

Administration and Information Technology



The Council through solution-based forestry research is involved in providing improved services and opportunities to the people. IT Division of the Council plays an important role in hosting and dissemination of various administrative, research, education and extension activities of ICFRE.



8.1 Information Technology

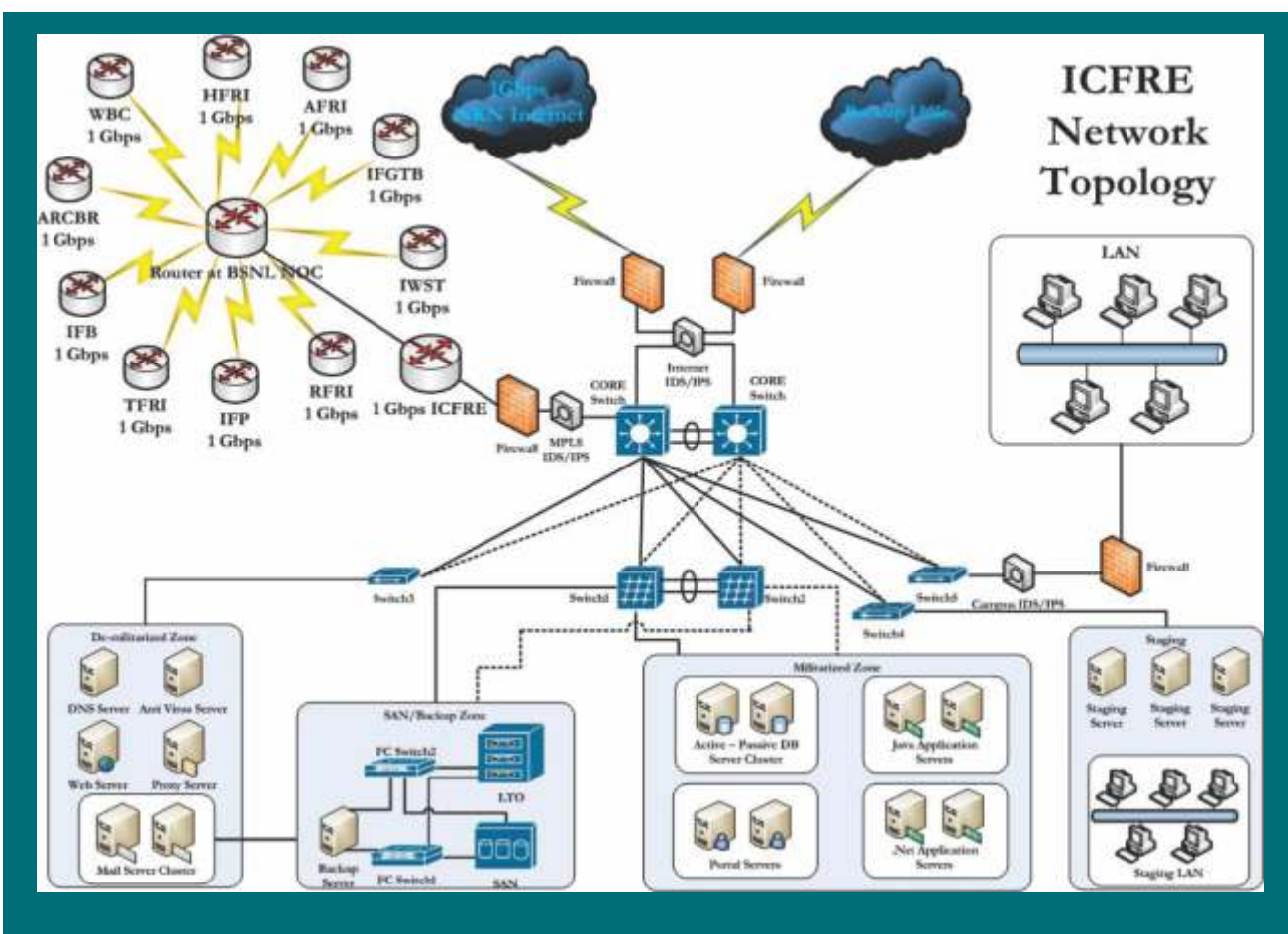
Introduction

Information Technology Division at ICFRE Headquarter (HQ) plays an important role in supporting research, administrative and other research related activities. ICFRE is using Information Communication Technology, progressively providing the users 24X7 services to their satisfaction. This division caters to the Information Communication Technology (ICT) needs of all ICFRE institutes/centres. Apart from providing the regular services, new initiatives are also being taken from time to time.

ICFRE Data Centre:

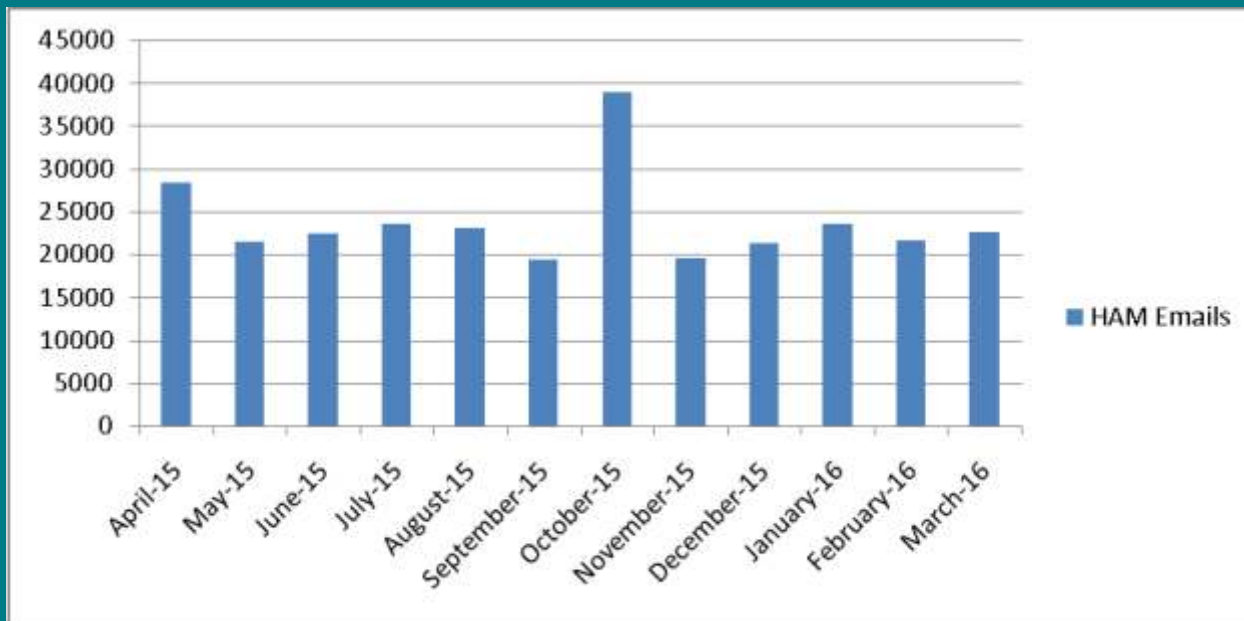
The ICFRE Server Farm was established in the year 2009-10 and has been functional since then. It provides 24x7x365 services to all the employees of ICFRE and its Institutes. Apart from hosting enterprise wide application catering to various research and administration needs which are known as Indian Forestry Research Information System (IFRIS), it also

caters to 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, Computer Associate Enterprise Management System (CAEMS), Internet Security System (ISS). Around 28 websites on the different aspects of ICFRE and its Institutes including Wildlife Institute of India (WII), Dehradun, 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. The achievement of the ICFRE Server Farm in terms of availability for 2015-16 was 100 %.

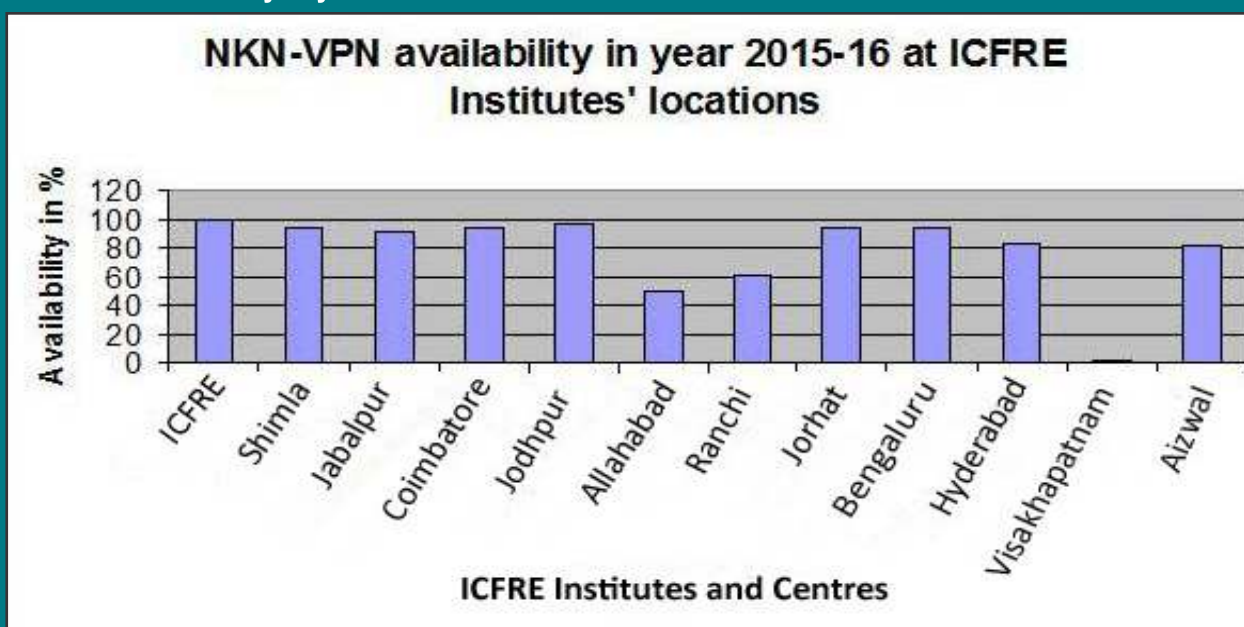




e-Mail Transaction data for ICFRE for the year 2015-16 is as below:



NKN-VPN availability in year 2015-16 is as below:



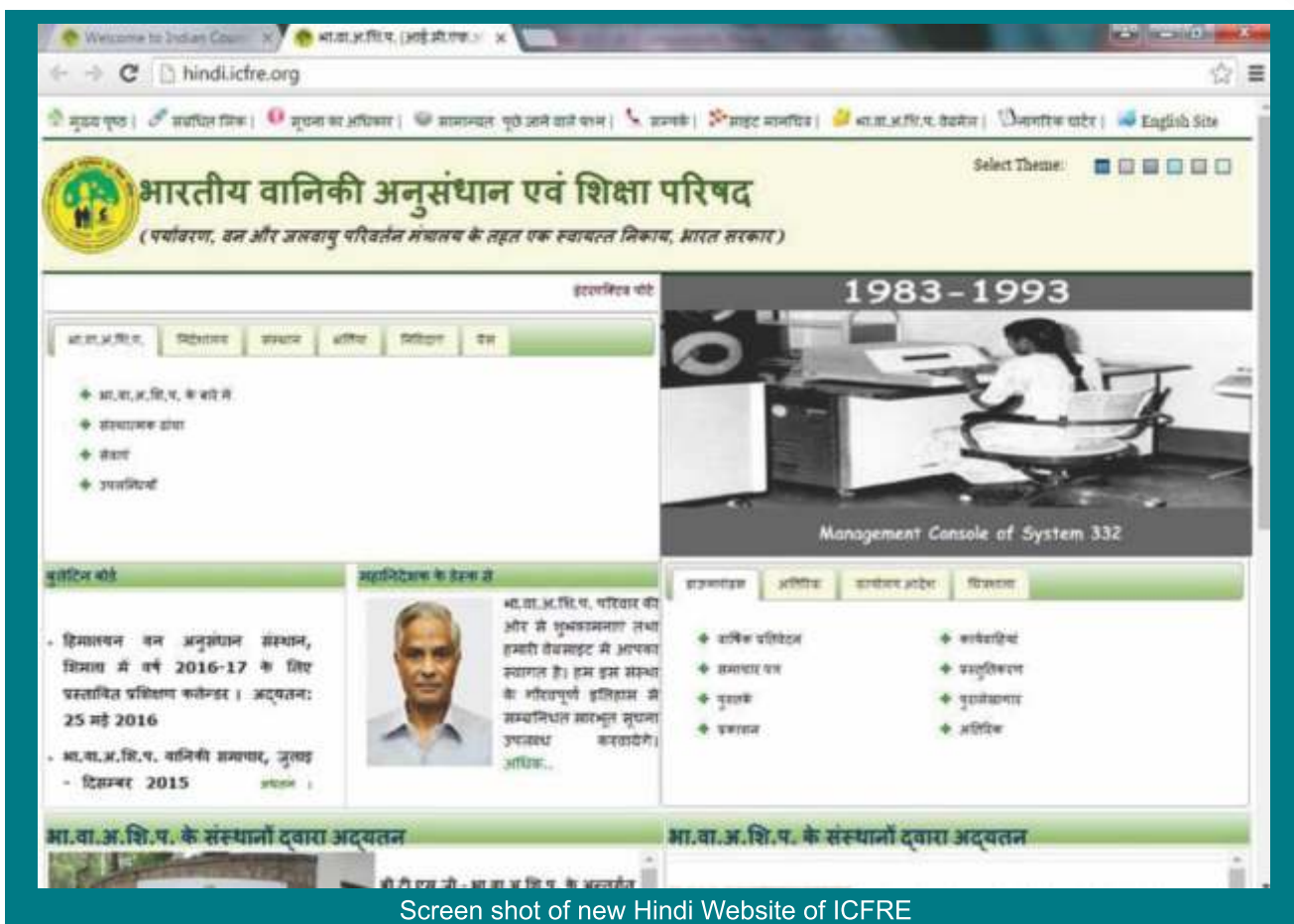
Websites and CMSs:

- Designed and developed the Common Content Management System (CMS) of Institutes' websites: IT Division, ICFRE has designed and developed the CMS for the Hindi website of ICFRE (<http://hindi.icfre.org/admin/login.php>).
- Hindi website of ICFRE similar to English website (<http://hindi.icfre.org>): New Hindi

website of ICFRE similar to English was designed and developed by IT Division, ICFRE and made live in December 2015.

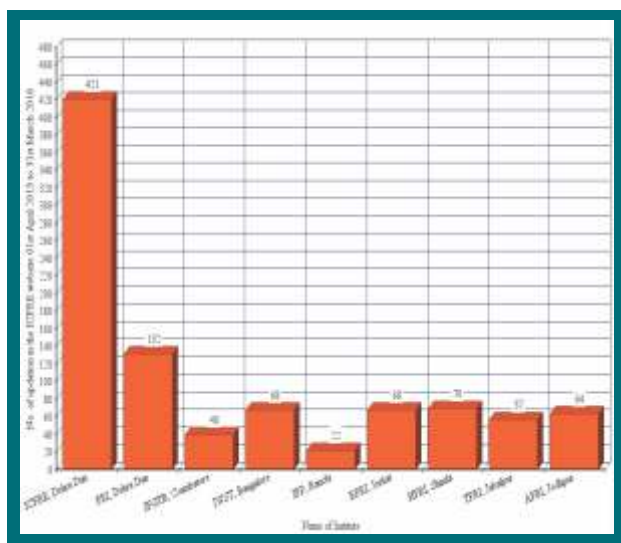
Website Updates:

Design and Development of Website by ICFRE Institutes: Websites of ICFRE and its institutes are being updated and maintained by respective institutes.



Screen shot of new Hindi Website of ICFRE

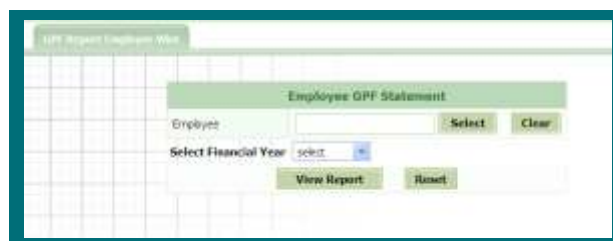
The ICFRE website is being updated regularly and frequency of updation done from 01April 2015 to 31 March 2016 is shown below:



Database:

- GPF Database and Application: IT Division, ICFRE has designed, developed and implemented the GPF Database and

application on live server. With this application, Pension Cell is uploading the data of GPF of employees. Employees can see their GPF statements in their Personal Information Management System (PIMS) account. Pension cell takes consolidated and individual employee reports.





8.2 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.

It deals with the solution-based forestry research with the larger objective of providing improved services and opportunities to the people. 'Sevottam' is an assessment improvement framework targeted to improve the quality of services to the citizens. 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.

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.

8.2.1 Action Taken to Formulate the Charter for the Department and its Sub-ordinate Formation

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 subordinate formations of ICFRE consist of its 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.

8.2.2 Action Taken to Implement the Charter

As stated earlier, the Citizen's Charter is on the website of ICFRE. It provides the bird's - eye view of 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.



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.

8.2.3 Details of Training Programmes, Workshops, etc. Held for Proper Implementation of the Charter

In an endeavor to create awareness and, as a part of extension 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 6 and, workshops organised are indicated under Chapter 7. Evaluation of the implementation of the Citizen's Charter is also done at the Institute/ Centre level.

8.3 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.

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.

IFGTB, Coimbatore celebrated 125th Birth anniversary of Bharat Ratna Dr. Baba Saheb Bhimarao Ambedkar. Dr.V.V.Subramnyam, Duty Medical Officer, Abhirami Hospital, Coimbatore delivered a talk on Life and Mission of Dr. Baba Saheb Bhimarao Ambedkar".



Celebration of 125th Birth anniversary of Bharat Ratna Dr. Baba Saheb Bhimarao Ambedkar at IFGTB, Coimbatore