(2352)

From Komal Teckchandani <komal@nisg.org>
Sent Tuesday, July 28, 2015 12:39 pm
To csdelhi@nic.in
Cc secyit@nic.in
Subject FW: NISG Introductory Letter to Chief Secretary- GNCTD

Attachments

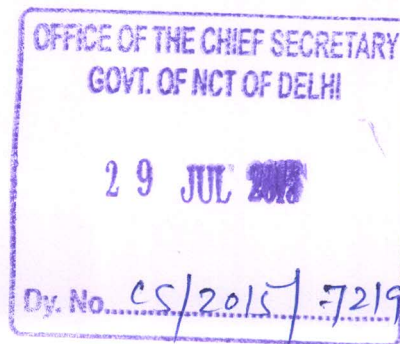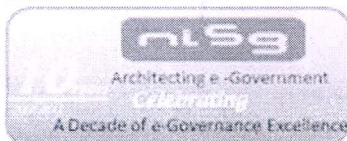| image001.jpg | 3K | NISG Introductory Letter to Chief Secretary, GNCTD.pdf | 361K | Annexure-I.pdf | 449K |
| Annexure-II.pdf | 222K | | | | |

Dear Sh. Vijay,

This refers to our telecon held today, please find enclosed herewith the letter sent to Chief Secretary Office on 30th June, 2015 and we have also sent the original letter through courier.

Copy of the letter is also marked to Secretary-IT, Govt of NCT of Delhi.

We will look forward for an opportunity to assist the department in undertaking ICT initiatives.

Thanks & Regards
Komal Teckchandani, Manager-HR
National Institute for Smart Government
1st Floor, MTNL Building, 9 CGO Complex,
Residential Complex,New Delhi-110003.
Tel.: 011-24321445, Fax-011-24321444
Mob.: 9871238518

OFFICE OF THE CHIEF SECRETARY
GOVT. OF NCT OF DELHI

2 9 JUL 2015

Dy. No. CS/2015/ 7219

From: Shobhaa Chetty [mailto:shobhaa.chetty@nisg.org]
Sent: Tuesday, June 30, 2015 3:18 PM
To: csdelhi@nic.in
Cc: Triveni Mehta; komal@nisg.org
Subject: NISG Introductory Letter to Chief Secretary- GNCTD

So to CS
29.7.'15
Secy (IT)

Ref.: NISG/BD/2015-16/10
Dated: 24th June, 2015

To,
Sh. K. K. Sharma, Chief Secretary- GNCTD &
Director-DMRC Ltd.
Chief Secretary Office,
Government of the National Capital Territory of Delhi,
A-Wing, 5th Floor, Delhi Secretariat, New Delhi-110113
Tel: 011-23392100/23392101,
Email – **csdelhi@nic.in**

Subject – NISG Introductory Letter.

Mahanagar Door Sanchar Sadan, 9, CGO Complex,
1st Floor Residential Complex, Lodhi Road , New Delhi - 110 003
Phone : +91-11-2432 1445 Fax : +91-11-2432 1444

Ref.: NISG/BD/2015-16/10
Dated: 24th June, 2015

To,
Sh. K. K. Sharma, Chief Secretary- GNCTD &
Director-DMRC Ltd.
Chief Secretary Office,
Government of the National Capital Territory of Delhi,
A-Wing, 5th Floor, Delhi Secretariat, New Delhi-110113
Tel: 011-23392100/23392101,
Email – csdelhi@nic.in

Subject – NISG Introductory Letter.

Dear Sir,

Considering the paradigm shift of government moving towards paperless organization and going online, it has become a mandate for all government departments to deliver their services to the citizens of India electronically & online. As India moving into an Digital era, where there is the felt need that citizens services need to be delivered in a more effective and efficient way from Government of India & its departments with 24 x 7 accessibility & transparency.

NISG may assist in bringing the ICT transformation in the department & making its services accessible to its citizens in an effective, efficient, transparent & accountable manner. In this regard, we would like to recommend that NISG may assist GNCTD in setting up the team and can offer the following services to GNCTD, as per details given below:

1. **Recruitment**
a) Manpower Planning & Forecast
b) Assist in assessment & selection of candidates for open positions
c) Managing end-to-end recruitment

2. **HR Management**
a) Designing of HR Policies & process
b) Managing employee life cycle end-to-end i.e. new employee orientation/onboarding, KRA setting, transition of resources from third party to NISG, Performance Management, Talent Management, Talent Retention & Management Information System (MIS)

3. **Organization Development Consulting**
a) Organization Diagnostic Study
b) Organization Restructuring
c) Change Management Consulting

4. **Capacity Building**
a) Training Need Assessment
b) Content Creation
c) Building internal capacity through training programmes
d) Creation of Knowledge repository

5. **Monitoring & Evaluation**
a) Creating Programme Awareness through conference/workshops
b) Generating interest of States/UT's through AS-IS & TO-BE analysis
c) Monitoring the scheme/programme
d) Evaluating the State participation
e) Coordinating with states for active adoption/participation in programme
f) Preparing quarterly/monthly MIS reports or fund utilization status
g) Sharing the reports with all stakeholders for decision making

6. **Other Support services w.r.t. IT/e-Governance domain for execution of programme by**
   a) Setting up of Programme Management Unit (PMU)
   b) Extending support to Central, States & UT's in designing
       a. Service Level Benchmark,
       b. Request for Proposal,
       c. Detailed Project Report,
       d. Bid Process Management &
       e. Monthly/Quarterly Progress Report & etc.
   c) Plays active role in selecting **"Implementing Agency"** as co-partner
   d) End-to-end programme management

Inline with the above, we take this opportunity to introduce National Institute for Smart Government (NISG) as co-partner with **Department of Information Technology.** NISG in its association with DIT has

a) facilitated in implementing **"National e-Governance Plan (NeGP)" & "Digital India"** initiatives,

b) made a paradigm shift in introducing Information & Communication Technology (ICT) in government departments to make department's efficiency & become paperless,

c) facilitated government departments in delivering various **Mission Mode Projects (MMP)** under the umbrella of NeGP,

d) spread across its wings through deploying its resources across Central government, Ministries, 35 States & UT's in delivering end-to-end e-Governance projects through National e-Governance Plan (NeGP).

NISG operates in the area of providing consulting services in **Strategic Planning, Project Development & Management, Capacity Building & Knowledge Management (CBKM) and HR Management, Organization Development Consulting & Manpower Augmentation Service (MAS).** NISG has been specifically promoted by DIT, Government of India and accordingly its operations are aligned to meet the overall objectives of NeGP. NISG is being shaped as an institution of excellence in the area of e-Governance.
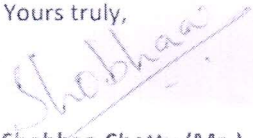
NISG is primarily assisting in designing e-Government projects through drawing upon the immense and rich experience & expertise that it has gained in designing and implementing e-Governance projects, HR management and capacity building initiatives are specifically addressed by NISG by working with following department(s):

a) Central Government
b) State Government
c) PSU's
d) Ministries

NISG works in close coordination with various departments and therefore, department considers NISG as their extended arm and they continue to vouch NISG's advice for process reengineering, optimization, change management, capacity building, operation & management & manpower deployment, etc. A detailed write-up about NISG & its service offerings along with its client details are enclosed for your ready reference.

We will look forward to meeting you in this regard & assist the department in implementing e-Governance projects.

Thanking you,
Yours truly,

Shobhaa Chetty (Ms.)
Vice President- HR

Encl.:
a) Annexure- I - NISG Service Offerings   &
b) Annexure –II – Client/Stakeholder details

NISG Service Offerings

National Institute for Smart Government (NISG), Hyderabad is a not-for-profit company incorporated in 2002 (under Section 25 of the Companies Act) and promoted by Government of India to support the overall objectives of National e-Governance plan. Secretary (Personnel) of GOI, Secretary (IT) of GOI, President of NASSCOM, Additional Secretary (e-Governance) of GOI and CEO of NISG are Directors of NISG. NASSCOM, Government of Andhra Pradesh, IL&FS, Governments of Chhattisgarh, Meghalaya and Vizag Municipal Corporation are some of the other stakeholders.

NISG has been specifically promoted by DIT, Government of India and accordingly its operations are aligned to meet the overall objectives of NeGP. NISG is being shaped as an institution of excellence in the area of e-Governance. Currently, it operates in the area of providing consulting services in Strategic Planning, Project Development, Capacity Building & Manpower Augmentation Serice. NISG has been extensively involved in advising and assisting Central and State Governments in designing e-Government projects through drawing upon the immense and rich experience & expertise that it has gained in designing and implementing e-Governance Mission Mode Projects(MMP) under NeGP (National e-Governance Plan).

NISG in association with NeGP has been considered as an organization expanding its reach to various Government/ States/ PSU/Ministries &etc. in delivering citizen centric services in both short & long term projects in an efficient and effective manner across India.

NISG's expertise lies in the areas of conceptualization, design and development and core scoping of e-Governance projects, HR management and capacity building initiatives to enable line Ministries/Departments of the Central Government and the State Governments to use its services for implementing e-Governance projects across broad spectrum of services. Thus, NISG has been in a unique position to work with various line ministries/departments to enable them to achieve the desired outcomes from their ambitious e-Governance projects.

Our Service Offering in the e-governance arena broadly comprising of the following:
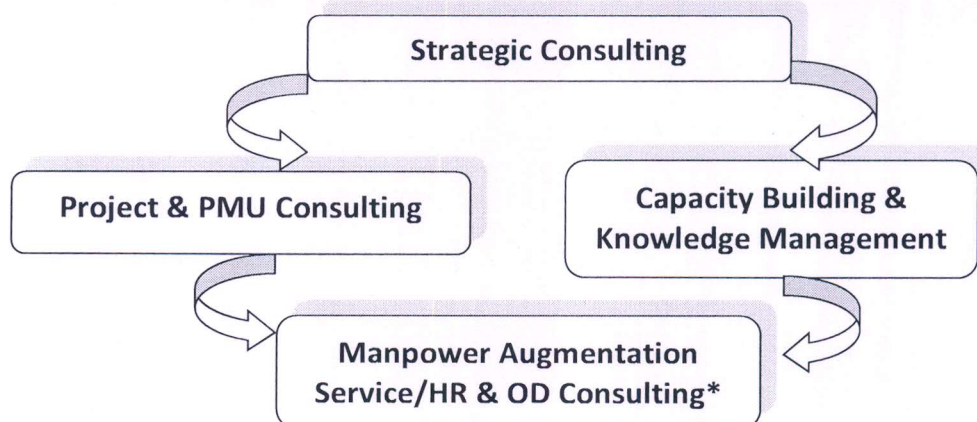
* **Details about Manpower Augmentation Services is enclosed.**

Why NISG

- NISG has been specifically promoted by DIT, Government of India to support various line Ministries and Government department for implementation of projects under National e-Governance plan (NeGP) and accordingly its operations are aligned to meet the overall objective of the NeGP.

  - NISG is considered as a Public Institution and comes under the purview of the RTI Act, as per the ruling of the Information Commission of India. It is structured as "Not for profit" organization with no budgetary support or grants from Government of India and it is responsible for sustaining its operations including generation of funds for all its administrative expenses.

  - NISG runs its operations including generation of funds for all its expenses including salaries, based on the revenue it generates out of the e-Governance consulting assignments taken up exclusively for the Government departments and organizations and not from any source in the private sector.

  - "Not for profit" nature of organization ensures that the margins on the project are not the driving factor in project execution. On the other hand, need for self-sustenance necessitates optimization in its operations and to keep enough control on the expenses and spending on its activities. Successful project implementation in line with the defined outcome defines the core value for NISG's existence and operations.

- NISG's unique structure enables acquisition of required skills both from Government and private sector uniformly on specific contract basis. All resources, including CEO of the organization, have fixed tenures, which gets extended based on performance reviews. Thus, NISG does not provide mere employment opportunities but thrive on the outcome and passion of its resources/ consultants.

  - This unique structure enables NISG to meet the varying requirements of various departments without having to face issues on permanent employment.

  - The regular churn out and addition of resources enables NISG to align itself with market realities and at the same time regularly update itself with latest technological developments to keep pace with technological advances

  - Resources can be augmented as per need of the projects.

- NISG has been working in e-Governance domain for more than 13 years now and is involved with the much successful e-Governance initiative like MCA and Passport project of MEA. The implementation model has been developed over a long period and has attained certain maturity level after continuous improvements to the project. Thus, NISG has been in a unique position to work with various line ministries/departments to enable them to achieve the desired outcomes from their ambitious e-Governance projects.

- NISG assist line Ministries / Departments of the Central Government and the State Governments to create required capacity and at the same time also absorbs the available capacity from various sources including private sector. **Our service offerings are given below:**

1) **Strategic Consulting**
   a) Strategic Planning for e-Governance
   b) Designing e-Governance roadmap
   c) Designing of IT roadmap
   d) Designing large Information Infrastructure projects
   e) Designing models & frameworks

2) **Project Consulting**
   a) in the areas of conceptualization,
   b) design and development and
   c) core scoping of e-Governance projects,
   d) Supporting in selection of suitable partners for implementing projects

3) **Programme Management Unit**
   a) End-to-end Program Management
   b) Coordination in view the overall objectives of the project
   c) Conducting monitoring, evaluation and assessment

4) **HR Management including**
   a) Recruiting the required personnel, as per the requirement of NHSRC from open market,
   b) Sourcing from consulting agencies, as per the need of NHSRC,
   c) Transitioning employees from third party to NISG/NHSRC rolls.

We also assist Ministries/ departments in capacity building initiatives time to time.

- **NISG HR Department had deployed more than 700+ IT/Consulting employees to its clients i.e. NeGD/SeMT, UIDAI, BBNL, DoP, DIPP, ESIC, NATGRID, DAC, MAP-IT, State Composite Teams, Municipal Corporation of Greater Mumbai & etc.** *Details of NISG handling various Central Government, State Government & Ministry level projects are enclosed as Annexure-I.*

- NISG has been closely associated through NeGD and DIT, GoI towards defining necessary policies and standards for e-Governance implementation in India. NISG has been also working closely with DIT through NeGD for creating capacities through various courses like CIO program, which also include International collaborations in e-Governance space.

- NISG has also collaborated with leading institutions in the country like IIM, Indore and TAPMI to address the challenge of limited capacity in e-Governance domain. These capacities are not only available to Government department but also to private sector operating in the domain.

Client/Stakeholders Management

Currently, NISG is handling several e-Government projects with Central Government, Ministries and State Governments. The details of the same are given below:

Central Government Projects:

1. Ministry of External Affairs – Passport
2. Ministry of Corporate Affairs – MCA 21
3. Ministry of Health & Family Welfare – Health, FSSAI
4. Ministry of Labor & Employment– ESIC
5. Department of Industrial Policy & Promotion-e-Biz
6. Ministry of Commerce and Industry - ITPO

Ministry Specific Projects:

1. Ministry of Culture- Archaeological Survey of India (ASI)
2. Ministry of Home Affairs- CCTNS, MoIA PMU, BSF Air Wing
3. Ministry of Finance- e-DRT PMU
4. Ministry of Human Resource Development – Education MMP
5. Ministry of Urban Development – JnNURM PMU
6. Ministry of Rural Development – MoRD PMU
7. Ministry of Water Resources – MoWR
8. Ministry of Defense- AoC, Ministry of Defense PMU

State Specific Projects:

Delhi:	Kolkata:
1. Delhi Jal Board (DJB)	1. Ministry of Mines- Geographical Survey of India, Kolkata
2. Delhi Excise, GNCTD	2. Tea Board of India
3. Delhi Archives	
Andhra Pradesh:	**Other Projects:**
1. Ministry of Commerce &Industry; Department of Commerce- Tobbaco Board	1. Ministry of Home Affairs- Central Police Canteen

Public Sector Unit (PSU):

1. Central Warehousing Corporation (CWC)
2. Bharat Dynamics Limited, Hyderabad
3. Electronics Corporation of India –ECIL
4. MMTC
5. Atomic Minerals Directorate for Exploration and Research, Hyderabad

HR Consulting & Manpower Augmentation Services Projects *:

1. NeGD
2. SeMT
3. UIDAI
4. Department of Post
5. NATGRID
6. DIPP
7. Andhra Pradesh Mission Project (3 Societies)
8. BBNL

* NISG HR Department had deployed more than 700+ IT/Consulting resources to its clients