

**GOVERNMENT OF INDIA  
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
LOK SABHA**

UNSTARRED QUESTION NO:153  
ANSWERED ON:01.12.2004  
TRAINING OFFICIALS FOR USING IT  
Mahtab Shri Bhartruhari

**Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:**

- (a) whether the Government is training officials at various levels for using IT for service delivery for the poor;
- (b) if so, the details thereof; and
- (c) the steps taken to improve citizens access to information?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS. (SHRI SURESH PACHOURI)

(a) & (b): The State Administrative Training Institutes conduct several programmes each year to impart Information Technology (IT) skills to the State Civil Service Officers and other support staff. 139 such programmes have been sponsored by the Department of Personnel & Training for the year 2004-2005. E-Governance and IT skills are also imparted during the induction training of IAS officers at the Lal Bahadur Shastri National Academy of Administration. The National Informatics Centre also imparts training to Government officials on a regular basis. All of these help in creating capability to use IT for service delivery.

(c): Most Central Ministries and State Governments have set up web-sites as a means to improve citizens access to information. Several cities and districts have set up IT based information and service delivery facilities, which also improve access to information. E-Seva in Andhra Pradesh, Bhoomi in Karnataka, Jan Mitra in Rajasthan, Mahiti Shakti in Gujarat and Gyandoot in MP are amongst some of them. The Government of India has also enacted the 'Freedom of Information Act' to enable access to information under the control of public authorities.