Project Report on

Role of Information Technology in Development of Rural Himachal

Rajender Verma

Shimla
Himachal Pradesh
Pin.No.- 172027

Date: 30-June, 2012
# Table of Contents

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective</td>
<td>1</td>
</tr>
<tr>
<td>Introduction To Information Technology</td>
<td>2</td>
</tr>
<tr>
<td>The Role of Information Technology in Rural Himachal.</td>
<td>4</td>
</tr>
<tr>
<td>Impact of IT In Rural People Life</td>
<td>5</td>
</tr>
<tr>
<td>Impact of IT in Rural School</td>
<td>9</td>
</tr>
<tr>
<td>Role of IT in Rural Banking</td>
<td>11</td>
</tr>
<tr>
<td>Why Internet Advertising and Marketing is Essential for Development of Rural Himachal</td>
<td>13</td>
</tr>
<tr>
<td>E- Governance Initiative in Himachal Pradesh</td>
<td>17</td>
</tr>
<tr>
<td>How to Start IT Project in Rural Himachal</td>
<td>45</td>
</tr>
<tr>
<td>Comparative Advantages of H.P. Compared to Neighboring States</td>
<td>50</td>
</tr>
<tr>
<td>CONCLUSION/Need of Improvements.</td>
<td>52</td>
</tr>
</tbody>
</table>
## List of Figures

<table>
<thead>
<tr>
<th>Figure Name or No</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fig.1 Introduction To IT</td>
<td>3</td>
</tr>
<tr>
<td>Fig.2 Role of IT in Development of Rural Himachal</td>
<td>6</td>
</tr>
<tr>
<td>Fig.3 Impact of IT In Rural People Life</td>
<td>8</td>
</tr>
<tr>
<td>Fig.4 Impact of IT in Rural School</td>
<td>10</td>
</tr>
<tr>
<td>Fig.5 Role of IT in Rural Banking</td>
<td>12</td>
</tr>
<tr>
<td>Fig.6 Internet Usage Statistics</td>
<td>15</td>
</tr>
<tr>
<td>Fig.7 Usage of various Media in Year 2010-11</td>
<td>16</td>
</tr>
<tr>
<td>Fig.8: - e - Governance</td>
<td>17</td>
</tr>
<tr>
<td>Fig.9 SUGAM</td>
<td>20</td>
</tr>
<tr>
<td>Fig.10 LOKMITRA Scheme</td>
<td>21</td>
</tr>
<tr>
<td>Fig.11: SMS Gateway</td>
<td>22</td>
</tr>
<tr>
<td>Fig.12 AGRISNET</td>
<td>24</td>
</tr>
<tr>
<td>Fig.13 Telemedicine</td>
<td>25</td>
</tr>
<tr>
<td>Fig.14 CCMS</td>
<td>27</td>
</tr>
<tr>
<td>Fig.15: e-marg darshan</td>
<td>28</td>
</tr>
<tr>
<td>Fig.16 HIMSWAN</td>
<td>31</td>
</tr>
<tr>
<td>Fig.17 E-Samadhan</td>
<td>32</td>
</tr>
<tr>
<td>Fig.18 HIMPOL</td>
<td>33</td>
</tr>
<tr>
<td>Fig.19 Online Registration &amp; Bill Payment Services</td>
<td>35</td>
</tr>
<tr>
<td>Fig.20 Pensioner’s Helpline</td>
<td>36</td>
</tr>
<tr>
<td>Fig.21 Himachal Examination Result</td>
<td>37</td>
</tr>
<tr>
<td>Fig.22 AGiSAC</td>
<td>39</td>
</tr>
<tr>
<td>Fig.23 AGiSAC1</td>
<td>40</td>
</tr>
<tr>
<td>Fig.25 PMIS</td>
<td>42</td>
</tr>
<tr>
<td>Fig.26 VAHAN &amp; SARATHI</td>
<td>43</td>
</tr>
<tr>
<td>Fig.27: Himachal Govt. State Portal</td>
<td>44</td>
</tr>
<tr>
<td>Fig. 28: Himachal IT parks locations:</td>
<td>51</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>----</td>
</tr>
<tr>
<td>Fig. 29: Digital Learning Resources</td>
<td>54</td>
</tr>
<tr>
<td>Fig. 30: eVitran</td>
<td>45</td>
</tr>
</tbody>
</table>
### List of Tables

<table>
<thead>
<tr>
<th>Table Name or No</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tab. 1: World Internet Usage and Population Statistics December 31, 2011</td>
<td>16</td>
</tr>
</tbody>
</table>
Objective

• Introduction To Information Technology
• The Role of Information Technology in Rural Himachal.
• Impact of IT In Rural People Life
• Impact of IT in Rural School
• Role of IT in Rural Banking
• Why Internet Advertising and Marketing is Essential for Development of Rural Himachal
• E- Governance Initiative in Himachal Pradesh
• How to Start IT Project in Rural Himachal
• Comparative Advantages of H.P. Compared to Neighboring States
• CONCLUSION /Need of Improvements.
INTRODUCTION TO INFORMATION TECHNOLOGY

Information technology (IT), as defined by the Information Technology Association of America (ITAA), is "the study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware." IT deals with the use of electronic computers and computer software to convert, store, protect, process, transmit, and securely retrieve information. Recently it has become popular to broaden the term to explicitly include the field of electronic communication so that people tend to use the abbreviation ICT (Information and Communications Technology). Basically IT is a valuable set of tools because it benefits you immediately and directly. Knowledge of IT is important because:

- IT is everywhere
- IT can help you to be more productive
- IT will enhance your career
- IT will give you a word of opportunity

Today, the term information has ballooned to encompass many aspects of computing and technology, and the term has become very recognizable. IT professionals perform a variety of duties that range from installing applications to designing complex computer networks and information databases. A few of the duties that IT professionals perform may include data management, networking, engineering computer hardware, database and software design, as well as the management and administration of entire systems.

When computer and communications technologies are combined, the result is information technology, or "InfoTech". Information technology is a general term that describes any technology that helps to produce, manipulate, store, communicate, and/or disseminate information. Presumably, when speaking of Information Technology (IT) as a whole, it is noted that the use of computers and information are associated.
Fig. 1: Introduction To IT
Role of Information Technology in Development of Rural Himachal

Information is power and power is information. Without information there can be no growth. Now information is penetrating into rural India as well, because without its presence there, we cannot think about development of the entire country.

In terms of rural-urban population, around 90.2% of Himachal Pradesh population resides in rural area. This is significantly higher than the national average of 72.2%.

"At all India level only about 0.4 per cent of rural households had access to Internet at home as compared to about 6 per cent of urban households,” said the National Sample Survey Organization (NSSO) report on expenditure in 2009-10. Reflecting the digital divide in India, the study said just 3.5 households per 1,000 families, had access to Internet services at home in rural areas in the year. The Internet And Mobile Association of India (IAMAI) and IMRB International have provided an insightful research about the internet in rural India. The report showed that the total number of active internet users in rural area is projected to rise by a whopping 98%, from 12.1 million in December 2010 to 24 million by December 2011.

An improved internet awareness in rural areas was credited to the fast growth experienced. Government initiative was also conducted to facilitate internet networks and ‘common service centers’ (or cyber cafes) both of which increased in 2010.

However, in urban areas, Internet connectivity was much better in 2009-10 as 59.5 families out of every 1000 households had the facility at home.

Information Technology play a Important role in Rural Development of Himachal. Information technology's main role in rural development is to provide people with information of any kind they require because information is necessary for development. for example information and communication technology can help farmers in rural areas to know about new means and techniques of farming that leads in more production and
thus more income, information and communication technology can help people consult doctors in urban areas thus reducing health issues, information and communication technology can help educate child by using distant learning methodology and many more. The Department of Information Technology (DoIT) has been created in January, 2004 to ensure the process of furthering the development of IT in the State. The Department would strive for Encouraging investments in the IT sector industries in the State. Facilitating the establishment of IT institutes and improving the quality of IT education in the State.

Using IT tools to ensure a SMART (Simple, Moral, Accountable, Responsive and Transparent) Government… It is a case study of the Himachal, The Society for IT and e-Governance (SITEG) (set up by the Department of IT, Government of Himachal Pradesh) has been set up with an objective to promote usage of IT to benefit the society and citizens of the state. It is through this society that the government of Himachal Pradesh intends to extend its e-governance services to the common man in the true sense. HPSITEG is a part of the larger spectrum of the e-Governance project initiated by the Government of India.

Himachal Pradesh Society for Promotion of IT and E-Governance (SITEG) is formed in the matter of Act XXI of 1860 for the registration for Literacy, Scientific and Charitable Societies and in the matter of formation of a Society for the promotion of IT and e-Governance based activities by Department of Information Technology, Government of Himachal Pradesh.
Fig. 2: Role of IT in Development of Rural Himachal
Impact of IT In Rural People Life

The present study is an attempt to know how information technology is playing a significant role in the development of the rural society. We are living in IT world. If we see developed nations then we come to know that we are lagging so behind. Making all the Government Departments IT enabled is the demand of today. Every citizen wants transparency and fast and timely services from Government Departments. This can be achieved only by using internet and other IT based services like different IT tools and customised software. Government has to make access of each facility as simple as possible. More and more information should be available on websites of Government Departments.

In Himachal Pradesh, there are many IT and e-Governance Related Projects like SUGAM Lokmitra, SMS Gateway, AGRISNET for Himachal Pradesh, Telemedicine Project, HMIS, HRTC Online Ticket Booking etc. It provides different kind of services to the rural masses to improve their quality of life. The services are concerned with their regular routine such as agriculture, education, health, social relation, product marketing, administration, planning and current information needs. The information technology is not a magic stick by which one may go to bring miracle change in the rural masses. It may be one of the essential institutional structure contributing to modernization of agriculture, health, education, social and economic development. As we know development is a process which takes couple of years to change the rural life. Thus information technology will definitely be in a position to change the scenario of rural life and create a better path for rural development. Among the major States, Maharashtra was on top with the 104 out of 1,000 families had Internet in cities, followed by Kerala and Himachal Pradesh at 95 each and Haryana at 81.5. Among the hilly States, Arunachal Pradesh had the best reach of the Internet service in rural areas with 19 out of 1,000 households have such facility at home, followed by Himachal Pradesh at 16.
The study further states that among the major states, Kerala had by far the highest proportion of households with Internet access in the rural areas at 3 per cent followed by Himachal Pradesh at 2 per cent.

In cities, Maharashtra reported the highest percentage of household having access to Internet connection (10 per cent) followed closely by Kerala, Himachal Pradesh and Haryana.

Fig.3: Impact of IT In Rural People Life
IT in Rural Education

This could all be summarized in just three words – “Knowledge is Power”. Thus with the penetration of Internet in rural schools, we would witness a complete revolution. Information Technology Play a important role in Rural School. Our State Govt. Encourage the use of Information Technology in schools, colleges and educational institutions in the state of Himachal Pradesh, so as to enable students to improve their skills, knowledge and job prospects and enable them to obtain employment in this sunrise industry. (Note: Hundreds of middle, high and senior secondary schools have already been computerized and computer aided learning is being provided besides imparting basic skills in operating computers)... Internet is just a source of information and it depends on the user on the kind of information he chooses. Now Information technology is available in all rural school of himachal. But Government should to improve the quality of education in Himachal Pradesh. Today’s, education are using IT and ICT. Information and communication technologies (ICTs) which include radio and television, as well as newer digital technologies such as computers and the Internet have been touted as potentially powerful enabling tools for educational change and reform.

The IT companies may start this trend of providing quality IT education in the senior schools. The scope for IT companies looks promising as the education sector is a massive one and can support a lot of such initiatives.

Also, implementing the procedures and building up the infrastructure can help the students to be better prepared for a promising career.

India is one country where skilled labor, especially in the IT sector, is globally recognized as topnotch and competitive. The English speaking IT professionals in India are preferred in the South Asia. Considering such an asset, the students that are soon going to start their professional lives.

IT companies can further help their own growth and sustenance by investing in this sector. School education is a cyclic process and its span is ever continuing By striking a good balance with the school institutions, the companies can do much better and for a long time.
Internet and the World Wide Web utilization open up the modern world of information, facts and communication with respect to students. Students can easily gain access to libraries from any city of the world at any time any day or night. The internet possesses a much more pervasive impact than any other electronic media and is also the present day engine most typically associated with progress; simple fact is that it is the new model of thinking that will present an innovative approach to online education.

**Fig.4: IT in Rural Education:**
Role of IT in Rural Bank of Himachal

The Bank in rural area are playing important role for improving people life in rural Himachal area. The commercial Banks were operating for the years, but it was being felt that these banks were not paying necessary head to the credit requirements of common masses. Further the commercial banks, were mainly concentrating their business in the urban area and the banking facilities to rural people were not available. Information Technology and System play important role to interconnected the rural banks with urban banks..

Rural banking in India started since the establishment of banking sector in India. Rural Banks in those days mainly focused upon the agro sector. Today, commercial banks and Regional Rural Banks in India are penetrating every corner of the country are extending a helping hand in the growth process of the rural sector in the country. Rural Banks in Himachal:

1. Himachal Gramin Bank
2. Parvatiya Gramin Bank
3. Himachal Co-operative Bank
4. Punjab National Bank
5. State Bank of India

Information System plays an important role in the development of rural banks in Himachal. Banking in the age of Information Technology has improved the lifestyle of people in rural Himachal area. Now people can easily transfer their money from one place to another, the time interval in process of getting loan approved from the bank has also been reduced.

View balances: Checking your balance doesn't require much work. You simply select Account balances and take a look at your balance and past transactions. If you have more than one account, you can also do transfers between accounts.

• Pay bills: To pay your bills online, you just need to add to your account the names of the companies you wish to pay bills to. In the Pay Bills section, select Add payees, search for the name of the company and fill in the account number
for each company. You can also sign up for the E-bills service that sends you a bill by e-mail instead of a printed one by regular mail.

- **Transfer funds:** When you select Transfer Funds, you'll be asked where to transfer the money to and from, when, and the amount.

- Set up recurring bill payments or transfers: If you make a regular payment every month, it might be convenient to set up an automatic withdrawal from your account.

- **Monitor CIBC investments:** If you have any CIBC investments, you can keep an eye on those stocks or mutual funds here.

- **Send and receive an INTERAC e-TransferTM2:** This could be the end of the birthday cheque! You can receive transfers from other people's accounts, or set up transfers from your account to someone else's. The recipient will get an e-mail notifying them of the transaction.

- **View CIBC VISA* accounts:** Always a good place to monitor your spending. You can make your credit card payments online, right from your account.

- **Order cheques:** We don't need them much anymore due to online banking and debit purchases, but if you still use cheques, you can order them directly from the CIBC website.

Fig.5: Role of IT in Rural Bank of Himachal
Why Internet Advertising and Marketing is Essential for Development of Rural Himachal

Which Himachal Sector, We can Focus through Internet Market:

- Handicraft,
- Handloom,
- Floriculture
- Tourism
- HPMC
- Agriculture
- Information System

We are living in IT world. If we see developed nations then we come to know that we are lagging so behind... Internet is fast emerging as a powerful medium of advertising in the new millennium.

With the number of Internet users increasing manifold, the new medium is viewed as the advertiser's dream. The Internet is a tool enabling businesses to reach literally millions of new customers each month. The Internet is redefining the relationship between businesses and consumers, for the first time in history a small to medium sized company now can reach all over the globe to share information about it's products and services. Now your business can advertise and reach customers on a global scale that just a few years ago was available to only a hand full of large corporations. One advantage to advertising on the internet is the fact that the it is always on. Your businesses image is shared 24 hrs a day 7 days a week. Shoppers can visit your site at their Convenience from the comfort of their own homes. It is like having your doors open 24 hrs a day 7 days a week.

Another advantage is the Internet is enabling consumers to purchase from companies outside their geographical location; many items that were once available only in certain areas now are available worldwide thanks to the Internet.

I believe the Internet will dramatically change the way we purchase and use the products and services we use daily. But don't take my word for it here is a recent
quote from Alan Greenspan to the senate Budget Committee. Govt. Should improvement in marketing of HP handicraft, handloom, Floriculture and horticulture products through a Web Based Marketing Portal. The marketing of handicrafts, handlooms, Floriculture and horticulture products through a web portal is quite feasible. Govt. of HP must study the success stories like Marketing of Chanderi Silk through web (MP), Bangles (Karnatka) etc. Web Based Marketing Portal can be boon for our farmers for improvement in marketing of HP handicraft, handloom, floriculture and horticulture products. We have no shortage of talent, rather thing is to explore and exploit and it needs inspiration and encouragement for achieving it. We need to promote and advertise our handicraft, handloom, floriculture and horticulture products to the masses. Web based system can help in achieving it more easily and effectively. Internet marketing also referred to as I-Marketing, web marketing, online marketing, or E-Marketing, is the marketing of products or services over the Internet. With the increased globalization, marketing methods for people like you – marketing managers, business owners and entrepreneurs has found wide opportunities of marketing their products, which leads an extensive competition among the various players to achieve better performances.

Today, in the competitive world the survival of the company depends on the innovation of the managers, innovative managers are looking for unique ways to compete more effectively on a local, regional and global basis. The information is being shaped by advances in digital telephone networks, interactive cable television, personal computers, and online services and, finally, the Internet.

**Internet Usage Statistics - The Growth Rate**
The Net represents a $300 billion market. Over 30 million companies and households around the world use the Internet as a communications link through e-mail, interactive advertisement, bulletin boards, research and online discussion groups. At its most basic level, the Internet serves as a seemingly endless catalog of marketing messages and advertising in an interactive fashion.
Fig.6: Internet Usage Statistics

There were 2.3 billion internet users (2,279,709,629) worldwide in the first quarter of 2012, according to Internet World Stats data updated 31st March 2012. China was the largest countries in terms of internet users with over 513 million users.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>1,037,524,058</td>
<td>4,514,400</td>
<td>139,875,242</td>
<td>13.5 %</td>
<td>2,988.4 %</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Asia</td>
<td>3,879,740,877</td>
<td>114,304,000</td>
<td>1,016,799,076</td>
<td>26.2 %</td>
<td>789.6 %</td>
<td>44.8 %</td>
</tr>
<tr>
<td>Europe</td>
<td>816,426,346</td>
<td>105,096,093</td>
<td>500,723,686</td>
<td>61.3 %</td>
<td>376.4 %</td>
<td>22.1 %</td>
</tr>
<tr>
<td>Middle East</td>
<td>216,258,843</td>
<td>3,284,800</td>
<td>77,020,995</td>
<td>35.6 %</td>
<td>2,244.8 %</td>
<td>3.4 %</td>
</tr>
<tr>
<td>North America</td>
<td>347,394,870</td>
<td>108,096,800</td>
<td>273,067,546</td>
<td>78.6 %</td>
<td>152.6 %</td>
<td>12.0 %</td>
</tr>
</tbody>
</table>
Benefits of Business Visibility on Internet

Visibility of business promotions through internet while comparing with other sources of advertisement medium.

Internet marketing registered around 93% visibility, while comparing to the other medium of advertisement. Today time has changed, instead of focusing on local territory companies are more focusing on international territory for brand building, because today whether your business is a traditional store, a work-from-home operation, or a completely online venture, a strong internet presence is a must in today’s fast-paced marketing world. In the age of instant information, businesses without internet presence have a decided disadvantage.
E-Governance is the application of Information and Communication Technology (ICT) for delivering government services, exchange of information communication transactions, integration various stand-one systems and services between Government-to-Citizens (G2C), Government-to-Business(G2B),Government-to-Government( G2G) as well as back office processes and interactions within the entire government frame work. The Government of Himachal Pradesh is determined to use Information Technology to usher in an era of e-Governance aimed at simplifying processes, bringing in transparency, accountability, providing need based, quality and timely information to all the citizens of the State. Towards implementing this goal, the Government has implemented or in the process of implementation of several e-governance initiatives in various Departments of the State. Himachal Pradesh has been conferred the gold and silver icon awards for exemplary implementation of e-governance initiatives.

Fig.8:- e - Governance
To use IT in the process of Government functioning to bring about Simple, Moral, Accountable, Responsive and Transparent (SMART) governance to its Citizens.

**Himachal Based e-Governance Projects**

1. SUGAM
2. Community Service Centres (CSC)-Lokmitra
3. SMS Gateway
4. AGRISNET for Himachal Pradesh
5. Telemedicine Project
6. HMIS(Hospital Management Information System)
7. HRTC Online Ticket Booking
8. Vigilance Complaints Monitoring System(VCC)
9. Revenue Court Monitoring System (RCMS)
10. Computer Complaint Management System
11. Scheme Portal(e-marg darshan)
12. Litigation Monitoring System
13. E-Despatch
14. E-Rozgar
15. E-Samadhan
16. E-Service
17. E-Product
18. AGiSAC
19. E-Gazette
20. HIMSWAN
21. Motor Vehicle Monitoring System
22. E-Kalyan (Welfare Pension Disbursement MIS)
23. E-Pehchan
24. MNREGA soft
25. Employment Exchange Management System
26. HimBhoomi
27. E-Praman
SUGAM( i-CoSC)

Integrated Community Service Centers( i-CoSC) now named as SUGAM. i-CoSC (Sugam) plays an important role in providing services at the doorstep of rural community by bringing all citizen related services and information under a single roof cutting across different tiers of administration. The unique feature of this project is that the submission of documents and collection of required certificates/ licenses etc. can be done even at a place other than the one where sanction is to be done (except where physical presence is necessary as per law). Mainly following services are being provided through these centers: Transport: Vahan – Vehicle registration, Saarthi – Driving license, Bus booking & Time table; Election: Voter registration and Voter Id; e-Praman/Certificates: Caste, Domicile, Senior citizen, Income, Backward area, Legal heir, SC/ST, OBC; Revenue:
HimBhoomi—Land records forms,   Land record Nakal/ Jamabandi, HimRis—Property registration; Utility: Electricity bills, BSNL telephone bills; REFNIC -Reference Monitoring of Files; Agmarknet—Agriculture commodity prices; District authorities: Arms License; Police Complaints; e-Pehchan: Senior citizen identity card, Disability identity card; Labour and Employment: Vacancy listings, Employment exchange registration; Tourism: Hotel reservation, Tourist Information.

SUGAM Centres has been setup at all Tehsils/Sub-Tehsils, Sub-Divisions and District Headquarter of all Shimla District. Now being rolled out in other districts.

For more details please Visit Himachal SUGAM Website@ http://hp.gov.in/sugam/

![Fig.9: SUGAM](image)

**LOKMITRA Scheme**

Community Service Centers (CSC) named as LokMitra Kendra’s. Web-Enabled Interface between Rural Himachal and Pradesh Government.

The Government of India has approved a Common Service Centers (CSCs) scheme for providing support for establishing 100,000+ Common Service Centers across 600,000+ villages in India. The objective is to develop a platform that can enable Government, private and social sector organizations to align their social and commercial goals, especially for the benefit of the rural population in the remotest corners of the country through a combination of IT-based as well as non-IT-based services. This scheme is
being extended through two private companies i.e. Zoom Developers in Kangra & Terasoft & GNG in Mandi/ Shimla division. The agreement has been signed with these companies. Himachal has the distinction of one of few states in the country where this scheme has started.

As far as transparency in administration is concerned, the role of information system is positive but bureaucracy are not playing their role in such manner as desired. The rural people are satisfied with some sort of services available with the centre like certificates, complaints and land records but have grievances for some services and persons involved in the information system.

For more details please Visit Himachal LOKMITRA Website @
http://hp.gov.in/csc

Fig.10: LOKMITRA Scheme
**SMS Gateway**

SMS Gateway Services have been started in Himachal Pradesh by Department of Information Technology, Government of Himachal Pradesh

M/S Spice Digital Limited has been finalized as the Service Provider for the SMS Gateway Services and the process of establishing the SMS Gateway has been completed. The charges per SMS will be 6 Paise up to 5 Lacs in a month and 5 Paise in case number increases beyond 5 Lacs as a whole in a particular month.

There will be two types of facilities available for sending the SMSs. These facilities will be as under:

1. Facility to send bulk messages to group of users (citizens or Government Employees) in one step. This facility may be utilized for sending notices for the meeting and information to general public. [http://125.19.68.27:8084/hpbulksms/login.aspx](http://125.19.68.27:8084/hpbulksms/login.aspx)

   In case the above primary link stop working ,try this secondary link for the same. [http://202.164.48.67:8084/hpbulksms/login.aspx](http://202.164.48.67:8084/hpbulksms/login.aspx)

2. Facility to send SMSs regarding the specific service to individual users (citizens or Government Employees) as per requirement. This facility may be used initially at all the SUGAM centres for sending SMSs regarding status of the service when the same is ready for delivery or there is some deficiency in the documents submitted by the citizen.


   There will be facility of storing the Mobile numbers and message templates in the application which is available online on the internet.

   For the detailed procedure regarding operation of this service click here User manual of SUGAM Services thru SMS Gateway.doc (630.50 kb).
AGRISNET

Agriculture Resource Information Systems and Networking (AGRISNET). Department of Agriculture & Co-operation, Ministry of Agriculture, Government of India has decided to launch a Central Sector Scheme titled, “Strengthening / Promoting Agricultural Informatics & Communications” of which one component is AGRISNET. The portal provides the end users with the ability to access services through an online platform at their door-step.

Objective of AGRISNET:-

1. AGRISNET Project will bring farmers, researchers, scientists and administrators together by establishing online information for Agriculture, Animal Husbandry, Horticulture and Fishries departments. The citizens can put their queries online along with the scanned photographs (if any) on the web and get the advice from the experts of concerned departments.

2. The main objective of AGRISNET Project is to create a sustainable data bank of all Agricultural Inputs in the State of Himachal Pradesh containing entries for all relevant information pertaining to Agriculture and its related activities and to access the same through a secured Network.
3. The farmer must know about the soil, crop rotation, thousands of kinds of seeds available, fertilizers and pesticides, the weather, water table, animal husbandry and feed, package of practices, price and political situations, enabling to decide what crops to grow and which animal to raise. As the saying goes “Khet aur Kisan – Desh ki Jaan”, the AGRISNET vision is to make our farmers progressive, prosperous and high tech, which literally means in Hindi “Unnat, Samridh aur Uchch Taknique Kisan”

For more details please Visit Himachal AGRISNET Website @

http://hpagrisnet.gov.in/default.aspx

Fig.12: AGRISNET

**E-Pehchan**

ePehchan software is implemented in the District Welfare Office for issuance of the Disability and Senior Citizen identity cards. It also keep their records and generate the various types of reports.
Telemedicine:

Telemedicine was implemented in the state to improve the health services of the State by providing access of Medical Specialists/experts from PGI/ IGMC to common man even at PHC/CHC level remotely. 20 remote locations to be connected to IGMC Shimla which will be further connected to PGI Chandigarh. Himachal Pradesh is a sparsely populated State with difficult topographical and climatic conditions. The people have to travel large distances on foot or by road to reach the appropriate level of administration to get their jobs done. IGMC Shimla is the only referral hospital and medical institution in Himachal Pradesh. Thus Telemedicine has been a great help in providing the services of Medical Specialists at IGMC/ PGI to the PHCs/ CHCs in the rural areas.

Implemented in IGMC and 19 remote locations: CH, Karsog, RH, Chamba, RH, Kullu, RH, Hamirpur, ZH, Mandi, ZH, Rekong Peo, RH, Rampur, CH, Rohroo, RH, Nahan, CH, Banjar, ZH, Dharamshala, CHC, Bharmaur, CHC, Kyelong, CHC, Kyelong, CHC, Tissa, CHC, Pooh, CHC, Janjehli, CHC, Shialai, CHC, Sangrah. Connectivity to these locations has been made over ISDN from BSNL. At 5 places NMLLN is being used for the time being and these would also be shifted to ISDN now. Sanjivani Software is being used for sending/receiving the data of the patient to PGI/ PHC Staff CPC (Clinical Pathological Conference) from PGI Chandigarh is broadcasted through telemedicine network every Wednesday for the use of PG students/ Resident Doctors of IGMC. The following infrastructure has been provided at every telemedicine location/PHC: 4Nos. PCs, TV 1Nos, VC equipment, Microscope 1No., X-Ray/ Document Scanner 1No. and ECG Machine 1No.
HMIS:
Hospital Management Information System (HMIS): HMIS project is a state initiative to provide better health services to the Citizens of Himachal Pradesh. The scope of the project includes computerisation of the routine activities of the hospital and to keep track of patient record/ Medical history right from his registration to his discharge/ leaving the Hospital. The database is also useful for doctors from the research point of view. Disease surveillance can be done using the reports of this software. IGMC is among the few health institution in the country where such system has been implemented. IT Department is helping Health department to roll out the project in 20 other hospitals of the state.
Benefits to the Citizens: HMIS would have following benefits for the citizens:
Medical History of the patients is being maintained through this application which would help the doctors to treat the patients
Citizens are getting better services as the OPD slips are being issued in respective OPDs as against one counter previously
All the record related to the patient treatment/ diagnosis/ etc is being fed into the system Various reports need by the HODs/ IGMC administration are available instantly which used to take even 15-20 days.
For more details please visit following link http://himachaldit.gov.in/page/HMIS.aspx

**HRTC On-line Ticket Booking**

Online Booking System in HIMACHAL ROAD TRANSPORT CORPORATION

This System is used for Advance Booking of seats in Himachal Road Transport Corporation (HRTC) buses. Currently, booking for all type of Buses originating from Shimla, Delhi, Chandigarh, Haridwar, Dharamsala, Kangra, Baijnath, Palampur, Hamirpur, Manali, Kullu, Chamba, Mcleodganj and Mandi is available.

Note: For availing Smart Card Discounts, Please book single seat.
For more details please Visit Himachal HRTC ONline Ticket Booking Website @ http://hrtc.gov.in/hrtctickets/

**VCC**

Vigilance Complaints Monitoring System (VCC)- The main objective of State Vigilance & Anti Corruption Bureau (SV&ACB) module is to facilitate inter-action between the public and SV&ACB. It provides facilities for submitting online complaints/information to the SV&ACB Police Stations.

If you want to Submit Complaint online than please click on below link @ http://hp.gov.in/vigilancecomplaints/RegisterComplain.aspx

**RCMS**

Revenue Court Monitoring System (RCMS): Revenue Court Case Monitoring software is developed by IT Department for the use of Revenue courts at Division, District, SDM, Tehsil level. The system has been implemented in Divisional Commissioner Shimla, DC office Shimla & Tehsil Shimla (Urban). Pilot implementation has been done in SDM Office Hamirpur.

For more details please Visit Himachal RCMS Website @ http://hp.gov.in/rcms/
Computer Complaint Management System

CCMS, This online application may be used to register complaints regarding computer systems (Hardware, Software etc.) only by those customers (specially the organisations of Government of Himachal Pradesh) who buy their hardware in accordance with the rates and terms and conditions approved by the Department of IT, Government of Himachal Pradesh either directly or through the H.P. State Electronics Development Corporation. For more details please Visit Himachal CCMS Website.

http://hp.gov.in/ccms/

Fig.14: CCMS

Scheme Portal (e-marg darshan)

Himachal Pradesh State Scheme Search Portal. The Government of Himachal Pradesh is committed to providing opportunities to the citizen for their economic and social development. To achieve this, various Welfare Schemes are launched for a wide cross section of the society from time to time by various departments. In this portal, we have attempted to provide easy and single point access to information about the various Welfare Schemes being provided by the State Government for the citizens and other stakeholders. Through this portal a citizen can identify schemes for which he is eligible,
simply by providing information pertaining to his Gender or Age or Caste or APL/BPL status or Occupation or Annual Income. A citizen who is partially aware of name of a scheme can also do an advanced search for finding details of the scheme. This portal provides information regarding eligible beneficiaries, types of benefits, scheme details etc. Links at various places, too, have been provided to other Departmental Portals/websites.

For more details please Visit Himachal Scheme Search Portal Website @
http://hp.gov.in/scheme/home/home.aspx

Fig.15: e-marg darshan

LMS
Litigation Monitoring System(LMS) :- This System is used to Monitoring legal proceeding in a court of any Govt. department of Himachal Pradesh.. We can gets the court status through three way

- View department wise cases
- View Court wise cases
- Search Cases

For more details please visit Litigation Monitoring System @
http://hp.gov.in/lms/
E-Despatch

This is the official web portal of e-Despatch for the Himachal Pradesh Government, India. This site offers information on the letters dispatched from various departments of the state government. The content of these letters are owned by respective departments and they may be contacted for any further information or suggestion. The Technical collaborators take no responsibility to the content matter of these letters.

For more details please visit E-Despatch @

HIMSWAN

HIMSWAN (Himachal Pradesh State Wide Area Network) :- Himachal State Wide Area Network (HIMSWAN) project is a revolutionary step towards enhancing good governance. By setting up HIMSWAN, the State Government intends to modernize the communication infrastructure in the State to create a state of the art and reliable network for G2C, G2E, G2B and G2G interfaces. The Project is aimed at providing HIMSWAN link to Government Offices and Integrated Community Service Centres at State, District, Sub-Divisional, Tehsil and Block headquarters in Himachal Pradesh.

The first phase of this project has been completed. Under this project (HIMSWAN-I) a Local Area Network has been established in HP Secretariat with the provision of 600 nodes with an ultimate target criterion of at least 1 PC for 3 officials. For this purpose a LAN with provision for 620 nodes has been established. Rs.1.55 crores has been spent during the completion of first phase. The network has successfully started functioning and Referencing Monitoring System has been implemented on this network. This network has also been connected to Internet. This network will be useful in saving lots of energy and resources.

This state of the art network in H.P. Secretariat will be useful for all the officials for sharing the resources and data. The drafts for approval may move up the administrative hierarchy on the LAN, so that precious time and resources are not wasted in duplication of effort. Scanners, printers, CD writers etc. also can to be shared across the network. Big documents will be stored on the PC instead of taking print outs of even relatively useless
pages. So besides making “less paper” functioning of Govt., this LAN will cater to implementation of various applications like REFNIC and many more. This will only improve efficiency.

The Secretariat has to largely depend on the Directorates for data. The Directorates, in turn, have to rely on their field offices for these inputs. Therefore, this Local Area Network of the Secretariat should expand to become a Wide Area Network for the entire State in the phase-II. Then the instantaneous, accurate and updated information will be retrieved in the prescribed format. Presently, the requisite data is received after a couple of months when it has already become outdated. The IT Department is committed to have this Wide Area Network in place at the earliest. The HIMSWAN-II project proposal has been approved by the Ministry of IT, Govt. of India. MIT GoI has sanctioned Rs 50 crores and released first instalment of Rs 10 Crores. In this project HP Secretariat, Departments, District, Sub-divisional and tehsil offices will be linked with one another for immediate availability of data for queries and reports.

Fig.16:-HIMSWAN
**E-Samadhan: Online Public Grievance Solution**

The General Public can enter the grievances on the web based application [http://admis.hp.nic.in/esamadhan/](http://admis.hp.nic.in/esamadhan/). This is the online grievance monitoring system developed for effective monitoring & disposal of grievances of the peoples of Himachal Pradesh. This software helps the Grievances Cell in handling the voluminous number of grievances received from individuals who come to Deputy Commissioner for the redressal of their grievances or submit there grievances through this website. It helps in keeping a track of any grievance received and further references received for it and speedy redressal by efficiently monitoring the status of grievances received. The complainant can also file the grievances from eSamadhan Counters available at DC Office and all the SDM Offices.

For more details please check following link [http://admis.hp.nic.in/esamadhan/](http://admis.hp.nic.in/esamadhan/)

---

"---------We promise the people of state to provide efficient, clean and transparent administration and to make the officers & officials answerable to the people of state."

Prof. Prem Kumar Dhumal, Chief Minister, Himachal Pradesh

Fig.:17 E-Samadhan
HIMPOL

- Online search of First Information Report (FIR)
- Online registration of complaint
- Online traffic challan payment
- Telephone numbers of state police officials
- Online criminal gazette since 2006

For more details Please following link:- [http://admis.hp.nic.in/himpol/](http://admis.hp.nic.in/himpol/)

Fig.:18-HIMPOL
Himachal Government Website Directory

- Website directory of state government department, institutions, district etc
- Directory has been categorized under- centre government organizations, state departments, corporations, commissions, courts, state assembly, educational institutions, districts etc.

For more details Please following link:  
http://www.himachal.gov.in/depts.htm

E-Salary:

- Employee can retrieve salary detail for particular financial year drawn from selected treasury
- Employee can access these information to enter employee code, employee name and name of treasury

For more details Please following link:
http://admis.hp.nic.in/esalary/treasury/eSalary.htm

E-Services and e-Products

- It provides online facility to new electors to register their name in electoral roll
- They can also apply online for any kind of modification in their name and address

More details on this please check below link :-
http://eserviceshp.gov.in/login.action
ELECTOR INFORMATION SYSTEM

- It provides online facility to new electors to register their name in electoral roll
- They can also apply online for any kind of modification in their name and address

For more details please check below link:
http://hp.gov.in/electionsearch/Search.aspx

Online Registration & Bill Payment Services

- Online payment of electricity bill
- Payment can be made after registering on portal

For more details please visit below link
http://www.hpseb.com/mybill/

Fig:19. Online Registration & Bill Payment Services
Pensioner’s Helpline

- Pensioners can check whether pension amount has been credited in their account or not
- Pensioner will have to select their district name, type of pension and have to enter an PPO No and name to get the details..

For more details please visit following link: http://admis.hp.nic.in/epension/epensionkhoj.asp

Fig:20- Pensioner’s Helpline
Himachal Examination Result

- Result of various level of examination, conducting by state government agencies
- Result of middle school, matriculation, 11th, 12th, Graduation, State Public Service Commission and entrance in engineering and medical colleges are available

For more details please visit following link:

http://hpresults.nic.in/

Fig.21: Himachal Examination Result
Online Blood Donor List

- District wise list of blood donor for all groups
- These lists are available for Chamba, Kangra, Kinnaur, Mandi, Shimla, Sirmaur, Solan and Una district of Himachal Pradesh.

For more details please visit following link:
http://www.himachal.nic.in/donorkhoj.asp

Online Tenders

- Department wise tenders notification
- All tenders are in PDF format and easily downloadable

For more details please visit following link:
http://www.himachal.nic.in/tenders/welcome.html

AGiSAC:

Aryabhata Geo-informatics & Space Application Centre (AGiSAC) has been set up under the aegis of State Council for Science, Technology & Environment with an objective to facilitate the use of Geo- informatics for the purposes of developmental planning and decision making in the State.
The following objectives were envisaged for the State Centre:

- To facilitate decentralized planning and decision making.
- To facilitate Monitoring and Evaluation of Government Schemes & Programmes.
- To set up integrated natural resources data management system.
- To provide services/consultancy based on specific user needs in the field of Remote Sensing and GIS.
- To provide wider usage of geo-spatial applications through simultaneous support systems/software.
- To promote the use of SATCOM networks for distant interactive training and education in the State.

Domain of Services

Geo-Informatics

AGiSAC shall endeavour for conceptualization, creation and organization of multi-purpose common digital database for sectoral/integrated decision support systems.

Remote Sensing
• For Inventorization, Mapping, Developmental Planning and Monitoring of Natural & Man-made Resources.

**Global Navigation Satellite System**

• For Location based services, Geo-referencing, Engineering Application and Research.

**Cartography**

• For Thematic Mapping and Value added maps.

**Photogrammetry**

• For creation of Digital Elevation Models, Terrain Characteristics & Resource Planning.

**Software Development**

• For wider usage of Geo-spatial applications, Decision Support Systems (Desktop as well as Web based).

**Mapping services**

• Mapping services to the Governments and Non-Governments Organizations for planning, documentation and other purposes. Mapping services for Environment Impact Assessment (EIA) and Environment Management Plan (EMP). Mapping solutions to the Governments and Non-Governments Organizations for the purpose of EIA and EMP preparation and implementation monitoring.

• For more details please check following link [http://agisac.gov.in/](http://agisac.gov.in/)
Download Form
A centralised resource for important Application Forms of Central/State/UT Governments which are required to be filled up and submitted for availing different services and applying for obtaining important certificates/licences. You can get Application forms pertaining to commonly required documents such as Ration Card, Driving Licence, Vehicle Registration, Passport, Birth/Death certificate etc from here..

For more details please check following link
http://india.gov.in/forms/forms.php?state=hp&search=search

eHIMAPURTI

Market Rates Service : eHIMAPURTI of Food, Civil Supplies and Consumer Affairs Department, Himachal Pradesh
In this category of Citizen Services a citizen can get the daily rates of Shimla town, Wednesday rates of Shimla Mandi towns and Friday rates all the districts of State of Himachal Pradesh
For more details please check following link
http://admis.hp.nic.in/ehimapurti/getRates.htm

Fig.24: eHIMAPURTI
PMIS (Personnel Management Information System)

The PMIS (eService Book) is a web based application where the Service book of all the Regular Employees of all the Departments is maintained. It covers the detail of the employee eg (Joining, Promotions, Leave details etc.). The specific department can enter/update the Personnel records of their employees on this application.

For more details please check following link  [http://admis.hp.nic.in/genpmis/](http://admis.hp.nic.in/genpmis/)

---

**Fig.25: PMIS**
VAHAN & SARATHI

Vahan is a workflow based application being used for issuance of Registration Certificates and Permits for Vehicles whereas Sarthi is used for issuance of all types of Licenses related to Learners, Conductors and Drivers. These applications are running at all eGovernance Centers. For more details please check following link

http://admis.hp.nic.in/vahsar/

---

E-Kalyan (Welfare Pension Disbursement MIS)

District Welfare Office has one of the main responsibilities of disbursing the Welfare Pensions to Widows, Old Aged, Handicapped, and Lepers. The requests from eligible pensioners are received in the DWO offices through the Tehsil Welfare Officers. The Money Orders are sent quarterly to all the pensioners, which on average are around 3500 in the Kinnour district (total about 1,57,000 in the whole State). Preparation of MOs. for these many pensioners manually is a very laborious and time-consuming activity. The purpose of the application is to maintain the Pensioners details and generating the MOs.
for dispatch, Quarterly. The acknowledgements are also recorded and monitored subsequently. The monitoring of returned and not received money orders is also done effectively. The financial statements required to be prepared for the money disbursed or returned etc. are also generated in the system. It also generates various other MIS reports required by the higher authorities from time to time. It has proved to be of immense use to the staff in the District Welfare Office by way of eliminating their drudgery involved in preparing the M.Os. And keeping track of their acknowledgements etc. The accounts preparation work has also become easy and accurate. Not only the Welfare Department, the computerisation has benefited the Department of Posts also, in efficiently dealing with the so much bulk of M.Os., and delivering them to the dire needy pensioners in time.

**Himachal Govt. State Portal**

Himachal Pradesh Government Website, imachal Pradesh Government, India - Official Webportal Home Page..A one point source for information about Himachal and Himachal Government, departments, corporations, boards and other organisations, educational institution and universities, [http://himachal.nic.in](http://himachal.nic.in)
eKosh

The eKosh SW is an integrated web-version SW comprising of eVitran, Online Treasury Information System and eBudget software. The bills presented by DDOs against the budget distributed to them by the HoDs are booked in the treasuries and MIS reports are generated by matching the expenditure with allocated budget and its distribution. Therefore, reports at Departmental level are available to the Heads of Departments for Monitoring, Control and Reconciliation of their budget. Similarly, all reports are accessible to the respective DDOs also. The most important part is that the Budget Section of the Finance Department uses eKosh reports to find out the departments who are unable to spend their budget and hence these unspent or unused amounts are used to reallocate the budget to other departments. This data is very helpful in preparation of the supplementary budget which is generated automatically through surrender and additional allocation.

eVitran

The eVitran SW picks up Budget from the eBudget Software implemented for the HP Finance Department for generation of various Budget Books. This HoD wise Budget data is used in the eVitran SW for distribution to various Departmental DDOs by the HoDs. The online copy of the distributed budget is used in the Treasuries for controlling the expenditure as the budget distributed to the DDO is matched against the balance budget available to the DDOs for passing the various expenditure bills presented in the Treasuries.
How to Start IT Project in Rural Himachal

The aspirations of the IT policy of Himachal Pradesh are based on 6 E.s i.e. Education, Employment, Entrepreneurship, Electronic Governance, Economy and Equality.
To encourage and accelerate the investments and growth in IT hardware, software, training, IT enabled services, telecom, e-commerce and related sectors in the State

A Step by Step Guide on How to Set up Your IT Industry in Our Himachal Pradesh

Himachal is now an industrial giant, An investment of US$ 4 billion (Rs. 17000 crores plus) is being done only by 6679 industries registered during the last 3 years only, Some major players: Cadbury, TVS Motors, TVSE, Wipro, WeP Peripherals, P&G, Torrent, Ranbaxy, Hindustan Lever, Wockhardt, LG, Bajaj, Lee Cooper, Johnson & Johnson, Fedders & Lloyed, Colgate Palmolive, Celebrum, Samtel

• PC Manufacturers are now moving in with the abolition of ‘inverted duty regime’

1.1 **General Issues**

1.1.1 Department of Information Technology (DoIT) acts as a single point interface for setting up an IT unit in the State. Applications for setting up an IT Industry are put up for one time approval of State Level Single Window Committee headed by the Chief Minister. A dedicated set of officials in IT Department assists the entrepreneurs in getting all statutory and other clearances.

1.1.2 IT Software and IT Services are deemed to be manufacturing activity for the purpose of incentives for the industry in line with the approved policy of Government of India. In fact, IT based units have been given the status of thrust industry as per the Rules Regarding Grant of Incentives, Concessions and Facilities to Industrial Units in Himachal Pradesh, 2004. The following definition entry has been included at Sr. No. 20 of Annexure-III: Information & Communication Technology Industry, Computer hardware, Call Centres, I.T. Software and services.
Notification No. 1(10)/2001-NER dated January 7, 2003 issued by the Ministry of Commerce and Industry, Government of India also categorises IT as a thrust industry for the purpose of special package of central incentives (i.e. Income Tax exemption / concession, Central Excise exemption and capital subsidy) issued by the Government of India. Entry No. 13 reads as follows: Information & Communication Technology Industry Computer hardware, Call Centres.

Thus, all IT units falling in the above definition shall be entitled for Income Tax exemption / concession, Central Excise exemption and capital subsidy anywhere in the State. Other IT units can avail of these central incentive only on the khasra numbers specified in notification no. 50 /2003 - CENTRAL EXCISE, Dated: June 10, 2003 and notification no. S.O.1269(E) dated November 7, 2003.

Depreciation norms and Loan for capital investments and working capital requirements for setting up an IT Industry are in line with the approved policy of Government of India.

1.1.3 All promotional and liberalized policy instruments available to the IT Software and IT Services are also made available to the IT Enabled Services including the Information Content Industry.

1.1.4 All IT software and service industries including Services and Training Institutions in IT are entitled to "Industry" status. Such units are eligible for all concessions and incentives applicable to Industries. For the purpose of this clause, accredited Training Institutions will also be eligible to claim industry status, subject to certain norms which enable them to obtain Term Loans and Bank Finance at industry rates.

1.1.5 Interest subsidy scheme available to other industries is applicable for both computer hardware and software sectors.

1.1.6 IT Software and Services industry is treated as industrial consumers. Industrial power tariff and all other admissible incentives and concessions applicable to industries in respect of power shall be applicable to the IT industry.

1.1.7 The State Government encourages flow of investments including FDI and provides full support wherever required. The State Government can offer customized package of incentives for prestigious investment proposals i.e.
projects where total investments are more than Rs. 10 Crore or a Fortune 500 company is implementing the project. All such proposals are received by Department of Information Technology for approval on case-to-case basis on merit. For Mega Projects, with investment exceeding Rs.100 crore, the Government may consider Special Package of Incentives, on a case to case basis, based on the gestation period of projects, pioneer nature of projects, location aspects, state-of-the-art technology, profitability, scope for further related investments, etc. Such special incentives may inter alia include exemption from registration and stamp duty.

1.1.8 Though there are hardly any power cuts in Himachal Pradesh, HPSEB still ensures uninterrupted supply of power to IT units treating it as a continuous process industry.

1.1.9 All IT Units with a connected load exceeding 100 KW shall be charged a concessional rate of Electricity Duty at the rate of 10 paisa per unit for a period of 5 years from the date of commencement of commercial production.

1.1.10 Out of turn preference and top priority is given to sanction power concession to all Information Technology Projects.

1.1.11 Despite easy and reliable availability of good quality power through H.P. State Electricity Board, IT units can create unlimited back up power and also seek permission for captive power generation.

1.1.12 It will be the endeavor of the state Government to rationalize the property tax in respect of the buildings housing IT units.

1.1.13 Permission for erecting towers & antennae up shall be granted by the concerned in a unified manner by the Municipal bodies, TCP Department and other concerned authorities.

1.1.14 Subject to a negative list to be brought out by the State Pollution Control Board (e.g. generator sets of very high capacity, effluent discharge in case of manufacturing units), there shall be no need of obtaining consent to establish and consent to operate.

1.2 Taxation Issues relating to trade in IT products by dealers other than IT Industry
1.2.1 There is no Sales Tax for inter State transactions against Form C and Form D. Rate of Sales Tax on production of Form CC (as notified by the Government of Himachal Pradesh) by the end customer is 1%.

1.2.2 Subject to the provisions of VAT Act and Rules, there is no General Sales Tax on IT products up to 31.03.2007.

1.2.3 As per special package of incentives granted by the Government of India for Himachal Pradesh, there is 100% outright excise duty exemption for 10 years from the date of commencement of commercial production (for units coming in production by 31.03.2007).

1.2.4 There is 100% income tax exemption for initial five years and thereafter a rebate of 30% is given for a period of five years from the date of commencement of commercial production.

1.2.5 All other industrial incentives of thrust industry as per the Industrial are also available to IT units.

1.2.6 It is pertinent to mention here that the above mentioned tax incentives are available for all industries irrespective of their market. While in case of SEZ, tax incentives are given only for exports, even domestic sales are eligible for tax incentives in case of Himachal Pradesh. Thus, in one sense, entire Himachal Pradesh is a ‘virtual SEZ’.

1.2.7 While there is a sunset clause of March 31,2009 for availing Income Tax exemption under STPI scheme elsewhere in the country, there is a general exemption/concession on Income Tax under section 80-IC of Income Tax Act in Himachal Pradesh for a period of 10 years for IT companies commencing their operations by March 31,2012.

1.3 Land and Building related Issues

1.3.1 As a special dispensation for IT units, land transfer cases for setting up of such units would be decided on top most priority.

1.3.2 For registered IT units within the declared Software Technology Park, IT habitats and Hi-tech city, relaxation of FAR to the extent of 50% of the prevailing norm is available. In other areas (not including core/banned/restricted/green areas), FAR
relaxation up to the extent of 25% can be granted in individual cases subject to considerations relating to population densities, availability of infrastructure, local geology, etc.

1.3.3 IT Software units are permitted to be set up in residential areas subject to load restrictions.

1.3.4 Exemption from land and building tax is given to the land and buildings within the declared STP, IT habitats and Hi-tech cities.

1.4 Financial Issues

1.4.1 The State Financial Institutions and the Banks, in line with the approved policy of Government of India, treat IT Software and IT Services as priority sector.

1.4.2 State Financial Institutions and the banks are allowed to invest in this industry in the form of equity in line with the approved policy of Government of India.

1.4.3 The State Govt. will facilitate the creation of a Venture Capital fund of Rs. 20 crore in association with the State Co-operative bank, SIDBI and other Financial Institutions to meet the equity requirements of the Small and Medium Enterprises/IT Startups.

1.5 Labour Related Issues

1.5.1 IT Software and IT Services companies, being the constituents of the knowledge industry, are exempted from routine inspection by the inspectors from different departments in line with the approved policy of Government of India. Moreover, the State Government agrees in principle to self-certification as far as possible for the IT Software Industry under various labour laws.

1.5.2 General permission is accorded to run a three-shift operation to the IT Software and Services industry.

1.5.3 Permission is accorded for women workers engaged in IT Software and Services industry to work in three shifts.

1.5.4 The Self-Certification Scheme will be made applicable only to the IT Software and Services Industry on the basis of an option to be exercised.

1.5.5 A web portal is being created to give industries in Himachal Pradesh information about availability of skilled and unskilled manpower in Himachal Pradesh
Comparative Business Advantages of H.P. Compared to Neighboring States:

- Proximity to well developed city i.e. Chandigarh / Mohali will be a major plus point for the middle and senior level management of the factory.
- Location of an Intra-land Container Depot at Baddi and Chandigarh (in Uttarakhand it is only at Saharanpur, which is far away from Pant Nagar). Location of ICD will improve logistics (particularly for inbound goods).
- Availability of skilled workers in abundance (very high numbers of ITIs, Polytechnics, Engineering Colleges)
- There are virtually no law and order problems in H.P. and crime occurrence in the area and on way to the proposed locations is much negligible.
- Proximity to a well developed airport with 3 flights a day at Chandigarh. If you decide on Raja Ka Bagh, international airport also is nearby.
- There is complete tax holiday (both VAT and CST) for 10 years at places as close as 70 kms. From Chandigarh.
- Advanced level of telecommunication infrastructure with more than 60% of metalled road length having OFC.
- Leader in all developmental indices in the country as per an independent survey.
- Very low extent of unionization and virtually no industrial unrest.
- Much better condition of roads from Delhi up to Delhi.
- Large base of IT companies [keyboards, CRT/ LCD monitors, motherboards (proposed shortly) etc.] for fulfilling supply chain.
- Proposed IT parks locations:
Fig. 28: Himachal IT parks locations:
Conclusion and Need of Improvement:

For Making Himachal a developed State, we will have to propagate Information Technology (IT) in rural India, because more than 90 percent of Himachal’s people still reside in the rural areas. Thus, technological advancement is necessary for every nook and corner of Himachal.

Information is power and power is information. Without information there can be no growth. Now information is penetrating into rural India as well, because without its presence there, we cannot think about development of the entire country.

The following Point need to be looked into for development of rural Himachal:

- First of all, there is a great need to make a policy for promoting IT in rural Himachal. There should be a strong infrastructure for IT.
- Broadband facility is still non-existent for rural people.
- There Should be a Proper Monitoring team to monitor E-Governance Project in Rural Himachal.
- Agriculture is the main source of Rural Himachal So Govt. Should to start E-Business Scheme in Rural Himachal. For example ITC introduced e-Choupal Scheme (Internet-based interventions in rural Farmers)
- Licensed software is not cost effective. Without heavy funding, we cannot provide facilities of IT to rural Himachal. Even maintenance of hardware and software is not easy and cost effective. So need big budget for rural Himachal.
- Lack of knowledge of English is also a big obstacle in Rural Himachal. So Need Professional Teacher …
- Connecting the unconnected Panchayats & villages with Urban area and to improve the quality of State highways & district roads.
- Improve the quality of IT education in Himachal Pradesh. In rural areas, primary education is still vital.
• If we are speaking about development of rural Himachal, it cannot be comprehensive without development of agriculture. IT may be an effective tool for development of agricultural output.

• IT related tools are very successful in making Connecting between rural hospitals and city hospitals. Because Rural healthcare is a prime source of concern to improve social structure of rural Himachal..

• Development of effective websites to enable rural youths to learn everything at the click of a mouse. For this there should be proper internet connection..

• Regular workshops and multiplicity of training programs may also support the use of IT as a device for employment.

• Communications through e-mails should be entertained in every office as this is the only transparent and efficient mode of communication all over the world.

• The Govt. Departments should address public queries about problems in implementing different Government policies through websites etc.

• In Rural School there should be Provision of Digital Teaching System or Digital Class Room …

• All Departments should be connected with website right from State Headquarters to Panchayat level and trained computer operators should be put on services with good pay scales on regular basis.

• All offices of public dealing should be connected with computer and internet facilities. Therefore public can receive all information regarding their works/grievances without filing application in RTI cell.

• The Govt. Should to sets up Computer Labs in Government Schools, Provides Multimedia Content in regional language, testing and certification in computer education, full time assistants as well as teacher training, monitoring and supervision.

• Govt. Should To Promote E-Learning System in Rural School.

• Generate maximum employment opportunities to the people of the State.
• Govt. Should to provide low cost computer to rural student. IIT has developed low cost computers which can work on low power consumption and are suited to Indian rugged conditions.
• Himachal Govt. Should to establish an IT infrastructure based Rural Business Centers with all the facilities.
• Agri-Horti Business which could never grow in Rural Himachal or India due to lack of proper infrastructure of Roads, Hotels, Power, water or time saving air travel..Govt should to act as a Middel Man between Farmers and Buyer .Govt should to start some good e-Governance Scheme in rural area like "e-Choupal" "Kisan Soochna-Vyapaar Kendra" “RuralBazar”.
• Himachal Govt. Should to focus on Rural Tourism Scheme like "Rural Tourism"
• Govt. Should to start Digital Learning Resources in Rural School..

Fig.29: Digital Learning Resources
Reference

List of Website

1. Google.com
2. Wikipedia
3. Himachal Govt. Website
4. DIT
5. NIC
6. Himachal Rural Development Website
7. Google Image
8. Facebook
9. Yahoo