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.

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:

RTI	• EDPM is nodal CPIO of Lucknow division. • RTI is dealt in both the forms i.e., online and offline. • Timely disposal of appeals is being done. • Attending CIC hearing as and when required. • Average pendency has been reduced from 220 cases to 22 cases only. As on date average disposal time is 15 days. • Total No of offline RTI cases received from Jan'2025 to Apr' 2025 is 97 and cases disposed upto Apr' 25 is 95. • Total No of online RTI cases received from Jan' 2025 to Apr'2025 is 376 and cases disposed upto Apr' 25 is 339 .
E- OFFICE	• Total 8600 no. of physical files are digitalized by IT centre • 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. • 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. • All troubleshooting related to this is done by IT Centre.
Quarter Module	• Quarter module is successfully implemented in LJN Division. • Allotment of Lucknow Area Quarters and occupation /vacation are also done by IT centre. • Other than LJN Area only occupation and vacation are done by IT centre
Technical vetting of PC's procured under DRM/ADRMs Power and of other dept's demand	• Technical vetting of all PCs procured in the division in accordance with the latest specifications available on GeM portal.

Provision of procurement of Laptops/ Notebooks by Officer's of LJN division	• Cases for procurement of Laptops/Notebooks by the Officers of Lucknow division are being dealt with in compliance with the Model SOP.
Compliance Report generation of all Inspection notes of GM	• Compliance reports are collected from all dept, compiled and sent to HQ.
Electricity bill recovery through IPAS	• 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. • 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.
Leave Accounting and MACP data (of all records upto year 2013)	• Leave records & Retirement leave cards are maintained in soft copy by IT Centre and printed as & when required. On an average 90 records printed on monthly basis.
Trouble Shooting	• I-Pas related day to day issues of Personnel & Accounts side, Support to NPS section for Pension release every month & PF section for day to day activity i.e. reconciliation.
Monitoring & management of various e-portal and websites	• LJN website's regular updation • KPI- Analysis and onward submission along with action plan. • MoU of Division • MCDO Portal • e-drishti- items are updated on daily basis by IT Centre.
Training program on e-office	• 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.
Policy Letters for improvements	• 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.
Basic User Software Development	• IT Centre/LJN is deeply involved in developing and launching useful software 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.