

CHAPTER XVII

PROGRESS OF COMPUTERISATION

17.1 Information Technology (IT) is sweeping the globe. The advent of IT as a highly leveraged enabling tool for delivery of services in Government, corporate, cooperative and private sector, has now been universally recognized. The use of IT has opened up the opportunities to enhance and improve on the day-to-day working processes to strengthen the monitoring of vital functional areas and decision-making process. E-Governance has become the policy of the Central Government and many State Governments to provide SMART – Simple, Moral, Accountable, Responsive and Transparent services to the public, through the use of IT with optimal quality at the desired time, place and cost.

17.2 An IT based Computer Centre, set up by National Informatics Centre (NIC) is operational in the Ministry for the development, implementation and maintenance of various application systems for decision support. It is also instrumental in creating awareness about the applications of IT among staff of the Ministry in their day-to-day functioning. The NIC computer centre is equipped with Servers, Client machines, NICNET and INTERNET connectivity for linkage through out the country and around the globe.

17.3 The Ministry of Coal has focused on building up the IT infrastructure within the Ministry with the following objectives:

- Improve workflow, work management and monitoring
- Assist in analyzing, decision making and scheduling through Management Information Systems (MIS)
- Storage of data, analysis and handling of databases
- Provide Graphical User Interface (GUI) based environment
- LAN for sharing the resources among users
- Networking between DOC and constituent units.
- Simplify dissemination of information to public and make it interactive.
- Train all personnel in making most of this technology

17.4 The Ministry has provided windows based PCs to all officers, PPS/PS/PA and sections. A Local Area Network (LAN) has been set up by NIC for the Ministry and all PCs along with servers are put on LAN to provide interconnectivity, Internet facility and access of the applications from the server. Officials at Lok Nayak Bhawan are also provided LAN with Internet and Email facilities.

17.5 A Web Site in English and in Hindi has been created by the Ministry to provide worldwide access. It provides details of organizational setup of the Ministry, its working, its subordinate offices and about various policies and statistical data / information on functional key parameters.

17.6 The Ministry has taken steps in making electronic copies of all related Acts / Rules / Notifications/ Orders etc for easy access and dissemination of same to public through the web site.

17.7 Electronic Notice Board has been developed and implemented in the Ministry. The system is used to display various issuances within the Ministry at the individual's PC and also provides access to the Knowledge Base created from the information from various officers/sections of the Ministry.

17.8 A Computer based Network called COALNET has been planned by the Ministry to inter link MOC with all its constituent units. In the first phase of COALNET implementation, MOC will be linked with CIL Hqs and Hqs of its subsidiary companies. The connectivity will be provided by DAMA based VSATs to facilitate data and voice communication along with Video Conferencing. Ministry of Coal has finalized 28 MIS formats based on the functional key parameters which will be available on-line on COALNET. The VSATs installation at various sites has already been started.

17.9 The Ministry has planned to set up Video Conferencing facility in the rooms of all Joint Secretary or equivalent and above including Minister of Coal under the COALNET Project. This will facilitate the officers to have video conferencing with the senior officials of the Coal Companies as well as within themselves in the Ministry including Lok Nayak Bhawan Officials.

17.10 The Ministry has planned to integrate various available facilities and applications through intranet based Portal for MOC. Some of the automation application packages to be designed, developed and implemented in the Ministry are as follows:-

- Intranet based portal for MOC for integrated services from one single location.
- Web based application for on-line submission of applications for allocation of Captive Coal Blocks.
- Web based application for on-line submission of applications for demanding change in short-term linkages of coal by coal consumers.
- Document Imaging for putting permanent nature records on CDs in the Ministry.
- Web based VIP Reference Monitoring system
- Public Grievance Redressal System
- Leaves Monitoring System
- Office Procedure Automation (For File movement monitoring)
- Stores inventory management system

17.11 Apart from above systems, the Ministry has planned to re-study its various functional areas / processes to explore the possibility of use of IT tools to enhance efficiency in working. The Ministry has acquired enhanced usage of IT through applications for efficient monitoring and decision-making. There has been a higher degree of usage & awareness among users at all levels along with efficient management and optimal utilisation of resources. The Ministry has taken steps for minimizing the paper movement / generation from desk to desk and adoption of paperless office concept with the use of the latest IT tools.

17.12 Coal India Limited has designed and developed B2B Portal with five important Zones viz. Public, Buyers Suppliers, Carriers and Special to dynamically interact with the clients and customers to enhance efficiency and transparency. The implementation is in progress.

17.13 At CIL headquarters, a LAN has been set up with fiber optic backbone connecting 170 nodes. Servers have been installed for providing access to the databases being developed for the COALNET project.

17.14 The development of Application software for COALNET is in progress. It is being implemented at CIL Hqs. CIL has planned to implement the same application at Subsidiary companies hqs level for uniformity and also at the field level in near future.

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