## Manual 1
## [Section 4(1)(b)(I)]
## I.T. DEPARTMENT

- **Aims and objectives of the organization**: Computerization of various Depts. of New Delhi Municipal Council

- **Functions & Responsibilities**
  Information Technology department of NDMC is making continuous efforts towards computerization of all departments to provide transparency and better services to its citizens.
  The main objective of IT department is to computerization of various activities and work flows of various departments in order to promote efficiency, transparency, accountability and responsiveness

- **Roles And Responsibilities**
  - Operations and maintenance of Data Center.
  - Maintenance of Utility/ERP software.
  - In-house Application development and maintenance.
  - Operation and Maintenance of NDMC Network.
  - Day to day updating of NDMC Portal.
  - Day to day maintenance of IT Hardware like PC, Printer, UPS etc.
  - Provide Technical support to various Departments of NDMC i.e. e-Tendering, uploading of various documents on Website etc.

- **Brief History and Background**: Established in the year 2000. For computerization: Provided computers and peripherals to various NDMC Depts. and application software developed/being developed for various departments/functions.

- **Allocation of Business**: The technical staff [(Joint Director (IT) & Programmers] coordinates for procurement, development and implementation of software as well as maintenance of hardware, the administrative staff caters to requirement of accounts, correspondence and general administration.

- **Duties to be performed to achieve the mission**: Interaction with other departments of NDMC for proper implementation and usage of software application modules.

- **Details of services rendered**:
  - Maintenance of Hardware & Development Application Software.
  - Operation and Maintenance of Data Centre.
  - LAN & WAN connection
  - Online Citizen Centric Services (G2C,G2E & G2G)
  - Email Services.
- **Grievance redress mechanism:**
  Various NDMC Depts. have their respective mechanism for redressal of grievances. IT Department has provided software for grievances registration and conveying information regarding status of the complaints.

- **Postal address:** I.T. Department, NDMC, Palika Kendra, New Delhi-110001.

- Map of office location 7th floor, Palika Kendra.

- Working Hours : 9:00 AM to 5:30 PM

- Public interaction: No direct public interaction.