



R F D
RESULTS-FRAMEWORK DOCUMENT
for
Department of Information Technology
(2009-2010)

SECTION 1: Vision, Mission, Objectives and Functions

Vision

e-Development of India as the engine for transition into a developed nation and an empowered society.

Mission

e-Development of India through multi pronged strategy of e-Infrastructure creation to facilitate and promote e-governance, promotion of Electronics & Information Technology- Information Technology Enabled Services (IT-ITeS) Industry, providing support for creation of Innovation / Research & Development (R&D), building Knowledge network and securing India's cyber space.

Objectives

- **e-Government:** Providing e-infrastructure for delivery of e-services
- **e-Industry:** Promotion of electronics hardware manufacturing and IT-ITeS industry
- **e-Innovation / R & D:** Providing Support for creation of Innovation Infrastructure in emerging areas of technology
- **e-Education:** Providing support for development of e-Skills and Knowledge network
- **e-Security:** Securing India's cyber space

Functions

- Policy matters relating to Information Technology, Electronics and Internet.
- Initiatives for development of Hardware / Software industry including knowledge based enterprises, measures for promoting IT exports and competitiveness of the industry.
- Promotion of IT and IT enabled services and Internet.
- Assistance to other departments in the promotion of E-Governance, E-Infrastructure, E-Medicine, E-Commerce, etc.
- Promotion of Information Technology education and Information Technology-based education.
- Matters relating to Cyber Laws, administration of the Information Technology Act. 2000 (21 of 2000) and other IT related laws.
- Matters relating to promotion and manufacturing of Semiconductor Devices in the country.
- Interaction in IT related matters with International agencies and bodies.
- Initiative on bridging the Digital Divide, Matters relating to Media Lab Asia.
- Promotion of Standardization, Testing and Quality in IT and standardization of procedure for IT application and Tasks.
- Electronics Export and Computer Software Promotion Council (ESC).
- National Informatics Centre (NIC)
- All matters relating to personnel under the control of the Department.

SECTION 2:
Inter se Priorities among Key Objectives, Success indicators and Targets
 (1st April 2009 – 31st March 2010)

Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
Objective 1 e-Government: Providing e-infrastructure for delivery of e-services	35	Action 1 Setup State Wide Area Networks (SWANs)	Operationalization of 19 SWAN Networks	Number	15	19	18	17	15	14
		Action 2 Finalize State Data Centres (SDCs)contracts	Finalization of SDC Contracts in 8 States	Number		15	8	7	6	5

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		Action 3 Setting up of additional Common Service Centres (CSCs)	Setting up of 38000 CSCs	Number	15	38000	35000	30000	28000	25000
		Action 4 Appraisal of Mission Mode Projects (MMPs)	To appraise the RFP, EFC notes for MMPs within 2 weeks from the date of receipt of electronic copy	Number of weeks	25	2	3	4	4.5	5
		Action 5 Provide High speed & Secured e-Governance Network	Availability of round the clock secured e-Governance network services	Percentage	20	96.5	96	92	87	80
		Action 6 Design, develop and implementation of E-Gov applications	Number of sites e-governance applications implemented	Number	10	1000	950	900	850	800

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<p>Objective 2 e-Industry: Promotion of electronics hardware manufacturing and IT-ITeS industry</p>	<p align="center">25</p>	<p>Action 1 Implementation of Special Incentive Package Scheme (SIPS)</p>	<p>Complete processing of applications received upto 31.12.09 by 31.03.10 through various stages of approvals involving Technical Committee, Appraisal Committee , MOF and Draft CCI/Cabinet note (Level 1), Comments of Departments (Level 2) and Decision of Cabinet/ Cabinet Committee on Infrastructure (CCI) (Level 3)</p>	<p>Levels of approval</p> <p align="center">15</p>	<p align="center">3</p>	<p align="center">2</p>	<p align="center">1</p>	<p align="center">-</p>	<p align="center">-</p>
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		<p>Action 2 Implementation of the recommendations of Task Force setup to suggest measures to stimulate the growth of IT, ITES and Electronics hardware manufacturing Industry</p>	<p>Obtain in-principle approval of implementable recommendations from Committee of Secretaries (COS) by 31st March 2010 by Circulation of COS note (Level 1) Decision of COS (Level 2) Preparation of CCEA note based on COS recommendations (Level 3)</p>	<p>Levels of approval</p>	10	3	2	1	-	-
		<p>Action 3 Seek approval for extension of STP & EHTP scheme with or without modifications beyond March 2011</p>	<p>The proposal is considered by Ministry of Finance and Cabinet / CCI by 31.3.2010 Proposal to MOF (Level 1) Decision from MOF (Level 2)</p>	<p>Level of consideration</p>	15	2	1	-	-	-
		<p>Action 4 Facilitate growth of Electronics</p>	<p>Production of Electronics Hardware Industry achieves</p>	<p>Growth in % in INR terms</p>	20	14	13	12	10	9

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		Hardware Industry	a growth rate of 13% in INR terms.							
		Action 5 Facilitate growth of Exports of IT/ITES Industry	Exports by IT/ITES industry achieves a growth rate of 5% in US \$ terms	% growth in US \$ terms	20	6	5	4	3	2
		Action 6 Facilitate growth of domestic IT/ITES Industry	Domestic IT/ITES industry achieves a growth rate of 15% in INR terms	% growth in INR terms	20	16	15	12	10	9
Objective 3 e-Innovation/ R & D: Providing support for creation of Innovation Infrastructure in emerging areas of technology	15	Action 1 Initiation of new R&D Projects in Electronics and IT	Projects initiated in Electronics & IT	Number	15	22	20	18	14	13
		Action 2 Create Technical Infrastructure	Establishment of infrastructure	Number	40	2	1			
		Action 3 Intellectual Property Rights (IPR) Promotion	Achievement of target creation of IPR	Number	20	75	72	69	66	65

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		Action 4 Support to Centre for development of advance computing (CDAC)	EBR Generation by CDAC	Rs Crore	25	100	96	92	88	87
Objective 4 e-Education: Providing support for development of e-Skills and Knowledge network	10	Action 1 Setting up of National Knowledge Network (NKN) core and nodes	Number of end user locations covered under NKN	Number	70	40	35	32	30	28
		Action 2 Appraise & obtain approval for new projects on Language Technology & e-Learning	Initiation of approved projects	Number	20	4	3	2	1	0
		Action 3 Provide Quality management education and conduct skill development trainings	Number of training programs conducted	Number	10	300	296	290	285	280

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Objective 5 e-Security: Securing India's cyber space	10	Action 1		Number						
		Improving the security posture of organisations and cyber users and enhancement in the ability of IT systems to resist cyber attacks	Release of Upgraded 'Crisis Management Plan for countering cyber attacks and cyber terrorism		10	1	-	-	-	-
			Release of Manual for investigation of cyber incidents	Number	10	1	-	-	-	-
			Creation of cyber security policy document and release for public consultation	Number	10	1	-	-	-	-
			Conducting cyber security mock drills	Number	10	2	1	-	-	-
	Action 2			Number						
	Conducting awareness trainings for exposure	Awareness trainings conducted			10	18	17	16	15	14

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	Action 3 Security incident response	Security incidents handled	Number	20	6600	6500	6400	6300	6200
		% of Incidents handled in reasonable time	Percentage	10	85	80	75	65	50
	Action 4 Issuance of security alerts on latest threats and vulnerabilities	Cyber security alerts issued	Number	5	45	42	39	35	32
		Advisories issued	Number	5	70	67	64	60	57
		Vulnerability notes issued	Number	10	225	220	215	210	205

SECTION 3: Trend Values of the Success Indicators

Column 1	Column 2	Column 3	Column 4		Column 5	Column 6	Column 7	Column 8	Column 9
Objective	Weight		Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Actual Value for FY 09-10	Actual Value for FY 10-11	Actual Value for FY 11-12
Objective 1 e-Government: Providing e-infrastructure for delivery of e-services	35	Action 1	Operationalization of 19 SWAN Networks	Number	-	3	19	11	-
		Action 2	Finalization of SDC Contracts in 8 States	Number	-	-	8	27	-
		Setup State Wide Area Networks (SWANs)							
		Finalize State Data Centres (SDCs) contracts							

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	Action 3 Setting up of additional Common Service Centres (CSCs)	Setting up of 38000 CSCs	Number	-	35000	38000	27000	-
	Action 4 Appraisal of Mission Mode Projects MMPs	To appraise the RFP EFC notes for MMPs within 2 weeks from the date of receipt of electronic copy	Number of weeks	3	2	2	2	2
	Action 5 Provide High speed & Secured e-Governance Network	Availability of round the clock secured e-Governance network services	Percentage	94	95	96	97	98
	Action 6 Design, develop and implementation of E-Gov applications	Number of sites e-governance applications implemented	Number	840	920	950	1000	1100

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<p>Objective 2</p> <p>e-Industry: Promotion of electronics hardware manufacturing and IT-ITeS industry</p>	<p>25</p>	<p>Action 1</p> <p>Implementation of Special Incentive Package Scheme (SIPS)</p>	<p>Complete processing of applications received upto 31.12.09 by 31.3.10 through various stages of approvals involving Technical Committee, Appraisal Committee, MOF and Draft CCI/Cabinet note (Level 1), Comments of Departments (Level 2) and Decision of Cabinet/ Cabinet Committee on Infrastructure (CCI) (Level 3)</p>	<p>Levels of approval</p>	<p>-</p>	<p>-</p>	<p>3</p>		
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	<p>Action 2 Implementation of the recommendations of Task Force to suggest measures to stimulate the growth of IT, ITES and Electronics hardware manufacturing Industry</p>	<p>Obtain in-principle approval of implementable recommendations from Committee of Secretaries (COS) by 31st March 2010 by Circulation of COS note (Level 1) Decision of COS (Level 2), preparation of CCEA note based on COS recommendations (Level 3)</p>	<p>Level/ Stage of approval</p>	<p align="center">-</p>	<p align="center">-</p>	<p align="center">3</p>		
	<p>Action 3 Seek approval for extension of STP & EHTP scheme with or without modifications beyond March 2011</p>	<p>The proposal is considered by Ministry of Finance and Cabinet / CCI by 31.3.2010 Proposal to MOF (Level 1) Decision from MOF (Level 2)</p>	<p>Level of Consideration</p>	<p align="center">2</p>	<p align="center">2</p>	<p align="center">2</p>	<p align="center">-</p>	<p align="center">-</p>

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		Action 4 Facilitate growth of Electronics Hardware Industry	Production of Electronics Hardware Industry achieves a growth rate of 13% in INR terms.	Growth in % in INR terms	28	12	13	15	18
		Action 5 Facilitate growth of Exports of IT/ITES Industry	Exports by IT/ITES industry achieves a growth rate of 5% in US \$ terms	Growth in % in US \$ terms	29.9	14.6	5	15	20
		Action 6 Facilitate growth of domestic IT/ITES Industry	Domestic IT/ITES industry achieves a growth rate of 15% in INR terms	% Growth in INR terms	27.8	21.7	15	16	16
Objective 3 e-Innovation/ R & D: Providing support for creation of Innovation Infrastructure in emerging areas of technology	15	Action 1	Projects initiated in Electronics & IT	Number					
			Initiation of new R&D Projects in Electronics and IT		45	37	20	29	29
		Action 2	Establishment of infrastructure	Number	0	1	2	2	0
			Create Technical Infrastructure						
		Action 3	Achievement of target creation of IPR Promotion	Number	39	54	72	95	105
		Action 4	EBR Generation by CDAC	Rs Crore	76	100	96	100	100
		Support to CDAC							

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Objective 4 e-Education: Providing support for development of e-Skills and Knowledge network	10	Action 1	Number of end user locations covered under NKN	Number					
		Setting up of National Knowledge Network (NKN) core and nodes			-	17	35	-	-
		Action 2	Initiation of approved projects	Number					
		Appraise & obtain approval for new projects on Language Technology & e-Learning			4	4	3	4	4
		Action 3	Number of training programs conducted	Number					
		Provide Quality management education and conduct skill development trainings			300	280	296	310	320
Objective 5 e-Security: Securing India's cyber	10	Action 1							
		Improving the security posture of organisations and cyber users and enhancement in the ability of IT	Release of Upgradaded 'Crisis Management Plan for countering cyber attacks and cyber terrorism	Number					
					-	1	1	1	1

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space	systems to resist cyber attacks	Release of Manual for investigation of cyber incidents	Number	-	-	1	-	-
		Creation of cyber security policy document and release for public consultation	Number	-	-	1	-	-
		Conducting cyber security mock drills	Number	-	-	1	4	4
	Action 2 Conducting awareness trainings for exposure	Awareness trainings conducted	Number	6	19	17	18	20
	Action 3 Security incident response	Security incidents handled	Number	582	3024	6500	-	-
		% of Incidents handled in reasonable time	Percentage	80	80	80	80	80
	Action 4 Issuance of security alerts on latest threats and vulnerabilities	Cyber security alerts issued	Number	36	40	42	36	40
		Advisories issued	Number	67	68	67	-	-
		Vulnerability notes issued	Number	158	205	220	-	-

SECTION 4:

Description and Definition of Success Indicators and Proposed Measurement Methodology

Success indicators	Description and definition	Measurement methodology
<p>Operationalization of 19 SWANs Networks</p> <p>Finalization of SDC Contracts in 8 States</p> <p>Setting up of additional 38000 CSCs</p> <p>To appraise the RFP, EFC notes for MMPs within 2 weeks from the date of receipt of electronic copy</p>	<ul style="list-style-type: none"> • Under National E Governance Plan, Department of Information Technology is creating the service delivery platform necessary for delivery of public services through Mission Mode Projects. This requires creation of the core E infrastructure that will be leveraged by all Mission Mode Projects for service delivery. • E-infrastructure consists of State Data Centres (SDCs) which houses applications and data, State Wide Area Network (SWANs) which provides secure connectivity upto Block level and Common Service Centres (CSCs) which are front ends in villages for citizens to access services. • DIT facilitates implementation of e-infrastructure projects through the State Governments. Line Ministries and State Governments have the ownership and responsibility for implementation of MMPs. Role of DIT with reference to MMPs is appraisal of projects and capacity building within line departments and State Governments. 	<ul style="list-style-type: none"> • Success of E governance ultimately depends on number of services rolled out to citizens and the impact made on Governance. • However in the present period, the success indicators identified are being measured in terms of numbers i.e., either number of CSCs set up or number of states where SWANs have been rolled out or number of SDC contracts finalized. • For MMPs, role of DIT is in appraisal so success is being measured in terms of time taken to do the appraisal.
<p>Availability of round the clock secured e-Governance network services</p>	<p>NIC is providing the network services on 24 X 7 basis. This is made available to the user department.</p>	<p>Uptime in a year</p>
<p>Number of sites e-governance applications</p>	<p>E-Governance applications and services relate to number of e-Governance applications designed/ developed / implemented at various sites as desired</p>	<p>Accordingly targets have been taken in terms of numbers.</p>

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implemented	by user departments during the year.	
Complete processing of applications received upto 31.12.09 in response to SIPS	Preliminary examination of the applications received so far, technical evaluation of the proposal, taking a view on in-principle approval considering the steps taken by the applicants for implementation of the project like acquisition of land, technology tie-up, arrangement for procurement of plant and machinery, etc. Consideration of project approval after the applicants intimate having achieved financial closure.	Timely by various processing/approving levels in Government.
Obtain in-principle approval of implementable recommendations of the Task Force through Ministry of Finance & Committee of Secretaries (COS) by 31 st March 2010	Examination of the Report submitted by the Task Force, which shall include segregation of recommendations into generic and specific; identification of actionable recommendations; identification of the concerned Departments responsible for the implementation and initiating the process for obtaining in-principle approvals.	Timely consideration by various processing/approving levels in Government.
The proposal for extension of STP & EHTP is considered by Ministry of Finance and Cabinet / Cabinet Committee on Infrastructure (CCI) by 31.3.2010	Continued support for growth in this segment is essential for achieving desired levels of GDP growth.	Timely consideration by various processing/approving levels in Government.
Production of Electronics Hardware Industry achieves a growth rate of 13% in INR terms.	Continued support for growth in this segment is essential for achieving desired levels of GDP growth.	Growth rate of Electronics Hardware industry
Exports by IT/ITES	Continued support for growth in this segment is essential	Growth rate of IT-ITeS Industry

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industry achieves a growth rate of 5 % in US \$ terms.	for achieving desired levels of GDP growth.	
Domestic IT/ITES industry achieves a growth rate of 15% in INR terms	Continued support for growth in this segment is essential for achieving desired levels of GDP growth.	Growth rate of IT-IteS Industry
New Projects initiated in the areas of Electronics, ICT and other areas of technology	<ol style="list-style-type: none"> 1. The Department supports R&D in the areas of Electronics, IT, Communications, Convergence & Broadband Technologies, IT Security and other areas. 2. Initiation means obtaining final approval of the Competent Authority for the project. 	Number of projects for which final approval is obtained out of the total number of projects recommended by the relevant Working Group

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Establishment of infrastructure	It includes (i) Creation of High Performance Computing infrastructure – PARAM; and (ii) “National Resource Centre for Free and Open Source Software” which hosts Open Source Software and Tools for free download; etc. Projects initiated – Number of new projects initiated Projects established – The number of infrastructure ready to use.	Number of infrastructure created
Achievement of target creation of IPR	The department of information Technology facilitates filing of national and international patents and other form of IPR to its support organizations as well as to the industry. The annual targets are fixed at the beginning of the year. The target achieved are included in the table.	
IEBR Generation by CDAC	The Department provides tactical and financial support to CDAC to develop core competencies in its thrust areas. This expertise is used by CDAC for its Education & Training activities and to take up projects, generating revenue and extra budgetary resources. IEBR has been used as a measure of success.	The internal resources (IR) and extra budgetary resources raised by CDAC in a year
Release of Upgraded ‘Crisis Management Plan for countering cyber attacks and cyber terrorism’	The Crisis Management Plan for countering cyber attacks and cyber terrorism needs to be updated yearly once	Number of upgraded Crisis Management Plan is published
Release of Manual for investigation of cyber incidents	The Manual for investigation of cyber incidents will help organizations and Law Enforcement agencies to collect and preserve appropriate evidence to investigate cyber security incidents	Number of Manual for investigation of cyber incidents is released
Creation of cyber security policy document and release for public consultation	Creation of cyber security policy for government organizations and release for consultation	Number of cyber security policy document created and approved

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Conducting cyber security mock drills	The cyber security mock drills are conducted to assess the readiness of organizations to withstand cyber attacks.	No. of Mock drills conducted per year
Awareness trainings conducted	The training programmes conducted in the relevant areas of cyber security for targeted audience to enhance their awareness for threats to different systems and suitable countermeasures to prevent the attacks and reduce the risk.	No. of training programmes conducted per year.
Security incidents handled	Number of incidents handled out of the incidents reported. With the advent and growth of Information Technology and associated systems and services, the number of incidents also increase. CERT-In has to handle all the incidents reported to it.	Number of incidents handled
% of Incidents handled in reasonable time	The incidents being reported to CERT-In need to be handled within a reasonable time. The exact time of handling an incidents depends on nature and severity of incident. The reasonable time to handle an incident is within 24 Hours of reporting.	% of incidents handled within 24 Hrs. of reporting
Cyber security alerts issued	The cyber security alerts are issued by CERT-In on its website through emails and postal mail in certain cases to appraise organizations and users about specific threats and advise them on suitable countermeasures.	Number of security alerts issued
Advisories issued	The advisories are issued by CERT-In on its website and through mailing list regarding critical vulnerabilities affecting or having potential to affect a large number of systems or networks in its constituency	Number of advisories issued
Vulnerability Notes issued	The Vulnerability Notes are the information provided by CERT-In to its constituents in response to a new vulnerability discovered in a system, platform, service or device and suggesting suitable workarounds and/or patches.	Number of vulnerability notes issued

SECTION 5:

Specific Performance Requirements from other Departments

Departments	Relevant Success Indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
State Governments	Operationalization of 19 SWAN Networks Finalization of SDC Contracts in 8 States Setting up of additional 38000 CSCs	Timely Bid process management and implementation by State Governments	As per the schemes initiative is taken by GOIs but the entire implementation is with State Governments	100 %	Implementation of projects gets delayed in case there is delay in performance by the State Governments.
Respective Line Departments, Central and State Government Departments	To appraise the RFP, EFC notes for MMPs within 2 weeks from the date of receipt of electronic copy	Timely Scheme conceptualization, administrative and financial approvals, bid process management and implementation by Line Ministries and State Governments	Line departments / State Governments are owners of MMPs and are responsible for Project conceptualization, administrative and financial approvals, bid process management and implementation.	100 %	Delay in finalization of project documents and implementation of MMPs by Line Ministries and State Governments will result in delayed delivery of e services, thus impacting governance
Respective Line Departments, Central and State Government Departments	Availability of round the clock secured e-Governance network services	Network based e-Gov applications	To improve delivery of services and e-Governance projects.	100%	Government will lack the use of latest technology tools available for efficient delivery of services, monitoring and quick availability and exchange of information.

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	Number of sites e-governance applications implemented	Network based e-Gov applications	To improve delivery of services and e-Governance projects.	100%	Non availability of timely information for Planning, development and monitoring. It will also effect quality of Government services.
Ministry of Finance	Complete processing of applications received upto 31.12.09 in response to SIPS	Favorable consideration by the Technical Committee, Appraisal Committee, Ministry of Finance and Cabinet/ CCI	Responsibilities of the concerned nodal ministries under the allocation of Business Rules.	100%	Could adversely impact efforts to boost growth of IT industry, specially electronics hardware manufacturing
M/o Finance, Commerce & Industry, HRD, D/o Telecom, etc	Obtain in-principle approval of implementable recommendations of the Task Force by 31 st March 2010	Favorable consideration by Ministry of Finance and Cabinet /CCI	Responsibilities of the concerned nodal ministries under the allocation of Business Rules.	100%	Could adversely impact efforts to boost growth of IT industry, specially electronics hardware manufacturing
Ministry of Finance	The proposal for extension of STP & EHTP is considered by Ministry of Finance and Cabinet / CCI by 31.3.2010	To seek approval for extension of STP & EHTP scheme with or without modifications beyond March 2011	M/o Finance is the nodal ministry for approving all proposals having financial implications.	100%	Non approval of extension could seriously impact growth of IT-ITES exports.

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	<p>Release of Upgraded 'Crisis Management Plan for countering cyber attacks and cyber terrorism'</p> <p>Conducting cyber security mock drills</p> <p>Security incidents handled</p> <p>% of Incidents handled in reasonable time</p> <p>Cyber security alerts issued</p> <p>Advisories issued</p> <p>Vulnerability notes issued</p>	Sanction of manpower	CERT-In operates on 24X7 basis. Present manpower strength is 26 and requires to be enhanced significantly in line with the responsibility reposed on CERT-In.	Additional 30 persons	It will affect the achievement and realisation of targets
Concerned Ministries/Departments in Central Government	Release of Upgraded 'Crisis Management Plan for countering cyber attacks and cyber terrorism'	Comments on Crisis Management Plan	The Crisis Management Plan envisages different roles and responsibilities to be performed by concerned Ministries / Departments. The plan will be upgraded based on their inputs.		Delays the process of upgradation of Crisis Management Plan
Concerned Ministries/Departments in Central Government	Creation of cyber security policy document and release for public consultation	Comments on cyber security policy	The cyber security policy needs to be implemented by Ministries/Departments. Their comments/inputs are required to make it practicable by them.		Delays the process of creation of Cyber Security Policy