

CHAPTER-5

Information Technology and e-Governance (ITeG)

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INFORMATION TECHNOLOGY AND e-GOVERNANCE (ITeG)

1.0 INTRODUCTION

Information Technology and e-Governance (IT-eG) group was formed during mid of the 10th Plan period in order to create an IT enabled work environment in the Department through accelerated usage of various Information Technology opportunities. Primarily aims to convert the existing procedures and processes into citizen centered, IT-eG division implements e-Governance in the Department progressively that needs be in conformance to the National eGovernance Action Plan. IT-eG Division operates on a separate IT Budget Head under Secretariat Economic Services during FY 2018-2019 for the implementation of IT Action Plan.

1.1 IT Action Plan

For IT and e-Governance activities a comprehensive IT-Action Plan in the department as formulated in line with the Government directions issued from time to time.

- **Infrastructure Development:** Provide and maintain Personal Computers (PCs) and other essential IT-equipment and software to all the functionaries.
- **Networking:** Up gradation, extension and maintenance of the Local Area Network (LAN).
- **Office Automation:** Implement various applications software that not only maintain records of receipt, issue of letters and movement of files but also offer enhancement in accountability, responsiveness and transparency in governance.
- **IT Training:** Provide relevant training courses to the officers/ staff that enable them to work on computers by using application software developed.
- **e-Reports:** Convert the Acts, Rules, Circulars and other published materials of interest or relevance to the public in the electronic form.

- **DBT Mission:** Online integration of five schemes of DSIR including CSIR-HRDG, NRDC and CDC with DBT Mission portal
- **Website:** Enrich the contents of the DSIR website by including downloadable forms and guidelines relevant to various citizen services that Department provides.
- **IntraDSIR:** Enrich the contents of the IntraDSIR by including downloadable forms and circulars relevant to employees of the Department.

1.2 Automation of DSIR Operations

DSIR essentially focuses on enabling Indian industry to reach state-of-the-art innovation excellence and competitiveness through research & technological interventions.

Information Technology and e-Governance (IT-eG) group within DSIR has got it developed and implemented an IT enabled work environment and Enterprise Resource Planning (ERP) application to automate all the operations of DSIR and link it to providing online services to the Industries and relevant stakeholders.

Incidental benefits include reduction of costs/efforts in seeking and obtaining information and services and minimization of administrative overheads.

Training has been imparted to DSIR officers and staff to use ERP System from time to time and continuous engagement with all stakeholders.

1.3 Enterprise Integration, Program Implementation and e-Service Delivery

A user friendly online application form submission for recognition and renewal to In-House R&D Units,



Scientific and Industrial Research Organizations (SIRO), Public Funded Research Institutions (PFRI) and Fiscal Incentives to Industry for Submission of Application in FORM 3CK, generation of 3CM certificate & submission of yearly returns in the Form 3CL has been developed. User friendly and time efficient backend application approval process has been developed. The workflow for each scheme has been configured as per the hierarchy in the department. System for on-line submission of application in web-enabled form as per the prescribed application format under Patent Acquisition and Collaborative Research and Technology Development (PACE) Program has been developed for technology providers and seekers along with submission of proposals under Technology Development and Demonstration. Time efficient backend application approval process has also been developed. System for on-line submission of application in web-enabled form as per the prescribed application format under Grant-in-Aid Support to autonomous Bodies, Public Sector Enterprises, and Asian and Pacific Centre for Transfer of Technology (APCTT) has been developed along with backend application approval and workflow for grant release. System for on-line submission of application in web-enabled form as per the prescribed application format under Grant-in-Aid Support to autonomous Bodies, Public Sector Enterprises, and Asian and Pacific Centre for Transfer of Technology (APCTT) has been developed along with backend application approval and workflow for grant release. The application has provision of entering legacy data into the system.

A platform is designed for continuous tracking of issues across users. The usage of the system



Fig. 1



Fig. 2

can be monitored through logs, system reports and electronic traces across transactions.

1.4 Office Automation Solution, Workflow Management, Record Management, and Data Warehousing

Various modules such as Office Automation Solution, Workflow Management, Record Management, Data Warehousing and additional modules viz. HR Management and processes, Store and Purchase, Planning, Budget and Audit, e-Office, revamping of existing website in bilingual, m-governance compliance, RFID implementation in record room are developed and in use. For achieving these objectives, value added through Document Management and Business Process management solution designed, developed and tested to suit and adequately addresses the requirements within any Government environment.

1.5 DSIR Website

The DSIR Website (Bilingual) has been made compliant to the Guidelines for Indian Government of Websites (GIGW). The website has been regularly updated and has been visited more than 1,20,000 times from 6th August, 2018.

The users when they log in to the ERP Portal, are presented with a customized adaptive landing page and electronic desktop with links related to tasks to be performed by them. The Graphical User Interface (GUI) of this re-designed website is user friendly and rich in appearance since uses superior graphics, self-explanatory, promptly guiding the user to different sections, offer appropriate navigation assistance to user in the form of tooltips, messages, images etc. wherever required / applicable.



Fig. 3



Fig. 4

1.6 IntraDSIR (An electronic Workdesk)

IntraDSIR (An electronic Workdesk) has been created, wherein all the employees of DSIR can access through a username and password to communicate with each other as well as the electronic workdesk of all the employees of DSIR. An employee can perform activities assigned to him/her. An employee has the

facility of switching the roles (if s/he has multiple roles) and performs the tasks which appear in the in-tray and all the completed tasks are shown in his the out-tray. The employee has online access to the Employee Self services such as LTC, Leave, Reimbursement of Medical Claims, Telephone, Newspaper, Children Education etc.

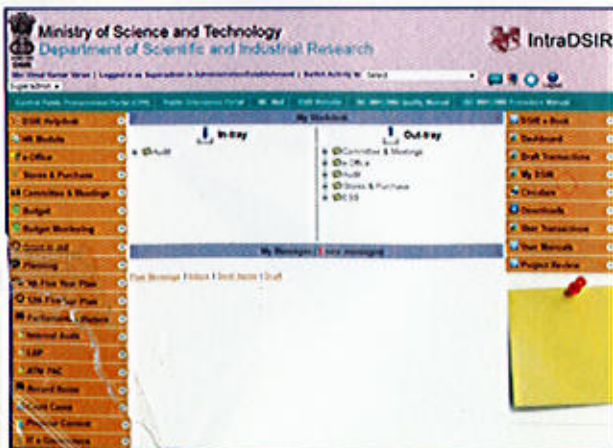


Fig. 5



Fig. 6

