

**Citizen Charter in respect of Information Technology Department**

<p><b>Citizen Charter Component (CCC's)</b></p>	<p>Information Technology Department.</p>																		
<p><b>Vision and mission settlement</b></p>	<p>To enable growth of IT sector in the State of J&amp;K and help establishing good governance through the use of Information and Communication Technology.</p>																		
<p><b>Details of Business transected by the Organization</b></p>	<ol style="list-style-type: none"> <li>In order to promote IT in rural and remote areas where the masses do not have direct access to IT technology <b>Community Information Centers (CIC)</b> have been established under the CIC Project of Government of India. The IT Department has established CIC's in 135 Blocks in the State out of which 132 are fully equipped with the basic infrastructure and are functioning for providing citizen centric services.</li> <li>The IT Department has established a 500 node LAN in Srinagar Secretariat and a 600 node LAN in Jammu Secretariat. A 2Mbps dedicated Broadband Internet connection is provided on this LAN through NIC;             <p align="center">For this purpose, the following equipments have been purchased by the department:</p> <table border="1" data-bbox="475 1212 1134 1490"> <thead> <tr> <th>S.No.</th> <th>Name of Equipment</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>RS 6000 Server</td> <td>2</td> </tr> <tr> <td>2.</td> <td>NT Server</td> <td>2</td> </tr> <tr> <td>3.</td> <td>48-Port Switches</td> <td>6</td> </tr> <tr> <td>4.</td> <td>24-Port Switches</td> <td>6</td> </tr> <tr> <td>5.</td> <td>Router 2600</td> <td></td> </tr> </tbody> </table> <p align="center">In addition 2 more Servers are available for redundancy.</p> </li> <li>IT enclave has been set up within the premises of Jammu Secretariat where internet facilities are available for Government employees free of cost;</li> <li>IT Training programmes for employees of Secretariat are organized on a regular basis;</li> <li>NeGP (National e-Governance Plan) for bringing good governance through e-Governance. The department has already got prepared the EGRM (e-Governance Road Map), CBRM (Capacity Building Road Map) and DPR (Detailed Project Report). The department has further approached the Government of India to obtain guidelines for outsourcing the next</li> </ol>	S.No.	Name of Equipment	Quantity	1.	RS 6000 Server	2	2.	NT Server	2	3.	48-Port Switches	6	4.	24-Port Switches	6	5.	Router 2600	
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	<p>step of the project i.e. formation of an interim SeMT (State e-Governance Mission Team) and preparation of roadmaps;</p> <ol style="list-style-type: none"> <li>6. SWAN (State Wide Area Network) is a part of NeGP. The department has selected NIC as the implementing agency for the JK SWAN. The SWAN Project envisages the establishment of a high speed dedicated Computer Network in the State right down to the Block Level. The JK SWAN report has been submitted to the Empowered Committee of Government of India for approval;</li> <li>7. The IT Department in collaboration with the NIC Unit, J&amp;K has established Video Conferencing at all District Head Quarters of the State. In addition Video Conferencing has also been established in the Office of the Hon'ble Chief Minister and at Raj Bhawan;</li> <li>8. Scholarship Scheme for Below Poverty Line (BPL) candidates is being organized in collaboration with DOEACC to impart High End Computer Training to under privileged students;</li> <li>9. ITES/BPO Training through DOEACC is being organized as a part of Prime Minister's Re-Construction Plan;</li> <li>10. Community Service Centre (CSC) on the analogy of CIC at Panchayat Level and State Data Centre (SDC) projects under NeGP are also in the pipeline for implementation;</li> </ol>
<p><b>Details of Clients/Customers</b></p>	<p>Computerisation of all the departments and putting them online is being done in collaboration with NIC;</p> <ol style="list-style-type: none"> <li>1. IT department has distributed 45 Laptops to all Hon'ble Ministers/Ministers of State and Administrative Secretaries of the Government.</li> <li>2. 660 Desktop PC's have been provided to all Administrative Departments in the Secretariat.</li> </ol>
<p><b>Statements of services provided to each citizen/client group separately and limits for the same.</b></p>	<p>Community Information Centres (CIS's) established at 132 blocks in the State are dedicated to provide services to rural masses in respect of facilities in the field of Education, Health, Agriculture, Horticulture, Rural Development, Employment and Information Technology.</p>
<p><b>Details of grievance redressal mechanism and how to assess the same.</b></p>	<p>The IT department through its team of Technical Resource Persons provides services in terms of maintenance of Hardware supplied in the Secretariat.</p>

**Expectations from  
Citizens/Clients**

The IT Department expects the full co-operation of citizens in using the facilities made available through internet at block level. Full support from the clients within the Secretariat is also expected to make the maximum use of applications under SKIMS and all the Government Departments to realize mission of enabling the growth of the IT Sector in the State.

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