

## Information Technology

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In accordance with the recently embraced policy of transparency and integrity advocated at each level, the role of IT Centre in the division became crucial. IT Centre is entrusted with the responsibility of implementation and successful running of e-office portal. It was stressed that each single unit of Lucknow Division of N.E.Railway including sub-divisional and branch offices should be equipped to work on e-office. Because of the tenacious efforts of IT Centre, e-office portal was successfully implemented in all the intended offices well within the allotted time frame. For its successful running, intensive training and conditioning programs were run by the IT Centre.

To nurture the IT needs of the Division, IT Centre continuously strives towards developing small yet useful IT applications on a continuous basis. There is an RTI Cell in the IT Centre which deals with the inflow of fresh RTIs as well as appeals both in the offline as well as online mode. Technical vetting of Personnel Computers required by various departments is accorded by IT centre. DRM's twitter handle is operated by the IT centre in two shifts namely 6-14 Hrs and 14-22 Hrs. The tweets received are duly disposed in consultation with the relevant departments. Preparation of Brochures & various documents on behalf of DRM/LJN on arrival of MR/MOSR, General Manager & other dignitaries is also compiled and printed at IT centre.

In addition to the above regular jobs, IT centre handles other works as and when assigned by DRM/ADRM. Following are some major achievements of the IT Centre:

<b>RTI</b>	<ul style="list-style-type: none"><li>• Sr.EDPM is nodal CPIO of Lucknow division.</li><li>• RTI is dealt in both the forms i.e., online and offline.</li><li>• Timely disposal of appeals is being done.</li><li>• Attending CIC hearing as and when required.</li><li>• Average pendency has been reduced from 220 cases to 32 cases only. As on date average disposal time is 18 days.</li><li>• Total No of offline RTI cases received from Jan'2021 to Nov' 2021 is 195 and cases disposed upto Nov' 21 is 309.</li><li>• Total No of online RTI cases received from Jan' 2021 to Nov'2021 is 728 and cases disposed upto Nov' 21 is 695.</li><li>• Program in MS-Access has been developed to monitor RTI cases in IT Centre.</li></ul>
<b>E- OFFICE</b>	<ul style="list-style-type: none"><li>• Total 4612 no. of physical files are digitalized by IT centre</li><li>• IT Centre/LJN is well versed with the nuances of e-office and working successfully on this platform in day-to-day affairs of its office.</li><li>• IT Centre is also providing weekly training to all departments on working of e- Office. This is over and above the training imparted by RAILTEL.</li><li>• All troubleshooting related to this is done by IT Centre.</li></ul>
<b>Quarter Module</b>	<ul style="list-style-type: none"><li>• Quarter module is successfully implemented in LJN Division.</li><li>• Allotment of Lucknow Area Quarters and occupation /vacation are also done by IT centre.</li><li>• Other than LJN Area only occupation and vacation are done by IT centre</li></ul>

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<p><b>Development of software, programs and webpages for division.</b></p>	<ul style="list-style-type: none"> <li>Data analytical cell has been established for generating reports based on data already available with applications for help in decision making.</li> <li>Software for earning contracts monitoring is under development as per instruction of G.M/ NER.</li> <li>Webpage 10.24.5.19 is developed as “SINGLE WINDOW FOR PAPERLESS WORKING”, where all e-modules used in day to day working are integrated at one place.</li> </ul>
<p><b>Technical vetting of PC's procured under DRM/ADRM's Power and of other dept's demand</b></p>	<ul style="list-style-type: none"> <li>Technical vetting of all PCs procured in the division in accordance with the latest specifications available on GeM portal.</li> </ul>
<p><b>Provision of procurement of Laptops/ Notebooks by Officer's of LNJ division.</b></p>	<ul style="list-style-type: none"> <li>Cases for procurement of Laptops/Notebooks by the Officers of Lucknow division are being dealt with in compliance with the Model SOP.</li> </ul>
<p><b>Compliance Report generation of all Inspection notes of GM</b></p>	<ul style="list-style-type: none"> <li>Compliance reports are collected from all dept, compiled and sent to HQ.</li> </ul>
<p><b>Dash Boards</b></p>	<ul style="list-style-type: none"> <li>MR &amp; GM Dash Boards monitoring is done by IT centre on daily basis. Compliance /items/ agenda raised on Dash board is collected/ resolved from the concerned department and sent to the HQ for uploading.</li> </ul>
<p><b>Twitter Cell Work</b></p>	<ul style="list-style-type: none"> <li>Twitter cell of DRM/LNJ is being manned by IT Staff in two shifts from 06-14 hrs &amp; 14-22 hrs from Monday to Friday.</li> </ul>
<p><b>PR Activity</b></p>	<ul style="list-style-type: none"> <li>Posting of PR Activities by DRM on Facebook &amp; Twitter is being done by IT Centre.</li> </ul>
<p><b>Electricity bill recovery through IPAS</b></p>	<ul style="list-style-type: none"> <li>Input data entry of meter reading of electricity units consumed by railway employee's bill unit-wise to be appended to IPAS database is being done by the IT Centre. Every month the data is ported by IT Centre on IPAS and recovery is done. Also efforts are being done to improve the system of electricity recovery through data analysis. This has led to visible improvement.</li> <li>Electricity Module is rolled out and live for Lucknow area only and the efforts are being made to make it live for the entire Lucknow division.</li> </ul>

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<b>Booklets for Annual GM inspection</b>	<ul style="list-style-type: none"> <li>GM's Annual Inspection booklets comprising of Station-wise data, CRS booklet, etc. are compiled &amp; printed by IT Centre. Presentation &amp; Booklets are also printed from time to time.</li> </ul>
<b>Leave Accounting and MACP data (of all records upto year 2013)</b>	<ul style="list-style-type: none"> <li>Leave records &amp; Retirement leave cards are maintained in soft copy by IT Centre and printed as &amp; when required. On an average 90 records printed on monthly basis.</li> </ul>
<b>Trouble Shooting</b>	<ul style="list-style-type: none"> <li>I-Pas related day to day issues of Personnel &amp; Accounts side, Support to NPS section for Pension release every month &amp; PF section for day to day activity i.e. reconciliation.</li> </ul>
<b>Monitoring &amp; management of various e-portal and websites</b>	<ul style="list-style-type: none"> <li>LJN website's regular updation</li> <li>KPI- Analysis and onward submission along with action plan.</li> <li>MoU of Division</li> <li>MCDO Portal</li> <li>e-drishti- items are updated on daily basis by IT Centre.</li> </ul>
<b>Training program on e-office</b>	<ul style="list-style-type: none"> <li>Extensive training programs were conducted on weekly basis to make the employees familiar with the basic working on e-office. These training sessions involved Zoom portal with screen sharing features. More than 300 participants were trained across the departments by IT Centre staff.</li> </ul>
<b>Policy Letters for improvements</b>	<ul style="list-style-type: none"> <li>Various policy letters pertaining with the methodology and improvements in the working of RTI were issued asking departments into seriously reducing the pendency of RTI and their disposal time. Since then the work environment viz a viz RTI has improved a lot.</li> </ul>
<b>Data Analytical Cell</b>	<ul style="list-style-type: none"> <li>A data analytical cell is constituted on the behest of DRM/LJN and IT Centre/LJN is the nodal agency for the cell. The quarter recovery analysis is being done under the aegis of this cell. Moreover, a projection of retiring employees in the next 5 years is also done by this cell to anticipate the department wise and trade-wise workers' vacuum and their eventual demand.</li> </ul>
<b>Basic User Software Development</b>	<ul style="list-style-type: none"> <li>It Centre/LJN is deeply involved in developing and launching useful softwares for the day to day use of the user departments of the Lucknow division. One such software pertaining with earning contract was developed for Commercial department and the prototype is handed over successfully to the department. Various MIS reports related to the earning contracts are analysed using this software.</li> </ul>