



**DEPARTMENT OF DIGITAL TECHNOLOGIES AND  
GOVERNANCE**

**GOVERNMENT OF HIMACHAL PRADESH**

Annual Administrative Reports for FY 2023-24

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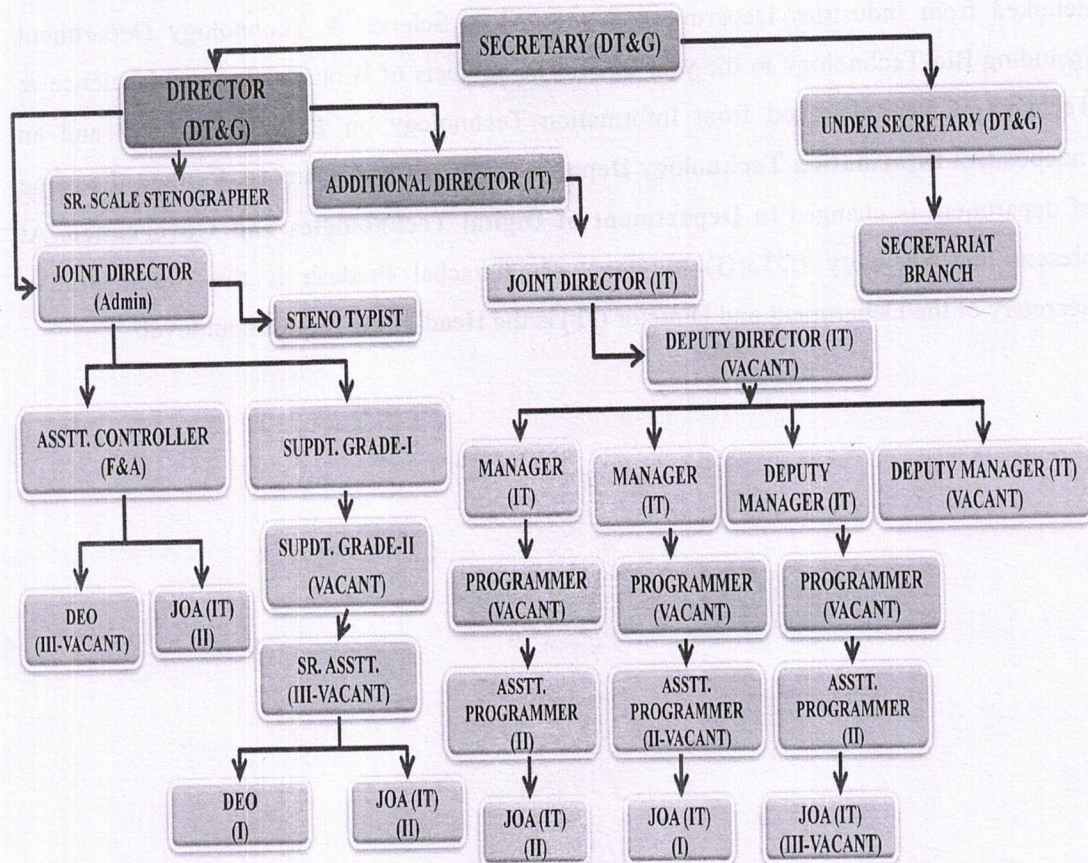
## **CREATION OF DEPARTMENT OF DIGITAL TECHNOLOGIES AND GOVERNANCE IN HIMACHAL PRADESH**

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. Further, the name of department is changed to **Department of Digital Technologies and Governance**. At present, the Secretary (DT&G) to Govt. of Himachal Pradesh is the Administrative Secretary of the Department and Director (IT) is the Head of the Department level.



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DEPARTMENTAL STRUCTURE





## 3

## RESOURCE ALLOCATION AT DDT&amp;G

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.	Assistant Controller (F&A)	1	1	-
8.	Superintendent Gr-I	1	1	-
9.	Private Secretary (Measure personal)	1	1	-
10.	Superintendent Gr-II	1	-	1
11.	Senior Scale Stenographer	1	1	-
12.	Senior Assistant	3	-	3
13.	Programmer	3	-	3
14.	Assistant Programmer	6	4	2
15.	Steno Typist	1	1	-
16.	Data Entry Operator	4	1	3
17.	Junior Office Assistant (IT)	10	7	3
18.	Driver	2	2	-
19.	Peons	4	-	4
20.	Peon-cum-Sweeper	1	-	1
	<b>Total</b>	<b>48</b>	<b>26</b>	<b>22</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. Digital Technologies:**

- i. Develop and implement policies for digital technologies, telecommunications, eGovernance, electronics, cyber-security.
- ii. Promote emerging technologies such as artificial intelligence, drones and drone-based services, machine learning, cloud computing, IoT, block chain, and big data analytics.
- iii. Act as a nodal agency/ authority on behalf of the State Government for matters relating to Central and State legislations, regulations and policies pertaining to IT&C and related fields.
- iv. Coordinate for Digital Technology related projects/schemes with Government of India and its agencies and other international and national agencies.
- v. Monitoring and Implementing e-Governance and Digital Technology Projects, Schemes and digital standards notified by the Government of India.
- vi. To act as the nodal agency for overseeing all digital initiatives in the State, ensuring coordinated and cohesive digital development.
- vii. Administrative control of Himachal Pradesh State Electronics Development Corporation.
- viii. Integration and implementation of Geographical Information System (GIS) technology for effective mapping, data management, and analysis for various government departments and organizations.
- ix. Technical advice to various departments, incorporating the latest emerging digital technologies to ensure coordinated & cohesive development.

**2. Digital Infrastructure and Data Governance**

- i. Development, management and upgradation of digital infrastructure in the State including State Data Centre, State Wide Area Network and other core digital infrastructure.



- ii. Assistance to telecom service providers in implementing and upgrading telecommunication infrastructure to provide high-speed internet connectivity and better communication services to the citizens and government organizations.
- iii. To ensure the security of the government's critical information infrastructure.
- iv. Ensure digital infrastructure accessibility and affordability for all citizens, including those in remote areas.

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

- i. Implementing and managing various e-governance initiatives, such as online government services, digital payment systems and other digital services to improve the efficiency and transparency of government operations and improve citizen experience.
- ii. To address the Digital Divide – to develop and implement training programs, capacity building initiatives and work with other State Government departments to improve digital literacy.
- iii. Creation of an inclusive Government-Public interface through a unified service delivery channel by using digitally enabled infrastructure in the form of Common Service Centres to enhance the standard of living and improving quality of life.
- iv. Assistance in the development and implementation of digital tools in different departments and semi-government organizations to promote transparent and accountable governance and providing technical advice.
- v. Standardization of hardware/ software platforms for the departments/ organizations using modern technologies to ensure accessible and inclusive digital growth and development.

**4. Investment and Industry Promotion:**

- i. Promotion of investment in the Information Technology and Electronic System Design and Manufacturing (ESDM) sector, including emerging technologies and take steps to foster such investments.
- ii. Foster collaboration and partnerships between academia, industry, and government to promote research and development in emerging digital technologies.
- iii. To establish Software Technology Park/IT Park Habitats.



- iv. To promote innovation and entrepreneurship in the digital technology sector by providing funding, mentorship, and other resources to help start-ups and entrepreneurs.
- v. Organizing various promotional activities, such as national/ international conferences/ seminars, showcasing the latest emerging technologies and their applications.
- vi. Facilitating the establishment of Venture Capital Fund by financial institutions for the growth of the Information Technology industry in the state, incorporating emerging technologies and innovative business models.
- vii. Encourage use of latest technologies in government by various departments, like Drones, 5G Technology, Internet of Things (IoTs), Artificial Intelligence (AI) tools, entitlement based benefit delivery by integrating multiple databases and creation of info-highway etc., for the benefit of citizens/ government/ business.



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**BUDGET**

**SOE-Wise reconciled figures of actual expenditure of Department of Information Technology during the Financial Year 2023-24**

<b>Demand No. 18 (S00N)</b>	
2851	Village & Small Industries
00	
102	Village Small Industries
19	Information Technology and e-Governance

<b>Sr. No.</b>	<b>Major Head/Minor Head/ Sub Head</b>	<b>Actual Budget (In Rs)</b>	<b>Actual Expenditure As on 31-03-23 (In Rs)</b>
1.	01-Salary	2,75,00,000/-	2,08,52,801/-
2.	02-Wages	20,00,000/-	17,14,968/-
3.	03-Travelling Expenses	3,00,000/-	2,98,415/-
4.	05-Office Expenses	1,15,00,000/-	1,10,77,813/-
5.	06-Medical Reimbursement	4,00,000/-	94,564/-
6.	07-Rent, Rates & Taxes	2,00,000/-	1,62,318/-
7.	09-Advertisement & Publicity	23,86,000/-	22,39,866/-
8.	10-Hospitality & Entertainment	20,25,000/-	20,25,000/-
9.	15- Training	5,00,000/-	39,570/-
10.	20-Other Charges	1,36,89,000/-	3,08,260/-
11.	30-Motor Vehicle	15,00,000/-	11,94,408/-
12.	31-Machinery & Equipment	10,80,00,000/-	8,06,78,238/-
13.	99-Honorarium	12,00,000/-	11,99,354/-
	<b>Total</b>	<b>17,20,00,000/-</b>	<b>12,10,29,069/-</b>



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**Demand No. 18 (S10N)**

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

Sr. No.	SOE	Actual Budget (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	31-Machinery & Equipment	14,47,000/-	14,47,000/-

**Demand No. 18 (C90N)**

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

Sr. No.	SOE	Actual Budget (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	31-Machinery & Equipment	1,30,18,388/-	1,30,18,388/-

**Demand No. 18**

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

Sr. No.	SOE	Actual Budget (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	Actual Budget (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	65- Remuneration to Outsource Employees	6,11,38,000/-	34,40,304/-
	Total	6,11,38,000/-	34,40,304/-

**Demand No. 32**

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

Sr. No.	SOE	Actual Budget (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	20-Other Charges	68,62,000/-	34,40,304/-
	Total	68,62,000/-	34,40,304/-

**Demand No. 31**

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

Sr. No.	SOE	Actual Budget (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	20-Other Charges	3,00,00,000/-	2,26,56,309/-
	Total	3,00,00,000/-	2,26,56,309/-



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**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	Actual Budget (In Rs)	Actual Expenditure as on 31-03-23 (In Rs)
1.	06-Medical Reimbursement	1,13,000/-	1,12,136/-



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 Ist 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 पर्यावरण उत्कृष्टता पुरस्कार for e-Office.
- **Year 2019**: **State Innovation Award** for Mukhya Mantri Seva Sankalp Helpline @ 1100
- **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.
- **Year 2023**: **ET Government DigiTech Awards-2023** for HimParivar Initiative.
- **Year 2023**: **National Digital Transformation Award** for Mukhya Mantri Seva Sankalp Helpline @ 1100 in the month of November 2023.



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- **Year 2023: National Digital Transformation Award** for HimParivarProjectin the month of November 2023.
- **Year 2024: Centre for Innovations in Public Systems (CIPS) award** in January 2024for Mukhya Mantri Seva Sankalp Helpline @ 1100.



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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



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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



## STATUS OF PROJECTS UNDERTAKEN BY DEPARTMENT OF DIGITAL TECHNOLOGIES & GOVERNANCE

Several digital initiatives have been rolled out by Department of Digital Technologies & Governance. 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

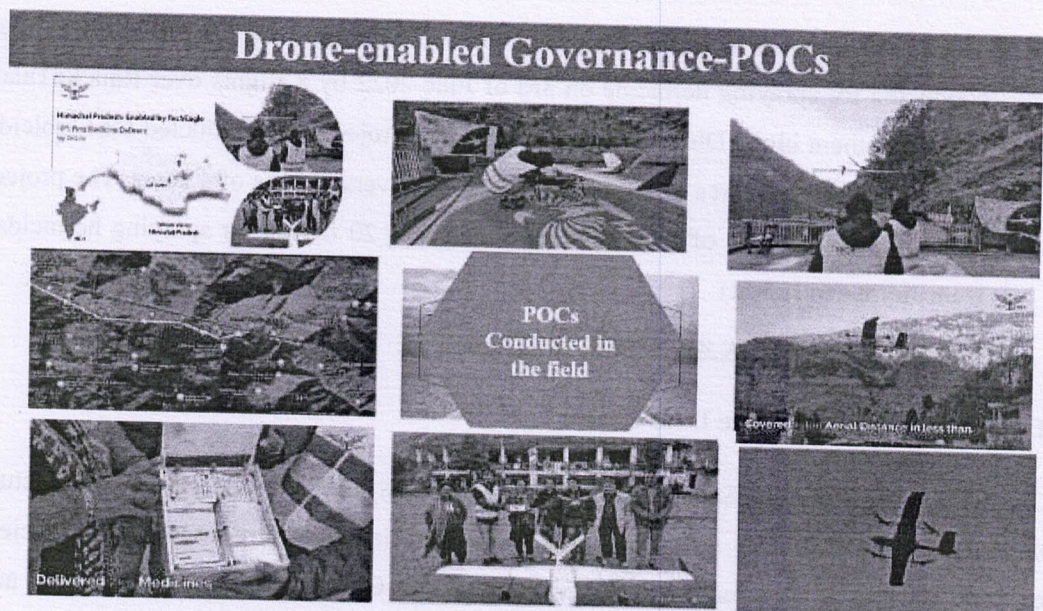
#### **Enabling Policy for promoting Drones**

- 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 AnnuJubbal, 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 200 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.
- 23 applications are hosted in staging environment of HPSDC, which are undergoing security audits.
- HPSDC is ISO 20000:2011 and ISO 27001:2013 certified data center.
- 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 2023-24, 19 new applications/ websites of various departments are hosted in HP SDC. The present capacity of HPSDC is fully utilized. The HPSDC will be upgraded by September 2024 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:**

- 2472 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. RoW Policy**

The GoI launched 5G technology for roll out of 5G connectivity across the country and accordingly amended the Indian Telegraph Right of Way Rules, 2016, to accelerate the rollout of 5G network in the country and cover the installation of small cells and usage of existing street furniture.

The DoT, GoI asked all States to align their Right of Way Policies with the GoI Right of Way Rules. Accordingly, Himachal Pradesh Right of Way Policy, 2023 has been amended and notified vide notification no. DIT-F/21/2021-(e-34214)-302 dated: 31st January, 2024.

**2.4. 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. Government of Himachal



Pradesh has provided all necessary support to the BSNL under 4G Saturation Project and facilitating all clearances from State departments in a time bound manner. Till date, clearances in 369 forest sites, 46 Government sites have been provided to the BSNL. So far, 276 Mobile towers have been constructed.

### **2.5. 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, 84 services of Himachal Online Seva portal are made available through LokMitra Kendra's (LMKs). There are 6000 LMKs in the State who are active and providing different citizen centric services to the citizens.

Transactions through LMKs in FY 2023-24:

S.No.	Services	Transactions
1	e-District Services	19,36,115
2	Electricity Service	5,00,000



3	Jamabandi Service	28,44,453
TOTAL		52,80,568

## 2.6. 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). 83,28,405 UIDs (112.79%) 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:

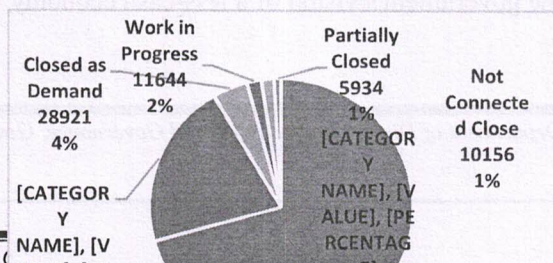
#### 3.1. Mukhya Mantri Seva Sankalp Helpline @1100

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 6,68,222 complaints have been received through MMSS Helpline till 06.05.2024, out of which 97% of the complaints (6,50,644) have been disposed of including 71 % of complaints (4,72,194)





which are closed based on the satisfaction of the citizen.

A total of 1,51,085 complaints have been registered through MMSS Helpline in FY 2023-24, out of which 94% of the complaints (1,41,827) have been disposed of including 72% of complaints (1,08,555) which are resolved to the satisfaction of the concerned citizens.

Further, 2 new helplines i.e. Disaster Helpline & HRTC Helpline have been started in integration with MMSS Helpline. The Disaster helpline will provide necessary assistance to disaster affected people in the State. A total of 638 cases are registered through Disaster Helpline, out of which 297 cases has been closed. In HRTC Helpline 3,050 cases were registered, out of which 3043 cases has 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 Court Management System (RCMS)

Revenue Court Management System (RCMS) is a comprehensive software developed by DDT&G Department in close co-ordination with Revenue Department. Revenue Court Management System is a digital solution designed to modernize and streamline revenue court operations in Himachal Pradesh. As a part this initiative revenue court processes, case management, and record-keeping are digitizing. 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 93,351 cases are registered on RMS system. Out of which, 37,912 cases have been closed. Further, 3,34,780 online summonses have been generated through the Revenue Court Management Portal.

Total Cases Registered	Disposed/ Closed	Pending
93351	37912	55439

### 3.3. Relief Application Portal

Relief portal is a digital solution designed to simplify and expedite the management and disbursement of relief funds in Himachal Pradesh. It serves as a comprehensive platform for processing relief applications, tracking their progress, and ensuring transparency and accountability in relief operations. The module simplifies the application process, integrates with the treasury system for direct fund disbursement, and provides real-time status updates



to applicants and authorities. Additionally, application is integrated with the treasury system for direct fund disbursement, and provides real-time status updates to applicants and authorities. A total of 58,010 applications have been received online through RMS-Relief, out of which 29,947 applications have been approved.

Total Applications Received	Approved	Rejected	Pending	Reverted Back	Incomplete Application Form
58010	29947	7203	9861	9596	1403

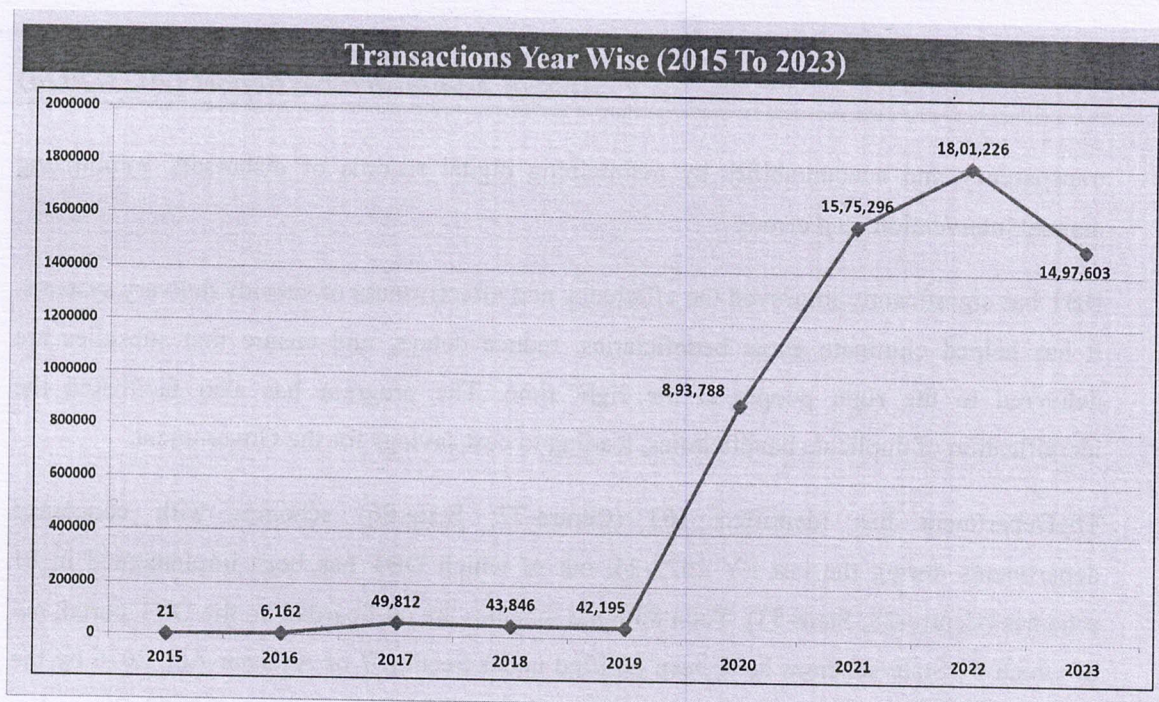
### 3.4. Himachal Online Seva (e-District) Portal

Himachal Online Seva (e-District) Project aims at electronic delivery of citizen centric services at district and sub-division level. This includes automation of workflow, backend and computerization across participating departments. The Project has been rolled-out across the entire state of Himachal Pradesh to make services available to common citizen at his doorstep electronically so that citizens don't have to visit Government offices for availing these services. Besides, delivery of services through electronic platforms also makes the delivery time bound, transparent.

In financial year 2023-24, the Department has added 81 new services in Himachal Online Seva portal for online delivery. Now, 217 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. 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, 84 services of this portal are made available through LokMitra Kendra's (LMKs).

The yearly transactions on Himachal Online Seva (eDistrict) Portal:





### 3.5. 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 Department has identified 163 (Centre-77; State-86) schemes with concerned departments during the last FY 2023-24, out of which DBT has been implemented in 81 schemes (Centre-28; State-53). Total 86 State schemes are on-boarded on the DBT portal, out of which 64 State schemes have been notified under Section 7 of Aadhaar Act, 2016 by the concerned departments. During the Financial Year- 2023-24, an amount of 2633 Crores has been transferred through DBT to 38.18 lakh beneficiaries under 76 schemes (reporting still in progress till 19.04.2024).

### **3.6. 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. For further enhancement in CM Dashboard Application one module of Report Management System has been included wherein departments could autonomously create/ design/ customize forms by themselves to meet their specific needs. This will enable seamlessly collect and organize data, presenting it in a consolidated format accessible at multiple levels within the organizational hierarchy to enhance overall efficiency and decision-making across the organization.

### **3.7. 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 has been 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 27 online e-Cabinet meetings have been conducted online successfully. Total Cabinet Memorandum uploaded 1084 and placed in e-Cabinet meeting 761.

### **3.8. 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 पर्यावरणउत्कृष्टतापुरस्कार. At present, e-Office has been mapped in 99 Branches of HP Secretariat, 93 Directorates, 12 Deputy Commissioner Offices, 13 SP Offices and 334 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
1.	H. P. Secretariat	99 Branches	91
2.	Directorates	93	70
3.	DC Offices	12	12
4.	SP Offices	13	13
5.	Other Field Offices	334	199

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**

Department of Digital Technologies and Governance is setting up incubation facilities in collaboration with Software Technology Park of India at Chetru in Kangra, in Mehli at Shimla and COE (IT) at Wagnaghat in collaboration with HPKVN. Total 47595 sq. ft. area



would be created in COE (IT) building out of which 18000 sq ft would be given to STPI to setup incubation facility for IT Entrepreneurs on chargeable basis.

### **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 Lok Mitra Kendra's. 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.
- 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.



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DIRECTORY OF THE DEPARTMENT

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**APPELLATE AUTHORITY & 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 Digital Technologies & Governance, IT Bhawan, Mehli, Shimla-171013	0177-2621325	anil.semwal@hp.gov.in	Department of Digital Technologies & Governance, HP State as a whole
<b>B</b>	<b>Name of Appellate Authority</b>					
	Dr. Bhuwan Sharma	Joint Director (Admin)	Department of Digital Technologies & Governance, IT Bhawan, Mehli, Shimla-171013	177-2622502	jdadmin-dit@hp.gov.in	Department of Digital Technologies & Governance, HP State as a whole

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