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Proceedings of the meeting held under the chairpersonship of the Hon'ble Chief Minister of Himachal Pradesh on 19-07-2023 at 12:30 PM to review the activities of Department of Digital Technologies and Governance, Himachal Pradesh

At the outset, Dr. Abhishek Jain, Secretary (DDTG) to the Government of Himachal Pradesh welcomed all the participants present in the meeting. The list of participants is enclosed at Annexure 'A'. The Secretary (DDTG) to the Government of Himachal Pradesh gave presentation on the projects being undertaken by Department of Digital Technologies and Governance. Gist of the meeting held and decisions taken during the meeting are as follows:

1. eOffice

The Hon'ble Chief Minister during his review meeting has given emphasis on enhancing digitization in the functioning of government departments and to bring about digital transformations of governance in Himachal Pradesh. Accordingly, following instructions are being issued as directed by the Hon'ble Chief Minister:-

- I. Every departments and government office in Himachal Pradesh will go in for maximum digitization and activities should be done digitally to improve governance, enhance transparency and quick decision-making.
- II. All departments, secretariat branches, directorate, field officers (from district to down below level) shall work on E-office for online movement.
- III. All government officers should use e-mail for official correspondence between government department rather than physical dak. However, common public can continue correspondence in any mode including physical mode.
- IV. The database in government departments/officers regarding employees, capital works, work orders and other record keeping should be done in a digital format.
- V. Such other necessary steps for enhancing digitization and digital transformations of the working of the government department, so as to enhance transparency, accountability and better citizen services.

Please ensure compliance of all the above instructions positively.

These issues with the approval of the Hon'ble CM.

(Action by: All Administrative Secretaries, HODs, DCs/SPs and DDTG)

2. Drones

The chairperson was apprised that Drone Conclave was organized successfully on 4th – 5th July, 2023 in Palampur. The Secretary IT further shared action plan for maximizing

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the use of Drones in Government as well as to invite Drone Companies to setup their base in Himachal. The chairperson directed to bring the revised Drone Policy and Drone Rules in the next cabinet for approval. It was decided that Drone Policy should include types of Drones and their payload carrying capacity as approved by Government of India. The chairperson directed the Department of Digital Technologies and Governance to purchase Drone for conducting trails, demonstration and training purposes. Demo of 60kg drone be also taken for apple lifting. The Chairperson suggested that a system for registration of purchased Drones in the State may also be explored. The Secretary IT apprised that matter related to Drone and its operational aspect are being looked after by the Ministry of Civil Aviation at Government of India level. Therefore, State Tourism and Civil Aviation Department should act as nodal department for Drone sector. It was decided that matter may be further be explored and put up on file.

(Action by: DDTG)

3. E-governance in other Departments

The Chairperson further directed the Department of Digital Technologies and Governance to also review the E-Vidhanproject and its Operation & Maintenance cost which seems to be very high since it works only two times in a year.

(Action by: DDTG)

4. Strengthening of IT Department

The Secretary IT brought to notice of the Chairperson that Department has only 9 regular technical officers and since various IT, e-Governance and Telecom initiatives are being taken up by the department, it is essential to strengthen the department. Moreover, monitoring the IT related activities of various departments would necessarily require additional technical manpower. Beside this, the annual budget of the department may also be required to be increased to implement new initiatives. The Chairperson directed to submit proposal to hire manpower proposal on outsource basis in the department. The Chairperson further directed to keep more manpower at Assistant Programmer & Programmer level and seek additional funds for various projects and their implementation.

(Action by: DDTG)

5. Digitization in IGMC

During the meeting, the Chairperson directed to fully digitalize the functioning of hospitals with primary focus on Indira Gandhi Medical College & Hospital and

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Dr.Rajendra Prasad Govt. Medical College & Hospital. This includes making the entire hospital process online and complete health record of patients to be digitised, including hospital reports, test reports, and discharge information. The Chairperson directed that IGMC to be digitized completely by CDAC. Apart from this, NHM activities should be digitized. Health Department to schedule meeting on 22-07-2023 in this regard. The Chairperson also asked the Secretary (RD&PR) to look into the automation process of IGMC Shimla.

(Action by: Department of Health and Family Welfare and DDTG)

6. Himachal Online Seva and LMK

The Director IT informed that as on date, 5908 Lok Mitra Kendras (LMKs) are actively providing G2C and G2B services at the grassroots level in the State. The Chairperson emphasized that there is need to strengthen Lok Mitra Kendras (LMKs) in the State and all G2C services of different departments need to be provided through LMKs. The Chairperson further asked to introduce QR code on LMK website so that citizens can pay online for the services availed through LMKs.

The Chairperson also directed Land Records Departments to start distribution of Tatimathrough LMKs and online registration of land deeds including mutation should be completed in one day. The Chairperson further directed that addition of new services such as Registration for seeking Employment (Labour), Registration of Nurses (Nursing Council) and other such citizen centric services should be provided online through LMKs. Further, the Himachal Online Seva portal should be equipped with QR Code payment facilities to enable citizens to make payments conveniently. It was further decided that use of AI in Governance should be promoted, especially in Himachal Online Seva portal, Mukhya Mantri Seva Sankalp, Education sector, for improving the effectiveness of online public services.

(Action by: DLR, DME, Labour and Employment Department, DDTG)

- 7. ATR on CM REFNIC:** It was discussed that there is a need to include a provision for taking the Action Taken Report (ATR) online from the field in the CM REFNIC application. The DDTG Department will coordinate with NIC to implement this feature in CM REFNIC.

(Action by: NIC and DDTG)

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- 8. Automation of Education Department:** The Chairperson directed the Secretary (Education) to the Government of Himachal Pradesh that Education Department should be full digitalized by the end of August, 2023 (including employees database; student database; school asset etc). GIS mapping project be piloted in Shimla district (including GI tagging of schools and hospitals, PHCs, CHCs) and the same may be completed by 20th September, 2023.

(Action by: Education and sHealth Department)

9. HIM Parivar

The Secretary (DDTG) apprised that HimParivar project, including Citizen interface, Admin interface, and Schemes page, has been successfully developed and integration of the same with other departmental databases is in progress (i.e., eParivar, MMAY portal of Panchayati Raj, PDS portal of Food Department, eKalyan portal of ESOMA Department, HIMCARE, SAHARA portals of Health Department, PMIS database of State Government Employees). As on date, 28 Lakh records of the individuals have been matched with the eKYC data of Food Department. The Chairperson directed to:

- a. Prepare a plan for the distribution of one-time physical HimParivar ID cards to each family in the State instead of digital cards.

(Action by: DDTG)

- b. Finalize the working model in consultation with FCS&CA department for replacing the existing Ration Cards with the proposed HimParivar Card. Migrant population may have different ration card.

(Action by: FCS and DDTG)

- c. Panchayati Raj Department to conduct drive for data updation of citizens in the eParivar portal across all Panchayats within one month.

(Action by: Department of Panchayati Raj)

- d. The Chairperson further directed ESOMA Department to develop online module for accepting new applications from citizens in the eKalyan portal. HPSEBL to link Aadhaar in the consumer database (pilot to be done in Chamba district to issue new connections as well as all bills using Aadhaar). Jal Shakti Department to provide consumer data along with Aadhaar to the Department of Digital Technologies and Governance.

(Action by: ESOMA, HPSEBL, Jal Shakti)

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10. HIM Parivar Data integration

It was discussed that ESOMSA department may develop an online module for registering new pensioners in eKalyan application and integrate the same with HimParivar. Further, it was informed that sample consumer data of HPSEBL and Jal Shakti was taken for integration with HimParivar. However, there was no unique identifier to match the data effectively. The Secretary (Jal Shakti) informed that they will provide the data of JJM consumers with unique identifier for matching with Him Parivar.

The Chairperson directed ESOMA Department to develop online module for accepting new applications from citizens in the eKalyan portal. HPSEBL to link Aadhaar in the electricity consumers database (pilot to be done in Chamba district in campaign mode and mapped data to be provided to the Department of Digital Technologies and Governance for integration with HimParivar).

It was also directed that all Departments, Boards and Corporations may also carry out mapping of their employees with HimParivar through the eSalary and PMIS API developed by Personnel Department and the Department of Digital Technologies and Governance.

(Action by: ESOMA, HPSEBL and Jal Shakti

Vibhag, All Departments/ Boards/ Corporations)

11. GIS mapping

It was discussed to start the process of GIS mapping of schools, hospitals, PHCs, and CHCs in the Shimla district, and geo-tag their locations on a digital map. The services of Department of Env., Science Technology & Climate Change may be taken in this process. The activity may be completed by 20th September, 2023.

(Action by: Department of Env., Science Technology and DDTG)

12. MMSS Helpline @1100

The Secretary (DDTG) apprised that the satisfaction closure percentage of complaints under MMSS Helpline has reached 70%. However, there is pendency at different level of escalation and around 1,600 complaints are pending for more than 100 days.

The Chairperson directed that MMSS Helpline Call Centre shall serve as the centralized call center for all public services. Even Emergency calls should be taken in the MMSS and three shift operations be initiated.

The Chairperson further directed that all the departments should ensure closure of all the pending complaints and review should be scheduled soon with all Departments.

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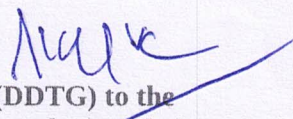
AI should be utilised to identify the nature of calls in MMSS Helpline. The analyses of complaints shall be done by 30th September 2023.

(Action by: All Departments and DDTG)

13. 4G Saturation Project

It was informed that an amount of Rs 50 crore has been transferred to BSNL and they have commenced the process of laying cables. Further, approvals for 270 out of 378 Forest land and 37 out of 41 Government land have been granted to BSNL under 4G saturation project. In the recent meeting held with GoI, the DoT has also appreciated the efforts made by the State Government.

Meeting ended with vote of thanks to the Chair.


Secretary (DDTG) to the
Government of Himachal Pradesh