

**Government of Jammu and Kashmir
Information Technology Department**

Citizen Charter

1. PROFILE

The J&K Government has initiated several steps to introduce Information and Communication Technology (ICT) in order to bring efficiency and transparency in the functioning of the Government. As a step towards e-Governance, the Information Technology Department was created in the year 2002, vide Government Order No.1939-GAD of 2002 dated 23-12-2002. The IT Department is responsible for handling all ICT related affairs in J&K. Various e-Governance and m-Governance Projects have been launched to reach out to citizens in a more effective manner and the age old conventional functioning is being revamped through exhaustive Business Process Re-engineering and electronic service delivery.

The Information Technology Department functions under the supervision and guidance of the Hon'ble Lieutenant Governor and the Administrative Secretary. For implementing various e-Governance Projects in J&K, the IT Department is supported by Jammu and Kashmir e-Governance Agency (JaKeGA) and National Informatics Centre (NIC). Further, the Common Service Centres (CSC) provides various G2C/B2C services to citizens at their door steps across all the districts of J&K.

2. VISION

"To use Information Technology as medium for bringing transformational change in government processes with the aim to making governance more effective, efficient and citizen centric. Also to harness the power of IT as an engine for socially inclusive and economically sustainable growth."

3. MISSION

To facilitate planning, designing, implementing and managing a wide range of IT initiatives at department / organization levels, in J&K while aligning its focus on Digital India Program.

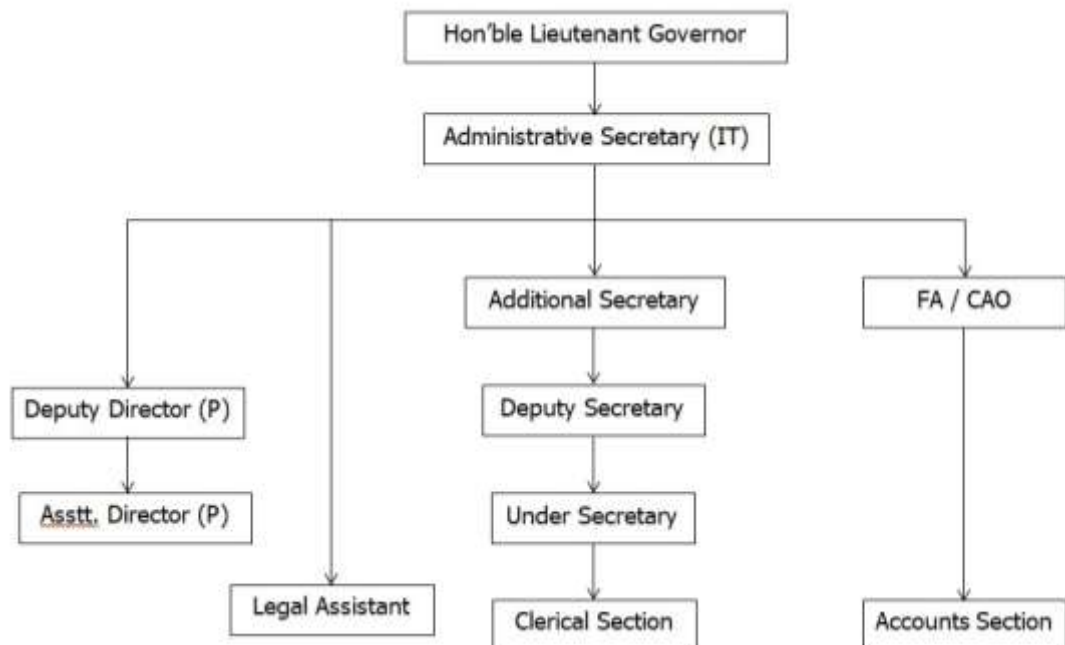
To leverage the power of IT in areas of governance and in various socio-economic sectors with the objective of enhancing the quality of life.

4. **OBJECTIVES**

- a) To provide inclusive, affordable and accessible Government services electronically to the citizens.
- b) To support other Government departments and organizations in re-engineering their work flows through IT intervention.
- c) To utilize the existing and prospective IT infrastructure resources to the best possible extent for meeting the objective of improving the quality of life of citizens.
- d) To create employment opportunities in IT/ITeS sector by way of suitable simplified policy interventions.
- e) To increase digital literacy among government officers/officials, students, women and marginalized sections of the society.
- f) To act as a facilitator for all stake holders and also to supplement the efforts of GoI in providing robust and reliable telecom and internet connectivity throughout the UT of J&K.
- g) To ensure safer cyber space for all citizens.

5. **ORGANIZATIONAL STRUCTURE**

The IT Department functions as an Administrative Department in J&K. There is no Directorate or any sub-office attached to the Department at the District or Block level.



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6. **SERVICES PROVIDED BY IT DEPARTMENT**

- **G2G (Government to Government)**
 - (i) To provide coordination in planning and implementation of IT Sector Projects in various Govt. Departments.
 - (ii) To recommend suitable guidelines and instructions to various Departments for promotion of IT in J&K.
 - (iii) To recommend guidelines and provide facilitation for purchases of software and hardware as well as after sale services and maintenance.
 - (iv) To function as a Nodal departments for implementation of various Centrally Sponsored Schemes/Projects like Aadhaar, Bharat Net.
 - (v) To increase efficiency and effectiveness of Government through e-Governance initiatives.
 - (vi) Overall guidance and consistency in plan, policy and project implementation across Government Departments/Organisation in J&K.

- **G2B (Government to Business)**
 - (i) To promote IT industry in J&K by framing various policies like IT / ITeS Policy 2020 and JK Communication and Connectivity Infrastructure Policy.

- **G2C (Government to Citizens)**
 - (i) To make Government services more accessible to common citizens and increase effectiveness and reduce turnaround times through various e-Governance initiatives in coordination with line department.
 - (ii) Sensitization of e-Governance Initiatives and Capacity building for citizens and various other stakeholders.

- **G2E (Government to Employees)**
 - (i) To improve the efficiency and effectiveness of employees through IT interventions.
 - (ii) To build the capacity of our government employees to enhance their abilities and IT skills.

The IT Department does not provide services to citizens directly. This department facilitates and guides other Govt. departments in rolling out various services to citizens by utilizing latest IT tools/interventions. The Timeline for such IT projects/services varies depending upon multiple factors like size of project, target audience and most importantly cooperation from line department.

7. RECENT PROJECTS

➤ **Wi-Fi connectivity at Raj Bhavan, Jammu:**

Installed the requisite IT set-up for establishing internet connectivity at Raj Bhawan, Jammu.

➤ **Revamping of Wi-Fi at Civil Secretariat, Jammu for seamless connectivity:**

A new, high-tech and state of the art Wi-fi network at Civil Secretariat, Jammu has been completed by IT Department in F.Y. 2020-21. This technology is based on Software-defined Wi-Fi 6 Network which is among the best contemporary technologies in the field. The latest system has strong monitoring tools that can keep a constant watch on the performance parameters of the system. Similar wi-fi set up has been successfully put in place in Civil Secretariat, Srinagar. The Department plans to have a robust LAN set up at both the Civil Secretariats, along with a dedicated high bandwidth lease line to cater to the increasing data requirement of Administrative Departments of Civil Secretariat, J&K, in the near future.

➤ **Establishment of Digital Village Centres (DVCs) at Gram Panchayat level:**

It is an ambitious programme of Government of J&K to empower Panchayati Raj Institutions. In the initial phase, 44 Digital village Centres (DVCs) are being established, at-least two in each district of the UT of J&K at Gram Panchayat Level. 44 Panchayat Ghars identified by concerned District Commissioners have been digitally equipped. The proposed DVCs are set to be established by the end of current F.Y. and will be equipped with IT infrastructure and connectivity. DVCs shall act as a one stop service solution at the village level and provide services like Wi-Fi Hotspots, telemedicine, Agricultural support service, digital payments and other G2C/B2C services. IT department, with active support of Finance Department, plans to establish more such DVCs in rest of the Gram Panchayats of J&K, in near future.

➤ **Digitization of official records**

IT Department has completed the digitization of official record of Administrative Departments within Civil Secretariat. The data uploading to Document Management System (DMS) is completed. Further, IT Department is actively assisting other move offices, which are outside the Civil Secretariat premises, in digitizing their official data, so that smooth transition to e-office can be made.

➤ **Paperless office (e-Office):**

In a landmark decision, Government of J&K has decided to introduce e-office in all the Administrative Departments. IT Department is at the forefront of this effort and has already set targets to meeting the objective. Revamping of Wi-Fi Network at both the civil secretariats, procurement of e-office licenses etc., has already been done for the departments. Besides, robust LAN networking at both the Civil Secretariats, establishment of near Data centre at Srinagar, DR Site in different seismic zone are being actively pursued by IT department to make paperless office in Civil Secretariat, J&K a reality. Capacity building / training programmes for officers & officials of all administrative departments have been provided.

Modernization, management and operation of J&K Data Centre:

In line with the vision of the Government to usher in Digital revolution as well as to make use of Information Technology in a big way in Governance in UT of J&K, IT Department, got the proposal of Modernization, management and operation of Data Centre, Jammu & Kashmir approved from the Administrative Council, so as to make it at par with the contemporary Data Centre, equipped with best of infrastructure, operations and security. Currently the project is under execution and is expected to be completed in FY 2021-22.

➤ **State Wide Area Network (SWAN):**

Information Technology Department has selected System Integrator under the Project and most of the sites are ready with Civil Works and provisioned with requisite IT Infrastructure. A total of 188 PoP's including SHQ, 20 SHQ and 167 BHQ shall be horizontally and vertically connected to provide a secure network for working in Government Offices. The tender for selection of internet service provider has also been issued.

➤ **Online application cum issuance of Domicile certificate:**

Embarking on the mission of providing Government services online to citizens, Information Technology Department has developed an online application for applying for and issuance of Domicile certificate in favour of domiciles of UT of J&K. Hon'ble Lieutenant Governor, J&K, on June 22, 2020 launched the e-application-cum-issuance of domicile certificate in J&K, paving way for the first domicile certificate to be granted through online mode. IT Department is now providing 27 Government to Citizen (G2C) services to citizens of J&K, thereby enhancing the quality of life in UT of J&K, especially in COVID-19 times when the thrust is on delivery of Govt. Services through digital platform. IT department will continue to assist other departments in providing more citizen centric services through online mode.

Awam Ki Baat:

The administration in Jammu and Kashmir has launched a massive outreach programme for participatory governance in the Union Territory with the start of the radio programme 'Awam Ki Baat' on the lines of Prime Minister Narendra Modi's radio programme 'Mann KiBaat'. The online website/ electronic platform for the programme has been provided by JaKeGA, implementing agency of IT department. The radio show will allow the citizens to interact with the government and give their feedback on issues of governance. The initiative has been taken to make governance interactive, participatory and people-centric. The idea is to make people active stakeholders in policy-making decisions.

➤ **Bharat Net:**

This flagship programme to provide internet broadband connectivity up to Gram Panchayat (G.P) level is being implemented directly by Telecom Ministry, GoI through Bharat Broadband Network Limited (BBNL) in J&K. Information Technology Department, the nodal Department, shall continue to facilitate coordination with all the concerned stakeholders under the project. The recently issued J&K RoW Policy will also help speed up the laying of optical fibre in J&K by way of granting fast clearances. 988 G.Ps in J&K have been made service ready ending February, 2021 by laying of 778.009 kms of optical fibre and VSAT connectivity by BBNL.

8. DETAILS OF CUSTOMER/CLIENTS

Our client / customer are:

- J&K Governments Departments.
- Autonomous Bodies/Public Sector Undertakings of J&K Government.

9. EXPECTATION FROM CITIZEN/CLIENT

- The IT Department expects the full cooperation of citizens in using the government e-Services made available to them.
- Full support from the clients/departments within the secretariat is also expected to make maximum use of IT applications & infrastructure available to them and also to realize mission of enabling the growth of the IT sector in the state.
- All the documents like Acts, Rules, Policies, SOPs, Orders, Circulars, Notice etc. published by the Information Technology Department are placed on the departmental website <https://jkit.nic.in>. Citizens / Clients are requested to access the requisite documents at the website.
- Any citizen / client can seek information pertaining to Information Technology Department in terms of the relevant provisions of Right to Information Act.

10. PUBLIC INTERACTION

The Administrative Secretary of the Information Technology Department is available for public hearing on every working day between 2:30 to 3:30 PM. Any person can approach the office for redressal of grievances/enquire about the status of pending case, if any, in the Information Technology Department. Office address and Telephone No's of IT Department is mentioned in next section.

Also the details of Assistant Public Information Officer (APIO), Public Information Officer (PIO) and First Appellate Authority (FAA) is available on the department website <https://jkit.nic.in>

11. LOCATION

It is located in J&K Civil Secretariat Building Jammu / Srinagar and its postal address is:

Information Technology Department
4th Floor, Mini Block, Civil Secretariat,
Jammu – 180001
Tele No. 0191-2545535

Information Technology Department
1st Floor, New Block, Civil Secretariat,
Srinagar- 190001
Tele No. 0194-2506418

12. WORKING HOURS

9:30 AM to 5:30 PM from Monday to Friday except Government Holidays.

13. GRIEVANCE REDRESSAL MECHANISM

The grievances received in the department are acknowledged and action taken on the same is done with the help of web portal namely J&K Integrated Grievance Redress and Monitoring System (JKIGRMS). This portal has enable citizens to register their grievances and seek redress/ answers from the concerned departments.
