Dear Colleagues,

The Centre has announced several promising initiatives in Defence, E-governance and Home Affairs to strengthen efficiency in these sectors. The year 2010-11, as expected by analysts, is poised for higher growth despite the slow progress of the global economy.

The Union Cabinet has approved the establishment of an Independent Evaluation Office (IEO) to undertake impartial and objective assessment of the various public programmes and improve the effectiveness of public interventions. This is in pursuance of the Presidential address to the Joint Session of both Houses of Parliament in June 2009 to establish an IEO, at arm’s distance from the Government, to assess the outcome and impact of major flagship programmes of the Government of India. The IEO will be an independent office attached to the Planning Commission under a Governing Board, chaired by the Deputy Chairman, Planning Commission.

Under Defence, the Centre has launched three web-enabled projects to facilitate pension disbursal to ex-servicemen. Project SUVIGYA, an online pension enquiry system, would enable ex-servicemen to know their entitlements. Project AASHRAYA, pension disbursement software, would permit pensioners to log in and access their pension account from anywhere. Project SANKALAN would facilitate dissemination of orders, instructions and manuals electronically. Launching these projects, Defence Minister AK Antony advised officials to make full use of technology in accounting, pension and audit matters.

Under E-governance, the Centre aims to provide broadband connectivity to all village panchayats. To implement E-governance initiatives, the Ministry of Panchayat Raj has already formulated an E-panchayat Mission Mode Project and sent detailed reports to each State/Union Territory. For this project, the Ministry has allocated Rs 20.07 crore in 2009-10 and Rs 24 crore in 2010-11.

The Centre has extended the modernisation plan of six Central Para Military Forces up to March 31, 2011. Up to August 2010 in the current fiscal, Rs 83 crore has been released for the modernisation plan of Assam Rifles, Rs 57.5 crore for Border Security Force, Rs 6.9 crore for Central Reserve Police Force, Rs 2 crore for Indo Tibetan Border Police, Rs 0.2 crore for National Security Guards and Rs 1.2 crore for Sashatra Seema Bal.

In this issue, we bring you a detailed report on Pregnancy, Child Tracking and Health Services Management System, implemented by NIC Rajasthan for the Department of Medical, Health and Family Welfare, Government of Rajasthan. The objective of PCTS is to improve healthcare services in Rajasthan. In an exclusive interview, R Sri Kumar, new Vigilance Commissioner of Central Vigilance Commission, talks about the initiatives launched using ICT to fight corruption in public life. In the State-In-Focus section, we feature Uttar Pradesh, while in the Emerging Technology section, we showcase Document Management System. The Wipro case study, on the implementation of Electronic Taxation Information Management System in Commissionerate of Taxes, Government of Assam, for filing of tax returns, is sure to make an interesting and useful read.

We hope you find our newsletter informative and useful. Please mail your suggestions/feedback to reachus@wipro.com.

Happy reading!

Ranbir Singh
Head of Government Vertical
Wipro Infotech
Path-Breaking Implementation

Pregnancy, Child Tracking and Health Services Management System

Scenario: Her face contorted in pain, Triveni Patel (27) hobbled into the health centre in an advanced stage of labour with her mother-in-law by her side. With dangerously high blood pressure and related complications, she seemed close to death. Lacking the resources to assist her, staff at the local, government-run health centre referred her to a private hospital nearby. This is a scenario typical of rural healthcare services in many parts of India.

Thankfully, this is changing. In Rajasthan, women get better services at government healthcare centres because of the Pregnancy, Child Tracking & Health Services Management System (PCTS), which is a web-based health management information system.

PCTS has been developed and implemented by the National Informatics Centre, Rajasthan State Unit, for the Department of Medical, Health and Family Welfare, Government of Rajasthan. The State Government initiated this project to offer maternal/child health services and establish/maintain management information system about pregnant women/children, thus minimising maternal and infant mortality rates in the State.

Launched on September 15, 2009, the project is now operational in all 34 districts of the State. PCTS, a planning and management tool, enables monitoring and functioning of over 13,000 health institutions in Rajasthan. “PCTS is a gigantic step towards improving healthcare in Rajasthan. It helps us move from numbers to individuals. We have been able to reduce infant and maternal mortality and are better placed in terms of institutional delivery,” says Dr Pritam B Yashwant, Mission Director, National Health Rural Mission, Government of Rajasthan.

The State aims to reduce infant mortality to at least 32/1,000 live births by the end of 2012.

How does PCTS work?
A network of Auxiliary Nurse Midwives (ANMs) operates at the block-level and captures data on the number of pregnant women and newborns in a particular area. A woman is registered on the system from the first day of her pre-natal check-up and is issued a unique ID for future tracking. The data collected from the woman is automatically updated on the central server in real time.

The system allows everyone in the hierarchy to view reports and monitor particular case studies on a priority basis.

Based on the data, the system tracks every single newborn and prepares an immunisation plan/chart for each child. The monthly requirement of vaccine dosages is automatically prepared by the system for each healthcare institution. This helps ANMs at the sub-centre, stock vaccines and plan immunisation sessions. The ANMs can also use the information to follow up particular cases. This, in turn, ensures better immunisation coverage, resulting in a reduction in child mortality and an improvement in child health. This also helps minimise maternal mortality rate along with infant mortality rate.

“Currently, 10 lakh pregnant women have registered with us. This proves that the system is very effective,” says JP Jat, Demographer & Evaluation Officer, Directorate of Medical, Health and Family Welfare, Government of Rajasthan.

PCTS currently covers 34 district hospitals, 32 hospitals attached to medical colleges, about 200 city dispensaries, more than 360 community health centres, about 1650 primary health centres and more than 11300 health sub-centres.

Key features
“The system filters cases that have registered for pregnancy, but have not reported delivery even after the expected date of delivery. This information can also be used to trace abortions and female foeticide cases,” says Tarun Toshniwal, Senior Technical Director, NIC, Rajasthan State Unit.

The system is used by health institutions to report their performance, making it an effective tool to monitor service delivery. Its Hospital Activity Indicators provide information about IPD, OPD, and investigations, which are useful in assessing service delivery.

According to Indu Gupta, State Informatics Officer, NIC, Rajasthan State Unit, the online system is accessible through Intranet and does not require any new ICT infrastructure or gadgets. The system runs on the infrastructure that has already been developed for the National Rural Health Mission, a government scheme that aims at providing healthcare services to rural households. The website offers role-based user authentication. It cannot be accessed by those who are not part of the system.
At present, the project covers 34 district hospitals, 32 hospitals attached to medical colleges, about 200 city dispensaries, more than 360 community health centres, about 1650 primary health centres and more than 11300 health sub-centres in Rajasthan.

PCTS maintains an online directory of all government health institutions. Critical parameters related to functioning of every health institution, such as availability of vaccines and medicines, status of cold chain equipment, availability of medical professionals, are available online. In the days before PCTS was implemented, it would take a minimum of 25 days to compile information from field institutions. The time delay has now been eliminated.

**Challenges**

Initially, it was feared that changing the process of data reporting from 13,000 locations would prove to be a difficult task. Training people to use the system was another challenge. And so was connectivity with multiple remote locations.

“To tackle the challenge of training manpower, a comprehensive training strategy for Mother & Child Tracking (MCH) was put in place by constituting a core group and a demography cell. Training was held at three levels – state, district and block,” says JP Jat.

**Advantages**

PCTS has many advantages. The project is self-sustainable. It can be scaled down to the village-level or scaled-up for implementation at the national-level, across all the states. It has the provision to record the mobile phone number of the beneficiary. This would help in integrating SMS-based services. It is possible to drill down to a specific case or institution from any level. This improves monitoring. Analytical, statistical and graphical reports are available for all levels.

**Benefits**

Maternal care, newborn care, population control and better health services are concern areas for governments. The lack of timely health check-up and the lack of vaccination results in thousands of maternal deaths every year. PCTS is a path-breaking initiative because it helps minimise maternal mortality and infant mortality, and traces areas with decreasing sex ratio at birth.

<table>
<thead>
<tr>
<th>Before PCTS</th>
<th>After PCTS</th>
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<tbody>
<tr>
<td>Total time for information communication: 21-25 days</td>
<td>Total time for information communication: 3-5 days</td>
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<tr>
<td>Redundant compilation at all levels</td>
<td>No manual compilation at any level</td>
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<tr>
<td>Time for trends and analysis: 2-3 months after complete reporting</td>
<td>Instant trends analysis</td>
</tr>
<tr>
<td>Monitoring for individual health institutions wasn’t possible. It was very difficult to locate non-performing units</td>
<td>Facilities monitoring of individual health institutions at the state, district and block levels</td>
</tr>
<tr>
<td>Tracking of individual cases was very difficult</td>
<td>Individual pregnant women can be tracked</td>
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Emerging Technology

Document Management System
The world of information technology is all about accessing and managing information in a cost-effective manner, saving scarce time and space. Organisations need to handle a massive volume of critical information assets developed and updated at various levels over a period of time. In order to manage important documents and streamline workflow, businesses require an effective document management solution that will enable authorised user groups to locate, share, update, review, store and retrieve data in the most efficient manner. A document management system aims to solve this problem by storing, tracking, retrieving and managing documents electronically by providing a cost-effective solution to save time and space.

Definition
A document management system (DMS) is a software program, which manages data generated in an organisation such as spreadsheets, presentations, images, text documents and any kind of data file. DMS is a method of processing, storing, retrieving, and managing paper documents. It allows checking and searching documents in systems, providing workflow and collaboration capabilities.

DMS creates electronic documents. The documents are scanned and the information can be stored in Word, Excel or other popular formats. Users can store information directly, manage it according to their convenience and also index it. If data is lost or corrupted, DMS provides the option to recover the data. A DMS creates structure for electronic documents and provides a database of documents that can be searched and retrieved. It also helps organisations handle a massive volume of critical information. In addition to this, DMS allows tracking and managing documents across work groups or the entire enterprise, based on specific requirements. DMS can transform the way a business operates; and a well-programmed DMS can make managing and sharing documents an easy task.

DMS Features
Document storage and organisation: DMS provides a central repository for storing and managing all types of documents based on various templates and categorisation criteria with an automatic or user-defined numbering scheme.

Creation, review and approval: DMS simplifies generating new documents or making changes to existing ones by allowing users to start such requests. Cross-functional teams can work on a document simultaneously and add their comments and annotations without modifying the original document and route it back to the author for incorporating changes. Upon completion of the review and approval process, the document can be published in production with email notifications sent to a distribution list.

Security and access controls: DMS ensures safe document access with centrally managed, policy-driven controls. It provides rights to view, modify, distribute, or print documents based on roles and user groups. Distribution lists for data can be defined for a document group. Check-in and check-out logs are maintained.

Reports and metrics: DMS provides complete visibility into the system with simple document status tracking. Each document is traceable from any desktop in the organisation, which makes DMS a predictable and proficient process.

Drivers for deployment of DMS: The main factors, which drive organisations to deploy DMS, are acceptance of digital documents, regulatory compliance, tagging and capturing data via Optical Character Recognition and technology advancements. Businesses adopt DMS also because of increased lifecycle of the document, simple document retrieval and improved methods of searches within a document. In addition to these, other reasons for DMS adoption are:
- Searching for requisite information in documents is time-consuming;
- A lot of effort is needed to manage changes and versions of documents;
- E-mailing documents clutters the inbox;
- Decentralised management of documents promotes needless replication;
- It allows for sharing important documents among limited people and ongoing security and backup of documents

Benefits
A well-designed document management system promotes finding and sharing information easily. DMS manages content in a logical way, and makes it easy to regulate content creation and presentation across an enterprise. It promotes knowledge management and information mining and helps organisations meet legal responsibilities.
Case Study

Wipro’s electronic taxation system enables efficient filing of tax returns for Assam citizens

The Challenge
For a long time, the department of taxation (DoT) in Assam was concerned about the ease of the business community in filing tax returns and submitting details of goods being transported to the State. Taxation (Value-Added Tax, Central Sales Tax, Entry Tax, etc.) is the main source of revenue for the Government of Assam as with other states. Hence, simplifying administrative procedures while strengthening transparency, accountability and productivity to enable efficient tax filing and management, is of paramount importance to the State. The DoT, headed by the Commissioner of Taxes under the department of finance, decided to automate the tasks of filing of tax returns by its dealers including collecting details of transported goods. The Commissionerate of Taxes, Government of Assam, proposed implementing Electronic Taxation Information Management System (ETIMS) as the solution to the problem.

Wipro’s Solution
Keeping the Commissionerate of Taxes’ priorities in mind, Wipro developed a comprehensive solution using Open Source Application Server. The ETIMS solution, integrated with the existing intranet of the Commissionerate, allows registered dealers to file their tax returns online and also submit details of transported goods, electronically. With this, the business community can file their monthly and quarterly returns online. The web based solution will also facilitate prompt clearance of transported goods at corresponding checkposts as all information on transported goods will be readily available, online. The Commissionerate officers can also use the same portal to effectively scrutinize the details submitted by the dealers.

The portal (www.taxassam.in) which has gone live already was officially launched by Assam Chief Minister Mr Tarun Gogoi, in the presence of Chief Secretary Mr NK Das, Principal Secretary, Department of Finance, HS Das and representatives of the business community.

How IT works
Dealers (assessee) initially have to log in to the department’s web site and choose the tax link. The next step is to apply for a user ID and log in to the system. The user then has to proceed with the statutory registration with the department. Assesses can also view the status of their tax returns anytime by logging in to their online account.

At present, all registered dealers are submitting their tax returns and vehicle details offline, as auditing of the project is on. It is projected that over 20,000 users would use this service in its first year of operations. The number is expected to grow further to 24,000 in the second year and 31200 in the third year. As a result, it is estimated that 30% of paperwork would be reduced in the Commissionerate, followed by 50% and 70% in the second and third year respectively.

Technology Features
The project is using JBoss – an Open Source Application Server and technologies such as JSF, Trinidad and IBATIS. The ETIMS has the best-of-breed configuration management software and Oracle 10g as database at the backend. This includes best practices for optimum usage of existing infrastructure and right selection of skill-mix, mentoring and training on new technologies to administrative staff. Security features include maintenance of encrypted session ID and authentication and authorization with encrypted password. For payment gateway, Wipro has used secured sockets layer by implementing http protocol and firewall at the State Data Center.

Benefits
For department users and dealers, the project will prove to be both time-saving and cost-effective. For department users, offline registration for dealers and transporters will not be required anymore. Paperwork will be reduced drastically. Assesses would also be able to file their tax returns through the web site, saving time and costs. 

“We are satisfied with the solution offered by Wipro. The solution by offering the facility for online filing of return, utilization forms and vehicle data entry, will facilitate smooth interactions between tax payers and department. This will also help better monitoring of tax collection, and boost compliance among the business community.

S Lohia
Commissioner
Commissionerate of Taxes
Government of Assam

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Interview

The Government of India has recently appointed former DGP & IGP of Karnataka State Police, **R Sri Kumar**, as Vigilance Commissioner of Central Vigilance Commission (CVC). CVC is India’s apex vigilance institution and deals with corruption in public life. In an interview, R Sri Kumar outlines his priorities and defines the role of information technology and communication (ICT) in fighting corruption.

What are your priorities as Vigilance Commissioner of CVC?
The CVC has been taking various preventive and proactive initiatives from time-to-time. We have priorities – short-term and long-term, considering the enormity and complexity of the problem of corruption that exists in India today. The Commission has set for itself certain measurable targets under various heads to ensure that its work is purposeful and can be measured at the end of one year, especially with regard to stakeholder satisfaction and operational results.

Vigilance is a vast subject. How do you plan to build Team India?
The CVC will launch Project VIGEYE (Vigilance Eye) on December 9, 2010, to coincide with International Anti-Corruption Day. Project VIGEYE is a citizen-centric initiative, where citizens can join hands with the CVC to fight corruption in India. It is a platform through which vigilance information can flow through members of the public, government agencies and the Vigilance Commission.

What is the objective of Project VIGEYE? And, how do you see citizen’s participation in it?
Creating awareness about the prevalence of corruption in the system and empowering citizens in their fight against corruption is the objective. Good governance is the primary objective of this nation-wide programme. ‘VIGEYE’ refers to a person who is a vigilant citizen, a volunteer and one who helps the Vigilance Commission report and fight corruption. A vigilant citizen can become a ‘VIGEYE’ by registering on the CVC website, and providing his/her name, email and phone number. Project VIGEYE, powered by dynamic application features, enables citizens to file complaints with photographs, or voice recording, or video, or notes from their mobile phone. The complaint is uploaded using GPRS. The complainant may choose the organisation and nature of the complaint for effective categorisation and assignment of the complaint. The complaint is forwarded to the CVO concerned and the complainant is updated with the status. The complainant can login with registered mobile number and password to view the status of all complaints filed.

How does Mobile VIGEYE function?
Mobile VIGEYE facilitates real-time submission of complaints. Evidences or explanations can be recorded from the mobile media and attached in the form of photographs, audio/video recording and notes. The complaint, along with the supporting media, is automatically uploaded via 3G/GPRS/Wifi network (as available) to the CVC back-office. The back-office forwards the complaint to the respective CVO. The status of the complaint along with attached information is made available for reference on the VIGEYE Login page. A complaint can also be filed through the internet, via the CVC Web Complaints System. One needs to register on the CVC website. The textual content of the complaint can be enriched with additional information by attaching up to 5 files (such as photographs, audio, video, documents) along with the complaint.

What are the advantages of using ICT in CVC’s initiatives?
By using ICT, we bring in transparency, accountability and responsibility. Technology makes it easy for citizens to communicate their problems to the authority concerned. ICT is a powerful tool to educate and empower citizens in fighting corruption.

What are other initiatives you intend to pursue?
We are planning to make CVC a paperless office.

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**R Sri Kumar**
After a brief stint in the Central Public Works Department, R Sri Kumar joined the Indian Police Service in 1973. He has been CMD, Karnataka State Police Housing Corporation Ltd, and DGP & IGP of Karnataka State Police. He retired from service in January 2009.
State-In-Focus

Uttar Pradesh

Uttar Pradesh (UP) is the most populous State accounting for about 17 per cent of the country’s population. It is the fourth largest state in terms of size covering nearly 9 per cent of the country’s geographical area. With 72 districts and nearly 1 lakh villages, the State is also larger than many countries of the world. However, it is a little known fact that UP was one of the first states to launch ICT initiatives. UP has a fully automated treasury system; land records information is available on Internet, land registry, transport, rural development, industry and many other sectors are at advanced stages of computerisation. The State is also leading in implementation of a number of National e-Governance Plan (NeGP) projects such as CSCs, e-District and SWAN.

SB Singh, Deputy Director-General and State Informatics Officer, NIC, Uttar Pradesh, says: “Uttar Pradesh is committed to use ICT for the betterment of its people. Our aim is to design and build efficient, robust, scalable and secure IT systems for the roll out of e-governance projects and help the State government in acquiring IT leadership in the country.”

E-district: Service at the doorstep of citizens

e-District is a key initiative under the NeGP of Ministry of Communications & IT. Its main objective is to improve the way districts work and provide services to citizens. Existing processes and delivery mechanisms have been redesigned and back-end computerisation of government departments has been done to enable efficient delivery of government services to citizens, through a single window system. The front-end is built in the form of e-District Centre at the district, and Tehsil Computer Centre & Lokvani Centre at the tehsil and the block, while the village-level front-end is being established through Common Services Centres. The project helps the district administration, efficiently monitor the functioning of various departments and generate MIS reports for better decision-making at all levels.

UP is the first State in the country to roll out the e-District project in six pilot districts Sultanpur, Rae Barelli, Sitapur, Gorakhpur, Ghaziabad and Gautam Budh Nagar. More than 23 services pertaining to certificates, pension, public distribution system, revenue court, employment, grievances etc., from eight line departments, have been covered for complete automation and delivery. Implemented in December 2008, more than 15 lakh digitally signed certificates/services have been delivered through the system, both from urban and rural areas.

The success of the pilot project has prompted the State to extend the project in the remaining 66 districts. The Government of India has decided to roll out the e-District project across all districts of the country.

e-scholarship & e-pension:
Social empowerment

E-Scholarship is a first-of-its-kind project in the country to have used IT-based initiative for the electronic transfer of scholarships to beneficiaries. It was initiated as a project of hope for poor children. It aims to safeguard their Right to Education, while building a comprehensive MIS for the Government and devising a tool for proper monitoring, control and planning. It is a web-based solution which allows direct transfer of the scholarship to the bank account of the beneficiary. It has already benefited more than 4.2 crore students in the State. The project has also helped the State save more than Rs 700 crore by minimising fraud and misappropriation. The old-age pension scheme hopes to benefit more than 40 lakh senior citizens through online dissemination of information & direct transfer of pension to their bank accounts.

Please mail your suggestions/feedback to reachus@wipro.com.

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