



**RESULT FRAMEWORK DOCUMENT  
(R F D)**

**OF**

**DEPARTMENT OF  
INFORMATION TECHNOLOGY, PUNJAB**

**FOR THE YEAR  
2012-13**  
(01.04.2012 to 31.03.2013)

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## A Brief Background About The Department of Information Technology, Punjab (DoIT, Punjab)

Vide order No.1/1/2012-GC(5)/3742 dated 16<sup>th</sup> March, 2012 issued by the Department of General Administration (General Coordination Branch), Government of Punjab, the Governor of Punjab has amended the Government of Punjab, Allocation of Business Rules 2007 called the Government of Punjab, Allocation of Business (1st Amendment) Rules, 2012. Vide rule 2 (d) of this amendment rules, the “19 DEPARTMENT OF INFORMATION TECHNOLOGY” have been allocated the following businesses:-

1. Promotion of IT Industry in Punjab.
2. Policy for setting up of IT Parks and Knowledge Parks.
3. Policy for encouragement of IT enabled service industry.

### Organization Structure of DoIT, Punjab

Hon'ble Minister Information Technology is the overall Minister-In-Charge of the Department of Information Technology Punjab. The Department is under the administrative control of the Principal Secretary Department of Information Technology Punjab. Further, Director, Department of Information Technology is the Head of the Department who monitors, reviews and executes all activities of Department.

Following is the present organization structure of the Department of Information Technology Punjab (DIT):-

S.N.	Name of posts	Total No of Posts	Filled	Vacant
1.	Director, IT	1	1	0
2.	Addl. Director-cum-Addl. Chief Consultant (IT)	1	0	1
3.	Senior System manager-cum-Senior Consultant	3	2	1
4.	System manager-cum Consultant	4	0	4
5.	Assistant Manager-cum-Assistant Consultant	6	3	3
6.	Assistant Controller (F&A)	1	1	0
7.	GIS Expert	1	0	1

8.	Senior Developer	1	0	1
9.	Database Administrator	1	0	1
10.	System Administrator	1	0	1
11.	Personal Assistant	1	1	0
12.	Superintendent	1	0	1
13.	Technical Assistant	8	3	5
14.	Accountant	1	0	1
15.	Senior Assistant	2	0	2
16.	Senior Scale Stenographer	1	1	0
17.	Clerk-cum-Data Entry Operator	12	4	8
18.	Receptionist-cum-EPABX	1	1	0
19.	Driver	3	1	2
20.	Computer Helper-cum-cleaner-messenger-cum-peon	6	4	2
21.	Sweeper	2	0	2
<b>Total</b>		58	22	36

The above proposal for continuation of above posts for the year 2013-2014 is under the consideration of the Government.

## Section 1

### Vision, Mission, Objectives and Functions

**Vision:**

To position the State of Punjab as one of the most preferred and competitive investment destinations in the field of Information Technology (IT) and Information Technology enabled service (ITES) industry.

**Mission:**

To create simple, investor friendly, efficient, conducive and an enabling ecosystem for investment in field of Information Technology (IT), Knowledge and ITES industry in the State of Punjab by focusing on policy advocacy, reforms, facilitating infrastructure, human capital development, proactive engagement with investors and customer care.

**Objectives:**

1. To prepare appropriate strategic and effective plan/ framework for Promotion of IT Industry in Punjab and better tactical and operational decision-making for its efficient monitoring and management.
2. To prepare Policy for setting up of IT Parks and Knowledge Parks.
3. To bring about effective levels of collaboration amongst various stakeholders such as Department of Industry, Department of Employment Generation & Training, Department of Technical Education & Training, citizens and businesses etc with an aim of encouragement of IT enabled service industry.
4. To bring highest levels of businesses and citizen satisfaction by IT enablement for delivery of services in an effective, convenient and transparent manner.

**Functions:****1. Brief background:-**

The Department of Information Systems and Administrative Reforms (DISAR) was created on the 13th Oct. 1998 by merging the then Department of Administrative Reforms Punjab, the Evaluation Wing of the Department of General Administration Punjab and Computer Wing of the Department of

Planning Punjab. The Department of Information Systems and Administrative Reforms was renamed as the Department of Information Technology Punjab.

Earlier, the basic aim of the Department of Information Technology Punjab was to formulate and implement an action plan for induction of Information Technology / e-Governance in the entire State at all levels in coordination with the concerned Departments.

Later vide rule 2 (d) of the Government of Punjab, Allocation of Business (1st Amendment) Rules, 2012 issued vide order No.1/1/2012-GC(5)/3742 dated 16th March, 2012 of the Department of General Administration (General Coordination Branch), Government of Punjab, the Department of Information Technology Punjab have been allocated the following businesses:-

1. Promotion of Information Technology (IT) Industry in Punjab.
2. Policy for setting up of Information Technology (IT) Parks and Knowledge Parks.
3. Policy for encouragement of Information Technology enabled service (ITES) industry.

Whereas the vide these rules, the work related to Administrative Reforms, e-Governance, Administration of the Right to Information Act, etc have been allocated to the Department of Governance Reforms Punjab.

The amended rules entrusts the Department of Information Technology Punjab to promote Information Technology (IT) and Information Technology Enabled Services (ITES) industry in the State.

**2. Main activities/functions of the department:-**

Since altogether new businesses have been allocated to the Department of Information Technology Punjab, so the Department would explore and study various activities/ functions that it need to perform as well as those which would be assigned to it by the Government from time-to-time. However, the Department envisions undertaking various activities/ functions including the following:-

- a. To prepare appropriate strategic and effective plan/ framework for the promotion of IT Industry in the State of Punjab and better tactical and operational decision-making for its efficient monitoring and management.

- b. Policy formulation, review and revision for setting up of Information Technology (IT) Parks and Knowledge Parks and oversee its implementation.
- c. Bring-in investments in IT, Knowledge and ITES sector in Punjab.
- d. Policy formulation, review and revision for encouragement of Information Technology enabled service (ITES) industry and oversee its implementation.
- e. Single window facilitation for promoting knowledge industry in the areas of IT and IT Enabled Services.
- f. Infrastructure creation and development for knowledge industry.
- g. Marketing of the State as a preferred investment destination in field of Information Technology (IT), Knowledge and ITES industry.
- h. To bring about effective levels of collaboration amongst various stakeholders such as Department of Industry, Punjab Information & Communication Technology Corporation Ltd., Department of Employment Generation & Training, Department of Technical Education & Training, citizens and businesses etc with an aim of encouragement of IT enabled service industry.
- i. To bring highest levels of businesses and citizen satisfaction for delivery of services in an effective, convenient and transparent manner.
- j. The Department of Information Technology will take necessary steps in consultations with the various stakeholders in the state for development of IT Industry and IT Corridors for attracting investments in IT and associated sectors in the state.
- k. The Department will seek consultancy and guidance from private sector/ industry associations/ bodies for studying the best practices and success stories with objectives of promotion of investments from domestic and foreign sources; creation of employment opportunities and development of infrastructure facilities.
- l. For encouragement of IT enabled service (ITeS) industry appropriate measures would be taken for developing skills and knowledge of youth of

Punjab in the desired fields or areas for suitable placement within the state itself.

Note: - It is stated that currently many of the activities/ functions described under para 2.5 were/ are already being performed by the Punjab Information and Communication Technology Corporation Limited (Punjab Infotech) and the Department of Industry and Commerce Punjab.

**3. Brief description of schemes:**

**a) IT-01: Development & Implementation of IT Parks and Knowledge Parks and IT enabled services industry:**

The Department proposes to identify suitable sites in the current financial year in the state to setup IT/ Knowledge Parks/ ITeS industry with the help of central and state level agencies and private parties involved in this task. The Department will also provide assistance to government for establishing and managing infrastructural resources such as integrated infrastructure including international communication/ incubating facilities for development of IT exports. It will also prepare techno-economic feasibility report and detailed project reports as may be required for the development of the IT / ITeS parks and will assist State in preparation of master plan / layout plans for approved sites of IT / ITeS parks. Revised outlay annual plan under this scheme for the FY 2012-2013 is Rs. 40 lacs.

**b) IT-02: Creation of Departmental Infrastructure:**

The Department has recently been allotted new functions related to Promotion of IT Industry, Policy for setting up of IT/ Knowledge Parks & Policy for encouragement of IT enabled service industry for which the department has to set up the required infrastructure accordingly to perform its new functions effectively and efficiently. Strengthening of departmental infrastructure will result in overall positive outlook of the department with various multinational conglomerates and will attract more private partners. Revised outlay annual plan under this scheme for the FY 2012-2013 is Rs. 10 lacs.

**c) Promotion of IT/ ITeS/ Knowledge Industry:**

With a view to promote and attract investment and trade, department will formulate policies for the overall development of the IT industrial sector in terms



of ready and planned infrastructure / environment of world class standards and will formulate quality and security policies with regard to IT industry. The department will seek consultancy and guidance from private sector / industry associates / bodies for studying the best practices and success stories with objectives of promotion of investments from domestic and foreign sources; creation of employment opportunities and development of infrastructure facilities. In the process the department will study the existing IT parks set up by other state governments / agencies through participation in trade fairs / exhibitions / visits / awareness programmes etc. The department will also carry out marketing campaigns once the existing policies have been relooked and finalized by the government. The department will also conduct technology assessment / market analysis / market segmentation to organize workshops / exhibitions. Necessary steps will be taken in consultation with various stakeholders in the state for development of IT industry and IT Corridors for attracting investments in IT and associated sectors in the state and will primarily focus to bridge the gap between IT industry and government in the State. The department will closely work with venture capitalists for providing financial assistance to the IT / ITeS industry and will formulate and implement strategies for attracting investment through broad-based incentives that promote IT / ITeS service industry and supports research & development in the sector. The department will seek consultancy and guidance from private sector / industry associations / bodies for studying the best practices and success stories with objectives of promotion of investments from domestic and foreign sources; creation of employment opportunities and development of infrastructure facilities. It will focus on amendments of existing policies with an objective to reduce obstacles and handling out incentives to all investors on the one hand, and setting up conditions to selectively promote strategic investments on the other, given the present context. The department will also examine regarding provision of favourable tax incentives and other complimentary giveaways as a step to attract IT investments in the State from private parties.

## Section 2

## Inter se Priorities among Key Objectives, Success Indicators and Targets

Column1	Column2	Column3	Column4		Column5	Column6				
						Target/ Criteria Value				
Objective	Weight	Actions	Success indicators	Unit	Weight	Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
<b>Objective 1</b> Promotion of IT/ ITeS/ Knowledge Industry	90	<b>Action 1</b> Setting up of STPI at Amritsar	a. Acceptance of Feasibility study by Govt. of India b. Signing of MoU with STPI	% (%age of milestone)	30	80	72	64	56	48
		<b>Action 2</b> Annual IT event "Destination IT@North" (earlier known as "e-Revolution")	Successful organizing the annual IT event, namely, "Destination IT@North" at Chandigarh from 22-23 November, 2012	% (%age of milestone)	30	100	90	80	70	60
		<b>Action 3</b> To formulate policies for the overall development of the IT/ ITeS/ Knowledge industry	Following milestones a. Study the existing IT/ Knowledge Industry Policy b. Initiating process for formulating draft of IT related policies c. Interacting with related Industry and obtaining their inputs/	% (%age of milestone)	30	100	90	80	70	60

## Section 2

## Inter se Priorities among Key Objectives, Success Indicators and Targets

Column1	Column2	Column3	Column4		Column5	Column6				
						Target/ Criteria Value				
Objective	Weight	Actions	Success indicators	Unit	Weight	Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
			d. Discussing and taking views on the inputs/ comments of the related industry							
<b>Objective 2</b> Efficient Functioning of the RFD System	10	<b>Action 1</b> Submission of Draft RFD of targets for year 2012-13 to the Advisor, Performance Mgmt. Divn,	On-time submission	Date	3	21.03.2013	28.03.2013	04.04.13	11.04.13	18.04.13
		<b>Action 2</b> Submission of Performance Evaluation viz-a-viz RFD for year 2011-12	On-time submission	Date	4	07.03.2012	12.03.2012	19.03.12	26.03.12	02.04.12
		<b>Action 3</b> Submission of Performance Evaluation viz-a-viz RFD for year 2012-13 to the Advisor, Performance Mgmt. Divn,	On-time submission	Date	3	07.05.2013	14.05.2013	21.05.13	28.05.13	04.06.13

### SECTION 3

#### Trend Values of the Success Indicators

Column1	Column2	Column3	Column4	Column 5	Column 6	Column 7	Column 8
Objective	Weight	Actions	Success indicators	Unit	Actual Value for FY 11-12	Target Value for FY 12-13	Projected Value for FY 13-14
<b>Objective 1</b> Promotion of IT/ ITeS/ Knowledge Industry	30	<b>Action 1</b> Setting up of STPI at Amritsar	a. Acceptance of Feasibility study by Govt. of India b. Signing of MoU with STPI	% (%age of milestone)	-	a. Acceptance of Feasibility study by Govt. of India b. Signing of MoU with STPI	a. Allotment of land to STPI from PSIEC. b. Transfer of grant in aid of Rs. 1 crore to STPI c. Functioning of STPI at Amritsar from rented premises as makeshift arrangement
	30	<b>Action 2</b> Annual IT event "Destination IT@North" (earlier known as "e-Revolution")	Successful organizing the annual IT event, namely, "Destination IT@North" at Chandigarh from 22-23 November, 2012	% (%age of milestone)	-	Successful organizing the annual IT event	Successful organizing the annual IT event
	30	<b>Action 3</b> To formulate policies for the overall development of the IT/ ITeS/ Knowledge industry	Following milestones a. Study the existing IT/ Knowledge Industry Policy b. Initiating process for formulating draft of IT related policies c. Interacting with related Industry and obtaining their inputs/ comments d. Discussing and taking views on the inputs/ comments of the related industry	% (%age of milestone)	-	Preparing first draft of the policy	Finalizing the policy
<b>Objective 2</b> Efficient	7.5	<b>Action 1</b> Submission of	On-time submission	Date	07.03.2012	21.03.2013	21.03.2014

### SECTION 3

#### Trend Values of the Success Indicators

Column1	Column2	Column3	Column4	Column 5	Column 6	Column 7	Column 8
Objective	Weight	Actions	Success indicators	Unit	Actual Value for FY 11-12	Target Value for FY 12-13	Projected Value for FY 13-14
Functioning of the RFD System		Draft RFD of targets to the Advisor, Performance Mgmt. Divn,					
		<b>Action 2</b> Submission of Performance Evaluation	On-time submission	Date	07.03.2012	07.05.2013	07.05.2014

## SECTION 4

### Description and definition of Success Indicators and proposed measurement methodology

Success Indicators	Description and definition	Measurement methodology
Setting up of STPI at Amritsar 1. Acceptance of Feasibility study by Govt. of India 2. Signing of MoU with STPI	<p>Software Technology Parks of India (STPI) is an autonomous body owned by Government of India, Ministry of Communication and Information Technology, Department of Information Technology and having promotional role viz. implementation of STP/EHTP (Electronic Hardware Technology Park) scheme, set-up and manage infrastructure facilities and to provide other service like technology assessment and professional training. STPI is one of the first data communication carriers of India.</p> <p>During the foundation stone laying ceremony of STPI Incubation centre at Mohali, Hon'ble Union Minister for Communication &amp; IT and HRD, Shri Kapil Sibal has announced to consider opening of a STPI centre at Amritsar as per the demad of the Punjab Government.</p> <p>As per the current policy for setting up of new STPI centre, the State Government has to provide followings for setting up of new STPI centre.</p> <ol style="list-style-type: none"> <li>i. 3 acres of land,</li> <li>ii. 10,000 sq. feet of built up space,</li> <li>iii. Grant-in-aid of Rs. 1 crore to STPI to partially defray the total project cost and</li> <li>iv. A feasibility study would also be required by STPI jointly with the State Government to assess the potential of the location.</li> </ol>	%age of milestones of activities performed
Successful organizing the annual IT event, namely, "Destination IT@North" at Chandigarh from 22-23 November, 2012	<p>2-day annual IT conference on the theme "Changing Landscapes, Emerging Trends" was successfully organized on 22.11.12 and 23.11.12 by Department of Information Technology, Punjab in association with Chandigarh Administration, Confederation of Indian Industry (CII) and STPI Mohali to</p> <ul style="list-style-type: none"> <li>• Promote the Upper Northern Region as an emerging destination for knowledge industries.</li> <li>• Facilitate business development for the local IT companies. Enhance ICT deployment in the SME cluster.</li> <li>• Provide a platform to present state-of-the art new ideas, practical considerations and novel applications of these areas. Implement newer and better e-Governance practices and services.</li> <li>• Promote entrepreneurship.</li> <li>• Build industry-academia bonding and synergize with all stakeholders to</li> </ul>	%age of milestones of activities performed

## SECTION 4

## Description and definition of Success Indicators and proposed measurement methodology

Success Indicators	Description and definition	Measurement methodology
	build right IT ecosystem.	
<p>To formulate policies for the overall development of the IT/ ITeS/ Knowledge industry</p> <p>Following milestones</p> <p>a. Study the existing IT/ Knowledge Industry Policy</p> <p>b. Initiating process for formulating draft of IT related policies</p> <p>c. Interacting with related Industry and obtaining their inputs/ comments</p> <p>Discussing and taking views on the inputs/ comments of the related industry</p>	<p>The Department of Information Technology Punjab have been allocated new businesses as per the following:-</p> <ul style="list-style-type: none"> <li>• Promotion of Information Technology (IT) Industry in Punjab.</li> <li>• Policy for setting up of Information Technology (IT) Parks and Knowledge Parks.</li> <li>• Policy for encouragement of Information Technology enabled service (ITES) industry.</li> </ul> <p>Therefore in order to formulate related policies, the department has initiated with review of the existing related policies and amending these in consideration with the current trends.</p>	<p>%age of milestones of activities performed</p>
<p>Submission of Draft RFD of targets to the Advisor, Performance Mgmt. Divn</p>	<p>Regarding target for 2012-13, although RFD for 2012-13 was prepared in light of then activities performed by the Deptt. and which were e-Governance based. Therefore due to amendment of allocation of business rules 2012, such matter pertaining to e-Governance &amp; Administrative Reforms and were transferred to Deptt. of Governance Reforms. Therefore RFD prepared for this deptt, was forwarded to Deptt. of Governance Reforms.</p> <p>However as regards targets for year 2012-13 pertaining to new businesses allocated to Deptt. of IT the Performance Management Divn. MGSIPAP was informed that it will take some more time in finalizing various activities under the new roles as well as modalities of transition, therefore the RFD of DoIT for year 2012-13 would be submitted after finalization of these. However considering the current activities done/ being undertaken the draft RFD targets for year 2012-13 have been prepared for discussion in ATF meeting.</p>	

**SECTION 5****Specific performance requirement from other departments**

Departments	Relevant success indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?	Remarks
Various Departments	To formulate policies for the overall development of the IT/ ITeS/ Knowledge industry	Inputs from relevant Departments for provisioning various incentives Inputs from relevant industry	Line departments are owners of e-Governance projects and responsible for project conceptualization. Administrative approvals, bid process management and implementation	100%	Delay	
Department of Information Technology	Human resource	Relevant capacities necessary	To carry forward the altogether new businesses allocated to the Department of Information Technology	100%	Delay	