



## **DEPARTMENT OF INFORMATION TECHNOLOGY**

### **GOVERNMENT OF HIMACHAL PRADESH**

Annual Administrative Reports for FY 2022-23

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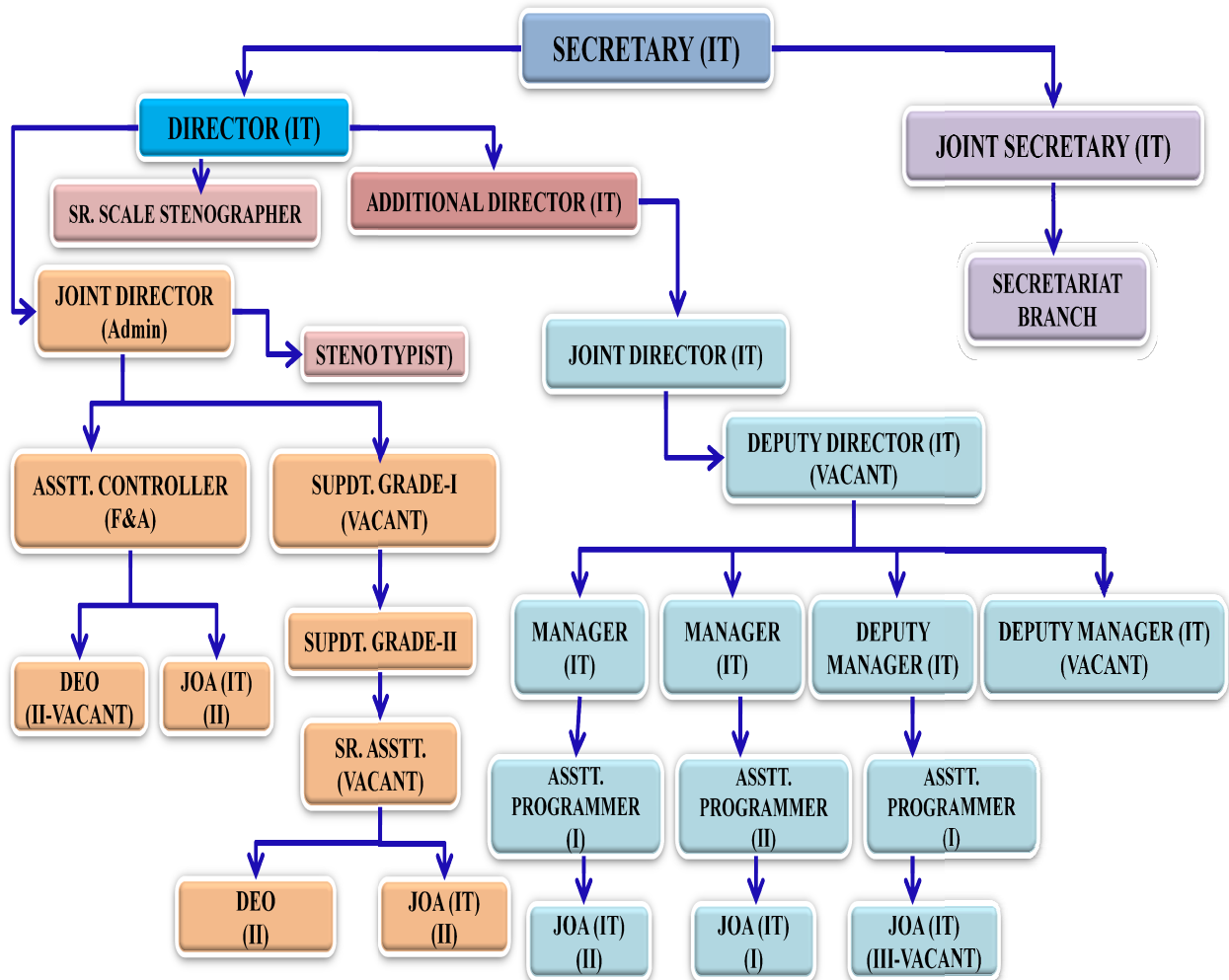
## 1

**CREATION OF DEPARTMENT OF INFORMATION TECHNOLOGY IN HIMACHAL PRADESH**

The Department of Information Technology (DIT) was created in the year 1999 vide HP Govt. Notification No. GAD (CC)-5-2/71 dated 18th November, 1999 and was merged in Department of Industries in the year 2002. Information Technology Department was delinked from Industries Department & merged in Science & Technology Department including Bio-Technology in the year 2004. The subjects of Biotechnology and Science & Technology were delinked from Information Technology on **13th April 2007** and an independent **Information Technology Department** came into existence. At present, Principal Secretary (IT) to Govt. of Himachal Pradesh is the Administrative Secretary of the Department and Director (IT) is the Head of the Department level.

## 2

## DEPARTMENTAL STRUCTURE



## 3

## RESOURCE ALLOCATION AT DIT

S. No.	Designation of the Post	No. of Posts Sanctioned	No. of Posts Filled	Number of Posts Vacant
1.	Director, IAS	1	1	-
2.	Additional/ Joint Director (HPAS)	1	1	-
3.	Additional Director (IT)	1	1	-
4.	Joint Director/ Deputy Director (IT)	2	1	1
5.	Manager (IT)	2	2	-
6.	Deputy Manager (IT)	2	1	1
7.	AC (F&A)	1	1	-
8.	Superintendent Gr-I	1	-	1
9.	Personal Assistant	1	1	-
10.	Superintendent Gr-II	1	1	-
11.	Senior Scale Stenographer	1	1	-
12.	Senior Assistant	1	-	1
13.	Assistant Programmer	4	4	-
14.	Steno Typist	1	1	-
15.	Data Entry Operator	4	2	2
16.	Jr. Office Assistant (IT)	10	7	3
17.	Driver	2	2	-
18.	Peons	4	-	4
19.	Peon-cum-Sweeper	1	-	1
	<b>Total</b>	<b>41</b>	<b>27</b>	<b>14</b>

## Staff in SITEG

Sr. No.	Designation of the Post	Number of Posts Filled
1.	Clerk/ JOA (IT)	2
2.	Class-IV, Peon/Chowkidar/Sweeper	4
	<b>Total</b>	<b>6</b>

**4****DEPARTMENTAL FUNCTIONS**

As per the allocation of Business Rules for the Department, following functions are being carried out:

1. Formulation and Implementation of the Information Technology Policy in the state.
2. Introduction of automation and cybernation control systems so as to ensure faster information processing within Government, including projects and activities relating to e-Governance.
3. Promotion of investment in Information Technology Sector (hardware, software and services-particularly ITES and BPO) and related activities and creation and upgradation of Information Technology infrastructure in the State.
4. Assistance in development and implantation of software packages for monitoring of key parameters and computerization of thrust areas in different departments and semi-Government organizations.
5. Creation of Government-Public Interface through unified service delivery channel by using Information Technology and Information Technology enabled infrastructure and also to launch awareness campaigns on the advantages of the use of Information Technology and related technologies in enhancing the standard of living and improving quality of life.
6. Standardization of hardware/software platforms for the departments/organization and to ensure dynamic monitoring of their prices and minimization of wasteful expenditure.
7. Administrative control of Himachal Pradesh State Electronics Development Corporation.
8. Formulation of strategy for a State wide Internet.
9. Development of Information Technology related communication infrastructure.
10. Assistance to the departments/semi government organizations in creating and updating websites.
11. Promotion of Information Technology Education and training in educational institutions and government departments/semi-government organizations and facilitation of development/dissemination of educational software and promoting programs in Information Technology enabled education.

12. Organization of various promotional activities like national/international conferences/seminars and participation in the same.
13. Follow up of Information Technology related projects/schemes posed to government of India and its agencies and also other players in this field in India as well as abroad.
14. Facilitating establishment of Venture Capital Fund by financial institutions for growth of Information Technology industry in the state.
15. Maintenance of database for all Information Technology related material and human resources available in the state.
16. Identification of laws and rules which need to be modified or enacted to enable legal validation for transaction and also to develop specific Cyber-Coding for ensuring and maintaining secrecy and also to act as nodal agency/authority on behalf of the State Government for matters relating to Information Technology Act and similar other central and state legislations.
17. Establishment of Software Technology Park/IT Park Habitats various e-Governance Project. Formulation of IT Projects, Formulations and implementation of IT Policy in the States & Rules/Acts, NeGP (Capacity Building) i-COSC and Community Service Centres. Implementation of special projects (like Telemedicine, HMIS, Administrative Tribunal, HP Sectt., MC, Treasuries, Local Bodies). Technical advice to various departments etc.

## 5

## BUDGET

**SOE-Wise reconciled figures of actual expenditure of Department of Information Technology during the Financial Year 2022-23****Demand No. 18**

2851	Village & Small Industries
00	
102	Village Small Industries
19	Information Technology and e-Governance

Sr. No.	Major Head/Minor Head/ Sub Head	Actual Budget under Plan (In Rs)	Actual Expenditure As on 31-03-23 (In Rs)
1.	01-Salary	2,50,00,000/-	2,10,95,819/-
2.	02-Wages	2,00,000/-	1,35,724/-
3.	03-Travelling Expenses	3,00,000/-	1,29,197/-
4.	05-Office Expenses	1,40,00,000/-	97,90,949/-
5.	06-Medical Reimbursement	5,00,000/-	1,70,581/-
6.	07-Rent, Rates & Taxes	2,00,000/-	1,62,318/-
7.	09-Advertisement & Publicity	15,00,000/-	14,99,833/-
8.	10-Hospitality & Entertainment	3,00,000/-	13,881/-
9.	15- Training	5,00,000/-	Nil
10.	30-Motor Vehicle	15,00,000/-	10,23,053/-
11.	31-Machinery & Equipment	12,80,00,000/-	8,70,17,714/-
	<b>Total</b>	<b>17,20,00,000/-</b>	<b>12,10,29,069/-</b>



**Demand No. 18**

2851	Village & Small Industries
00	
102	Village Small Industries
15	Establishment of Software Technology Park (RIFD)

Sr. No.	SOE	Budget under Plan (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	01-Salary	1,000	0
2.	05-Office Expenses	1,000/-	0
3.	06-Medical Reimbursement	1,000/-	0
4.	15- Training	1,000/-	0
	Total	4,000/-	0

**Demand No. 32**

2851	Village & Small Industries
00	
789	Special Component Plan for Scheduled Castes
37	Information Technology and E-Governance

Sr. No.	SOE	Budget under Plan (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	65- Remuneration to Outsource Employees	5,50,00,000/-	4,90,08,019/-
	Total	5,50,00,000/-	4,90,08,019/-

**Demand No. 32**

2851	Village & Small Industries
00	
789	Special Component Plan for Scheduled Castes
27	HIMSWAN

Sr. No.	SOE	Budget under Plan (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	20-Other Charges	1,30,00,000/-	77,20,571/-
	Total	1,30,00,000/-	77,20,571/-

**Demand No. 31**

2851	Village & Small Industries
00	
796	Tribal Area Sub Plan
22	HIMSWAN

Sr. No.	SOE	Budget under Plan (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	20-Other Charges	3,00,00,000/-	2,89,98,000/-
	Total	3,00,00,000/-	2,89,98,000/-

**DEMAND No. 19**

2235	Social Security And Welfare
60	<b>Other Social Security And Welfare</b>
800	Other Expenditures
93	Pension of IT Department

Sr. No.	SOE	Budget under Plan (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	06-Medical Reimbursement	63,000/-	62,058/-

## 6

## ACHIEVEMENTS

Various awards received by the State:

- **Year 2004** : Official Website of Himachal Government – Silver Icon Award (>80 sites with exhaustive G2C Interface) and Lokmitra (Bronze Icon, DQ Hot Project)
- **Year 2005** : Silver Icon Award REFNIC with LAN of 600 nodes and Gold Icon Award for e-Vikas
- **Year 2006** : Gold Icon Awards for HIMRIS and e-Pension (top honours in 2 categories out of 8)
- **Year 2006** :Himbhoomi : Stockholm Challenge Finalist
- **Year 2007** : Double Entry accounting System
- **Year 2007** : HRTC online Ticket Booking was selected as Finalist in Microsoft e-Governance awards
- **Year 2008**: Received 1st prize at ELITEX 2008 held at New Delhi, from January 17-18, 2008
- Department of Information Technology has received India-Tech Excellence Award for being one of the most progressive States in the field of Application of IT in State Administration on 8<sup>th</sup> November, 2008.
- Himachal Pradesh has been ranked second after Tamil Nadu in an independent survey conducted by Dataquest-IDC for using IT in delivering Government to Citizen Services during the year 2008.
- **Year 2009** : National e-Governance award for e-Gazette and Himachal Pradesh Police web portal
- **Year 2010**: WebRatna Awards for citizens centric service delivery, comprehensive web presence for the national portal.
- **Year 2013**: Silver award for “Dataquest-CMR e-Readiness Awards 2013- Small States”
- **Platinum Award Winner** for “Highest SSDG Implementation”
- **Year 2015**:Gold category award in Smart e-Governance and **SKOCH** order of merit award for “e-District Project”
- **Year 2016**: Gold category award in Smart e-Governance and **SKOCH** order of merit award for “e-District Project”
- **Year 2019**: Conferred पर्यावरणउत्कृष्टतापुरस्कार for e-Office.
- **Year 2020**: HP State Civil Service Award for “Mukhya Mantri Seva Sankalp Helpline @ 1100”
- **Year 2022**: **CSI-SIG e-Governance Awards** for progressive State in Digital Innovations.

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**HIMACHAL PRADESH SOCIETY FOR PROMOTION OF IT & E-GOVERNANCE (SITEG)**

The Projects funded by Government of India required creation of an implementing agency within the structure of the department and in compliance the HP Society for Promotion of IT and e-Governance (SITEG) has been created under the Chairpersonship of the Hon'ble CM. The Society has been designated as the implementing agency on behalf of the department. Society for Promotion of IT and E-Governance (SITEG) has been registered under the Act XXI of 1860 for the promotion of IT and e-Governance based activities by Department of Information Technology, Government of Himachal Pradesh

**SITEG STRUCTURE****General House:**

1.	Hon'ble Chief Minister, Himachal Pradesh	Chairman
2.	Chief Secretary to H.P Govt.	Vice- Chairman
3.	Additional Chief Secretary (Finance), H.P. Govt.	Member
4.	Secretary (IT), Govt. of India (GoI)	Member
5.	Secretary (Science & Technology), GoI or his representative	Member
6.	Director General, NIC	Member
7.	Director General, STPI	Member
8.	President, NASSCOM	Member
9.	Secretary Finance and Planning, H.P. Govt.	Member
10.	CEO, National Institute of Smart Governance	Member
11.	FC-cum-Secretary (Revenue) H.P. Govt.	Member
12.	Secretary Home, H.P. Govt.	Member
13.	Secretary Industries, H.P. Govt.	Member
14.	Secretary Education, H.P. Govt.	Member
15.	Secretary Agriculture	Member
16.	Secretary Health, H.P. Govt.	Member
17.	Secretary Excise and Taxation, H.P. Govt.	Member
18.	Secretary PWD, H.P. Govt.	Member
19.	Secretary IPH, H.P. Govt.	Member
20.	Secretary Tourism, HP Govt.	Member
21.	Secretary Transport, H.P. Govt.	Member
22.	Secretary Welfare, H.P. Govt.	Member
23.	Secretary Labour & Employment, H.P. Govt.	Member
24.	Secretary (IT, BT & ST), H.P. Govt.	Member- Secretary
25.	Secretary (Rural Development), H.P. Govt.	Member

26.	Secretary MPP& Power, H.P. Govt.	Member
27.	Chairman, HPSEB	Member
28.	Vice Chancellor, H.P. University, Shimla	Member
29.	Vice Chancellor, JUIT, Waknaghat, Shimla	Member
30.	Director, Information Technology, Shimla	Member
31.	Director, NIT, Hamirpur	Member
32.	Director, UIIT, HPU	Member
33.	Coordinator, Bio-informatics, HPU	Member
34.	IT Industrialist -1	Member
35.	IT Industrialist -2	Member
36.	IT Industrialist -3	Member
37.	IT Industrialist -4	Member

**Executive Committee:**

1.	Secretary IT, HP Govt.	Chairman
2.	Director IT, HP Govt.	Member Secretary
3.	Secretary (Finance), HP or his representative	Member
4.	Director-DIT Govt. of India dealing with HP Govt.	Member
5.	2 HODs to be nominated by the Chairman in rotation every year depending on thrust area	Members
6.	One Divisional Commissioner and 2 Deputy Commissioners to be nominated by the Chairman in rotation every year	Members
7.	Managing Director, HPSEDC	Member
8.	One eminent IT Expert to be nominated by the Chairman	Member
9.	Joint Director/ Deputy Director DIT-HP Govt.	Member
10.	Manager, DIT-HP Govt.	Member

## 8

**STATUS OF PROJECTS UNDERTAKEN BY DEPARTMENT OF INFORMATION TECHNOLOGY**

Several digital initiatives have been rolled out by Department of Information Technology Departments. Some of the major initiatives are as follows:

**1. Digital Technologies****1.1 Drone**

Unmanned Aircraft Systems (UAS), commonly known as Drones, offer tremendous benefits to almost all sectors of the economy like – medicine delivery, agriculture, mining, infrastructure, surveillance, emergency response, transportation, geo-spatial mapping, defense, and law enforcement etc. Drones can be significant creators of employment and economic growth due to their reach, versatility, and ease of use, especially in India's remote and inaccessible areas. India has the potential to be a global drone hub by 2030.

The State IT Department has initiated the process for the introduction of Drone usage in Government as well as private sector and to promote use of Drones in Himachal. Further, start working on GARUD(Governance And Reforms Using Drones) project. **GARUD** will have a **quad-strategy** with following components:

- 1) **Drone-enabled Governance:** Aimed at exploring and increasing use of drones in governance and functioning of various departments – use in Health, Pollution Monitoring, Apple Transportation etc. explored
- 2) **Drone Mahotsav and Melas:** Aimed at generating awareness and creating enthusiasm for use of drones by departments and in private sector – Drone Mela organized at Dharamshala and Mandi
- 3) **Enabling Policy for promoting Drones:** Aimed at promoting the establishment and participation of private sector in drones and drone enabled technologies – HP Drone Policy-2022 Notified
- 4) **Drone Flying Training Schools:** Aimed at creating a network of Flying Training Schools, to make Himachal the leading State in exploiting the job opportunities expected in the sector

**Drone Mahotsav and Mela**

- First Drone Mela was organized in Dharamshala on 14<sup>th</sup> December, 2021 to exploring possibilities of use of Drone in various sectors including government sector
- Creating awareness amongst students, youth, farmers and other stakeholders
- Synergy between Industry-Educational Institutions-Stakeholders to accelerate drone usage

#### **Drone Flying Training Schools/ Courses**

- First Drone Flying Training School (**DFTS**) opened in ITI Shahpur, Distt. Kangra in collaboration with IGRUA on 13<sup>th</sup> March, 2022
- Drone Flying Training of 189 **State Government** Officers from Revenue, Forest, PCB, Technical Education Department and students has been completed.
- Drone Technician course started in **7 Govt. ITIs** at Mandi, Sirmaur, Shimla, Kangra, Solan (2 ITI) & Kullu under Himachal Pradesh Skills Development Project

#### **Enabling Policy for promoting Drones**

- Notified Himachal Pradesh Drone Policy, 2022 on 13 June, 2022.
- Policy focuses upon the creation of Drone and Drone-enabled technology ecosystem, industries, creation of licensed manpower pool through establishment of Drone Flying Training Schools and skill development through various Drone related courses.
- Drone Flying related courses in schools are being finalized by Government of India under National Education Policy, 2020 (NEP) and National Skill Qualification Framework (NSQF).
- 6 Universities of Himachal Pradesh, 50 Degree Colleges and Technical Education Department entered into MoU with Indira Gandhi Rashtriya Uran Akademi (IGRUA) for running Drone Flying Training
- Draft Drone Rules “Rules regarding granting of incentives, concessions, and facilities for investment promotion in Drone sector in Himachal Pradesh-2022” and procedure for claiming incentives under Drone Policy is under process.

#### **Drone POCs**



DIT in collaboration with the Drone companies has conducted following Proof of Concepts (PoCs) in the State:



- Kangra (Delivery of medicines from Dharamshala to Tanda Medical College with 3Kg payload and 10 km aerial distance)
- Chamba (Delivery of medicines in 6 PHCs/ CHCs using 22 number of flights; total 170 Km aerial distance in 3 days)
- Kullu (A trail/PoC was conducted on 5th February 2022 in Tirthan valley, Kullu, Himachal Pradesh for the delivery of medicines between Primary Health Center, Gushaini to Sub Center, Mangalore. The Drone covered an aerial distance of 15km in less than 9 minutes delivered 2Kg of medicines, whereas road transport takes more than one hour)
- Mandi (Sustained trials of medicines delivery using Drone in Mandi for checking viability over conventional options in different blocks.)
- Shimla (A successful trial of Drone Spraying on apple orchard on 6 August 2022 at PCDO Annu Jubbal, Shimla. Area covered 2 bighas in the duration of 3 minutes.)
- Kinnaur (Total 100 Kg of Payload of apple was delivered in 3 days trials in Kinnaur. 5 Kg per flight and daily 6 to 8 flights were done)



- Kangra (A successful drone POC/trial in collaboration with DRDA Kangra was conducted for spraying herbicide on 3rd of June 2022 by 8 flights over Raja kaTalab in development block Dharamshala, Kangra. The project was conducted for herbicide spraying over whole area of Raja kaTalab which covers an area of 4 acres. The project was completed on 6th of June 2022 by conducting 20 flights for spraying herbicides from sunrise to sunset)

## **2. Digital Infrastructure and Data Governance**

### **2.1. Himachal Pradesh State Data Centre**

Himachal Pradesh State Data Centre (SDC) is one of the core infrastructure components to consolidate services, applications and infrastructure to provide efficient electronic delivery of Government to Government (G2G), Government to Citizens (G2C) and Government to Business (G2B) services. This is a common Data Centre for all State Government Departments through which Departments can fulfil their IT infrastructure requirements.

HP State Data Centre was setup on 29th May 2016 with state-of-the-art infrastructure and there are following benefits of the HP SDC:

- High Availability – Servers, Storage, Network and applications
- Hosting is available on VPS/ Co location/ sharing hosting model.
- Data Security through Firewalls, Intrusion Prevention System (IPS) and Antivirus
- Physical Security – Multiple layers of security along with surveillance mechanism.
- Central Repository for Departmental Applications/Data
- 24×7 monitoring of servers, Vendor support, for faster resolution
- Technical Support from SDC support team
- Data convergence and can be utilized as Disaster Recovery (DR) site.
- Dedicate Third Party Auditor for Security Audit/ Assessment and SLA monitoring.

Services of HP State Data Centre is being extensively used by various Government Departments/ Boards/ Corporations. The current utilization status is as follows:

- Total 182 applications/ websites of 65 Departments/ organizations are presently hosted in HPSDC Cloud after successful security audit closure.
- HP SDC's Disaster Recovery (DR) site is setup at Delhi.
- 27 applications are hosted in staging environment of HPSDC, which are undergoing security audits.
- HPSDC is ISO 20000:2011 and ISO 27001:2013 certified data centre.
- Hardware of Excise Functions, VAT, HPD Project, e-District, CCTNS, NeGPA projects and corporations such HPPCL has also co-located their infrastructure in HP State Data Centre.

During FY 2022-23, 24 new applications/ websites of various departments are hosted in HP SDC. The present capacity of HPSDC is fully utilized, HPSDC will be enhanced in this FY 2023-24 to meet the growing needs of digitization of various government departments in the State for the next 5 years.

## **2.2. HIMSWAN (Himachal State Wide Area Network)**

Under National e-Governance Plan (NeGP), Department of Information Technology, Himachal Pradesh (DIT-HP) created secure network called HIMSWAN (Himachal State Wide Area Network). The HIMSWAN provides secured network connectivity to all the State Government Departments till block level and provide various efficient electronic delivery of G2G (Government to Government), G2C (Government to Citizens) and G2B (Government to Business) services. HIMSWAN was set-up on 5th February, 2008.

HIMSWAN project is presently on single-tier architecture with technologies like MPLS (Multiprotocol Label Switching)/ MLLN (Managed Leased Line Network)/ VPNoBB (Virtual Private Network over Broadband)/ Private APN Service. Considering the growing demand for bandwidth due to video conferencing used in offices, HIMSWAN is being revamped to provide high speed connectivity using state-of-art technologies with stringent SLA's Network downtime, voice data and video services.

HIMSWAN has played a pivotal role during COVID-19 pandemic. All Government meetings with field functionaries were held virtually using HIMSWAN.

The State Government Departments have also recognized the need of Working from Home using e-Office to counter COVID19 like pandemic situation and keep office running. The

same is achieved by providing HIMSWAN connectivity through Airtel Dongle by configuring Private APN services.

#### **Present Status of HIMSWAN:**

- 2429 Government Offices across the State are connected through HIMSWAN network.
- 120 Dongles have been provided to Government Offices to access HIMSWAN from anywhere.
- M/s Orange Business Services is appointed as HIMSWAN Operator for a period of 5 years to Operate & Maintain HIMSWAN and M/s E&Y is appointed as HIMSWAN Third Party Auditor (TPA) for monitoring the Service Levels of HIMSWAN Operator.

HIMSWAN Bandwidth Providers are M/s BSNL and M/s Bharti Airtel Ltd.

### **2.3. BharatNet**

In Himachal Pradesh, there are total **3615** Gram Panchayats (GPs) which are to be covered under BharatNet and as of now, only **410** GPs have been covered (**252** through OFC and **158** through VSAT).

### **2.4. RoW Policy**

Based on Indian Telegraph Right of Way Rules 2016 of Government of India, Draft Right of Way (RoW) Policy has been prepared to attract investment and to improve telecom infrastructure in the State. The policy would provide a transparent and efficient regulatory framework for laying of underground and over ground telecom infrastructure in the State for providing improved telecom services through wireless and optical fibre network. The policy will be notified soon after cabinet approval.

### **2.5. 4G Saturation Project**

The Union Cabinet on 27-07-2022 has approved a project for saturation of 4G mobile services in about 25,000 villages (Unconnected / Partially Connected) in the country, where this service is not available through any telecom service provider, and work of the same has been awarded to BSNL. The Project will be executed by BSNL and will be funded by the Department of Telecommunications (DoT) through Universal Services Obligation Fund (USOF). This is a time bound exercise with overall timeline for completion of Project is 500

days. In Himachal Pradesh, tentative number of villages to be taken up under 4G Saturation project are 2267 (which are still unconnected or have only 2G connectivity). BSNL has been selected as implementing agency to execute the project after signing the agreement an amount of Rs. 50 Crore has been released to BSNL accordingly.

## **2.6. LokMitra Kendra (LMK)**

E-governance is the application of Information-Technology in the processes of Government functioning to ensure the highest standard of services to the citizens by providing instant access to selected Government information, and interfaces for communicating with the various government functionaries, wherever and whenever they need it. The Government of Himachal Pradesh is committed to provide the general public, especially living in distant rural areas of the State, with the benefits of using Information Technology (IT) in Governance at their doorstep.

Since the State has improved its potential of Internet facility and has proved its potential as a powerful and effective means of disseminating information, it is here that the importance of having good government web-enabled interfaces comes into light. The Web-enabled Government-Citizen Interface, named Lok Mitra Kendra is one such step of the Himachal Pradesh State Government in that direction.

The objective of the Lok Mitra Kendras is to provide e-services in the locality of citizens, by creating the physical service delivery infrastructure for accessing various e-services. LMK is envisaged to be a change instrument that would provide a structured platform for socially-inclusive community participation for development.

The State Government has issued new LokMitra Kendra (LMK) policy on 28-07-2020, which will help in providing online services to citizens and provide self-employment to the local youth at the Panchayat level. Currently, 68 services of Himachal Online Seva portal are made available through LokMitra Kendra's (LMKs). There are 5000 LMKs in the State who are active and providing different citizen centric services to the citizens.

Transactions through LMKs in FY 2022-23:

S. No.	Services	Transactions
1	e-District Services	10,88,839
2	Electricity Service	5,00,331

3	Jamabandi Service	27,05,408
<b>TOTAL</b>		<b>42,94,578</b>

## 2.7. Aadhaar Project

The Aadhaar project is a pioneering initiative introduced by the Government of India to establish a unique identification system for residents of the country. It aims to provide a secure, inclusive, and efficient platform for identity verification and service delivery. The project is implemented by the Unique Identification Authority of India (UIDAI), which assigns a 12-digit Aadhaar number to each resident based on their biometric and demographic information. The primary objective of the Aadhaar project is to provide individuals with a universal and portable identity that can be used across various sectors and services. By linking Aadhaar to different activities such as opening bank accounts, obtaining mobile connections, accessing government benefits, and participating in financial transactions, individuals can streamline their interactions and reduce paperwork.

Aadhaar collects biometric data, including fingerprints and iris scans, along with demographic information such as name, date of birth, and address. This data is securely stored in a centralized database with stringent security measures to protect individuals' privacy and ensure data integrity.

One of the significant advantages of Aadhaar is its role in facilitating direct benefit transfers (DBT). By linking Aadhaar to bank accounts, government subsidies and welfare benefits are directly transferred to eligible beneficiaries, eliminating intermediaries and minimizing leakage. This ensures that benefits reach the intended recipients efficiently and transparently. Aadhaar authentication provides a convenient and secure means of verifying identity. Individuals can authenticate themselves using biometric scans or one-time passwords (OTPs), reducing the reliance on physical documents and improving service delivery speed and efficiency.

The Aadhaar project has played a vital role in promoting financial inclusion. It has facilitated the opening of bank accounts for millions of previously unbanked individuals, enabling them to access formal financial services and participate in the digital economy. Aadhaar-linked payment systems have made digital transactions accessible and convenient, contributing to the government's vision of a less-cash economy.

There are 73,84,022 residents in the State (as per Projected Population 2020). 82,26,296 UIDs (111.41%) have been generated in the State. The Aadhaar saturation level in the State for the population above 5 years is more than 100%.

### **3. Digital Transformation for inclusive development:**

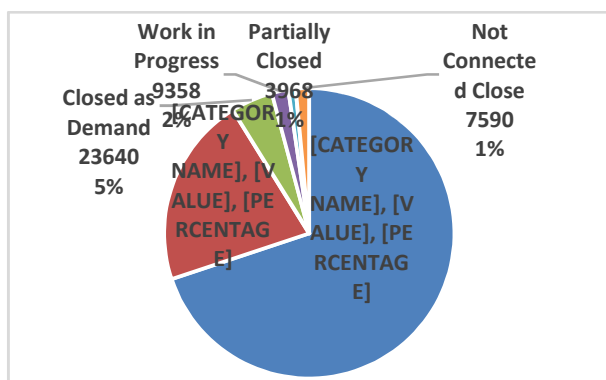
#### **3.1. Mukhya Mantri Seva Sankalp Helpline @1100**

Launched in September 2019, Mukhya Mantri Seva Sankalp Helpline is a centralized platform where any citizen of the state can register his/ her complaint on any issue through various channels i.e. Toll Free number 1100 or CM Sankalp portal and Mobile APP or through email/ paper-trail at CM Office. The Citizens can also seek information from various Government schemes and share their demands and suggestions for the Government. The aim behind the initiative is to reach people living in remote areas and bring them closure to the Government. MMSS Helpline operates from the state capital, Shimla functional on all days from 7:00 am to 10:00 pm. Around 10,000 officers from 8 departments/ Boards/ Corporations are mapped for grievance redressal in the MM Seva Sankalp Helpline 1100.

The following are the main features of this helpline: -

- Centralized grievance system for registering complaints/suggestions or obtaining information and providing feedback
- Call centre with well trained staff and toll-free number 1100 for registering complaints
- System for registering complaints received through multiple channels such as Toll-Free number 1100 or CM Sankalp portal and Mobile APP or through email/ paper-trail at CM Office.
- Bottom-Up Approach for speedy resolution.
- Citizen-Centric - Closing the complaint only after confirmation of satisfaction from the citizen.
- A third-party auditor to monitor the quality of Helpline.

Overall, since the launch of MMSS Helpline, a total of 5,03,884 complaints have been received through MMSS Helpline till 31.03.2023, out of which 98% of the



complaints (4,94,526) have been disposed of including 70 % of complaints (3,52,176) which are closed based on the satisfaction of the citizen.

A total of 1,52,400 complaints have been registered through MMSS Helpline in FY 2022-23, out of which 96% of the complaints (1,46,885) have been disposed of including 70% of complaints (1,06,942) which are resolved to the satisfaction of the concerned citizens.

Nasha Nivaran Helpline has also been launched in integration with MMSS, which will provide necessary assistance to drug afflicted patients in the State. A total of 249 cases are registered through NNH, out of which 228 cases has been closed. Forest Fire Helpline was started in integration with MMSS Helpline on 1st May, 2022 for two months. A total of 107 cases were registered till 30th June, 2022 and all the cases were closed based on the satisfaction of the citizens.

A 24x7 Women 181 Helpline also being operated through MMSS Helpline to help the women in distress. There are 795 cases registered through 181 Women Helpline, out of which 790 cases have been closed.

To provide better accessibility to citizens, WhatsApp Chatbot facility will be integrated in MMSS Helpline in the current financial year. This service would help citizens to file and track their grievances effortlessly in no time.

### **3.2. Revenue Management System (RMS)**

Revenue Management System (RMS) is comprehensive ERP software being developed by IT Department in close co-ordination with Revenue Department. In 1st Phase, Revenue Courts and Online Relief application modules of RMS application is available for use on RMS Portal.

Revenue Courts under RMS portal is an innovative Court Management System for all Revenue Courts in Himachal Pradesh. Citizens and advocates can avail all information pertaining to their cases free of cost. Such information includes case profile, case status, interim orders, final orders, cause list, etc. A total of 32,032 cases are registered online on Revenue Courts module under RMS.

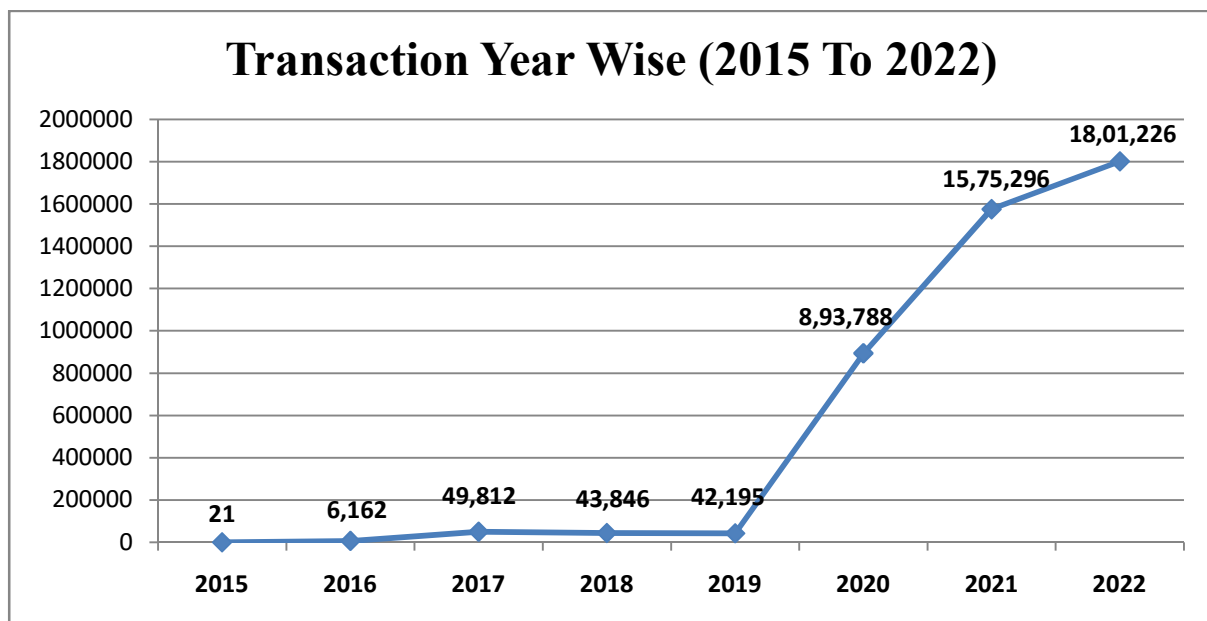
RMS-Relief module under RMS portal is a comprehensive application for managing all kinds of Relief applications as per HP Relief Manual, 2012. Citizens can apply online for all

kinds of relief applications. A total of 4,707 applications have been received online through RMS-Relief, out of which 1,536 applications have been approved.

### 3.3. Himachal Online Seva (e-District) Portal

In financial year 2022-23, the Department has added 40 new services in Himachal Online Seva portal for online delivery. Now, 136 online services (listed below) of various departments including Revenue, Women & Child Development, Panchayati Raj, Rural Development, Urban Development etc. are being provided through this portal. Before COVID19 period, there were only around 100 applications per day on the portal. However, during COVID19 lockdown period and thereafter, due to massive IEC campaign and improvement in service delivery quality through online platform, there has been a tremendous increase in number of applications being made through the portal and on an average 5000 applications are being done through this portal every day. This has led to a significant reduction in footfall in field government offices and helped in providing timely service delivery to citizen at their doorstep saving their time as well as money. Further, to facilitate the delivery of services at the panchayat level, 68 services of this portal are made available through LokMitra Kendra's (LMKs).

The yearly transactions on e-District. The sudden increase during COVID pandemic can be clearly seen in below graph.





**List of 136 Services being provided through Himachal Online Seva (e-District) Portal**

S. No.	Service Name
	<b>Modules under e-governance to Help the Citizens(MEGH): Revenue Department</b>
1	Application for Agriculturist Certificate
2	Application for Backward Area Certificate
3	Application for BonafideHimachali Certificate
4	Application for Caste (SC/ST) Certificate
5	Application for Character Certificate
6	Application for Dogra Class Certificate
7	Application for Domicile Certificate
8	Application for Freedom Fighter Certificate
9	Application for Income Certificate
10	Application for Indigent (Needy Person) Certificate
11	Application for Legal Heirs Certificate
12	Application for Minority Community Certificate
13	Application for OBC Certificate
14	Application for Rural Area Certificate
15	EWS Certificate
16	Unemployment Certificate
17	Land Holding Certificate
18	Revenue Court Cases Management
19	Copy of Nakal
	<b>Women &amp; Child Development Department</b>
20	Beti Hai Anmol Yojna
21	CM Bestowing Plan (Mukhya Mantri Kanyadaan Yojana)
22	Mother Teresa Asahay Matri Sambal Yojana
23	Widow Re-Marriage
24	Shagun Yojna
	<b>Empowerment of SC, OBC and Minority Affairs Department</b>
25	Application for Sr. Citizen ID Card
26	Application for Disability ID Card
	<b>Panchayati Raj / Rural Development Department</b>
27	Copy of Pariwar Register
28	Birth Registration & Certificate
29	Death Registration & Certificate
30	Marriage Registration & Certificate
31	Application for Registration under MGNREGA
32	Application for Work under MGNREGA
33	Application For BPL Certificate
	<b>Shimla Jal Prabandhan Nigam Limited</b>
34	Water Supply Connection

35	Water Bill Payment
36	Sewerage Connection
37	Sewerage Bill Payment
	<b>Municipal Corporation Shimla</b>
38	Property Tax Payment
39	NOC of Electricity
40	Permission of Dumping
41	Permission of Canopy
42	Online Garbage Charges Collection Application
43	Rent & Lease Collection of MCS Property
44	Online Building Planning Permission
45	Alteration Modification in Building Plan
46	Revised-Cum-Completion/Completion Plan Process
	<b>Horticulture Department</b>
47	Farmer Registration / Farmer ID Creation
48	Demand & Supply of Pesticides
49	Pollination Support in Bee Keeping
50	Application for Grant of Fruit Nursery License
51	Addition of Fruit Variety at Registered Nursery
52	Renewal of Fruit Nursery License
53	Issuance of Essentiality Certificate
54	Registration for Import of Plant Material by Importer
55	Request for Fruit Canning
56	Registration as Mushroom Grower
57	Application for subsidy under Mukhya Mantri Madhu Vikas Yojna
58	Issuance of Pesticide License
59	Addition of Insecticides In Pesticide License
60	Renewal of Pesticide License
61	Advisory on Plant Nutrition Through Leaf Analysis
62	Application for subsidy for Horticulture Inputs and Activities (MIDH & RKVY)
63	Demand & Supply of Quality Horticulture Inputs (Plants, Tools & Implements) (SCA to SCSP)
64	Demand & Supply for Mushroom Compost
65	Renewal Application for Import of Plant Material by Importer
66	Application for Subsidy under MEHAK Scheme
67	Application for Subsidy under SMAM Scheme
68	Application for subsidy under Himachal Khumb Vikas Yojna
69	Application for subsidy under Himachal PushpKranti Yojna
70	Application for subsidy under Horticulture Development scheme
71	Application for subsidy under Krishi Utpad Sarankshan Anti Hail net Yojna
72	Application for subsidy under Mukhya Mantri Green House Renovation Scheme
73	Application For Subsidy Under Pradhan Mantri Krishi Sinchai Yojana
74	Application for subsidy under Anti Hail net Scheme

	<b>Department of Labour &amp; Employment</b>
75	Application for Registration of Employing Migrant Workmen
76	Application for Motor Transport Worker Registration
77	Application for Renewal of Motor Transport Worker Registration
78	Migrant Workmen Contractor License Registration
79	Migrant Workmen Contractor License Renewal
80	Registration of Shops And Commercial Establishment
81	Renewal of Shops And Commercial Establishment
82	Registration of Establishment Employing Contract Labour
83	Application for Contract Labour License
84	Renewal of Contract Labour License
	<b>District Administration (EoDB)</b>
85	Cinematograph License & License for Screening Films
86	NOC for Setting up of petroleum, diesel & Naphtha manufacturing, storage, sale, transport
87	License for Sale of Crackers
88	Certificate of Non-Availability of Non-Forest land
89	NOC for explosives manufacturing, storage, sale and transport
90	Tourism event - Performance license
	<b>Department of Food, Civil Supply And Consumer Affairs</b>
91	Application For Verification of Weights and Measures
92	Application For Ration Card
93	Registration for Fair Price Shops
94	Renewal of License for Fair Price Shops
	<b>Himachal Pradesh Swasthya Bima Yojana Society</b>
95	Mukhya Mantri Himachal Health Care Scheme-HIMCARE
96	Mukhya Mantri Sahara Yojna
	<b>Urban Development Department</b>
97	Water Connection
98	Sewerage Connection
99	Trade License
100	Renewal of Trade License
101	NOC of Electricity
102	Permission of Canopy
103	Dumping of Malva
	<b>Electricity Department</b>
104	Electricity Bill Payment
105	Electricity New Connection
106	HPSEBL - Apply for PAC (Power Availability Certificate)
	<b>Department of Agriculture</b>
107	Chief Minister NutanPolyhouse Scheme
108	Mukhya Mantri KhetSanrakshan Yojna
109	Chief Minister Greenhouse Renovation Scheme

110	Anti-Hail Net under Krishi UtpadanSanrakshan Yojna
111	Rajya Krishi Yantrikaran Programme
112	Agriculture - Fertilizer Licence (Wholesale/Retail) Issuance of new Licence
113	Agriculture - Application for the Grant ofLicense to Manufacture Insecticides
114	Agriculture - Renewal of license for sell/storage of insecticide/pesticide & addition of principle certificate
115	Agriculture – Fertilizer Licence (Wholesale/Retail) Issuance of Renewal Licence
116	Agriculture – Fertilizer Licence (Wholesale/Retail) Issuance of Renewal Licence Addition of New product
117	Agriculture – Application to Obtain a Certificate of Manufacture of Physical/Granulated Mixture of Fertiliser
118	Agriculture – Issuance of license for sell/storage of insecticide/pesticide & addition of principle certificate
119	Agriculture – Addition of new product & Addition of Principle certificate
120	Agriculture – Addition of the product and modification for manufacturing and fertilizer
121	Agriculture - Addition of product, for the license of manufacture of Insecticides
	<b>Department of Animal Husbandry</b>
122	Maintenance of Pregnant Desi/Indigenous Cows Ration under General BPL
123	Him KukkutPalan Yojna
124	Krishak Bakri Palan Yojna
125	Maintenance of Pregnant Cow/Buffalo Ration Scheme under SCSP
126	Scheme of Provision of subsidized Rams to sheep breeders
127	Uttam PashuPuraskarYojan
	<b>Department Of Jal Shakti Vibhag</b>
128	Water New Connection
	<b>Department of Elementary Education</b>
129	Play School Registration
	<b>Department of Higher Education</b>
130	Private Schools For Grant Of Permission To Run /Establish A Private School
	<b>Directorate of Health Safety &amp; Regulation (DHSR)</b>
131	Permission letter - PC & PNDDT for New Registration
132	PC & PNDDT Form A For New License
133	PC & PNDDT Form A Renewal
	<b>Electrical Inspectorate</b>
134	Application for Approval to Energise electrical Installations (Other than transmission Lines)
135	Application for Approval to Energize Transmission Lines
	<b>Fire</b>
136	NOC for Fire Department (prior to commencement of construction activities)

### **3.4. Direct Benefit Transfer (DBT)**

Direct Benefit Transfer (DBT) is a transformative government initiative aimed at improving the efficiency, transparency, and effectiveness of subsidy and welfare benefit delivery. It involves the direct transfer of funds from the government to the bank accounts of eligible beneficiaries, bypassing intermediaries and reducing leakages.

DBT leverages information technology (IT) tools and Aadhaar, a unique identification number, to authenticate and identify beneficiaries. By linking beneficiary bank accounts with Aadhaar, the program ensures accurate and targeted delivery of benefits. This approach minimizes the risk of diversion or misuse of funds, ensuring that subsidies reach the intended recipients in a timely and transparent manner.

DBT covers a wide range of subsidies and welfare schemes, including those related to food, fuel, education, healthcare, and social welfare. It eliminates the need for physical distribution of benefits, reducing administrative costs and paperwork. The program promotes financial inclusion by encouraging beneficiaries to open bank accounts and embrace digital payment systems. One of the key advantages of DBT is the empowerment it provides to beneficiaries. By enabling them to access their entitlements directly, it increases their control over resources and reduces dependency on intermediaries. Additionally, DBT encourages transparency and accountability by maintaining digital records of disbursements, minimizing manual intervention, and errors.

DBT has significantly improved the efficiency and effectiveness of subsidy delivery systems. It has helped eliminate ghost beneficiaries, reduce delays, and ensure that subsidies are delivered to the right people at the right time. The program has also facilitated the identification of duplicate beneficiaries, leading to cost savings for the Government.

The IT Department has identified 160 (Centre-76; State-84) schemes with concerned departments during the last FY 2022-23, out of which DBT has been implemented in 48 schemes (Centre-25; State-23). Total 84 State schemes are on-boarded on the DBT portal, out of which 61 State schemes have been notified under Section 7 of Aadhaar Act, 2016 by the concerned departments. During the Financial Year- 2022-23, an amount of 2720.56 Crores has been transferred through DBT to 18.16 lakh beneficiaries under 49 schemes.

**3.5. CM Dashboard**

IT Department has developed CM Dashboard portal to monitor the progress of different State/ Centre Government Schemes of various departments. CM Dashboard project covers major departments in Phase –I, i.e., Public Works Department, Jal Shakti Vibhag, Revenue Department, Rural Development, Education Department, Health and Family Welfare Department, Women and Child Development Department, Tribal Development Department. A total of 81 Key Performance Indicators (KPIs) was finalized with all 8 Departments during initial phase of project implementation which all has been developed and working fine.

**3.6. e-Cabinet**

In order to facilitate efficient decision-making and monitoring of policies by the Government for benefit of people, a paperless e-Cabinet System is has developed by IT Department and same has been launched by Hon'ble Chief Minister on 5<sup>th</sup> Feb 2021. The entire process right from the point of moving a proposed memorandum for consideration of cabinet to the stage of convening of a cabinet meeting and recording, conveying and monitoring progress on decisions of Cabinet will be done through this application. This will not just reduce the processing time of Cabinet memorandums but will also improve the security of entire process to maintain confidentiality. Besides, this will also reduce the carbon footprint of the Government. During the Covid-19 Pandemic the use of this application was on hold which has resumed again and as on date total 26 online e-Cabinet meetings have been conducted online successfully. Total Cabinet Memorandum uploaded 1024 and placed in e-Cabinet meeting 701.

**3.7. eOffice**

The need for effectiveness and transparency in Government processes and service delivery mechanism is a long-felt one. The physical file movement of official files & documents incurs a lot of time and requires a continuous monitoring from desk to desk before the final decision is made by the senior officials. Consequently, many crucial decisions get delayed due to the slow movement of files and/or unavailability or absence of the senior officials in the office for clearing these files. Theft and missing of files is also not uncommon in most of the government offices. The immediate need in such scenario was to have a system in place where an authorized employee could locate the required documents and/or files in the shortest possible time, update and share them with other relevant users and eventually store

them with proper references. The eOffice is a step forward into an era of paperless administration in Himachal Pradesh. The beauty of going paperless is that it not only saves the environment but it also saves organizations a lot of money. It is an initiative of the Government of India to transform the traditional paper-based office environment into an efficient digital one. The eOffice system enables the government to automate its internal processes, reduce paper usage, increase transparency, and improve the overall efficiency of the government's administrative procedures. The eOffice platform provides a range of features, including document management, file tracking, task management, workflow automation, e-signature, and communication tools. It is designed to facilitate easy collaboration among government officials, eliminate the need for physical movement of files, reduce the time and cost of administrative tasks, and improve the quality of decision-making. It is a Digital Workplace Solution that replaces the existing manual handling of files and documents with an efficient electronic system. Being an electronic system, it has its inherent advantages such as data is stored digitally with audit trails for every action is being done electronically. The eOffice is being implemented in various departments of the State to enable paper-less offices and bring increase efficiency in office work. This system involves all stages, including the diarisation of inward receipts, creation of files, movement of receipts and files and finally, the archival of records. The eFiles can be easily searched and retrieved and actions on them can be taken instantly. They can also link to and reference relevant files, documents, rulings and decisions. On 5<sup>th</sup> June, 2019 eOffice project conferred **पर्यावरण उत्कृष्टता पुरस्कार**. At present, e-Office has been mapped in 88 Branches of HP Secretariat, **62 Directorates, 11 Deputy Commissioner Offices, 11 SP Offices and 51 other field offices**. The usage of e-Office in above mentioned offices is given below:

Sr. No.	Offices	e-Office mapped	Effectively using e-Office	Partially using e-Office
1.	H. P. Secretariat	88 Branches	--	7
2.	Directorates	62	20	11
3.	DC Offices	11	3	3
4.	SP Offices	11	2	3
5.	Other Field Offices	51	3	6

In addition, this being a web based application, employees can access eOffice application from anywhere anytime by using Saccess and Forti-client through any network. All



Directorates upgraded to bandwidth 100 Mbps capacity for seamless experience while using eOffice application.

#### **4. Investment and Industry Promotion:**

##### **4.1 IT Park**

In order to promote IT investments, 2 STPI Centres are being setup in the State. One STPI Centre is being setup in Shimla and the other Centre is being setup in Gaggal at Dharamshala. Construction work has been started at both locations. Apart from this, land has been provided to HPKVN at IT Park Wagnaghat, they are setting up of Centre of Excellence IT for this Department. Construction work has also been started at IT Park Wagnaghat.

#### **5. New Initiatives for next Financial Year**

- DIT is working to add more Government to Citizen services through the e-District (Himachal Online Seva) portal and increase the reach of same to citizens through LokMitraKendras. This will help in reducing the footfall in Government officers, provide services to the citizens at their doorstep, thereby saving time as well as cost for common citizen.
- At present, data of some schemes is being collected manually by various departments under DBT. It takes a lot of time to send data to headquarters. To eliminate delay in data transmission and management, DBT portal will be developed for feeding data from the field level.
- Presently, 5,000 Lok Mitra Kendras are working in the State. The number of Lok Mitra Kendras will be increased to 6,000 to provide more employment opportunities. This will result in availability of more internet based services in the rural areas.
- Starting with HP Secretariat, all Government departments including Directorates and field offices will be covered under the e-Office project in the phased manner.
- 'Mukhya Mantri Seva Sankalp Helpline' will be strengthened enabling citizens to register their complaints and to check their status. For this, Whatsapp and Chatbot facilities will be made available.
- Facility of reporting information on stray animals will also be provided through Mukhya Mantri Seva Sankalp Helpline'.
- HP State Data Centre will be upgraded.



- High speed secure internet connectivity through HIMSWAN is being extended to every Government office/ location, where the e-office shall operate. In order to maintain flawless/ uninterrupted speed of network for e-office, minimum bandwidth in all offices through HIMSWAN shall be increased to 8Mbps.
- On requirement basis, secured VPN connectivity will be provided to Government officials in order to increase productivity during work from home.
- An “Integrated Data Base Management System” integrating the data bases of various departments will be created in next four months. To have relevant data of the families on a single platform, the process of setting up a registry named “Him Parivar” has been started. Under this, one Unique ID will be provided to each beneficiary.

## 9

## DIRECTORY OF THE DEPARTMENT

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## APPELLATE AUTHORITY &amp; PIO UNDER RTI ACT

Sr. No	Name of Public Information Officer	Designation	Complete Office Address	Telephone No.	e-Mail ID	Jurisdiction /Units under his control for which he will rendering information to applicants
<b>A</b>	<b>PIO</b>					
	Sh. Anil Semwal	Joint Director (IT)	Department of Information Technology, IT Bhawan, Mehli, Shimla-171013	0177-2622502	anil.semwal@hp.gov.in	Department of Information Technology, HP State as a whole
<b>B</b>	<b>Name of Appellate Authority</b>					
	Sh. Chandan Kapoor	Joint Director (Admin)	Department of Information Technology, IT Bhawan, Mehli, Shimla-171013	177-2622502	jdadmin-dit@hp.gov.in	Department of Information Technology, HP State as a whole

\*\*\*\*\*END OF DOCUMENT\*\*\*\*\*