05

Administration and Information Technology

ADMINISTRATION AND INFORMATION TECHNOLOGY 05

5.1   Information Technology

Information Technology Division at ICFRE plays an important role in supporting research, administrative and other activities. ICFRE is using Information Communication Technology, progressively providing the users 24X7 services to their satisfaction. IT Division caters to the Information Communication Technology needs of all institutes under ICFRE and ICFRE HQ. It is keeping pace with the technological advancement of ICT within the allocated budget to the best possible extent. Apart from providing the regular services, new initiatives are also being taken time to time.
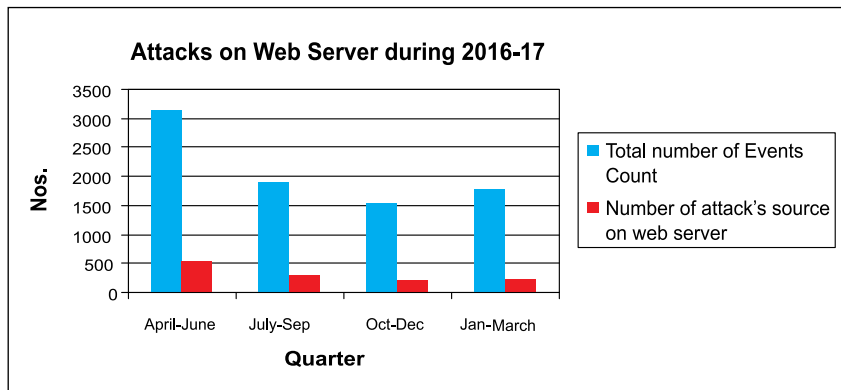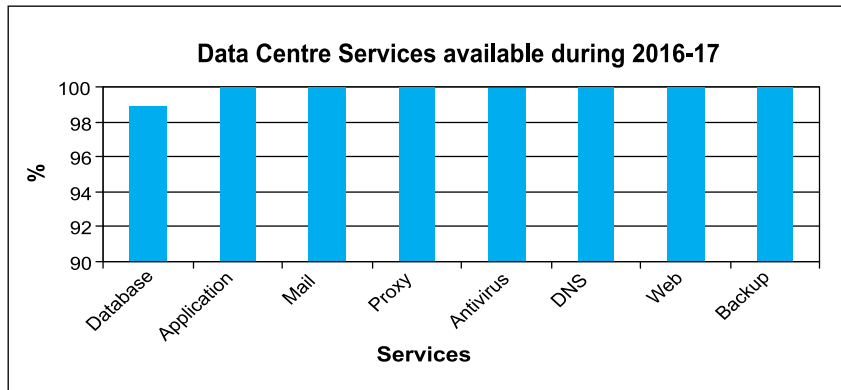
ICFRE Data Centre:

The ICFRE Server Farm was established in the year 2009-10 and has been functional since then. It provides 24x7x365 services to all the employees of ICFRE and its Institutes. It cater services like Messaging Service, Web Service, Database Service, Proxy Service, DNS Service, DHCP Service, FTP

Service, Backup Service, Internet Service, NKN-VPN service, Videoconferencing, Antivirus Service, Helpdesk Service, CA EMS ISS. Around 41 websites/applications on the different aspects of ICFRE and its Institutes have been hosted on ICFRE Web Server. The achievement of the ICFRE Server Farm in terms of availability for 2016-17 was 100 %. Status of the some services depicted below.
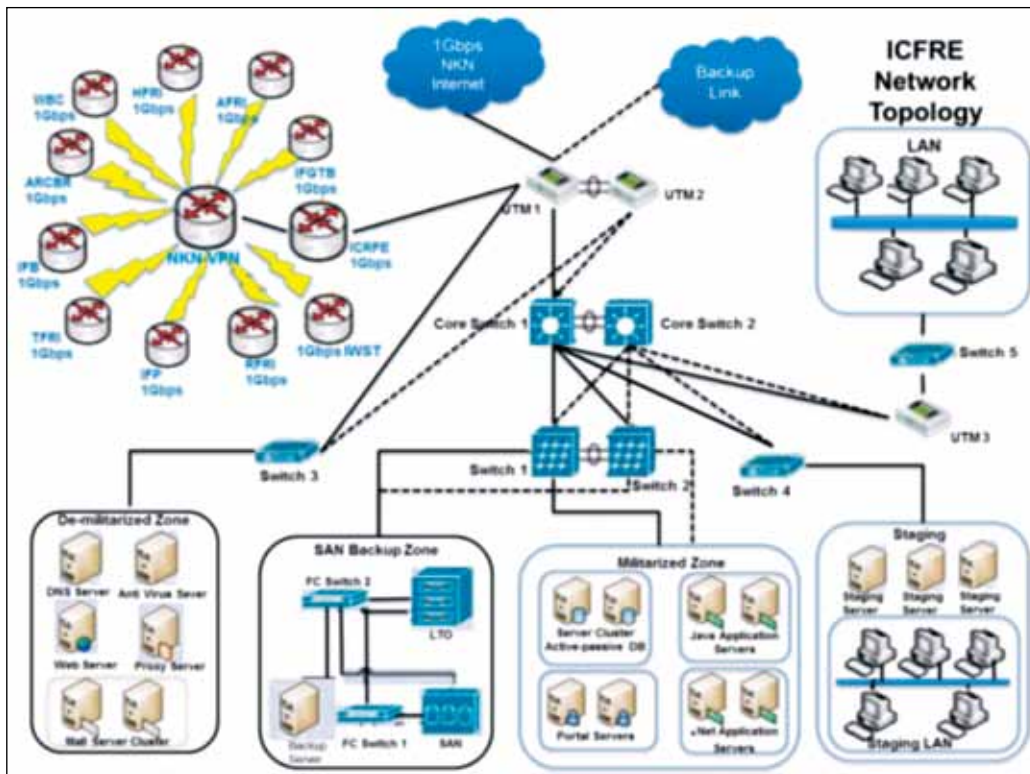
Upgradation of Data Centre

The Methodology for the Upgradation of ICFRE Data Centre was prepared in consultation with external experts of NIC. The Request for Proposal (RFP) for Selection of Vendor for Continuity of Data Centre (Server Farm) was prepared and discussed inTechnical Committee of External Experts and In-House High Level Administrative Committee meeting and finally approved in In-House High Level Administrative Committee.

Network Security - All attacks were failures
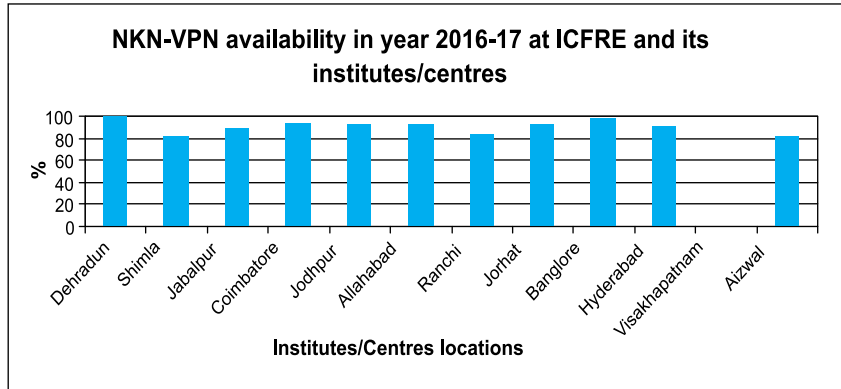
NKN-VPN availability in year 2016-17

Proposed Data Centre Architecture

Upgradation of LAN

Head IT and officials of IT Division, ICFRE had a series of Videoconferencing sessions with IT in-charge of ICFRE Institutes to discuss on the LAN topology of each institute for Upgradation of LAN Hardware. Consequently the methodology for revamping the Local Area Network (LAN) of ICFRE Head Qtr and Institutes/Centre was prepared and tender was floated.

Following new initiatives were taken during 2016-17

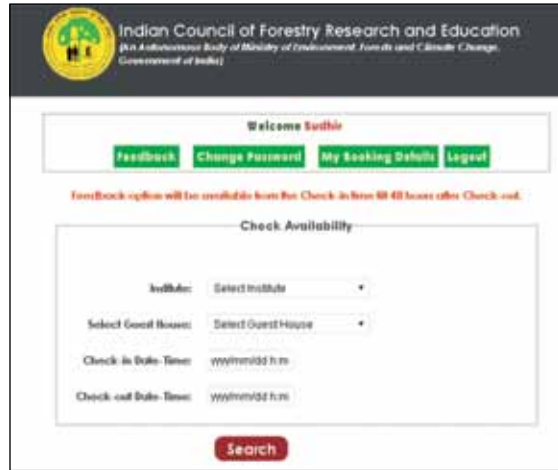Guest House Booking Portal: IT Division, ICFRE developed the Guest House Booking Portal for online booking of rooms of Guest Houses of all institutes under ICFRE. URL of this portal is http://bookingsystem.icfre.org/.

Hindi website of HFRI similar to English (http://hfrihindi. icfre.org/):New Hindi website of HFRI similar to English was designed and developed by IT Division, ICFRE and made live in March 2017.

Annual Property Returns Portal (http://annualproperty.icfre. org): Portal is being used to upload and view the Annual Property return of all Group 'A' and 'B' officers of ICFRE and its institutes/centres.

Screenshot of Hindi website of HFRI


Screenshot of Guest House Booking Portal

Screenshot of Annual Property Returns Portal

Apart from above IT Division designed and developed the following applications during 2016-17:

• Fixed Assets Database and Application: This is developed for the keeping and viewing the data of fixed assets of all institutes including Vehicles and Scientific equipments.

• Online Office Records (Orders/MoM/Agendas etc.) System: This application is developed to keep and view the records related to office order, notifications, agenda, MoMsetc of ICFRE and its institutes/centres.

• Complaint Management System: Application is developed to lodge, track and better management of civil complaints of FRI Campus.

Updation of website of ICFRE (http://icfre.gov.in):

ICFRE's website is promptly updated. Detail of ICFRE Websiteupdationduring1st April 2016 to 31st March 2017 is as below:
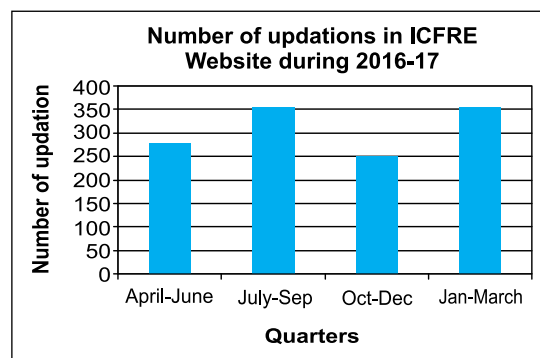
IWST, Bengaluru designed and developed the following:

• Current website of the institute, its update and maintenance. http://iwst.icfre.gov.in

• Website for Institute of Forest Biodiversity, Hyderabad, and hosted in the Main Server. http://ifb.icfre.gov.in

• Website for Advanced Wood Working Training Centre, Bengaluru and hosted in Main Server. http://iwst.icfre.gov.

inwebsite for the 2nd National Seminar on "Conservation, Restoration and Sustainable Management of Mangrove Forests in India" which was held from 15-17 June 2016, at Centre for Mangroves and Coastal Ecology (CMCE) isakhapatnam-530 003, hosted in main sever, through visit: http://ifb.icfre.gov.in.

• website for National Conference on "Tree Improvement Research in India: Current Trends and Future Prospects"

on 2nd& 3rd February, 2017 and National Seminar on "Role of Wood in Climate Change Mitigation" on 15th -16th February, 2017, hosted in main sever, through visit: http://iwst.icfre.gov.in (15th to 16th February, 2017).

• Web based database on Sandalwood and hosted in main sever, visit through: http://iwst.icfre.gov.in   "Sandal Information System".

5.2   Administration

The Directorate of Administration of ICFRE undertakes preparation of budget estimates, allocation of budget and preparing annual mandatory financial statements; filing of mandatory financial and administrative returns of ICFRE; stores including inventory management and procurement. It also

deals with disbursement of payments and TDS and maintains support services and official infrastructure. Besides handling general administration, the Directorate looks after civil and technical works of the Council and its Institutes.

5.2.1   Sevottam

'Sevottam' is an assessment improvement framework targeted to improve the quality of services to the citizens. Sevottam symbolizes the Government's intent to move from 'administration' mind set to 'service orientation' in delivery of public services. It emphasizes the relationship between service provider and service receivers. It is a standardized Services Delivery Excellence Model whose main features are to identify the services provided by the organization, to set norms for each service, to ensure delivery as per norms, to assess quality of delivery on a continuous basis and to proactively redress public grievances.

In the modern times, it is the responsibility of every organization to implement a quality management system for public services. This is a part of the Central Government's initiative to improve the quality of public services. Citizen's/ Client's Charter is a document, which represents a systematic effort to focus on the commitment of the Organization towards its Citizens/ Clients in respect of Standard of Services, Information, Choice and Consultation, Non-discrimination

and Accessibility, Grievances Redress, Courtesy and Value for Money. This also includes expectations of the Organization from the Citizen/ Client for fulfilling the commitment of the Organization.The Council using the framework of 'Sevottam' is committed to continuously improve quality of service in ICFRE (Hqtrs.) and its Institutes. The 'Sevottam' framework consists of three components viz. the Citizens' Charter, Public Grievance lodging and redressal mechanisms and service delivery capability.

ICFE is a research organization, which mainly deals with the forestry research activities and is also involved in extending the research support to the Forest Department in general and public at large. Therefore, ICFRE is committed to excellence in the field of forestry and environment. This wide range of clientele segmentation necessitates that we have a standard service delivery system that caters to the need of all. The system needs to provide transparency, accountability, reliability, responsiveness and empathy.

5.2.1.1   Action taken to formulate the Charter for the Department and its subordinate formation

Based on the guidelines issued by Government and, as a part of the Performance Monitoring and Evaluation System (PMES) for Government Departments, ICFRE has formulated

the Citizen Charter for the Council. It is a document, which represents systematic efforts to focus on the commitment of the organization towards its citizens/ clients in respect of

standard of services, information, choice and consultation, non-discrimination and accessibility, grievances redressal, courtesy and value for money. It also includes expectations of the organization from the citizens/ clients for fulfilling the commitment of the organization.

The Citizen's Charter is drafted and implemented by all the Institutes and Centres of ICFRE with a provision for annual review of the Charter services. It is available on the website of the ICFRE (www.icfre.gov.in). For providing information to the public and clients, the Council largely relies on the web-based tools, dissemination of information through a variety of means –including IT interface, Citizens' Charter, responses

to citizens by way of the tools that come under the purview of Right to Information Act and through workshops and seminars conducted by the organization.

The Councilhas Regional Institutes and Centres across the country. The websites of these Institutes are integrated with the main website of ICFRE and are hosted in the same server. As the work of Institutes of ICFRE merges into the overall work of ICFRE, the Citizens' Charter of ICFRE on the website mentioned above provides the requisite information that is applicable to the Institutes/Centres also besides showing pertinent information about various Institutes/ Centres

5.2.1.2   Action taken to implement the Charter

Every required actionwas taken to implement the Citizen/Client Charter in letter and spirit which is on the website of ICFRE. It provides information on ICFRE including its vision, mission, objectives, functions, services and service standards. The Charter also provides the grievance redressal mechanism and contact information of persons who should be approached for registering, and receiving responses on specific grievances in each institute of ICFRE. With the aim of implementing the

Charter, the ICFRE Institutes and Centres direct and implement their research endeavors after assessing the need of the users/ stakeholders. Also, in accordance with the need, up-gradation of the skills and knowledge of the staffs, as also upgrading infrastructure of the Institutes/ Centres with state of art facilities and their proper maintenance is also taken up to meet the upcoming challenges.

5.2.1.3   Details of Training Programmes, Workshops, etc. held for proper implementation of Charter

With an aim to create awareness and competence and, as a part of extension and education activity, trainings and workshops are organised at regular intervals in the ICFRE Institutes and Centres. Besides, the RAG Committee meetings, stakeholders' meet, 'Melas' for interaction with

end users', diverse trainings etc. are held from time to time. The training component is covered in detail under Chapter 3 and, workshops organised are indicated under Chapter 4. Evaluation of the implementation of the Citizen's Charter is also done at the Institute/ Centre level.

5.2.1.4   Details of publicity efforts made and awareness campaign organized on Charter for the Citizen/ Clients

The Council in order to publicise and create awareness among the end-users and general public has published the a number

of publications which are distributed free of cost in KrishiMelas, trainings and demonstration programme, VVK etc.

5.2.1.5   Details if internal and external evaluation of implementation of Charter in the Organization and assessment of the level of satisfaction among Citizen/Clients

Services provided are regularly monitored by the Head of the Division/Group Co-coordinator (Research)/Director and also by the officials of ICFRE as per norms. The instruments are standardized with set procedures. Getting an unbiased feedback from the stakeholders is given due importance. Based on feedback, necessary changes in the training programmes of the Council are incorporated.

5.3   Welfare measures for the SC/ST/backward/ minority communities

The Grievance Redressal Cell for SC/ST/ OBC employees of ICFRE (Hq.) was formed vide Secretary, ICFRE, order no. 63-37/2010-ICFRE dated 23 February 2011. The Deputy Director General (Education) functions as the Chief Liaison officer for SC/ST/ OBC. Similarly, all the Institutes of ICFRE have their own Grievance Redressal Cells. In AFRI, Jodhpur,to promote the general interest of SC/ST/OBC employees and to work for their collective betterment, development and upliftment, there exists AFRI SC/ST/OBC Employees Welfare Association. For promotion/recruitment process, roster has been maintained as per guidelines of the GOI. At TFRI, Jabalpur and HFRI, Shimla the interests of the above sections are being safeguarded and as per the guidelines of Government of India (GoI), a Liasion Officer is in position who monitors the promotions/recruitment processes as per the roaster.

IWST, Bengaluru has a Grievance and Redressal Cell to attend to all the grievances of IWST employees. The cell is also looking after several welfare measures of SC/ST/OBC employees of the Institute. In this regard, an association of SC/ST employees has been formed which is looking after the overall development and welfare of the employees.

Keeping in view the mandate of this constitution, the officers remain in touch with the welfare measures being / to be taken up for these communities.

To spread the message of equality and harmony among the various sections of the society ICFRE and all its institutes made their efforts to celebrate 126th Jayanti of Dr.BhimRao Ambedkar on 14April 2017 to commemorate the birthday of Babasaheb Ambedkar.

Celebration of 126th birth anniversary of Baba SahebAmbedkar at AFRI, Jodhpur