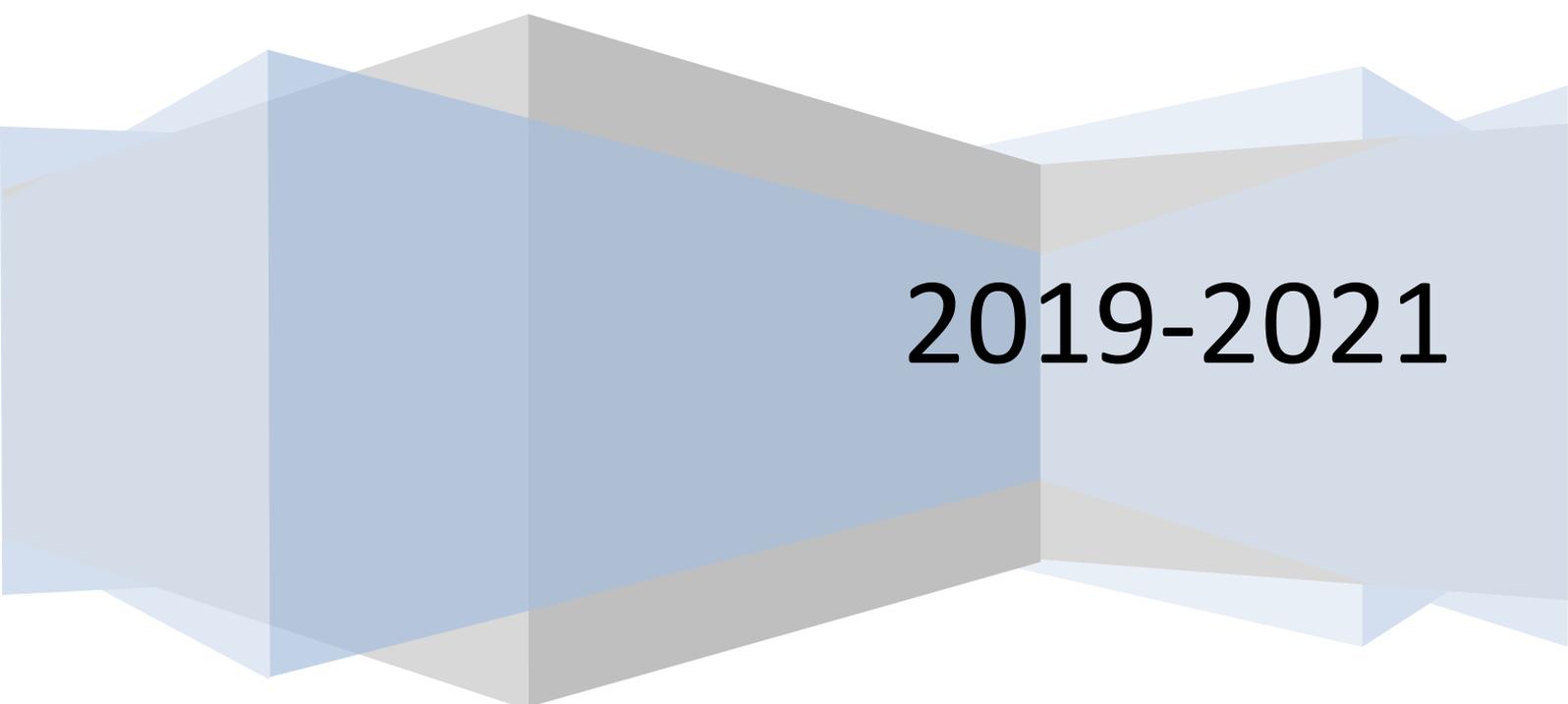


Rajya Sabha Secretariat

# **IT PLAN (2019-2021)**

**RAJYA SABHA & ITS SECRETARIAT**



**2019-2021**

## **1. INTRODUCTION**

1.1 Growth and spread of Information and Communication Technology (ICT) in the recent years has not left any Institution, Organization, methodology or working process untouched. Convergence of technologies for electronic storage, retrieval, spread and dissemination of information coupled with audio-video mechanisms for transmission have also opened new frontiers providing requisite guidance towards quick and efficient disposal of organizational work and its decision making processes, if adapted properly and judiciously.

1.2 With the rapid spread of IT and the increasing interconnection and connectivity in the contemporary world, having an IT Plan is no longer a luxury for organizations and indeed, it has become the very necessity for survival. This means that for organizations to harness the power of IT, they need a robust, coherent, and proactive IT Plan. In Rajya Sabha Secretariat, IT Plans providing a thrust towards computerization with a perspective of three years have been formulated and implemented. The first such plan was for the years 2007-2009, followed by three more for the years 2010-2012, 2013-2015 and 2016-2018.

1.3 These IT Plans, which are formulated after taking inputs from Officers/Sections of the Secretariat, have been helping the Secretariat immensely in achieving computerization and software development activities in a time bound and systemic manner. In order to keep pace with the changing ICT and further strengthening the ICT infrastructure in the Rajya Sabha Secretariat, it is necessary to develop and reorient various IT applications/initiatives for the various activities. Thus, through this IT Plan an attempt has been made to define the strategy the Rajya Sabha Secretariat proposes to follow to implement to enable its IT infrastructure and portfolio to operate and function in line with its objectives of ensuring optimum output and services that directly support the work processes and bring benefits of IT to our stakeholders, namely Members of Parliament, employees of the Secretariat and public at large, besides building an electronic database based network which helps in smooth progress to meet future requirements and helps improve the overall performance and transition road map for IT, to deliver responsive, innovative IT across the Rajya Sabha.

1.4 Keeping this in view, the aforesaid and the present needs of various Sections, Officers and Members, this IT Plan (2019-2021) has been prepared to provide a broader blueprint for Rajya Sabha Secretariat to provide the requisite thrust towards IT. Since the previous IT Plans have detailed the background in respect of the each of the IT activities, this IT Plan concentrates primarily on mentioning the follow up action, new initiatives and efforts that shall be made towards implementing its laid down vision and objectives in a succinct manner.

## **2. Vision and Objectives**

2.1 The vision which has guided this Plan has been driven by the following broad perspectives:

- Implementation of various IT initiatives shall allow the Secretariat to achieve maximum benefit from information & communication technology innovations, increasing its outreach, streamlining work processes, enhancing skill capabilities of employees and delivering efficiencies in support of administrative functions.
- Robust IT infrastructure to enable all Sections and employees to work effectively, share information securely, and collaborate internally and with outside agencies/Organizations/Institutions, enabling the development of a stronger IT organisation that supports delivery of services end-to-end, and is able to respond effectively to the evolving technology landscape.
- Laying adequate emphasis on IT service excellence to establish a framework to drive improved project and service delivery to the stakeholders.
- Continuous review and assessment of the present information systems and focusing on getting the best value that we can have from those systems, increasing benefits by improving information quality and accessibility, which will enable better decision making.
- Continuing focus on training and capacity building with the aim to empower Officers/staff for innovation and usage of IT systems effectively, besides improving their digital literacy for discovering, evaluating, and creating information using digital technologies.

- Timely monitoring and review of the ongoing/ planned activities from time to time to make suitable amendments in response to changes in technology and user requirements and expectation.
- Being on the lookout to combine similar or related activities together to produce a coherent and joined-up IT network.

2.2 The basic *objectives* of the IT plan are as follows: -

- to continue progress towards computerization of various activities of the Secretariat to provide its benefit both for the Organization and to the stakeholders;
- provide adequate ICT infrastructure in the Secretariat as per defined needs and requirements;
- assessment, review and development of existing and new user-friendly customized software applications with a view to streamlining the work process of various Sections;
- to monitor, update and develop suitable mechanisms for enhancing the Rajya Sabha Websites, updation protocols and the web content;
- creating e-awareness and e-literacy throughout the workforce;
- to use e-Governance tools to upgrade the standard and quality of working environment and also to provide Member oriented, efficient and effective services;
- to reduce the use of paper in the Rajya Sabha and its Secretariat;
- to enable Rajya Sabha to be remain in synergy with the movement towards becoming an eParliament in tune with the other World Parliaments and IPU guidelines.

### **3. IT in Rajya Sabha Secretariat**

3.1 With the use of Information Technology in organizations in early eighties, a need was felt to take steps towards computerizing activities in the Rajya Sabha Secretariat also in coordination and with the advice of the Government of India entity, National Informatics Centre (NIC), which had been set up for this specific purpose. Thus, the Rajya Sabha Secretariat also started exploring the use of ICT tools in its functioning by introducing online UNIX based system, Office productivity tools comprising a word processor (Lyrinx),

Spreadsheet, Database Management System (FoxPro) etc. This forward process has progressed with the positive support and initiatives of the decision makers in Rajya Sabha and the Secretariat, and over the last two decades, the Rajya Sabha Secretariat has taken lead in developing and implementing latest ICT Systems in most of the activities which were being done manually and has become the effective and efficient tool for working from the stage of being used as a mere word processor tool to a decision support system.

3.2 In the present scenario, most of the Sections and Officers of the Rajya Sabha Secretariat are using a number of IT Applications developed specifically after the detailed study of the processes being followed in various Sections. In order to support this computerization of work processes, steps towards making available requisite hardware infrastructure have also been taken. Suitable mechanisms to review, guide and take appropriate decisions in respect of taking IT initiatives have been put in place by constituting various Committees like the apex Computerization Coordination Committee (CCC), headed by Secretary-General, to take and monitor all policy decisions regarding computerization, Committee of Officers for Procurement of Computer Equipment for Rajya Sabha Secretariat (COOPCE) to look after the hardware requirements of various Sections/Officers, and the Standing Technical Advisory Committee (STAC) to recommend/guide on various technical aspects. Since Hon'ble Members remain the primary stakeholders of the IT initiatives taken by the Secretariat, a twelve Member Parliamentary Standing Committee, Committee on Provision of Computer Equipment to Members of Rajya Sabha, presently headed by Hon'ble Deputy Chairman, Rajya Sabha, taking into consideration the requirements and needs of Members of Rajya Sabha, guides towards the same with the following stated mandate:

- (i) deciding parameters with regard to application of information technology in the functioning of Rajya Sabha;
- (ii) deciding norms for provision of computer hardware and software to be made available to Members from time to time along with suitable training to enable Members for proficient use of IT tools; and
- (iii) taking steps to ensure increasing use of electronic mode of information dissemination in the Rajya Sabha.

3.3 The various efforts towards computerization which have been put in place by the Secretariat are primarily driven by the following aims:

- to adapt and manage change in all aspects of an Organization's work due to growing use of information technology.
- in the new technological scenario, requirement of remaining connected and relevant, both within and beyond.
- real time transaction/transmission of information across various platforms and databases.
- relevance of electronic storage/retrieval in management of work/decision making.
- introducing objectivity, promptness and efficiency in handling and timely disposal of official work.
- providing digital access of Parliamentary procedures/activities to our stakeholders, Members, public and media and enhancing their involvement.

#### **4. Hardware Management**

4.1 Availability of requisite hardware infrastructure, which is aligned and technically enabled, to keep pace with the technological advancements and smoothly handle the various software applications/IT initiatives of an Organization is a necessary pre-requisite towards implementation of any IT activity. Creating hardware infrastructure for aiding computerization activities in Rajya Sabha Secretariat started with the introduction of desktop computers in the year 1998 and since then, the Secretariat in coordination with NIC and designated Committees have been examining and evaluating the IT hardware requirements taking into account the changing technology, specifications and after carefully taking into consideration the computerization requirements of the Sections of the Secretariat.

4.2 Hardware Asset Management (HAM), which is the process of managing the physical components of computers, computer networks and systems, becomes necessary for any Organization which, in its inventory, holds a substantial number of such assets. Such management begins with acquisition and continues through maintenance until hardware's ultimate disposal. Such IT asset management serves multiple purposes. It minimizes the risk that investments made in technology (hardware, software and training) is not lost

due to theft, destruction or other damage, ensures that technology assets are properly allocated to end-users, optimizes usage and workplace productivity, allocates requisite technical support and maintenance, lowers IT costs, addresses the risk of legal and regulatory problems, etc. Though, hardware policies in respect of Purchase mechanism, maintenance, Obsolescence, supply of obsolete equipment to employees, disposal as e-waste etc have been framed, a comprehensive document that offers a systematic life policy from the date to acquisition of any hardware to its disposal, keeping in view the various aspects and best practices in this regard is required to be framed and implemented. Thus, in coordination with NIC a detailed and comprehensive Hardware Asset Management policy needs to be developed that would enlist the various actions to be taken to protect and preserve technology assets. The policy would address all the hardware issues and formulate the mechanism to handle various components involved such as the following:

- Asset Standards: to identify the specific hardware and software products (assets) to be used and supported.
- Configuration Standards: to identify how standardized hardware and software assets are to be configured.
- Variance Process: to establish the criteria and means by which product and configuration standards can (and should) be waived.
- Support of "Non- Standard" Assets: to establish the services that IT will provide for non-standard products and configurations.
- Asset Procurement Guidelines: to identify the policies and procedures relating to the acquisition, procurement and/or rental of technology assets.
- Security Guidelines: to identify how physical and logical security will be provided for hardware and software assets (locks, passwords, virus protection, etc.).
- Software Licensing Guidelines: to keep track of asset licensing, ensuring compliance with all relevant agreements, laws and regulations.
- Technical Support and Maintenance Practices: to identify the processes to be followed for asset related technical support, repair, service dispatch, preventative maintenance, and problem escalation.

- Asset Inventory Practices: to keep track of the location and assignment of all allocated technology assets (hardware and software), including related recordkeeping.
- Asset Disposal Guidelines: to identify the processes to be followed when hardware and software assets are no longer in use and disposal is appropriate (which can include a donation program).

4.3 The existing policies towards Procurement of equipment followed by COOPCE, mechanism of deciding specifications through STAC, Obsolescence Declaration Policy (ODC), Pen drive and hardware supply policies and Inventory management needs review as per the Hardware Asset Management Policy and necessary amendments/ modifications, if required, in their manner of functioning and their terms of reference etc.

4.4 The following hardware procurement/decision making related activities would be carried out:

- COOPCE would meet at least twice every year, during inter-session period, to take decisions on requests regarding replacement of old computer equipment and for allocation of new/additional computer equipment.
- COOPCE would frame policy regarding required density of computer equipment, taking into account functional requirement and the Sanctioned and in-position strength in Branches/Sections of the Secretariat
- STAC would decide the specifications/models of the computer equipment to be procured taking into consideration the rate of the equipment/cartridges (in case of printers).
- COOPCE/STAC would frame policy for use of various Software/OS/Anti-virus/Office packages etc. to be run / loaded in computer equipment of the Secretariat for making uniformity in the matter.
- Efforts would be made to streamline the procedure for procurement of computer hardware in stipulated time to avoid delay in the matter by IT Section.
- Inventory of all hardware computer equipment supplied to each Section/Officer would be maintained electronically.

- Policy for designating custodian of computer equipment supplied in Sections/with Officers will be formulated and implemented.
- Obsolescence Declaration Committee would meet at least once a year to take decisions regarding continuation /obsolescence of existing computer equipment.
- E-waste equipment would be disposed of as per the Guidelines of Government of India.

## **5. Software Management**

5.1 It goes without saying that Software development and its management are the primary parameter to be monitored to effectively implement any Information Technology Plan and to make any tangible progress in computerization processes of an Organization. Software Management involves not only the activity of writing a software program, but also includes all related activities, from the conception of the desired software to its final manifestation, in a planned and structured process. Since for making any computer based activity to come to life, Software application is its soul, thus it needs special focus. Software development includes research, new development, prototyping, modification, reuse, re-engineering, maintenance and any other activity that result in and give effect to the satisfying implementation of the activity that is to be computerized.

5.2 Taking note of the foregoing, adequate emphasis has been placed on Software development and management as key enablers for pursuing IT in Rajya Sabha Secretariat so that it plays the requisite critical role in achieving the desired vision. In Rajya Sabha Secretariat, majority of the Software development revolves around meeting specific needs of the user Section/Service to aid and bring efficiency in its working, or building bridges with other software applications being used, so as to be able to generate reports/output that meets the desired aim.

5.3 At present more than a hundred customized software applications are being used to handle different items of work/work processes of various Sections and aspects of functioning of Rajya Sabha and its Secretariat. Many of these applications aid Members and facilitate the functioning of the House by

bringing benefit of computerization. Besides, all Sections of the Secretariat use Software applications catering to their specific requirements. Also, a number of applications have been specifically designed to cater to data updation on the four websites of Rajya Sabha viz. <http://rajyasabha.nic.in>, <http://rajyasabhahindi.nic.in>, <http://rsdebate.nic.in> and <http://rsintranet.nic.in>.

5.4 A comprehensive list of software activities/applications being used/under development in the Secretariat, broadly categorized, has been made available as **Annexure I** for ready reference.

5.5 An exercise to review each developed application in terms of its platform, compatibility with other applications, coordination between numerous databases and web-enabling would be undertaken in coordination with NIC. A status paper containing recommendations in respect of each software application, time frame for overhauling, change in its platform to bring it in tune with recent technology etc would be duly prepared. It is the endeavor of this IT Plan that all the current applications be brought on latest common platform in a phased manner so that most of the applications get interlinked with each other, using common master databases.

5.6 In preparation towards this IT Plan, requirements/suggestions/feedbacks from the various user Sections were sought and based on these inputs new software applications are required to be developed and desired modifications in the existing applications have been planned. **Annexure II** details these activities.

5.7 In order to effectively develop and implement the customized software that are developed by NIC in coordination with the User Sections and IT Sections (H&S), a Software Management Plan, in coordination with NIC , detailing the benefit, usability and work goal that is to be achieved through development of each software, would be duly formulated and rigorously monitored and implemented.

5.8 Also, for each software application that would be developed by NIC, a rigorous mechanism to adhere to the methodology as defined under the

Software Management Plan laying adequate stress on proper planning, documentation, coding, development, testing, training and implementation would be enforced throughout the development cycle, so that a successful, working, bug-free, consistent product evolves that is flexible enough to handle the broad range of dimensions and could be modified when required.

5.9 Rajya Sabha Secretariat also makes use of various commercially available software available like Microsoft Office Package, Adobe Acrobat Professional, Adobe Reader, Fine Reader Software, Dragon Speech Recognition Software, Corel Draw, Photoshop, Adobe Indesign, ISM etc. A thorough review to assess the requirement of such commercial software would be carried out so as to bring all users using a particular commercial product at par in terms of compatibility, training etc.

5.10 IT Section and Parliament Division of NIC would undertake a comprehensive review to ensure that User Manuals and Software coding in respect of each of the software applications developed by NIC for use in the Secretariat are readily available. The User Manuals, in respect of each software application, would be made available on the Rajya Sabha Intranet site for the help of user Sections/Users.

5.11 The efficacy of the new and existing applications, modifications etc would be reviewed in consultations with the users and appropriate modifications / add on features, wherever required will be made.

## **6. e-Office Product Suite**

6.1 Government of India under the National e-Governance Plan (NeGP) has developed the eOffice product suite, based on the Central Secretariat Manual of e-Office Procedure (CSMeOP), with the stated aim of supporting governance by ushering in more effective and transparent inter and intra-government processes and the vision of e-Office is to achieve a simplified, responsive, effective and transparent working of all government offices. The product suite has various modules like Electronic File Management System (eFile), Knowledge Management System (KMS), Leave Management System (eLeave), Tour Management System (eTour), Personnel Information System (PIS),

eService Book and SPARROW (eAPAR) (Smart Performance Appraisal Report Recording Online Window). Some of the benefits that this product suite may bring, is to enhance transparency (as files can be tracked and their status is known to all at all times), increase accountability (the responsibility of quality and speed of decision making is easier to monitor), assure data security and data integrity, provide a platform for re-inventing and re-engineering the working processes, promote innovation by releasing staff energy and time from unproductive procedures, transform the work culture and ethics and promote greater collaboration in the work place and effective knowledge management.

6.2 A decision has been taken to implement the eOffice product suite in the Secretariat and necessary action in furthering the same is underway. Besides the requisite administrative action, a number of activities are required to be undertaken to make optimal use of the suite to use it to realize its defined benefits. Thus, the following activities towards streamlined rollout of the eOffice would be initiated in coordination with NIC and the eOffice Project Division:

- Constitution of eOffice Governance Structure
  - Project Steering Committee
  - Project Implementation Committee
  - Department Nodal Officer
  - Nodal Coordinators
- Filling up of Master Data Templates
- Preparation of Infrastructure Gap Analysis Report and its implementation
- Procurement / Upgradation of Infrastructure by User Department
- Creation of GOI / NIC Email IDs
- Procurement of Digital Signature Certificates (DSC)

Once these are in place, the following will be given proper attention:

- eOffice Environment Setup at Data Centre
- Domain Name Registration
- LDAP (Light Directory Access Protocol) Binding of GOI / NIC Email IDs

- Capacity Building Programmes (CBP)
- Digitization & Transition Strategy
- Hiring of roll out team
- Deployment of roll out team at user premises
- Training and handholding for Department users
- Digital Signature Certificate (DSC) Readiness with application
- Trial Run of application
- Going Live
- On-site Technical Support

6.3 An implementation blue print detailing the Administrators/Nodal Officers/Officers/Sections and the activities/role that they would be performing as per various eOffice modules and protocols would be prepared and rigorously implemented.

## **7. National eVidhan Application and Mobile App.**

7.1 Rajya Sabha Secretariat has been interacting with the Ministry of Parliamentary Affairs (MPA), in respect of the development of the National eVidhan Application (NeVA) and the related Mobile App, since that Ministry had been designated as the nodal Ministry towards the Mission Mode Project NeVA. NeVA, aims to make all the Legislatures of the country paperless by making the proceedings of the Houses and various aspects of the legislative functioning, digital and attempts to provide the information about the functioning of Houses to the common citizen at the click of a button. The iOS and Google app of NeVA along with the NeVA Website, is proposed to act as a repository of data related to the business of all Legislatures in the country in a uniform manner.

7.2 Rajya Sabha has allowed the usage of Rajya Sabha database for the App and Nodal Officers have also been nominated to coordinate with MPA towards the NeVA requirements. In respect of NeVA, the interaction has been started on trial basis and for this purpose data generated in the Secretariat during the previous one year was being utilized by them.

7.3 Since the Secretariat had been using a number of ICT applications for its various work processes through which data was generated, the collaboration

with NeVA team shall be directed towards designing and developing Web Services by them by culling out the data from different databases of the Rajya Sabha and displaying it in the standard NeVA application/Mobile App.

7.4 Technical support and coordination of NIC will be monitored towards examination of development of Web services by NeVA team and their integration/other requirements.

## **8. Digital Archiving of Records**

8.1 The Secretariat has initiated a Project for digitally archiving of records available that involves two main parameters:

- Development of the software application by NIC for uploading and retrieval of the digitized records by the respective Sections by providing them user based access (through username and password) and allowing search on the digitized records database pertaining to their Section through various parameters defined in the metadata and keywords;
- Scanning of the records in image format and creating related metadata.

8.2 The work related to digitization of the old records and the scanning/digitization of files of Rajya Sabha Secretariat up to the year 2014 has been completed and around 7.00 lakh pages of the old records have been digitized. Also, a customized software application for safe uploading and retrieval of old records of the Secretariat has also been developed. The digitized records are being placed on digital portal for Digitization of office files of Rajya Sabha Secretariat *i.e.* <http://10.249.187.207/sec/> which had been named as '**rsrecords**'. Digitization of old records relating to the year 2015 and thereafter is to be undertaken in-house by Digitization Cell/O&M Section.

8.3 This Digitization process would be taken forward by providing necessary technical support to the Section designated for Digitization of

Official records and suitable modifications and enhancements in the Digital portal would be undertaken.

8.4 Necessary technical support towards implementation of the eFile module of eOffice which may also involve integration of the already digitized data, and calls for digitization activities for each User Section would be suitably supported.

## **9. Web Management**

9.1 Web Management encompasses the act of correctly and efficiently performing and managing work within an interconnected system (web related elements) and assumes a critical part amongst various resources on which an Organization's performance and growth stand. It helps to deepen the Organization's relationship with its primary users and stakeholders and transform its websites/web portals into a rich, engaging, and credible resource with relevant and topical content and functionality also enabling the Organization to access and identify required resources and capture knowledge as it is created so that it is available for reference and reuse in context. Thus, it is responsibility of the Organization to take its Websites as a necessary asset and design strategies and solutions with careful planning that are appropriate to adequately meet the needs and mandate of that specific Organization.

9.2 With this aim, Rajya Sabha Secretariat maintains four different comprehensive websites to address the needs of various stakeholders and to share more and more information online to bring benefit to Members of Rajya Sabha, general public, media and the employees of the Secretariat, which are:

- **Websites of Rajya Sabha -- <http://rajyasabha.nic.in> and <http://rajyasabhahindi.nic.in>** which include a wealth of information on the business listed and transacted in the House, record of Debates held in the House, Parliament Questions and their Answers, status of Legislations, information relating to various Committees of the House, Who's Who of Members, their addresses and e-mail, Rules of Procedure and Conduct of Business in the Rajya Sabha, and Secretariat related information etc. with most of the information is backed by a number of structured databases and is updated on real time basis.

- **Debate Portal of House Proceedings -- <http://rsdebate.nic.in>** which is a repository of Rajya Sabha debates since 1952 in searchable format whereby Users can browse these by, Question-Answer (Part-I)/Other Debates (Part-II) wise, Debate Title wise, Members Participated wise, Debate Date wise, Debate Subject wise and also allowing users to make free text searches as the entire collection is built in Unicode.
- **Intranet site of Rajya Sabha Secretariat -- <http://rsintranet.nic.in>** which is the ready resource catering to the needs of the employees of the Rajya Sabha Secretariat and is the gateway to all the information about the Secretariat with details about its working, procedures, officers and employees. It also acts as a one stop repository allowing access to all users to the internal customized software applications which are used within the Secretariat to streamline various work processes.

9.3 It is accepted that as against creating and hosting a Website, a much more challenging task is its maintenance and timely updation as quality, relevance and usefulness of a website is determined by how promptly and accurately it updates the information. Thus, maintaining the authenticity and timely updating of the data on the website are of paramount importance to an organization. In order to ensure this for all four Websites of Rajya Sabha, a number of mechanisms like a Website Quality Manual which defines various policies like privacy policy, archiving policy, hyper linking policy, security policy, monitoring plan, contingency plan in the event of defacement, natural disasters/calamity and delegates responsibility and authority for updating and maintaining data has been designed; also a Web Supervisor has been designated to monitor the updating of the website on regular basis; efforts are also underway to move towards creation of a Unit in the Secretariat to deal with the crucial issues of proper monitoring, timely updation and regular interaction with all sections of the Secretariat in respect of content of Rajya Sabha websites.

9.4 In respect of management of Websites, the following activities would be undertaken:

The present websites of Rajya Sabha (English and Hindi) are in the process of being comprehensively redesigned/ revamped and the new sites are proposed

to get unveiled by the end of 2019. The principal purpose towards this initiative has been to make them available on the latest technology/platform, responsive, so as to be easily and uniformly accessible on most electronic devices, to ensure output of the desired information in the least response time, have more info-graphics and statistical data analysis, and greater audio and video content on the website with regular updation of events, processing of online feedback, etc. to be in synergy with the global standards of parliamentary Websites to meet the technical, growing expectations and requirements of the stakeholders.

9.5 Towards the Web management of various portals the following would be undertaken:

- active coordination between the Vendor, NIC and the Committee of Officers designated to monitor the development of new Websites would be ensured to take the development of new websites to conclusion as per the guiding parameters agreed upon;
- strategic planning for the digital tools and services that each of the Web Portals of Rajya Sabha would cater to and provide for, would be done;
- efforts would be made to ensure that the Websites being the web face of Rajya Sabha and its Secretariat take forward and deliver on the aspects of Parliamentary openness, open standards and open data and enhance citizen engagement in the work of Parliament;
- integration of Web portals and web services with the social media would be taken forward and requisite mechanisms for maintaining and monitoring such integration would be worked out;
- independent/neutral assessments and examination of the Rajya Sabha portals in coordination with NIC would be undertaken to identify its weak points/areas as per STQC/ Government of India Website protocols and necessary remedial action would be taken;
- efforts would be made for making more and more information available on Hindi website which is presently available in English only, keeping in view the technical limitations;
- the new Debate portal of Rajya Sabha being developed by NIC which proposes to offer better search and navigation capabilities would be thoroughly reviewed on various parameters for undertaking Search,

- metadata available and its effectiveness for the users in real time basis and remedial steps/modifications required would be duly implemented;
- a feedback exercise to upgrade the Rajya Sabha Secretariat Intranet site to enable transmission of more and more information to the employees of the Secretariat would be undertaken. A Web Page for each Section where information specifically relating to that Section, with the approval of that Section's Division head, could be hosted, for which work relating to template development and software for linking is underway;
  - on the issues of upkeep, monitoring, timely data updation, removing redundant data, archiving data and coordination on the Web Portals, the monitoring mechanism will be reviewed and augmented. To strengthen the monitoring mechanism, a Website Updation Cell, as was proposed, would be made functional with sufficient manpower;
  - a Web Content Management System (WCMS), which is a software system that provides website authoring, collaboration, and administration tools designed to allow users to create and manage website content with relative ease would be developed in coordination with NIC.

## **10. IT initiatives for Rajya Sabha and its Members**

10.1 In the present age, the convergence of communications and computing technologies, make available the opportunity to Parliaments towards realizing the aim of reinventing themselves as an 'e-parliament' thus leading to enhanced access, communication, engagement and transparency in the work of Parliament and parliamentarians through the innovative and pragmatic application of various technologies. The key parameter that technology must factor in providing services to Parliamentarians is that they are mobile but expected to be accessible at all times and therefore arises the need of flexibility in communicating and accessing information. Thus, Parliamentary ICT systems and policies need to better reflect this requirement and provide improved levels of support to parliamentarians to carry out their duties anywhere, at any time and on a range of devices.

10.2 Keeping in view the above theme in making available ICT services to Members, an institutional arrangement of a Parliamentary Committee

provides the requisite overview, guidance and reviews the progress made towards computerization and various IT initiatives in the functioning of Rajya Sabha. Broadly, this Committee, decides parameters with regard to application of information technology in the functioning of Rajya Sabha, decides norms for provision of computer hardware and software to be made available to Members from time to time along with suitable training to enable Members for proficient use of IT tools and takes steps to ensure increasing use of electronic mode of information dissemination in the Rajya Sabha.

10.3 Through the initiatives the Committee has been concentrating on bringing the facility of requisite hardware and benefits of e-Governance initiatives, online training courses, customized apps etc. for Members. To further these, the following broad themes, appraisals and initiatives would be considered /undertaken:

- A coordinated study to assess the specific requirements of the Chamber to orient it to cater towards emerging as an e-Parliament would be undertaken in coordination with NIC and as per the guidelines given by the Committee.
- An assessment, keeping in view the use of ICT in other Parliaments, towards enabling the House to function effectively taking note of the requisite facilities and support mechanism for Members to carry out their duties, legislative functions and devices, the requirements of the Parliamentary committees etc shall be carried out.
- Effective mechanisms that aid and act as core driver in connecting the public and other stakeholders to their parliament, push for improvements in its functioning through digital technology towards making available more information and documentation for Members, help in increasing capacity to disseminate information and documents coupled with its timely delivery would be put in place.

- Taking ICT as an enabler and advances in digital technology as the vehicle, the benefits that can accrue to the public in accessing and participating in parliament and the parliamentary processes would be considered and followed.
- Since in the present digital scenario, information and facilities are being utilized not only through computing devices like desktops and laptops but also through mobile devices/ smart phones/tablets, the digital services so provided would be aligned towards these devices also in a manner that brings security, seamlessness and synchronization.
- Towards the objective of achieving an open, accountable, responsive and efficient parliament, the utilization of existing and emerging ICT developments in issues of e-books/documents, e-voting, e-petitioning etc would be explored.
- Methodology towards making available archived videos of parliamentary proceedings with requisite search facilities will be examined.
- Development of customized apps for use on Android, iOS or Window based platforms to facilitate access to Parliamentary documents, legislative devices, eBooks etc that offer considerable up gradation/enhancement over the existing apps would be undertaken.
- All routine communication with Members, by each Section of the Secretariat, would be through facility of a Member's Login application, which is a two way communication channel between Members and Rajya Sabha Secretariat for delivering information and documents to Members as well as sending communications by Members. Suitable enhancements as per emerging requirements would be made so that this mechanism acts as the one stop shop for effective communication between the Members and the Secretariat.
- Progression towards making available online ePortals to facilitate Members to make use of the various legislative devices and perform parliamentary functions would be taken forward to meet the requirements.

## **11. e-exposure/e-Governance**

11.1 As working through software applications and various IT initiatives has altered the work methodology and ethos of working, it has become necessary

for the Members and the officials to upgrade and enhance their IT skills besides gaining a better understanding of the changing environment as it gets dependent on e-Governance.

11.2 Thus, in order to stay on course and enable provision of requisite support towards it, the underlying points list the steps that become necessary to implement this vision for the benefit of the Secretariat:

- Efforts will be made to apprise each Member of the IT facilities, apps, customized software applications which they can use, getting effective information access through Rajya Sabha ePortals and various other utilities that stand designed to benefit them through programmes/lectures/workshops.
- Efforts will be made to set up a permanent One Stop Centre where Members can freely interact with technical personnel for resolution of their queries, get individualized training as per their needs, become proficient in using Smartphone/Tablet devices, derive benefits out of the Customized applications developed for them etc.
- Lectures/Workshops on the themes of emerging e-Governance technologies, Digital India initiatives etc in coordination with National eGovernance Division (NeGD) would be organized for the benefit of Members and keep them abreast of the IT developments that are happening.
- Capacity building initiatives through workshops, seminars, conferences, programmes etc for officials on aspects of e-governance through the National e-Governance Division (NeGD) of MeitY and its implementing/executing agencies like National Institute for Smart Government (NISG), NIELIT, STQC etc. would be organized. Also Officials of the Secretariat would continue to be duly nominated to the various e-Governance training programmes that are conducted by them from time to time.
- In-house training programmes to make users proficient in office computer use especially in aspects of Office package like Excel, PowerPoint, Access, Mail merge etc. would be conducted.
- Since the Secretariat functions in a Local Area Network (LAN) which besides its benefits also has the potential to become carrier of malware, viruses and loss of data due to shared environment,

programmes/workshops/lectures would be organized to make the users aware of the security threats so as to protect both themselves and the network from unauthorized intrusion or data compromise environment. Basically, these designed programmes will concentrate on File/ folder basics, using browser and e-mail, keeping antivirus updated, securing one's data from malware, viruses, hoaxes, password protection, making optimal use of hardware and handling/resolving minor problems in use of computer hardware.

- Since almost all the Sections of the Secretariat work through customized softwares, programmes on customized software applications will be undertaken to address the requirements both in context of applications which have been designed for use by the entire Secretariat or each Section/Officer and the applications designed to streamline the working of a Section/Branch/Service. With eOffice set to be rolled out in the Secretariat, intensive Master and User trainings would be conducted to enable each employee to make use of the package. Also a permanent training/hand holding mechanism would be operationalized.
- Efforts would also be made to involve participants who have been provided the benefit of any training activity, in various IT Projects/activities that are undertaken by the Secretariat.

## **12. Open Data**

12.1 Rajya Sabha Secretariat, taking note of the National Data Sharing and Accessibility Policy (NDSAP) as established by Government of India which envisages proactive dissemination of Data Collected by all Ministries/ Departments/ Organizations and facilitates the departments to release their datasets in an Open Format, the Data Portal, India <http://data.gov.in> , has been taking requisite action to take it forward.

12.2 In pursuance of the guidelines of the NDSAP policy, Rajya Sabha shall continue preparing and releasing valuable datasets in an Open/Machine readable format, on the Open Government Data (OGD) Platform and making them available at the portal link [https://data.gov.in/catalogs/ministry\\_department/rajya-sabha](https://data.gov.in/catalogs/ministry_department/rajya-sabha) for use of concerned citizens.

12.3 The data sets shall be made available in CSV, XML, EXCEL, TEXT/HTML formats and also through Web Services. Identification of data sets shall be such as to ensure that they are citizen centric and relate to areas of their interest like Members' attendance, Members' details, Parliamentary Questions, Bills, Government Assurances etc.

### **13. Other ICT initiatives**

13.1 In order to continue progressing towards creation of a conducive IT environment and effectively achieve the aims/objectives that would be pursued as enumerated in the previous paras, the following steps would also be taken to expedite the computerization in the Secretariat:

- With the growing use of ICT and use of e-mail as effective tool for communication within and outside the organization and its necessity for each employee, the requirement of Rajya Sabha Secretariat having its own e-mail host server with domain name @rajyasabha.in, where e-mail addresses will be created for each and every employee of the Secretariat which would be integrated with Employees Portal to create a single point access to information relating to individual, will be taken up with NIC.
- Creation and operationalization of the Website Updation Cell to deal with the crucial issues of proper monitoring, timely updation and regular interaction with all sections of the Secretariat in respect of content of Websites administered by Rajya Sabha Secretariat would be followed and taken to its logical conclusion. Also, the work relating to National Data Sharing and Accessibility Policy (NDSAP) Cell shall also be handled by Website Updation Unit when its gets operationalized.
- Conversion of Committee Room 'A' into a training resource/Computer Lab to act as a multi user resource that would be used to fulfil various needs like trainings, lectures, presentations etc. of the Secretariat will be taken forward.
- In order to carry various software/IT initiatives, coordination with User Sections and NIC is mandatorily required which involves holding demonstrations of the Software applications at various stages, getting

feedback of User Sections and concerned Officers and facilitating roll out of the developed applications with required hands on training Sessions from time to time. Also, meetings are held by Officers of IT Sections with NIC, NICS, NIELIT, C-DAC and other vendors in which discussions include making /seeing presentations, live demos etc. All these initiatives/requirements need various computer accessories like Smart boards/movable projectors/tablets and their non-availability/inadequacy with IT Section creates problems in arranging such demonstrations/training. Action to procure such accessories for use of IT Sections (H&S) to further its e-trainings/e-initiate mandate will be taken.

- In the current technological scenario, Cyber attacks and intrusions have increased dramatically and in a shareable/connected environment these have the potential to harm the hardware and also disrupt the operations of the Organization and lead to reputational or other damages. In order to reduce the threat of such cyber attacks and intrusions, a Cyber security policy, in coordination with NIC, shall be developed for managing the resources both at Server/Cloud end and at User end, which will address the needs towards protection of information, data, systems and networks from attacks and unauthorised access.

**List of Applications in use at Rajya Sabha Secretariat**

**1. Web CMS for Rajya Sabha website updation.**

Following applications are being included in the Web CMS.

- **Report publishing Info. System./ Bills /Press Release/ Comm. Meeting**
- **Members' Attendance**
- **Bulletin Part-II Publishing(ENG/HINDI)**
- **Daily business Publishing (new lob)**
- **Daily Paper Publishing(Hindi lob)**
- **Feedback Publishing System**
- **Journals Publishing**
- **Circular/Office Orders Info System (intrars /circular)**
- **Question list Publishing System (daily questions)**
- **Synopsis Publishing System**
- **Recruitment Info System. (Recruitment)**
- **Events management System**
- **Press and Media Unit MIS**
- **Conference & Protocol MIS**
- **Training MIS**
- **Precedents MI**
- **Words of the day Info System**
- **Official Debates (Hindi) publishing)**
- **Org Chart (English/Hindi)**
- **RS Calendar App.**
- **Ministry wise Subjects Publishing**
- **FAQ**

**2. eMSA (For All types of Bills preparation for Members of Rajya Sabha)**

**3. Parliament Question Processing System**

**4. Sales and Archives - Inventory and Sales Management System:**

**5. Rajya Sabha Credit and Thrift Society MIS:**

**6. LTC-MIS**

**7. CGA-MIS**

**8. Store Inventory System**

**9. Web based Committee MIS**

10. Supplementary Questions extraction
11. e-Files-Rajya Sabha Secretariat
12. RTI Application Management System:
13. Rajya Sabha Employees' Portal:
14. Bills information online system:
15. RMIS
16. Personnel and Administration Management System (PAMS)
17. Members Information System: (TOMIS)
18. MANTRA Rajya Sabha:
19. Pensioner's MIS:
20. DMIS
21. Subordinate Legislation MIS
22. TA/A Bills MIS – for employees
23. Budget Control MIS
24. section login
25. Tender MIS
26. Deputy Chairman Info System
27. Debate Digitization Meta Data Preparation
28. Members Who's Who(English/Hindi)
29. Words of the day Info System
30. PRISM
31. Employees Recreation Club Webpage
32. RSSFEED (English/Hindi)

#### **Web Portals /Websites**

1. <https://rajyasabha.nic.in>
2. <https://rajyasabhahindi.nic.in>
3. <https://rsnotices.nic.in>
4. <https://mprs.nic.in>
5. <https://websms.nic.in>
6. <https://pqars.nic.in>
7. <http://rsintranet.nic.in/>
8. <http://rsdebate.nic.in>
9. <https://rstv.nic.in>
10. <https://mprsal.nic.in>

### **Central Projects Implementation:**

- 1. eOffice**
- 2. PFMS (Public Financial Management System)**
- 3. EIS (Employee Information System)**
- 4. AeBAS (Aadhar enabled Biometric Attendance System)**

### **Applications Developed-Pending Implementation**

- 1. Computer Inventory MIS**
- 2. Assets and Liabilities for Members- MIS**
- 3. On line Requisition for Visitors Passes**
- 4. Organization Chart (English and Hindi )-New Version**
- 5. Pay Package of Casual Labourers**
- 6. Web based Notices Diaries MIS**

### **New Applications under development**

- 1. Revamping of Rajya Sabha Bilingual websites:**
- 2. On line references services for the Members of Parliament, Rajya Sabha :**
- 3. Employees telephone bill MIS**
- 4. Employee medical Bill MIS**
- 5. Printing section MIS**
- 6. Library 'Research Papers/Speeches/Documents MIS**
- 7. Dashboard of RSNOTICES**
- 8. Rajya Sabha Business App for Android device**

**Requests received for development of new software**

<b>Sections</b>	<b>Software requests</b>
Committee Section (HA)	Booking of Rooms for Committee meetings Separate link for Press Communiqué
Committee Section (Commerce)	Separate link for Press Communiqué
Committee Section (Industry)	Software for booking of rooms for Committee meetings Separate link for Press Communiqué
Committee Section (Ethics)	Online mechanism for submission of the declarations by the Members in respect of Assets and Liabilities and Pecuniary interests
Estt. (Accounts) & Budget Section	Softwares for GPF advance and final withdrawal to be developed Separate web page on Rajya Sabha Intranet site to make available requisite Guidelines/Forms/Entitlements etc for benefit of employees
Notice Office	Modifications required in e-Notice software to generate various kinds of Reports Software for making entries in respect of Parking labels issued to MPs, Ex-MPs and Officers/staff including retired employees of the Secretariat
O & M Section	Software for Annual Office Inspection
Sales & Archives Section	e-tendering and e-Quotation software Web page for Sales and Archives on the Rajya Sabha Website
Welfare Section	e-requests for Grievances Redressal Committee can be explored
Committee Section (Petitions)	Software for processing of refreshment bills and study tour bills Software for attendance of Members in Committee meetings
Printing Section-I	Initiation of e-publishing of various Parliamentary papers

	like Question Lists, Synopsis and other publications like PLOT and List of Business
Rajbhasha Prabhag	Computerised Diary and Dispatch software Facility of Online Banking dictionary and Legal dictionary for use of section
Synopsis Section	Software for Diary and Dispatch in E&T Service
Translation Section-II	Diary and dispatch software to keep track of paper/documents
Translation (OIH) Section	Software for diarizing of receipts of the section
LARRDIS	Software for sharing of articles, write ups/speeches/briefs/notes within the Service to also act as repository Software for eSubmission and eApproval of articles, write ups/speeches/briefs/notes within the service Software for online submission of manuscripts of ePublications, Who's who, Bio data of MPs, HDC, HC and SG Software to display Journals subscribed/available in the library Facility of online submission towards Biographical sketch by Members

**Requests received for modifications in existing software**

<b>Sections</b>	<b>Software requests</b>
Committee Section (COPILOT)	Modifications required in the Paper Laid Information System Modifications required in Committee MIS (New)-Version 1.0 Placing of Committee meeting Notices on website Online mechanism for sending requests to service branches towards Committee Meetings Facility to display Annual Reports and Audited Accounts laid during the session under the Committee's page

Committee Section (T&T)	Modifications required in the Committee MIS
Committee Section (HRD)	<p>Separate icon for press Releases on the dashboard of Committee MIS software</p> <p>Application for maintaining Committee specific records online</p> <p>Attendance of Members in Committee meetings</p> <p>Online database of various details pertaining to Committee tours</p> <p>Along with Reports, the facility of entering Parliament session number be added</p>
Committee Section (S&T)	Various modifications required in Parliamentary Committee MIS
Committee Section (PPG)	<p>Separate icon for Press Releases</p> <p>Application for maintaining Committee specific records online</p> <p>Attendance of Members in Committee meetings</p> <p>Online database of various details pertaining to Committee tours</p> <p>Along with Reports, the facility of entering Parliament session number be added</p>
Committee Section (MPLADS)	Mechanism to archive the composition of the Committee after its reconstitution
Estt. (Accounts) & Budget Section	Complete rollout of EIS module and PFMS should be ensured
Legislative Section	<p>Modifications required in the Special Mention software</p> <p>Separate link on "Discussions" with requisite sub links on Rajya Sabha Website</p>

M.A. Section	Review of e-awas software for allotment of accommodation to Members of Rajya Sabha to resolve its shortcomings/making requisite modifications e-submission mechanism of various Member Amenities forms by Members
MS&A Branch	Issues of compatibility/auto updating of data between PFMS and eMSA be explored
Notice Office	Modifications required in e-Notice software to generate various kinds of Reports Software for making entries in respect of Parking labels issued to MPs, Ex-MPs and Officers/staff including retired employees of the Secretariat
Sales & Archives Section	Modification in Sales & Inventory MIS(SIMS ver 1.0)
Stores Section	Modifications in the Inventory Management software New software to keep all information about all Vehicles
Table Office	Modifications in Bulletin Part-II Creation of a new link "Date of Oath Taking"; Digitization of Minutes Book
Training Cell	Modifications in Training Software that has been developed for use of the Section to incorporate "Place-specific" module and "name/course wise/period wise/designation specific" module. Training Cell link on the Rajya Sabha Intranet site to be redesigned with addition of new sub-modules/enhanced data about various trainings/activities
Editing (Hindi) Section	Modifications in Members' Information System to download data in Hindi in requisite format

Press & Media Unit	Software to cater to various requirements as Press and Media Information System
Translation (Committee) Section-I	Compatibility issues to be resolved between ISM and MS-Word
Synopsis Section	Implementation of MANTRA-Rajya Sabha towards Synopsis of debates
LARRDIS	Modifications in Who's Who software Modifications in in-house software developed for displaying List of books on Intranet site Availability of electronic version of both English and Hindi copies of publications on Web site