

Information Technology

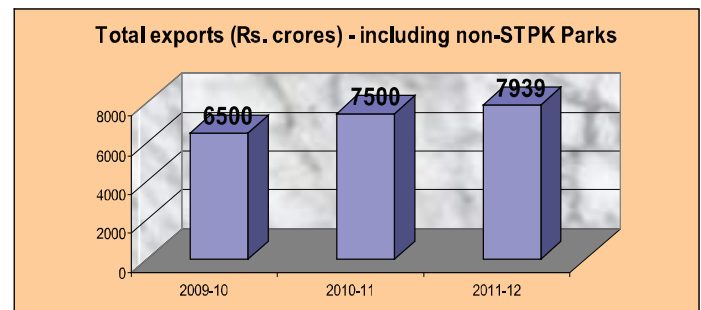


Key Achievements

- Foundation stone laid for IT Hubs & incubation centres at Durgapur (Ph-II), Asansol, Barjora, Siliguri (Ph-II) and Purulia. Process for infrastructure building initiated. Land identified for such centres at Bolpur, Haldia, Kharagpur, Falta, Kalyani, Krishnanagar, Behala, Rajarhat, Bantala and Darjeeling.
- Pilot project for e-Office launched at DM Office, North 24-Parganas. Similar project is being implemented at South 24-Parganas.
- Push based sms alert system prepared for Disaster warning- a step towards Mobile Governance.
- Online application, processing and issue of Caste Certificates inaugurated in pilot e-Districts – Jalpaiguri & Bankura. The project was inaugurated by Hon'ble Chief Minister at Bankura in April, 2012.
- Prototype Employment Bank software application developed 70 lakhs data migrated to the database.
- Process of selecting private partners for IIIT at Kalyani almost complete after identification of land.
- Two Expert Committees headed by Mr. Sam Pitroda & Mr. N. R. Narayanmurthy have started functioning . The new IT Policy has been drafted as per the advice of the Committee.
- File & Letter Tracking System developed and implemented in different Govt. offices.
- WEBEL witnessed 17.6 % business growth and four times operating profit over last FY.

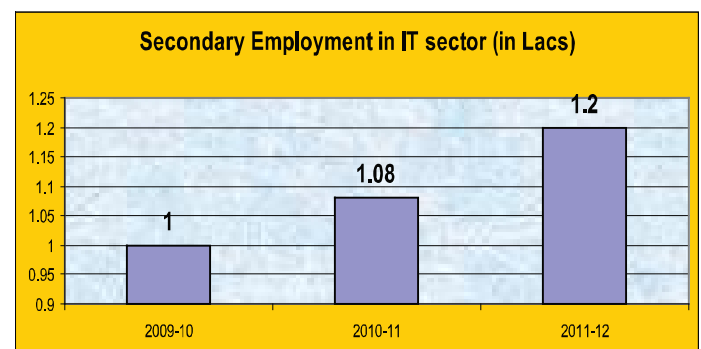
Following Karnataka, Andhra Pradesh, Tamil Nadu, NCR and Maharashtra, West Bengal occupies the sixth position in the country and aspires to become one of the top three IT states in the country in the IT, ITeS and ESDM sectors, capturing at least 25% of India's IT revenue by 2015 and to transform the State into a knowledge-driven welfare society with extensive use of IT and ITeS in Governance and in the daily lives of the people.

Total IT Exports from STPK and Non-STPK Parks for three Financial years are shown below:

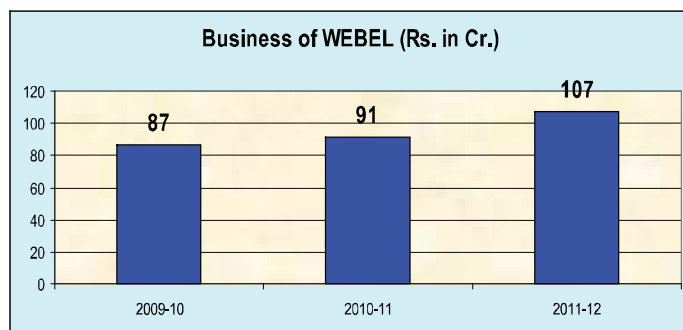


Four of the top IT companies in India namely Tata Consultancy Services, IBM, Wipro and Cognizant Technology Solution are presently operating in the State. Around 200 companies are engaged in export of software and services from Kolkata. There are approximately 300 more companies who are engaged in domestic businesses.

The secondary employment in this sector is estimated at least five times more.



The graphical representation of the business of **WBEIDC Ltd (WEBEL)**, an undertaking under the administrative control of IT department shown below, reveals that during last three years, WEBEL and its group companies have a shown a steady growth of business from Rs. 87 Crores in 2009-10, Rs. 91 Crores in 2010-11 and Rs. 107 Crores (provisional) in 2011-12.



Besides, the operating profit of WEBEL & its group companies has increased from Rs. 1.00 Crore in 2010-11 to Rs. 4.00 Crores (provisional) in 2011-12.

Some of the major New Business received by WEBEL during last 6 months are shown below.

Sl.	Department	Job	Budget (Rs. in Lakh)
1.	Generation of a Web based “Employment Bank “	Labour	93
2.	“Samajik Mukti Card” (SMART Card) to Un-organized labour for PF and other social benefit Schemes	Labour	25
3.	Development of Web based Software Application and Issuance of similar Card to “Construction Workers” & “Transport Workers”	Labour	16
4.	Video Conferencing System between 19 offices of Food & Supplies Dept.	Food & Supplies	42
5.	Digitised Electronic PDS . Pilot Project with 5 lacs beneficiaries , 80 Ration shops at locations of Bowbazar, Kolkata & Sankrail, Howrah	Food & Supplies	220
6.	Document Management System (DMS) for office of DM (Darjeeling)	P&AR	70
7.	Web based Exam Portal System	Public Service Commission	50
8.	For connecting 82 nos. of Non KMA municipalities	Municipal Affairs	219
9.	For connecting 385 offices of L & LR Dept. across the State	L&LR	768
10.	For connecting 200 co-Located Nodes (Police Stations)	Home	400
11.	LAN in 200 offices of Labour Dept. across State	Labour	400
12.	Hardware for Data Centre of KUSP	Municipal Affairs	1700

Plan budget expenditure for the last two financial years have been shown in the table below:

Year	2010-11	2011-12
Budget Estimate (Rs. Crores)	93.7	100.36
Expenditure (Rs. Crores)	16.42	29.52

e-Governance

The Government has taken up extensive e-Governance projects and schemes in tune with the National e-Governance Plan. The progress under these schemes is furnished below:

- 1.1 West Bengal State Wide Area Network (WBSWAN) has been set up by the IT department connecting the administrative framework of the State including Districts, Sub-Divisions and Blocks with more than 350 Points of Presence (PoPs). INVC, a software based Video- conferencing solution riding over WBSWAN is being implemented in 82 non-KMA ULBs, in addition to 51 KMA ULBs in the State. Also, a Studio based Video Conferencing facility is being provided to the 22 State Government Buildings to enable Hon'ble Ministers and Senior officials of the State Government to hold meetings with the District Officials on virtual environment.
- 1.2 State Data Centre (SDC) has been set up with the ultimate objective to consolidate all e-Governance infrastructures, applications and services of the State in a single dedicated world class Tier II data repository, which offers the highest degree of security, reliability and availability.

e-Governance applications hosted and managed at State Data Centre

Sl. No.	Year	Applications being hosted and managed at SDC
1.	2009-10	Nil (State Data Centre didn't exist at that time)
2.	2010-11	i) Banglarmukh portal ii) e-District portal
3.	2011-12	i) Banglarmukh portal ii) e-District portal iii) State Assisted Scheme of Provident Fund for Unorganized Workers SASPFUW) iv) Kolkata Urban Services for Poor (KUSP) v) Commercial Tax Directorate applications

- 1.3 The pilot e-District project is operational at Jalpaiguri and Bankura with following 15 public services:-

(i) Income certificate, (ii) Domicile certificate, (iii) Caste Certificate, (iv) RTI, (v) Grievance Redressal, (vi) Firearm license, (vii) Fatka/Firecracker license, (viii) Blasting license, (ix) EM-1 (Entrepreneurs Memorandum – I), (x) EM-2 (Entrepreneurs Memorandum – II), (xi) Prime Minister Employment Programme, (xii) EC-cum-RC (Eligibility cum Registration certificate), (xiii) Subsidy, (xiv) Old age/ Widow/ Disability pensions, (xv) Social welfare – Integrated Child Development Scheme (ICDS)

- 1.4 A File & Letter tracking system, an in-house software application developed by State e-Governance Mission Team (SeMT) has been implemented in various Government offices by IT Department to make the file and letter management and tracking easier and efficient. Table 8 provides the details of the Government departments and offices having the system already operational. So far department like Information Technology, Urban Development, Commerce & Industries, New Town Kolkata Development Authority (NKDA), Home, Higher Education, Disaster Management, Personnel & Administrative Reforms, Women and Child Development and Social Welfare and Environment have adopted the system.

- 1.5 The pilot project for “e-Office” has been launched in the District Magistrate office in North 24 Parganas with great success towards achieving the ultimate goal of an efficient, paperless government office. The project implementation is also under progress in the District Magistrate office in South 24 Parganas.

- 1.6 The Government has decided to implement a Document Management & Archival System in each district of the State to create an electronic repository of all Government Records. Darjeeling District and Home department have been selected for the pilot effort.

- 1.7 As a first step of Mobile Governance, a Push based SMS system for Disaster warning dissemination has been prepared for Disaster management department with technical expertise of SeMT.

In the next step, the Government intends to extend Mobile based delivery of citizen services under various e-Governance schemes. As a pilot, Transactional (Push) and Pull-based mobile integration of Citizen Services under e-District scheme has been developed

with technical assistance from SeMT. Transactional SMS facility sends automatically triggered SMS alerts to citizens, as and when the status of their application for a service gets updated. Pull based system allows a citizen to pull status of his application for a Government service by sending an SMS to short code 51969 using his mobile phone.

- 1.8 The State government through Labour department with technical support of IT department has initiated an Employment Bank project. As a first step, prototype Employment Bank software application has been developed by SeMT and legacy data of about 70 lakhs registered employment seekers of the State has already been migrated to the Employment Bank database. The online job portal has features including Job-seeker's application for registration, Registration verification by Employment Exchange officer, Employer's application for registration and Candidate Search by Employers based upon their Job requirements.
- 1.9 Electronic procurement through e-Tendering system has made considerable progress in the State in year 2011-12. So far 6 departments have adopted the system. These are Panchayat & Rural Development(P&RD), Public Works department (PWD), Public Health Engineering (PHE), Irrigation and Waterways (I&W), Kolkata Metropolitan Development Authority (KMDA)

Two Expert Committees headed by luminaries like Mr. Sam Pitroda & Mr. N R Narayanmurthy has started functioning in all core areas such as Baseline of Software industry, Infrastructure & eco system, e-Governance, Human Resource, Entrepreneurship & Innovation, e-Education, e-Health, e-Agriculture, Baseline of Hardware industry, Solar LED R&D Medical Instrumentation & front end to formulate strategies towards vision. The new IT Policy is in the process of finalization as per the advice of the Committees.

As a policy initiative, the IT Department has adopted certain education initiatives to develop human resources in the state. Initiatives have been taken to set up District Training Centers in all districts to educate the local people. Kalyani has been identified for setting up of a IIIT under Public Private Partnership mode. We are in the process of selecting the right partners for which Expressions of Interest have been received from three organizations. The Department of Information Technology has already introduced ICT in education. The ICT tools as a teaching

and learning aid have already been supplied to 521 schools which include schools having majority of S.C. students, Urdu Medium Schools and Govt. Schools.

The IT Department has decided to promote the Hardware Industry in the state of West Bengal. Not much of work has been done so far in this sector though it has tremendous potentiality, not only to contribute to the GDP but also to generate substantial employment.

The new Government aims to create an investor-friendly climate in the State and spread IT investment across the State in all important Tier II & Tier III Cities. To start with, foundation stones have been laid to create ICT hubs & incubation centres with area development at Durgapur (Phase-II), Asansol, Barjora, Siliguri (Phase-II) and Purulia. The process to build up the infrastructure has already been started at these places. Such centres shall also come up at Behala, Bantala, Rajarhat, Haldia, Kharagpur, Falta, Kalyani, Krishnanagar and Darjeeling for which sites have been identified.

A committee under the chairmanship of Principal Secretary IT has been formed to review the purchase policy of hardware. Finance Secretary is also a member of the said committee. The said committee will review the purchase policy to encourage local entrepreneurship.

As a Policy, the Government also puts in an all out effort to bring in efficiency and transparency in Government functions in order to carry a good governance and higher comfort to the citizen.

Major e-Governance policies and initiatives

The department has formulated and published a comprehensive website policy in line with the website guidelines of Government of India to prescribe specific guidelines on content control and ownership, web hosting, security audit and security guidelines for administrators and developers of the Government websites and portals.

Society for Natural Language Training & Research (SNLTR), a registered society under the department has recently developed Unicode compliant "Alchiki" keyboard to give a fillip to the readings in Santhali language over the internet.

An IT Directorate is in the process of being set up under the IT department and a full-fledged State e-Governance Mission Team (SeMT) has already been providing support to various Government departments on the use of ICT in their e-Governance initiatives.