

# ORGANISATION FUNCTIONS and DUTIES

## Organisation Functions and Duties

### Preamble

National Informatics Centre (NIC) is a premiere S&T institution of the Government of India, established in 1976, for providing e-Government / e- Governance Solutions adopting best practices, integrated services and global solutions in Government Sector.

In 1975, the Government of India strategically decided to take effective steps for the development of information systems and utilization of information resources and also for introducing computer based decision support system (informatics-led development) in government ministries and departments to facilitate planning and programme implementation to further the growth of economic and social development. Following this, the Central Government nucleated a high priority plan project “**National Informatics Centre (NIC)**” in 1976, and later on with the financial assistance of the United Nations Development Programme (UNDP) to the tune of US\$4.4 million

NIC was set up initially under the purview of Information, Planning and Analysis Group (IPAG) of the then Electronics Commission / the Department of Electronics (DOE). In 1987, it was shifted to the Union Planning Commission and in October 1999, to the newly formed Central Ministry of Information Technology, which later became Department of Information Technology of the Ministry of Communications and Information Technology.

**The Government of India’s resolution on the NIC’s mandate has been published in the Gazette of India dated 2 September 1995. Major thrust areas of projects are given below :**

- NIC is permitted to utilize its services, expertise and infrastructure including NICNET for supporting, on a charging basis, promotional activities/projects/programmes of national importance.

- Informatics and Network support of NIC/NICNET can be made available to public and private organizations engaged in specified promotional activities/projects/programmes.
- The specified categories of access are permitted for giving access to the services, technologies, expertise and infrastructure of NIC/NICNET to specified organizations and promotional applications.
- NIC/NICNET is given the enabling facilities for supporting promotional activities/projects/programmes in the identified work-areas.

## **Achievements**

NIC has emerged as a “prime builder” of e-government / e-Governance applications in government sector (national, state and local districts) as well as promoter of digital opportunities for sustainable development, during more than a quarter century period. NIC has institutional linkages through its ICT Network “NICNET”, with all the Departments/Ministries of the Central Government, 28 State Governments, 1 National Capital Territory of Delhi, 6 Union Territories, and about 600 District administrations of India. NIC has been instrumental in steering e-Government / e-Governance applications in Government Ministries/Departments at Centre, States, District and Blocks, facilitating improvement in government services, wider transparency, promoting decentralized planning and management, resulting in better efficiency and accountability to people.

**NIC has been an active catalyst and facilitator in “informatics-led-development” programme of the government (could also be termed as an e-Government programme, an e-Governance Programme), enabling it to derive competitive advantage as well as to ‘reach out into India’ by implementing ICT applications in Social & public Administrations which are discernable from the following:**

- Central Government Informatics Development Programme in the Fifth Plan Period (i.e.1972-77)
- “NICNET” a gateway for Internet/Intranet Access and Resources Sharing in Central Government Ministries and Departments during 1980s and 1990s;
- State Government Informatics Development Programme in the Seventh Plan Period (i.e.1985-1990);
- DISNIC A NICNET based District Government Informatics programme for District Administration;

- Reaching out into India during 1985-90, even before the arrival of “Internet” Technology, to all the districts of the Country with different types of terrain, Agro-climatic conditions varied Regional and Socio-economic developments.
- iNOC Integrated Network Operations Centre, equipped with the state-of-the-art technology for managing the NICNET operations.
- Integrated Data Centre A world class Data Centre with state-of-the art infrastructure having the capacity to house more than 1000 high-end servers, supporting a wide range of technologies.
- Establishment of Digital Certification Authority and Public Key Infrastructure (PKI).
- Establishment of Disaster Recovery Centre (DRC) at Hyderabad.

**During the last 27 years, NIC has implemented many “network centric” applications software for Programme implementation in various ministries and departments, using state-of-the-art software tools. “Reaching-Out-Into” and “Reaching-the-Unreached” Concepts were experimented and made operational by NIC through its various ICT Diffusion Projects through its 600 NICNET nodes located in district headquarters, even before the INTERNET Technology was introduced in this Country. During 1980s and early part of 1990s, the policy thrust was on creating a “decision support system” for development planning and responsive administration in governments (i.e. an earlier version of the present day “e-Governance” / “e-Government”).**

**NIC has vast core expertise and experience in the design, development and operationalisation of various e-Government projects in the areas of Public Administration and Governance viz., Agriculture & Food, Animal Husbandry, Fisheries, Forestry & Environment, Industry, Health, Education, Budget and Treasury, Fiscal Resources, Transport, Water Resources, Court Management, Rural Development, Land Records and Property registration, Culture & Tourism, Import & Exports facilitation, Social Welfare Services, Micro-level Planning etc.**

NIC has played a major role **in the information revolution** at district level, state level and national level by implementing the following Information Technology projects in Central and Centrally Sponsored Sector Programmes :-

- Technology facilitates Speedy Court Cases Trials“- A successful Experiment through Video Conferencing between the Jail and the Court, wherein the Under-trial is in the Jail Complex and the Judge hears the under-trial sitting in the Court.

This technology driven process has been experienced in the State of Bihar and multiplier effect in other states too.

- “Redressal of Public Grievances” - An Ongoing Event of the Chhattisgarh Government over NICNET and spreading in many other states which have got Video Conferencing facilities at districts.
- IT in Indian Courts - A landmark project covering the Supreme Court, High Courts and District Courts in India;
- AGMARKNET - A step towards globalisation of Indian Agriculture - Networking of Agricultural Produce Wholesale Markets (APWMs) for dissemination of Agricultural Produces Market prices information - 735 APWMs by March 2002, and additional 2000 APWMs during 2002-07; Road Map is to network 7000 APWMs and about 32000 Rural markets to empower agricultural and rural micro-enterprises;
- SalesTax Administration - STAMINA, TACKIS & MUDRA - Success stories in States
- RuralSoft - ICT in Poverty Alleviation Schemes Monitoring Programme
- COIN – Cooperative Bank Management Software
- SMART Nagarpalika – An ICT framework for effective functioning of Municipal Administrations
- E-Panchayat – An ICT Framework for Panchayat Administration
- IT Training - A Key to Business Process Re-Engineering
- IT in Environment - A step towards Environment Security
- Passport services - Towards e-Passport for Indian Citizen
- EDI services in Indian Customs and DGFT
- SERMON – An Intranet solutions for the Central Excise Revenue Collection
- IT & Road Transport - A SMART Revolution in Road Transport sector of India: SARATHI & VAHAN;
- Central Civil Pension - Authorization through 32500 Public Sector Bank branches;
- Property Registration – CARD, STAR, PEARL, CORD, HARIS, PRISM
- Land Records Computerization – BHOOMI, BHUMI, TAMILNILAM, Bhoolakh, HIMBHOOMI, BHUIYA, APKAKhata, DHARNI, etc
- Utility Mapping of Delhi - A Tool for Spatial Planning in Delhi
- WARANA Nagar Experiment - A Wired Village & PRAVARA “Self-Help” Movement; A Joint Venture Project of Government of Maharashtra, Warana Society, Pravara Society and NIC;
- E-Granthalaya – A Digital Agenda for Library Automation and Networking to usher in “India a Knowledge Society”.
- Budget and Treasury Computerisation Programme
- PAO 2000 – A Digital Journey “ IMPROVE” started in 1985 for modernizing about 350 PAOs of the Central Government;
- Postal/Telecom Circle level Accounting Programme (CPACT/CTACT) throughout the country
- HOPTS – Transaction Processing System in 600 HPOs of the Indian Postal System in the Country;

- ePOST Service : Enabling People to send /receive messages e-mail in all 156000 Post offices in the country;
- Postal Life Insurance (PLI) Computerisation projects in all States;
- Rural Bazaar - e-Commerce for Rural Micro Enterprises
- Community Information Centre (CIC) - aiming at economic, social and cultural development of “rural” and "remote" regions of the Country (North Eastern Region and State of Sikkim);
- Treasury system – state-of-the-art online treasury system was established in Chattisgarh upto sub-treasuries;
- Rural development services(RDS) at Karnataka;
- DACNET – An e-Government Project for the Department of Agriculture & Cooperation of the Union Government and emerging as a case Model for replication;
- enRich – A collaborative ICT Framework Product of UNESCO and NIC
- Smart Card Technology for e-Government applications
- CollabCAD – An Open Source Computer Aided Design Package
- GramSampark – A GIS-based social sector projects implementation
- DISNIC – A District Government Informatics Development Programme for grassroots level development launched during 1987 in 439 districts.
- IntraNIC - facilitating an effective G2E model and appears in [www.microsoft.com](http://www.microsoft.com) as a case study
- RACE (Revenue Administration through Computerized Energy billing)
- India Portal – the National Portal by the Government to facilitate single window web based delivery of information and services
- Global Market Informatics Services [related to about 165 countries to Indian Traders, through its networking with GTPNet of Electronic Trading Opportunity (ETO) System, developed by United Nations Trade Point Development Centre (UNTPDC)],
- Medical informatics and Tele-medicine Services,
- Bibliographic Services, and
- Intellectual property & Know-how Informatics Services
- Weather Resources Information Services

As a major step in ushering “e-Governance”, NIC has been involved implementing “e-Governance agenda” of the Central Government with respect to:

- Internet/Intranet Infrastructure (PCs, Office productivity tools, Portals on Business allocation) upto Section officers levels;
- IT empowerment of Officers/Officials & Capacity Building
- ICT Enabled Services (G2G, G2E, G2C and G2B)
- ICT Plans for Sectoral Informatics Development;

- Business Process Re-Engineering

Services profiles, among the others, include:

- Network services (WAN, MAN, LAN)
- Capacity Building through Human Resources Development of Government Employees;
- Datamining and data warehousing
- Total ICT Solutions
- Video Conferencing & web services
- Certification Authority and PKI Services
- Domain (gov.in) Registrar
- Computer Emergency Response Team (CERT) Services
- National Disaster Recovery Centre
- Geomatics & Informatics design and development for decision support
- Sectoral ICT Plan formulation
- ICT projects consultancy

The main strengths of NIC are as follows:-

- Domain expertise in various sectors of Government Business Allocation (Social Sectors, Economic Sectors, and Accounting and Treasuries, etc);
- Development Expertise & Experience in Systems Development Life Cycle (SDLC);
- Expertise & Experience in Networking, Software Technology and Hardware technology;
- Web sites development and hosting with expertise in developing dynamic sites;
- Email and Internet services using NICNET;
- Imparting training in 'standard tools', computer awareness and application systems;
- Handholding support during implementation;
- District Centres providing state-wide and nation-wide support for application systems;
- "NIC is, perhaps, the only S&T organization which has the infrastructures to perform the functions of four different service providers envisaged in the **Convergence Communication Bill 2000**, namely:
  - Network Infrastructure Facility Provider (NIFP)
  - Network Services Provider (NSP)

- Application Service Provider (ASP)
- Content ASP”