2. NATIONAL IT POLICY VIS-À-VIS GUJARAT IT POLICY

The Ministry of Information Technology (MIT) – Government of India (GOI) has drawn out plans that go far beyond mere computerization of stand-alone back office operations. IT means to fundamentally change the Government operations and delivers information to citizens in the transparent and effective manner with efficiency.

GOI has focused on following three areas:

1. Info-Infrastructure
2. IT Export
3. IT for all

Through Info-Infrastructure Drive, Interconnection of National Informatics Infrastructure, Local Informatics Infrastructure and Global Informatics Infrastructure through Fiber optics N/W, Satcom N/W and Wireless N/W were proposed.

Through IT Export the export of IT export services was addressed. Global IT industry by 2008 is predicted as $2trillion. India targets at $50billion of Software and IT services exports by 2008.

IT for all covers the Government (both National and State) internal processes re-engineering and improvement as well as dissemination of Government information to citizens in the transparent manner at their doorsteps. This demands integrated approach and comprehensive IT framework at central level, state level and individual office level.

Government of Gujarat has also taken concrete steps as per the guidelines of GOI and announced IT policy for the state.

2.1 Objectives of IT Policy of Gujarat

- IT growth: Over all IT growth in the state of Gujarat.
- Employment Opportunities: To create new enormous employment opportunities in Gujarat.
- IT Manpower: To train and develop skilled manpower in IT.
- IT for all: To facilitate information outlets at the doorstep of common man.
- E-governance: To make government-citizen interface more effective, efficient and transparent.
2.2 Policy Instruments of National IT Policy related to States:

2.2.1 E-governance

- Suitable floor space of Govt. Organization during non-office hours can be lent to the private companies for IT education and in turn they can provide proportionate number of free nominations to the Government employees. (Partially available in Gujarat)

- State Institutes of Public Administrations shall be re-engineered to help bring about IT-responsive State Governments. (Many e-governance initiatives have been taken in Gujarat)

- IT literacy to be an important requirement for Government and Public Sector employment. The annual confidential report should carry a column stating contribution to the utilization of IT in the department. (A policy of compulsory computer literacy for all new recruits in the Government is made and a special policy for training in different modules as well as empanelment of training institutions have been done in Gujarat)

- Computerized Inventory of Government best practices for electronic access shall be maintained. (Government has made a policy for all the departments to create shareable databases of rules and other related information in Gujarat. Gujarat Informatics Ltd. (GIL) – a nodal agency for IT policy implementation in the state is coordinating this activity)

- Setting up of information kiosks / counters for citizen interface. (With kiosks and citizen information Centres as well as Mahiti Shakti Kendras the citizen interface is being established)

- NIC, at the state level, and technology service organizations at the state level, shall establish 'Framework Contracts' with reputed suppliers to provide a wide range of IT consultancy, specialist services and IT products to Government agencies for lower cost through bulk purchases. (GOG has empanelled vendors / service providers both for h/w supply-integration and software services as well as project specific consultancy services)

- An agency with fair autonomy would be set up for helping various players in IT field and in implementing IT policy. This agency would also select consultants/specialists for providing services to various Government department/agencies under broad framework contracts. (GIL is coordinating this work).

- 1%-3% of the budget of each Ministry/Department is to be earmarked for implementing IT in their Department. (1% of state
government budget is being spent on IT related activities that would extend to 3% by the end of 2005 in Gujarat.

- Each Department/Agency shall be required to prepare a five-year IT Plan. (All departments in GOG have already prepared their IT action plan for one year with five-year perspective)

- Government information except that having a bearing on security should be made available to citizens. (Information Kiosks/Counters to act as citizen interface – started in many public facing departments/offices)

2.2.2 Human Resource and Development (HRD)

- Encourage technology, which bring IT through Cable Network. (Many ISPs have adopted this in Gujarat, Reliance Infocom and Tata Teleservices are leading broadband service providers)

- IT for agriculture and integrated rural development. Project like 'Wired Villages' should be replicated in all the states. (Rural Connectivity Project – GyanGanga is started)

- To deepen IT penetration, IT in Indian languages should be promoted. (Gujarati language is promoted and the departments are using C-DAC, INDICA, Aksharnet and Microsoft Gujarati Software Applications for word processing and database purposes)

- Government shall encourage value added network services like ATMs, Smart card, and Electronic Kiosks etc. (Setting up of Information kiosks is encouraged as well as smart cards are introduced in Driving Licenses)

- The districts, which have achieved universal literacy, should be encouraged to achieve universal computer literacy.

- Setting up of National and State level Digital Library. (State library network as part of Human Resource Development is being created in Gujarat)

- Concept of Smart schools which lay emphasis on Information Technology. (Compulsory computer education from class V onwards has been introduced in Gujarat. CLASS and Vidya Vahini projects supported by GOI are also taken up in the state)

- Promote pairing of Universities with centre of excellence in IT in developed countries. (Centre of Excellence is created under GIL as well as Centre of Good Governance at IIMA are in Gujarat)

- Setting up of Indian Institute of Information Technology. (Dhirubhai Ambani Institute of Information and Communication Technology (DA-IICT), Dharamsingh Desai Institute of
Information Technology (DDIT) and Nirma Institute have been given deemed University status in Gujarat:

- An IT module shall be made compulsory component of all Degree courses. (Computer subject has been introduced in all the streams of higher secondary level education)
- National Council to define IT courses and initiates 'Teach the Trainers' program. (This is being done by Education Department with INTEL Support)
- Network all Institutes of higher learning for a supplementary program of distance education. (Universities are being connected by ERNET in Gujarat)(Education colleges are connected on GSWAN)
- Computers and Internet shall be made available to all the schools, polytechnic colleges, universities and public hospitals by 2003. (This is being done by Education Department and Gujarat State Wide Area Network respectively)
- Government schemes like Vidhyarthi Computer Scheme, Shikshak Computer Scheme and School Computer Scheme to encourage buying computers under attractive financial packages. (This is being done by Education Department).
- Compulsory computer education is introduced in schools from class V onwards.
- Internet connectivity to all schools
- Video Conferencing with Shala Vikas Sankul and District officers & School (teachers and students and administrators)
- Quality upgradation program with Result Based Management (RBM)
- Participatory learning
- Creation of state library network
- Setting of Gujarat Institute of Information Technology.
- National Plan to achieve one PC per 50 persons by 2008, Gujarat plans to achieve by 2005.

2.2.3 Infrastructure

- Information Corridor: To connect the capital to taluka through districts. It is a tool to implement IT policy of the state. It supports databases of all the government departments. Villages to be connected by WLL.
- Technology parks: Development of advanced technology park.
• Setting up of government supported venture capital fund.
• Mobile VSAT vans.

2.3 IT Policy

2.3.1 Gujarat (IT Policy 1999-2004)
• Framework Approach for IT implementation in the State.
• Computerization of various departments in a phased manner.
• Computerizations of delivery systems like ration cards, driving license etc.
• Setting up of advanced information counters/ kiosks for better public interface by 2005.
• Smart cards to all the citizens of Gujarat.
• 1% of budget to be spent on IT related activities that would extend to 3% by the end of 2005.
• All departments to prepare an action plan for one year with five-year perspective.
• Chief Information Officers to carry out the implementation of IT strategies in the departments.
• Setting of Intranet to interconnect all the Govt. departments.
• Encourage paperless office.
• An agency with fair autonomy to help in implementing IT Policy and carry out IT activities
• State wide IP based communication infrastructure
• E-databank, citizen convenience Centres set up for utility payment, citizen card and other citizen centric projects

2.4 Incentives

2.4.1 Capital Subsidy
• New IT units can avail subsidy of 25% of total capital investment or Rs.25 lakhs whichever is less.
• For bigger projects, the subsidy is on a graduated scale as follows:
  i. For Rs.50-100crore of total capital investment, the subsidy will be Rs.25 lakhs
  ii. For Rs.100-200crore of total capital investment, the subsidy will be Rs.50 lakhs
  iii. For project above Rs.200crore, the subsidy will be Rs.100 lakhs.
iv. As a turnover incentive, existing as well as new IT units will get subsidy of 5% of the annual turnover and, on the incremental turnover subsequently with a ceiling of Rs.50 lakhs.

2.4.2 Power Service
- IT industry is exempted from statutory power cut.

2.4.3 Tax
- Sales tax holiday on all IT software in the next five years w.e.f. 1999.

2.4.4 Other Incentives
- As a connectivity incentive, all new and existing IT units are entitled to a subsidy of 50% for a 64kbps leased line up to 500kms or to the nearest gateway whichever is less for the operative period of scheme or three years whichever is earlier.
- A unit set up for providing/manufacturing IT service and software is outside the purview of Gujarat Pollution Control Board.
- IT unit cannot be set up in land earmarked for agricultural use.
- In Gandhinagar, Technology Parks and Infocity would get 50% higher FSI.

2.4.5 Infrastructure Initiative
- Advanced Technology Parks in Gandhinagar, Surat and Rajkot.
- IT corridor

2.5 Government of Gujarat: IT Initiatives

2.5.1 GR Book Online
- IT GR formulated for standardization of IT infrastructure and applications across various government departments.
- A web-based online application, which has more than 5000 GRs of various government departments. The GRs can be viewed department-wise and can be searched on various parameters.

2.5.2 Form Book Online
- Through this application, the different types of forms can be made available at the doorstep of citizens. This application shall be made interactive, so that forms can be filled up and submitted online.

2.5.3 GyanGanga
- To increase citizen-government interface and to increase transparency & efficiency, the government has started GyanGanga which will reach to rural areas and disseminate information.
and services to Rural citizens through Kiosks at Mahiti Shakti Kendras at villages. Civic Centres will disseminate services in both urban and rural areas

Main objectives of Info Kiosks:

- Relevant Information available through the Internet as & when required.
- Essential government forms available to the common man.
- Reduction of traffic at Collectorate / Mamlatdar and other government offices.
- Video-conferencing facility can enable people to talk to & see their relatives living far off.
- To let people know about government schemes, projects, budget & other related Information.

Benefits of Info Kiosks:

Serve the common citizen the information available at cheaper rate and at their doorstep. Increasing involvement of citizens in governance.

2.5.4 e-Data Bank

The Government of Gujarat has already initiated efforts to create a data-warehouse for the entire state that will evolve into a primary bank of all information related to the state government and its activities. The data-warehousing project is being considered as a crucial component of the IT vision of the state and has been a major project for the IT Division of the Government. Price Waterhouse Coopers, an internationally recognized consultancy firm has been engaged to prepare a pre-feasibility study for the construction of the e-Databank and the Government has already received the final report. In this year, implementing the recommendations of the report is the major focus for the state. Once ready for use, the e-Databank promises to be a major strength of the Government in Gujarat with reduced spending on information exchange and 24x7 availability of information anywhere in the world.

2.5.5 Citizen Card

The Citizen Card project is a visionary project to create a smart state where citizens can access & interact with the Government with increased independence and greater convenience. The main objective of the project is to provide citizen services at the doorstep of the citizen with a simple, effective and efficient mechanism. The project envisages a smart card solution to provide citizens with a single access mechanism for various Government information and
services. The project will be initially implemented on a pilot basis at Gandhinagar and then replicated in the entire state with a suitable costing and revenue model as per GOI guideline and standards and strengthen the IT initiatives of the state. The Citizen Card project also promises to deliver the latest in Information Technology to the common man and thereby reduce the Technology Divide. Consultant – TCS has completed the pre-feasibility study & framework design and now it is in the pilot implementation stage.

2.5.6 Sachivalaya Integrated Communication Network (SICN)

- Project started in the year: 2000
- Project completed in the year: 2001

Secretariat in the state capital of Gujarat had its internal telecommunication services fulfilled through two Electro-mechanical (stronger) PABXs installed and maintained by the DoT before the year 2000. Various components of these PABXs were installed way back in 1972. Delayed dial tones, extended down time and very poor performance forced GoG to plan an alternate system, which can provide better and effective internal telecommunication services.

As the new system was to be conceived, planned, designed and augmented, Government decided to investigate the - various services related to telecommunication useful for administration, current and future requirements of the administration (keeping 10 years into consideration), technologies available in the world, Indian vendors and other allied factors.

The assessment of the telephone connections, Fax connections, closed circuits TV system, Video conferencing, backbone for LAN/WAN and disaster communication system requirement, was undertaken and a project feasibility report was prepared. Switching system was conceived keeping into consideration the state-of-the-art value added services and connectivity to digital telephone facility.

The coverage of the planned network included not only new and old Sachivalaya but also nine other government buildings in the capital city, including that of the residential areas.

GoG approved the project report with initial switching capacity of the state-of-the-art EPABX of 5100 subscribers, CCTV, Inmersat telephones for disaster communication, video conference facility attached with EPABX with multi conference unit, and data communication back bone. Some of the points kept into consideration were number of users and the coverage area.
Telephones

All blocks in the new and old Sachivalaya were covered in the project. The projections were given for the existing telephone (four digits) at that time and the expected telephones under plan. Replacing existing telephone by a new telephone is comparatively simpler than deciding on the new planned connections. This was decided that telephones should be provided up to section level in the hierarchy. It was also decided to

- Keep the provision of new telephones up to the junction box on each floor or
- Provide connection in each room not in use at the time of implementation of the project, so as the services available on just plug and play basis.

Digital phones:

The officers of the rank of Secretary of the state and above were considered for Digital telephone instrument, giving multiple users' friendly features to them. 250 digital phones were provisioned in the project.

Mobile phones:

It was planned to have mobility through the planned EPABX with a coverage area of Ministers enclave, New Sachivalaya, Old Sachivalaya, Udhyog Bhavan, Vidhan Sabha, Circuit house, and Raj Bhavan, by using DECT/GSM compatible technology. The distribution/allocation of such facility was decided to be in line with the distribution of digital phones.

Video Conferencing facility:

Videoconferencing facility was planned to be commissioned at - a Studio at 9th floor, Block No.1, New Sachivalaya, Gandhinagar, in the office of Relief Commissioner, at residence / Office of – His Excellency Hon. Governor, Hon. Chief Minister, Hon. Speaker, and Hon. Chief Secretary.

CTV Facility

This was planned to commission CCTV system for surveillance at - Hon. Chief Minister's residence & office, Main gates at New and Old Sachivalaya, Proceeding's coverage of Vidhan Sabha.

Disaster communication facility

This was decided to procure 30 INMERSAT satellite phones to distributed to each of 25 district collectors and 5 for Sachivalaya.
LAN/WAN back bone:

Project conceived and planned and incorporated the data communication backbone requirement at Sachivalaya, Gandhinagar. The back bone was integrated into it as the extensive laying of OFC, jelly filled cable, and Cat-5 was to be done as part of commissioning voice, video and CCTV network and same trenches, conduits or casings could be used for planned data circuits bringing economy of scales and also saving lots of time and inconvenience in digging trenches all over.

Status:

Project has been implemented and working successfully for last one year. There are more then 5500 telephone subscribers working on the G3r EPABX (Lucent make) which has capacity to expand upto 2500 lines. The subscribers are increasing every day with shifting of many offices from Ahmedabad to Gandhinagar.

OFC Giga bites back bone proved a blessing as GoG could have campus area network, just over night, when layer 3 and layer 2 CISCO switches were commissioned at selected 64 locations with port capacity of 1500.

DECT/GSM system planned under the project was dropped due to forecasting on the WLL (Wireless in Local Loop) and dropping prices on the cellular services.

12 E1/PRI links taken from BSNL are terminated to EPABX to support DID/DOD along with 12 ISDN lines enabling videoconference facility with outside world. When not in use the ISDN lines are used as common trunks for incoming/outgoing telephone calls.

Daily traffic report says that:

- Average 1,25,000 calls are made within the network every day;
- Average 60-70,000 calls made outside the network every day and
- Average 40,000 calls are incoming every day.

Benefits realized so far from this project:

26th January, 2001, when all communication modes went off, not only in the Bhuj district but also at so many other places in the state, including that of Gandhinagar and Ahmedabad, earth quake satellite phones commissioned at each District and Sachivalaya came to the administration’s rescue and were used effectively. GoG already
received the investment made in this facility during the crucial disaster period.

GoG is incurring huge amount of saving coupled with improved efficiency on the telephone systems commissioned with 55,500 active subscribers as no payments are made towards telephone rentals (360*5,500 for tow months). All internal/inter departmental calls are free with better and multiple value added services. Telephone facility is extended on demand in the Sachivalaya.

Fig: Showing spread of the EPABX system in Sachivalaya and Gandhinagar

**Sachivalaya Integrated Communication Network**

(View at Glance)

![Diagram of Sachivalaya Integrated Communication Network](image)
2.6 Sachivalaya Campus Area Network (SCAN)

- Project started in the year: 2000 (Nov.)
- Project completed in the year: 2001 (Aug.)

Fig: Showing the layout of the LIUs and the CISCO switches commissioned at alternate floors in each block in SCAN

Sachivalaya Campus Area Network (SCAN)

Figure 2.2

Sachivalaya Campus Area Network (SCAN)

Figure 2.3
2.6.1 Benefits of the SCAN:

This is the first state in the country where the residences of secretaries and Ministers has direct "Fiber to Home". The optical fiber (4 core at each termination point) is terminated in each banglow for data communication and broadband services. Transceivers are used for fiber to UTP conversion. This network enables "virtual office" from home to the important officers and ministers in the state.

SCAN is connected to Gujarat state Wide Area Network and with the broadband connectivity available at home, officers have, even the smallest functional unit in the administration at their doorstep.

The interconnection of SCAN has been effected and all nodes at Sachivalaya have total access to the GSWAN resources.

2.6.2 Other aspects:

Most of the places the common trench is used for laying cables for EPABX, and SCAN. Many places even the fibers are shared.

Common services like Internet access etc., is given centrally from one location. 2 MB raw Internet bandwidth is hired from the service provider and is connected to SCAN for distribution to all users in Secretariat and on to the GSWAN. This gives better control, better
management and cost effectiveness by eliminating duplication of efforts in resource hiring.

The backbone for LAN for each department is ready and all they are doing is connect their PCs to the I/Os provided for getting online.

2.7 Gujarat State Wide Area Network (GSWAN)

- Project started in the year: 2001 (Mar.)
- Project completed in the year: 2001 (Aug.)

2.7.1 State Wide Area Network - An overview

The state of Gujarat has one of the largest costal area and disasters like cyclone/flood and earthquake are frequently striking in the state. State Government has planned and augmenting a state-of-the-art state wide area network (GSWAN) to cater to the administrations internal and external communication service needs related to voice, video and data.

GSWAN planned to work in a star topology Centred at Secretariat, Gandhinagar with arms extending to all districts, having further horizontal (district HQ level) and vertical downward extensions integrating multiple district level other offices and Talukas respectively with the state wide area network. Adequate dialup facilities were provisioned at all districts HQ nodes for enabling GSWAN access to the offices and units not physically integrated with the GSWAN. GSWAN was planned to be implemented in two
phases with phase-I to cover district level network and Phase-II to cover total network.

The technology selected for the GSWAN was IP and all services i.e. Video conferencing, Voice (telephony) and data services are IP based. This is unique and distinct (may be first time anywhere on such a large scale) about GSWAN that all services are IP based.

Initially, as planned all districts HQ are linked with the Secretariat with 2 MBPS leased circuits and all Talukas (TC) linked with the District HQ (DC) with 64 KBPS leased circuits taken from Bharat Sanchar Nigam Limited (BSNL). CISCO 7513 is the central router at Secretariat with CISCO 3661 and CISCO 1751 at District and Taluka level. There are at least 20 other offices at each district HQ, in the process of integration with the district wide area node (DC) through bare copper taken from BSNL. Each DC has 10 telephone (receive only) lines from PSTN terminating on to the CISCO 3661 for dialup services. In all there are 250 dialup ports available through the state enabling units/offices/individuals to hook on to GSWAN just by making a local call, from anywhere within the state.

The wide area network uses CISCO 3540 IP based video multi conference unit, which is again one of the most advance state-of-the-art multi conference service facility.
2.7.2 Sachivalaya Campus Area Network (SCAN) & GSWAN

Inter linkage of GSWAN with other Government information technology (IT) infrastructure has been implemented in very meticulous way. The Sachivalaya Campus Area Network (SCAN) operates on a Giga Bit OFC backbone interconnecting all buildings/blocks in old and new Sachivalaya and other Government buildings outside the secretariat campus area, including that of Government residential areas in sector 9, 19 and 20. About 75 KMs of OFC (both single mode and multi mode) is used for both horizontal (inter-building) and vertical (risers within the building) segment of the backbone. Cat-5 structured cabling further extends the access up to user end. About 600 KMs of cat-5 cable is used facilitating 6000 data ports of I/O.

The I/Os are activated on the requirement basis and currently, there 1500 I/Os (computers) already working in the SCAN with multiple VLANs created keeping the requirements and technical criterions into consideration. All departments in Sachivalaya are integrated into it and are using LAN services by way of sharing common resources like Internet bandwidth and other data base services. GSWAN has already been interfaced with the SCAN, just by connecting a LAN port.

Fig : The configuration/layout of the Main GSWAN centre at Sachivalaya, Gandhinagar.

Network for State Center
{ Data / Voice / Video }

Figure 2.7
This has been very effective when the common Internet bandwidth or any database or application, inserted at one point on SCAN is made available to all those who are into the network, even upto Taluka level.

Fig: A GSWAN district node.

Network for **District Center**

{ Data / Voice / Video }

![Network Diagram]

Figure 2.8

SCAN covers almost all Government and PSUs buildings at capital city of Gandhinagar and interconnection of SCAN with GSWAN has amazingly given multi service (voice, data and video) access to all these offices to the last and smallest administrative unit in the Government. Can one think that - all 6000 I/Os in the Sachivalaya are capable of extending video, voice and data communication facilities just by connecting the required end equipment to LAN port! I think the credit goes to IP, which has given tremendous flexibility to us.
This is some thing more then a wonder - and can only be attributed to . . .

- Well planned project implementation strategy of the state
- Selection of proper technology for GSWAN (IP based)
- Strict and stringent terms and condition for both Government as well as vendor
- Capable project handling

2.7.3 Current applications usages:
- Video conferencing
- Data communication
- Resources sharing on intranet and internet services
- Telephony

2.7.4 Cost economics

Work is awarded on BOOMT (Built Operate, Own, maintain and Transfer) basis to the operator with a condition for quarterly guaranteed revenue of Rs. 1.8 crores. This is expected to pay Rs 64 crore by the end of useful life of 8 years as estimated now. The project shall be transferred to Government after a period of 8 years on payment of Rs. 1 as token.

This is anticipated that the Government shall be able to recover the 80 % of the eight years investment in first three years by saving on the telephone charges incurred in the administration through the
state. The other facilities like video and data are expected to come to GoG as bonus during this period.

The detailed cost benefit study will be undertaken on completion of one year of the operational life, with facts and figures

- Smart Card project and Toll Booth project
- Computerization of key departments of the Government
- Designated CIOs and IT Plans for individual departments
- Presence on the Internet for All departments
- eCity Project
- CM’s Tele Fariyad Project

2.8 eCity

The project is envisaged with an objective “Effectively use IT as a vehicle to deliver better citizen services”

The GIL and Ahmedabad Municipal Corporation got together to launch this Collaborative Project

The project has now implemented at 16 zonal offices and ward offices (42) locations in Ahmedabad and now being replicated in other Corporations and Municipalities of the State

2.9 TeleFariyad

In this 21st century the need for physical transportation to lodge grievances should become redundant. If anyone wants his voice to be heard in the highest echelons of power, that person no matter how small, how weak, how poor, how old, should not be deprived of this fundamental right. The concept of “TeleFariyad” – a unique grievance redressal and feedback mechanism of E-Governance system using Information Technology is converted into voice based system

2.10 Swagat

‘SWAGAT’ is to resolve the long pending issues of the citizen of Gujarat. The working is as under:

- The program is organized on every 4th Thursday of the month.
- The complainer visits CM’s ‘Jansampark’ office between 10 am to 12 pm, to register their complains.
- Complains are divided in 3 categories. Policy matters, Long Pending and First Timer. The focus is on long pending issues.
- Complains are entered ‘ON Line’, using package developed by NIC.
Complains are sent to the concerned department at the same time, with a copy to all related departments.

Departments have to be ready with the replies, before 3 PM, when honourable CM starts Video Conference with the Districts concerned.

Applicants are being called one by one and honourable CM discusses the issues with them in detail. The information, which is sent by the concerned department, is also reviewed by hon. CM.

Concerned Collector / DDO / SP also remain present in the meeting through VC and participate in the discussion.

Hon. CM. directs the concerned department, to take appropriate steps, to resolve the issue.

The record has been preserved in the 'SWAGAT' package and the log is maintained for each case separately.

The 'SWAGAT' is an administrative tool, which increases the administrative efficiency of Government Machinery

2.11 Citizen Charter Implementation

This project was successfully completed in 2001. Vadodara was taken as a model district. All the internal processes in the collector offices were automated to disseminate the information to citizens, in the time limit given in Citizen Charter. The successful implementation in Vadodara and replication of the same software system in other districts has facilitated the citizens all the services of collector office through info gallery in the Collectorates. Subsequently, One Day Governance was successfully done in Vadodara, with all the Mamlatdar Office services available in the public domain.

2.12 eGram

This initiative is taken by District Development Officer (DDO), Bhavnagar. All the information and services handled by Gram Panchayat is now put on computer and is available online. State Government has taken a decision to replicate in other 400 villages in Phase – I, 6000 villages in Phase – II and rest in Phase – III.

Many more such initiatives are taken by champions in Revenue Department, Panchayat Department, Home Department, Health Department, Rural Development Department, Industries and Mines Department etc. in the State of Gujarat.