Project Proposal

for

Roll Out and Preparedness of States for using National Transit Pass System (NTPS)

Submitted to:

Ministry of Environment, Forest & Climate Change, New Delhi

**Submitted by:**

# Institute of Wood Science and Technology, Bangalore

In collaboration with

# National Informatics Centre

Forest & Climate Change Informatics Division

National Informatics Centre
Ministry of Electronics & Information Technology
Government of India
A-Block CGO Complex Lodhi Road, New Delhi
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**Amendment log:**

| Version | Date | Brief description | Section Change |
|---|---|---|---|
| 2nd version | 5th November, 2022 | First version of the project proposal submitted by the NIC was modified by the IWST. | Section 1.0<br><br>Section 5.1<br><br>Section 6.0 |
| | | | |

## Contents

# 1 Project Background

A National Portal on Pan India Transit System for timber, bamboo, and other forest produce (https://ntps.nic.in) launched on 23.07.2020 for piloting in two states viz. Madhya Pradesh and Telangana. The objective of National Transit Pass System (NTPS) is seamless movement of forest produce across all states thereby resulting in enhancing the income of rural people and also facilitating the ease of doing business in the country.

After the successful implementation of NTPS in Madhya Pradesh, MoEF&CC desires to expand the implementation of NTPS across the country. Accordingly, the MoEF&CC desires that NIC will develop the next version of the web application of NTPS which will be customized for each state and submit proposal through IWST (Institute of Wood Science & Technology) to ensure smooth roll out of the NTPS across the country under CAMPA scheme. Hence, this project is being submitted jointly by IWST in collaboration with NIC for necessary funding under CAMPA scheme.

# 2 Scope of Work

## 2.1. Support and Assistance to the states for roll out and readiness

Support and assistance will be provided to the states who will start using NTPS for the processing of TP. The state forest Officers and Applicants are the main users for NTPS. At present only MP has started using the NTPS.

Similarly, other states will be prepared for using the NTPS. They will be trained in preparing the users, master entry for Species exempted and not exempted and updating the other masters. They will be trained by familiarizing the features and functionalities of NTPS.

## 2.2. Maintenance

Maintenance of the existing Portal will be carried out by implementing the suggestions and feedbacks which will be received from the states during the discussions/trainings and workshops.

## 2.3. Enhancements of Web Portal

A.  **Observations were received from MP state** for integration of the functionalities in NTPS:

1.  Divisions and State Admin is unable to monitor the TP payments.
2.  There are no reports available for monitoring financial transaction of concerned authorities i.e., at RFO level
3.  While issuing TP, validity period for short distance like 40 km in same area (source-destination) as currently 45 days validity is allowed.

4. If in case some wrong entry has been made from authority while issuing TP (for ex wrong inspection report uploaded by mistake) there is no facility to rectify or delete that application.
5. In case of Teak and Non-Teak process waste material (i.e., End Cut, sizes, padpa, scattered waste) applicant is unable to enter No. of Pcs and Cmt.
6. In Padpa/Scattered waste applicant is unable to enter weight of material in metric tons.

B. **NIC also observed the rolling out in MP state** and accordingly the following modules and functionalities must be added / modified.

1. Query and response module for applicant:
   a) At present the queries from applicant is being received at web admin. The module must be redesigned so that the query from Applicant will be received at state admin. If it will be a technical issue, then it will be forwarded from state admin to web admin.
   b) Some incomplete queries are being received at web admin. The button will be added to dispose of such queries without the response.
   c) One report will be developed for getting the query and response details filtering on basis of cut of date is being entered as the parameter for searching.

2. Alert for Pendency of TP applications at Range and Division level (at present 35 applications are pending at different ranges in MP):

   a) Alert is required to be added at Range level for indication of the pendency.
   b) Alert period can be fixed by the state admin or division
   c) Alert will be required to be added at Division and state level to send the reminder to the Range for taking the action
   d) Alert will be added at central monitoring authority to send the reminder to the Range for taking the action

3. One additional report for getting the details of application received, TPs issued and TPs pending with the feature of providing the list after the cutoff date: This report will bring the list from the date onwards whatever the date is being provided to the system.

4. Archive of the applications: The applications should move from applications received list to archive list if the TPs has been completed. At present all the submitted applications are being displayed in this report. In future this list is going to be extensive and server time will be consumed while executing the query and bringing the details. Hence the TPs applications will be removed to archive, which have been completed. Other criteria for transferring to archive can be added with the recommendations from the division.

5. Reset button at dashboard: Reset button must be added to change the criteria of search on the basis of date. Date wise search is also not working properly in the dashboard.

6.    Inspected applications list: Another report can be planned only for the inspected applications.

C.    **Requirements emerged during the discussion with the States till March 21**.

New requirements emerged during the discussion/trainings with States/UTs (West Bengal, Tripura, J&K, Madhya Pradesh, Telangana, Mizoram, Assam, AP) and these are compiled below. The requirements will be discussed further with the division in detail. The required suggestions/observations will be implemented under the guidance of the division. Some of the suggestions are summarized below:

1. Inspection/ Verification of TP and NOC

- Development of mobile mode in offline mode for scanning QR codes at check-post/en-route due to lack of internet/poor internet connectivity. The application submission also can be redeveloped for the submission in offline mode.
- Scanning of TP/NOC by the registered officials: At present only the officers at check post can scan the TP/NOC. The provision is required to scan by any of the registered officer.
- If barrier/check post is not as per route printed on TP/NOC, the system should allow to cross the barrier after checking.

2. User manual and species in Hindi/other local language:  MP suggested for the user manual in the local language. NIC has highlighted that it will be difficult to translate in all the languages.

The state has also suggested to show and print the species in local language. The provision can be made for the entry of the species in the local language by the states. The system will show the English name as well as local name.

3. Applicant side:

- Addition of Railways as mode of transport
- Applicant should be able to apply in offline mode

4. Issuance of Transit Pass

- Beat officers and foresters should be given login id for issuance of TP.
- Addition of scenario of en-route vehicle breaks down or TP expire: AP has recommended to reapply the TP by the applicant. The TP will be revalidated, or the period will be extended by the issuing authority of the same state from where it has been issued. Some states suggested that it should be applied to the state where the break down has happened.
- Change of TP validity from State-admin to issuing authority: Some states suggested that TP validity
- Addition of watermark on TP

5. Exempted and non-exempted species

- In some States/UTs like J&K, certain species are exempted based on their volume e.g., a species A is exempted if its volume is less than 20 cum and if volume is more than 20 cum, TP is required for transportation.
- Addition of minerals in forest produce

6. Integration with other State Online Transit Pass System

- Development of APIs for integration NTPS with other online transit pass systems

7.    TP Fees at state borders and NOC

- TP fees at state borders: Currently there is no provision for this. Incorporation of this will defeat the purpose of the NTPS. But some states insisted of the fees deposit by the applicant while crossing the border as per their state rules.
- Whether to keep NOC or not: Some states suggested that NOC generated by the applicant is not being verified by the state officers. Hence it may be removed.

D.    **Requirements to be emerged from the states in near future**

Similarly, the new requirements will be captured, and it will be documented. Proper approval will be obtained after the close discussion with the nodal officer from the Division. Availability of data entry forms and UI in local Language was emerged in a recent meeting which was chaired by Secretary of MoEFCC.

E.  **Requirements which are out of scope of this proposal**

Integration with the portals other than local NTPS is out of scope of this proposal. The efforts will be carried out to develop two-way APIs for the integration with the states which are running their own NTPS. If there is the requirement of integration with other portal like GST or E-way bill, the efforts will be estimated and submitted accordingly.

## 2.4.    Enhancements of Android App
App will be enriched as per the requirements emerged during the discussions with the states. The App will be used by the applicant, RFO during the inspection and guards at barriers. It will be tested vigorously and will be tried to be stabilized. Android developer will modify the UI as per the requirement and API will be written for the functionalities.

## 2.5.    API Integration

The need was felt for bringing the data of Local NTPS being developed and run by the states. The requirements will be gathered and freezed before beginning the API development.

## 2.6.    Server Maintenance

NTPS was hosted on NIC Meghraj with single Application server and Database server. The application is expected to be enhanced further. More the states will be onboarded, the need will be felt for scaling the DB server. Hence the requirements will be analyzed, and deployment architecture will be enhanced by creating more instances for DB/documents.

## 3. Proposed Solution

### 3.1. Objective

- Roll out of National Transit Pass system (NTPS) in the states for issuing, monitoring, and keeping records of Pan India Transit Permit for inter-state and intra state transportation of bamboo and other timber produce.
- Effective support and Assistance will be provided to the states Forest Officers and Applicant through mails and Query-Response module of the portal.
- NTPS will be enriched as per the requirements being emerged during the roll out.
- Some of the recommendations were suggested by different states during the training phase. Those recommendations/suggestions will be discussed with IWST and/or the Forest Policy Division. Modules will be integrated as per the requirements and discussion
- Preparing the other states for on boarding on NTPS in terms of data preparation for exempted species and not exempted species, login activation and other details.
- NTPS will provide effectiveness and transparency in obtaining the transit permit for movement of the wood products obtained from non-forest lands across the country. It will facilitate individual to register the details of their wood products grown on non-forest/ private lands in order to get the transit permit easily.
- Portal will remove the hardship being faced by transporters, Growers and farmers while moving the bamboo/ bamboo products including timber obtained from non-forest lands across the country.
- API integration for bringing the data of local Transit Permit Management System being developed and run by the states to NTPS.

### 3.2. Onboarding the states

Logins will be created for state admins and credentials will be shared for updating the masters required. Steps are being explained:

A. A small form of personal details will be required to be filled before proceeding
B. The list of masters to be updated are:
- Logins creation for the state officers for Circle, Division, Range, Check post,
- District Division Mapping
- Labels of TP/NOC in Local language

- Transit Rule
- Designation mapping (Required for the movement of the TP applications from one level to another. i.e., RFO to DFO
- No. of days required for validity of TP/NOC
- Exempted species for Timber, Bamboo, Forest Produce, and fuel wood
- Not exempted species for Timber, Bamboo, Forest Produce, and fuel wood (the list of prefilled species will be populated. Please send the mail for the addition of new specie to be populated in the list)
- User manual may be referred for updating the details.

C.       Steps for user activation

- Click Officer Login Activation from the Login Page
- Enter the Registered Mobile no. and Captcha
- The OTP will be sent on registered Mobile.
- Verify the OTP and set the Password
- Login ID is activated for login into the Portal

### 3.3.    Methodology of Imparting the training

**Option A**    NIC prefers to impart training through VC Mode. The first training will be to brief the system and its functionalities, features to the state forest officers. The second training will be imparted to the Master Trainers. Subsequently Periodical and regular trainings will be imparted by the trainer in the states. The IWST and/or FP division will coordinate with the states to resolve the administrative issues for the roll out of NTPS in the states

**Option B**    If the IWST/FP division suggests for Physical Training/Workshops at States. The cost for the travel, boarding and lodging will be borne by the IWST/FP Division for NIC and outsourced manpower. NIC will plan the travel after getting necessary approvals/permissions.

### 3.4.    Space TO HUB NTPS PMU

**Option A**       Office space, Desktop/laptop, Printer & Landline may be provided by IWST and/or the FP division

**Option B**       Space may be procured at Data Center Shastri Park on the cost basis.
Single Mobile No. may be published for End User. The help desk may answer the queries through mobile. **A separate proposal may be submitted for the procurement of space**

## 3.5.    Project Stakeholders

- APPLICANT (Farmers, Traders, Transporters etc.)
- WEB ADMIN (For maintaining masters)
- STATE ADMIN (Monitoring and configuration of masters)
- TP ISSUING/INSPECTING AUTHORITY (RFO)
- TP APPROVING AUTHORITY (DFO/CCF etc.)
- CENTRAL ADMIN AUTHORITY (Officers at MoEFCC)

## 3.6.    Features

- Role-based workflows for Stakeholders
- Configurable System for States (species-wise configuration of Parameters)
- User Manuals available in respective logins
- Embedded Instructions with every form
- Payment Gateway Integration for TP fees
- Online provision of Inspection by RFO
- QR Code implemented for verification of TPs and NOC

## 3.7.    Detailed Architecture*

### i.   Detailed Solution Architecture



Overview of Solution Architecture
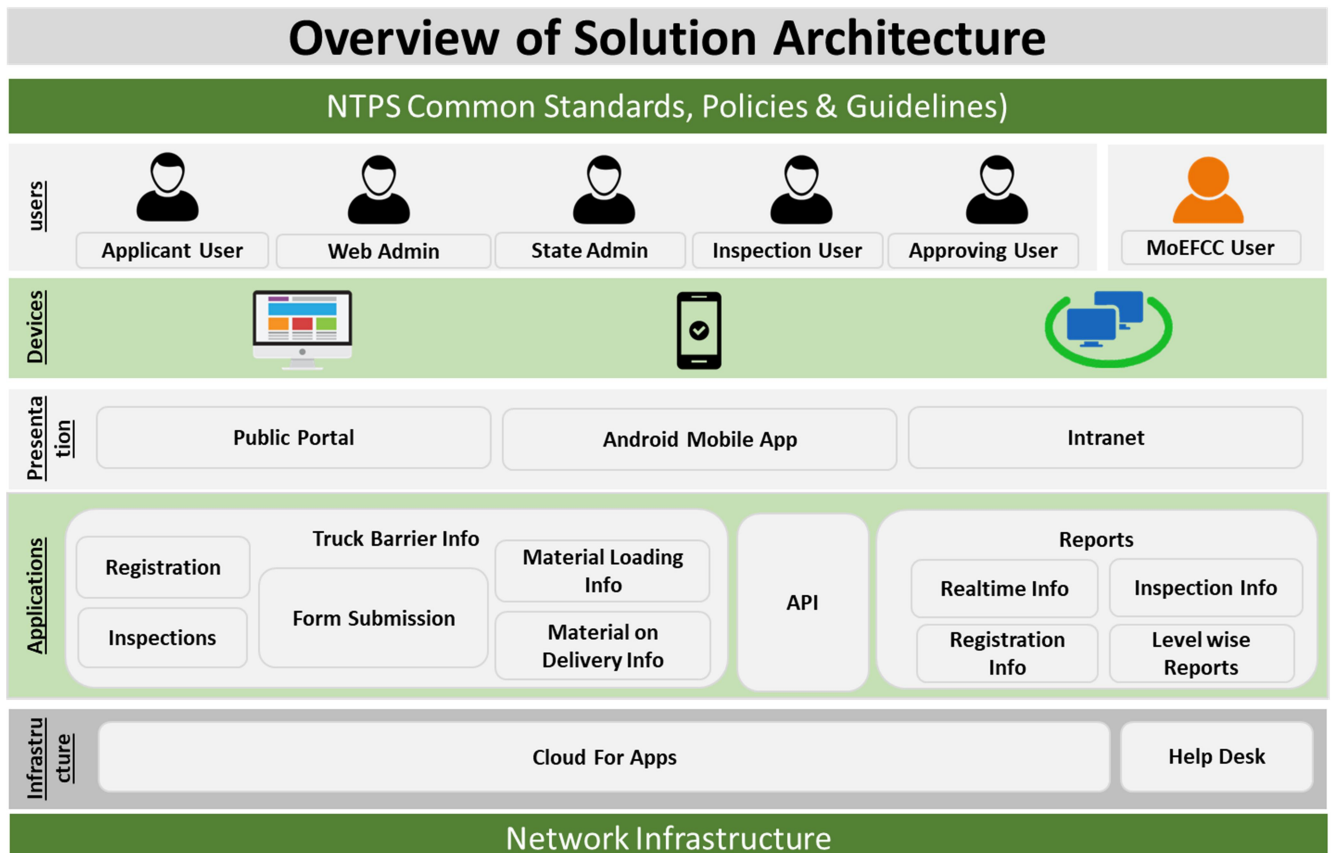
### ii. Software Deployment Architecture
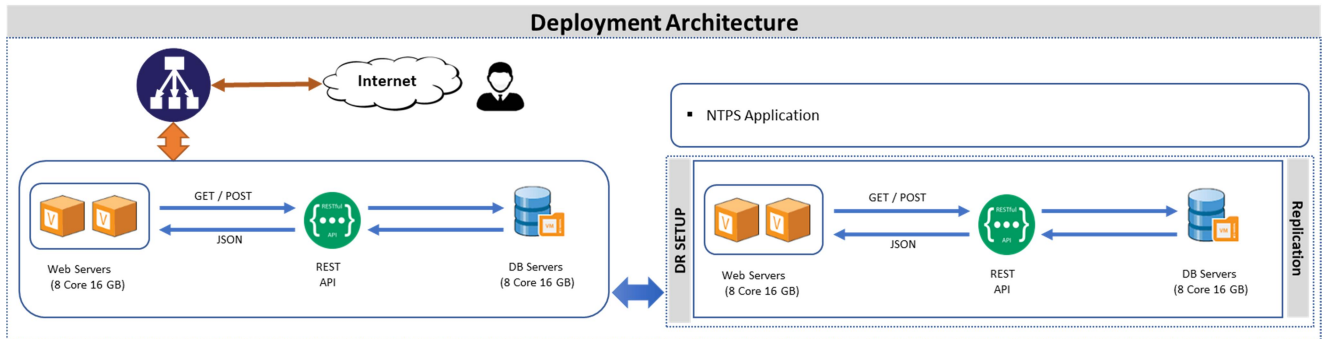
### iii. IT Infrastructure Architecture etc.



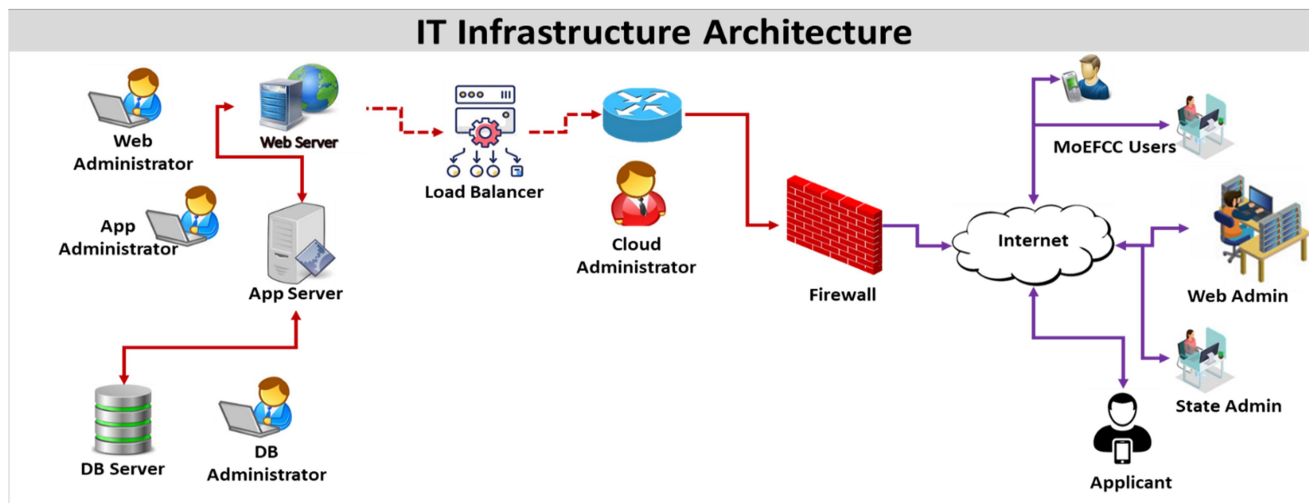**IT Infrastructure Architecture**

**\*Mandatory**

## 4. Implementation Plan

### 4.1. Project Governance Structure

A committee can be formed comprising a senior officer from IWST and/or Forest policy Division and NIC, respectively. A dedicated officer from IWST and/or Forest policy Division will help NIC in implementation/roll out of NTPS in different states. The progress may be reviewed on monthly basis.

## 5. Roles and Responsibilities

### 5.1. Role of IWST / FP Division

- Provide necessary budgetary support for the development and execution of the project and hardware.
- Finalize Data Requirements, formats, and standards (content, meta-data, data classification, taxonomy, legends, annotation, and symbols) in consultation with NIC.
- Provide time frame and work plan to NIC to ensure desired data availability to NIC for development, customization, and deployment of services.
- Provide all coordination & administrative and logistic support, for necessary institutional linkages for data capture, as well as for making existing/currently available data, expertise & knowledge, needed for the project.
- To provide/facilitate verification, validation & approvals for resolving any data related problems.
- To provide all possible help in base data organization, as and when needed for the project.

- To provide or facilitate all subject matter related inputs to the project, including analytical/modeling aspect, needed, if any.
- One NIC Officer and the nodal Officer from IWST/FP division will work together for the rollout/successful implementation of NTPS.
- IWST and /or FP division will coordinate with the states to resolve the administrative and other issues for the roll out as well as readiness for using NTPS.
- IWST and /or FP division will identify dedicated manpower in the IT team of the states. The manpower will be responsible for the implementation of NTPS in the state. In case of technical issue, he may contact the team at HQ.
- One nodal Officer from the states will coordinate with the HQ team for the readiness or preparedness of the required data for the roll out of NTPS. The state admin should verify the details if it is entered by HQ team on the behalf of the state.
- IWST and /or FP division will schedule the training for the states and will intimate to NIC.
- NIC will impart one training to all the states senior Officers and master trainers of all the states. Master trainers will impart the training to all the stakeholders for NTPS. Maintenance team will coordinate with master trainers for periodical trainings.
- If some new requirements emerge then it will be decided by IWST and /or FP division for the inclusion and it will be communicated by IWST and /or FP division to NIC with proper flow and requirements.
- Dedicated landline for the team shall be provided by Ministry for smooth communication and providing support to the applicant. The applicant/state forest Officers can call during Office hours to seek the assistance in filling the form or resolving the issues being faced for using NTPS.
- Understanding Local language of the applicant by the support staff will be a challenge at HQ and providing the support accordingly. Efforts will be carried out to interact in Hindi and English both.

## 5.2. NIC Responsibilities

- Establish Framework Service Oriented Architecture for NTPS Services.
- Set-up Hardware & Software infrastructure required under the project.
- Provide work plan and time frame for development and implementation of project requirements, as per the work plan and time frame for data availability for development, customization and deployment as provided by NTPS Project Team.
- To transfer the technology to NTPS Project Team through appropriate training package, for future continuing operational services.
- Provide/Extend User Handholding& Maintenance Services mutually agreed with NTPS Project Team.

## 6. Project Cost

### A) Team Structure of NIC

| S. No. | Team | Role | Base Cost | Year 1 Cost and No. of manpower | Year 2 Cost and No. of manpower | Year 3 Cost and No. of manpower |
|---|---|---|---|---|---|---|
| 1 | Team Leader (Technical) | To manage technical teams, resolve the requirements of the states in coordination with IWST team | 99,693 | 1,196,316 | 1,315,948 | 1,435,579 |
| | | | Pax | 1 | 1 | 1 |
| 2 | Roll out and implementation | Maintenance of the portal. Coordination with help desk to address the queries and resolve the issues by fixing/testing the code | 68,211 | 1,637,064 | 1,800,770 | 1,964,477 |
| | | | Pax | 2 | 2 | 2 |
| 3 | Enhancements of Web Portal | Development as per the requirements which have been covered under the scope | 78,705 / 68,211 | 2,581,524 | 1,939,291 | 1,133,352 |
| | | | Pax | 3 (1+2) | 2(1+1) | 1 |
| 4 | Enhancements of Mobile app | Development/improvement of the mobile app as per the requirements | 68,211 | 1,637,064 | 900,385 | 982,238 |
| | | | Pax | 2 | 1 | 1 |
| 5 | API developer | Integration of local NTPS of the | 68,211 | 818,532 | 0 | 0 |
| | | | Pax | 1 | 0 | 0 |

| S. No. | | | | Year 1 | Year 2 | Year 3 |
|---|---|---|---|---|---|---|
| | | states with NTPS | | | | |
| 6 | Server Administrator | Regular application of SSL and managing the servers | 68,211 | 818,532 | 900,385 | 982,238 |
| | | | Pax | 1 | 1 | 1 |
| | **Total** | **Total cost** | | **8,689,032** | **6,856,780** | **6,497,885** |
| | SMS charges to be utilized in NTPS during activation, registration, or issuance of TP. | | | 30,000 | 30,000 | 30,000 |
| | Security Audit of the web portal and mobile app after the development and acceptance of the requirements. | | | | 300,000 | |
| | **Grand Total** | | | **87,19,032** | **71,86,780** | **65,27,885** |
| | **Total Cost (Inclusive 9% agency charge)** | | | 95,03,749 | 78,33,590 | 71,15,395 |
| | **Total Cost (Inclusive 18% Tax)** | | | **1,12,14,424** | **92,43,636** | **83,96,166** |

## B) Team Structure of IWST

| S. No. | Team | Role | Base Cost | Year 1 Cost and No. of manpower | Year 2 Cost and No. of manpower | Year 3 Cost and No. of manpower |
|---|---|---|---|---|---|---|
| 1. | Program Co – ordinator | To coordinate with NIC Team and Nodal officer of all states for smooth role out of NTPS system | 99,693 | 1,196,316 | 1,196,316 | 1,196,316 |
| | | Pax | | 1 | 1 | 1 |

| | | | | | | |
|---|---|---|---|---|---|---|
| 2. | Master Trainer | To train the nodal officers of the state for smooth role out of NTPS system by analyzing the need of individual states | 49,000 | 5,88,000 | 5,88,000 | 5,88,000 |
| | | | **Pax** | **2** | **2** | **2** |
| 3. | OA/Help Desk | To be used in helpdesk from 9AM to 6PM | 37,685 | 9,04,440 | 13,56,660 | 18,08,880 |
| | | | **Pax** | **2** | **3** | **4** |
| 4. | Travel (TA/DA Charges for NIC and IWST teams' visit to states) | | | 15,00,000 | 15,00,000 | 15,00,000 |
| 5. | Purchase of Hardware | | | 8,00,000 | | |
| 6. | Contingency / Unforeseen Expenses | | | 5,00,000 | 5,00,000 | 5,00,000 |
| | **GRAND TOTAL** | | | 54,88,756 | 51,40,976 | 55,93,196 |
| | **TOTAL COST (Inclusive 10% Institutional Charge)** | | | 60,37,632 | 56,55,074 | 61,52,516 |
| | **GRAND TOTAL COST for 3 Years: 46,699,448** | | | 17,252,056 | 14,898,710 | 14,548,682 |

** SMS service is being used for activation of user id, issuing the TP, downloading the TP etc. The funds from the previous project have been reserved for SMS service till May 23. The expenditure of SMS service will be shifted to this project when the funds will be allocated to this project. At that time, the old project will be closed, and closure report will be submitted.

This proposal is for hiring the manpower for the roll out of NTPS in the states. The states may take their own time for adopting NTPS for issuing the TP/NOC for the transportation of Timber,

Bamboo, and other forest Produce. They may have to change the rules for using NTPS which was developed as One-Nation One-Pass.

### 6.1. General Conditions:

- The hiring of the team will be started after the receipt of funds in NICSI
- Efforts will be made to place the entire team within 30-45 days of the receipt of Funds
- Training/KT will be imparted to the team.
- Scope of the work is flexible. The enhancements to the existing portal in terms of functionalities will be captured during the training/VC sessions/ workshops. It will be further discussed with the Division. Prior approval will be obtained. Accordingly, the timeline will be set for the implementation
- The no. indicated for technical team is also flexible, At the end of First year the requirements captured/implemented/pending will be analyzed and accordingly team size will be analyzed for the next year
- The manpower can be hired as proposed. If the suitable candidate is available at less than proposed rate, then it can be considered.
- The team members like Android developer, API developer may be hired when the requirements are finalized. The tenure/duration will remain fixed.
- 10% annual increment for the manpower who will continue with the project
- Funds unspent at the end of subsequent year will be utilized further in the next year

### 6.2. Specific Conditions for Manpower

| S. No | PROFILE | MINIMUMREQUIREDQUALIFICATION&EXPERIENCE |
|-------|---------|------------------------------------------|
| 1. | Management Profile | Educational Qualification:<br><br>MBA OR Equivalent AND<br><br>B.Tech.OR B.E. OR MCA OR M.Sc.(IT OR CS) OR MS in Software system<br><br>WorkExperience:<br><br>3-5 years experience as a Program Manager for IT Implementation Projects OR software development OR IT Systemprojects<br><br>Preferable with 2years experience of e-Governance and related Projects implementation experience |

| | | |
|---|---|---|
| 2. | DeveloperProfile for maintenance/ enhancements of mobile and Web Portal | EducationalQualification:<br><br>(i)B. tech., B.E., MCA, OR M.Sc. (IT OR CS) OR MS inSoftwareSystem<br><br>WorkExperience:<br><br>3-5 years experience in IT OR software developmentORITSystemprojectsORWebsiteDevelopmentORMobile Application Development etc.<br><br>Experience in complete lifecycle of web application development.Experienceas afullstackdeveloper |
| 3. | Master Trainer Profile | Educational Qualification:<br><br>MBA or equivalent and<br><br>B. tech., or B.E., or M. Sc (Forestry) or MCA.<br><br>Work Experience:<br><br>Preferably 2 years experience in Business Analysis / Training or implementation of e-Governance projects from reputed organizations. |
| 4. | Help Desk | EducationalQualification:<br><br>(i)Graduate with Good Communication Skills in English.<br><br>WorkExperience:<br><br>(ii) Minimum 2 years experience in providing the support to the users.<br><br>Should be intelligent enough to adopt the system and guide the users |
| 5. | Server Administrator | EducationalQualification:<br><br>B. tech. or B.E. with the knowledge of management of Servers. Preferable experience is 3-5 years.<br><br>Server Administrator will be responsible for analyzing the requirements of additional Server. The servers will be configured, and instances will be created as per the requirement. Regular implementation of SSL is mandatory. |

The   project will be executed through manpower support from National Informatics Centre Service Inc. (NICSI).

The GST (18%) and NICSI charges (9%) are being calculated as on present basis. If there will be any change in this slab in future, then it will be applicable on that basis.

## 7.  Payment Schedule

1.  Delivery on 100% advance payment in favor of National Informatics Centre Services Incorporated, New Delhi through IWST on yearly basis

## 8.  Manpower Support

NICSI will provide the required manpower support for the development and implementation of the project.

- Working experience of good projects with Asp.net, C# and SQL Server. The candidate with exposure of good projects with lessexperience can also be considered
- Strong knowledge on OOPS Concepts
- Good Knowledge in Java script, Bootstrap, and jQuery.
- Strong communication skills
- Working experience in Web API and web services is preferable

**Terms of Use (ToU)**

1. **Written Communication:** User department should specify its requirements about IT Application preferably by formal communication in detail. User department should provide feedback on the adopted models, documents, demonstrative systems, and presentations etc., made by NIC, within a week or a reasonable time frame as agreed upon mutually. After which, the steps and stages of various project life cycle will get finalized for subsequent stages.

2. **Timely Feedback:** In the initial requirement gathering phase of the IT application, the efforts should be to capture the maximum of User content and business processes, so that there is least requirement change after phase 3 of the IT Application i.e. As-IS System Analysis to To-Be System Design.

3. **Default Clause**: In the absence of written feedback, it shall be presumed that User has accepted the system designed by NIC and to save time and cost overruns no further feedback shall be considered.

4. **Additional Cost & Time:** Under special circumstances, if any delayed feedback or modifications to already finalized model or released system are requested, the User Department may have to incur additional cost and time.

5. **Data and Business Process Ownership:** The Ownership of stored Data, entire transactional data, content data, validations and business rules/ functional requirements belong to the User department.

6. **No Data Access to NIC:** NIC will not keep access right of the actual data inserted/generated in the IT Application of User department. The real-time actual implementation and operation of the IT Application will be the prime responsibility of the user department. The User Department shall nominate an officer who has the complete and exclusive access to the stored data. This officer can be trained by the NIC Project Team for this purpose.

7. **Technical Artefact Ownership:**NIC will hold Intellectual Property Rights to all theartefacts developed/produced under this project and shall have the full right to modify the technical artefacts for use by other Departments at all levels of Government. NIC has rights to claim award(s)/felicitation(s) and submit related technical papers for its intellectual property. User shall have the perpetual right to use the same within the department. For marking any change in the artefacts, user needs to acknowledge the contribution of NIC and obtain the consent of NIC.

8. **RTI queries:** All RTI queries related to the IT Application are to be answered by the User department, IWST and/or FP division. If any technical queries are there, NIC may provide inputs to the Nominated/ designated officer of the department, provided it is technically feasible.

9. **Queries from law enforcing, auditing and Regulatory Functionaries:** All queries from Government law enforcing, auditing and Regulatory agencies related to the Project IT Application are to be answered by the User department. NIC shall not be responsible to

answer any such queries. The User department should envisage the reports and output required from the IT Application in advance, which will become the part of the IT Application. NIC can help in preparation of exceptional reports in the IT Application to answer such queries by the Nominated/ designated official of the User department.

10. **Cleaning of Sample/test Data:** The NIC uses sample/test data for IT Application engineering activities, it is the responsibility of the User to clean the sample data before go-live so that there will not be any harm or legal issues due to sample data.

11. **Indemnification:** NIC should be indemnified from all legal and associated consequences arising due to the usage of the IT application.

12. **Sensitization of Govt. Laws. Acts/ Rules and Regulations:** User department should give due consideration to sensitize themselves with existing various Government Laws/Acts/ Rules and Regulations such as IT Act 2000, IT Act 2008 (Amendment), IT Rules 2011, Aadhaar Act 2016, Cyber Security Laws, Role of Cert-in, Sensitive Personal Data Information Rules and Privacy of Personal Data etc. issued by Government of India from time to time.