Role and relevance of Information Technology in the development of Bihar with Special Reference to Patna

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Abstract : *Today, our world has changed to a great extent with the help of information technology. Things that were once done manually or by hand have now become computerized operating systems, which simply require a single click of a mouse to get a task completed. With the aid of IT we are not only able to stream line our business processes but we are also able to get constant information in 'real time' that is up to the minute and up to the date. The following paper focuses not only the importance of IT in Bihar but also tries to explain the different aspects of Information Technology like problems, prospects, employment opportunities and its future prospects in Bihar.*

Indian Information Technology is exporting software and services to over 95 countries around the World and their Client include one third of World's fortune 500 companies who outsource their software requirements to India. The Indian software Industry has grown from a mere US $ 150 million in 1991-92, to a staggering US $ 5.7 billion (including over $4 billion worth of software exports) in 1998-2000. No other Indian industry has performed so well against the global competition.

Information Technology is not new to the Bihar. Activities of computerization already started in early 90's. The vision of IT in Bihar is that by the end of 2012, Bihar becomes one of the top five-governed IT- enabled e- literate state in the country and is regarded as a preferred destination for IT business and is a major supplier of skilled Information Technology manpower.

To promote/export of IT SOFTWARE, a software technology park is being established in the campus of New Government Polytechnic Patna 13, by Software Technology Park of India. In the words of Arpan Gupta, manager, e Probe Research said, "The opening of Park will be a boon for students from Bihar and it will help in checking brain drain."

Key words : Brain Drain, Software, Vision, Destination.

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Introduction :

INFORMATION TECHNOLOGY (IT) is the "study, design, development, support or management of information system." Information technology in general describes any technology that helps to produce manipulate, store, communicate, and/or disseminate information.

We use the term information technology or IT to refer to an entire industry. In actuality, information technology is the use of computers and software to manage information. In some companies, this is referred to as Management Information Services (or MIS) or simply as Information Services (or IS). The information technology department of a large company would be responsible for storing information, protecting information, processing the information, transmitting the information as necessary, and later retrieving information as necessary

The significance of IT can be seen from the fact that it has penetrated almost every aspect of our daily lives right from business to leisure. Today personal computers, cell phones, fax machines, pagers, email and internet have all not only become an integral part of our very culture but also play an essential role in our day to day activities

Indian IT industry took off in early nineties and within two decades it emerged as a major world player. The fact speaks for itself, in 1991-92 Indian software industry was of about USD 150 million, in 1995-96 the industry touched USD 1.2 billion of which export component was 734 crores, and in the last fiscal year the export component of IT-industry touched 49,000 millions.

Interestingly, the meltdown has made little impact to Indian IT industry last year and it grew 16.3% in dollar term and 31.6% in rupees term. Overall speaking no other industry in India has performed so well against the global competition as this sector has performed over the past two decades.

In 2000-2001 IT sector export was Rs 28,350 crores, which crossed Rs 2, 16,300 crores in the last fiscal year. With E-governance taking shape in the domestic market, country's software industry is also expected to register exponential growth.

The production and growth trend of the Indian Electronics and IT-ITeS industry since 2004-05 has been as follows: 1*

Year	Production (Rs. crore)	Growth (%)
2004-05	152,420	28.9
2005-06	190,300	24.9
2006-07	244,000	28.3
2007-08	295,820	21.2
2008-09	372,450	25.9
2009-10*	411,220	10.4

According to NASSCOM-Mckinsey Report, IT industry would continue to contribute over 7.5% to country's GDP and 35% of country's export would come from IT sector alone. Besides, the sector would attract USD 4-5 billion FDI and the market capitalization share of the sector would be around USD 225 billion.

Objectives :

The study was made at TECHNOLOGY BHAWAN (Department of IT, Government of Bihar), located in Bailey Road, Patna during August to October 2010 for preparation of the project report for submission to Patna Women's College. The objectives aimed at the following:

• To lay down the importance of Information Technology.

• To bring out the possibilities of Information Technology Development in Bihar.

• To show the development of Bihar economy through Information Technology.

• To show the future of Information Technology in Bihar.

Methodology :

The study is empirical study based on survey method. First hand information has been collected from Mr. Arun Kr. Singh, Principal Secretary To

Govt., Department of Information Technology, Bihar, Mr. P.C.Choudhary, Technical Secretary to MD,Beltrons and the students of IT Institute.

Information Technology in Bihar :

The role and relevance of IT in the development of the Bihar is in all aspects like human and intellectual capital resource, Employment, IT Infrastructure, e-Governance, Investment, Health Care (Telemedicine), Govt. to Govt. Services, Govt. to Citizen Services, Govt. to Business Services etc.

Information Technology is not new to the State. Activities of computerization already started in early 90's. Till date most of the computerization activities are being carried out by National Informatics Centre, Ministry of Information Technology, Govt. of India. Various departments have been computerized to support day-to-day decision making process. Government has taken all steps to promote IT culture through its e-governance project in order to benefit the masses.

Research Finding :

The rapid increase of information techonology that is IT has made the requirements for highly trained employees to develop and design new software and hardware system. Computer world is growing continually and the business requires more specialists in the field of computers. Technology jobs in Bihar are growing much faster on an average than other occupations because organizations keep on integrating and adopting progressively more sophisticated techonologies.

Access to information is of fundamental importance to any development process. The flow of information from and to the rural communities is an essential pre-condition for the development of rural Bihar. The recent development of IT is greatly facilitating the flow of information and knowledge beyond the border of social and economic status. It is in this context IT is now widely recognised as a critical tool to tackle development issue in Bihar. IT is bringing people together, bringing the unprecedented new tools for development like mobile phones, online citizen services, paying utility bills online, publishing public exam results on the web, distance education programs, telemedicine, online discussion forums, etc through internet and CDs and have become a powerful tool to contribute in the development process.

But the loop of low incomes, low tele-density, poor infrastructure, low education, poor awareness, poor governance, lack of political commitment, high bureaucratic attitude and non-availability of relevant and related contents make the IT related development activities in Bihar complicated.

Problems :

• Lack of infrastructure: Due to lack of appropriate infrastructure, international and national companies do not want to make investment in Bihar.

• Lack of proper government policy and implementation: In this regard it can be said that Bihar does not have any special policies regarding IT industry and the existing policies are not being implemented well.

• Lack of regularity and monitoring bodies: Bihar has a very small IT sector which is mainly concentrated in Patna only. There is not a single body that regulates this sector through transparent, simple, enforceable set of laws to facilitate e-business.

• Lack of computer literacy: In Bihar literacy rate is very low. Only very few are computer literate.

• Brain drain: Due to not much availability of employment opportunity local students are migrating to other states in search of job.

Government Measures :

Information technology is the backbone of any modern and efficient management system. In order to deliver valuable information with efficiency and transparency and to ensure protection of the common people from the hazards of manual processing of information the need of an IT enabled state has increased. The importance of IT and the uses of IT from decision, support to service delivery

have grown rapidly. Bihar Government has placed IT agenda on the top of its priority list for efficiency in Government, transparency in process and speed in citizen centric services delivery.

The Government of Bihar constituted the department of Information Technology on **1 April 2007** to systematically carry out the use of IT in Government. Further, Department of Information Technology is working to put technology to its highest and best use throughout Bihar to improve the administration of state programmers and services. The ultimate goal of this department is:

IT Infrastructure: To create a world class IT infrastructure and connectivity for e-Governance in the state.

E-Governance: To use e-Governance to implement Government's agenda of Good Governance.

Citizen Services: To use IT to bring various services to the people at minimum cost, anywhere, anytime.

E-Literacy and IT Education: To promote measures for E-literacy in government offices as well as among the masses and to ensure IT education in schools and colleges.

IT Industry: To create a favourable climate in the State for investments in the IT, ITES & knowledge-based industries with a view to generating employment.

Regulatory Issues: To devise appropriate legal and regulatory framework for efficient administration of IT and ITES; to prevent misuse of ICT and protect intellectual property rights, patents & trademarks.

Implementation and Monitoring: To build appropriate administrative framework for implementation and monitoring of IT activities in the State.

Also, the IT department was entrusted with the implementation of the **NeGP (National e-Governance Plan)** programme such as **SWAN (Statewide Area Network), CSC (Common Service centre)** and **SDC (State Data Centre). Thus, its vision** is that by the end of 2012, Bihar becomes one of the top five e-Governed, IT-enabled, e-Literate States in the Country and is regarded as a preferred destination for IT businesses and is a major supplier of skilled IT manpower.

Future Aspects :

Bihar is a state which has given knowledge to the whole world. Unfortunately the former chief minister Mr. Lalu Prasad Yadav once rubbished IT as an elitist tool. Bihar is all set to take a big leap towards e-governance now with the government formally adopting it as a state policy on the advice of Ex-President A.P.J. Abdul Kalam. Today Bihar is making all its effort to come in the list of top IT developed states.

The **technology advancement** in Bihar is not very far behind the other states. Today our govt. is working hard on those **cheap** and **simple technologies** that are ignored by the giant IT leaders of India In simple words of the **Chief Minister** of **Bihar, Mr. Nitish Kumar**- "**What Bihar does today, the entire country follows tomorrow**". What a splendid idea!

Conclusion :

THE INFORMATION TECHNOLOGY (IT) industry has a tremendous potential to generate foreign exchange earnings, high quality employment and also contribute to productivity in the rest of the economy. IT-sector can benefit from international boom and also use IT in domestic economy to achieve higher level of efficiency. Information Technology also makes the young techno-savvy and equipped with technical expertise so that they can face the challenges in the real world.

Government of Bihar has ambitious plan for development in IT and ITES sectors, which will create enormous demand of information technology (IT), software and related services. Today majority of the Fortune 500 and Global 2000

corporations are sourcing IT-ITES from India which in terms are branched into various states.

The Bihar government has formed an apex committee on e-govt. headed by the CS of the state and an IT Task Force committee, headed by the Hon'ble Chief Minister, to overview and publicize the changed scenario and communicate with the leading IT giants and education experts across India and abroad and ensure to them proper infrastructure, subsidy, support and safety so that they select Bihar as the preferred destination.

Last but not least a day will come when Bihar will emerge as a hub of Information Technology. The only thing is the proper implementation of policies. When policies will be implemented well our IT-industry will flourish by leaps and bounds.

Suggestions :

1. The state government should offer a special package of incentives to attract IT industry/ business to set up units in the state.

2. Adequate availability of infrastructure is another essential requisite .To build core IT infrastructure in the state a lot of investment is required in basic business as well as social infrastructure from the prospective of IT/ITES industrial sector.

3. Employment opportunities need to be created for the educated youth who have been trained in the IT skills by employing them in the already present IT/ITES companies in the state.

4. Job fair should held annually in the state and IT/ITES companies should participate in the same because these job fair with participation from leading IT player can place employable youth with better opportunities.

5. Last but not least, computer education should be promoted more and more at ground level as well as at the higher level.

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