Uttarakhand

Bridging Tradition and Technology in the Land of Gods

Edited by **VINOD KUMAR GARG**

Uttarakhand, the land of the Ganga and Yamuna, is not only known for its breathtaking landscapes but also for its growing digital infrastructure. Since its formation as a separate state in November 2000, Uttarakhand has embarked on a journey toward modernization, leveraging Information and Communication Technology (ICT) to enhance governance, public service delivery, and administrative efficiency.

Recognizing the pivotal role of technology in state-building, the NIC established its Uttarakhand State Centre in early 2001 within the Secretariat premises. Over the years, NIC Uttarakhand has evolved as the technological backbone of the state government, driving digital transformation through IT-enabled solutions, secure infrastructure, and data-driven governance frameworks. From laying the foundation of e-governance to automating key sectors, NIC has played an instrumental role in enabling seamless digital services, improving transparency, and fostering citizen engagement.

The government has been proactively aligning its initiatives with the broader vision of Digital India, ensuring that technology-driven governance reaches every district, from the high-altitude Himalayan regions to the Terai plains. NIC Uttarakhand has contributed to this vision by developing scalable IT solutions, building robust data centres, and enhancing

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Uttarakhand, the Land of Gods, is embracing digital transformation, leveraging ICT to enhance governance, transparency, and citizen services. Since 2001, NIC Uttarakhand has been the State's technology backbone, developing e-Governance solutions, secure infrastructure, and data-driven frameworks. Aligning with Digital India, NIC has bridged the digital divide across districts, enabling efficient service delivery. As emerging technologies like AI, cloud computing, and blockchain gain momentum, Uttarakhand is set for a tech-driven future.

connectivity to bridge the digital divide. Core initiatives include software development, digital infrastructure creation, secure data management, and innovative applications for governance. These efforts have significantly improved decision-making, service delivery, and resource optimization across departments.

As the state continues its digital journey, NIC remains at the forefront of driving emerging technologies such as artificial intelligence (AI), cloud computing, and blockchain into governance.

The upcoming sections will explore the various e-governance projects, digital initiatives, and transformative applications that are shaping Uttarakhand's future as a technology-driven state.

ICT Initiatives in the State

eCabinet

https://ecabinet.nic.in

eCabinet, a flagship product of the National Informatics Centre (NIC), is an advanced digital platform designed to modernize Cabinet meetings for State Governments. By streamlining workflows, minimizing paper usage, and enhancing efficiency, eCabinet ensures seamless decision-making processes. Optimized for smart tablets, the platform offers a user-friendly interface replicating a traditional paper-based experience while incorporating robust security features for confidentiality.

Key Components

- **eCabinet Portal:** Provides Cabinet Ministers, Secretaries, and Departments with remote access to essential documents
- **GAD Portal:** A secure platform enabling the GAD Department to manage meeting-related tasks with high confidentiality
- **Meeting Day Management System:** Facilitates logistics coordination for smooth meeting operations
- **Waiting Lounge Information System:** Manages waiting areas for officials and Secretaries before meetings

Launch and Adoption

Launched in January 2020, eCabinet has been deployed in over 120 Cabinet meetings in Uttarakhand. The solution has also been implemented in Uttar Pradesh, Arunachal Pradesh, Tripura, and Andhra Pradesh, with ongoing deployments in Maharashtra, Madhya Pradesh, Sikkim, Karnataka, and Delhi. Recognized for its excellence, eCabinet is part of NIC's 75 Best Digital Solutions Portfolio and has received the prestigious CSI Award of Excellence.

Vehicle Location Tracking and Emergency Alert System (VLTEAS)

Developed by NIC Uttarakhand in 2019, the VLTEAS system was initially designed to enhance public service vehicle safety. It has since evolved into a multi-sectoral solution for vehicle monitoring and operational efficiency.

Background

Under the Nirbhaya framework, the Ministry of Road Transport and Highways (MoRTH) mandated the installation of Vehicle Location Tracking Devices (VLTDs) and emergency buttons in public service vehicles. This initiative also required the establishment of Command and Control Centres (CCC) at the state level.

Implementation and Impact

- VLTEAS has been deployed in Bihar, Goa, Chandigarh, Mizoram, Andaman & Nicobar, Rajasthan, and New Delhi, with ongoing rollouts in Haryana, Gujarat, and Uttar Pradesh
- Over 100,000 vehicles and devices have been integrated, generating and monitoring over 4.4 million alerts daily
- The system enhances public transport safety, particularly for women and children, while ensuring efficient fuel and device monitoring

Android Apps

- **VLTS Admin App** – For transport and enforcement agencies
- **Permit Holder App** – For vehicle owners
- **VLT Fitness App** – For transport enforcement agencies
- **Stop Emergency App** – For Command and Control Centres
- **Track My Bus App** – For the general public using transport department buses

Notable Deployments

- **Food Corporation of India (FCI):** Real-time tracking of food grain transportation for im-

▲ Fig 1.1 : e-Cabinet portal was inaugurated by Shri Trivendra Singh Rawat Hon'ble Chief Minister of Uttarakhand

proved logistics efficiency

- **Bihar Mining VLTS:** Monitoring mining vehicle operations to prevent illegal mining and ensure regulatory compliance
- **Gujarat Pollution Control Board:** Hazardous waste transportation monitoring for environmental safety
- **STEMS Portal, Meghalaya:** School bus tracking system ensuring child safety during transportation

StarBus

https://starbus.nic.in

StarBus is a copyrighted software product of NIC, designed to digitalize bus ticket bookings for State Transport Corporations and Departments (STC/Ds). It streamlines operations, from search and booking to cancellations and refunds, ensuring a seamless public transport experience.

Features

- Online bus search and booking based on stations, journey dates, and bus types
- Secure transactions with robust payment gateways
- Live GPS tracking of buses
- Self-service dashboard for travelers
- Online bus pass issuance for long-term travelers
- Management modules for vehicles, workforce, fuel stations, and booking counters
- Mobile app for travelers, ticket inspectors, and conductors
- Data-driven decision support system with comprehensive MIS reports

Implementation

Deployed in Uttarakhand, Arunachal Pradesh, Andaman & Nicobar, Jammu & Kashmir, with ongoing deployment in Manipur. The system integrates with NIC's NAPIX and other third-party platforms like RedBus and MakeMyTrip.

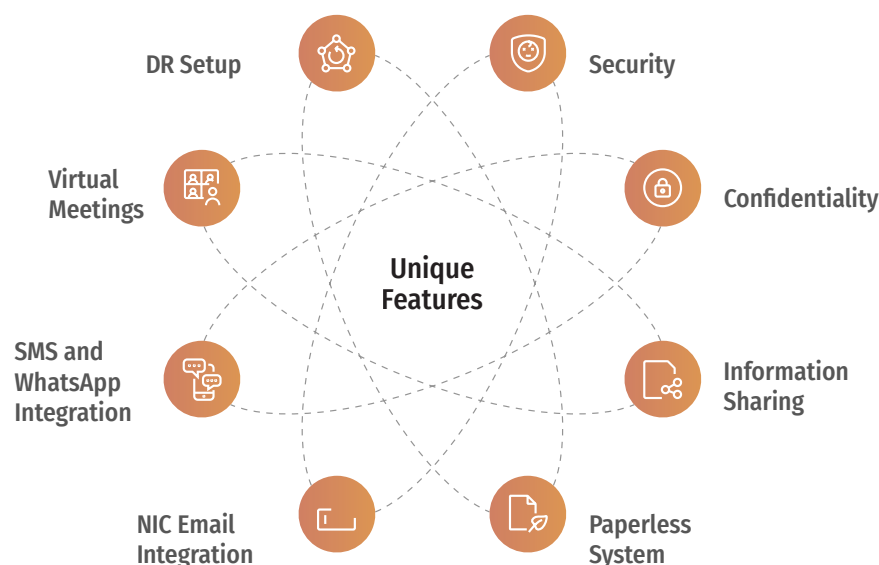## Raj Bhawan Secretariat Uttarakhand Automation Project

The Raj Bhawan Secretariat Uttarakhand Automation Project is a comprehensive e-Governance initiative aimed at digitizing and automating key functions of the Raj Bhawan Secretariat. This integrated web portal enhances operational efficiency by leveraging Artificial Intelligence (AI) and advanced automation technologies to facilitate seamless workflow management.

Key Features

- **AI-Powered Face Recognition** – Ensures secure and hassle-free online appointment scheduling and gate-pass issuance
- **Intelligent Virtual Assistance** – Incorporates NIC's AI Chatbot for handling FAQs, improving user interaction
- **AI Saransh and AI Panini Integration** – Advanced AI modules under implementation to enhance automation and document processing
- **WhatsApp Integration** – Enables real-time,

▼ Fig 1.2   **Features of eCabinet**

DR Setup

Security

Virtual Meetings

Confidentiality

SMS and WhatsApp Integration

Unique Features

Information Sharing

NIC Email Integration

Paperless System

Bus Booking & Cancellations
Online, Current Seat and Chartered Bus Bookings. Cancellation & Timely Refund. Many more functions

Fleet Management
Deployment and Management of Bus, and EBTM

Bus Passes
Issuance of QR Code based concessional Passes. Integrated with EBTM

Crew Management
Human Resource Management, Duty Allotment & many more functions

Work Shops, Stores & Inventory
Bus Repair & Workshop Management. Automation of Stores and Inventory Management

▲ Fig 1.3 **Key Components of StarBus**

event-based invitations and notifications for improved communication

● **Automated SMS Alerts –** Provides status updates on applications at various processing stages

● **Data-Driven Decision Support –** Implements advanced analytics for a real-time digital Raj Bhawan dashboard, aiding governance insights

● **Mobile Application –** Android-based app offering on-the-go access to key functionalities and status tracking

This initiative exemplifies NIC Uttarakhand's commitment to harnessing AI and emerging technologies for efficient governance, secure automation, and enhanced administrative transparency.

Monitoring and Evaluation Portal for State Water and Sanitation Mission

The Uttarakhand Water Supply Program for Peri-Urban Areas, spearheaded by the Department of Drinking Water & Sanitation, Government of Uttarakhand, with advisory, technical, and financial assistance from the World Bank, is designed to enhance service delivery in transitional peri-urban areas. To ensure effective monitoring and evaluation, a comprehensive digital portal has been developed, integrating advanced automation and IoT-based monitoring systems.

Key Features

● **World Bank Compliance:** Enables monitoring of water supply schemes in alignment with World Bank standards and performance benchmarks

● **SCADA Integration:** Seamlessly incorporates Supervisory Control and Data Acquisition (SCADA) systems, allowing real-time monitoring of water distribution networks

● **Smart Data Analytics:** Provides scheme-wise and date-wise monitoring of key SCADA parameters and pressure data, ensuring operational efficiency and timely interventions

By leveraging automation and IoT-driven analytics, the portal ensures transparency, real-time insights, and data-driven decision-making, reinforcing Uttarakhand's commitment to sustainable water management and efficient governance.

Chardham Yatra

a. Issuance of Green Card & Trip Card for

Transport Department

The Chardham Yatra Vehicle Registration Portal facilitates seamless vehicle registration and the issuance of Green Cards and Trip Cards for vehicles traveling to the revered Char Dham shrines- Gangotri, Yamunotri, Kedarnath, and Badrinath.

● **Green Card:** A mandatory document verifying vehicle compliance with transport regulations, including fitness certificates, permits, tax receipts, insurance, and pollution control certificates

● **Trip Card:** Records the driver's license details, passenger information, itinerary details, and trip start and end dates

● **Passenger Data Integration:** Data of passengers and pilgrims is automatically retrieved from the Uttarakhand Tourism Portal, ensuring verification and seamless management

b. BKTC Portal: Counter Automation and Online Puja Booking System

The Badrinath-Kedarnath Temple Committee (BKTC) Portal offers a comprehensive online platform for pilgrims, ensuring effortless access to religious services

● **Services Offered:** Online puja bookings, donation management, Yatra information, real-time updates on pilgrimage schedules, and automated receipt generation

● **Automation & Transparency:** Enhances transparency in temple donations and bookings, reducing manual intervention and administrative overhead

● **Multi-Platform Accessibility:** Available for booking via web and mobile, ensuring convenience for devotees worldwide

c. Online Booking Portal for Helicopter and Ropeway Services

NIC Uttarakhand developed a sophisticated online booking portal for Kedarnath Helicopter Services, which successfully operated between 2019 and 2022 before migrating to IRCTC.

● **Replication & Expansion:** The platform was later adapted for Shri Amarnath Yatra (SASB, J&K Government) in 2021

● **Customization for Manipur:** Currently being tailored for the Transport Department, Manipur, to facilitate digital ticketing for intercity transport services

● **Integration with Payment Gateways:** Secure digital transactions for seamless ticket booking and cancellations
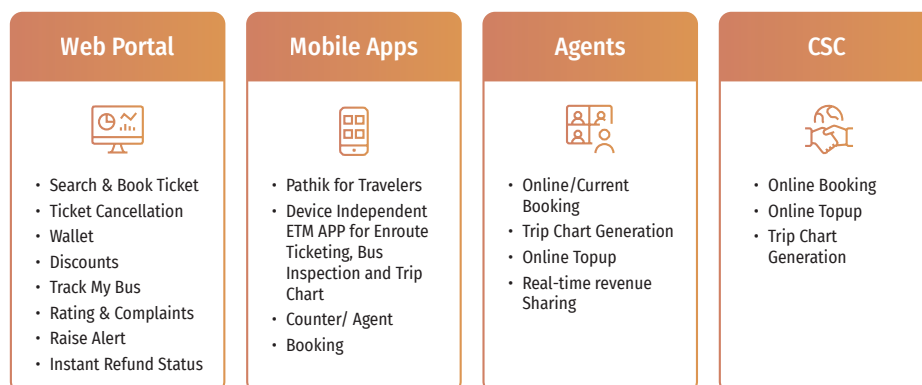
CM Suite

NIC Uttarakhand is at the forefront of digital transformation, implementing a suite of innovative governance tools to enhance the operational efficiency of the Chief Minister's Office (CMO). This initiative focuses on modernizing government workflows, improving citizen service delivery, and enabling real-time decision-making.

Key Features

● **Workflow Automation:** Digitization of file movement, approvals, and decision-making processes, reducing paperwork and expediting government procedures

▼ Fig 1.4 **Service Delivery Modes for Travelers**

Web Portal	**Mobile Apps**	**Agents**	**CSC**
• Search & Book Ticket • Ticket Cancellation • Wallet • Discounts • Track My Bus • Rating & Complaints • Raise Alert • Instant Refund Status	• Pathik for Travelers • Device Independent ETM APP for Enroute Ticketing, Bus Inspection and Trip Chart • Counter/ Agent • Booking	• Online/Current Booking • Trip Chart Generation • Online Topup • Real-time revenue Sharing	• Online Booking • Online Topup • Trip Chart Generation

- **Real-Time Analytics & Decision Support:** Data-driven insights assist policymakers in making informed governance decisions by providing a dashboard of key performance indicators (KPIs)
- **Citizen Grievance Redressal System:** Integrated e-Governance modules to handle public grievances efficiently, ensuring transparency and accountability
- **Monitoring & Compliance Tracking:** Implementation of monitoring tools to oversee project implementation, fund allocation, and policy execution
- **Multi-Channel Accessibility:** The CM Suite is accessible via web portals and mobile applications, allowing stakeholders to interact with the system from anywhere

Uttarakhand CM Dashboard

Launched by the Hon'ble CM Pushkar Singh Dhami on 23rd January 2024, DARPAN 2.0 is a configurable, multilingual digital dashboard developed by NIC UP & NIC HQ to enhance governance through data-driven insights.

Key Features:

- **Real-Time Monitoring:** Tracks project implementation, performance metrics, and budget utilization across multiple departments, enabling better governance decisions
- **Cross-Departmental Integration:** Aggregates data from various government portals to provide a holistic view of state initiatives, ensuring inter-departmental collaboration
- **User-Friendly Interface:** Designed for ease of use, featuring intuitive navigation, graphical analytics, and interactive dashboards for policymakers and administrators
- **Predictive Analysis & Early Warning System:** Leverages artificial intelligence (AI) to identify project bottlenecks, anticipate delays, and propose corrective measures to ensure timely implementation of government schemes
- **Public Dashboard for Transparency:** Offers citizens an overview of key government projects, enhancing public trust and accountability

DARPAN 2.0 serves as a centralized digital governance platform, equipping the Chief Minister's Office with comprehensive insights into the State's development trajectory.

Paperless & Virtual Property Registration

This initiative digitizes property registration for transactions such as sales, gifts, loans, and other legal transfers.

- **Complete Digital Process:** Includes deed drafting, electronic signing, duty payments, validation, and real-time tracking
- **Secure & Transparent:** Eliminates fraud and enhances accountability
- **Statewide Implementation:** Being rolled out across all districts of Uttarakhand

Department of School Education

The Integrated Web Portal for Schools, Teachers & Students is a comprehensive e-Governance platform designed to facilitate school administration, streamline processes for teachers and students, and provide stakeholders with real-time insights. The portal features multi-tier access, offering dedicated dashboards for teachers, students, parents, and administrators. Key advanced features include GIS & Web View Interfaces, a mobile app for real-time access, AI-powered data analytics and reports, and a Management Information System (MIS) for administrative oversight.

Additionally, the Online Lottery System for RTE Seat Allotment has played a crucial role in ensuring transparency in admissions. In 2024, a total of 4,149 schools registered on the platform, with 3,934 schools successfully verified. The system facilitated the allotment process for 35,140 available seats, processing 24,299 student applications, out of which 18,708 students were verified. Ultimately, 16,783 seats were allotted, leading to 14,681 students successfully enrolling under the Right to Education (RTE) scheme.

Drinking Water & Sanitation Department

The ICT solutions for the Drinking Water & Sanitation Department enhance efficiency and transparency in water resource management. The Uttarakhand Jal Sansthan Billing Portal, serving 9 lakh beneficiaries, facilitates seamless online bill payments, ensuring convenience and timely transactions. Additionally, the Pey Jal Nigam MIS provides real-time monitoring for over 150 drinking water infrastructure projects, enabling effective oversight and efficient management of water resources.

Elections

NIC Uttarakhand has developed robust ICT solutions to enhance the efficiency and transparency of election management. The Election Polling & Counting Personnel Deployment System (EPDS) ensures the randomized deployment of polling personnel to their designated assembly constituencies and polling booths, minimizing biases and ensuring fair elections. Additionally, it facilitates the random allocation of counting personnel to specific assembly segments, halls, and counting tables, ensuring neutrality and accuracy in the counting process.

To further strengthen election monitoring, NIC Uttarakhand has implemented the Poll Day Monitoring System (PDMS), an SMS-based election management tool. This system enables the real-time collection of poll status updates from every polling station through the registered mobile numbers of Presiding Officers. Senior election officials, including the Chief Electoral Officer (CEO) and District Election Officers

> **N**IC's contribution to various ICT projects for government sectors like Transport, Education, Drinking water, Finance, Revenue and others is truly commendable. Projects like e-Cabinet, StarBus, VLTEAS and Heli Services have not only served its purpose in Uttarakhand but have shown its robustness by implementing in different States across the Nation. As the extended IT arm of the Uttarakhand Government, NIC enhances communication between the Government and citizens. I appreciate NIC's efforts and look forward to more AI-driven solutions to strengthen e-Governance further.

Radha Raturi, IAS
Chief Secretary
Government of Uttarakhand

▼ **Fig 1.5 : Governor Lt Gen Gurmit Singh (Retd) launches the AI-powered Smart Automation System at Uttarakhand Raj Bhawan on 17 Oct 2023**

(DEO) of Uttarakhand, have been provided with dedicated dashboards to monitor voting progress seamlessly. For the Lok Sabha General Elections 2024, a mobile application was also developed to enhance accessibility and streamline the monitoring process, ensuring a smooth and transparent electoral process.

Revenue

NIC Uttarakhand has successfully implemented several digital governance initiatives to enhance land and revenue management across the state.

● **Land Record Management Software (Bhulekh)** Implemented in all 117 tehsils of Uttarakhand, this system digitizes and centralizes land records, ensuring secure storage of digitally signed Record of Rights (RoR) documents in a unified database

● **Land Use Management Software –** Designed to digitize the process of land use purchase and land type change permissions under the ZA and LR Acts, this workflow-based system allows applicants to apply online and track their application status in real-time. The software has been implemented across all districts of Uttarakhand, with a customized dashboard and reporting system catering to departmental requirements and Ease of Doing Business (EoDB) standards

● **Revenue Court Management System (RCMS)** This digital initiative modernizes the handling of land and revenue disputes by ensuring transparency, efficiency, and accountability in legal proceedings. The system facilitates case registration, progress tracking, and rectification status updates at various levels of the revenue court hierarchy, including Mandal, District, and Tehsil courts

● **Survey of Villages and Mapping with Improvised Technology in Village Areas (SVAMITVA) –** A flagship initiative of the Ministry of Panchayati Raj (MoPR), Government of India, SVAMITVA provides legal ownership cards (Property Cards/Title Deeds) to village household owners. The project has been successfully implemented across all 13 districts of Uttarakhand, empowering rural landowners with legal property rights

Achievements

● Drone surveys have been successfully conducted in all notified villages

● Over 3,85,636 property cards have been generated and distributed

● Nearly 7,457 villages across 115 tehsils have benefitted from the property card initiative, providing secure land ownership documentation to rural communities

These ICT-driven initiatives are revolutionizing land and revenue management in Uttarakhand, enhancing efficiency, accessibility, and governance transparency across the state.

Pragati Portal

The Pragati Portal, a Project Performance Monitoring System (PPMS), has been designed and developed by NIC Uttarakhand for the Survey of India, Government of India. This versatile and intuitive platform enables real-time project tracking, ensuring efficient monitoring and management of ongoing initiatives. The system is equipped with early warning mechanisms to identify potential delays, allowing for proactive intervention and ensuring projects meet their milestones on time and within scope.

Automation and Data Analytics Dashboard for the State Tax Department

NIC Uttarakhand has been a key technology partner for the State Tax Department, providing comprehensive ICT solutions from end-to-end VAT computerization to the design and development of an advanced GST analytical dashboard. The GST-Prime system developed by NIC has been successfully implemented in the state, enhancing data-driven decision-making and compliance monitoring.

Beyond tax analytics, NIC Uttarakhand has been instrumental in automating key administrative

NIC is the backbone of Uttarakhand's digital transformation, providing time-bound and sustainable IT solutions. From S3WaaS-based websites to API integrations under Digital Uttarakhand project, NIC ensures seamless access to information for various stakeholders. Its contributions to e-Office, AI-driven innovations like face recognition enabled Raj Bhawan Secretariat's computerization and many other ICT implementations showcase its excellence. I congratulate and wish success to NIC Uttarakhand and look forward to many more e-governance initiatives in future.

Nitesh Kumar Jha, IAS
Secretary (IT)
Government of Uttarakhand

functions, including the annual transfer process of officers. Additionally, an AI-powered project is currently under development to detect cases where a proprietor's or partner's photograph is used under different names in GST registrations, strengthening fraud detection mechanisms.

To enhance security and access control, NIC has also developed a face recognition-based gate pass system for issuing secure digital gate passes at the State Tax Headquarters in Dehradun, ensuring streamlined entry management. These cutting-edge ICT initiatives reinforce the State Tax Department's commitment to transparency, automation, and efficiency in tax administration.

Rojgar Prayag Portal and Mobile App

The Rojgar Prayag Portal and Mobile App, developed by NIC Uttarakhand in collaboration with the Skill Development & Employment Department, is a flagship e-Governance initiative aimed at bridging the gap between job seekers and employers in both the government and private sectors. This platform enables unemployed youth to register and receive real-time vacancy notifications, while employers can efficiently find skilled manpower tailored to their needs.

Launched in July 2023 by Hon'ble Chief Minister Shri Pushkar Singh Dhami, the portal has rapidly become a valuable resource for job seekers, service providers, and government departments. Currently, the platform has over 53,000 registered job seekers, around 100 service providers, and 30 state government departments onboarded. With an average of 400 beneficiaries leveraging this initiative, the Rojgar Prayag Portal is playing a crucial role in enhancing employment

▼ **Fig 1.6 : Launch of CM Suite by the Hon'ble Chief Minister of Uttarakhand**

opportunities and workforce accessibility across Uttarakhand.

GPF Online Services

The General Provident Fund (GPF) online services in Uttarakhand mark a significant step forward in digital governance, transforming how government employees manage and access their provident fund accounts. This integrated platform incorporates multiple essential modules, enhancing user experience, accessibility, and financial transparency, while ensuring seamless tracking and management of GPF transactions.

UOAMS

The Uttarakhand Online Audit Management System (UOAMS), implemented by the Finance Department of the Uttarakhand Government, is a ground breaking initiative designed to enhance efficiency and transparency in internal and financial audits. This comprehensive system facilitates audits across government departments, State Public Sector Units (PSUs), Government Societies, and all three levels of Urban Local Bodies—Nagar Nigam, Nagar Palika, and Nagar Panchayat. Additionally, it extends to the three-tier Panchayati Raj institutions, covering District, Block, and Village Panchayats, ensuring robust financial oversight and accountability at every level of governance.

RTI Online Portal

The Uttarakhand Online RTI (Right to Information) Portal is a citizen-centric digital initiative that provides easy, quick, and transparent access to information under the Right to Information Act. This e-Governance milestone was inaugurated by Hon'ble Chief Minister Shri Pushkar Singh Dhami on 15 January 2024 at the Secretariat, along with the launch of the Online Second Appeal, Complaint, and Hybrid Hearing System. The portal empowers citizens by simplifying the process of filing RTI requests, ensuring greater government transparency and accountability.

MHA, Law & Judiciary

NIC Uttarakhand has successfully implemented several digital initiatives to enhance law enforcement, judiciary, and governance. These projects cater to criminal justice, evidence management, prosecution, and prison administration, ensuring transparency, efficiency, and security. Key implementations include:

- **Interoperable Criminal Justice System (ICJS)** – Integrating databases of law enforcement and judicial agencies for seamless data sharing
- **Immigration, Visa, and Foreigners Registration & Tracking (IVFRT)** – Enhancing border security and immigration processes
- **e-Sakshya** – Revolutionizing digital evidence management for law enforcement agencies
- **MedLEaPR** – Automating medico-legal and post-mortem reporting to improve forensic efficiency
- **e-Summon and Warrant System** – Streamlining

▲ Fig 1.7   CM Suite
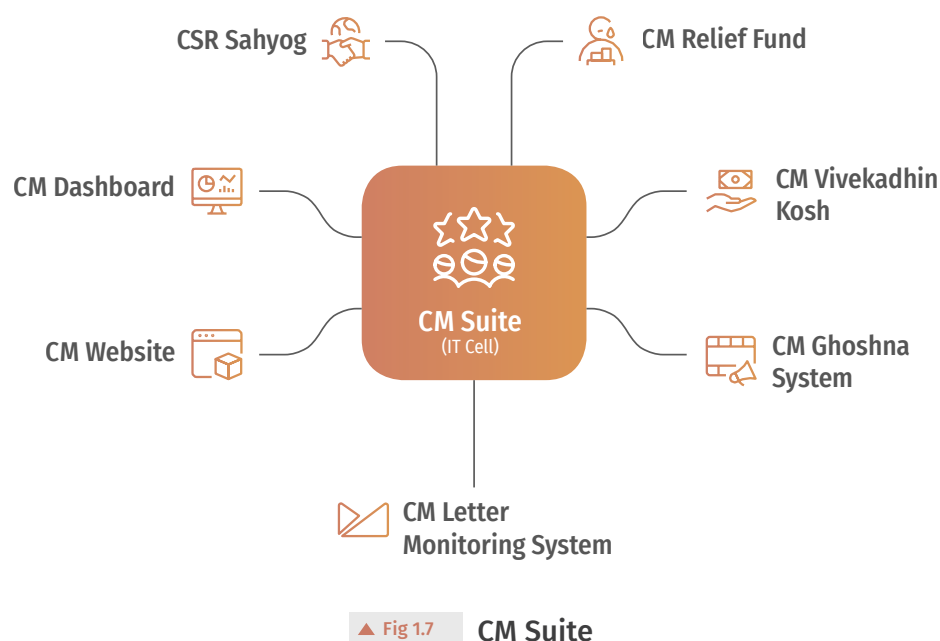
issuance and tracking of legal notices and warrants
- **e-Prison** – A comprehensive digital prison management system ensuring effective inmate record management
- **eProsecution** – A prosecution digitization system to enhance case tracking and legal workflows
- **e-FSL** – Modernizing forensic science laboratories with digital integration for faster and more accurate forensic analysis

eCourts Services

The eCourts Integrated Mission Mode Project is a National e-Governance initiative aimed at modernizing judicial processes across High Courts, District Courts, and Subordinate Courts. In Uttarakhand, the following implementations are transforming judicial service delivery:

- **S3WaaS Platform for Court Websites** – Migration of all District Court and High Court websites to the S3WaaS platform for enhanced security and accessibility
- **Case Information System (CIS)** – A unified case management application for District and High Courts
- Service Delivery Platforms:
  - Live Streaming in three High Court courtrooms
  - Digitization of case documents for a paperless judicial ecosystem
  - e-True Copy, e-RTI Portal, Leave Management System, and E-HCR Portal for efficient legal documentation
  - Neutral Citation Number for case referencing
  - ePayment, eFiling, and Witness Evidence/Statement Recording Modules for seamless judicial operations

- FASTER (Fast and Secure Transmission of Electronic Records) – Enabling speedy digital transmission of court orders and judgments to District Courts and Jails
- **Integration with ICJS, Virtual Court, and Legal Aid Information System (LAIS)** – Ensuring a connected, technology-driven judicial system

Government Order MIS Application

The Government Order Management Information System (MIS) is a centralized digital solution designed to streamline the management and dissemination of Government Orders (GOs). The system automatically fetches all GOs from the eOffice Portal using web APIs while also allowing for manual uploads. This ensures efficient record-keeping, transparency, and accessibility of government directives.

Statistics

- Total Sections Registered: 161
- Total GOs Generated: 36,355
- Total GOs Published: 36,001
- Total GO Copies Downloaded: 632,424

These cutting-edge digital interventions reinforce Uttarakhand's commitment to e-Governance, judicial modernization, and administrative efficiency, driving better service delivery and governance transparency across the state.

GMVN HR & HRPMS

The Garhwal Mandal Vikas Nigam (GMVN) HR & Payroll Management System (HRPMS) is an integrated digital solution designed to streamline and automate human resources and payroll functions. This system enhances employee data management by digitizing records and automating financial transactions, including

salary computation, allowances, deductions, gross pay, and net pay. By eliminating manual processes, HRPMS improves accuracy, efficiency, and transparency in GMVN's payroll operations.

IFMS

The Integrated Financial Management System (IFMS) is a web-based financial automation solution specifically developed for G.B. Pant University of Agriculture and Technology (GBPUAT). Designed to streamline university operations, IFMS enhances administrative efficiency by automating various financial processes. A key feature of this system is its dedicated Android application, which enables real-time meter reading input and on-site electricity bill generation for approximately 3,500 connections across different categories. The system includes 24 specialized modules, each designed to seamlessly manage university operations, ensuring financial transparency and operational efficiency.

eSPAN

The eSPAN (Social Security Pension Application), developed by NIC Uttarakhand, is a web-based platform aimed at facilitating the Government of Uttarakhand's social welfare initiatives. Available at http://ssp.uk.gov.in, eSPAN automates the entire pension disbursement process, ensuring timely financial support for vulnerable sections of society. The system efficiently manages three core social security pension schemes for Old Age, Widows, and Persons with Disabilities, promoting social inclusion and gender empowerment.

Since its inception in FY 2011-12, eSPAN has facilitated the disbursement of ₹249.29 crores to 4.85 lakh beneficiaries. In FY 2024-25, the platform now supports nine social security schemes, benefiting 9.32 lakh recipients, with a total disbursement of ₹1,468 crores, directly credited to beneficiaries' bank accounts. This transparent and efficient digital intervention ensures seamless pension distribution, reinforcing the government's commitment to social welfare and financial inclusion.

Other Initiatives in the State

NIC Uttarakhand has played a pivotal role in implementing key national e-Governance projects, driving digital transformation across various government departments. These initiatives enhance efficiency, transparency, and service delivery, strengthening governance in the state.

eOffice

The eOffice platform has been successfully implemented across Uttarakhand Secretariat, Raj Bhawan, CM Office, Vidhan Sabha, Police Headquarters, and Directorates. Extending beyond the state administration, eOffice has also been deployed in all 13 districts of Uttarakhand. Additionally, NIC Uttarakhand provides continuous ICT support to various Government of India (GoI) offices, including Survey of India (SOI), AIIMS Rishikesh, and LBSNAA.

eTransport

The eTransport project aims to digitize and streamline transport services, creating a transparent and citizen-centric ecosystem. It operates through two core applications:
- **Sarathi (Sarathi.Parivahan.gov.in)** – Manages driving licenses and related services
- **Vahan (Parivahan.gov.in)** – Oversees vehicle registration, permits, and transactions

Key Achievements in Uttarakhand
- Vahan-4, Sarathi-4, and eChallan systems are successfully operational across all 20 RTO/ARTOs in the state
- Integrated Road Accident Database (iRAD) Project has been rolled out across all 13 districts, enabling accurate road accident data collection and analysis to improve road safety measures

Module	Total Since Inception
Sarathi (Driving License)	20,94,746
Sarathi (Learner License)	16,12,710
Sarathi (Conductor License)	14,488
Sarathi Revenue (Cr.)	197.67
Vahan (Registered Vehicles)	40,82,666
Vahan Transactions	2,39,34,152
Vahan Permits Issued	3,01,961
Vahan Revenue (Cr.)	8,42,482

Development of Uttarakhand Websites on S3WaaS Framework

The S3WaaS (Secure, Scalable, and Sugamya) platform enables government departments to develop secure, accessible, and customizable websites. A tripartite MoU was signed on November 26, 2024, between the IT Department of Uttarakhand, NIC, and NICSI, for the development of 100 government websites.

Key Achievements
- Orientation workshop and training for 216 participants from various government departments
- 93 websites onboarded, with 15 successfully launched on the S3WaaS platform

IM-PDS

The Public Distribution System (PDS) ensures food security through digital integration of ration card management, fair price shops, and supply chain automation. Key modules implemented in Uttarakhand include:
- Ration Card & Fair Price Shops Management (RCMS)
- Online Food Grains Allocation & Supply Chain Management (FEAST)
- Fair Price Shops Automation (Dhaanyapurti)
- State Transparency Portal (FCS)
- Integrated Public Distribution System (IM-PDS)
- Food Grain ATM Scheme launched in Uttarakhand to enhance PDS efficiency

Key Metrics	Values
Total Ration Cards Issued	24,00,577
Total Beneficiaries	97,40,272
Monthly Fortified Rice Allocation (Qtls)	2,35,344
Monthly Wheat Allocation (Qtls)	1,83,822
Total Fair Price Shops	9,093
Monthly Transactions	19,89,871

NextGen eHospital

The NextGen eHospital application is a comprehensive hospital management system available to government hospitals nationwide through a SaaS (Software as a Service) model. It enhances patient care, digital record management, and hospital efficiency.

Metrics	Total
Total Hospitals Onboarded	8 (5 NextGen e-Hospital, 3 e-Hospital)
Total Patient Registrations	95,95,722
Total In-Patient Admissions	10,58,807
Electronic Health Records (EHRs) Created	26,60,756
Total Billing Transactions	43,67,586

NeVA

The National eVidhan Application (NeVA) is a Mission Mode Project under Digital India, aimed at making state legislatures paperless. NeVA was inaugurated in Uttarakhand on 18 February 2025 by Hon'ble Chief Minister & Hon'ble Speaker of Uttarakhand Vidhan Sabha.

Legislative Function	Total Processed
Questions Raised	5,005
Notices Issued	347
Government Bills Processed	503
List of Business Entries	345
House Proceedings Recorded	128

Driving Digital Transformation in Uttarakhand

These national e-Governance initiatives implemented by NIC Uttarakhand are revolutionizing governance, public service delivery, and administrative efficiency. From transport digitization and judicial reforms to healthcare automation and food security, these projects strengthen transparency, accessibility, and accountability, contributing to Uttarakhand's digital transformation journey.

Infrastructure and Network Services

National Knowledge Network (NKN)

NKN serves as the digital backbone for India's e-Governance, research, and education initiatives,

▲ Fig 1.8 : Visit of Shri Jitin Prasada, Hon'ble Minister of State, Ministry of Electronics and Information Technology, to NIC Uttarakhand Headquarters, Dehradun

providing secure, high-speed connectivity. It integrates R&E, Internet, and e-Governance traffic on a single network with a core bandwidth of nearly 1000G. In Uttarakhand, 42 institutions, including State Data Centre, SWAN, LBSNAA, IMA, ICFRE, FSI, CASFOS, IGNFA, Garhwal University, Kumaun University, and GB Pant University, are connected through NKN.

Video Conferencing

NIC Uttarakhand's video conferencing services are widely used for the Video Conferences with the Hon'ble Prime Minister, Union Ministers, Governors, Chief Ministers, Cabinet Secretary, Chief Secretaries, and other senior officials. NIC also provides web-based desktop video conferencing for various state and central government departments.

Email Services

More than 26,000 government email IDs have been created for official use in Uttarakhand.

Capacity Building

NIC Uttarakhand regularly conducts training programs to enhance skills and knowledge. Officers participate in management, technology, and induction training, with knowledge-sharing sessions post-training. 12 training programs have been conducted for NIC officers.

Key Events & VIP Visits

● Hon'ble Minister Shri Jitin Prasad visited NIC Uttarakhand on 20th November 2024 and was briefed on key IT projects by State Informatics Officer Shri Ashesh Kumar Agarwal

● Safer Internet Day Workshops were held across all 13 districts on 11th February 2025, engaging 1,300 participants, including government officials, school children, and citizens

Accolades

NIC Uttarakhand has received around 40 prestigious awards, including Digital India Awards, CSI, WebRatna, SKOCH, for ICT projects in School Education, StarBus, CMS Websites, State Tax Department, CM Grievance System, eCabinet, and Treasury Computerization.

Way Forward

National Informatics Centre Uttarakhand has always been the backbone of the major technology initiatives in the State and has been its technology partner in rolling out many Projects. Looking ahead, the focus is on new paradigm shifts in terms of more efficient e-governance services delivery. We look forward to embracing emerging technologies such as Edge Computing, Deep Learning, Blockchain, AI and ML and using them effectively in future Projects.

▼ Fig 1.9 : Safer Internet Day Workshops were held across all 13 districts

Contact for more details

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