

**Citizen Charter of
Department of IT**

Govt. of NCT of Delhi



Govt of N.C.T of Delhi
Dept of Information Technology

Citizen Charter

1.BRIEF HISTORY:

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

2.AIMS AND OBJECTIVES

- IT Department Citizens' Charter aims at setting the service standards and ensures access to information in a more transparent and accountable manner through an effective mechanism for meeting the needs of the citizens.
- The IT Department will aim at an efficient delivery of services to the citizen using Information Technology as an enabling tool. To this effect, IT department will work closely with other departments/undertakings of the Govt. for IT enabling their operations for efficient and speedy delivery of services.
- 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-gov projects and provide technical advise to All Departments and Autonomous bodies of Govt of N.C.T of Delhi.

2. IT MISSION

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

3. IT VISION

a)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.

b) Government 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.

c) It envisions that by the year 2003, Delhi shall have realised 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.

4) Who are the Clients?

Our Clients are

- Delhi Government Departments
- Autonomous Bodies /Public Sector Undertakings of Delhi Govt
- MCD/NDMC/Delhi Cantonment Board

5) IT Policy

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.

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

2)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.

3)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.

4)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.

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

6)Economy : To encourage and accelerate investments and growth in IT hardware, software, Internet, training, IT enabled services, telecom, e-commerce and related sectors in the state. To use Information Technology effectively in industries and 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.

6).List of Public Information Officers

S No.	Designation	Address	Telephone	Email Address	Demarcation of Area / Activities, if more than one PIO is there
1	Dy. Secretary	9th Level, B-wing, Delhi Secretariat, NewDelhi-110002	23392077	dsit.delhi@nic.in	Whole Department

List of Assistant Public Information Officers

S No.	Designation	Address	Telephone	Email Address
1	System Analyst	9th Level, B-wing, Delhi Secretariat, NewDelhi-110002	23392074	sait@nic.in

First Appellate Authority with in the department

S No.	Designation	Address	Telephone	Email Address	Demarcation of Area / Activities, if more than one appellate authority is there
1	Secretary (IT)	Room No. 902, B-Wing, 9th Level, Delhi Secretariat, New Delhi – 110 002.	23392254	secyit@nic.in	Whole Deptt.

7. ORGANISATIONAL SET UP

Secretary (IT) heads the department of IT. Additional Secretary/Deputy Secretary (IT), System Analyst, Programmer, Accounts Officer and Superintendent with other supporting staff assist him. The present organization chart is as under:

Secretary (IT)			
Additional Secretary/Deputy Secretary (IT)			
System Analyst	Programmer	Accounts Officer	Superintendent

8.Procedure followed in decision-making process

Sl. No	Activity	Level of action	Time frame
1	Technical advise	Programmer to System Analyst to Secretary (IT)	10 days
2	Approval of e-gov projects	Programmer to System Analyst to Secretary (IT)	10-15 days (in case presentations are required to be made by department, this may go up if department takes time to organize it.
3	Empanelment of vendors for AMC/data entry etc after inviting bids through newspaper	System Analyst to Secretary (IT)	6-10 weeks
4	IT Training of staff	Assistant Programmer	Conducted on regular basis. Two batches, one in forenoon and the second in afternoon.
5.	Setting up standards of IT goods/services	System Analyst to Secretary (IT)	One week

9.List of Rules, regulations, instructions, manuals and records for discharging functions

Sl. No.	Name of the act, rules, regulations etc.	Brief gist of the contents	Reference no., if any	Price in case of priced publication
1	IT Act 2000	To determine compensation in case of hacking/ unauthorised access into a system and copying/extracting data/information etc.	Government of India Act No.21 of 2000	Published by Government of India
2	DRTI, 2001	How to seek and given information	Delhi Act No.7 of 2001	-
3	RTI 2005	How to seek and given information	Government of India act No.22 of 2005	-
4	MOP	Handbook for guidance to the Government officers and staff in their day-to-day official work		

10. INFORMATION AVAILABLE IN ELECTRONIC FORM

Sl. No.	Activities for which electronic data available	Nature of information available	Can it be shared with public	Is it available on website or is being used as backend data base
1	Empanelment of AMC vendor	Panel	Yes	Yes
2	Empanelment of data entry	Panel	Yes	Yes
3	Successful IT projects of the government		Yes	Yes
4	Website of department	html/asp pages	Yes	Yes
5	Procurement	Tender notice	Yes	Yes
6	Rate list of IT goods/licenses	Rate list	Yes	Yes

11. 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 Government
- To provide IT security and audit standards.
- To get IT security audit conducted
- To participate in exhibitions/seminars to spread knowledge on IT

11.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. .However, suggestions of people are taken into consideration while developing new websites or designing of application software. All suggestions submitted by people online are also taken into consideration to improve functionality of website/application software.

12 LOCATION & MAP

It is located in Delhi Secretariat Building on 9th Floor and its postal address is :

“Department of Information Technology.
9th Floor, B-Wing,
Delhi Secretariat, New Delhi – 110 002
Tele No.23392254”

9. WORKING HOURS: 9.30 AM to 6.00 PM (Lunch 1.30 PM to 2.00 PM)

10. GRIEVANCES REDRESSAL MECHANISM

The grievances received in the department are acknowledged and action taken on the same. Grievances are dealt by DS(IT) and Secretary (IT).