Rupnagar, Punjab

Taking ICT initiatives to the common Citizens

Edited by **RAJEEV JOSHI**

The historical town of Rupnagar, steeped in antiquity, carries within its roots tales of a legacy dating back to the 11th century. Legend has it that Raja Rokeshar, a ruler of eminence during that era, founded this town, naming it after his son, Rup Sen. Recent excavations conducted in Rupnagar have unveiled a remarkable revelation—the town was once a flourishing hub of the well-developed Indus Valley Civilization. However, transcending its historical significance, Rupnagar now hosts the NIC District Centre, established in 1988. The collaboration between the District Administration and NIC has ushered in an era of transformative e-governance initiatives. New and innovative ICT initiatives, designed and developed in tandem with the district's vision, continue to redefine administrative paradigms, reinforcing the commitment to progress and development at Rupnagar.

Key Initiatives in the Districts

In District Rupnagar, a series of transformative initiatives have been implemented, each designed to modernize and streamline various facets of governance. These initiatives are emblematic of the district's commitment to technological advancement and efficient service delivery. Some of them are profiled below:

Sakhi

Sakhi is a comprehensive digital ecosystem that incorporates dashboards and computer-based platforms to streamline the process of complaint registration and resolution. This platform enables swift registration and tracking of complaints spanning across various sectors such as Education,

Yogesh Kumar
Technical Director & DIO
yogesh.rathi@nic.in

Since its establishment in 1988, the NIC Rupnagar District Centre has spearheaded transformative e-governance initiatives. Collaborating closely with the District Administration, it has heralded an era of innovative ICT projects aligned with the district's vision. These initiatives consistently redefine administrative norms, reflecting a steadfast dedication to progress and development in Rupnagar. The District Centre remains a pivotal hub, driving technological advancements that shape the administrative landscape and propel the district towards a more efficient and visionary future.

Skill Development, Employment, and social security. It serves as an online hub for the Sakhi One Stop centre, catering to women in need of integrated support and assistance concerning different forms of violence, including domestic violence, sexual assault, harassment, trafficking and honor crimes.

The platform offers a range of services, including psycho-social support, legal aid and counselling, temporary shelter, and medical assistance along with emergency response and rescue services.

Powered by PHP Laravel and MySQL, this platform operates from the Punjab State Data Centre in Chandigarh, ensuring efficient and centralized management of the critical services.

DISE

The District Information System for Election (DISE) is an essential software utilized for the efficient deployment and randomization of Polling Parties, Micro Observers, and Counting staff during significant elections like General Elections, Assembly Election, Zila Parishad Election, and Gram Panchayat elections. The NIC District Centre plays a pivotal role in extending robust support to the District Administration for these elections. It actively engages in capacity building by serving as a master trainer for various ICT-enabled applications and provides ongoing support for web-based and mobile applications. Moreover, the District Centre undertakes crucial activities such as setting up hardware and LAN services at Polling stations and Counting Halls, as well as monitoring Poll day SMS services, ensuring smooth and effective election processes.

Scholarship Portal of Punjab

The Scholarship Portal of Punjab, a citizen-centric service by the Government of Punjab and facilitated by NIC Punjab, supports SC and OBC students by providing financial aid for their education. It operates as an online platform where eligible students apply for post-matric scholarships. The process involves registration, application submission, and approval stages, culminating in funds being directly disbursed to students' bank accounts. This initiative aims to aid needy students, eliminate discrimination, decrease dropout rates, enhance societal well-being, bridge educational disparities, and ensure round-the-clock access to vital information for everyone.

District Administration Website

https://rupnagar.nic.in

NIC District Centre with inputs from District Administration has designed and developed an official website for dissemination of information on public utilities, citizen services, administrative structure, press releases, office orders, public notices and recruitments across the district. The website is regularly updated and built on the S3WaaS platform.

▲ **Fig 7.1 : Shri Ashwini Vaishnaw, Hon'ble Minister of Railways, Minister of Communications and Minister of Electronics and IT visited the Sub Division Nangal of District Rupnagar**

ServicePlus

NIC Punjab is emerging as a pioneer in development and implementation of citizen centric services. Citizen centric services have been implemented in the District Rupnagar which are end to end digitized. These services are equipped with Digital Signature, SMS integration, Email integration and Payment Gateway. Applicants can apply from his/her home or from Sewa Kendra established by the Government. Digitally signed output certificate is delivered to the applicant at the doorstep. Applicants receive SMS and email alerts, keeping them informed about the status of their applications and the expected time for approval. The services are available at https://eservices.punjab.gov.in.

Other Key Initiatives

Through collaboration with NIC Headquarters and NIC Punjab State Centre, District Rupnagar has led the development of multiple transformative initiatives aimed at modernizing its governance framework.

The implementation of eOffice has streamlined administrative processes, reducing paperwork and enhancing workflow efficiency across government offices. NGDRS has simplified property transactions and registrations across all Tehsils and sub-tehsils, while IFMS has revolutionized financial management systems to align with modern standards. iHRMS integrates manpower planning and extends benefits to various government employee services.

The District Centre has also introduced an RCMS module for efficient Revenue Court Case management and NDAL, a web-based repository for arms licenses, improving regulatory oversight. The collaborative iRAD project has significantly boosted road safety efforts with contributions from stakeholders like Police, Health, NHAI, and PWD. Furthermore, the ePrison modules have modernized prison management, focusing on efficiency and security within correctional facilities. These initiatives collectively reflect a steadfast commitment to modernization, transparency, and service excellence within District Rupnagar's governance framework.

▼ **Fig 7.2 : Deputy Commissioner, Dr. Preeti Yadav, IAS, launching the Sakhi Application**

Additionally, during the COVID-19 pandemic, the NIC District Centre was instrumental in operating a data collection control room and disseminated crucial information. Further, it offered round-the-clock support to the District Administration.

Important Events Organized

Shri Ashwini Vaishnaw, Hon'ble Minister of Railways, Communications, and Electronics and Information Technology, visited Sub-Division Nangal in District Rupnagar on 12-10-2022. NIC Punjab extended a warm welcome to him through the DIO NIC Rupnagar.

As the Nodal Agency, provided technical support to the District Administration for establishing ICT infrastructure for live telecasts of various programs.

NIC District Centre Rupnagar is an integral part in District administration's e-Governance initiatives and plays a major role as an Advisor/ consultant for the ICT infrastructure and IT enabled initiatives. The eOffice system implemented in District Rupnagar has increased the productivity and better time management among the officials. I would like to appreciate the team of NIC Rupnagar for their dedication towards the ICT work culture and extend my best wishes for their future endeavors.

Dr. Preeti Yadav IAS
Deputy Commissioner, Rupnagar

These included the Hon'ble CM Punjab's visit on 3rd December 2021 at Shri Chamkaur Sahib and Morinda, as well as the Hon'ble Governor and Hon'ble CM Punjab's visit on 19th November 2021 at Shri Chamkaur Sahib, and the Hon'ble CM Punjab's visit on 3rd October 2021 at Tehsil Morinda.

Way Forward

NIC Rupnagar aims to introduce and implement innovative eGovernance solutions for increased output and efficiency in order to provide better and more effective service delivery to the citizens and district administration.

Contact for more details

District Informatics Officer
NIC Rupnagar District Centre
Mini Secretariat, Deputy Commissioner Office
Rupnagar, Punjab – 140001
Email: dio-rpn@nic.in Phone: 01881-221169