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INFORMATION TECHNOLOGY: BOON OR BANE

BOON

BANE

From the Editors Desk

**Sonali Singh
Chief Editor**

Given the ubiquitous nature of information technology and its impact on the way we communicate, live and work, the debate around the role it plays in our lives is of significance to all of us. Is the role of IT in our lives positive or negative? Is it a boon or bane? Does it make our lives easier or does it expose us to risks and consequences that we as common users of technology cannot comprehend or even conceive of?

Information Technology, more than any other invention of our time, has had a profound impact on nearly every aspect of our lives. From business to education, health, entertainment, and communication, improved social discovery, the globalization of knowledge, access to information/data and its quick processing-the list of how IT has improved our lives is long. Equally long is the list of how it is negatively impacting us: the breakdown of human relationships and social isolation, our compromised privacy, risk of financial fraud being perpetuated on hapless users, security breaches in the business world, the squeeze on jobs etc.

As observed by the Prime Minister Shri Narendra Modi, "Technology transforms people's lives. From mitigating poverty to simplifying processes, ending corruption to providing better services, technology is omnipresent. It has become the single-most important instrument of human progress."

How then does IT help in reducing/ending corruption? Direct transfer of benefits, digital payments, on line applications, digitalization, and automation have facilitated transparency and plugged leakages; IT is also a powerful tool for generating awareness and educating people on anti corruption. The Central Vigilance Commission has over the years, been encouraging the use of IT for combating corruption.

The articles in this issue of Vigeye Vani bring out the various facets of the debate on information technology-boon or bane- a debate that is likely to engage us for a long time given that IT continues to evolve.

The EB thanks its outgoing members, Shri. Rajiv Mathur & Smt. Rolley Varma for their contribution. The EB invites readers to share their feedback and suggestions to improve this publication.

The number one benefit of information technology is that it empowers people to do what they want to do. It lets people be creative. It lets people be productive. It lets people learn things they didn't think they could learn before, and so in a sense it is all about potential.

-Steve Ballmer

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Information Technology: Boon or Bane

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The Central Vigilance Commission is playing a pivotal role in curbing corruption in India. The Commission has its jurisdiction over about 300 PSUs in addition to various Central Government Ministries, Departments and autonomous bodies. To exercise Vigilance supervision on such a large number of organisation is not an easy job. Training of vigilance functionaries, timely disposal of cases and bringing more transparency in system are some other challenging issues before the Commission.

To combat these challenging issues, the present Commission has placed great emphasis Information Technology. In the previous about four years, many steps have been taken by the Commission in this direction. Some of them have already been completed and some are in the pipeline. These steps are as below:

Online submission of Quarterly reports by CVOs:
Earlier the monthly reports, in hard copy, were being called from CVOs. Now an online module has been developed for CVOs through which they can send their reports quarterly. This online submission of reports by CVOs will help in early compilation of reports and also better supervision when the designated CVC officials will be able to analyse the reported data of all the organisations online.

Online submission of Quarterly reports to CTEO:
The quarterly progress reports (QPR) of ongoing works in various organisations were being earlier received by CTEO in hard copy. It was difficult to monitor these reports, more so when many organisations were not submitting the report. It was very difficult to chase those organisations which were not submitting their QPRs. Also, the work reported by these organisations if taken by any Technical Examiner, then that whole QPR was not available to any other T.E. for selection of any other work for Intensive Examination. To do away with all such problems, a module for QPR

submission by the CVOs has been conceptualised. This module will be accessible by the Commission and will help in online approval of works for Intensive Examination, based on the various red flags generated in the module. This will make the system of selection of works from QPRs more transparent. This module will also be generating an alert to CVOs if their QPR is not submitted timely. This module at present is in the pipeline.

Introduction of e-Office in the Commission:

To ensure timely disposal of cases by fast movement of files and bringing more transparency in the system, e-office is being introduced in the Commission and is presently under trial. This will be step in the direction of paperless working and will bring more transparency and speed in vigilance clearances procedure as well. The module of QPR submission will also be integrated with this e-Office so that Vigilance Para etc. once made in CTEO Module, become part of Commission's files.

Introduction of e-Learning in the Commission:

For imparting training to vigilance functionaries, especially to newly appointed CVOs, the Commission has taken a big step by introducing the online e-Learning modules. These modules can be accessed on Commission's website and the lessons therein can be imbibed easily. There are two types of e-Learning modules. One which is video based and the other which is questionnaire based. In the first module case studies have been prepared for those cases dealt in the Commission in which at least second stage advice has already been issued. The videos talk of what was the case, how was the investigation done and what was the take away from the lessons. In second type of module, objective questions have been prepared which can be attempted by vigilance officials. These questions give an insight of Vigilance manuals, circulars and various guidelines on the subject matter. The speciality of this module is that it has been prepared and topic wise and anybody can access them as per the topic of his/her interest like banking/CCS Conduct rules/procurement etc.

e) Online version of Vigilance Manual 2017:

Earlier the Vigilance Manuals were not available to all because of limited supply and hence many executives/vigilance functionaries were committing unintentional mistakes in their day to day work. Therefore, the Manual-2017 has been put online along with all the hyper-links which lead the reader to various external websites as well like DoPT, Ministry of Finance, MHA etc. Thus all the guidelines and

Rules/Regulations are available at one point only in this online version of CVC Manual.

Thus it is seen that Commission has taken many steps to improve its functioning/supervision in the last about four years. These steps will certainly have a far reaching impact in the coming years.

Technology is a useful servant but a dangerous master.

- Christian Lous Lange

Information Technology: Boon or Bane

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Information Technology is one of the chief miracles of science. It has revolutionized human outlook and is serving as a faithful servant to humanity. The fact is that, technology has contributed to significant improvements in areas of medicine, communication, travel, human living, and education etc. It has also contributed to global warming, nuclear stockpiles and mechanization of human life.

Nowadays, the world around us is full of technology. When we travel we use automobiles or air planes, we use air-conditions, room coolers, and heaters in our homes to keep us comfortable, we watch movies that are full of technology adventures.

Among all these, Information Technology is impacting our lives vastly. It is touching our lives both in positive and negative ways.

What is Information technology? And how we can define it?
In dictionary terms: IT is the study or use of systems (especially computers and telecommunications) for storing, retrieving, and sending information. In other words, it is a mean of communication between the individuals and a way by which information can be exchanged between them. It serves us as a source to share our ideas and thoughts with other people.

Technology is important but it is high time for humans to decide where to draw the line. Technology doesn't make man. Man makes technology. Science has gifted us the super technology and we must apply it constructively to avoid negativism.

Advantages of Information Technology:

Transparency & Accountability: Information Technology makes access to information globally pervasive to all. This availability of information empowers the masses & at the same time increases the transparency & accountability of the system. A good example in this regard is of the railway reservations. Earlier, the exact position of in coach vacancy never used to be clear to the people, as the system was opaque. With the use of information technology & digitisation & the transparency thus created, now allows all across the nation to access the railway vacancies freely & with no bias.

Job opportunities: Several job opportunities are available like data programming, research analysis, web application designing etc. A big chunk of population is availing these opportunities and taking this as a source of earning.
Health and IT: Patients are getting online appointments for their checkups. Online reports are available for diagnostic procedures performed. This all is helping to provide quality of health care across the world.

Time saver: As in the past, one had to travel distances to convey a simple message. But today, it is not needed to travel as you can send your piece of information throughout the world in seconds, online through internet. You don't need to travel to a place for CV submission; you can send this via e-mail, or by any social networking sites.

Connection to job work: People have accessibility to their jobs through online internet working. They can accomplish all their official tasks at their homes or any place other than their offices. This will automatically increase productivity of their company.

Mode of Communication: In today's era, social media is being used for publication of official news, with world leaders using social media for their official statements as well for direct access to public.

Online learning: Presently, students have opportunities to learn online, and get access to education material. Different networking sites are available, for varied

interests. One can also apply online for admissions in national or international universities.

Broadcasting: Different media groups are working all over the world using information technology for disseminating all sorts of news related to health, economic and social issues, across world in no time.

Entertainment: IT is a means of entertainment for us, including online channels, streaming movies and dramas. Chatting, video calling, sending and receiving text messages; all these are the products of Information Technology.

Use of IT in National Textile Corporation Ltd.:

As far as the National Textile Corporation Limited is concerned, Information Technology has proved to be a boon for our corporation because we have automated many manual procedures using technology in our Corporation and distributed IT applications to the users.

In the present scenario, IT department developed a portal called MMS, used by Mills and Regional Offices – automating the business process of Customer Enquiry, Allotment, Production, Despatch and Payments with respective reports required for them – both Yarn and Fabric.

The current Yarn and Fiber rates are always available on our website www.ntcltd.org. The day to day events held at NTC Ltd. are showcased on our web site. Further, the various schemes implemented by the government such as Make in India, Digital India, National Portal of India and links to Government Organizations such as CVC have been directly embedded in our website.

Along with the Marketing Management System portal many more applications are being developed by NTC IT department and to take the benefits of information technology, the details of the same are given below:

- MIS – System for daily technical, production information from Mills as MIS Reports.

- MMS Dashboard – Marketing Dashboard for viewing all the related info – Booking, Stock, Price List, Unsold, Pending for despatch, Dealer Report, Advance Booking, Payments etc. both Yarn and Fabric.

- Customer Portal – NTC dealers use this portal to do their on-line booking, subject to their available credit Limits and track their order status for both Yarn and Fabric.

- CIMS – On-line inventory management system for Cotton, PSF etc and Waste Cotton generated in Mills.

- Cotton/PFS Testing and Quality System – Management of Cotton Quality Testing Results integrated with CIMS.

- EDMS – Electronic Document Management System – used to share exchange of documents, e-files, orders to all NTC users. (At present it's being revamped).

- HR-OPAS- On-line Employee Performance Appraisal System as per NTC HR Policy.

- Compliances – Web based System to manage the Mill level compliance activities – with respect to Internal (NTC) Directions and Govt Regulatory compliance requirements as per various Acts.

- Maintenance Management System – This system is to manage the maintenance activities (Preventive and Break down) of Plant and Machineries at Mills. It is now implemented in SRO Unit Mills and Implementation at WRO Mills is in progress.

- HRMS-Payroll – Automation of HR and Payroll Process as per NTC HR and Payroll (IDA) Policy. This system is implemented in SRO, WRO and HO. Roll-Out of this System at Mill level is in progress.

- Legal Management System – Comprehensive LMS used by legal team for their day-to-day follow-up on legal cases – status, hearing, advocate engagement etc.

- PFMS – Provident Fund Management System to manage the employee and employer contributions.

- Legacy un-supported software applications were converted in to ASP.Net/MSSQL Server Technology Platforms (SRO Payroll, PF, Cotton etc).

- Costing system – for costing department.

Disadvantages of Information Technology:
Health issues: Many health issues have been identified due to over use of technology including, vision problems, hearing problems, obesity, muscular problems, stress and insomnia etc.

Social Isolation: It has also been gradually noticed that due to excessive time spent on social networking sites by public, they become cut off from social relations.

"Disconnect with technology; reconnect with each other"

Reduction of Jobs: Human resource is being replaced with software / online applications.

Wrong Uses: People waste their extra time by using social networking sites, thus, losing their productive time. Young generation is involved with entertainment mainly for entertainment.

In view of the above, I would like to conclude that Information Technology has both positive and negative aspects, depending upon its judicious usage. If we use it appropriately, it is extremely beneficial for us. But its overuse could result in negative effects. So, rather than wasting time on social media, we must spend time on learning the judicious use of IT.

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Information Technology: Boon or Bane

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The world of the 21st century is a highly digitally interconnected and accessible world. The incredible revolution brought about by Information Technology and its penetration in all the walks of the lives of humans has made the present time a century of Information and Digital Technology. We live in a digitally connected world where nearly every aspect of our life is touched and improved by the usage of Information Technology. From ordering food to booking movie tickets through internet based applications to accessing government services, the applications of Information Technology have made the lives of humans of 21st century more convenient and easier that it would have been without the IT revolution.

IT (Information Technology) has improved humans' lives to a great extent and it can rightly be considered as a boon for us. Just by a glance at the great economic powers of the world, one can observe that those nations have a greater usage of IT and digital technology that has helped them improve the various aspects of administration, financial systems, education system, health management, etc. Poorer nations have lower usage of IT that has hindered their holistic development and progress.

IT as a blessing to humans can be seen through its application in many fields. In India, the ecommerce boom has been credited to the greater penetration of internet and mobile technology to the people. Big players in the field have all been able to leverage the IT into their business models and thus have achieved great success in marketing and selling products on their ecommerce platforms. Without usage of IT,

one would have found the huge success of cab services or food delivery services farfetched and economically non-viable business idea 10 years in the past.

The usage of IT has helped the government and the organizations (public sector and private) improve their governance models and structure. The greater focus on good governance through e-Governance has been made possible due to the usage of IT. The application of enterprise management systems like digitalized salary processing systems, employee management system, customer grievance redressal system like CPGRAMS (Government of India), online registration process for businesses for government tenders and projects, e-Auctions process of various governments have helped not only bring transparency and accountability in governance process but also has improved the speed of doing work and enhanced the ease of doing business.

The financial system of the globe has greatly improved due to the usage of IT. The banking sector has become near complete digital. The manual de-centralized often error prone ledgers in banks have been replaced by faster, efficient, secure Centralized Banking System. This has improved and enhanced the usage of banking products by leaps and bounds. Due to the usage of IT, people are using the banking products like debit and credit cards, mobile banking, UPI, BHIM Aadhaar, internet banking for their transactions without fear of transaction declines or their data being stolen. The constant upgrade in the security of the digital channels and implementation of the various digital security guidelines has helped the consumers of banking services utilize the services more conveniently and safely that they would have done 10 years ago.

The primary and secondary capital markets have to thank the IT revolution for greater awareness among the people for using their products and services. The utilization of IT for converting non demat accounts to digital demat accounts along with the easy and convenient ways of purchasing shares of listed companies through mobile applications or websites of share brokers along with the greater awareness through digital channels has helped develop a strong capital market especially in the last few years in India.

The Government of India has been pushing for creating a Digital India which will not be possible without the usage of IT. The Jan Dhan, Aadhaar, Mobile (JAM) trinity has been helping increase the financial inclusion in India. Utilization of Kisan Call Centre, e-NAM, cloud computing has been useful tools for greater governance.

Social Media penetration has been possible only due to the IT revolution. We would never have imagined knowing the thoughts, insights into the lives of our beloved celebrities, have chance to interact with them if IT had not enabled the development of social media. Entertainment aside, social media has helped create greater awareness, information sharing, helped people reach out to government in times of need, report crimes and issues which increase the accountability of officials and resolve issue faster.

Newer avenues for employment have opened up due to IT. The software industry of India boomed because of IT. Apart from that, KPOs, BPOs have provided employment to millions of people. Major start-ups in India have a base of IT which has helped them grow faster. Jobs in cyber security, ethical hacking not only provide employment but help strengthen the cyber and national security of the country.

The benefits of Information Technology are so many that we tend to overlook the issues and problems it has also created for the humans. The age of social media which is possible due to IT has created a world of consumerism where people are consuming more and more electronic and digital products. The ease of living brought about by IT has affected health of people through over exposure of digital products. The increasing threat of non communicable diseases, heath issues in the fast paced generation along with the growing problem of mounting e-Waste due to heavy use and throw culture of digital products has become a big problem for the world.

IT has helped create a cyber secure environment but it has also produced avenues for exploiting the cyber environment. The misuse of IT for hacking websites, creating malwares and virus to damage and destroy individual or organizations or government's digital infrastructure has wrecked havoc multiple times in the last decade which has resulted in economic losses of billions of dollars for nations.

The digital world of today has another pressing issue of data security and privacy of individual. With such a high level of interconnectedness and people sharing information over digital environment, the breach of privacy is a great threat in today's time.

Information Technology is thus a double edged sword. It has brought many advantages to the human population along with the problems which came along with the use, misuse and overuse of IT. The debate on its positives and negatives would continue endlessly. As humans gifted with cognitive ability and the power to analyse the usage of things, IT should be used for the greater benefit of the human kind. The world of the 2nd half of 21st century will be heavily dependent on IT with utilization of Internet of Things, Artificial Intelligence, Machine Learning. Thus if utilized properly and sensibly, IT will be blessing for the humans that will enable to create a safer, connected and prosperous human environment in the future.

> It has become appallingly obvious that our technology has exceeded our humanity.
>
> - Albert Einstein

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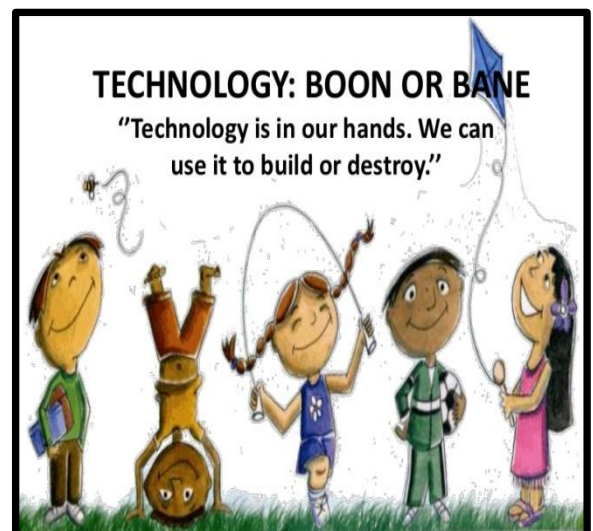# Information Technology: Boon or Bane

Manish Tiwari
Manager (Vigilance)
HAL

Information Technology has now become an essential and integral part of our daily life. The advancements in this field has increased the pace of life. When we move along with our thoughts and as we look ahead, today's technology becomes out dated tomorrow.

The innovations in technological front have ensured maximum customer satisfaction. It has made our lives easier and one can do anything and everything by sitting at home. Online shopping and modern concepts of accessing bank accounts, railway, air, bus and even movie bookings have long since overtaken human intervention

Since the last 20 years India has seen a tremendous amount of changes in advancement on the technological innovations, but is it a boon or a bane? This question can be answered in different ways by different people depending on the use they put these technologies to. Nuclear energy though considered to be destructive can easily be put to a constructive use, same is the case with technology. But as far as technology being related to the laziness of people is concerned, it is, to a very large extent, true.

Source https://www.slideshare.net/KizzaCampo/ lesson-2-technology-boon-or-bane-71271738

Use of technology encourages paperless functioning and reduction of cash transactions preventing tax evasion and ensuring financial safety. Public

examinations for schools, universities, online announcement of results and even job offers are conducted and evaluated online. Various public and private financial institutions and business enterprises have turned tech-savvy. Security forces, intelligence agencies and the local police access computers for investigations and data processing.

The world is no longer far from people's reach, as they can know about the issues occurring around them through newspapers, news channels, or social media. Technology has made lives of the people convenient by using these facilities. Despite all these welfares, IT is cause of different types of problems in public lives like different kinds of diseases etc. But, technology is also immensely improving our lives.

Use Information and Communication Technology against Corruption:

There is a feeling among the people that Information and communications technologies have the potential to make a significant contribution to the fight against corruption by facilitating the flow of information between government institutions, between government and citizens, as well as among citizens.

There are numerous ways in which ITs can trigger positive change by reducing the asymmetries of information between public officials and citizens; limiting the discretion of public officials; automatizing processes, cutting out intermediaries, and reducing red tape and bureaucracy.

Impact of Information Technologies on Corruption:

Although new technologies are increasingly seen by governments and anti-corruption practitioners as a transformational tool and a game-changer; very limited research has been undertaken to measure the actual impact of Information technologies on corruption at the macro-level.

In a study of the impact of e-government measures on the World Bank "Control of corruption" index, found that the implementation of e-government solutions often resulted in a considerable reduction of the levels of corruption.

Examples of Technological Innovations to identify and reduce Corruption

There are multiple ways in which information technology can contribute to identify and reduce corruption and bribery:

- Technology innovations can be used by governments to improve the efficiency and transparency of public administration and to better communicate with and provide information to citizens;

- It can also be used by citizens and civil society to raise awareness about the issue of corruption, to report abuses, to collect data and to monitor government activities:

A broad range of initiatives have been successfully implemented in the last decade throughout the world as reflected by the examples below.

Use of Information Technology for reporting

Information Technology provides effective new channels to report administrative abuses and corruption, and facilitate the lodging of complaints. Reporting can be done via websites, hotlines or phone applications that solicit and aggregate citizens' experience of corruption.

Reporting of Bribery and petty corruption

There are corruption reporting websites through which citizens can report on the nature, number, pattern, types, location, frequency and values of actual corrupt acts that they experienced.

Number of global reporting platforms have also been developed in recent years. These platforms collects information, through anonymous complaints, about bribes solicited by certain official or quasi-official bodies, Governments, International Organizations, Security Forces, state-owned enterprises etc. throughout the world.

Challenges and limitations with Information Technology:

In spite of its potential, the use of information technology for anti- corruption is not a magic bullet. The realization of its full potential depends on political, infrastructural, social and economic factors. Significant challenges in terms of internet access, confidentiality, and costs related to the implementation of information technology solutions remain to be addressed.

- ## Potential for misuse

There is a chance of misuse of information technology by unethical hacking of various important web sites i.e. Banks, defense organizations etc. intercept phone, e-mails etc. causing national security or risk.

- ## Security and Confidentiality

There are significant security challenges associated with the use of mobile phones for reporting corruption. If the system is poorly designed or vulnerable, the whistle-blower risks being identified or the message intercepted. The challenge is therefore to secure confidentiality when sensitive information is being communicated.

- ## Operational Issues

Operational issues can also be obstacles to the effective use of Information Technologies. They include usability and the limitations of mobile phones (small screens, short messages, and complicated commands), regulations and legal aspects of mobile applications, costs, payment & revenue sharing etc.

Disadvantages of Information Technologies:

Elimination of Jobs: Your work is single click away. Paper work can be done easily with these technologies, and due to this companies are looking for new software that can decrease their workload.

Health issues: The youth today have become couch potatoes because their life revolves only around either cell phones or computers or iPods. The only exercise that we see is the exercise of their fingers or thumbs that's it. Nobody today has a particular routine in which work can be done and everything revolves around these tools only. Many health issues have been identified due to over use of technology including, vision problems, hearing problems, obesity, muscular problems, stress and insomnia etc.

Social Isolation: It has also been noticed that due to excessive time spent on social sites, one using these becomes unaware of the relationships around him like, even blood relationships, friends' colleagues etc. People today do not have any reason to come out of their houses or even their beds because every single thing is available

at their fingertips. Take an example of the social networking sites, people do not need to go to their friend's place, neither do they have to write letters or anything, everything is available by just logging into their choice of social networking sites.

https://www.slideshare.net/kaurgreat/information-technology-a-boon-or-bane

So, I would conclude by saying that we should use technology but not make ourselves its slave. Use a cell phone but no matter how irrelevant that sounds, please follow the policy of walk when you talk. Do not let technology make life hell for you. Information Technology has both positive and negative aspects, depending upon its usage.

With regard to use of information technologies to fight against corruption, it should to be used meticulously with more pace by maintaining and adhering to the laid down security guidelines/norms. Information Technology is definitely boon and not bane but we should use it as said with incorporating proper security features to avoid any misuse and we should not become slave of the facilities created by information technology in our day to day life to maintain our health and social life.

5 Information Technology: Boon or Bane

HK Kamath
Sr. Manager (Vigilance)
HAL Aircraft Division

In today's modern world we all start our day with the word 'Technology', which has become an integral part of everyone's life. Technology has made life easier. It has changed our way of thinking. Technological development and innovations are welcome to modern society but, there are always two sides to a coin.

As we all are aware that we have been introduced with many more modern technologies like online shopping, internet banking and booking tickets in Railways, air or bus and online education system. Technology has ensured that one can easily communicate with anyone on land, in air or even when the person is under the calm waves of dark deep-sea. So, it is surely a boon when we use it in a right way. It has made the life of people much easier, saved the precious time and brought lot of transparency in the system.

But on the other side of the coin there are so many disadvantages of technology. Because of the human tendency people are misusing it in various ways. People are wasting their time on Internet by staying active on social media all day, where time is very precious. Increased social stress level, pollution by the modern technology, hacking of networks, terrorist attack are the main disadvantages of the technology. There are all kind of security measures available to tackle these things but lack of awareness about it can be dangerous and can harm the whole system in different ways, although it cannot be denied by not using it.

Technology is important but now the time has come to decide where to draw the line. Science has gifted us the super technology so we should use it constructively so that would be more boon than bane.

Technology has improved the world in many ways, and it is constantly changing the world and has definitely become influential in our lives. It has improved the world by leaps and bounds, and has helped citizens in various ways. Diseases that were once a threat to the human community are now curable and can be treated with latest technological inventions, we live longer and more healthier lives thanks to technology. It brings us the convenience of travelling form one place to the other faster than before. However, people are now too dependent on technology. We now make friends and interact with each other through social networking sites or through messaging instead of communicating in real life. In olden days, Young children used to go outside and play all the time, but now, the new generation stay glued to their computer screens, Mobile phones and game consoles. Like how the movie 'WALL.E' depicted, technology has made us forget human values. It portrays how the people in the future might behave if we had such sophisticated technology. We'll become fat and ride around in chairs instead of walking. People should not be so dependent on technology. If technology were to fail one day, the world would be thrown into chaos. No bank, no radio, no computer, no telephone, no transport and dangerous weapons like atomic bombs and missiles would be compromised.

We need to understand that human beings are lazy by nature and would love it if other people did all their work—the introduction of technology has done precisely the same. Over the years, we have stopped writing letters, instead tapping out informal emails. We do not remember phone numbers; are depending on our mobiles. We do not make the effort of remembering spellings because there's spell-check and auto-correct. We talk to people miles away from us and ignore those who are sitting right next to us. We tell the whole world where we are and what we are doing. Technology is making our children dumber and as parents we need to train our children to use it wisely.

Teenagers are the biggest victims and addicts of technology. Teenagers are desperate to stay connected. They're afraid to be left out, afraid that they will miss something. This leads to a constant feeling of needing to be "on". It is like a substance addiction. Children are so overloaded with information that they cannot focus, and so they retain very little.

Having said all this, technology is also a boon. It has connected people from all over the world. It has increased awareness too as today we are aware of what is happening around the world because of the minute-to-minute updates that we get online. Technology has helped reduce the use of paper now that you can store documents digitally. Technology has encouraged self-learning. If you cannot afford to go for a cooking class, you can look for the recipe online and cook up a delicious meal. If you want to learn how to edit a video, you can take an online tutorial and become proficient with some practice. The Technology has brought lot of changes in banking sector, financial institutions, share markets, Government services, like registration of land/property, payment of local taxes, water charges, electrical charges etc., The facility to pay online/ track online has made it free from human interventions. This has cut the chances of mal-practices in these services, which was one of the causes of corruption. As per Newton's Law every action has a reaction; every technology has got its advantages as well as disadvantages. It all depends on the person who is using and its purpose.

Fact is that for all its pitfalls, technology is here to stay and there is no escaping the use of it. It is a wonderful tool if we use it appropriately.

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Information Technology: Boon or Bane

Prateek Kulshreshtha
Manager (Vigilance)
HAL

Corruption has always been considered as a biggest impediment for growth. It is a social evil and we must not leave any stone unturned to get rid of this ugly phenomenon from the face of our Great Nation. The moot question is – How? The obvious answer would be –By deploying various anti corruption weapons / measures with the help of best available Tools & Technologies in our hands. There are multiple ways in which Information Technology can contribute greatly to identify and reduce corruption and bribery. *Information Technology (IT)* is like the most effective *Investigative Tool (IT)* in the hands of Investigators. We all understand that multipronged strategy is required to control this menace in our society be it Preventive or Punitive.

Access to information and transparency are key tools in the fight against corruption that lead to openness and a level playing field for both governments and its people. The emergence of these tools has the potential to push forward the anti-corruption agenda through revolutionizing methods of corruption detection, prevention and analysis. The extensive use of technology in creating a transparent environment in all the Government dealings is capable of bringing perceptible change in reposing the faith of common citizens in the systems. The essentials of Good Governance suggest that it is an ART where A, R and T stands for Accountability, Responsiveness and Transparency respectively. Many technological based tools/solutions provide us with some measures that may bind together to form the sword to cut the Gordian knot of corruption in our country. I would like to quote an example of Income Tax filing system. The same was herculean task earlier and people used to grease the palms for the sake of getting back their own legitimate refunds (Taxes paid in excess).

There are plethora of other examples which are considered as game changer in creating transparent and corruption free environment to name few – e-ticketing, e-tendering, Linking Aadhaar with Gas delivery system, Linking PAN with Bank Accounts, creation of Government e- Marketplace (GeM) etc,. For a moment just envisage the future, when we link the ownership of properties and Voter IDs with some unique number linked to an individual, I am sure the results will be astonishingly incredible.

Sometimes I really wonder as to how the Investigators be it in criminal cases or in corruption charges used to investigate the cases without the help of Information Technology few decades ago. For example think about getting information about Bank Account details in the name of a suspect in a DA case being investigated. This task was really a mammoth one in the absence of PAN Number some years ago but now this information could be easily obtained with the help of Income Tax through mere PAN Number of the suspect pertaining to all the Account Numbers in any of the Bank. In true sense, the world today is like a small village in terms of collection of intelligence, thanks to information technology. IT tools provide the investigators plethora of information in a fraction of a second or just on a click of a mouse.

IT boom has revolutionized our style of living. It has made our life easy, pleasurable, and luxurious. It has also altered the very face of business operations and E-commerce is becoming a fashion of the day. The three core elements of Good Governance i.e. Transparency, Accountability and Fairness could be achieved merely by deploying suitable IT Tool into the system. Technology innovations can be used by governments to improve the efficiency, transparency and accountability in public administration and to better communicate with and provide information to citizens. It can also be used by citizens and civil society to raise awareness about the issue of corruption, to report abuses, to collect data and to monitor government activities.

By facilitating the flow of information between government institutions, between government and citizens, as well as among citizens, new technologies can promote transparency, accountability and civic participation. There are numerous ways in which it can trigger positive change: by reducing the asymmetries of information

between public officials and citizens; limiting the discretion of public officials; automating processes, cutting out intermediaries, and reducing red tapism.

Fighting corruption isn't something you do once and stop doing. Corruption is a systematic limitation of governance. It depends solely on the structure of the system and it is a continuous exercise. Since corruption "rewards" the individual for betraying their society, it needs collective effort to fight it out. What is absolutely necessary is the belief of the people that corruption is actually bad. Without that, any attempt at reducing is futile. That means you need something to connect people, to support collective thinking. Therefore prevention is equally or even more important than punitive way of dealing with corruption issues. Information Technology plays a pivotal role in creating awareness amongst masses as they are easily accessible through leveraging technology. Social media is the best platform to make people aware regarding right and wrong.

It is crystal clear that rapid and exponential growth in the field of Information Technology has helped in shaping both the business world and our society at large but we all have witnessed the negative sides and adverse impact of unscrupulous use of the same mainly in the form of hacking, frauds, cheating, spreading misinformation, creating riotous situations in the society, plagiarism, digital counterfeiting, online sale of human organs and so on in the recent past. Thus meticulous approach in adopting Information Technology Tools is very much required for the fact that this may be used to facilitate the criminal or corrupt activities.

Information technology has many norms and rules that one should follow and respect. This is where the ethics of information technology comes into action. Ethic is the reflective study of the general nature of moral values, legal and social issues. Cyber attacks could cause irreparable damage, so cyber security needs to be on top priority. Employing IT professionals that are at the cutting edge of the advancements in the world of cyber security will allow us to remain ahead of possible threats and vulnerabilities. Finally cautious approach and preemptive measures necessary to protect larger interests of businesses from a potential breach are inescapable to reap the benefits of Information Technology. As **William Shakespeare** conveyed-

There is **nothing** either **good** or **bad** but thinking makes it so. Although advancement of Information Technology is a double-edged sword yet Information Technology (IT) is definitely a boon for the contemporary world.

Humanity is acquiring all the right technology for all the wrong reasons.

-R. Buckminster Fuller

7

Information Technology: Boon or Bane

Kishore Nagdev
Sr. Manager(Vigilance)
HAL

India has been fighting the menace of corruption for far too long. Over the last few years and particularly in the recent past, the government has been earnest and steadfast in taking corrective measures to cleanse the country of one of its most stigmatic image. The government fully understands the potential of technology and has been constantly encouraging greater adoption and execution of reforms that are more tech-driven and less people-dependent. With a series of strategically planned schemes, it is progressing towards the vision of financial inclusion that will be fuelled by information technology. E-governance or Electronic-governance is one such measure that has helped to reduce corruption and increase the efficiency of the services provided by government. Effective e-governance is seen as a solution to curb corruption. Several of the intervention such as e-procurement, digitization of services like issuing of Driving license, passport, gas connection etc., preventing corruption in social security entitlements through digitization. etc. with its automated processes and information visibility and access, technology can play a big role in discouraging corruption.

The government fully understands the potential of technology and has been constantly encouraging greater adoption and execution of reforms that are more tech-driven and less people-dependent. With a series of strategically planned schemes, it is progressing towards the vision of financial inclusion that will be fuelled by information technology. For example, the Jan Dhan Yojana introduced 26 crore citizens to the banking system and the JAM Trinity (the consolidation of Jan DhanYojana, Aadhar and Mobile) is another initiative to boost transparency and facilitate the access to credit.

While effective e-governance can beat retail corruption, large scale corruption such as black money and money laundering across entities and nations can be checked through premise-less, currency-less, futuristic banking systems. Corrupt transactions are typically done through cash to make them untraceable. Capping large cash transactions in banking and encouraging digital money transactions will make monitoring easier and evasion more difficult. Similarly, moving towards mobile-based e-payments will also curb petty corruption where telecom and data penetration is better than banking. The success story of BHIM App etc which are widely used in India has not only made monetary transfer easier and more economical but also fought corruption.

In service deliveries like issuing a passport, driving license, gas connection, birth certificate etc., digitization of the systems will improve the exchange between government and citizens availing the services. Digitization will do away with unnecessary manual intervention and eliminate power-wielding touts and agents eliminating bribery opportunities. For example Bhoomi – Online Karnataka Land Records. The Bhoomi (meaning land) is an online portal for delivery land records in Karnataka. Introduction of Bhoomi making the Government land records more open to citizen in India. Bhoomi portal is enhancing transparency and providing greater access to land record information, the same need to be replicated across other services with rigor.

Leakages in entitlement like old age pension, unemployment doles, benefits like food coupons, health care and more happen because of the lack or inaccessibility of social sector data. In this case corruption takes place in two ways —when public sector officials keep a cut for giving what is rightfully due, and where citizens bribe officials or work around the system to avail more than what is due. For example:- Direct Benefit Transfer (DBT) scheme put subsidies and welfare funds worth Rs 48,215 crore into the hands of the rightful owners. In all of these success stories, technology has played the central character. One more example:- The Indian Government's Unique Identification Number (more popularly known as Adhaar Card) initiative of gathering biometric and demographic data of all Indian residents and linking it with social benefits like public distribution system entitlements to plug such leakages.

In line with the above mentioned e-governance concepts, the Government of India has endeavored to remove corruption in every form and technology presents itself as one of the most potent tools. But, technological interventions work when the interventions are simple, transparent and include a public feedback mechanism. Utilizing advancements in technology, the Government is following a multi-pronged strategy to tackle the problem in an effective manner

1. Transferring benefits directly to beneficiaries
2. Making government procurements transparent
3. Digitization of service deliveries
4. Promoting Cashless Transactions
5. Jan Bhagidari
6. Open Government Data

Additionally, Government e-Marketplace (GeM) was launched to make government procurements simple and transparent, eliminating any scope of corruption. Faceless e-assessment for income tax payers introduced from 2018 was another important step. Tax officers now communicate with the taxpayers through the 'E-Proceeding' facility which reduces human interface.

The fight against corruption is a long and arduous one. Various online platforms have been introduced by the government, wherein the citizens can join forces with them by sharing their feedback and views. The decision to involve the honest citizens of our country in the fight increases the strength of the forces against corruption to a great extent.

In line with this a website that crowd source citizen reports of retail corruption act as behavioral change agents by breaking the acceptance of bribery as a way of life. Corruption-reporting websites are important as online crowd-sourced anti-corruption platforms using a crowd-sourcing model to collect bribe reports, and to build a repository of corruption-related data across government departments. Most importantly, it empowers citizens, governments, and advocacy organizations to tackle retail corruption both within India and increasingly throughout the world, even though, they may not have any teeth or may risk getting embroiled in litigation. But they work well as a deterrent through awareness generation and naming and shaming features.

Reducing human contact, especially discretionary power, can drastically bring down petty corruption. Activities like renewals of licenses (for shops, establishments and vehicles etc) are a major source for bribery. Registering citizens at service portals that provide auto-prompts during renewal periods, using digital formats for submission of forms and documents, and online tracking of applications can curb petty corrupt practices.

Similarly, civic enforcement activities like challenging traffic offenders can be successfully dealt with by camera-aided traffic signals and computerized check points. E-challans can be generated for offenses along with proof (i.e., picture) of the offending vehicle or other data (such as weight details of an overloaded vehicle). This would help to eliminate discretionary power aided bribery.

Human interference in public service payments like invoicing for electricity and water usage are another source of day to day corruption, where middle men often tamper with readings and pocket a charge to revise bills. Computer-aided meter reading devices, attached to tamper-free meters, can be used to transmit readings electronically to the billing system in the company's headquarters, thus cutting out the human element and opportunity for corruption.

Likewise, E-auctions and e-procurement platforms can help in moving towards cleaner procurement systems by controlling kickbacks for government departments. With their fair bidding systems and transparent structures, these systems do away with the collusion and graft that are characteristic of public procurement, as bought out above India's e-commerce public procurement system which is e-Marketplace (GeM) is a one stop portal to facilitate online procurement of common use Goods & Services required by various Government Departments / Organizations / PSUs. GeM aims to enhance transparency, efficiency and speed in public procurement.

Similarly, internet and data-aided applications can provide much needed transparency in the ever growing recruitment scams. Some states have shown the way in curbing corruption in teacher recruitments and transfers in government schools by publishing teacher data online. Surplus teachers, posts, vacancies, and shortages are published for everyone to see, and the tool automatically makes matches according to set criteria.

Every industry has the potential to grow when it turns to technology and one should endorse the theory. For most industries, automation and obtaining real time data can have a ripple effect through the entire value chain that it operates in. Security is another concern for various industries, and technology once again can be the answer here.

Other industries can also benefit by using tech based 'deterrents' like RFID in logistics, Digitization of Data in taxation sector or GPRS in travel etc. By adopting these smart solutions, not only do we close loopholes, but reduce human involvement and thereby, the potential for intentional and unintentional errors.

Whenever technological developments take place their misuse is bound to happen simultaneously. What is important is to take right steps at the right time to control its misuse and, thank God, satisfactory steps are being taken by the Government. India has become the first country in the world to take legal action against IT's misuse by passing the IT Act, 2000, which penalizes the cyber criminals and hackers.

Corruption in many ways resembles viruses, whose survival mechanisms are so robust that containing or eliminating them proves extraordinarily challenging task. E-government has shown promise this regard, and in many instances it has delivered by eliminating or at least reducing corruption in public service delivery. Notably, technology will be the driving force that will boost the economy and help minimize corruption, but as always said that in a country like ours, cash and alternate mode of payments will continue to co-exist. However, we can say that IT as a tool for reducing opportunities for corruption in public administration is one of the good roads for reducing corruption.

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One machine can do the work of fifty ordinary men, No machine can do the work of one extraordinary man.

- Elbert Hubbard

Important Activities

1. Our Honorable CVC, Sh. K. V. Chowdary has attended the Platinum Jubilee Celebration of Andhra Association, Delhi & Inauguration of Godavari Auditorium in Andhra Pradesh on 27.01.2019. Honorable Vice President of India, Sh. M. Venkaiah Naidu has been invited as a Chief Guest of the Programme.

2. The Commission as a part of its Knowledgement Management drive has invited eminent persons to deliver lectures and interact with audience. The lectures were also webcast live to wider audience worldwide.

Justice L. Narasimha Reddy, Chairman, Central Administrative Tribunal delivered lecture on *"Probity in Public Life and the Lead that the Central Vigilance Commission can take"* on 26.02.2019

Sh. Ashok Kumar Gupta, Chairperson, Competition Commission of India delivered lecture on "Public Procurement"on 25.03.2019

These lectures can be viewed through the link http://webcast.gov.in/cvc/

3. The Commission has organized an Advanced Training Programme on Vigilance Investigation for 30 Participants at NPA, Hyderabad from 28th to 30th January, 2019.

Sardar Vallabhbhai Patel National Police Academy, Hyderabad-500052
" Advanced Course on Vigilance Investigation for CVOs"
(28th - 30th January, 2019)

Sitting left to Right	S/Shri :	MAJOR VIKRAM SINGH RANA, P SHARATH KUMAR (Guest Spk), RAJIV KUMAR GUPTA, V.B. KUMAR, D.K. VERMA, DR K P A ILYAS, AD(MCTP) & COURSE DIRECTOR, D R DOLEY BARMAN, DIRECTOR, RAJEEV SABHARWAL, JD(BC&R), DR NIKHIL J GUPTA, DD(ESTT.) DR SUMITA SINGH, SMT ARTI C SRIVASTAVA, SUNIL JAIN, UPKAR KUMAR KEDIA.
Standing Left to Right (1st Row):		MUNAWAR KHURSHEED, S.K. NAGPAL, RAJEEV KUSHWAH, SHARAT CHANDRA TIWARI, GHANSHAM BANSAL, VENKATESWARLU, MVSN MURTHY, ARUN KUMAR VERMA, AJAY MISHRA, KARUTURI SRIKRISHNA, D.K. TEWARI, B.P. SHARMA.
Standing Left to Right (2nd Row):		RAJESH KUMAR, K.N. NAYAK, RAKESH KUMAR, P. RAVINDRA BABU, CAPT K K CHAKRAVARTHY, V V S SREENIVAS, T. VENKATA SUBRAMANIAM, K V VISWANATHAN, DEEPAK CHATURVEDI.

4. Apart from the training imparted to CVOs and vigilance functionaries of various Ministries/PSUs/Banks, the Commission also organizes training for its own staff in order to widen their knowledge and skill base and enhance their learning. In this context, the Commission is nominating its officers and staff for the open training programmes offered by National Productivity Council (NPC), ISTM etc. During first quarter of 2019, two officers were nominated for the residential programme conducted by NPC on on "Building Organizational Excellence Focus: Synergry of IT & HR" at Munnar 28th January to 01st February, 2019. Further, Commission's staff also attended training programmes like "MS-Word", "Workshop on e-Procurement",

"Working on Noting & Drafting" as per the ISTM Training Calendar 2018-19 at ISTM, Delhi.

5. The Commission organised customized vigilance Training Programme at IACA, Austria from 18th Feb to 01st March, 2019 for 25 participants.

6. A Workshop on "**Preventive Vigilance for Public Sector General Insurance Companies and GIC Re"** was held on 18.01.2019 at Mumbai. The workshop was chaired by Sh. K V Chowdary, Central Vigilance Commissioner. Shri Anindo Majumdar, Secretary-CVC, Shri P. Daniel, Additional Secretary-CVC, Smt. Sonali Singh, Additional Secretary-CVC and Advisors from the Commission were also present in the workshop.

7. A Workshop on **Best Practices in Preventive Vigilance & Systemic Improvements in the Public Sector Banks** was held on 08.02.2019 by Andhara Bank at Hyderabad. The workshop was chaired by Sh. K V Chowdary, Central Vigilance Commissioner. Shri P. Daniel, Additional Secretary-CVC and Advisors from the Commission were also present in the workshop.

8. A Workshop on **Best Practices in Preventive Vigilance & Systemic Improvements in the Public Sector Banks** was held on 22.03.2019 at Head Office of Punjab National Bank, Dwarka, New Delhi. The workshop was chaired by Sh. K V Chowdary, Central Vigilance Commissioner. Dr. T.M. Bhasin, Vigilance Commissioner, Shri Anindo Majumdar, Secretary-CVC, Shri P. Daniel, Additional Secretary-CVC and Advisors from the Commission were also present in the workshop.

Welcome Corner

       Sh. Pratibha Gupta, joined as Director, Central Vigilance Commission on 29.03.2019.

Farewell Corner

Sh. Nitish Kumar, Director was relieved from the Commission on 11.01.2019.

Sh. Rajeev Mathur, Advisor was relieved from the Commission on 28.02.2019.

Sh. Sikander Prasad, ASO was relieved from the Commission on 28.02.2019.

Smt. Rolley Mahendra Verma, Director was relieved from the Commission on 11.03.2019.

Sh. Manish Tandon, Advisor was relieved from the Commission on 31.03.2019

Sh. P. K. Jain, Asst. Advisor was relieved from the Commission on 31.03.2019

Disclaimer: The views expressed in the articles etc. are those of the authors and do not necessarily reflect the policy or position of the Commission. In order to ensure brevity and readability, some articles may be abridged.

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