

**ADMINISTRATION  
AND  
INFORMATION TECHNOLOGY**





## Administration and Information Technology

### 5.1 Introduction

The Directorate of Administration is responsible for creation and maintenance of the administrative infrastructure in the foreground of which the other functions of the ICFRE are conducted. The functions of the directorate include budgeting, accounts, drawal and disbursement of the money, pension related matters, recruitment of scientists through Recruitment Board of ICFRE, provisioning other human resources on contract basis, various procurements and also information technology related services across all the institutes and centres of ICFRE. The activities of the Division can be summarized as given below:

#### 5.1.1 E-Governance Activities

The ICFRE has taken lead in implementing the e-Governance programme envisaged by the Ministry of Environment & Forests, New Delhi in terms of IT Infrastructure and Capacity building. The usage of PCs has percolated to the level of LDCs at ICFRE Hqtrs.

**Apart from the above other initiatives taken in this direction are:**

- Development of Indian Forestry Research and Information System (IFRIS)
- Establishment of ICFRE Server Farm (Data Centre)
- Integration of ICFRE with National Knowledge Network (NKN) under Government of India project.
- Upgradation and Extension of Local Area Network of FRI under NMEICT arrangement.

#### 5.1.2 Development of IFRIS

Indian Forestry Research & Information System (IFRIS) was conceptualized with the aim to implement a comprehensive IT Solution with the following objectives:

- To translate some of the present working manual systems into automated systems

- To increase / improve access, efficiency, transparency and accountability of services
- To enhance the responsiveness of ICFRE through workflow automation and knowledge management
- To enhance the ease of convenience of users, stakeholders in accessing the information and services provided by the ICFRE.

IFRIS broadly comprises of two main parts viz.; Indian Forestry Research Management Information System (IFRIMS) and Indian Forestry Research Administration Information System (IFRAIS). Some key research web enabled services and records include:

- Research Project Database (on-going/completed) including externally funded
- Grants and Research Proposals
- Role based access to information/reports
- Downloadable Summary of Research Reports
- Personal Information, Pay Roll and Financial Accounting System
- Real time availability of information on centralized data repository
- Emailing and messaging system with contact list
- News, Events and Calendar of programs
- Tender Notices and Offices orders
- Feedback/Grievance Redressal and Audit Trails

**Project Institutional Framework** has become an effective platform wherein Institute Apex Committee meetings, Technical Committee Meetings and ICFRE Apex Committee are being regularly conducted to highlight the expectations and concerns of the stakeholders.

**The IFRIS has made following significant achievements:**

- Repository of concept note and detail project is around 353 projects since 2009 and 134 added during 2011-12.
- Employee Self Service Portal is having 2100 employees data. 16090 leave transactions were made by 1630 employees during 2011-12.



- Around 5861 digitized document are available in Electronic Document Management System (EDMS).

**Module-wise new features added to IFRIS by ICFRE internal team are:**

**Personal Information Management System**

- Addition of Paternity, Maternity, EOL, Child Care Leave, and Station Leave. Earlier CL, HPL, RH and EL options were only available to PIMS. Paternity, Maternity, EOL, Child Care Leave and Station Leave options were added to PIMS so that employees can apply most of leave online only.
- Extension of Leave: Now extension of leave is configured in PIMS. System is taking care of the gap between extension leaves.
- Addition of Departure and Joining Facility: Departure and joining report facility before and after availing leave is added.
- Employee Leave Report Institute wise: Report regarding leave taken by employees of a particular institute between some particular dates.
- ACR uploading downloading facility: ACR can be uploaded and downloaded from PIMS. Employees can see their ACR if uploaded from their PIMS account.
- Pay Slip: Employees can see their pay slip of any month from their PIMS account.
- Half yearly calculation and year end mapping: Half yearly calculation and year end mapping is changed. Now all leaves are updated according to mapping rules with one click.

**Payroll Management system**

- Xlxs file upload support in PMS: PMS is made MS Office 2007 file compatible and can upload xlxs file.
- Payroll process Track (for security purpose): Payroll can be tracked as it can be checked, who has processed the salary of a particular batch.
- Income Tax Report: Report can be taken for all

employees of an institute regarding Income Tax deducted upto the running month.

- GPF Report: Report can be taken for all employees of an institute regarding GPF deducted including recoveries in a particular month.
- GPF Installments: GPF installments can be added in payroll and same will be reflected in pay slip and pay bill.

**Financial Accounting System**

- Budget reallocation was taking lot of time and not saving the entries properly: Budget reallocation was time consuming as system was saving only after allotting all budgets. Now you can save the budget allocation at any point and after some time again start from that particular point.
- Enterprise task sorting: My task list is sorted by many options.
- Receipt and Payment Report: Receipt and payment report format was changed and same is added to FAS.
- Budget request allowing for other institutes after budget allocation to one: Budget allocation was possible after getting budget request from all institutes. Now budget can be allotted without waiting for the other institutes budget request.
- All vouchers redesign template: All voucher are redesign and templates are changed so that maximum of voucher can come in one page itself.

**5.1.4 ICFRE Server Farm (Data Center)**

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



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- FTP Service
- Backup Service
- Internet Service
- MPLS-VPN-Service
- Videoconferencing
- Antivirus Service
- Helpdesk Service
- CA EMS

These services are being provided to the regional institute through MPLS-VPN with BSNL as service provider. The availability of MPLS link to various institute from 1.4.2011 to 31.3.2012 is as follows:

S. No.	Institutes	MPLS Availability (in%)
1.	ICFRE, Dehradun	99.37
2.	AFRI, Jodhpur	92.88
3.	IWST, Bangalore	98.33
4.	TFRI, Jabalpur	92.21
5.	IFGTB, Coimbatore	98.83
6.	RFRI, Jorhat	96.06
7.	HFRI, Shimla	95.91
8.	IFP, Ranchi	81.74
9.	Van Vigyan Bhawan	92.09
10.	CFRHRD, Chhindwara	76.78
11.	FRC, Hyderabad	91.53
12.	CSFER, Allahabad	94.04

The ICFRE Mail Services are providing Internet & Intranet Mail Services to all the employees of ICFRE/FRI & other institutes. The Mail Servers are running on HP Blade Servers with Active- Passive Clustered Environment for High Availability. The Mail Services are running on IBM Lotus Domino 8.0 Platform & provide Lotus Notes as well as Domino Web Access Features to more than 1408 Users, across ICFRE/FRI & all MPLS Institutes. All the messaging data are being stored to the Centralized SAN Storage.

E Mail Account Status from 1 April 2012 to 31 March 2012

Total Mail ID Created	Disable Mail IDs	Deleted Mail IDs	Group Created
87	22	31	14

E-Mail Transaction from 1 April 2012 to 31 March 2012

S.No.	Month	Mails
1.	April-2011	34104
2.	May-2011	36899
3.	June-2011	40603
4.	July-2011	76613
5.	August-2011	43195
6.	September-2011	45556
7.	October-2011	45591
8.	November-2011	52606
9.	December-2011	54345
10.	January-2012	50610
11.	February-2012	43920
12.	March-2012	41654
<b>Total</b>		<b>565696</b>

Apart from development of the ICFRE Website in Hindi it is being consistently monitored and upgraded with a dynamic home page hosting all the current and critical information of ICFRE and its Institutes.

### Various Websites Hosted on ICFRE Web Server

<a href="http://ceaww.icfre.org">http://ceaww.icfre.org</a>	<a href="http://www.icfre.gov.in">http://www.icfre.gov.in</a>
<a href="http://hindi.icfre.org">http://hindi.icfre.org</a>	<a href="http://hindi.icfre.gov.in">http://hindi.icfre.gov.in</a>
<a href="http://afri.icfre.org">http://afri.icfre.org</a>	<a href="http://afri.icfre.gov.in">http://afri.icfre.gov.in</a>
<a href="http://frc.icfre.org">http://frc.icfre.org</a>	<a href="http://frc.icfre.gov.in">http://frc.icfre.gov.in</a>
<a href="http://ifgtb.icfre.org">http://ifgtb.icfre.org</a>	<a href="http://ifgtb.icfre.gov.in">http://ifgtb.icfre.gov.in</a>
<a href="http://iust.icfre.org">http://iust.icfre.org</a>	<a href="http://iust.icfre.gov.in">http://iust.icfre.gov.in</a>
<a href="http://ifri.icfre.org">http://ifri.icfre.org</a>	<a href="http://ifri.icfre.gov.in">http://ifri.icfre.gov.in</a>
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<a href="http://ifri.icfre.org">http://ifri.icfre.org</a>	<a href="http://ifri.icfre.gov.in">http://ifri.icfre.gov.in</a>
<a href="http://cfhrd.icfre.org">http://cfhrd.icfre.org</a>	<a href="http://cfhrd.icfre.gov.in">http://cfhrd.icfre.gov.in</a>
<a href="http://ifc2011.icfre.org">http://ifc2011.icfre.org</a>	<a href="http://icproject.icfre.gov.in">http://icproject.icfre.gov.in</a>
<a href="http://ifc-india.icfre.gov.in">http://ifc-india.icfre.gov.in</a>	<a href="http://ifc-2011.icfre.gov.in">http://ifc-2011.icfre.gov.in</a>
<a href="http://slem-cpp.icfre.gov.in">http://slem-cpp.icfre.gov.in</a>	<a href="http://ipc2012.icfre.gov.in">http://ipc2012.icfre.gov.in</a>
<a href="http://ipc2012.icfre.org">http://ipc2012.icfre.org</a>	



Indian Poplar Commission (IPC 2012) portal is developed by ICFRE internally for effectively conducting the IPC event. The IPC portal has facility of online registration, online abstract submission, online review and online payment etc.

The ICFRE website is being updated regularly and the frequency of updations done in various section from 01 April 2011 to 31 March 2012, is shown in the below given table :

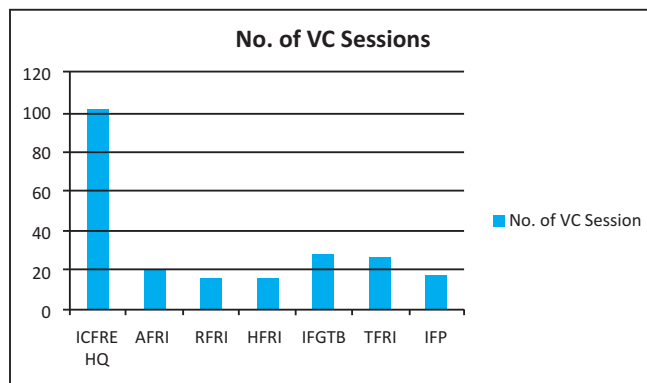
Name of Institutes	Number of updates in ICFRE Website
ICFRE, HQ	558
FRI, Dehradun	577
TFRI, Jabalpur	25
IWST, Bangalore	45
RFRI, Jorhat	60
IFGTB, Coimbatore	52
AFRI, Jodhpur	11
IFP, Ranchi	14
HFRI, Shimla	18
FRC, Hyderabad	06
VVB	02
<b>Total updates</b>	<b>1368</b>

### 5.1.5 Video Conferencing

- Video conferencing services at ICFRE have been started from May 2008 and till date more than 700 videoconferencing sessions has been successfully completed.
- Video conferencing services among ICFRE Institutes carried through MPLS VPN tunnel.
- Video Conferencing facility is also available for outside participant through public network.
- Video conferencing rooms at ICFRE are fully equipped with high resolution End Point, Plasma Display Unit & Audio input/output devices which

gives the excellence performance during videoconferencing sessions & users can see and hear each other in real-time, allowing natural conversations.

Status of no of Video Conferencing sessions across ICFRE from 1 April 2011 to 31 March 2012 is as below:



The ICFRE Server Farm hosts the back-end Oracle RDBMS Database for the **IFRIS** Applications. The Database Servers are running on Itanium Servers and are Active-Passive Clustered for High Availability through Service Guard Clustering Feature. The Database servers are connected to Centralized SAN Storage. The ICFRE Proxy Service provides Secure & Fast Internet Services to the users of ICFRE/FRI. The Proxy Service utilizes the Red Hat Squid Proxy Services on RHEL 5.3 Platform. Several rules & access lists are defined on the basis of keyword & URL Filtering, to prevent explicit content, from being accessed. A detailed reporting of Access Logs is also being maintained through Squid Analysis Report Generator (SARG).

**Based on its architectural design, the type of the services hosted and the monitoring system planned the ICFRE Data Centre has been granted an ISO 27001-2005 Certified Data Centre and Services station.**

IT Division is providing services through its framework of servicedesk (24X7) and IFRIS Service (9X5) in terms of hardware, software user request for internet services. During 2011-12, total numbers of 1216 service request were received.





### 5.1.6 National Knowledge Network

ICFRE has taken a lead in adoption and utilization of connectivity obtained under NKN Project at national level through its proactive initiatives.

One Gbps internet leased line connectivity to Universities under National Mission on Education through Information Communication Technology (NMEICT) Project for creation of National Knowledge Network (NKN), was obtained for FRI University from BSNL.

Efforts made by the ICFRE management have resulted in ICFRE Institutes and Centres being included in the NKN Programme. Following is the status of NKN at institutes:

S.No.	Institute	Status of NKN
1.	ICFRE, Dehradun	Link Functional
2.	IWST, Bangalore	Link Functional
3.	FRC, Hyderabad	Link Functional
4.	RFRI, Jorhat	Link Functional
5.	AFRI, Jodhpur	Link Functional
6.	IFP, Ranchi	Link Functional
7.	HFRI, Shimla	Link Functional
8.	CSFER, Allahabad	Link Functional
9.	IFGTB, Coimbatore	Link Functional
10.	WBC, Visakhapatnam	Link Functional
11.	TFRI, Jabalpur	OFC terminated
12.	ARCBR, Aizwal	Work yet to start

ICFRE looks at the NKN arrangement as a substitute to its MPLS-VPN through which all the services as described herein are provided to the ICFRE Institutes/Centres/FRI University, through its ISO 27001:2005 Certified Data Centre at Dehradun and envisages an early configuration of the NKN connectivity to ICFRE and its Institutes/Centres and the FRI University as a replacement to its existing MPLS-VPN arrangement

### 5.1.7 Upgradation and Extension of LAN Under NMEICT Arrangement

A proposal was received from BSNL for provisioning of LAN connectivity to Universities under NMEICT- NKN at 25% of actual cost. Based on the survey for Upgradation and Extension of LAN at FRI is being planned for more than 20 locations viz; FRI University, Scientists Hostel, Visiting Scientist Hostel, 100 Students Hostel, New Forest Hospital etc.

## 5.2 Sevottam

Sevottam is an assessment improvement framework targeted to improve the quality of services to the citizens. Based on the guidelines issued by the Administrative Reforms, ICFRE has made Citizen Charter and the same has been loaded on the website to improve Council and its Institutes public interface. The Council using the framework of Sevottam is committed to continuously improve quality of service in ICFRE (HQ) and its Institutes.

The Sevottam framework consists of three components viz. The Citizens' Charter, Public Grievance lodging and redressal mechanisms and service delivery capability. Citizen Charter has been uploaded on the website of ICFRE describing the three components.

The Council interacts with citizens and its clients in a variety of ways. When it comes to IT, the interface is through the ICFRE websites and the email services-particularly its own email system that the organization has installed. The websites and email systems are managed on a 24x7 basis throughout the year and across various institutes of ICFRE all over the country.

### 5.2.1 Action taken to formulate the Charter for the Department and its subordinate formation:

Citizens' Charter is available on the website of the ICFRE ([www.icfre.gov.in](http://www.icfre.gov.in)). For providing information to



the public and clients, Directorate of Administration of ICFRE 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 also besides showing pertinent information about various institutes.

### 5.2.2 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.

### 5.2.3 Details of Training Programmes, Workshops, etc. held for proper implementation of Charter:

Providing information about the organization to various public functionaries is one of the main objectives of the Citizens' Charter. To achieve this, a large number of training programmes and workshops etc. were held by ICFRE and its institutes to enhance the public interface of ICFRE. The details of training programmes organised by ICFRE and its institutes are listed below:

- International Conference and exhibition on the “Art and Joy of wood” held during 19-22 October 2011 at IWST, Bangalore
- SLEM workshop: Role of Forests in dryland Areas on the occasion of world day to combat desertification on 17 June 2011 at ICFRE, Dehradun
- Forest Genetic Resources Management Network (FGRMN) held at IFGTB, Coimbatore during 9-10 March 2011
- Insect Pests and diseases. Their incidence and management in Forest Ecosystem on 25-26 May 2011 at HFRI, Shimla
- Workshop on Energy Mass exchange in vegetative system held at TFRI, Jabalpur, 9-10 June 2011
- Review of JFM Programme implementation Meeting of PCCF/s at FRI(ICFRE), Dehra Dun, 27-18 June 2011
- Training programme on Climate Change & Carbon Mitigation, 14-18 November 2011
- Nomination Form of Training on climate change and carbon mitigation, 14-18 November 2011
- Short term training programme on “Ecological restoration of mined lands” at FRI from 25-29 July 2011
- Training held at IFP Ranchi on bamboo propagation, cultivation and management for sustainable livelihood for farmers of Bihar from 25-29 July 2011
- Specialized training programme on planting stock improvement, clonal trials / testing at IFGTB from 22 August- 2 September 2011
- Five days ecological restoration training at FRI, Dehra Dun from 5-9 September 2011
- Open Source Quantum GIS Training for Scientist of IFGTB, Coimbatore on 18-22 October 2011
- Training programme on “Climate Change and Carbon Mitigation” for women scientists & technologists working in Govt. Sector. Invitation letter, Nomination Form, and Training Schedule.





- Training on Innovative Techniques for Urban Forestry at IFGTB on 1 - 2 March 2012
- Training programme in Hindi for women scientist on 'Climate Change and Carbon Mitigation' inaugurated at ICFRE on 6 February 2012
- Workshop on preparation of country report on Forest genetic resources 7-8 February 2012 at IFGTB, Coimbatore
- IFP Ranchi organized a three days training programme on 'Scientific Lac Cultivation' from 7 - 9 December 2011 at IFP Ranchi
- IFP Ranchi organized one day workshop on Candidate Plus Tree Selection in *Anogeissus Acuminata* on 11 January 2012 at Bhubaneswar
- Training on Innovative Techniques in Urban Forestry organized by IFGTB Coimbatore on 1 – 2 March 2012
- One day consultative workshop on rural livelihood improvement through lac cultivation at IFP, Ranchi on 27 February 2012
- One day training on Herbarium Preparation was organized by IFP Ranchi under the project on Reassignment of Forest Types in India
- National Seminar on Forest Health Management organized by IFGTB on 21-22 March 2012
- Forester Trainees of 61 batch from Assam Forest School, Guwahati visited RFRI, Jorhat on 26 March 2012

### 5.3 Welfare Measures:

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. The details of meetings organised by the Grievance Redressal Cell and training programmes regarding welfare measures are listed below:

- Organized quarterly meeting for the quarter April to June, 2011 of Grievances Redressal Cell of ICFRE (Hqr.) on 15 June 2011 in the Chamber of DDG (Education)
- Organized quarterly meeting for the quarter July to September, 2011 of Grievances Redressal Cell of ICFRE (Hqr.) on 29 September 2011 in the Chamber of DDG (Education)
- Organized quarterly meeting for the quarter October to December, 2011 of Grievances Redressal Cell of ICFRE (Hqr.) on 28 December 2011 in the Chamber of DDG (Education)
- Organized quarterly meeting for the quarter January to March, 2012 of Grievances Redressal Cell of ICFRE (Hqr.) on 29 March 2012 in the Chamber of DDG (Education)
- Organized one day Trainings for Officers/ Officials ICFRE(Hq) and FRI, Dehradun on "Reservation Policy" on 7 June 2011 in the Conference Hall, Scientist Hostel, FRI, Dehradun.
- Organized two day Training for Officers/ Officials of ICFRE(Hq) and FRI, Dehradun on "Reservation Policy" on 27 & 28 March 2012 in the Conference Hall, Scientist Hostel, FRI, Dehradun

