



## **DEPARTMENT OF DIGITAL TECHNOLOGIES AND GOVERNANCE**

### **GOVERNMENT OF HIMACHAL PRADESH**

Annual Administrative Reports for FY 2024-25

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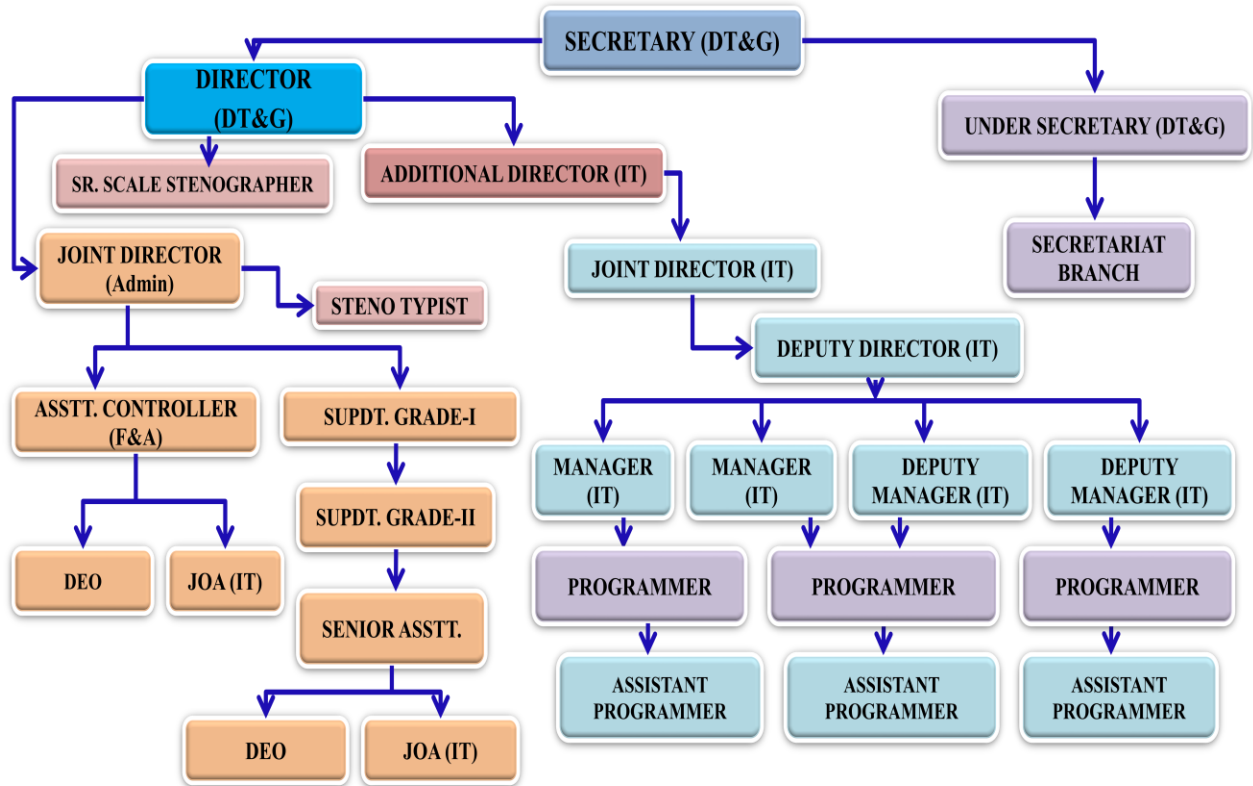
**1****CREATION OF DEPARTMENT OF DIGITAL TECHNOLOGIES AND GOVERNANCE IN HIMACHAL PRADESH**

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 (DT&G) is the Head of the Department level.

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## DEPARTMENTAL STRUCTURE



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### RESOURCE ALLOCATION AT DDT&G

S. No.	Designation of the Post	No. of Posts Sanctioned	No. of Posts Filled	Number of Posts Vacant
1.	Director, IAS	01	01	-
2.	Additional/ Joint Director (HPAS)	01	01	-
3.	Additional Director (IT)	01	01	-
4.	Joint Director/ Deputy Director (IT)	02	02	-
5.	Manager (IT)	02	01	01
6.	Deputy Manager (IT)	02	01	01
7.	Programmer	03	-	03
8.	Assistant Controller (F&A)	01	01	-
9.	Superintendent Gr-I	01	-	01
10.	Superintendent Gr-II	01	-	01
11.	Personal Assistant	01	-	01
12.	Senior Scale Stenographer	01	01	-
13.	Assistant Programmer	06	04	02
14.	Senior Assistant	03	-	03
15.	Steno Typist	01	01	-
16.	Data Entry Operator	04	01	03
17.	Junior Office Assistant (IT)	10	07	03
18.	Driver	02	02	-
19.	Peons	04	-	04
20.	Peon-cum-Sweeper	01	-	01
	<b>Total</b>	<b>48</b>	<b>24</b>	<b>24</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, tele-communications, 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.

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- 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.

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- 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 Digital Technologies & Governance during the Financial Year 2024-25**

Demand No. 18 (S00N)	
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 (In Rs)	Actual Expenditure As on 31-03-23 (In Rs)
1.	01-Salary	2,75,00,000/-	2,20,50,776/-
2.	02-Wages	22,00,000/-	16,76,604/-
3.	03-Travelling Expenses	6,00,000/-	1,70,854/-
4.	05-Office Expenses	1,25,00,000/-	1,18,18,250/-
5.	06-Medical Reimbursement	3,00,000/-	2,80,446/-
6.	07-Rent, Rates & Taxes	2,00,000/-	1,75,303/-
7.	09-Advertisement & Publicity	10,00,000/-	2,74,645/-
8.	10-Hospitality & Entertainment	10,00,000/-	2,09,245/-
9.	15- Training	2,00,000/-	0/-
10.	20-Other Charges	10,78,00,000/-	10,78,00,000/-
11.	30-Motor Vehicle	10,00,000/-	7,12,241/-
12.	31-Machinery & Equipment	12,00,00,000/-	9,89,16,366/-
13	65- Remuneration to Outsource Employees	4,00,000/-	0/-
14	99-Honorarium	5,30,000/-	5,17,742/-
	<b>Total</b>	<b>27,52,30,000/-</b>	<b>24,46,02,472/-</b>

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### Demand No. 18 (S10N)

2851 00	Village & Small Industries
102 19	Village Small Industries 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	34,33,000/-	34,33,000/-

### Demand No. 18 (C90N)

2851 00	Village & Small Industries
102 19	Village Small Industries 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	3,08,97,000/-	3,08,97,000/-

### Demand No. 32

2851 00	Village & Small Industries
789 37	Special Component Plan for Scheduled Castes 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	3,50,00,000/-	3,12,58,981/-
	Total	3,50,00,000/-	3,12,58,981/-

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**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	3,30,00,000/-	2,86,73,290/-
	Total	3,30,00,000/-	2,86,73,290/-

**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/-	2,04,90,540/-
	Total	3,00,00,000/-	2,04,90,540/-

**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 (InRs)
1.	06-Medical Reimbursement	1,38,000/-	1,37,501/-

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## 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 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 पर्यावरणउत्कृष्टतापुरस्कार for eOffice.
- **Year 2019**: State Innovation Award for MukhyaMantriSevaSankalp Helpline @ 1100
- **Year 2020**: HP State Civil Service Award for “MukhyaMantriSevaSankalp 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 MukhyaMantriSevaSankalp Helpline @ 1100 in the month of November 2023.

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- **Year 2023: National Digital Transformation Award** for HimParivar Project in the month of November 2023.
- **Year 2024: Centre for Innovations in Public Systems (CIPS) award** in January 2024 for MukhyaMantriSevaSankalp Helpline @ 1100.
- **Year 2024: Skoch Award** in July 2024 for Litigation Management System portal.

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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, Wagnaghat, 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



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- Creating awareness amongst students, youth, farmers and other stakeholders
- Synergy between Industry-Educational Institutions-Stakeholders to accelerate drone usage
- Department of Digital Technologies and Governance (DIT), Government of Himachal Pradesh in partnership with FICCI organised a Drone Conference cum Exhibition “Himachal Drone Conclave” on 4th & 5th July, 2023 at CSK Himachal Pradesh Agriculture University, Palampur.

### **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.
- Training Drone procured in the Department of Digital Technologies and Governance

### **Drone POCs**

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DDT&G 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 ka Talab in development block Dharamshala, Kangra. The project was conducted for herbicide spraying over whole area of Raja ka Talab which covers an area of 4 acres. The

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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 245 applications/ websites are presently hosted in HPSCDC Cloud after successful security audit closure.
- HP SDC's Disaster Recovery (DR) site is setup at Delhi.

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- 24 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 2024-25, 39 new applications/ websites of various departments are hosted in HP SDC. The HPSDC has also been upgraded to meet the increasing hosting demands of various departments. The Final Acceptance Testing (FAT) of the upgraded infrastructure is currently in progress.

### **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:**

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- 2120 Government Offices across the State are connected through HIMSWAN network.
- 120 Dongles have been provided to Government Offices to access HIMSWAN from anywhere.
- Agreement signed between the M/s Orange Business Services and SITEG dated 21st Oct., 2019 for period of five years was expired on 29th December, 2024. As per Clause No. 3.2 of the Agreement, the Exit Management period will be operational from the expiry date of the Agreement for a period of six months. Additionally, as per Clause No. 3.2.2, M/s Orange Business Services India Technology Pvt. Ltd. shall continue to operate and maintain the network during the exit management period. Further, tender has already been floated by the Department for the selection of HIMSWAN Operator to Operate and Manage the HIMSWAN Project.
- M/s BDO is appointed as HIMSWAN Third Party Auditor (TPA) for monitoring the Service Levels of HIMSWAN Operator and Telecom Service Provider (TSPs).
- HIMSWAN Bandwidth Providers are M/s Bharti Airtel Ltd., M/s Reliance Jio and M/s BSNL.

### **2.3. Chief Minister Dashboard**

On March 1, 2025, the State Government launched the CM Dashboard to monitor the progress and performance of 66 Key Performance Indicators (KPIs) across eight departments. This initiative aims to streamline data collection, enhance accountability, and accelerate development. The dashboard covers:

1. Rural Development – 8 KPIs
2. Public Works Department – 8 KPIs
3. Jal Shakti Vibhag – 6 KPIs
4. Revenue – 7 KPIs
5. Women and Child Development – 4 KPIs
6. Education – 10 KPIs
7. Tribal Development – 5 KPIs
8. Health – 18 KPIs

This unified platform provides accurate beneficiary information, helping to track and optimize welfare schemes efficiently. The Chief Minister will personally monitor progress, ensuring timely interventions and data-driven decision-making.

### **Enhancing Governance with Technology**

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This initiative reinforces the government's commitment to transparency and accountability, reducing the administrative burden on officials while improving service delivery. Over time, the CM Dashboard will expand to include all government departments, increasing the number of KPIs. Additionally, Boards and Corporations will also be integrated into the platform.

### **Commitment to Good Governance**

The State Government continues to implement reforms focused on citizen welfare, leveraging modern technology to address future challenges. The goal is to ensure that quality services reach citizens efficiently and conveniently.

### **District Good Governance Index**

On the same day, March 1, 2025, the government also launched the District Good Governance Index Portal, enabling real-time monitoring of district-level progress. With these initiatives, the State Government reaffirms its vision for a digitally empowered, transparent, and citizen-centric administration.

### **2.4. 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.

### **2.5. 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



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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.

### **2.6. 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 LokMitra 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 7200 LMKs in the State who are active and providing different citizen centric services to the citizens.

Transactions through LMKs in FY 2024-25:

S.No.	Services	Transactions
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1	e-District Services	15,42,237
2	Electricity Service	9,78,278
3	Jamabandi Service	25,65,206
<b>TOTAL</b>		<b>50,85,721</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



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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). 84,43,231 UIDs (114.34%) have been generated in the State. The Aadhaar saturation level in the State for the population above 5 years is more than 100%.

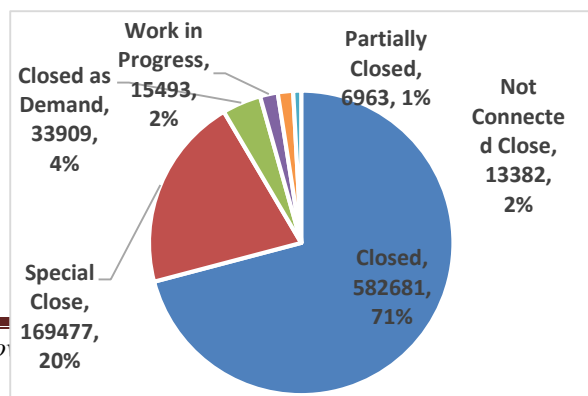
### 3. Digital Transformation for inclusive development:

#### 3.1. MukhyaMantriSevaSankalp Helpline @1100

MukhyaMantriSevaSankalp 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 11,000 officers from 93 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.



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Overall, since the launch of MMSS Helpline, a total of 8,22,277 complaints have been received through MMSS Helpline till 01.05.2025, out of which 97% of the complaints (7,99,448) have been disposed of including 71 % of complaints (5,82,681) which are closed based on the satisfaction of the citizen.

A total of 1,86,630 complaints have been registered through MMSS Helpline in FY 2024-25, out of which 88% of the complaints (1,64,733) have been disposed of including 65% of complaints (1,20,978) which are resolved to the satisfaction of the concerned citizens.

The FCS Helpline, addressing issues related to ration cards, PDS distribution, and food security schemes, has been shifted to the MMSS Helpline Call Centre. A total of 15,049 cases registered through the FCS Helpline, 15,035 cases have been resolved. Additionally, the Disaster Helpline and HRTC Helpline are also operational with MMSS Helpline Call Centre. A total of 1,800 cases were registered via the Disaster Helpline, with 1,036 cases resolved, while 23,306 cases registered via the HRTC Helpline have all been resolved.

To improve accessibility, WhatsApp Chatbot has also been integrated into the MMSS Helpline, enabling citizens to register and track grievances in real time.

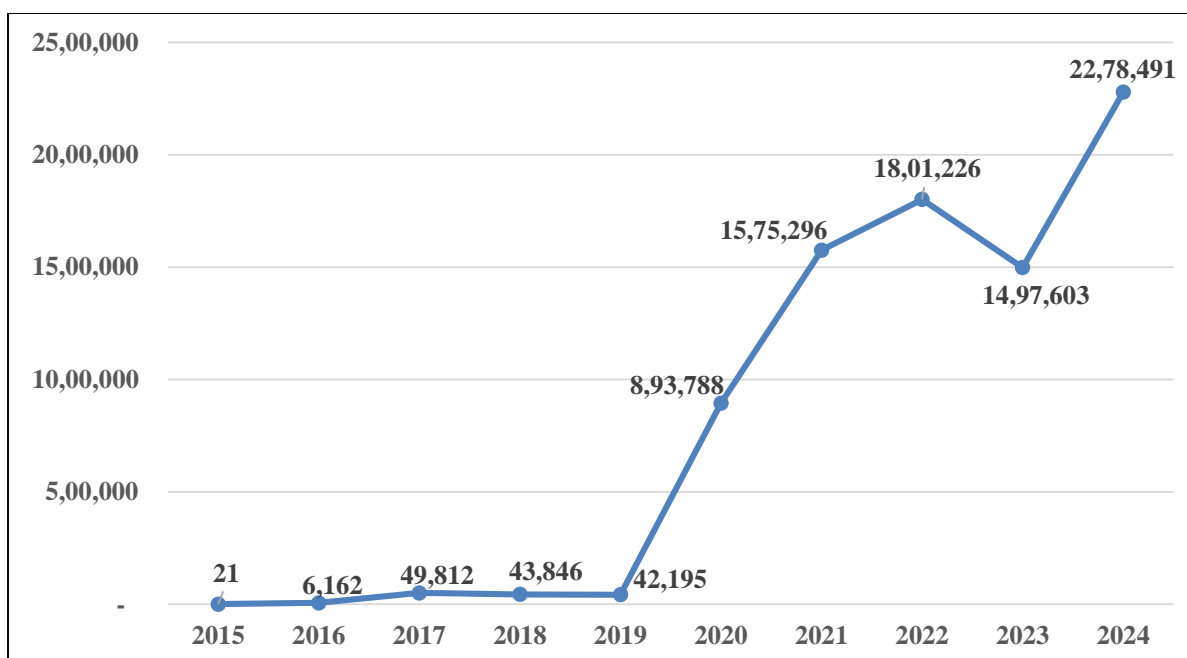
### **3.2. Himachal Online Seva (e-District) Portal**

The Himachal Online Seva (eDistrict) Portal is a unified platform designed to deliver citizen-centric services electronically ensuring accessibility and operational efficiency across the State. By integrating and automating workflows of multiple departments such as Revenue, Women & Child Development, Panchayati Raj, Rural Development, and Urban Development, the portal has streamlined service delivery, making it time-bound, transparent, and accountable.

In the financial year 2024-25, Department has added 58 new services in Himachal Online Seva portal. A total of 315 services are being provided online with an average of 5,000 daily applications. The portal has reduced the need for citizens to visit government offices, saving time and resources. The yearly transactions on Himachal Online Seva (eDistrict) Portal are as given below:

### **Transaction Year Wise (2015 to 2024)**

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A tender is currently in process for enhancing the Himachal Online Seva (eDistrict) Portal and developing a dedicated mobile app. The upgrade of the portal will focus on improving its functionality, performance, and user experience to accommodate the growing number of services and users.

### 3.3. HimParivar

HimParivar project is an initiative to create a unified database of all citizens in the State. This project aims to streamline and improve the delivery of various government services by consolidating demographic and socio-economic information. HimParivar system is the integration of various existing databases such as Parivar Register, PDS etc. to create a State Social Registry, which will help in creating a proactive entitlement-based benefit delivery system, reduce pilferage and reduce the documentary burden on the citizens to access government benefit schemes. This system will help identify the beneficiaries and will also provide data for evidence-based policy making for the future. Further, various modules have been developed under HimParivar to enhance the coverage of HimParivar project. HimParivar project officially **launched by the Hon'ble Chief Minister on Statehood Day**, January 25, 2025, with the distribution of HimParivar and HimAccess cards to citizens.

**HimAccess Single Sign on** has been developed under HimParivar, which is the Single Sign On system in the State for Citizen and Government employees. Using SSO, citizens will have to remember just one username and password to access multiple government services. This

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will save time and will make it more convenient for citizens to interact with various online platforms. As of now, approx. 2 Lakhs users have been onboarded on HimAccess platform for availing various services. The Policy Document on Digital Identity and Access Management has been notified for ensuring the security, privacy, and management of digital identities within the State.

**Survey Platform** has been developed under HimParivar and currently following surveys are in progress:

- Urban Development Department is conducting a survey in urban areas to create a family register. To date, 6,61,251 individuals comprising 2,11,175 families have been surveyed under this initiative.
- HPSEBL is conducting a survey to link electricity meters with families. A total of 20,53,814 meters have been surveyed so far.
- HP Building and Other Construction Workers Welfare Board is carrying out a survey for the registration of construction workers. A total of 39,782 construction workers have been surveyed so far.
- Land Records Department is utilizing the survey platform to seed Aadhaar numbers of residents into their existing land records. As of now, 13,54,636 land records have been successfully updated with Aadhaar numbers.

### **3.4. 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 1,45,105 cases are registered on RMS system. Out of which, 82,918 cases have been closed. Further, 6,16,312 online summonses have been generated through the Revenue Court Management Portal.

Total Cases Registered	Disposed/ Closed	Pending
1,45,105	82,918	62,187

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### 3.5. 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 74,132 applications have been received online through RMS-Relief, out of which 42,910 applications have been approved.

Total Applications Received	Approved	Rejected	Pending	Reverted Back	Incomplete Application Form
74,132	42,910	9,983	5,923	13,304	2,014

### 3.6. 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

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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 165 (Centre-79; State-86) schemes with concerned departments during the last FY 2024-25, out of which DBT has been implemented in 71 schemes (Centre-24; State-47). Total 86 State schemes are on-boarded on the DBT portal, out of which 67 State schemes have been notified under Section 7 of Aadhaar Act, 2016 by the concerned departments, 19 exempted schemes. During the Financial Year- 2024-25, an amount of 3152.73 Crores has been transferred through DBT to 26.97 lakh beneficiaries under 71 schemes.

### **3.7. 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 organizes 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.

### **3.8. 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

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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.

### **3.9. 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



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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. The present status of eOffice is as under:

Sr. No.	Offices	Mapped on eOffice
1.	H. P. Secretariat	108 Branches
2.	Directorates	98
3.	DC Offices	12
4.	SP Offices	13
5.	SDM Offices	71
6	BDO Offices	88
7	Other Field Offices	329

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:**

The Government of Himachal Pradesh is in the process of setting up of two new STPI Centres at Shimla and Kangra in collaboration with the Software Technology Parks of India (STPI) which is a premier S&T organization under Ministry of Electronics and Information Technology (MeitY) engaged in promoting IT/ITES Industry, innovation, R&D, start-ups, product/IP creation in the field of emerging technologies like IoT, Blockchain, Artificial Intelligence (AI), Machine Learning (ML), Computer Vision, Robotics, Robotics Process Automation (RPA), Augmented & Virtual Reality, Animation & Visual effect, Data Science & Analytics for various domains like Gaming, FinTech, Agritech, MedTech, Autonomous Connected Electric & Shared(ACES) Mobility, ESDM, Cyber Security, Industry 4.0, Drone, Efficiency Augmentation, etc.



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The land has been made available by the Government of Himachal Pradesh on lease of Re 1 for 99 years and the STPI is investing the funds for the creation of infrastructure. Incubation and office spaces will be created in these locations to provide working space to IT and related companies along with other ancillary support.

### 4.1. STPI Center Kangra, at Chetru:-

SALIENT FEATURES OF PROJECT		
Built-up Area		35602 Sqft.(including stilt floor of 9009 Sq.ft)
No. of Floors		Stilt+ Ground Floor +1st Floor + 2nd Floor
Area Details		
Floor	Area in Sq.mts	Facilities
Stilt	837	Stilt Parking.
Ground	1143	Reception, STPI Office, Co-Working space (36 PAX), Auditorium (48 PAX), NOC, 1 No. Small Meeting Rooms (4 PAX), 1 No. Meeting rooms (11 PAX), Furnished incubation/PnP Space (11 PAX).
1st	858.54	4 Nos. Furnished Incubation (100 PAX), 2 nos Raw Incubation (65 PAX).
2nd	469	Cafeteria (33 PAX), Executive Dining (12 PAX), 4 nos. Guest Rooms (4 PAX)
The project will support 15-20 companies & provide employment to approximately.		

**\*PAX implies the number of people who can be situated in the area.**

**Current Status:** - The construction work has been completed, and the widening of the approach road is currently underway.

### 4.2. STPI MEHLI (SHIMLA):-

SALIENT FEATURES OF PROJECT	
Built-up Area	1662 Sqmt (18000 Sq.ft)
No. of Floors	Ground Floor + 1st Lower Level + 2nd Lower Level + 3rd Lower Level

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Area Details		
Floor	Area in Sq. mts	Facilities
Ground Floor	348.14	Reception & Waiting, Center Head's Office, Officers' cabins, Server Room, Lift Lobby, Co-working Space, Conference Room, Work Stations File Storage, Pantry, Corridor Staircases & Toilets.
1st Lower Level	483.69	Lift Lobby, Furnished Incubation Area, Auditorium Pre-function, Auditorium, Co-working Space, File Storage, Pantry, Corridor, Staircases & Toilets.
2nd Lower Level	347.16	Lift Lobby, Raw Incubation Area, Co-working Space, Open Office, File Storage, Pantry, Corridor, Staircases & Toilets
3rd Lower Level	347.16	Lift Lobby, Guest Rooms, Cafeteria, Open Office, Store, Pantry, Corridor, Staircases & Toilets.
The project will support 10-12 companies.		

**Current Status:** - The building construction work completed.

### 4.3. IT Park Site Wakanaghat:

The land measuring 10 Bigha provided to HPKVN at IT Park, Kandaghat District Solan. Accordingly, the Centre of Excellence – Information Technology (COE- IT) adjacent to CoE- Tourism and Hospitality is constructed at Wakanaghat by HPKVN. The construction work has been started for a Center of Excellence – Information Technology (COE- IT) at Wakanaghat by HPKVN. The COE-IT building will have 4421.8 Sq. Meter area, will be completed by June, 2025. DDT&G will set up a Centre of Excellence in Artificial Intelligence / Machine Learning in collaboration with STPI

The space utilization will be as under:

Sr. No.	Proposed space utilizations	Area (in sq.ft)
1.	CoE in AI/ML through STPI	18,000
2.	Incubation facility under Chief Minister's Startup scheme of Industries Department through DDT&G	10,000

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3.	To be rented out to successful startups/ companies working in the IT/ ITeS sector for commercial purposes	19,595.8591
Total built-up area of CoE (IT) building to be provided by HPKVN		47,595.8591

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

- DDT&G 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.
- The Himachal Online Seva (eDistrict) Portal will be revamped, and a dedicated mobile app will be developed for citizens to apply for services online and track the status of their applications.
- Artificial Intelligence will be implemented in e-District portal to check the deficiencies in the uploaded documents,
- Digitization of revenue courts, this will not only help citizens file revenue cases digitally but also assist revenue officials in conducting court proceedings on a digital platform.
- On requirement basis, secured VPN connectivity will be provided to Government officials in order to increase productivity during work from home.

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### DIRECTORY OF THE DEPARTMENT

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<b>Sh. Anil Semwal Joint Director (IT)</b>	<b>Phone: +91-177-2621325</b> <b>E-mail: <a href="mailto:anil.semwal@hp.gov.in">anil.semwal@hp.gov.in</a></b>
<b>Sh. Narender Kumar Deputy Director (IT)</b>	<b>Phone: +91-177-2626709</b> <b>E-mail: <a href="mailto:narender.k1@gov.in">narender.k1@gov.in</a></b>
<b>Sh. Rohit Guleria Assistant Controller (F&amp;A)</b>	<b>Phone: +91-177-2626709</b>

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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>					
	Smt. Sushma Chauhan	Supdt. (Gr-I)	Department of Digital Technologies & Governance, IT Bhawan, Mehli, Shimla-171013	0177-2626709	<a href="mailto:sushma.chauhan25@nic.in">sushma.chauhan25@nic.in</a>	Department of Digital Technologies & Governance, HP State as a whole
<b>B</b>	<b>Name of Appellate Authority</b>					
	Sh. Krishan Kumar Sharma	Joint Director (Admin)	Department of Digital Technologies & Governance, IT Bhawan, Mehli, Shimla-171013	177-2622502	<a href="mailto:jdadmin-dit@hp.gov.in">jdadmin-dit@hp.gov.in</a>	Department of Digital Technologies & Governance, HP State as a whole

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**Right to Information (RTI) Report: FY 2024–25**

Department of Digital Technologies & Governance, Mehli, Shimla-13, Himachal Pradesh

During the financial year 2024-2025, the Department of Digital Technologies & Governance received a total of 69 RTI applications from the public seeking information under the Right to Information Act, 2005.

Out of the total applications received: Information was successfully provided in 52 cases.

14 applications were transferred to the concerned departments, as the requested information pertained to matters outside the purview of this department. 2 applications were partially transferred to other departments, as only part of the information requested was held by this department. 2 applications were rejected under Section 8 of the RTI Act, which allows for exemption from disclosure in matters relating to national security, fiduciary relationships, or other sensitive information. Additionally, a total of 10 appeals were filed before the 1<sup>st</sup> Appellate Authority. All 10 appeals were accepted for hearing and have been decided accordingly by the First Appellate Authority. Furthermore, the total fee collected for processing RTI applications during this financial year amounted to ₹1,044, as per the applicable RTI fee structure.

During this year, no appeals (2<sup>nd</sup> Appeal) was filed in the State Information Commission against the decision of the First Appellate Authority.

The matter related to the RTI Act is displayed on the departmental website i.e. [www.ddtg.gov.in](http://www.ddtg.gov.in) where the following subjects are displayed:

1. Particulars of organization, function & duties
2. Details of sanctioned staff strength of DDTG
3. Departmental functions
4. Proactive disclosure :-
  - i. Organization Chart
  - ii. Monthly remuneration of each employee
  - iii. Budget allocated to each agency
  - iv. Projects status
  - v. CAG/PAC Para Details
  - vi. Acts & Rules
  - vii. Key Contacts
  - viii. The procedure followed in the decision making process, including channels of

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supervision and accountability

- ix. Power and duties of Officers and employees of DDTG
  - x. Annual Reports of RTI
  - xi. RTI applications having larger public interest
5. Achievements
6. Himachal Pradesh Society for Promotion of IT & e-Governance (SITEG)
7. Information related to Public Information Officer & First Appellate Authority along with Nodal Officer details, nominated for the implementation of the RTI Act.

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