UTTARAN

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"Intelligence is the ability to adapt to change!"
~ Stephen Hawking

FROM THE DESK OF SIO

Dr Saibal Sarkar, DDG & SIO NIC WB

A drone, envisioned as the future tool for effective governance, is the reality now. It can do wonders for almost every sector of the economy, national defense, agriculture, health, law enforcement, mapping, monitoring & industrial inspection, environment survey, delivery of packages, expanding Internet access to remote areas, etc. Several successful demonstrations of use cases have been acknowledged in the Bharat Drone Mahotsav 2022.

A drone is usually termed an Unmanned Aircraft System (UAS) or a flying robot that can be remotely controlled or even fly autonomously.

The most important parts of a drone are the operating system and the flight controller. Batteries power the rotors causing them to spin the propellers and generate lift. The flight controller uses the data collected by accelerometers, barometers, magnetometers, gyroscopes, and the controller to stay in the air. Other important features that enhance the functioning of a drone include GPS, obstacle detection and collision avoidance, cameras, and software through neural network architecture supported by Machine Learning Algorithms. The information so collected is combined in real-time to interpret the surroundings and thus, help make decisions based on what they see, instead of following a predefined set of rules.

Like all other technologies, drones may be a boon for human advancement, if used positively.

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SPECIAL ARTICLE

Shri Randhir Kumar, Secretary to GoWB, Dept of IT&E

DIGITAL TRANSFORMATION JOURNEY OF WEST BENGAL

Digital transformation is the key to Government Processes now a days. I would like to bring out this journey of ours in the State of West Bengal since the digital era started. State of West Bengal started digital transformation journey in early 90s. It can be divided in three phases:

Phase-1 (Processes Internal to the Office): The organizational heads of different units who had some interest or knowledge in this field drove it on their own till early 2000. It evolved in the form of small programs to solve small issues of concern at their level or to smoothen the process internal to the office. It mainly remained centered on digitization, scanning or data entry related works etc. e.g., at the time of recruitment, determination of eligibility amongst the vast number of applicants excel sheets were being used.

Phase-2 (Processes Internal and Publishing of Information to Citizen Outside): Websites of different districts and departments started coming up. It also started due to individual efforts of officers, which later became a necessity.
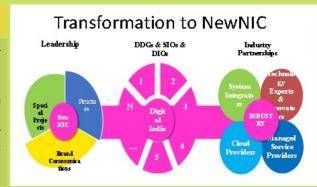

In News

News & Events

NIC V2.0 : A note from DG

In a pan-India address, Shri Rajesh Gera, DG, NIC has rightly and timely set the NIC's Vision and Mission in the coming days. If NIC to serve, it needs improvisation.

As spending on legacy technology systems declines, growth will be driven by key platforms: cloud, mobile, social & big data, and analytics. A growing share of technology spending will be diverted toward newer capabilities such as AI, robotics, and augmented reality, fueled in part by the cost savings generated by cloud-based technology and automation. To achieve all these, DG has presented a 'Tech-forward' model entailing

Transformation to NewNIC

In News

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three interconnected vectors namely:

Vector 1 : Re-imagine role of technology

- Tech-forward business strategy (new tech-enables business process or customer-facing products)
- Integrated business and technology management (no silos)
- Steward of digital user experience (design, thinking, user-centricity)

Vector 2 : Reinvent technology delivery

- Agile Scale software delivery
- Next-Gen infrastructure Services (Cloud, end-to-end automation/NoOps, Oaas)
- Knowledge & Skill excellence with top talents & Capacity Building. Do more with less.
- Flexible Technology Partnership with controlled out-sourcing

Vector 3 : Future proof the foundation

- Flexible business-backed architecture (Re-haul delivered iteratively through Open Architecture, Microservices, API)
- Data ubiquity and advanced analytic enablement
- Defenses that preempt evolving threats (Cyber, Data Privacy)

Technology Sabha Conference 2022 in Kolkata

NIC West Bengal has bagged seven prestigious Technology Sabha 2021-22 awards under various categories in Technology Sabha Conference 2022 held during 25-27 August 2022 at the Oberoi Grand Hotel, Kolkata out of which three are awarded to eAbgari application.

It is not out of place to mention that the eAbgari application which was developed at NIC West Bengal has now been replicated in nine other states viz Punjab, Odisha, Tripura, Madhya Pradesh, Arunachal Pradesh, Uttarakhand, Jammu & Kashmir, Sikkim and Tamil Nadu. Some other states and UTs like Leh & Ladakh, Delhi, and Rajasthan are on the anvil.

The projects that were awarded in the mega event are Duare Tran, Duare Sarkar, Monitoring System of State Excise Establishments for Parliamentary and Assembly Elections, Minor Mineral Supply Chain Management System project, State Excise Supply Chain Management System (eAbgari project), Samannay Portal of CMO, eAbkari

In Focus

State Project

eRegistration & eNathikaran Applications developed by NIC, West Bengal

Value Added Services for the Directorate of Registration & Stamp Duty, GoWB

Under National Land Records Modernization Program (NLRMP), online registration of documents (wbregistration.gov.in) was introduced in 2000 replacing the hitherto standalone system 'CORD' by the Directorate of Registration & Stamp Duty, Government of West Bengal.

In the course of time, more value added services have been incorporated in the existing system through integration with NeSl, automation of eRegistration, eNathikaran & GRIPS interfaces, automation of Mutation Process, Integration of non-geo referenced Maps (Land Reforms) with Registration process, Location identification of Registration Offices through Google Maps, incorporating backlog and legacy deeds under online systems, integration of EoDB Dashboard with MSME and introduction of Grievance Redressal Systems.

Integration of DRSR with DDE:

National e-Governance Service Limited (NeSL) has introduced a process to facilitate the Financial Creditors (FC) to submit documents that get digitally e-stamped and e-signed and the accompanying information is automatically filed in the Information Utility (IU). The FCs can use the API driven DDE module of NeSL IU to execute the loan documents and submit the same to the IU, as a single seamless activity.

Integration of DRSR with GRIPS 2.0:

Replacing the previous three steps individual processes, in this automated method e-Payment will be initiated from the website and it will use GRIPS 2.0 web services to pass stamp duty and fees details to be paid to GRIPS.

Integration of DRSR with UDMA:

Department of Urban Development & Municipal Affairs (UDMA) is integrated with the website of the Directorate which will help the citizens of urban areas for automatic mutation process after registration of their property.

Locate Registration Offices using Google Map:

Registration offices of West Bengal can easily be found using Google Map by searching with different parameters like municipality, road, mouza, police station, etc.

Integration of non geo-referenced map:

LR Maps are collected from the DLRS and digitized maps are integrated in eNathikran.

Grievance Redressal System:

In the system citizen shall log a grievance which may be a suggestion or a complaint or a query.

Pending Deed Related Module:

All the types of backlog deeds are brought under one umbrella to make the system more users friendly.

EODB Dashboard Integration:

Department of MSME will periodically call a Web Service (REST API) for updating their Dashboard data.

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project replicated for Sikkim Government.

Mr Mainak Mukhopadhyay, Scientist-F under the stewardship of Dr Saibal Sarkar, DDG & SIO is the main architect of all these projects of Govt. of West Bengal.

Dr Saibal Sarkar, DDG & SIO was also invited and participated in a panel discussion on the topic 'Innovation & Emerging Technologies in Government: Keys to Success'.

District Visits by ASIO

District Coordinator and ASIO (District) Shri Shivaji Mukherjee has met up with the respective DMs, ADM and other senior officers of Paschim Medinipur and Jhargram districts during his visits and discussed issues relating the ICT needs of the district administration. He along with the DIOs has also apprised them about various ongoing e-governance services of NIC and NIC's role to strengthen the synergy of NIC District Centre with the respective district administration.

DIGITAL TRANSFORMATION JOURNEY OF WEST BENGAL

Continued from Page 1 :

It also got a fillip with enactment of Right to Information Act, 2005, which mandated a set of information related to every office to be put up in public domain.

Phase-3 (Process Internal and Provides Service to Citizen):

Land Records Computerization: It was started way back in 1983 but kept on going at snail's pace and in early 2000, we started giving computerized parcha (Record of Rights) to citizen. Now it has morphed into an all-encompassing system so far as land matters are concerned. We are also thinking of shifting all land records on Block Chain in near future.

Treasury Computerization: It started with Howrah Treasury in the year 2006 in stand-alone mode and by 2014, all 87 treasuries in the state were computerized but they were on separate islands. Even on 31st of March, each treasury was called up and last cheque was issued for closure of accounts. In 2014, Finance Department took up the task of Integration to bring the entire financial management on a single platform and thus the IFMS (Integrated Financial Management System) came into existence and made functional by early 2016. At present 99.99% of all financial transactions, both on receipt and expenditure side, are available online except for facility of Form-7 which is used for petty deposits by cash, if somebody still wants to avail it.

Excise: Entire end-to-end process is on 'eAbgari'. The 'eAbgari' system is being widely adopted by States around India and at present twelve states of India are in different stages of its adoption. Not a single drop of liquor is outside this system, from distillery to Bottling to Distributors to Retail.

Commercial Taxes: During VAT era, all the processes were on a system called IMPACT, which was developed inhouse. Whatever you see in GSTN website today, more or all such processes viz. assessment, audit, returns, tax deposit and enforcement were used to function via that system.

Registration: The entire Registration system is online and now we are in the process of doing online registration i.e. e-Registration.

eOffice: All Government Departments and Collector/District Magistrate offices in West Bengal work on 'eOffice'. Incidentally you will be surprised to know that North 24 Parganas district was the first district in country where 'e-Office' was implemented in the year 2011.

Health: Birth and Death Registration System has brought around 4000 registrars of Birth and Death on a single platform. National Health ID, National Health Mission related interventions, 'SwasthyaSathi' (our own health Insurance Scheme) all are online.

Agriculture: All services to citizen like soil testing, crop insurance, claim filing etc., are made online.

Direct Benefit Transfer (DBT): All pensions, 'Lakshmirbhandar' and all such social benefits where direct transfer of fund is required is done via DBT, e.g., on every 1st day of month, we transfer money to 1.78 crore women for 'Lakshmirbhandar' scheme.

I gave you few examples along with the phases in which we have covered the journey so far. I can go on and on for all 52 departments in the West Bengal. *Here, I would like to emphasize that 'Going Forward We don't want any citizen to come physically to any Govt office for availing any service'. And the Digital Transformation is deep rooted and mature enough to leapfrog for Industry 4.0 in the State of West Bengal.*

Coming to the Question regarding the roadmap for digital transformation in the state of West Bengal; as I just said, it's time for proactive citizen service delivery within a fixed timeline. For this a huge transformation, not only digital but change in the mindset of our employees are needed and we have a roadmap in the state for achieving that. The Government Process Reengineering (GPR) is now deep rooted in our system at all levels, and we are doing GPR almost everywhere and weeding out all the redundant and duplicate processes.

For this, Finance Department is in the process of creating Social Registry, from where citizen can proactively search their eligibility amongst the myriad number of schemes of government and apply from same portal for all departments. In next step we envisage, determining the eligibility of the citizen on our own and providing services to the citizen without them asking for it.

JanDhan-Aadhar-Mobile (JAM): Almost every household is now connected to the formal banking system in the State. Aadhar coverage is almost 100% amongst the adults and its approximately 95% in age group below 18. So far as mobile coverage is concerned, Kolkata is ranked 3 amongst the Metro as per June 2022 data of TRAI. West Bengal is having around 7 crore mobile connections.

Data Based Decision Making: We in Government take a lot of decision based on our own hunch or knowledge whereas a pile of information is lying down in each Government offices. Now we are in a position to take Data based Decision Making and we are employing Big Data and Analytics for that purpose.

Going Beyond the Citizen Service Delivery, Government of the day will have to think on creating a pool of manpower who will drive the ever-changing technology landscape. As per Gartner, India will have a net deficit of

skilled manpower by 2030 in emerging technologies. Thus, we need to skill people in critical skills related to industry 4.0, viz, AI/ML, 3D and Additive Manufacturing, Animation, Big data Analytics, Block Chain etc.

For this we have setup Webel-Fujisoft-Vara Centre of Excellence which gives training in AI/ML, Additive Manufacturing, Big Data etc. we have a state of art laboratory in that Centre of Excellence, which is one of the best in India as on date.

We have Webel Animation Academy, which is training people on animation. As you must be aware that Gaming Industry has grown bigger than Hollywood and we want to tap on that potential amongst our youth.

Then We will have to create 5G ready manpower as you all know it is coming by the end of the year in Kolkata.

And in all the endeavours above, National Informatics Centre has been our partner throughout, without whose support the same would not have happened.

Now I would like to tell you about Roti-Kapda aur Makaan of digital era.

Internet/5G will be Roti, Cloud will be Kapda, and Data Centre will be Makaan of upcoming era.

To enable this, we are bringing more than 10 big names in the field of data center to Kolkata at our Silicon Valley Hub. And we all would have to invest and think on those lines and be ready for that transformation.

As they say, 'Stone Age didn't end due to Shortage of Stone, and Oil era won't end due to shortage of Oil. Like Stone age, oil era will also end due to advent of new technology'. So, we must keep pace and West Bengal has a roadmap for that.

Message from Editor

because many ICT applications are becoming complex due to emerging technologies like AI-ML, Block Chain, Robotics, IoT, Augmented & Virtual Reality etc.

We received valuable feedbacks and unstinted support from our readers/patrons during this period.

To keep the NIC's flag and especially that of 'Uttaran' held high, I am passing the Editor's baton to the next incumbent as a natural consequences.

I am thankful to all whose collaborative endeavor help publish 'Uttaran' since January, 2022 uninterruptedly. I owe more to them than I can possibly express.

Thank you all.

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District at a Glance

Jalpaiguri

https://jalpaiguri.gov.in/

Jalpaiguri district, the former divisional headquarter of North Bengal established in 1869, is a place of scenic beauty, surrounded by lush green forests, tea estates, mountains and coexisted by a wide variety of tribes. The name 'Jalpaiguri' is derived from the word 'Jalpai' meaning 'Olive', which usually grew in this area and the suffix 'guri' means a place. Jalpaiguri district is sharing international borders with Bhutan and Bangladesh, have national parks and wildlife sanctuaries which attract lots of tourists from India and abroad.

Administrative Setup

Jalpaiguri district was bifurcated into 'Jalpaiguri' and 'Alipurduar' in June, 2014. Currently, it comprises eighty gram panchayats, nine blocks, four municipalities and fourteen wards of Siliguri Municipal Corporation. It has two subdivisions namely Jalpaiguri and Mal, covering a total of 3386.18 sq. kms of area.

ICT Initiatives

Apart from scientific and technical advisory roles to the ICT initiatives at the district level, this district centre has implemented a significant number of state and central level major projects. Computerization of West Bengal State Electricity Board, Land and Land Reforms, Provident fund, District Court and Circuit Bench of Kolkata High Court at Jalpaiguri, AGMARKNET, National Animal Disease Reporting System, Immigration Visa and Foreigners Reg. and Tracking are among the huge initiatives by NIC, Jalpaiguri. A mobile-based Polling Personnel Monitoring System (PPMS) has been developed and is under security audit. NKN, high-speed backbone connectivity enabling knowledge and information sharing among higher education institutes has been established at Jalpaiguri Govt. Engineering College, North Bengal Medical College and the University of North Bengal. The official website of the Jalpaiguri district is hosted on the S3WaaS platform.

National and State Level Projects

National-level projects like e-vahan, e-Sarathi, iRAD (Integrated Road Accident Database), e-Procurement, e-auction, e-office, e-Court, e-Prosecution, NDAL (National Database for Armed License), ALIS (Armed License Information System), GeM (Government eMarket place) are implemented.

Implemented state-level key projects like e-Nathikaran, e-Bhuchitra, WBCHMS, Duare Sarkar, LakshmirBhandar, Jai Bangla, Kanyashree, Yuvashree, Rupashree, OSCAR, Saboojsathi, Swasthyasathi, PPMS etc.

"Uttaran", the quarterly newsletter published by NIC, West Bengal, is very encouraging as it highlights the ICT initiatives taken in the State and Districts of West Bengal. I am glad that NIC, West Bengal will highlight the e-Governance activities of Jalpaiguri district by publishing the district profile in their forthcoming issue of the Newsletter.

Jalpaiguri is also one of the major stakeholders of ICT activities. The district tries to provide smooth and transparent services to the people.

NIC, Jalpaiguri District Unit has been playing a pivotal role in its endeavour to initiate more of e-Governance initiatives through consultancy, infrastructure and capacity building, entailing Video Conferencing with high-bandwidth network installation and support, developing and implementing software solution, ICT support to national and State level projects and conducting recruitment processes. The recent migration of the district website to the S3WaaS platform is also noteworthy.

I congratulate and wish success to the entire NIC team and District NIC officers for their future endeavours.

Smt. Moumita Godara, IAS
District Magistrate
Jalpaiguri District

NIC District Centre

Jalpaiguri NIC started its journey in the year 1989. It is connected with NICNET, a satellite-based nationwide network with high bandwidth to establish institutional linkages across the departments of District Administration. The district unit has been instrumental in steering e-Governance applications with wider transparency, better efficiency and accountability to the citizen. NIC, Jalpaiguri has received an award from Shri Ravi Shankar Prasad, Hon'ble Minister for Communication & IT, Govt. of India in 2015 for outstanding performance in celebration of Digital India week.

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