

Particulars of Organization, Functions and Duties

2.1 Objective

The Directorate of Information Technology (DIT) was created exclusively to provide comprehensive IT solutions for the Government of Puducherry in a centralized manner. DIT provides IT solutions, undertakes e-Governance projects regulates IT proposals to become enabling the Government of Puducherry to become a smart buyer. DIT is also involved in decision making, implementing decisions in collaboration with other governments, Integrating departments within the government, improving relationship with customers and businesses and incorporating value added services to new customers.

Government of Puducherry has developed an IT policy that outlines the following objectives:

- o Access to information for the common man;
- o Transparent, efficient, and quick decision making government administration;
- o Increased IT literacy and creation of trained manpower;
- o Attracting investment in IT related industries with attractive policies;
- o Establishment of a good information and communication infrastructure.

2.2 Mission / Vision

The field of Information Technology and Communication has an explosive growth. The information intensive services have radically changed the world. These changes will give rise to a new society based on knowledge Management. Further new avenues of development, employment, productivity, efficiency, and enhanced factors of economic growth will be made.

Government of Pondicherry recognized this enormous potential of IT and has decided to embark upon an ambitious journey to herald the benefits of IT for the citizens of the Union Territory.

The Government of Puducherry has, with a vision on Information Technology sector, developed an e-Governance Master Plan covering 16 key departments /directorates, encompassing the overall IT Architecture, Application, Networking and Communication Architecture, IT Organization structure providing Cost estimates for funding the IT initiatives,

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and an Implementation Roadmap for the initiatives. The e-Governance Master Plan aims at improving services to citizens and business processes ensuring increased transparency and efficiency in operation across 16 key Government Departments including Chief Secretariat, Legislative Assembly, Accounts & Treasuries, Planning & Research, Economics and Statistics, Information Technology, Revenue, Survey & Land Records, Excise and Commercial Taxes, Transport, Electricity, Civil Supplies, Agriculture, Forestry, Public Works, Health, Education, Industries and Local Administration.

The Government of Puducherry has been encouraging the use of IT in several government departments and educational institutions. Several departments like Accounts and Treasuries, Civil Supplies, Registration, Land & Records, Commercial Tax, Agriculture, Transport, Electricity, etc., have already been computerized for facilitating the transactions with the public. Incentives offered by the Government have already attracted a sizeable number of computer hardware manufacturers; in addition, IT has penetrated other areas such as banking, shopping, etc. As per IT Policy of the Government of Puducherry the Directorate of Information Technology functions for smooth and efficient implementation of the various IT related programmes in the Union Territory of Pondicherry.

2.3 Brief History

The Computerization process started in the Government way back in 1986 with the installation of a computer system in the Secretariat for automating the activities of the Directorate of Accounts and Treasuries. With the inauguration of the Unit of National Informatics Centre in the Union Territory from 1988 onwards, all the outlying regions namely Karaikal, Mahe and Yanam have been connected for information exchange not only with Pondicherry but also with the rest of the country through VSAT connectivity. All the Government departments have been provided with computer systems and the existing manpower is being trained for wider use of computer applications in day-to-day work. In order to provide a boost to IT related activities in the Union Territory of Pondicherry, the Lt. Governor had approved the establishment of a separate Directorate for Information Technology under the Planning & Research Department vide G.O. Ms. No. 59 dated 19/07/2002 of the Department of Personnel and Administrative Reforms(Personnel Wing), Pondicherry.

2.4 Duties

- o Nodal office for purchase of computers, its accessories and related IT hardware and software, providing technical clearances and Rate Reasonableness Certificates (RRC)
- o Undertaking e-Governance Projects/Initiatives
- o Provide capacity building for e-Governance Projects
- o Cater to the citizen centric applications and services.
- o Training of Government officials on the usage of IT on a continuous basis.
- o Geographical Information Systems for applications like spatial planning, environment protection, utility management, traffic regulations, etc., utilizing NRIS facility.
- o Pursuing strategic alliances with the private sector to exploit its technical, organizational and financial strengths in the Government Computerisation programme through outsourcing and other innovative processes.

2.5 Main Activities/Functions

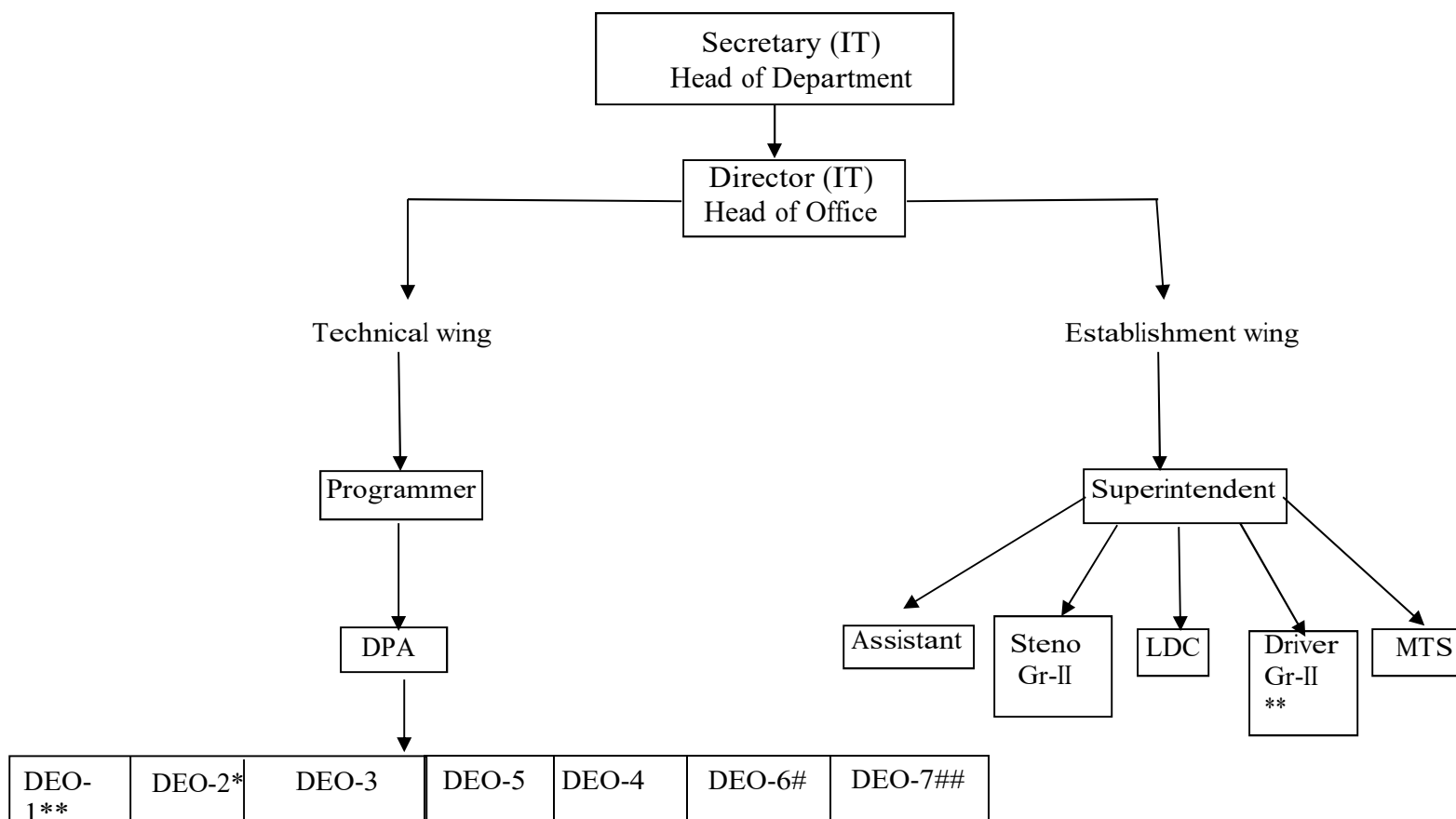
The main activities of the Directorate of Information Technology :

- (a) Undertake Ushering e-Governance projects
- (b) Undertake capacity building for e-Governance projects
- (c) Training of Government officials on the usage of IT.
- (d) Nodal office for purchase of computers and related hardware, software and for technical clearances
- (d) Process standardization through Organisation Process Documentation and Integration (OPDI).

2.6 List of services to be provided

The DIT serves all duties listed in 2.4

Organization Structure



Note:

** Vacant. *On Service placement at O/o. of the Speaker, Legislative Assembly.

Service placement from Commercial Taxes Department, Puducherry.

Service placement from Directorate of Accounts & Treasuries, Puducherry.

2.7 Expectation of the public authority from the public for enhancing its effectiveness and efficiency

No services involving direct public

2.9.1 Arrangements and methods made for seeking public participation/contribution

No.

2.10 Mechanism available for monitoring the service delivery and public grievance resolution

Complaint box has been provided in this Directorate.

2.11 Address

Directorate of Information Technology,
Government of Puducherry
II Floor, Planning & Research Complex,
505, Kamaraj Salai, Saram,
Puducherry – 605 013.

2.12 Working Hours:

Working hours of the office:	8.45 a.m. – 5.45 p.m.
Lunch Break :	1.00 p.m. – 2.00 p.m.