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## INFORMATION TECHNOLOGY INITIATIVES/E-GOVERNANCE

20.1 The Ministry has taken steps for Implementing e-Governance in the Ministry with the aim of bringing transparency and efficiency in the working. The following aims have been identified for the scheme:

- Strengthening and upgrading the present infrastructure of IT in the Ministry.
- Creation of Ethernet LAN covering the divisions/ sections of Main Ministry (for about 350 nodes).
- Procurement of servers and software to equip computer centre with state-of-the-art-of-technology.
- Procurement of software to run and manage the network, create and manage the database.
- Procurement of clients and software to make front end functional for the user.
- Upgrading the technical skills of the users.
- Bring transparency in the functioning by placing the information to the extent possible in public domain.
- Creation of comprehensive database on the subjects dealt by the Ministry. The database is to be accessible to the field offices and to the officers at remote locations out of Delhi, at all hours of the day.
- Interlinking the functioning of the different offices to bring about synergy in the operations and to enable more effective and timely decision-making.
- To free officials of the Ministry from routine and repetitive functions to increase their usefulness and effectiveness.
- Development of Public Grievance & complaints system eliminating the need of personal visit to the offices by the public.
- Availability of forms and information on the net and facility of filling of application from remote locations at all hours.
- Development of web enabled applications to achieve the essential goals of e-governance

20.2 To implement the schemes in the Ninth and Tenth Plan the year-wise outlays allocated since the inception of the scheme are (Rs. in Lakhs)

Year	1999-2000	2000-01	2001-02	Total
Allocation	52.00	75.00	100.00*	227
Expenditure	66.11	50.00	1.16	

\*this is being enhanced to raise the total outlay in the Ninth Plan to Rs 350 lakh

20.3 The revised expenditure for the Ninth Five-Year Plan, within the proposed revised allocation of Rs3.5 crore, on different items such as hardware, software etc is as under

	EXPENDITURE INCURRED	COMMITTED	TOTAL	
HARDWARE	5290386	4488148	9778534	52.97%
AMC	113822	431500	545322	2.95%
SOFTWARE	792876	1242425	2035301	11.03%
LAN	2497352	470338	2967690	16.08%
TRAINING	124000	100000	224000	1.21%
CONSUMABLES	2420967		2420967	13.12%
MISC.	487342		487342	2.64%
	<b>11726745</b>	<b>6732411</b>	<b>18459156</b>	

20.4 The present commitments in excess of Rs 140 lakh would be met from the total expected Ninth Plan outlay of Rs.350 lakh. The remaining funds would be utilised for the purchase of H/W, S/W etc. Provision in the current year exists for Rs 100 lakh and the balance is being arranged by re appropriation from the overall allocation available to the Ministry

20.5 The outlay for this scheme is expected to be of Rs 800 lakh for the 10<sup>th</sup> Plan. The funds shall be arranged from the overall allocation of funds for the Ministry. The allocation will remain within 2 to 3% limit of the Ministry's funds as mandated by the Government.

20.6 The IT Scheme is being implemented in the offices of the Ministry at Delhi. In the Tenth Plan it would be extended to the subordinate/ attached offices at Delhi and other field offices outside Delhi. The expanded IT scheme would be taken to offices outside Delhi in the Tenth Plan. This would require development of web enabled applications and setting up of VIRTUAL PRIVATE NETWORK. On development of such resources the access to the database will not be bound by geographical boundaries to authorized persons. The officers of the Ministry on overseas assignment/ conferences would be able to access the information from Internet enabled laptops to make effective interventions.

20.7 The progress of scheme is being regularly monitored by a high level IT committee. The designated IT Manager assists and manages the planning, execution, and review of the IT Scheme. A project review sub committee would periodically review progress, oversee resource allocations, identify problem areas and suggest remedial / alternative action plan for the development and implementation of the application software modules as per set targets. It will also ensure that there is uniformity of standards and development tools in the development of application modules in the Ministry, attached /subordinate/ field/ associated offices / organizations so that the data base could be integrated with the unified data base at Shram Shakti Bhawan.

## **PRESENT STAGE OF IMPLEMENTATION OF IT SCHEME**

20.8 A LAN has been set up at Shram Bhavan (about 350 nodes) and at Jaisalmer House (about 30 nodes) which will connect all the sections and officers on network to enable creation of common database and collaborative

working. The LAN will allow sharing of knowledge and resources. The LANs of Shram Shakti Bhavan and Jaisalmer House have been connected by RF link to the NIC headquarter to provide Internet connectivity. This will be the base for creating VIRTUAL PRIVATE NETWORK when offices outside Delhi are linked. Procurement of system software like OS / Mail-Server / Proxy-Internet Server / Office suites / Database management / Network management has been done.

20.9 Two high-end servers with the facility of RAID have been installed and one of them has been configured for Internet-Proxy, Mail and another has been configured as database server.

20.10 The website of the Ministry of Labour (<http://labour.nic.in>) is being updated. This is a continuing process. The information for the public domain is being hosted on this web site.

20.11 Internet access has been provided to officers of the rank of DS and above and intranet access to others. All officers have been provided e-mail facility for quick, paper less and cheap worldwide communication.

20.12 Training on the use of IT has been imparted to 100 staff/officers. The benefits have already started flowing with improvement in quality of the work and decisions, which can not be quantified really in physical terms. Steps have been taken to impart training to additional staff.

20.13 A scaleable network has been implemented so that as it be upgraded and expanded to meet the future functional and technological demands.

## **PERSPECTIVE PLAN OF IT SCHEME**

20.14 In the Tenth Plan it is proposed:

- Extend the IT scheme to the attached/ sub ordinate/ field offices and integrate their functions with the Ministry using IT tools
- Continue the process of training and upgrading the skills of the staff as IT tools are changed/modified/upgraded.
- Organizations such as IR Division, DGLW, CLC(C) work in a multi-level system. Presently at the furthest point of field office data (ALC, dispensary) is collected and passed on to the next higher level (RLC, WC), where it is collated and analyzed and then passed

on to next level (DGLW). There again it is collated, processed and analyzed. In the Ninth Plan application software is being developed for use at the highest tier of utilization i.e. the Ministry. The application software development would be taken tier wise in the Tenth Plan to the lowest tier so that data is collected for the data base at the lowest point and is not required to go through multiple layers of collation. This will cut down on delays and latest data will be available at all times up to the highest level. Full proof systems would be put in place to secure the data from hacking as such threats would increase with the wider spread of the network. Initially data would be loaded to web enabled forms (front end of unified data base) from the field offices till proper security systems put in place after which data sent as e-mail would be directly integrated with the data base

- Application software would be developed in the second stage for sub activities of the Ministry to further automate the working. Standalone applications would be modified to network and web enabled versions
- The degree of obsolescence is high in the IT field. This has been taken care of by phasing the acquisition of the hardware/ software to the extent possible, to procure contemporary technology. The 10<sup>th</sup> Plan includes expenditure on phased replacement of obsolete equipment up to 10% each year
- Project of archiving and HTML tagging of the data / documents would be taken up for the creation of reference database on labour issues; this is voluminous and time-consuming work.
- Software developed so far independently on different platforms will be modified so that it could be integrated with one common system for utilisation. To facilitate this DGET and CLC establishments at Shram Shakti Bhavan have been covered in LAN being set up under IT plan scheme. The requirements of attached/sub ordinate offices for hardware and training would be met from their own separate schemes. However expenditure involved in providing them LAN connectivity and in developing

application software will be met from the IT scheme of the Ministry. The IT scheme would also meet the hardware requirements of P&AO office connected to the Shram Shakti Bhavan LAN.

- IP based Virtual Private Network, would be created to bring remote location field offices on the SS Bhavan and Jaisalmer House LAN. On the increase of demand on the resources rack-mounted servers at NIC HQ could be placed for round the clock access to the database. This will allow secured access to authorized persons of the privileged information of the Ministry from any where in the world through dial up Internet connection. This will also integrate the remote LANs of field offices with that of Ministry and facilitate remote updation of the Ministry's database with the activities of the field offices at all hours and from anywhere. It will also allow capture of the data at the point of generation and its integration with the unified database of the Ministry. This will provide round the clock availability of database. All the documents of future relevance for reference would be saved in HTML format tagged for predetermined key words say child labour, bonded labour etc., and the system will enable immediate retrieval by search engines when ever past references are required for immediate need by officials.

## **ROLE OF NATIONAL INFORMATICS CENTRE**

20.15 The setting up and day-to-day management/availability/ security of the LAN/ VIRTUAL PRIVATE NETWORK would be the responsibility of the NIC. The NIC would also be the primary developer of the application software modules. However if the need arises as per review carried out by project sub committee then their efforts would be supplemented by hiring other agencies for the development of specialized application modules.

20.16 The NIC has been designing, developing, implementing and supporting the following application software packages at the field offices / Hqrs. level: -

- PF Subscribers Accounts Maintenance (CAPS/CAMPS/CAMPS95), Computerised Receipts Accounting

- System (CRAS ver2.0.1), Computerized Payment Accounting System (CPAS ver1.0), Computerized Employees' Pension System (CEPS) for Employees' Provident Fund Organization (EPFO)
- Outpatient system is being used at ESIC dispensary, NIA Karam Pura, Registration of Insured Persons, ERIP system, Payroll package in all the field offices having EDP Centers and at HQ, Actuarial Data base for Permanent Disablement Benefit cases Medical Rate Contract System, operational for the management of Medical Rate Contract for Employees State Insurance Corporation (ESIC)
  - The Court Cases Monitoring System for Directorate General Labour Welfare (DGLW), web enabled Enforcement Monitoring System for Child Labour Division, web enabled software for Failure of Conciliation (FOC), Retrenchment Layoff & Closure Decision Support System (RLCDSS) for Industrial Relations Desk
  - A web enabled application system for court monitoring for Central Government Industrial Tribunal (CGIT), Labour Laws Enforcement Monitoring, Industrial Disputes Monitoring System for Office of Chief Labour Commissioner (Central)
  - The NVTS-MIS Software covering Affiliation System, Curriculum Development System, Certification System, Personnel Information System and Apprenticeship System, Progress Monitoring & Information System (ProMISe), ITI Admission Information & Management System (ITI-AIMS) and website having home page <http://moldb/nvtis/nvtis.htm> for National Vocational Training System MIS (DGE&T)
  - Employment Market Information Data Management and Report Generation System and application system for Central Employment Exchange for Employment Directorate(DGE&T)
  - Recruiting Agents Information System (RAIS) for International Labour Cooperation