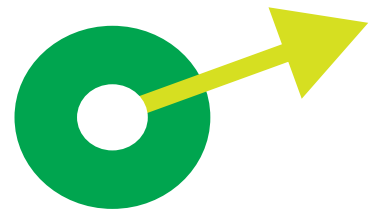


8

# ADMINISTRATION AND INFORMATION TECHNOLOGY

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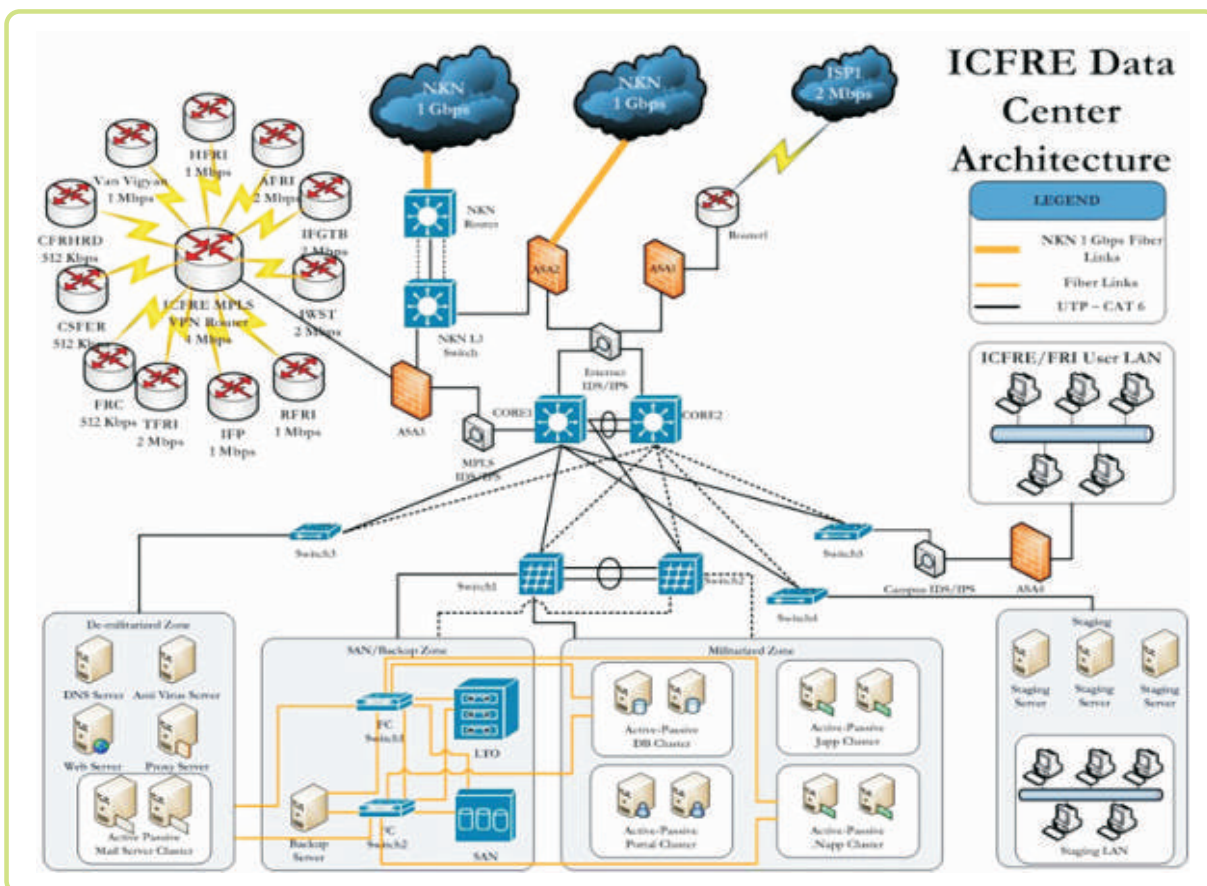
# Administration and Information Technology

## 8.1 Information Technology

Information Technology is the key driver in carrying out research, administrative and other support activity. IT Division, ICFRE is using Information Communication Technology, progressively providing the users 24X7 services to the satisfaction of them. IT Division caters to the Information & Communication Technology needs of all institutes under ICFRE and ICFRE HQ.

**ICFRE Data Centre:** The ICFRE Server Farm is hosting the IFRIS Application and other allied key

services like Messaging Service, Web Service, Database Service, Proxy Service, DNS Service, DHCP Service, FTP Service, Backup Service, Internet Service, MPLS-VPN service, Videoconferencing, Antivirus Service, Helpdesk Service, CA EMS ISS. Around 18 websites on different aspects of ICFRE and its Institutes have been hosted on ICFRE Web Server. ICFRE Data Centre 'Building Management System' (BMS) is implemented & configured for effective management, monitoring and Integration of various Non-IT equipments like Fire Alarm System, Very





Early Smoke Detection Appliance (VESDA) System, Rodent Controller, Water Leakage Detector, Access System, Surveillance System, Public Address (PA) System, Cooling System.

**Indian Forestry Research & Information System (IFRIS):** IFRIS was conceptualized with the aim to translate some of the present working manual systems into automated systems; increase/improve access, efficiency, transparency and accountability of services; enhance the responsiveness of ICFRE through workflow automation and knowledge management; enhance the ease of convenience of the users, stakeholders in accessing the information and services provided by the ICFRE. PIMS (Personal Information Management System), PMS (Payroll Management System), FAS (Financial Accounting System), RIMS (Research Information System), EDMS (Electronic Documentation System) etc. are some of modules widely used across all the institutes. PIMS is having 2098 employees data. 16126 leave transactions took place between 1 April 2012 to 31 March 2013 through PIMS across all the institutes of ICFRE.

PMS is being used from more than two years across all the institutes. Pay slips and other reports related to salary is being generated through PMS. A total of 37482 numbers of vouchers were generated in FAS from 1 April 2012 to 31 March 2013. RIMS is having more than 350 projects data. EDMS contains more than 6000 documents.

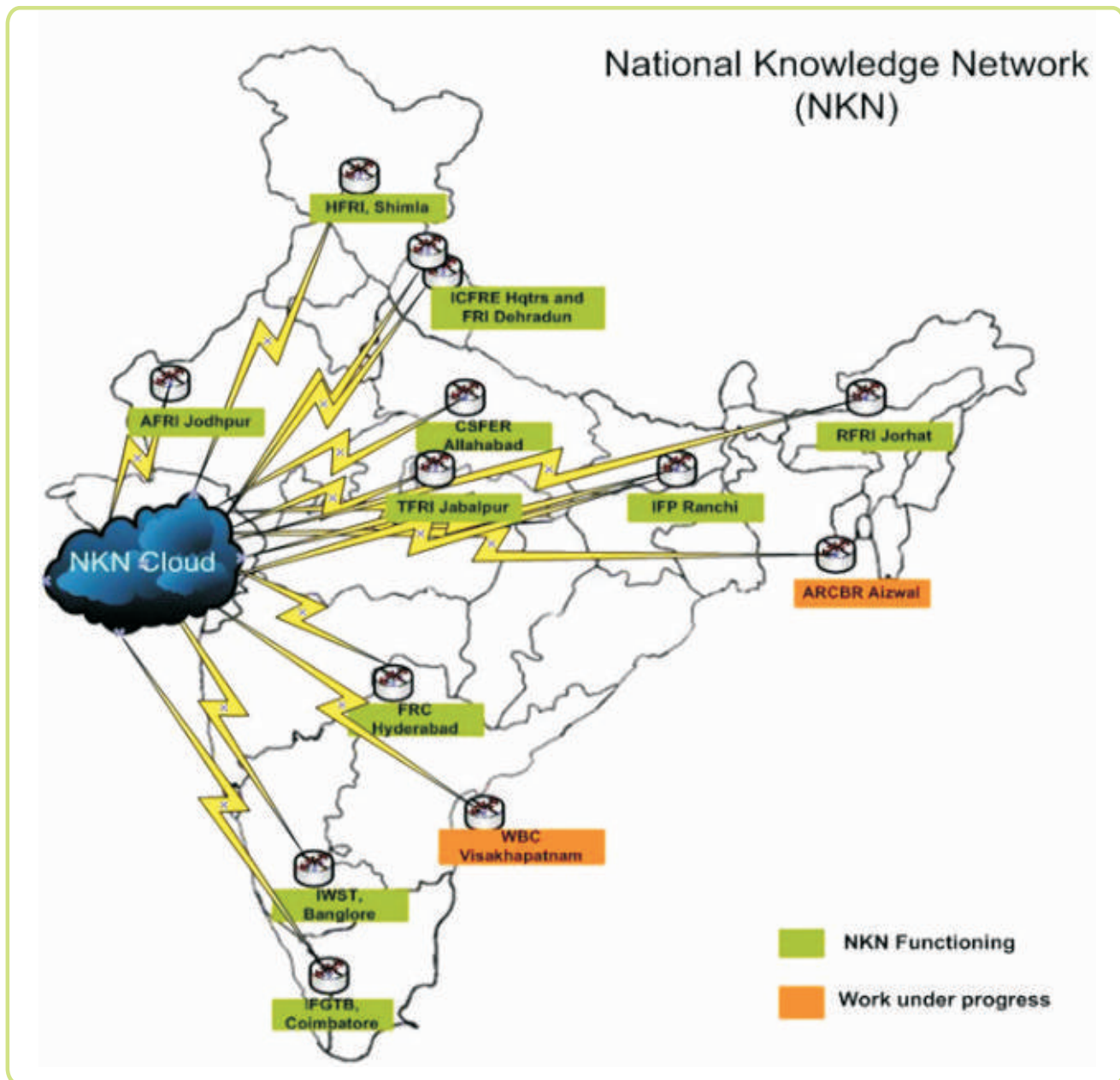
**Video Conferencing Facilities:** Video conferencing services at ICFRE has been started from **May 2008** and till date more than 900 videoconferencing sessions have been successfully completed allowing real-time conversation using state of art equipment.

**Network Support:** The LAN / WAN services have been extended to around 350 users within FRI / ICFRE through a Gigabit Optical Fibre backbone with 100 Mbps connectivity at end points with state of art hardware. One more feather has been added by the ICFRE to the Network Support in this field through establishment of Layer 3 Multi Protocol Label Switching (MPLS), Virtual Private Networking (VPN) across the ICFRE Hqtrs. and its Regional Institutes. The MPLS-VPN connectivity uses for accessing IFRIS application, Videoconference service, FTP service and other intranet applications. All network hardwares across the ICFRE institutes are maintained by IT Division, ICFRE. Around 15 routers are installed at ICFRE and its institutes and are under AMC.

The above equipments maintenance is monitored and reported by the IT Divisions of respective institutes.

**Maintenance of Hardware:** At present all the officers / officials at ICFRE Hqtrs. up till the level of LDC have been equipped with a Desktop Computer and a printer. Apart from maintenance of the Network Hardware, this division also undertakes the maintenance of computer and peripheral, hardware installed at ICFRE Hqtrs through the third party vendors. At institutes level, hardware are maintained by IT Division of respective institutes.

**NKN:** The connectivity provisioned under this arrangement form the basis of knowledge sharing between the National & International Research Institutions. The ICFRE envisages to consolidate the NKN connectivity at all its regional locations for utilizing it as a substitute to its existing MPLS-VPN arrangement with very high availability of bandwidth and cost effectiveness.



**Manage and Impart In-House Trainings to ICFRE Personnels:** The Division is actively involved in the process of imparting in-house training to the ICFRE / FRI Officers and staff. The Division also conducts various trainings for PIMS module, FAS and EDMS module for ICFRE Head Qtrs/Institutes officials. A training on 'Data

Warehousing and Data Mining' was imparted to the scientists of ICFRE and its institutes from 18 to 22 March 2013.

**Development and maintenance of “Interactive Portal : Interface with stakeholders”:** In the changing scenario of IT revolution, traditional mode of addressing the problems/ queries of end-



users becomes obsolete and requires major changes in the strategies for projecting ICFRE as problem-solving organization/team of experts. This portal has been developed to facilitate our valued end-users to find quick and reliable solution of their problem by using internet environment.

**Design and Development of ICFRE Website:** ICFRE website is continuously being upgraded and maintained. New features are being added. Information on website is promptly updated.

**IPC website:** The International Poplar Commission (IPC) is a technical statutory body of the Food and Agriculture Organization of the United Nations and it aims to promote the cultivation, conservation and utilization of poplars and willows. It serves the members through National Poplar Commissions of respective countries, Working Parties and full Sessions.

The 24<sup>th</sup> Session of the IPC held at FRI Dehradun from 30 October to 2 November 2012. The website <http://ipc2012.icfre.org> for the same was developed with all the features, including online submission of papers, online payment, online review etc.

**Databases:** Many databases are available and maintained at ICFRE and its institutes like Indian Wood Insects Database, Anatomical Database of Indian Hardwoods, National Forest Insect Collection (NFIC), Forest Soil Information System for India, Database of FRI Herbarium, Database on Biodiversity, Database of IWST Xylarium, Expert System for Indian Woods, NWFP Information System, Research Projects Database etc. These are being updated time to time. A brief summary of databases available at ICFRE and its institutes is as below:

Sl.No.	Database	Institute	Detail
1	Wood Anatomy Information System(WAIS)	FRI, Dehradun	A specialized software entitled 'WOOD ANATOMY INFORMATION SYTEM (WAIS) has been developed and all scattered published data stored on it.
2	National Forest Insect Collection (NFIC)	FRI, Dehradun	Information of 17,000 species belonging to 48,000 localities were entered into the database.
3	Database in Tree Improvement on Mandatory Species	IFGTB, Coimbatore	Tree Improvement information collected from Tamilnadu State Forest Department, Kerala State Forest Department, Annual Reports of Forest departments, ICFRE Statistical Report, DANIDA Plus tree records, Scientists and other sources and entered in Database.
4	Database on Biodiversity	IFGTB, Coimbatore	It is database of 70 threatened plant species with different retrieval, addition, deletion and modification options by using information on botanical name, Family, description, distribution, phenology, uses etc.
5	Database of IWST Xylarium	IWST, Bangalore	Contains the information of IWST Xylarium.



Sl.No.	Database	Institute	Detail
6	Expert system for Indian woods - their microstructure, identification, properties and uses.	FRI, Dehradun	Database of microstructure, identification, physical properties and uses of Indian commercial woods has been generated for commercial woods of India and incorporated on electronic media (CD) for easy retrieval. The same was incorporated in 'WAIS', an expert system developed for storage and retrieval of wood database.
7	NWFP information system	TFRI, Jabalpur	An interactive database package for keeping records of NWFP species.
8	Indian Wood Insect Database	IWST, Bangalore	Contains the information of Wood and Insects.
9	ICFRE Research Database Projects since 1990	ICFRE, Dehradun	This database contains all projects of ICFRE since 1990. Lot of search option for the user are available to find the exact information related to projects. It contains detail of 1104 projects.

**At ICFRE Institutes:** The above mentioned services, Institute's website, databases, hardware/software is being looked after and maintained at Institute level by IT Division of respective institutes.

## 8.2 Sevottam: Activities Relating to the Citizens/Clients Charter

ICFRE is a research organization, which mainly deals with the forestry research activities extending the research support to the Forest Department, in general, and public, at large, in all the states falling under the jurisdiction of the Institutes. ICFRE, thus, is committed to excellence in the field of forestry and environment. The wide range of clientele including Wood based industries, Handicraft industries, Saw millers State Forest Departments, Police Department, Judiciary, Wildlife Crime Control Bureau, Customs Department, and other Govt Organizations, Non Government Organisations, Perfumeries and Farmers necessitate that we have a standard service delivery

system that caters to the need of all based on transparency, accountability, reliability, responsiveness and empathy.

Sevottam symbolizes the Government's intent to move from 'administration' mindset to 'service orientation' in delivery of public services. It is a standardized Service 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.

### 8.2.1 Action Taken to Formulate the Charter:

Citizen's Charter is drafted and implemented by all the Institutes with provision for Annual Review of the Charter Services provided. The timely redress of public grievances is being monitored by



the Public Grievance Officer. Steps are undertaken to take remedial measures for quick disposal of complaints.

Procedures have been formulated for identifying the research problems in forestry, developing the projects based on the problems and dissemination of the research results and technologies to the users. In order to identify the research problem, stakeholders meeting are organized in the states falling under the jurisdiction of each institute. Officials from SFD's, progressive farmers, scientists and NGO's participate in the stakeholders meeting and express the problems on which the research is required. Based on the research problems given by the stakeholders, in-house discussions are made amongst the scientists of the Institute and the research projects are formulated by the scientists after the thorough review of scientific literature. To fulfill the Charter, research projects have been prepared in consultation with the stakeholders, vetted by outside experts, RAG members and finally by RPC for internal funding and implementation for continuous changes are made through monitoring and evaluation mechanism at various levels.

### **8.2.2. Action Taken to Implement the Charter:**

To implement the charter, research projects have been prepared in consultation with the stakeholders, vetted by RAG members and finally approved by RPC for internal funding and implementation. Projects have also been submitted for various donor agencies for implementing the Charter. Stakeholders meet of AFRI, Jodhpur was organized at Jaipur on 22 August 2012 and at Forest Training Research Centre, Gandhi Nagar on 10

September 2012. RAG Meeting of AFRI was held on 8 November 2012. At HFRI, the Institute fixes its targets, includes research projects to be implemented during the year, information regarding trainings, exposure visits, workshops, seminars and awareness programme to the school children and is being implemented in its true spirit. At RFRI also, research projects have been prepared in consultation with the stakeholders of North Eastern states, vetted by outside experts, RAG members and finally by RPC for internal funding and implementation.

### **8.2.3 Trainings, Workshops held for Implementation of Charter:**

Trainings and workshops are integral part of functioning of the Council. These are regularly being organized across the ICFRE institutes. The institutes also conducted RAG meetings, stakeholders interactive meets/ liaison meetings and compulsory training for IFS officers every year. The training component has been covered in detail under Chapter 6 and workshops are presented in detail in Chapter 7 of the Report.

### **8.2.4 Publicity Efforts Made on Charter for the Clients:**

The Charter has been placed on the website. Publicity of the efforts for stakeholders through publications and various media tools, including print media is a regular feature in the ICFRE system. At IWST, the institute has produced many publications/technical Bulletins/Pamphlets in English, Kannada, Konkani and Telugu which are distributed free of cost in *Krishi Melas*, trainings and demonstration programmes, VVK etc. Only some of them are made available to the public on





payment basis. At TFRI, Publicity and Awareness campaigns on charter for the citizen/clients were made by putting up slogans on notice boards and other prominent areas to motivate citizens. General lectures on the awareness were also organized at the Institute. At HFRI, the staff was encouraged to implement the Client Charter in its true spirit for the benefit of the stakeholders. All other institutes under ICFRE were also engaged in publicity campaigns for the awareness of the public.

### 8.2.5 Evaluation of Implementation of Charter:

For evaluation of implementation of Charter in the Organization and assessment of the level of satisfaction among Citizen/Clients at IWST, the Internal Evaluation of the implementation of Charter is being done by the Director and in due course of time, mechanism for External evaluation of implementation of Charter in the organization will be developed. While at AFRI, all the new projects and progress of the ongoing research projects are being presented to the internal and external experts of the Research Advisory Group at HFRI, the Client Charter is being monitored at the end of financial year apprising the stakeholders about the extension activities proposed in Action Plan and the Client Charter and encouraging them to attend trainings for the ultimate benefit of forests and environment.

### 8.3 Welfare Measures for the Backward and Minority Communities:

At ICFRE interactive meeting of Grievances redressal Cell for SC/ST/OBC employees of ICFRE, Dehradun was organized on 25 March 2013. A training workshop on "Reservation Policy" was organized for the officers/officials of ICFRE

(Hqr) and its institutes on 20 March 2013. Total 19 participants from ICFRE (Hqr) and its Institutes have attended the training workshop. At IFGTB, Dr. Ambedkar Birth Anniversy Celebration was observed in the Institute. On the occasion, Dr. S. Balaji, Director, TNFA delivered a talk on "Dr. Babasaheb Bhimarao Ambedkar and his contribution to "Democratization of Indian Society".

IWST has established Grievance and Redressal Cell to attend to the grievances of employees. The cell is also looking after several welfare measures of SC/ST/OBC employees of the Institute. The employees put their grievances to Grievance and Redressal Officer which are attended promptly. An association of SC/ST employees has also been formed which is looking after the overall development and welfare of the employees. At AFRI, to promote the general interest of SC/ST/OBC employees and to work for their collective betterment development and upliftment, AFRI SC/ST/OBC Employees Welfare Association was formed on 20 September 2012. The Association celebrated the 56<sup>th</sup> *Parinirvan Diwas* of the architect of Indian Constitution *Bharat Ratna* Dr. B. R. Ambedkar for the first time at Arid Forest Research Institute, Jodhpur on 6 December 2012. Dr. T. S. Rathore, Director, AFRI preceded over the programme to pay homage to Baba Saheb Ambedkar. Professor Tara Ram, Director, *Bodh Adhyayan Anusandhan Kendra*, Jodhpur was invited as the chief guest to deliver lecture on "Constitution of Dr. B. R. Ambedkar and Conservation of Environment". Shri M.R. Baloch, GCR, A.F.R.I, Jodhpur also spoke on the ideals of Baba Saheb Ambedkar. For proper functioning of the Association, a separate room was also allotted in



Library building which is being utilized by the Association for meetings and discussions for the welfare of the SC/ST/OBC Employees. The Redressal of the complaints received during 2012-13 from the weaker section employees is under process.

At HFRI, the welfare of the communities SC/ST/ Backward/ Minority Communities is being undertaken. These backward communities are accommodated in various training/ extension

programmes organized by the Institute. At RFRI, an SC/ST/backward/minority communities welfare Committee under the chairpersonship of Ms. Imtientla Ao, CF has been constituted. The Committee looks after the welfare and the grievances of the employees of the SC/ST/backward/ minority communities. Commendably, no grievance was reported in the year 2012-2013 from the employees of these sections.