MANUAL 1

PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES
[SECTION 4(1)(b)(i)]
1. AIMS AND OBJECTIVES

- To harness advancements made in the field of information Communication and Entertainment Technologies for improving Government-citizen-interface to bring required transparency and accountability and to provide citizen services in most effective manner.
- Implementation of IT Policy of the Government of Delhi
- To conceptualize e-governance projects and provide technical advise to departments.

2. MISSION

The mission of Department is to act as facilitator in consultation with Govt. of India and departments/agencies of Govt. of Delhi to improve government-citizen-interface and information processing compabilities of departments/agencies.

3. BRIEF HISTORY

The Department was created in 1998 to look after ICT requirements of departments/agencies of Govt. of Delhi. Later on, the IT Cadre was transferred from Planning Deptt. to IT Department and, thus, IT support to various departments has also come under its domain. In the year 2000, the IT Policy of Govt. of Delhi was enacted. The vision and aspirations of the Govt. as enshrined in the said policy and reproduced below :

A.   V I S I O N

1. The rapid advancements in the field of Information, Communication and Entertainment Technologies and the resultant explosive growth of the information intensive services sector have radically changed the world economic landscape, These changes have given rise to a new society based on knowledge. This has further resulted in the new avenues of development, employment, productivity, efficiency and enhanced factors of economic growth.

2. Govt. of Delhi recognizes the enormous potential of the IT and has decided to embark upon an ambitious journey to herald the benefits of IT to the people of the state.

3. It envisions that by the year 2003, Delhi shall have realized this huge potential and, as a result, would emerge as a premier cyber state in the country with its citizens qualifying to be e-citizens.

B.   A S P I R A T I O N S

1. The aspirations of the IT policy in the state of Delhi are governed by the following 6 E's i.e. Electronic Governance, Equality, Education, Employment, Entrepreneurship and Economy. The objectives of the policy are as follows :-

a) E-Governance : To use e-governance as a tool and deliver a government that is more proactive and responsive to its citizens.

b) Equality : To use the power of the IT to achieve the objectives of eradicating poverty, improving healthcare, empowering women and economically weaker sections of the society. The Right to Information Act that the Government of Delhi proposes to enact will empower the people and ultimately help to empower the people and ultimately help to bring about social and economic justice.

c) Education : To encourage the use of IT in schools, colleges and educational institutions in the state of Delhi so as to enable the students to improve their skills, knowledge and job prospects and enable them to obtain employment in this sunrise industry.

d) Employment : To use IT for generating additional employment for the new digital economy. To facilitate localization of software, so that benefits of IT could percolate not only in English language, but also in Hindi, Urdu and Punjabi.

e) Entrepreneurship : To unleash the Delhi incubation engine, promote entrepreneurship, earn foreign exchange and increase IT's contribution to the economic growth of the state.

f) Economy : To encourage and accelerate investments and growth in IT hardware, software, Internet, training, IT enabled services, telecom, ecommerce and related sectors in the state. To use IT effectively in industries to make them competitive and web-enabled. To provide adequate infrastructure in the state so that IT sector can flourish. To use IT for ushering world-class-e-tourism in the state.

For further information, IT Policy may be seen at www.it.delhigovt.nic.in the details of successful IT projects may also be seen on this website.

4. ORGANISATIONAL SET UP

The department is headed by Secretary (I.T). He is assisted by Spl. Secretary (I.T), Deputy Secretary (IT), Sr. System Analyst, System Analyst, Accounts Officer, Superintendent with other supporting staff.

The present organization chart is as under :-

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Secretary (I.T)

Spl. Secretary (I.T)

Deputy Secretary (I.T)

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Sr. System Analyst, System Analyst, Accounts Officer, Superintendent.

5. ALLOCATION OF BUSINESS/DUTIES AND SERVICES RENDERED

The Information Technology Department is responsible for performing the following activities :-

- To conceptualize e-Gov projects and run pilot projects.
- To tender technical advise to departments on IT projects.
- To set standards of IT goods and services.
- To prepare panel of vendors for AMC, data entry etc.
- To establish and maintain State Wide Area Network
- To provide IT training to staff of Delhi Govt.
- To provide IT security and audit standards.
- To get IT security audit conducted
- To participate in exhibitions/seminars to spread knowledge on IT

6. PUBLIC INTERACTION

By and large, it is not a public dealing department. However, information dissemination through websites is one area which comes under its purview in terms of setting standards for development of websites, information content etc.

7. LOCATION & MAP

It is located in Delhi Secretariat Building, 9th Floor B-Wing, and its postal address is
"Department of Information Technology"
9th Floor B-Wing
Delhi Sectt., New Delhi-110002
Field Units : It has got not field units.

8. WORKING HOURS
9:30 am to 6:00 pm (Lunch 1:30 pm to 2:00 pm)

9. GRIEVANCES REDRESSAL MECHANISM

The grievances received in the department are acknowledge and action taken on the same.
Grievances are dealt by Secretary (I.T), Spl. Secretary (I.T) and DS (I.T)