Government of Puducherry

Directorate of Information Technology

Citizen's Charter
2014

Contents

1. Preface

Directorate of Information Technology (DIT) is the nodal department for all the Information Technology (IT) & Information and Communication Technology (ICT) related initiatives in the UT of Puducherry. DIT acts as the formulator of IT & ICT related policies and the watch dog of the Government ensuring that certain accepted IT standards and norms, as laid down by it and Government of India, are followed by all Departments. DIT is also concerned with the guiding the adoption of IT processes in various functions of the Government Departments so as to better enable them to be more responsive, transparent and people oriented administration. While realizing its concern, DIT intends to formulate Citizens'/Clients' Charter with the objective to serve its clients efficiently. The charter is based on the premise that citizen is the king and government organizations exist not to rule, but to serve the citizens.

This Department does not deal directly with the citizen. However, a miniscule of its service can be said to be concerned with the citizens directly. With the ever increasing role of IT and e-Governance in the Government sector and the increasing availability of Government to Citizen (G2C), Government to Business (G2B) there is a need to better regulate the related IT processes. The major part of the service being delivered by DIT is for the Government Departments. It is because of this, that the charter prepared by this department has been named as "Citizens'/Clients' Charter".

While preparing the charter, many aspects were deliberated and it was thought to be pertinent to include even the Societies that are registered under DIT as they are more involved in delivering G2C, G2B services. In this process, DIT has identified some of the core services being offered by its various societies registered under it and various standards adopted/ proposed. While identifying the services the focus has been on measurable and verifiable services and their standards. The charter contains Grievance Redress Mechanism related to the services mentioned in the Citizens'/Clients' Charter. The Charter also provides links for other grievances which are not related to the Citizens'/Clients' Charter. Time lines have been prescribed for final disposal of the complaint arising out of the Citizens'/Client's Charter.

2. History

DIT was created in 2002, aiming for a better governance and improved productivity, which will increase the growth of the economy and quality of life of the citizens. IT requirements of other Departments/Societies of this Union Territory of Puducherry (UTP) will also be looked after by this Directorate, by improving Government-Citizen Interface and information processing capabilities of the Departments.

In the year 1999, the IT Policy of this Union Territory was enacted by the Planning and Research Department, which looked after IT activities of this Union Territory, by that time. In the year 2008, the revised IT Policy of this Union Territory was enacted. The vision and objectives of the Government as enshrined in the said policy are reproduced below.

The Information Technology Department of the Government of Puducherry (GoP) is the nodal agency for all National e-Governance Plan (NeGP) programmes in the Union Territory of Puducherry.

3. Vision

The UTP seeks to leverage the potential of ICT to transform itself from a Resource Based Economy to a Knowledge Based Economy. In making this transition, the State also seeks to be recognized as one of the leading State / UT in the Country on e-Readiness Index. It hopes to achieve by:

a. Attracting investment in the sector
b. Provide opportunity to its large educated people to contribute to the development of the UT
c. Creating a pool of highly skilled professionals who are at par with the best in the country
d. Extensively using IT in Government
e. Specific courses to be launched to provide project management and software marketing skills.

4. Mission

a. To bring-in increased transparency, efficiency and accountability in government operations through e-Governance.
b. To bring in efficient service delivery mechanisms and introduce Government Process Re-engineering (GPR) of the Backend operations of various Government Departments for effective delivery of citizen services.
c. To establish Puducherry as preferred destination for investment in IT/ ITES industry
d. To support industry by providing International quality IT infrastructure and effective government-business interface
e. To encourage education-led economic development and create more employment opportunities

5. Aims & Objectives

a. To set the service standards and ensure access to information in a more transparent and accountable manner through an effective mechanism for meeting the needs of the citizens.
b. To conceptualize e-governance projects & provide technical advice to all Departments of GoP
c. To promote E- Governance, E-education and Streamlining of IT in Puducherry as a way of life.
d. To aim at an efficient delivery of services to the citizen using Information Technology as an enabling tool. To this effect, DIT will work closely with other departments/ undertakings of GoP for IT enabling their operations for efficient and speedy delivery of services.
e. To harness advancements made in the field of Information, Communication and Entertainment Technologies for improving Government-citizen-interface to bring required transparency and accountability and to provide citizen services in most effective manner.
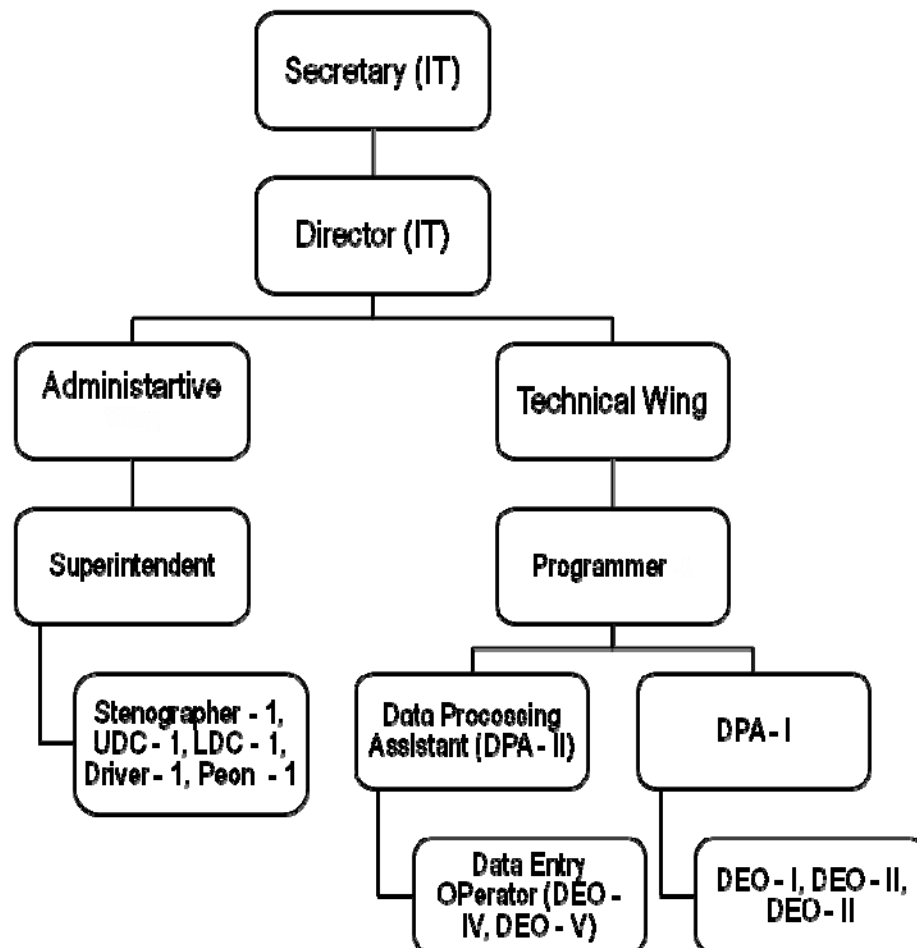
6. List of Stakeholders

a. All GoP Departments / Undertakings / Corporation/ Institutions
b. All Vendors/ Network Providers.
c. Citizens in UT of Puducherry.

7. Organization Structure

The DIT is headed by the Secretary (IT) and the DIT runs under the direct supervision of Director (IT). There is IT Cadre that has been established in DIT as follows and the personnel are deployed across Departments to assist them in IT and e-Governance initiatives –

DIT – CURRENT ORGANIZATION STRUCTURE

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                    ┌─────────────────┐
                    │  Secretary (IT) │
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                    ┌────────┴────────┐
                    │  Director (IT)  │
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        ┌────────┴────────┐     ┌────────┴────────┐
        │ Administartive  │     │ Technical Wing  │
        └────────┬────────┘     └────────┬────────┘
        ┌────────┴────────┐     ┌────────┴────────┐
        │ Superintendent  │     │   Programmer    │
        └────────┬────────┘     └────────┬────────┘
                 │              ┌─────────┴─────────┐
    ┌────────────┴──────┐  ┌────┴──────────┐  ┌─────┴─────┐
    │ Stenographer - 1, │  │Data Processing│  │  DPA - I  │
    │ UDC - 1, LDC - 1, │  │Assistant      │  └─────┬─────┘
    │ Driver - 1, Peon - 1│ │(DPA - II)     │        │
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                         │  Data Entry    │ │ DEO - I, DEO - II,│
                         │ OPerator (DEO -│ │   DEO - II     │
                         │  IV, DEO - V)  │ └───────────────┘
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8. Functions/ Various initiatives of the DIT

DIT is responsible for performing the following activities –

a. To promote the use of IT in various Government Departments and to build local capacity and capability across them through IT Education and IT Enabled Services
b. To assist other Departments in the promotion of e-Governance & conceptualize e-Governance Projects
c. To establish Puducherry State Wide Area Network (PSWAN), a single centralized communication infrastructure for the State for effective and efficient voice, video & data communications, with Points of Presence (PoP) located in State Head Quarters, Districts and Blocks in entire Union Territory including Karaikal, Mahe and Yanam. Initially 100 prioritised Horizontal Offices will be connected to the PSWAN through PoPs.
d. To set up State Data Centre to consolidate services, applications and infrastructure for providing efficient electronic delivery of G2G, G2C and G2B services
e. To establish 44 numbers of Rural CSCs and 22 numbers of Urban CSCs, for delivering web enabled anytime anywhere access to information pertaining to G2C, G2B and G2G services, on a Public Private Partnership (PPP) framework with Village Level Entrepreneur (VLE) as the CSC Operator through a selected Service Centre Agency (SCA), as Technology Service Provider and Investor.
f. To provide technical clearance towards the purchase of computers and related hardware and software to other Departments before the proposal is sent to the Finance Department for concurrence.
g. To provide IT training to enhance and enrich the existing skill sets available in the Government.
h. To participate in Exhibitions/Seminars to spread the knowledge of IT

Further, DIT is making a concerted effort in bringing out various policies & guidelines related to ICT to bring uniformity and to create synergies across various stakeholders in GoP.

9. Responsibility Centres

a. Puducherry e-Governance Society (PeGS)

As per the directions of DeitY, GoI under the formulation of National e-Governance Plan (NeGP), it was mandatory for DIT to create a Society Under it to implement various e-Governance projects to be implemented under NeGP. Accordingly, Puducherry e-Governance Society (PeGS) was formulated in 2006 to implement the various e-Governance initiatives of both Central & State Government and be a nodal agency for various e-Governance initiatives.

Under this setup, currently PeGS is implementing the various e-Governance projects such as Puducherry State Data Centre, Puducherry State Wide Area Network (PSWAN), State Service Delivery Gateway (SSDG) & State Portal Project, Common Service Centres (CSC) and eDistrict Project to improve service delivery to the citizens of Puducherry through its e-Governance initiatives.

b. ICT Academy of Puducherry

Looking in the changing trend on how the e-Governance services are being delivered, it is felt necessary to achieve 100% e-literacy. As a step towards this, GoP has set up ICT Academy of Puducherry to initiate Local Capacity & Capacity Building Project. This Project mainly focuses on developing the capacities across various Government Departments by imparting Specialzed Training Programs and also through various initiatives such as ITFS (IT Finishing School) to assist unemployed youths and students to acquire employable skills.

Index of Services

#	Services	Service / Performance Standards	Contact Details of the Responsible Officer	Process & Documents Required
1.	Providing technical assistance in all IT activities to state government departments	30 – 45 Working days	Shri.A. Sivagnana Ganesan, Programmer (IT), Phone: 2231292, Email: progit.pon@nic.in, Cell:9442787499	1. Receiving & vetting of Proposals 2. Interacting with concerned stakeholders 3. Providing the requisite feedback, if any, after due diligence on the proposals.
2.	Acting as Nodal Office for purchase of computer and related accessories, software, etc.	3 – 5 Working Days	Shri.P. Ragupathi, Data Processing Assistant – I, Phone: 2231294, Email: dpa1it.pon@nic.in Cell :9442341282	1. Receipt of proposal complete in all aspects 2. Processing of proposal for technical clearance Documents Required – 1. Existing infrastructure details in the prescribed Format & justification for the requirement 2. Product details as in DGS&D Rate Contract
3.	Issue of RRC for computer consumables and accessories	3 – 5 Working Days	Shri.T.A. Charles Data Processing Assistant – II, Phone: 2231294, Email: dpa2it.pon@nic.in, Cell :9994374373	1. Receipt of proposal complete in all aspects 2. Processing of proposal for issue of RRC 3. RRC issued subject to rate availability in this Directorate Documents Required 1. Justification for requirement & Comparative Statement

4.	Framing of IT / ITeS Policies and implementation	-	Shri.A. Sivagnana Ganesan, Programmer (IT), Phone: 2231292, Email:progit.pon@nic.in, Cell:9442787499	1. Examining the existing Policies & suggesting modifications, if necessary 2. Obtaining approval from the competent authority for modification 3. Notifying the latest Policy to General Public
5.	Support of Govt. Dept. for preparation of DPR, RFP, BPM & implementation support for e-Governance activities	30 – 45 Days	Shri.A. Sivagnana Ganesan Programmer (IT), Phone: 2231292, Email: progit.pon@nic.in Cell:.9442787499	1. The SeMT Team of PeGS will interact with the concerned officials at respective Departments to finalize the respective documentation
6.	Training to Government Officials	-	Shri.P. Ragupathi Data Processing Assistant – I, Phone: 2231294, Email: dpa1it.pon@nic.in, Cell:9442341282	1. Receipt of Application from willing Government Official 2. Scrutinizing the application for eligibility of training 3. Identification of educational institute for training 4. Obtaining expenditure sanction from Government 5. Subject to sanction from Government, the willing officials deputed for training. Subject to no. of officials, the training will be given in more than one batch Documents Required 1. Receipt of duly filled in application from Government Officials which should be forwarded to this Directorate through proper
7.	Extending core e-Governance infrastructure to all State Government Departments	-	Shri.P. Ragupathi DPA – I, Phone: 2231294, Email: dpa1it.pon@nic.in Cell:9442341282	1. Obtaining requirements from various Departments. 2. Studying the requirements of various Departments 3. Subject to study, obtaining approval from the competent authority for extending the core e-infrastructure to the needy Departments

				4. After availing approval from competent authority, the core e-infrastructure will be extended through the respective stakeholders
8.	CSC	-	Shri.P. Ragupathi DPA–I, Phone: 2231294, Email: dpa1it.pon@nic.in, Cell:9442341282	1. Identifying the services deliverable through CSC. 2. Obtaining administrative approval for delivery of services through CSC 3. Extending the support to respective Departments for automation of activities for delivering those services through CSC.

11. Responsibility/ Public Information Officers

#	Responsibility Centres	Address
1	Director (IT)-cum-First Appellate Authority / Convenor – PeGS	505 Kamaraj Salai, Revenue Complex, Saram, Puducherry–605 013 Ph # 0413-224619, 0413-2244750, 2244751, Email - directorit.pon@nic.in, convenor-pegs.pon@nic.in
2	Programmer-cum-Public Information Officer	No.505, II Floor, Planning & Research Department Complex, Kamaraj Salai, Saram, Puducherry – 605 008 Ph # +91-413-2246190, Email - progit.pon@nic.in
3	Data Processing Assistant-cum-Assistant Public Information Officer	No.505, II Floor, Planning & Research Department Complex, Kamaraj Salai, Saram, Puducherry – 605 008 Ph # +91-413-2246190, Email - dpa1it.pon@nic.in

12. Public Interaction

By and large, DIT is not having direct public interface. However, information dissemination through websites is one area which comes under its purview in terms of setting standards for development of websites, information content etc.However, suggestions of people are taken into consideration while developing new websites or designing of application software. All suggestions submitted by people online are also taken into consideration to improve functionality of website/application software.

13. Working Hours

This Directorate works between 8.45 a.m. and 5.45 p.m. on all working days and with a lunch break between 1.00 p.m. and 2.00 p.m.

14. Grievance Redressal Mechanism

Courteous and helpful service will be extended by all staffs. If you have any complaints to make in the delivery of the service provided by this department or any suggestion/feedback, you are welcome to register your complaint with:

#	Officer	Responsibility	Address
1	First Level - Nodal Officer	Programmer (IT)	# 505, II Floor, PRD Complex, Kamaraj Salai, Revenue Complex, Saram, Puducherry–605 013 Ph # 0413-224619, 0413-2244750, 2244751, Email - progit.pon@nic.in
2	First Appellate Authority	Director (IT)-cum-Convenor – PeGS	No.505, II Floor, PRD Complex, Kamaraj Salai, Saram, Puducherry – 605 008 Ph # +91-413-2246190, Email – directorit.pon@nic.in, convenor-pegs.pon@nic.in

DIT is committed to constantly revise and improve the services being offered in the Charter and we would like to see your co-operation in making this Charter a Success.

-- **End of Document** --