An Analysis of Role of Information and Technology and its Present Status in the Development of Himachal Pradesh

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Abstract

The phrase "information technology" may be used to refer to a broad variety of instruments that are used at various stages of the information life cycle (beginning with the conception of an idea and ending with its widespread dissemination) (IT). Because to its State Data Centre, State Wide Area Network (HIMSWAN), and e-district facilitation, Himachal Pradesh has established itself as a frontrunner in the fields of e-Government and information technology. As a consequence of the state's highly developed primary information and communications technology (ICT) infrastructure, the state has a lot to offer the information technology (IT) and IT-enabled services industry. The Ministry of Communications and Information Technology is home to its own electronics and information technology department (DeitY). This organisation is responsible for formulating and enacting national legislation pertaining to the use of electronic technologies like as computers, the internet, and other types of electronic technology (all matters other than licencing of Internet Service Provider). The state of Himachal Pradesh is now in first place. The Himachal Pradesh State Data Center (SDC), the e-district that HIMSWAN is building, and other projects like these are examples of this type of work. The government's efforts to support the growth of important information and communications technology (ICT) infrastructure have opened up a lot of doors for businesses that sell information technology and information technology services. The e-district website currently offers access to all 59 of the general public services provided by the state government.

Keywords: Himachal Pradesh, Information , Technology, Mukhya Mantri Seva etc

Introduction

The provision of governmental services, the exchange of data, the completion of transactions, the inclusion of services provided by third parties, and the construction of an information portal are all examples of applications of electronic governance. The government of Himachal Pradesh drafted an information technology policy in 2001 with the goals of encouraging entrepreneurship, disseminating digital technologies, and fostering social equality and justice via information technology in an effort to increase the contribution of information technology to the state's gross domestic product (GDP).

To manage the development of IT inside the state, the state government formed the Department of IT (DOIT) in January 2004.

a. All parts of human life should get better.

b. To encourage investment in IT sector.

c. To facilitate the establishment of IT Institutes.

d. Improve the quality of IT education.

e. Emergence of a competitive society.

g. Use IT tools to make sure that your business is simple, moral, responsible, and open (SMART).

The MMSS hotline @ 1100 is a well-structured resource for quickly addressing the needs of the general public. During FY2022-23, the MMSS Helpline got 1,23,567 complaints, and by December 22, 2022, 1,13,224 of them (92%) had been solved. Out of these, 82,349 (67%) were handled well after talking to people who were worried.As part of a Himachal Pradesh Skills Development Project, seven government industrial training institutes (ITIs) in the districts of Mandi, Sirmaur, Shimla, Kangra, Solan (2 ITI), and Kullu have started offering a Drone Technician programme. Mandi, Sirmaur, Shimla, Kangra, Solan (2 ITI), and Kullu are the names

of these districts. Together with the Indira Gandhi Rashtriya Uran Academy, ITI Shahpur in Kangra, Himachal Pradesh, opened the world's first Drone Flying Training School (DFTS) on March 13, 2022. (IGRUA). Drone spraying was successfully trialled on an apple orchard at Shimla's Periodical Confidential Demi Official (PCDO) Annu Jubbal on August 6, 2022. In only three minutes, two bighas of land were surveyed. A total of 88 offices in Himachal Pradesh have been mapped for e-Office use. These include Secretariat Branches, Directorates, Deputy Commissioner's Offices, Superintendent's Offices, and Field Offices.

Lok Mitra Kendra Policy

The Himachal Pradesh government is dedicated to bringing the advantages of Information Technology (IT) in Governance to the people of the state, particularly those who live in remote rural regions. One such initiative in Himachal Pradesh is the Lok Mitra Kendra, a web-based Government-Citizen Interface. Lok Mitra Kendras aim to provide the physical service delivery infrastructure for accessing different e-services in the neighbourhood of residents. By establishing a structure for socially inclusive community involvement in development, LMK would act as an instrument of change.There are now 3,800 CSCs in the State, 2,400 of which are Local Maintenance Providers (LMKs). The Himachal Pradesh government has made it a policy to use LMKs to guarantee service to the final mile.

Mukhya Mantri Seva Sankalp Helpline @1100

The MMSS hotline @ 1100 is an effective tool for addressing the needs of State residents in a timely manner. The MMSS Helpline received 1,23,567 complaints during the FY2022-23, of which 1,13,224 (92%) were resolved as of 22 December 2022. Of these, 82,349 (67%) were effectively handled following conversation with concerned citizens. As of the 22nd of December, 2022, the MMSS Helpline has received 4,75,058 complaints since it first went live. Of these, 4,64,438 (98%) had been handled, with 3,30,386 (69%) being resolved to the satisfaction of the persons who originally filed them. To further aid drug-affected patients in the State, the Nasha Nivaran Helpline (NNH) was established in tandem with the MMSS. There have been 110 cases

registered with NNH, 99 of which have been closed. There is a 247 Women Helpline available via MMSS Helpline. There were 582 reports sent to the 181 Helpline, of which 580 were resolved.

E-Office

To promote paperless offices, improve efficiency, and enhance transparency, the State is adopting E-Office across a wide range of agencies. Currently, e-Office has been mapped in 50 field offices throughout Himachal Pradesh, in addition to 11 DC offices, 10 SP offices, and 62 Directorates in the state secretariat. Work is being done to get the offices on the map to start utilising e-Office to handle all of their document and correspondence needs.

Unmanned Aircraft Systems

Drones in Government: Managing Change Drones, or unmanned aircraft systems, have enormous potential applications across a wide range of industries. These include healthcare delivery, agriculture, mining, infrastructure, surveillance, emergency response, transportation, geo-spatial mapping, and more. The State IT Department of Himachal has started the ball rolling on legalising drone use for public and private purposes. The Mandi GARUD Project, which stands for "Governance and Reforms Using Drones," was officially unveiled on December 27, 2021.

Enabling Policy for promoting Drones

Drones Will Be Used for Governance and Reforms Unmanned Aircraft Systems (UAS), more frequently referred to as drones, provide enormous advantages to practically every area of the economy, including but not limited to pharmaceutical delivery, agriculture, mining, infrastructure, surveillance, emergency response, transportation, geospatial mapping, and more. The State Information Technology Department has kicked off the process for the introduction of drone use in both the public and commercial sectors, as well as for the promotion of drone use in

the state of Himachal Pradesh. The Governance and Reforms Using Drones (GARUD) Project was officially kicked off on December 27th, 2021 in the city of Mandi.

Himachal Online Seva (e-District)

The Himachal Online Seva Portal was built to provide residents of Himachal Pradesh quick and easy access to a number of government-run programmes and services. The Himachal Online Seva site received seventeen new online delivery services in the fiscal year 2021-22, according to the Department of Information Technology. Six belong to the Department of Animal Husbandry, five to the Department of Agriculture, two to the Himachal Pradesh Swasthya Bima Yojana Society, one each to the Departments of Women and Child Welfare, Food and Civil Supply, and Consumer Affairs, and Jal Shakti Vibhag. Each of the 17 options is taken care of by one of six groups. Numerous government agencies—including the Revenue Department, the Women and Child Development Department, the Panchayati Raj Department, the Rural Development Department, the Urban Development Department, and many more—now provide unified online services. The Himachal Online Seva Portal handles around 5,000 requests for assistance every single day.

Aadhaar

As of 30 September 2022, the estimated population of the state is 74,311,000 people who are alive. In the State, we have successfully created Unique Identifications (UIDs) for 103.98 percent of the population (LIVE). In the State, about one hundred percent of the population older than five has an Aadhaar number.

Direct Benefit Transfer (DBT)

Examples of applications of electronic governance include the provision of governmental services, the interchange of data, the completion of transactions, the incorporation of services supplied by third parties, and the building of an information portal. The state government of Himachal Pradesh created an information technology policy in 2001 with the objectives of

promoting social equity and justice via the use of information technology, as well as stimulating the development of new businesses and spreading digital technologies. This was done with the intention of elevating the proportion of the state's gross domestic product that is attributable to the field of information technology.

HIMSWAN

The State of Himachal Pradesh's Department of Information and Technology (DITHimachal Pradesh) established HIMSWAN, a secure and confidential network, as part of the National e-Governance Plan (NeGP) (Himachal Pradesh State Wide Area Network). With the use of HIMSWAN, electronic service delivery between government agencies, as well as between citizens and government agencies, is streamlined. In addition, HIMSWAN gives the whole State Government, down to the individual departments, a safe and reliable network connection. Since its first deployment in February 2008, HIMSWAN has been running well, allowing for consistent connectivity throughout all 2,402 state government offices in the state. To meet the rising demand, the bandwidth was upgraded using a cutting-edge method called multiprotocol label switching (MPLS). It was crucial during the COVID-19 epidemic. The administration has held a considerable number of meetings with field authorities in a virtual capacity using HIMSWAN. To keep up with the pace of modern living, your bandwidth has to be at least 8 Mbps. The District can now offer internet speeds of up to 100 megabits per second to all of its departments and divisions that use the internet a lot.

Bharat Net

The government of India launched Bharat Net to make high-speed internet available to every household in the country.It is imperative that underserved areas, such as rural towns, have access to high-speed internet. This forward-thinking proposal seeks for the installation of an optical fibre network to connect a broad variety of rural communities. In the Indian state of Himachal Pradesh, there are 3,615 Gram Panchayats, often known as GPs. These GPs will all be connected to the national network by means of the Bharat Net initiative. Only 410 general practitioners

have been able to be successfully connected to the internet so far thanks to Bharat Net phase I. This phase of Bharat Net is intended to cover the State in its entirety.

Himachal Pradesh State Data Centre (HPSDC)

The Information Technology Department of Himachal Pradesh built the Himachal Pradesh State Data Center (HPSDC), which is one of the most important ICT facilities in the state.Through the use of electronic distribution, the purpose of this project was to achieve the aim of increasing the efficiency with which the state government offers its services to other governments, its inhabitants, and its commercial businesses. It is common practise to refer to these three types of government aid by their respective acronyms: G2G, G2C, and G2B. The Himachal Pradesh State Data Centre is now the host for 156 websites and apps that are related to the government, regulatory agencies, and the public sector. As of the time this article was written, the HPSDC had a staging environment in which 27 distinct applications have been put through vulnerability testing. The Himachal Pradesh State Data Centre will not allow the hosting of any website, portal, or application unless and until it has been subjected to a comprehensive security examination and has shown compliance with all laws that are relevant.

CM Dashboard

A software application known as the CM Dashboard was designed with the purpose of tracking the development of essential projects. The first phase of the rollout of the CM Dashboard included the incorporation of data from eight government agencies. These agencies were the Department of Revenue; the Department of Women, Children, and Development; the Department of Jal Shakti; the Department of Public Works; the Department of the Rural; the Department of Education; the Department of the Tribal; the Department of Health Services; the Directorate of Health Services; the National Health Mission; and the Directorate of Medical Education. As a direct result of this, a User Acceptance Test (also known as a UAT) of the data entry forms, reports, and departmental dashboards has already been carried out at the departmental level. There have already been many trainings provided to the officers and officials

who are in charge of a total of eight unique divisions on how to utilise the upgraded CM Dashboard interface. With the assistance of the CM Dashboard software, it is possible to monitor the physical development of projects, as well as their financial expenditures, monitoring at the department level, the ranking of districts and field offices based on their degree of performance, and other metrics in real time.

HIM Parivar

Himachal Pradesh's Department of Information Technology is building Social Registry (Him Parivar), a centralised database that will be utilised to provide aid in a more proactive manner. The already operational Parivar Register will be used as the basis for the construction of this database. The Know Your Customer process for more than 45 Lakh users of the computerised Public Distribution System (Ration Card) database has been completed electronically, and their data has been mapped with Parivar information. Him Parivar will provide a hand in determining whether or not suggested programmes meet the requirements for eligibility. The whole ecosystem will work together to compile inclusion and exclusion lists of beneficiaries, with the goal of ensuring that social and economic benefits are only bestowed upon those who are eligible to receive them.

E-Cabinet

With the implementation of a paperless e-Cabinet System, the capacity of the government to make decisions and monitor policies that have an effect on the lives of the people has been significantly enhanced. This was possible because there was no need for paper at any point in the process. Because of this, the amount of time spent processing Cabinet notes is cut down, and the overall security of the process is strengthened; as a consequence, it is more likely that secrecy will be preserved.

Litigation Monitoring System

Defense Information Technology (DIT) has created generic software to track cases involving the government that are now being heard in courts around the country. Administrative Secretaries, Department Heads, and Departmental Officers may use this tool to monitor the progression of their court cases, including the total number of pending cases, the timely filing of answers, and the required personal presence in the case. The programme is equipped with the following features:

a. Litigation Monitoring System (LMS) data entry.

b. Scheduled case hearing dates; answer due dates: 0-7

c. report of pending actions completed.

d. produced pending report.

e. Report on pending cases by court.

f. Supervising offices can easily keep track of how cases are going.

g. The LMS programme, which has been used by 61 different divisions, now has 12,725 instances.

Revenue Management System (RMS)

The Revenue Management System is a joint effort between the Department of Information Technology and the Department of Revenue. It is an enterprise resource planning (ERP) system. The Division of Information Technology is actively developing this system (RMS).Users will have access to the Online Relief application module as well as the Revenue Courts application module when the initial edition of the RMS Portal is made available. The Revenue Courts of Himachal Pradesh make use of the RMS website, which functions as a fully-fledged Court Management System, in order to keep track of the cases that they are currently hearing. The

general public and members of the legal community have unrestricted access to all of the relevant case material. This kind of information includes, but is not limited to, case summaries, updates, final orders, cause lists, and so on. The Revenue Courts module of the Revenue Management System (RMS) is currently working on 13,811 different cases. The government of India has developed 5G infrastructure and released new rules for the Indian Telegraph Right of Way (Amendment Rule) by the year 2022 to facilitate the nationwide rollout of 5G connectivity. Rules for the use of street furniture in the installation of small cells and telegraph wires have recently been modified as part of the Indian Telegraph Right of Way (Amendment Rule) Rules, 2022. A recent shift necessitated the implementation of these new rules. To facilitate even further expansion in the telecommunications sector, the Indian Telegraph Right of Way (Amendment Rule) Rules, 2022 are being brought up to date. State Right of Way Policy 2021 is now being updated to conform to these standards.

limited liability company of the Himachal Pradesh State Electronics Development Corporation

The administration of the Himachal Pradesh State Electronics Development Corporation Ltd.'s day-to-day operations is the responsibility of the Department of Information Technology in the state of Himachal Pradesh. Desktop computers, servers, networking gear, software, and peripherals for use in fields such as office automation and medicine are some of the products and services the Corporation will provide to Himachal Pradesh's state agencies and public sector corporations (PSCs). The Corporation's primary mission is to fulfil this purpose.

E-District project

With this goal in mind, the eDistrict project was developed to centralise and coordinate all district-level services for the benefit of the public.District, Tehsil, Subdivision, and Block levels are all planned to have front-ends in the form of citizen facilitation centres under the system. The following are examples of the kind of services that will be provided as part of this MMP:

A. Certificates: Making and handing out certificates for things like income, residency, caste, birth, and death, among other things.

B. Licences: Arms Licenses etc.

C. The Public Distribution System (PDS) includes the issuing of ration cards and other necessities.

D. As a component of several social welfare programmes, the provision of pensions for senior citizens, families, widows, and the like.

E. As a component of social welfare programmes, the provision of pensions for senior citizens, families, widows, and others like these.

F. RTI: Information about the Right to Information Act can be filed and received online.

G. Linking with the other e-government projects like Registration, Land Records, Driving Licenses, etc.

H. Dissemination of Data Regarding Government Programs, Benefits, etc.

I. Taxes, including the real estate tax and all other levies, are calculated.

J. Payments for utilities include payments for things like property taxes, water bills, and electric bills.

Conclusion

Himachal Pradesh's state government worked with NASSCOM to come up with the IT Vision-2010. The goal was to make the state a centre for IT. Under the IT policy, all activities that use information technology, like academic institutions and services related to information technology, will be considered businesses. So, all information technology facilities and services related to information technology are eligible for the same subsidies as industrial facilities. Himachal Pradesh is now the third best state in terms of how well it has grown and what it has done. Both the primary school system and the number of teachers per student in this state have been called some of the best in the whole country. In Himachal

Pradesh, the number of people who can read and write has gone up a lot in the last few decades, and we are now just behind Kerala in terms of educational achievement. There are many educational institutions in the state besides the three universities, two medical colleges, and one engineering college that are run by the government.This means that there are now almost 17,000 schools in the state as a whole. There are three universities that are run by the government. The 2011 Census found that 83.78 percent of the state's people could read and write. In addition to taking care of basic needs, the main goal of state governments is now to improve the quality of education. The goal of the Sarva Siksha Abhiyan, which has a budget of 532 billion rupees, is to give every child in the state the chance to get a basic education, which will make their world and path to success brighter.

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