Nigam
- Payment of Housing Loan Installments for LDA
- Railway Ticketing Service
- BSNL Bill Payments / CellOne Services

e-Procurement System

The e-Procurement system has been implemented in the State and a State portal <http://etender.up.nic.in> has been developed. The departments have been given the option to publish their tenders on e-Tender portal. The highlights are:

- Envisioned as an end-to-end solution – right from indenting to final award of contract
- Till now, more than 12,860 tenders have been published through the e-Procurement system
- Tender processing time reduced from 180 days to 45 days.
- Cost savings in the tender processing up to 40 percent

Sugarcane Information System (SIS)

Sugarcane Information System (SIS) of Sugarcane Department, Uttar Pradesh, is the largest rural information technology platform in the country providing a comprehensive solution to all the needs of sugarcane farmers. Around 29 lakh farmers and their families' livelihood activities thrive on sugarcane production, and there are 125 sugar mills, in total, operating in the state. SIS was conferred with a gold award in 15th National Conference on eGovernance 2011-12 in citizen-centric service delivery category.

Benefits

- The system brought transparency to the sugar mill-farmer interactions
- It curtailed involvement of sugarcane mafia in the procurement process
- Farmers can interact using three mediums — website, SMS and IVRS
- Digitisation of Ration Cards

Digitisation of Ration Cards and SMS-based PDS movement of food grains is an important initiative, which requires massive efforts in data collection and compilation. Currently, details of ration card holders of more than 5.5 crore families belonging to BPL, Antyodaya and APL categories is available on the Internet.

Transport Computerisation (Vahan & Sarathi)

The project "Vahan" is running successfully at 72 Regional Transport Offices (RTO)/Assistant RTOs in all the districts of the State. The Transport Commissioner's Office in Lucknow has also undergone massive computerisation drive. The project has automated all major activities of the Transport Department, viz., vehicle registration, permit issuance, enforcement and taxation activities, etc.

Government Process Reengineering (GPR)

As part of the Government Process Reengineering, the State has made a provision of acceptance of Self Declaration Form instead of affidavit, along with the application form, for applying for government services of various departments. Apart from this, various activities have been undertaken to facilitate the citizens with easy and transparent process of service delivery.

e-Village

To provide government services over the counter to the villagers, e-Village scheme has been launched. Under this scheme, one village in each district of the State is being selected and the scheme implemented there as pilot. Various services such as Income Certificate, Caste Certificate and Domicile Certificate, among others, can be provided



through Common Service Centres over the counter after implementation of this scheme.


Virtual IT Cadre

In order to provide Guidance and Leadership to the State departments in implementation of IT/e-Governance initiatives, the State is in the process of setting up Virtual IT Cadre equipped with officers specialised in Information Technology. In the initial phase, officers at the level of Special Secretary and Joint Secretary having required IT skill set and interest in IT are being planned to be deputed in the cadre.

e-Office/Paperless Secretariat

To bring transparency in the Govt functioning and enhance the capacity of departments of the State, the Secretariats are being made paperless. For this, e-Office software is being implemented in the Departments. This software has been implemented in IT & Electronics department in the initial phase.

m-Governance

Mobile-based apps are being used to help both citizens and the government. The major objective is to avoid duplication of effort and cost, ensuring easy availability of certified applications at one place. For effective electronic delivery of 26 government services, mobile App UPOne has been developed. It facilitates the government and citizens in tracking/enquiring status of various applications submitted, checking the authenticity of certificates issued to citizens. 

GOOD GOVERNANCE **TOP ON AGENDA**

The Government of Uttar Pradesh has worked out a Development Agenda for making governance smart, accountable and corruption-free, says Alok Ranjan, Chief Secretary, Govt of Uttar Pradesh, in an interview with Nirav Soni of Elets News Network (ENN)

What are the recent major initiatives undertaken by the Government of Uttar Pradesh for development?

The Government of Uttar Pradesh is committed to the development of its people. To this end, we have formulated a development agenda comprising as many as 50 items cutting across the departments. We have identified crucial areas that we have to concentrate on. For example, in Education sector, we want to improve the quality of education, learning outcomes, attendance rate, teachers training, focus on the education of girl child, increase the rate of opening of new colleges and many more. Apart of these, we want to have greater amount of investment in Uttar Pradesh. We are enabling the environment to increase investment in the State, especially in the area of infrastructure. In our budget also we have increased the fund allocation in this area.

Further, we want to focus on energy, development of roads, irrigation, urban development and capital formation in the agriculture sector. Of these, energy sector is of vital importance. We have a plan, wherein we want to provide 16 hours of uninterrupted power across the rural areas and 22 hours of electricity supply to all district headquarters and major urban areas.

In roads segment, we want all district head quarters to be connected with four-lane roads. We are constructing a major Taj-Yamuna Express Highway, a 302-KM eight-lane road connecting Lucknow and Agra, which will pass through entire central Uttar Pradesh for economic development. We are coming up with Lucknow Metro and also planning to take it to Kanpur, Varanasi and Meerut. These are some of the initiatives that we are undertaking for all-round development of Uttar Pradesh.

Can you throw some light on the steps the Government is taking for the growth of IT





and IT-enabled Services (ITeS) as well as the electronics manufacturing sector?

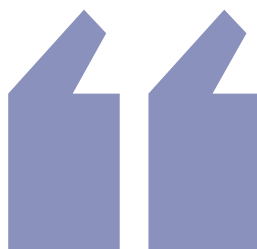
This area is of utmost important to us. We formulated an IT Policy in 2012 focussing especially on investments in the IT sector, and electronics development policy for facilitating for giving a boost to electronics manufacturing in the State.

As part of the policy, we are developing two major electronics clusters in Greater Noida and along the Yamuna Expressway for encouraging manufacturing activity. We are also developing an IT Park in Lucknow, where HCL is a major developer focussing on training and creating job opportunities. Also, we are coming up with Software Technology Parks (STPs) in Meerut, Agra, Kanpur and Gorakhpur.

With a view to making our governance more accountable and corruption free, we are working towards ensuring "Smart Governance" in the State. For that, we are going in a big way to introduce eGovernance in each and every department horizontally as well as vertically. For example, we have done commendable work in the area of commercial taxation and pension schemes. We have made details available online through Samajwadi Pension and Old Age Pension initiatives, and are transferring all benefits directly into the accounts of the beneficiaries. In fact, we have identified three important things — backend computerisation, frontend computerisation and facilitating public interface. For this, majorly we have identified key departments like municipal authorities, urban development authorities, and district administration. We hope that eGovernance will revolutionise the entire State of Uttar Pradesh.

Any message you would like to give to the investors planning to invest in the State?

We are an investor-friendly state. I want to underline that



We are an investor-friendly state. I want to underline that now we have an online single-window clearing system across the departments. No one needs to run from one department to another for the required clearances

now we have an online single-window clearing system across the departments. No one needs to run from one department to another for the required clearances. One can visit 'Udhyog Bandhu' website and 'Nivesh Mitra' sites, where all forms are readily available. Interested entrepreneurs can apply, track as well as find responses to their respective applications online within a given time frame. We have made the officer concerned directly accountable for delays, if any.

We also have an enabling policy framework, wherein we are giving lots of exemptions and facilitations for making industrial investments in the state of Uttar Pradesh. Besides, we want to attract investments not only in the industrial sector, but also in education, healthcare, IT & ITeS. We encourage investments in social sector also. We call upon the investors to make investments and reap benefits in Uttar Pradesh. e.gov

UP OFFICES ON WAY TO CLOUD

In a determined move, the Uttar Pradesh Government has initiated steps to make the concept of 'Paperless Secretariats' all-pervasive across its offices to bring in greater efficiency, accountability and transparency



The Government of Uttar Pradesh has been implementing various programmes to realise its vision of 'Paperless Secretariats', so as to ensure efficiency and transparency in the functioning of its departments.

To this end, in addition to the concept of Green Governance, the government is also implementing eOffice project. In the first phase, the project has been introduced in the Information Technology & Electronics Department to make it completely paperless.

The implementation of 'Paperless Secretariats' initiative will speed up the process of movement and disposal of files of various projects being implemented by different departments. Also, tracking of files will become very easy and the errant officials can be taken to task for sitting over files beyond the stipulated period. Uttar Pradesh has, thus, become one of the few states in the country where such an arrangement has been developed and implemented in a record time. This is one of the biggest and important steps towards making Secretariat buildings 'paperless'. The move will also prevent the files being lost or damaged anymore.

These virtual files are being stored in the state-of-the-art State Data Centre (SDC) located in Lucknow. The


State has set up its data centre based on the latest Cloud Computing technology, which has its roots in the concept of virtualisation. Backing up of all the files stored in SDC on regular basis and availability of Disaster Recovery Site (DRS) shall ensure that data of the State is not lost in case of any accident or natural disaster.

Inward letters are scanned and diarised under this project, so there is no need to track the incoming correspondence through manual registers. eOffice facilitates scanning of receipts and their conversion into a format suitable for further processing. Once converted to electronic form, the system ensures that receipts are 'sent' and 'delivered' securely. Digital signatures are used to authenticate users.

Backing up of the virtual files stored in the State Data Centre and availability of Disaster Recovery Site (DRS) shall ensure that data of the State is not lost in case of any accident or natural disaster

eOffice creates an electronic environment that replaces the paper file system. The sender of a document can request the receiver to respond by a certain date and also trigger reminders before and after the due date. Since files are maintained electronically in a central repository, e-Office provides users with the facility to search files based on recipient, subject and other keywords. It identifies pending files and receipts and their pendency. It also generates reports on file creation and movement.

To achieve this milestone, training on e-mail and digital signature has been provided to the entire officials of the Information Technology & Electronics. e-mail IDs of all the officials have been created for online receipt of the letters generated, and login credentials and digital signature of all the officials of the department have been created.

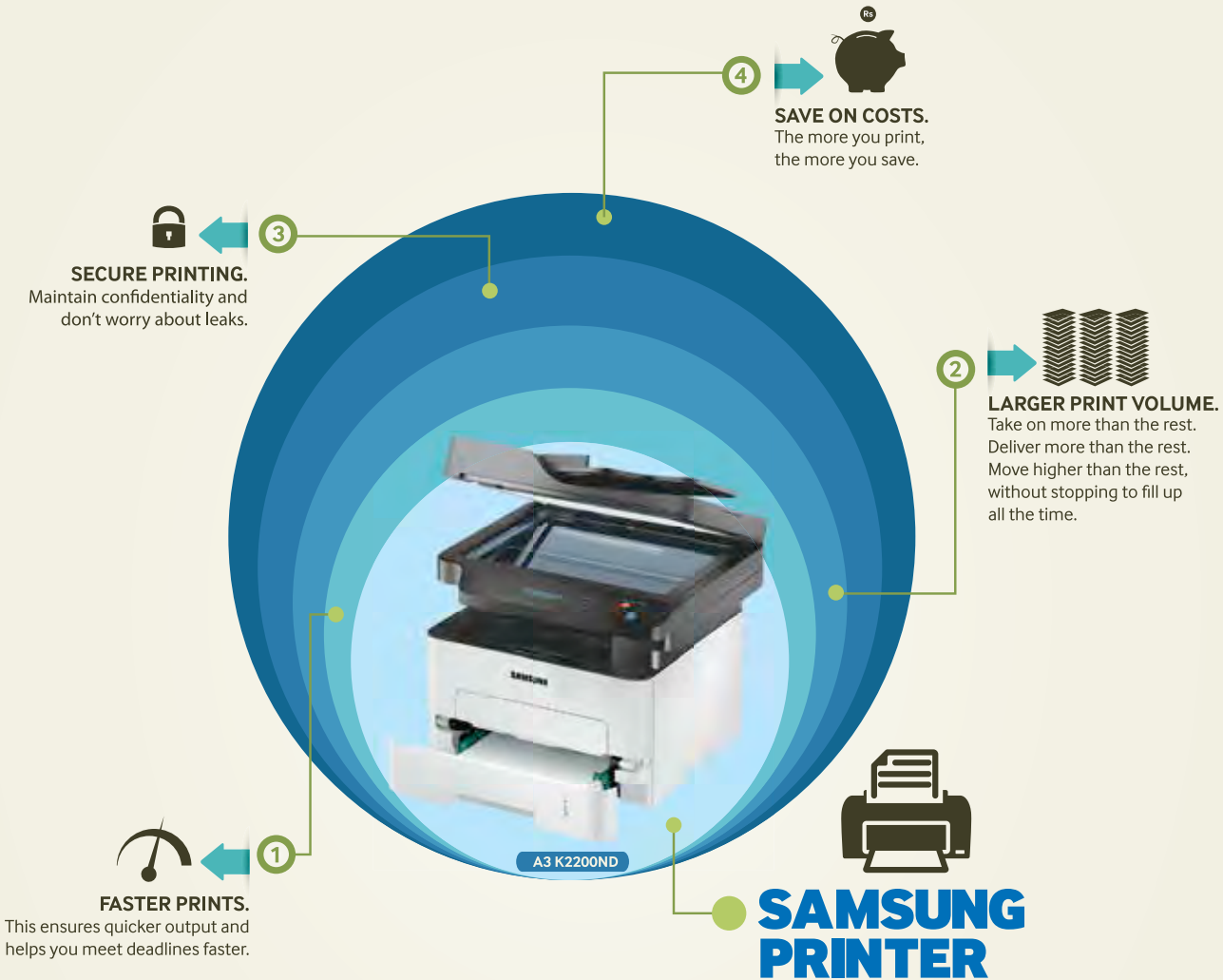
The move is sure to pave the ground for escalation of 'Paperless Office' concept in the State. 

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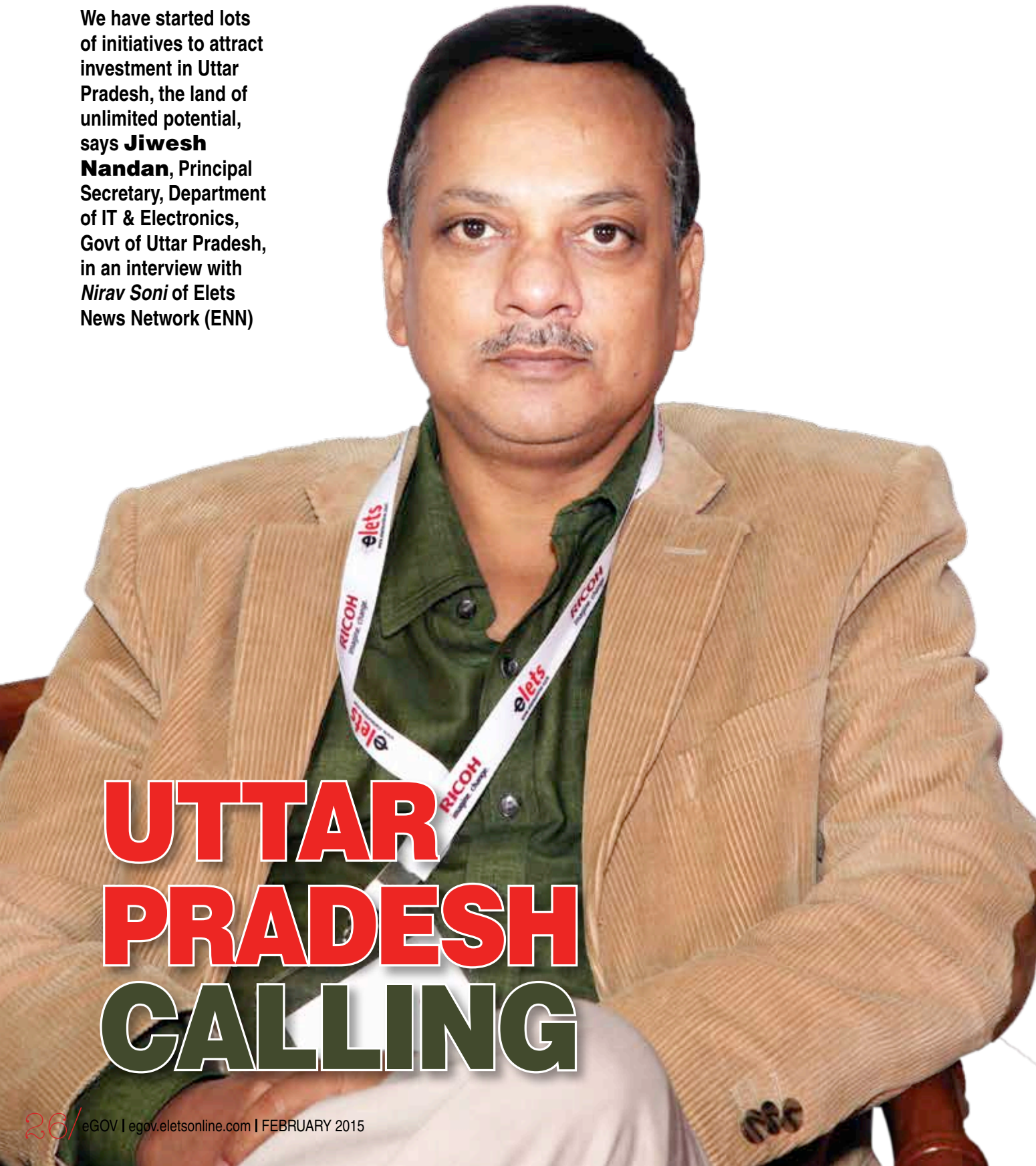
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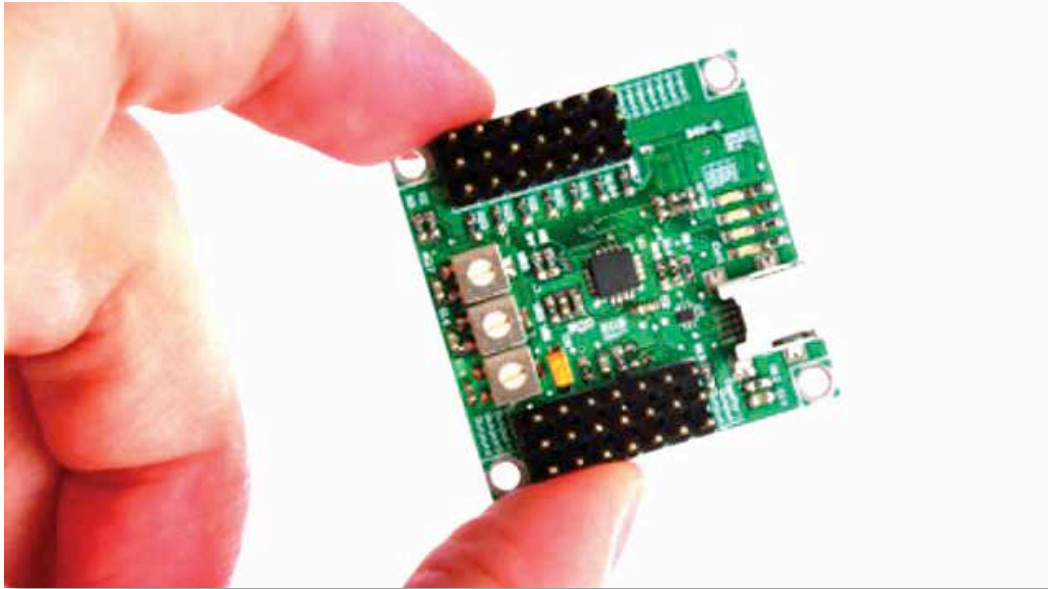
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We have started lots of initiatives to attract investment in Uttar Pradesh, the land of unlimited potential, says **Jiwesh Nandan**, Principal Secretary, Department of IT & Electronics, Govt of Uttar Pradesh, in an interview with *Nirav Soni* of Elets News Network (ENN)



UTTAR PRADESH CALLING



What are the major eGovernance and ICT initiatives undertaken in the state to provide better G2G and G2C services?

We have taken up all major IT opportunities available to our Government Departments and adapted to the same. There are many departments, which have done excellent work, whether it is back-office automation or a front-end service, which has an interface to the citizens. Let us take example of our Commercial Taxes Department. They have completely done away with physical interface. The traders do not have to come to our offices for their day-to-day work. They can register, modify applications and file their returns without the need for a physical contact.

Similarly in transport department, we have implemented VAHAN and SAARTHI applications, which are widely used. Any citizen seeking a driving licence does not have to go physically and apply for it. They can apply online. They can have their appointment fixed online, go to the transport office, show the documents, get clicked and the licence is ready. Similarly, in case of Police Department, citizens can submit their application with all details of the lost objects through a mobile app and have the receipt. The same has to be submitted to the nearby local police station and then get it tracked. Under e-District Mission Mode Project, in every district we have set up a 14-computer lab and in every tehsil, a 7-computer lab.

Going further, we are trying to expand 26 currently available services through interactive Common Service Centers called Jan Seva Kendras or 'Lokvanis'. We are also inviting bids for District Services Agencies, as we feel that mostly these services are provided through district officials in different departments and that district is the nodal point to

coordinate and take control of frontend Kiosks. So, now onwards, all the CSCs would be district-controlled. Out of 75 districts, bids are out for appointment of District Service Center Agencies in 45 districts.

Across all departments of the State Government, the IT Department has worked as a co-ordinating department for these initiatives through various grants that are available under the National e-Governance Plan (NeGP). All required infrastructure is in place. All required infrastructure



We are trying to expand 26 currently available services through Common Service Centers, called 'Jan Seva Kendras' or 'Lokvanis'. We are also modifying the same and inviting bids for District Services Agencies

is in place. This is how we have brought Information Technology to our departments in the State, and for citizens, it is becoming easier with each passing day to interact with the government and avail services.

What is your view regarding the ambitious Digital India programme, and to what extent Uttar Pradesh is geared up for the same?

We are completely in tune with the Bharat Broadband Network Limited (BBNL) and BSNL, the contractor per se for BBNL, as far as Uttar Pradesh is concerned. They are really doing good work and by March 31, 2015, we have plans to connect roughly around 22,000 Gram Panchayats out of approximately 51,000 Gram Panchayats in the State.



We are in close connect with them and they are working at a good pace. Recently, our Chief Secretary had a review meeting to find out the number of gram panchayats already connected through broadband on optical fibre network, and the number stood at 500.

Apart from this, we have galvanised the Health and Basic Education departments for greater involvement in the process. All Primary Health Centres and primary schools are located near Gram Panchayats, where the Optical Fibre is being laid with 10 Mbps capacity, and these departments are building applications and procuring necessary hardware to make full use of it. We are continuously

governments, not only the government officials but also the citizens have to be on the same page. And so, we have taken up a continuous capacity enhancement programme through training modules, which is going from district to district. In the last few months, we have trained around 35,000 government officials across the 75 districts of the State. This is done through Center for eGovernance, with support from experts and some members of the State e-Mission Team.

As far as training in general is concerned, we have taken up two programmes: one is ESDM training programme of around 15 lakh people, for which we have taken the Government of India's approval and received the sanction of around Rs 8 crore, and certificates from NIELIT, Telecom Skill Development Council and Electronic Skill Development Council; secondly, we also have CSC SPV that is rolling out training programmes for 3,20,000 people. So, for a state like Uttar Pradesh, training programmes for around 18.2 lakh people has been started and we have requested the Government of India for financial support for Rs 10 lakh more people. Capacity building of the citizens, especially the youth, is very important.

What policies are being announced to attract greater investment in the State?

We have come out with two policies: one is the IT Policy, which was announced in 2012 and is only for investors in IT and related areas. As a result of that, we are in the process of setting up a 100-acre IT Park at Lucknow, which is being set up by HCL. Also, we are in the process of setting up smaller IT Parks of 2 to 5 acres of area at Meerut, Agra, Kanpur and Gorakhpur. We are getting engaged with Software Technology Parks of India (STPI) to develop these software parks.

Secondly, we are setting up an electronics manufacturing cluster on the Yamuna Expressway, which is one of the best expressways in the country. We recently announced the Electronic Manufacturing Policy 2014, which is one of the best in the country. We have the best to offer to the investors, as it provides maximum available incentives for hardware and electronic

manufacturing. It is in line with the Government of India's Electronic Manufacturing Cluster and ESDM Policy. We have lot of interest in this area. In fact, we are going to sign four associations, i.e. Indian Cellular Association, ELCINA, ELCOMA and IESA, in front of Honourable Chief Minister of Uttar Pradesh on 27th January during the e-UttarPradesh 2015 event. We have even earmarked two clusters - one on Yamuna Expressway and other in Greater Noida, each of 100 acres. We are taking lots of initiatives to attract investment to Uttar Pradesh. e.gov

We recently announced the Electronics Manufacturing Policy 2014, which is one of the best in the country. We have the best to offer to the investors, as it provides maximum available incentives for hardware and electronics manufacturing

reviewing the progress. I think it's a great idea to connect Panchayats, so that everyone is enabled. Until and unless people are enabled, we can't really think of bringing digital revolution in true sense.

What are the steps being taken for capacity building within the government departments and for enabling skills of the new tech-age generation?

We are aware that for while thinking of transforming the

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Citizens of Uttar Pradesh will soon see a better equipped and more responsive police force, claims **Debasish Panda**, Principal Secretary, Home, Govt of Uttar Pradesh, in an interaction with *Nirav Soni* of Elets News Network (ENN)

**UP POLICE TO GO
HI-TECH
SOON**

What are the major steps taken for smooth functioning of the Home Department?

Safety, security and reduction in crime rate in Uttar Pradesh are of utmost importance. We are undertaking lots of initiatives, especially for modernising the police force of Uttar Pradesh, including state-wide Dial 100 system, CCTNS (Crime and Criminal Tracking Network System), Smart City Surveillance Project and Dial 1090 – a Women Helpline. We are also scaling up our infrastructure to match the requirements of our police force. We are equipping our police force with all technical tools required to cope up the requirements of safety and security, apart from arms and ammunitions.

Give us some details about CCTNS.

CCTNS is a flagship project that we are implementing. This project will enable the citizens to file their complaints and First Information Reports (FIR) online. We are setting up a time frame of rolled all these out across all the 1,456 police stations in Uttar Pradesh. There were certain hiccups initially, especially with respect to connectivity and resource constraints, but the same is now being sorted out. We hope that this entire project would be fully operational in the next six months.

What exactly is the department doing for modernising the police force?

Modernising our police force is an ambitious project of our government. We have piloted a few projects in four districts – Lucknow, Kanpur, Allahabad and Ghaziabad – where we have set up modern police control rooms. The citizen has to dial just one number 100 for any police service. Police will reach the place of occurrence within a time limit of 5-7 minutes.

For this, we will deploy GPS facility in vehicles. The complainant has to simply call, and the officer concerned will understand the problem sitting in the control room. These officers ask the caller the details in 30-40 seconds and the location where the call has come from. Once the location is zeroed in, the details are passed on to the despatched officers. The officer sitting on the system will find out the nearest vehicle located in the area and will send the mobile van to the location where the person is in distress.

The whole idea is to reach police service in the minimum possible time. The whole system is technology based. Going by the success of this initiative in the four pilot districts, we will take it to other parts of the State and have state-wide Dial 100 service. We will have a centralised call centre located in Lucknow, where all calls will land and be received. I personally believe that once this initiative is fully functional, there would be significant reduction in crime



rate. This will help us in better law and order maintenance across the State.

Tell us about the Smart City Surveillance Project.

This is also a major initiative that we are now going ahead with. We are developing a smart city surveillance system in major 16 cities in Uttar Pradesh and will install Closed-Circuit Television (CCTV) cameras. The project is being proposed for final approval. This system will have an in-built Video Management Software (VMS) with analytics. We will have these cameras installed at all major traffic signals across the system with an in-built ability to analyse the number plates of vehicles for tracking the wrong doers. This will surely help in nabbing criminals and creating fear



Modernising the police force is high on government's agenda. We have piloted a few projects in Lucknow, Kanpur, Allahabad and Ghaziabad, where we have set up modern police control rooms. The citizen has to dial just one number 100 for any police service

among the wrong-doers on the road. We will have a fully functional electronic eye established across the city and to give safe and secure environment in the city.

Traffic management is also a major problem. How do you plan to deal with it?

Apart from the CCTV-based surveillance systems, we are also proposing to have Traffic Management Centres in the 16 major cities, which will be gradually scaled up to other cities across the State. We are going to have




more number of traffic signals installed with surveillance enforcement cameras. These Centres will do a real-time monitoring of the traffic, also known as Intelligent Traffic Management System. The signal timing would be adjusted as per traffic volumes and synchronised in such a manner that there would be a smooth flow of

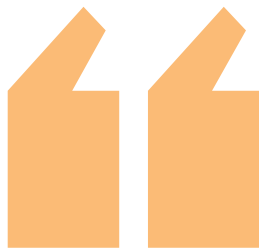
simply dial 1090. An instant alert reaches police and family members of the caller. The call is traced, site located and appropriate action is taken.

What are the other services in pipeline?

We want people staying in Uttar Pradesh to feel safe and secure. We want to launch a host of citizen-centric services. Citizens are demanding a variety of services like verification of servants working in a household, information about travellers coming from outside the State, verification of employees working in an industrial unit or a company, passport verification and many others. We do not want citizens to travel to police stations or other offices to avail the services. We propose to provide the requested services through mobile applications. We are also

receiving complaints regarding stolen or lost documents like passports, driving licence, important certificates, PAN Cards, etc.

We are also in the process of launching mobile application for receiving complaints on lost documents. Bank Security and other installations are also a concern and we are trying to tackle the same. Gradually we will be launching a number of services through mobile applications. So, in the next couple of years, one would experience a major change as far as the police establishment and its modernisation is concerned. I am sure that citizens of the State will soon experience a much improved, responsive and sensitive police force, and we will be able to curb and control crime, maintain law and order, and reach a person in trouble in the shortest possible time. 



We do not want citizens to travel to police stations to avail the services. We propose to provide the requested services through mobile applications... We are also in the process of launching mobile application for receiving complaints on lost documents

traffic across the city. The traffic law violations as well as booking of defaulters will be done in an electronic mode. Automatically electronic challans will be generated for the road rule violators, and they will have to go to the respective local courts and pay the fine.

What is 'Dial 1090 - Women Power Line' project?

This is a very effective tool to provide safety and security to the women, particularly to young girls. This project has been a great success, as we have received more than 15 lakh calls since its launch in 2012. Also, we have received over 3 lakh congratulatory calls from across the State for fast resolution of their grievances. We also have developed and implemented a mobile application. A commuter travelling in a public transport, if teased or harassed, has to

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UTTAR PRADESH — A **PRO-INDUSTRY STATE**

We are removing bottlenecks on way to industrialisation of the State by adopting a pro-Industry approach, Sanjiv Saran, Principal Secretary, Infrastructure & Industrial Development Department, Govt of Uttar Pradesh, tells Elets News Network (ENN)

What is the role of Infrastructure & Industrial Development Department with regard to bringing investment to Uttar Pradesh?

The Government of Uttar Pradesh is going very aggressively in attracting industrial investment to the State. For this, we have formulated an Infrastructure and Industrial Investment Policy 2012, which provides lots of incentives to the industry,

particularly to those industries where the investment is in the range of Rs 200-500 crore or more. We are also going out in a big way to invite investments especially in the IT and Electronics Manufacturing sector. Recently, the Government of India has sanctioned one FAB project in Greater Noida region, which will come up in the near future. We are welcoming industries coming from Japan, Korea and Taiwan to country-specific industrial zones, which we have already earmarked in the Greater Noida and along Yamuna Expressway.

What are the special incentives being provided for the companies coming with investment in IT, ITeS and Electronic Manufacturing areas?

In IT, ITeS and Electronics Manufacturing areas, we



are providing capital subsidy and interest subsidy. Most importantly, we are providing one land at one location, in line with a cluster approach. We are in the process of developing a 100-acre land for Electronics Manufacturing cluster. Since the cost of land was high, the decision is being taken at the Chief Secretary level to have a back-end approach. It means that initial investment would be much lower for the land, so that the industry is free to devote the resources to the plant machinery, building and manpower.

What is the average industrial output that we can expect from Uttar Pradesh in the next 5 years?

The current industrial growth rate in Uttar Pradesh is around 5.2%. But we foresee a huge growth in three regions – Lucknow, where the IT City is getting developed by HCL; in NCR Region, where DMIC (Delhi Mumbai Industrial Corridor) is coming up; and along the Eastern Dedicated Freight Corridor portion falling in UP. These corridors will make the movement of goods to the port cities of Mumbai and Kolkata much faster. In fact, the containers would move from Greater Noida to these ports within a span of 14 hours. So, we see many export-oriented units coming up in Greater Noida and also units, which would be import-intensive. We see a growth of 7 to 7.5% in the coming two to three years.

Please tell us know about ‘Udyog Bandhu’ initiative of your department.

The term ‘Udyog Bandhu’ means friend of the industry. Our objective is to remove all impediments coming in the way of growth of an industry. We are sorting out all the possible problems. We have devised various ways of doing it. For example, a person can log into our website and place his


problem there. Secondly, every Thursday we have ‘Udyog Samadhan Diwas’, when we sit at one place in PICUP Building in Lucknow, along with all the departments related to industries. Any one walks in with his problem on this day between 11am and 12 noon without any prior appointments and we sort out their problems. We take pride in the fact that we have held lot many meetings and have removed all the long-standing problems. Secondly, we have also introduced a telephone service, a hotline from morning 8am to 8pm, through which any industrialist or



The current industrial growth rate in Uttar Pradesh is around 5.2%. But we foresee a huge growth in three regions, including Lucknow...

entrepreneur can call us and express his problem. We get back to them and ask the department concerned to sort it out for them.

Anything more that you would like to know our readers?

We are fortunate to have a large hub of IT industries in NOIDA region. Companies like TCS, Wipro, HCL and Adobe have already established their facilities, besides ST Micro-electronics, one of the biggest semi-conductor companies in the world. In fact, one would be glad to know that Samsung has recently set up a state-of-the-art manufacturing plant for mobile handsets and chipsets. We are encouraging more entrepreneurs to come and explore similar opportunities in Uttar Pradesh. 



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GOOD GOVERNANCE VIA EGOVERNANCE

The State of Uttar Pradesh is utilising eGovernance as an effective tool to achieve the goal of Good Governance, says **G S Naveen Kumar**, Special Secretary to Chief Minister and Department of IT & Electronics, Govt of Uttar Pradesh, in conversation with *Nirav Soni* of Elets News Network (ENN)



What ICT initiatives have been undertaken in Uttar Pradesh in recent times?

The UP Government has formulated several policies to give a boost to ICT developments in the State. We plan to use Information Technology as a vehicle for inclusive economic growth of Uttar Pradesh, so as to create a vibrant society with a high quality of life. The IT Policy of Uttar Pradesh released in 2012 and the Electronics Manufacturing Policy 2014 aim at reinforcing the position of the State as an attractive destination for the IT and Electronics firms of the world. These policies lead to creation of a more conducive business environment, so that IT and Electronics industries can survive and flourish in the state.

Uttar Pradesh is currently focusing on developing necessary infrastructure, development of human capital, proactive engagement with investors and effective policy implementation. The IT Policy 2012 is helping develop Lucknow and Agra as IT hubs under PPP arrangement. As per the policy, all IT companies establishing their units in the state would be given 100 percent exemption from stamp duty and 5 percent interest subsidy (not exceeding Rs 1 crore) for a period of five years. Availability of centres of excellence such as IIT, IIM, etc., makes Uttar Pradesh an ideal destination for setting up IT industry.

What steps has the government taken to push ESDM sector in the State?

The Electronics Manufacturing Policy 2014 aims to provide a robust growth platform for electronics manufacturing industry. Focus area of the State now is to develop electronics manufacturing clusters (EMC), thus encouraging Electronic System Design & Manufacturing (ESDM) industry in the state by providing the best of incentives ranging from land and interest subsidy, 100 percent stamp duty, VAT/CST reimbursement and above all, special consideration on case-to-case basis.

Start-up concept-based IT-Upavan has been established in the Shretron India Ltd Campus, Sahibabad, Ghaziabad



campus. Ghaziabad is part of the National Capital Region (NCR) where most of the IT/ITeS companies are based. Since large numbers of engineering colleges are based in NCR, development /growth of start-ups is more in this region than any other part of the country. Possibility of success of the start-ups in this region is maximum. A large number of fresh graduates will be easily available for these start-ups. Such talent shall be provided with conducive environment in the State through IT-Upavan, where they can build their future using the state-of-the-art facilities.

What are the major citizen-centric initiatives undertaken by your department for providing better eGovernance services?

The progress made by the Uttar Pradesh in various areas, be it education, health, housing, food, or infrastructure, bears testimony to the commitment of the government towards lifting the lot of the poorest of the poor. The government is now making pioneering efforts to improve the quality of governance through various eGovernance initiatives. We are utilising eGovernance as an effective tool to achieve the goal of Good Governance, and UP is a frontline State in the country for implementation of eGovernance projects.

Uttar Pradesh is a leading State in setting up core eGovernance infrastructure projects such as State Wide Area Network (SWAN), State Data Centre (SDC), Common Service Centre, State Portal as well as other projects such as e-District, e-Setu, e-Village etc., to provide smart governance to its citizens. The State is also taking various initiatives for digitally empowered UP in line with the 'Digital India' Programme with a vision to transform UP as well as India into a digitally empowered society and knowledge economy. In order to realise the vision, we are focusing on various areas that include:

- i. Electronic Delivery of Citizen Centric Services through Common Service Centers as well as directly through Internet

- ii. Robust e-Governance Infrastructure
- iii. Government Process Reengineering
- iv. Paperless Offices
- v. Transparency and Accountability at Every Stage
- vi. Capacity Building

To create such a system where there is no physical interface between citizens and government offices and all services are delivered at the doorsteps, 26 citizen-centric services of eight departments are being offered. Now, we have fixed a target to increase 90 more government services to be provided through Common Service Centres. To date, over 3.70 crore e-transactions have happened through e-District/State Portal. These services are being delivered through 14,500 Common Service Centres and 300 Lokvani centres.



The progress made by the Uttar Pradesh in various areas, be it education, health, housing, food, or infrastructure, bears testimony to the commitment of the government towards lifting the lot of the poorest of the poor

Please throw more light on the e-District programme.

e-District project had been implemented as pilot in six districts in 2008 and is now being rolled out in the remaining 69 districts. Under the state-wide rollout, e-Governance cell/computer labs are being established in each district headquarters with 14 computers, each Tehsil with four computers, Blocks with three computers and departments concerned with two computers. Laptops are being provided to each SDM and Tehsildar for improving efficiency by complete automated system. District e-Governance Societies (DeGS) have been constituted in each district. Also, e-District Managers are being hired in all the districts. Project has gone live in 21 more districts.



As part of the Government Process Reengineering, the State has decided to accept Self Declaration Forms instead of affidavit, along with application form, for applying to government services of various departments. To provide the government services over the counter to the villagers, e-Village Scheme has been launched. Under this scheme, one village in each district of the State is being selected and this scheme is being implemented as pilot. Various services such as Income Certificate, Caste Certificate, Domicile Certificate etc., can be provided through Common Service Centers over the counter after implementation of this scheme.

Every technology implementation has to be supported by appropriate skills. What are

of 40,000 officials under e-District Statewide rollout. More than 19,000 officials have been trained in 34 districts out of the target of training of 20,038 officials, whereas 19,320 officials are to be trained in rest of the 34 districts by 31st March 2015. Apart from this, various e-Governance awareness workshops and training programmes were organised in the State during 2013-14.

A government official is now expected to have a minimum level of defined proficiency which includes Word processing, e-mail, data entry, MS Office and Access, etc. During my tenure in Banda District as District Magistrate, I initiated a Project named e-Setu. Main objective was to run literacy drive among the several staff members and volunteers of various departments. The e-Setu project is serving as a bridge between the government employees and modern technology.




As part of the Government Process Reengineering, the State has decided to accept Self Declaration Forms instead of affidavit, along with application form, for applying to government services of various departments

How far your department is prepared to tackle various cyber threats?

The IT & Electronics Department takes security of its infrastructure very seriously, and in line with industry best practices. SWAN deployment takes place both vertically and horizontally. It connects the State Headquarters PoP with the PoPs at district headquarters, which in turn are connected and Cyber Security controls are maintained

the steps taken by your department for skill development and capacity building?

For better implementation of e-Governance mission in the State and to fill the void in terms of knowledge and change management, the State IT & Electronics Department, in association with the State e-Governance Mission Team has taken various initiatives for capacity building. We have conducted several skill development sessions like STeP (Specialized Training Program of e-Governance) and workshops. State has fixed a target to build the IT capacities

by firewall, Intrusion Detection and Protection System, Antivirus protection, TACAS Software for AAA functionality, log monitoring and network penetration testing. All the applications which are presently hosted in state data centre are security audited in line with STQC/CERT standards. Apart from these, the IT & Electronics Department is in process of procurement of Security Information and Event Management (SIEM) which provides real-time analysis of security alerts generated by network, hardware and applications. 

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Chief Guest



Jitan Ram Manjhi
Chief Minister, Bihar

Guest of Honour



Shahid Ali Khan
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SHAPING ELECTRONICS MANUFACTURING HUB

In its bid to give a new direction to the industrial scenario in Uttar Pradesh, the State Government is making all-out effort in the field of Electronics Manufacturing and otherwise, **G S Priyadarshi**, Managing Director, UP Electronics Corporation Ltd, tells *Nirav Soni* of Elets News Network (ENN)

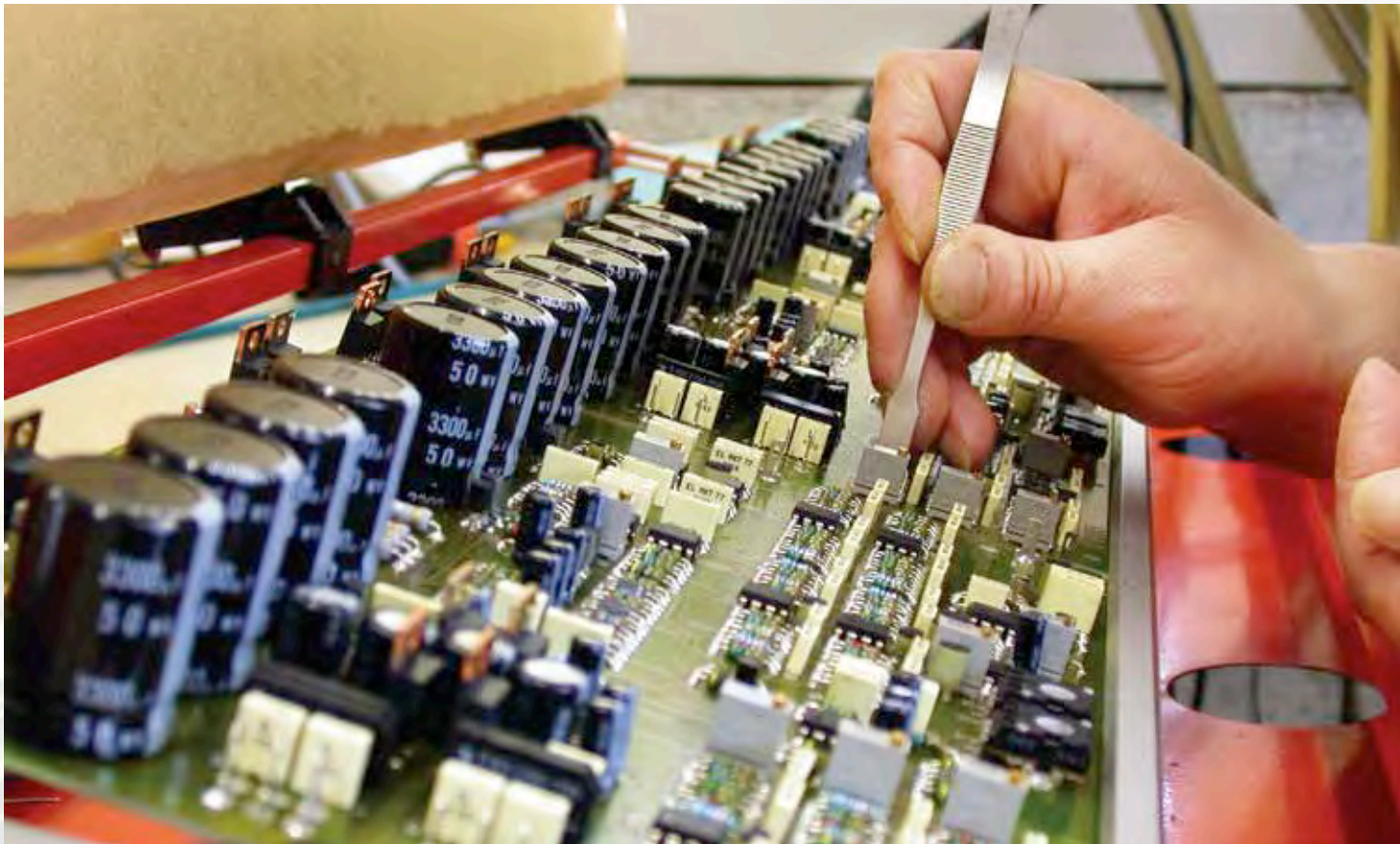


Please give us a brief about your department.

The UP Electronics Corporation Limited is wholly owned undertaking of the Uttar Pradesh Government. The Corporation was set up with the main objective of promoting Information Technology and Electronics industries in the State. We are currently engaged in procurement and supply of Computer Hardware, development of Computer Software and providing Computer Training to the employees of government departments, corporations and institutions through empanelled Business Associates as well as on our own. Laptop Scheme was one of the landmark projects executed by our department under the guidance of the State Government. Besides this, the Corporation has also been nominated as a nodal agency for implementation of various projects/ schemes allocated by the government from time to time through various implementing agencies.

What are the salient features of the Electronics Manufacturing Policy of Uttar Pradesh?

The Government of Uttar Pradesh has been consistently trying to give a new direction to the industrial scenario of the State. Apart from different measures taken in various areas, the UP Electronics Manufacturing Policy, which as announced in 2014, is a fresh endeavour towards a stable, predictable and fair playing field for every investor looking to invest in the State. It is specifically aimed at encouraging and attracting investment related to electronics component and equipment manufacturing in the State. The policy envisages setting up of three electronics manufacturing clusters in line with the policy of MSIPS (Modified Special Incentive Package Scheme) of the Government of India. We have proposed many attractive incentives like capital subsidy, interest subsidy and reimbursement of VAT, besides funds for common infrastructure in the cluster and discounted land rates. This policy is one of the most



competitive and attractive policies in the field of electronics manufacturing India has so far.

What are the locations of the proposed electronics manufacturing clusters?

We have provision of having three electronic manufacturing clusters in our policy. Currently, we have received an approval for establishing the cluster at two places - Yamuna Expressway and Greater Noida, each spread across 100 acres of land.


How, according to you, this initiative would help the citizens at large?

The State Government has expressed its resolve to play a significant role towards achieving the objectives laid down under the Government of India's National Electronic Policy 2012. We have a vision of transforming Uttar Pradesh into a hub of ESDM in the long run through a conducive policy environment, support to the industry and a concerted strategy. We want to capitalise on the skilled human resource demand that will be required in the electronics sector. We have the largest number of engineering graduates in the field of IT, Electronics and Communications. We are home to many premier institutions like IIT, IIM, IIIT and BHU. We



The UP Electronics Manufacturing Policy announced in 2014, is a fresh endeavour towards a stable, predictable and fair playing field for every investor looking to investing in the State

have around 36 universities, 3,104 colleges, 1,500 ITIs, 197 B-Schools and 320 engineering colleges.

Considering this vast knowledge economy, we believe that we can bridge the demand–supply gap by scaling the human resource to specific skills that would be required in this sector. Under e-Skill Development initiatives, we have signed MoUs with Telecom Sector Skill Council (TSSC), Electronics Sector Skill Council (ESSC) and National Institute of Electronics & Information Technology (NIELIT) for imparting training to 15,000 students in the Electronics sector. Boasting of a competent workforce and a knowledgeable community, the government will focus on setting up incubator centers to promote start-up/ Entrepreneurs/ R&D, along with Training, Skill Development and related certification. 

UPDESCO – ENABLER OF IT SERVICES

As a multidisciplinary consultancy organisation, UPDESCO provides systems backup to government departments, PSEs and non-government agencies for diagnosis, estimating the magnitude of problems and suggesting methods of improvement, **Rakesh Kumar Singh**, Managing Director, UPDESCO, tells Elets News Network (ENN)



Tell us about something about the genesis of UPDESCO and its functions.

The Uttar Pradesh Development Systems Corporation Limited (UPDESCO) is a PSU of the Government of Uttar Pradesh. It was set up on March 15, 1977 under Section 21 of the Companies Act 1956 and works under the overall administrative control of Information Technology & Electronics Department of the State.

It is a multidisciplinary consultancy organisation providing systems backup to government departments, public sector enterprises and other non-government agencies in diagnosis, and estimating the magnitude of problems, identifying technological and other alternatives and suggesting methods of improvement.

Over the years, UPDESCO has provided consultancy services in the fields of IT/ICT, Project and Management and Rural Development and Survey by way of technical and infrastructural support, project preparations, capacity building arrangements, technical manpower provisioning, and policy implementation for the departments within and outside the State.

Who are the major clients of UPDESCO?

Since its inception, UPDESCO has completed a number of consultancy assignments for the State and outside State departments as well as agencies like International Labour Organisation (ILO), Unicef, World Bank, etc.

Some of the departments/entities UPDESCO is currently associated with include Mid Day Meal Authority, Basic Education, Bal Vikas Seva Evam Pushtahar, Women and Child Development, MGNREGA Cell under Rural Development, Home (Police), Technical Education, Higher Education, Secondary Education, Energy, Forest, Agriculture, Social Welfare, Training and Employment, Minor Irrigation, Chief Minister's Computer Cell, etc.

Please give a brief about the major achievements of the Corporation.

The major achievements in the recent past among various successful assignments handled by UPDESCO are:

- **Establishment and Operationalisation of UP State Data Centre:** As the State's nodal agency, UPDESCO has successfully set up UP State Data Centre by selecting TCS as the Data Centre Operator. It is a major core infrastructure project under the National e-Governance Plan (NeGP) of the central government and is being used as centralised reservoir for data, information and services for the State Government departments. The SDC is currently hosting the applications and databases of various departments including Commercial Tax, Basic Education, Social Welfare, Police (CCTNS), Urban Development etc.



- **Computerisation of Electoral Processes for Election Department -** UP was among the early States where electoral reforms were started by the Election Commission of India. UPDESCO was made nodal agency and entrusted with the task of computerisation of the electoral process in mid-90s, wherein it had facilitated the department with computerisation of Elector Roll and Election Id Card preparation. Computerisation and management of booth-wise data was an enormous task which UPDESCO had successfully achieved, for which then Chief Election Commissioner M S Gill had given certificate of appreciation to UPDESCO. Based on the success, the Election Commission had entrusted UPDESCO with similar tasks in Uttarakhand and Delhi states.



Since its inception, UPDESCO has completed a number of consultancy assignments for the State and outside State departments as well as agencies like International Labour Organisation (ILO), Unicef, World Bank etc

- **Daily Monitoring System (DMS) for Mid Day Meal Authority (MDMA):** UPDESCO has implemented and is maintaining Cloud & SPI model-based DMS in MDMA, UP for effective monitoring and management of scheme for meal served on daily basis in approximately 1.65 lakh primary/upper primary schools of UP. The system has facilitated the department to obtain daily meal count within the same day for meal served in these schools, which was not possible earlier in the manual system.
The system has won accolades and various awards for MDMA at the National and International levels such as Gold Award in category "Innovative use of Technology in eGovernance" at National Awards on eGovernance 2011-12, m Billionth Award South Asia 2011, The Manthan Award, South Asia & Asia Pacific 2012, NASSCOM Social Innovation Honours 2013, etc. Other departments of the State such as Bal Vikas Seva Evam Pushtahar, UP has also implemented the same system for obtaining the count

of Nutrition (Hot Cooked Food) distributed at approximately 1.88 lakh Anganwadi Centres on daily basis. Other states like MP are also approaching UPDESCO for same type of solutions.

- Women Power Line (WPL) 1090 for UP Police - A state-of-the-art WPL 1090 helpline control centre has been set up by UP Police equipped with Cloud Computing & SPI model-based computerised system provided by UPDESCO for handling cases of harassment and atrocities against women.
- Women in UP can access 1090 from anywhere and can lodge complaints against harassments meted out to them. The identity of the complainant is kept secret for their protection. The victims are not required to come to Police Station for lodging complaints or pursue the matter. The Power Line first aims at counseling and thereafter, if necessary, takes due legal action against the culprit.



UPDESCO has presented Detailed Project Reports for attracting funds/ investments from external agencies... like Royal Netherlands Embassy, World Bank, European Economic Community etc., for inception of new projects

- Dial 100 for UP Police - UPDESCO has successfully implemented computerised systems for Dial 100 setups, an Emergency Response System for effective operation of UP Police for quick response to distress calls from the victims in Unnao, Sitapur, Kheri, Rae Bareilly and Hardoi districts. Other districts like Saharanpur, Pilibhit have already approached UPDESCO for similar systems in their districts.
- Technical consultancy to various State Universities - UPDESCO has successfully provided technical consultancy in effective computerisation of Admission and Examination processes for different courses of State's universities like UP Technical University, Lucknow; Chhatrapati Shahu Ji Maharaj University, Kanpur; Veer Bahadur Singh Poorvanchal University, Jaunpur etc., wherein processes related with registration in admissions to conduct of examinations of registered students in different courses are handled through computerised systems by UPDESCO.

How is UPDESCO helping the Government of UP in getting investments?

UPDESCO being a consultancy organisation did different consultancy works in the past and presented Detailed Proj-



ect Reports for attracting funds/investments from external agencies like Royal Netherlands Embassy, World Bank, European Economic Community etc., for inception of new projects under different departmental schemes. UPDESCO was also designated as the 'Chief Promoter' by GoUP recently for establishing Electronics Manufacturing Cluster in Greater Noida, under which funds/investments are to be attracted from private players for setting up of manufacturing units on plots to be earmarked in 100 acre of allotted land. The vision is to promote and develop electronics manufacturing industry within UP.

Share with us your future plans.

Apart from establishing the Electronic Manufacturing Cluster in Greater Noida, UPDESCO also has some other plans to

execute/complete in future. Those are:

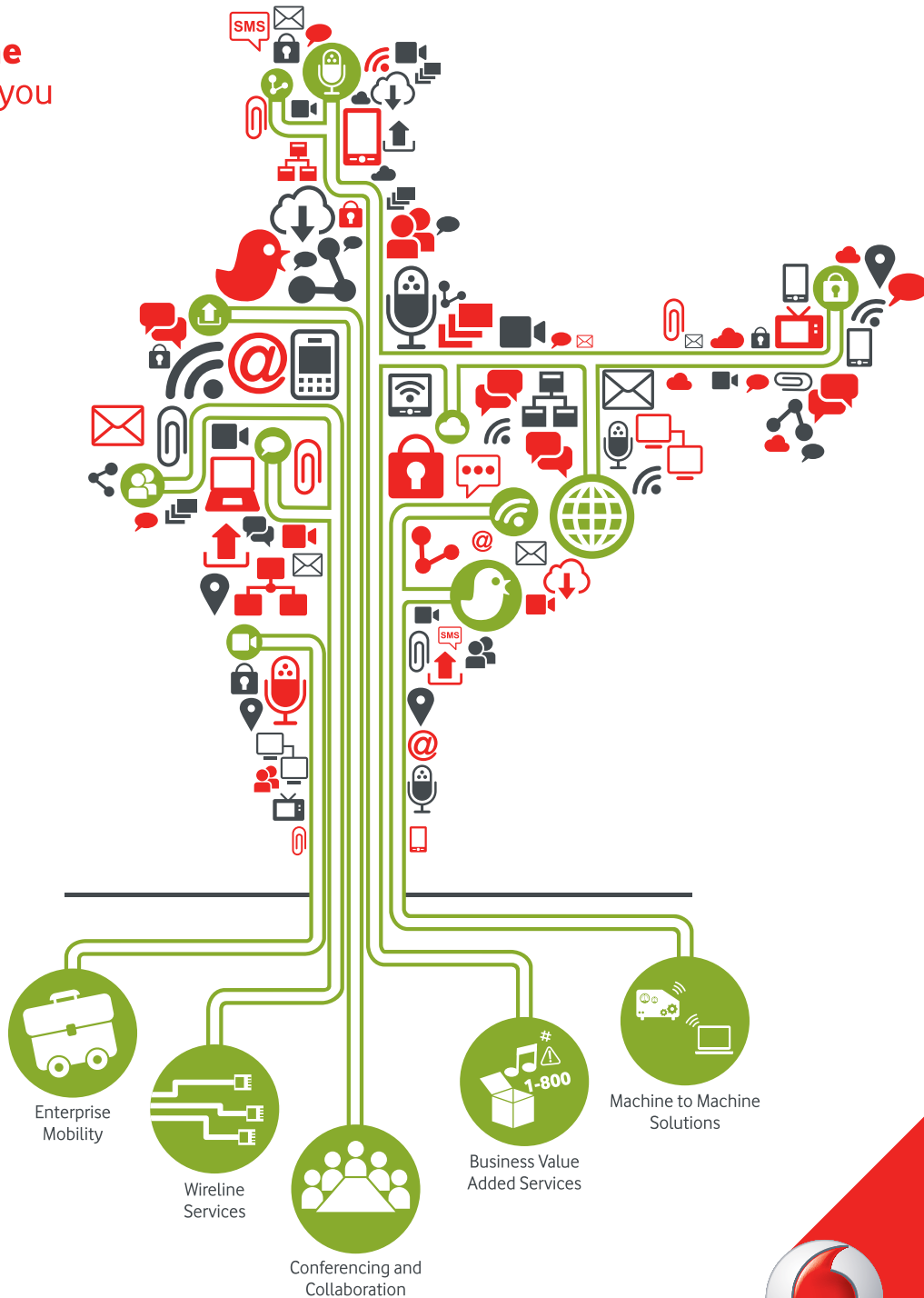
- Cloud Enablement of Existing State Data Centre - UPDESCO is in the process of selection of a new System Integrator, who could do Cloud enablement of the existing infrastructure established in the data centre.
- Establishment of State Data Centre-II - Since the capacity of the existing State Data Centre is almost utilised and there is no scope left for its capacity enhancement, UPDESCO is gripped with the task to provide a comprehensive proposal to GoUP for establishing of State Data Centre-II with enhanced capacities at some other place. The process/formalities for the same are to be started by UPDESCO soon.
- Operation & Maintenance of Existing UP State Wide Area Network (UPSWAN) - UPDESCO has been nominated as 'Designated Agency' by GoUP for Operation & Maintenance (O&M) of UPSWAN through a new SI after the current five-year term of O&M by implementing agency NIC is over in January, 2015. But due to some policy-related clarifications, the process is kept on hold and NIC has been asked to continue till a new SI is selected. After getting the clarifications, UPDESCO will continue the process of SI selection and O&M of UPSWAN. gov.in

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LUCKNOW TO EXPERIENCE HI-TECH METRO SOON

We will make Metro journey clean, green, safe, secure, energy-efficient and fast for the people of Lucknow, says **Kumar Keshav**, Managing Director, Lucknow Metro Rail Corporation, in an interaction with Elets News Network (ENN)

Please give us a brief about functioning of the Lucknow Metro Rail Corporation (LMRC).

To strengthen and augment the transport infrastructure of the city with a holistic multi-modal transport system, the Government of Uttar Pradesh has decided to implement Lucknow Metro Rail Project as an integrated mass public

transit system that meets the mobility and accessibility needs of the people of Lucknow. With this objective in mind, a special purpose vehicle by the name of Lucknow Metro Rail Corporation (LMRC) was formed in November 25, 2013.

We are currently working on the first phase of Lucknow Metro, which is going to cover approximately 23km



North–South stretch (from Chaudhary Charan Singh Airport to Munshi Pulia). Construction work on the first phase of the project commenced on September 27, 2014. The government wants to first complete the eight-km stretch between Transport Nagar and Charbagh. We can also undertake similar projects in other parts of the State in future.

What is the size of the project and when can the people of Lucknow expect the first operational Metro train?

It is expected to get completed by December 2016. The total cost of the first phase is estimated at Rs 6,880 crore. The first phase, apart from the 23km stretch, will also have 11km corridor from Charbagh to Vasant Kunj and that will worked on in the later part of the phase. There are two more phases that will follow. This 34km of the first phase alone will not be able to take care of the transport needs of the city, therefore, lot more is going to be offered to Lucknow commuters. We are expecting to complete the 8km priority section by December 2016. The Metro project is highly technical in nature. Before the actual project goes live, three-four months of trial is required to fix safety and signalling issues. At least, the trial will commence from December 2016 and people can board the train from April 2017.

What measures have been taken for safety and security of travellers?

Safety of travellers is of prime importance to us. Conventionally, the train works on a 9-tier system, according to the Indian Railways systems. But it's not the case with Metro. The Metro will have much higher frequency. We are planning to run Metro service with a halt at every 4-5 minutes, so we have to go for a very safe system for signalling. We are going for Communication Based Train Control System (CBTC), which is widely accepted world over for high-speed Metros. It will have all features of automatic protec-

tion, automatic control and operations. In other words, the driver is there practically for only closing the doors and for emergency stoppages. That much fail-safe system is getting incorporated, and we will give safe and punctual transport system to the people. In addition to this, we will also have all other measures like fire extinguishers, fire safety systems, proper evacuation and all other mandatory safety measures.

For Security reasons, we are adopting the Delhi Metro model, under which Central Industrial Security Force (CISF) has been deployed. We will have the same model here with all scanners and material baggage checking systems. All systems in Metro will be fully fenced to



We are currently working on the first phase of Lucknow Metro, which will cover approximately 23km North–South stretch (from Chaudhary Charan Singh Airport to Munshi Pulia)... It is expected to get completed by December 2016

prevent any interference or any chance of infiltration from anywhere. This is how the train assets will be maintained in a secure environment.

How, according to you, the Metro is going to change the face of Lucknow city?

Lucknow Metro will be a state-of-the-art modern transport system. People would be able to travel with the best available facilities at the stations like lifts, escalators, modern ticketing system, automated fare collection system, smart card readers and many other such facilities. We will bring the system with least possible waiting time for the people by introducing latest technical tools. We will make the journey clean, safe, secure, energy-efficient and fast for the people at large.

1090 – POWER TO WOMENFOLK

Introduction of 1090—a one-state-one-number service operated by the UP Police to handle cases of harassment by vulgar and abusive callers and stalkers—shows the State Government's commitment towards women's safety

Crimes against women have always been a matter of concern in Uttar Pradesh, as a large number of women suffer violence and humiliation silently. Therefore, the State Government decided to introduce a specialised call centre service, called '1090 – Women Power Line'.

It is a one-state-one-number service operated by the UP Police to handle cases of harassment by vulgar and abusive callers and stalkers, thus sending out message that the system is responsive to the cause of women's safety.

There are many testimonies available of faceless voices that called the 1090 Women Power Line in Uttar Pradesh ever since it was started in October 2012. One would not be surprised with the figure that over 200,000 cases of harassment have been registered by the Uttar Pradesh Police to date.

Media reports suggest that between August 2011 and November 2011, of the number of complaints of harassment and crimes against women received by the National Commission for Women, highest were from this State. Moreover, according to the National Crime Record Bureau (NCRB) 2011 data, the State accounted for 12.9 per cent of all violent crimes – highest in the country. Violent crimes, according to NCRB classification, include murder, attempt to murder, culpable homicide, dowry deaths, kidnapping and abduction, dacoity, robbery, riots, arson and rape.

Several features of the service set it apart from other helplines. First, the victim callers are assured of complete anonymity. They get a patient hearing from the women constables who take their calls. Incidentally, the constables are young women, picked from the 2011 batch. Secondly, the victim is required neither to come to the police station to lodge her complaint nor to show up for any hearing. The third innovative feature is the feedback system. The first feedback is taken after 24 hours, the second after a week and the final one is taken after a month. If the victim does not get an abusive or vulgar call for a month, the case is deemed closed.

Of course, the success of the whole concept revolves around the 30 women constables, who along with 30 of their male counterparts, are not just friends and guides of the victims, but also take on the task of counselling the



There are many testimonies available of faceless voices that called the 1090 Women Power Line ever since it was started in October 2012. One would not be surprised that over 200,000 cases of harassment have been registered by the UP Police to date

abusive callers. To prepare for this sensitive task, they go through a rigorous selection process, which is followed up with extensive tele-calling training.

It has been found that most of the offenders are not criminals but young boys. After the arrest of these people, the department counsels them and explains to them the consequences their actions can have on their future, and they usually stop harassing the girl. Around 90-95 per cent cases are solved right at that moment. The remaining five per cent cases are forwarded to the crime branch section of 1090.

The services of the Power Line are being rolled out in three phases – the first is already in operation. Now, the department enthusiastically is looking forward to the remaining two phases. A rich database of the harassment cases against women is being prepared and this will be used to address the issue of harassment in cyberspace. This will comprise the second phase of the project ready to be launched. The third phase will deal with physical violence against women in public places. Using the database of crimes currently being prepared, difficult areas will be tagged using Google Earth. [egov](http://egov.gov)





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Citizen Security

Digital India vision of Prime Minister Narendra Modi aims at building Safe and Secure Cyber-space, which augurs well for the security market in India. It is estimated that the domestic security market will go beyond \$1bn by 2015.

With a view to better understand and assess the challenges and opportunities in the sector, Elets Technomedia is coming up with **6th Annual SecureIT 2015 Conference**.

Key Speakers



Dr N S Kalsi
Additional Secretary
& Adviser, Inter State
Council Secretariat,
Ministry of Home
Affairs, Gol



Ashok Kumar
Additional
Director General of
Police, Uttarakhand



Purshottam Sharma
Additional Director
General of Police,
Bhopal



Dr B N Ramesh
IG & Director,
CRPF Academy



B B Mishra
Deputy Director
General,
Narcotics Control
Bureau



S N Pradhan
ADG,CID,
Jharkhand Police



Anil Shukla
Joint Commissioner
(Traffic),
Delhi Police

Some confirmations are still awaited

Theme for SecureIT 2015

- Citizen Safety and Infrastructure Security
- Data Security
- Cyber Security and Threats of New Age Social Media
- Securing Cities
- ICT for Policing
- Safety and Security of National Assets and Critical Installations
- Disaster Management

Elets Technomedia Pvt. Ltd.

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Noida, Uttar Pradesh - 201309,
Phone: 0120-4812600, Fax: 0120-4812660

Key Attendees

- Ministry of Home Affairs, Government of India
- Ministry of Defence, Government of India
- Department of Electronics and Information Technology (DeitY), Government of India
- Central Security Forces- CRPF,BSF, SSB, CISF and Others
- Various State Police Establishments
- Security Experts and Strategic Defence Analysts

For Enquiry Contact

Fahim Haq, fahim@elets.in,
+91 - 8860651632



OFFERING EASE OF **OPERATION** TO TRADERS

The Department of Commercial Taxes has adopted the best IT practices and implemented those effectively for seamless interaction with dealers, **Mritunjay Kumar Narayan**, Commissioner, Commercial Taxes Department, tells Elets News Network (ENN)



What steps is the Department of Commercial Taxes taking to provide efficient services to the citizens of Uttar Pradesh?

The Commercial Taxes Department is an important department, as we contribute 60% of the total revenue of the state. We are responsible for collecting taxes from manufacturers, dealers as well as from different businesses. And, in the last one-and-a-half years, we have taken many initiatives for making functioning of the department more efficient and reliable. We want to ensure seamless interaction with our dealers and do not want them to have any trouble while interacting with our offices. With that objective in mind, we have undertaken many IT initiatives in the recent times.

What specific IT initiatives have been undertaken by your department?

We have initiated eGovernance programme in the department, in line with the guidelines formulated under the National eGovernance Plan spearheaded by the Department of Revenue (DoR), Ministry of Finance, Government



Uttar Pradesh Commercial Tax Depa



of India. This includes Conceptualisation, Architecting and Defining the Mission Mode Programme (MMP). It is crucial to understand the services to be provided to the citizens, design the architectures (function, process, people, technology and resources) and then design a comprehensive and integrated Commercial Taxes MMP. We have developed a comprehensive and integrated model for Commercial Taxes administration in the Department by making suitable customisations specific to the state laws.

For example, we have introduced e-Registration. Registration of the dealers is of immense importance for the Commercial Taxes Department, because widening of tax net is pivot of the VAT structure. The Department has taken a very significant step by introducing 'Door-step Registration' initiative, and Common Online Application form for Value Added Tax and Central Sales Tax. No separate registration is required anymore for Entry Tax. All one has to do is to give information to the department. The system allows businesses to apply for registration 24X7 on Any-time-Anywhere basis and upload the requisite formations and documents. After the submission of completed online application form, Tax Payer's Identification Number (TIN) is generated in one working day, and the Registration Certificate is delivered at the registered business premises of the dealer.

This Online system also provides offline PAN verification facility from the NSDL database. The aforesaid facility has not only reduced the physical interaction of the dealer with the Department and provides him hassle-free opportunity to get himself registered, but also reduced the cost of services to the Department. Online and SMS tracking facility is available at every stage of processing.

Similarly, we have also taken some other significant steps like e-Amendment, e>Returns, e-Payment, e-Sancharan, online TDS facility, etc.

What is e-Sancharan? Please elaborate on that.

Following the Best Practices already functional in some of the developing states in India, the Department has started 'e-Sancharan System' aiming at hassle-free movement of goods in the State. The requisite legal amendments

have already been made in the UP VAT Act 2008 and the Department is trying to envisage a simple and acceptable procedure in this respect to implement this system. In the e-Sancharan system, a dealer has to register himself on the department's website once. After the online approval of the Assessment Officer, password is mailed to the registered mail ID and mobile number. The dealer has to generate the token and all the transactional details have to be entered by the purchaser, seller or transporter before entering the State. The enforcement officers can verify the e-Sancharan details through SMS and online MIS reports.

Every eGovernance initiative needs 'transformation' within the department. How this challenge has been overcome?


I agree that it was a herculean task for us to bring this transformation within our departments - from manual process to use of computers - and getting our people to get acquainted



We have developed a comprehensive and integrated model for Commercial Taxes administration in the Department by making suitable customisations specific to the state laws

to the online systems. In fact, we had to reorient our business processes and brought significant changes in our rules and procedures. We conducted a thorough training programme for our officers internally through DOEACC and also for dealers, who have remained participative in the whole exercise. I am happy that our officers have taken this as a challenge and have got accustomed to this new initiative.

Do you perform any periodical project impact analysis for these initiatives?

We continue to upgrade on what we have already done and take regular feedbacks from our users, including our officers and the dealers. It is a continuous exercise. 

Department



उ.प्र. वाणिज्य कर विभाग



UPSRTC Smartens UP WITH ITMS

Introduction of Intelligent Transport Management System (ITMS) in the Uttar Pradesh State Road Transport Corporation (UPSRTC) has not just plugged the revenue holes but also ensured smoother operation of the mass transit giant

With a fleet of over 9,500 buses, the Uttar Pradesh State Road Transport Corporation (UPSRTC) is a leading passenger road transport organisation in India. It has deployed over 20,000 conductors for these buses, which ply over 32 lakh kilometers per day and ferry over 15 lakh passengers. The Corporation annually provides travel services to over 55 crore passengers and has a turnover of over Rs. 3,000 crore to enable it to meet its expenses from internal resources.

But, primarily on account of the sheer size of the organisation, UPSRTC had been facing some operational challenges, including

- Operational inefficiency in managing manpower and bus fleet
- Inaccurate and delayed MIS reports from depots to the central office
- Delayed revenue reconciliation
- Higher cost of manual ticketing process

ITMS Solution

Business Solution

- Integrated Ticketing System
- ETM based ticketing
- Counter ticketing
- Online Reservation System
- MST and Prepaid Travel Cards
- Vehicle Tracking System
- ☞ VTS device
- ☞ Vehicle Tracking Software at Central and Regional Control Centres

- ☞ Fuel Level Sensor
- Passenger Information System
- ☞ Automatic Announcement System
- ☞ PIS display at bus station
- ☞ Bus In-Out Tracking
- ☞ Advertisement Management System
- ☞ Call Centre, IVRS, SMS and Online PIS systems
- MIS, Analytics and Decision Support System

Infrastructure Solution Scope

- Data Centre, Disaster Recovery and Network
- ☞ Head Office Infrastructure
- ☞ Central Control Centre
- ☞ Network Equipments
- ☞ MPLS - VPN
- Regional Office Infrastructure
- ☞ Regional Control Centre
- ☞ Network Equipments
- ☞ MPLS - VPN
- Bus Depot Infrastructure
- ☞ Desktop and Peripherals for ETM, VTS and Fuel Level Sensor management and maintenance
- ☞ Network Bandwidth
- Bus Station Infrastructure
- ☞ Bus station Counter Infrastructure
- ☞ Bus In-Out Tracking Infrastructure
- ☞ PIS System Infrastructure
- ☞ Network Bandwidth

ONLINE RESERVATION




- Inefficient fund management system resulting into revenue leakage
- Tedious customer process for advance ticket booking and cancellation

So, with a view to strengthening its service levels and improving its service delivery, the Corporation embarked on a scheme for Intelligent Transport Management System (ITMS) in 2012-13. The scheme was sanctioned by the

Government of India, which agreed to provide 50 percent of the capital investment of Rs 38.25 crore as grants under the Additional Central Assistance (ACA) scheme.

To this end, UPSRTC partnered with Mumbai-based Trimax IT Infrastructure for implementing ITMS on Build Own Operate and Transfer (BOOT) basis for five years. ITMS is passenger centric and has projected positive impact on the performance and profitability of UPSRTC by way of improvement in processes, helping UPSRTC earn the reputation of being a technologically advanced Public Limited Company and modernise itself for higher customer satisfaction and revenue benefits.

The development and implementation of a comprehensive e-ticketing solution has helped the mass transit provider meet the dual demands of convenience to passengers and streamlining operations. The solution enables in-bus e-ticketing and online booking system, performing live transactions through a payment gateway. It involves providing infrastructure, software solution and IT services to enable voluminous data management and provisioning of seamless connectivity for efficient operations.

In addition to delivering swifter, simpler, safer travel to passengers, this solution enables efficient fleet management and minimises revenue leakage. 

ITMS Project: At a Glance

- IT enablement of its Ticketing & Passenger Information Systems (PIS)
- Online reservation through websites
- Counter reservation & current tickets
- On-board sales by conductors through ETMs, MST & pass sales
- Faster revenue reconciliation and accounting
- PIS at bus stations through LED display boards, automatic announcement systems
- IVRS and SMS enquiry are components of the project
- Vehicle Tracking System, Real Time PIS
- Setting up Central Control Centres

Simplifying the Workflow



Brijesh Nigam, Director / CEO

Company Name

iterate India Pvt Ltd

Year of Inception: 1986

Number of Employees: 125

Management Team

Mukesh Nigam (Head of Operations (Marketing & Administration), Shakti Swaroop Nailwal (General Manager), Anugrah Saxena (General Manager)

Head Office

F-6, Sector- 3, Noida- 201301, Uttar Pradesh, Noida

Email: info@iterate.in

Website: www.iterate.in

Phone No: 0120- 4037700-99

Target Verticals: Education, Automobiles, Hospitality & Real Estate

Iterate India Private Limited (IIPL) was founded in 1986. Prior to becoming a private limited company, Iterate was functioning as Technocrats Business Data Center since 1982. Iterate started with 4 persons and has now expanded to 125 plus members. Iterate started with IT jobs for state level universities and gradually entered into the automobile, higher education, LIC, nationalised banks, hospitality and manufacturing sectors. Iterate has the exposure on developing software from initial level languages and database like Basic, Dbase and Foxpro level to latest platforms on Oracle Forms, Microsoft Dot Net, C# and Android technologies. Core focus of Iterate has been in developing solutions for education sector which is testified by its products STAM and UniERP.

Products and Services

- **STAM – Student Admission & Examination Management System**
- **UniERP - University ERP**
- **CoReM - Customer Relation Management (CRM) System**
- **ClubM - Club Management System**

- **DMS - Dealer Management System (Automotive sector)**
- **FA - Financial Accounting Software**
- **IFC- Instant Feed Online Card**
- **SMS Engine**
- **SaSe - Sales and Service System (Heavy and Light industries)**
- **Tally Interface Engine**
- **VeTrac – Vehicle and Product Track**
- **WASI – Warehouse Stock & Inventory HHDC System**
- **Real Estate Management**
- **Compactor – Consolidation of Sites Data on Central Server**
- **Hospital Management**

Top clients

Over 2000 installations and the client list includes Chhatrapati Shahu ji Maharaj University, Kanpur; Dr. Ram Manohar Lohia National Law University, Lucknow; Lucknow University, Lucknow; CS Azad University of Agriculture and Technology, Kanpur; Narendra Deva University of Agriculture & Technology, Faizabad; Institute of Driving and Traffic Research, New Delhi; Chevrolet Sales India Private Limited; Maruti Suzuki India Limited; Unitech Limited, New Delhi.

USP of Iterate

Commitment to deliver the right product.

Business highlights and achievements

- **STAM has been successfully implemented at Dr Ram Manohar Lohia National Law University, Lucknow**
- **UniERP has been implemented at a state level university.**
- **Workshop and Dealer Management Software systems implemented at more than 2,000 automobile dealerships and workshops in India and abroad.**
- **Ware House Management software developed and implemented at a very large warehouse in Nigeria.**

IPL in Brief

- Established in 1982, IPL has travelled 32 years as a software development company
- Specializes in providing customized software and E-commerce solutions

Iterate's complete Campus Management Software Solutions – STAM and UniERP – help universities and other educational institutions in automating/ computerising student records right from the stage of Admission and Examination Result uptill printing of Degree, Migration Certificates and maintaining Financial Accounts, Payroll, HR (Service Book) and Stores Inventory

Over 2000 installations till date - Client list includes:

- Chatrapati Shahu Ji Maharaj University, Kanpur (UP)
- Dr. Ram Manohar Lohia National Law University, Lucknow (UP)
- Maruti Suzuki India
- General Motors India (Chevrolet)

Our Product Range and Services

IPL has a varied Product Range and Services comprising of:

- ClubM - Club Management System
- DMS - Dealer Management System (Automotive sector)
- SMS Engine
- SaSe - Sales and Service System (Heavy and Light industries)
- **STAM-Student Admission & Examination Management System**
- **UniERP - University ERP**
- VeTrac – Vehicle and Product Track
- Real Estate Management

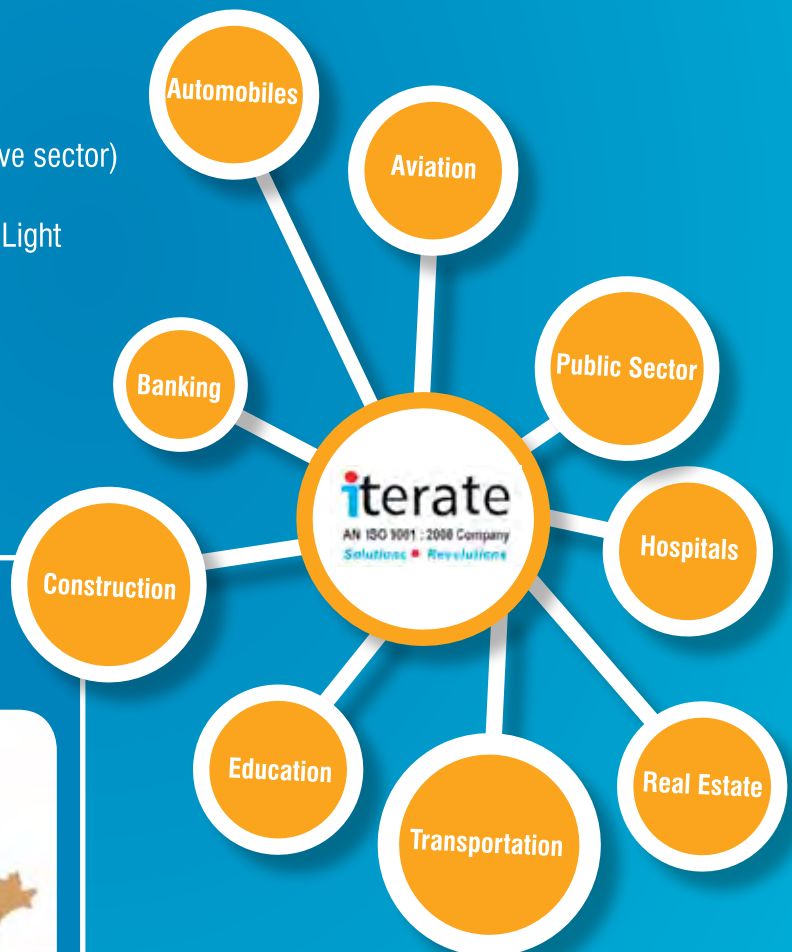
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Govt works on smart card-linked social security benefits

Labour Ministry is working on a plan that would enable workers in the formal sector to avail a host of facilities like pension, provident fund and health insurance etc., through a single smart card. The ministry will seed employees' details such as Universal PF Account Number (UAN), Employees State Insurance, Aadhaar, PAN, bank account numbers as also the IFSC codes of the bank branches, with the smart card in order to offer the benefits. According to a senior Labour Ministry official, the government has already worked out a plan to offer services to the organised sector workers. The card will be employed as a device to verify identity, age, address, bank account and dependents for providing benefits to workers and their dependents under various social security schemes operated the government through its agencies and bodies like Employees' Provident Fund Organisation (EPFO) and Employees' State Insurance Corporation (ESIC). The scheme will begin when all UANs issued by the EPFO will become operational and database stabilised. However, it would take about one year for new smart card to become reality unless stabilisation of UAN database is completely being carried out.



Jammu & Kashmir to get its maiden award for eGovernance



Jammu and Kashmir has been selected for the National Award for eGovernance for the best district-level initiative in the country. The Department of Administrative Reforms, Ministry of Personnel and the PMO have selected Jammu and Kashmir for National Award e-Governance 2014-15 for the best district-level initiative in the country, according to an official statement issued by the PMO. The awards will be given away at the 18th National Conference on e-Governance scheduled to be held at Gandhinagar on January 30-31, 2015.

According to the PMO statement, the award will be equally shared among Deputy Commissioner Kathua, Shahid Iqbal Choudhary, and Assistant Commissioner Development Reasi, Joginder Singh Rai, for the project e-Panchayat, started in 2013-14, for making 147 panchayats in the state of Jammu and Kashmir stronger. Under the project, a decentralized system of panchayats has been formed in the state bringing a paradigm shift in service delivery from block level to panchayat level. Project e-Panchayat was shortlisted among 53 nominees for spot-study which was done by PriceWater Coopers Ltd and officers of Department of Administrative Reforms, PMO.

AP launches 'Smart Village' initiative for comprehensive growth



Andhra Pradesh Chief Minister N Chandrababu Naidu recently started a 'Smart Village-Smart Ward Towards Smart Andhra Pradesh' scheme in West Godavari district of the state for inclusive growth of villages with mutual cooperation between villagers and corporate. After launching the scheme at Velivenu village in the West Godavari district, Naidu went for an 18-km 'padayatra' to generate awareness among the villagers about the scheme. Naidu told that AP government has set a target of about 20 development indicators like education, health and sanitation to eradicate inequalities in villages and to accelerate them on the path of comprehensive growth.

Under the scheme, villagers would have to devise a plan for development of their villages in areas of education, health, drinking water, roads, telecommunication network, skill development and others in assistance and co-ordination with corporates, business houses as well as NRIs. Naidu also appealed to people who migrated from the villages to foreign countries to contribute for the development of their native places.

SBI plans big IT move to beat competition from ICICI, HDFC

To shed off the general perception of lagging behind its closest business rivals in the private sector, ICICI and HDFC banks, in terms of usage of information technology, the State Bank of India, country's largest bank, has extensive plans for future.

More than two-century old bank with tremendous legacy has been facing stiff competition in the field of technology implementation from compara-



tively new banks like ICICI and HDFC, which started their operations barely 20 years back. However, SBI is apparently determined now to take the competition head-on and move ahead of the rivals.

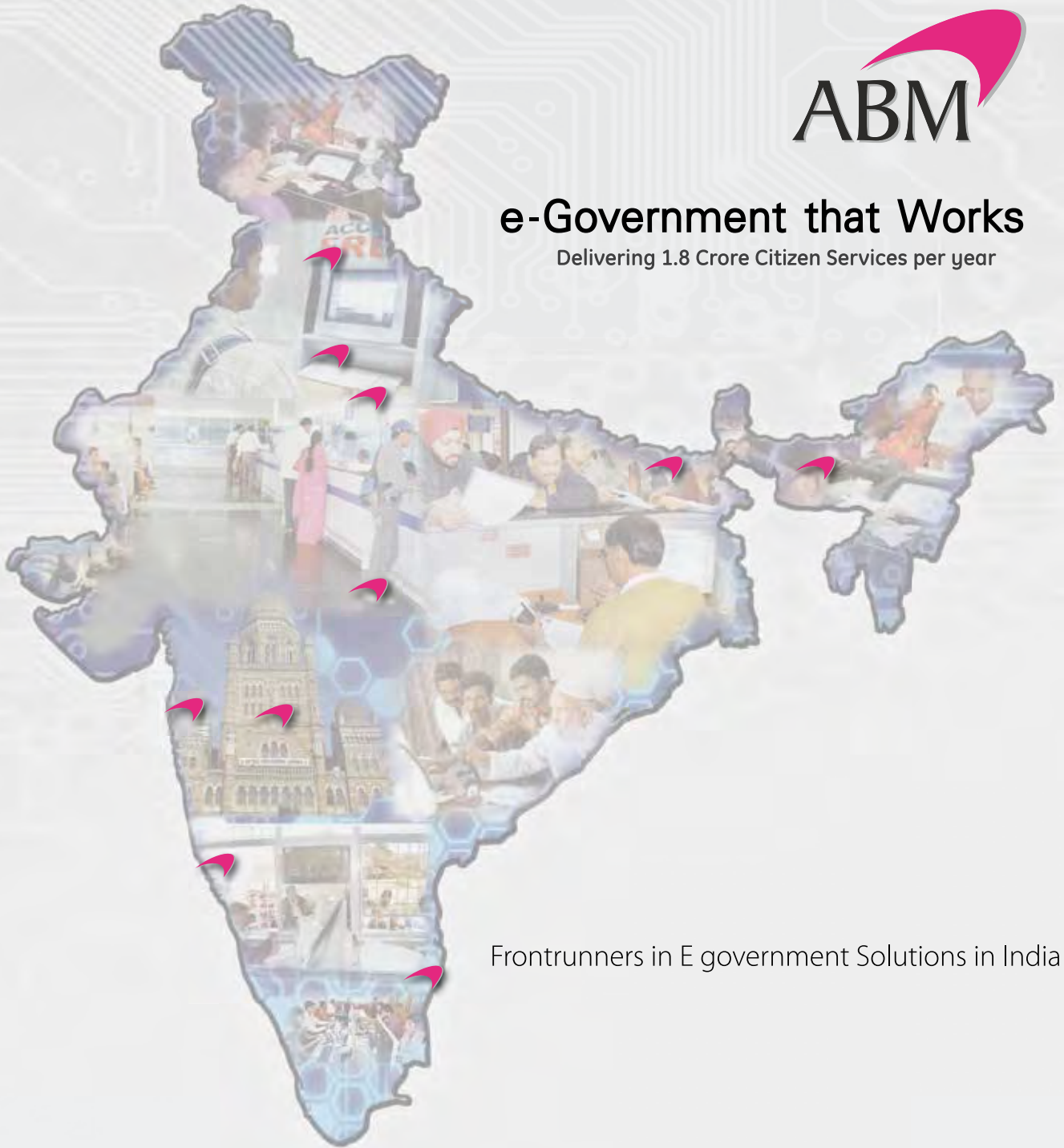
N Jambunathan, Deputy Managing Director and Chief Infor-

mation Officer at the State Bank of India said that motivation to better concentrate towards new-age banking technology is the SBI's technology vision. SBI will be offering its services in every available banking technology in the market in order to serve customers better.



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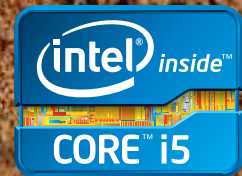
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