Jammu and Kashmir UT

Jammu's Heritage, Kashmir's Splendor: Driven by Technology

Edited by **VINOD KUMAR GARG**

Jammu and Kashmir, the northernmost Union Territory of India, often referred to as "Paradise on Earth," is renowned for its awe-inspiring natural beauty. Beyond its breathtaking landscapes of majestic mountains, lush valleys, and pristine lakes, the region is a hub of cultural and historical significance. Historically a princely state, it joined India in 1947 and was restructured as a Union Territory in August 2019 to enhance governance and development.

In the digital age, Jammu and Kashmir is also emerging as a beacon of technological transformation. Leveraging its strategic potential, the Union Territory has embraced cutting-edge advancements to redefine governance, citizen services, and administrative efficiency.

NIC J&K UT Centre plays a pivotal role in the digital transformation of Jammu and Kashmir, driving innovation and e-Governance to enhance the region's operational efficiency and citizen experience. With its state-of-the-art technological infrastructure, the UT Centre has developed over

Jaskaran Singh Modi
Dy. Director General & SIO
sio-jk@nic.in

Suresh Kumar
Sr. Technical Director & ASIO
kumar.suresh@nic.in

Anil Kumar Sharma
Sr. Technical Director
anil.ksharma@nic.in

Jammu and Kashmir, India's northernmost Union Territory, blends cultural richness with technological progress. Since its restructuring in 2019, NIC J&K UT Centre has driven digital transformation, offering over 330 e-Services across key sectors like healthcare and education. Milestones include eliminating the Darbar Move and streamlining governance with centralized databases. By leveraging advanced technologies, NIC ensures scalable, inclusive solutions, making Jammu and Kashmir a model for digital-first governance in challenging terrains.

330 online services, contributing significantly to the 1,165 digital services available across the Union Territory. These solutions span critical sectors like healthcare, education, agriculture, finance, and public grievance management, ensuring tailored, tech-enabled accessibility for citizens.

One of the most significant milestones of the UT Centre's digital initiatives is the elimination of the traditional Darbar Move practice. This bi-annual relocation of government offices between Jammu and Srinagar not only strained resources but also disrupted administrative workflows. Through robust e-Governance frameworks, including centralized databases and real-time information access, administrative operations have been streamlined. Tasks that once required weeks are now resolved in hours, exemplifying the efficiency of digital-first governance.

The UT Centre's contribution extends beyond e-Services. The development of 156 government department websites and 68 custom web applications underscores its commitment to transparency, accountability, and service optimization. These platforms ensure seamless citizen engagement, reduce bureaucratic hurdles, and foster a culture of accountability. Key features include user-friendly interfaces, secure authentication protocols, and multi-device compatibility, making services accessible to urban and rural populations alike.

Jammu and Kashmir's digital transformation, driven by NIC J&K UT Centre, sets a benchmark for governance innovation in challenging terrains. By integrating advanced technologies, such as cloud computing, data analytics, and AI, the region is bridging the gap between policy-making and grassroots implementation. The focus remains on delivering inclusive, scalable, and secure digital solutions to unlock the full potential of Jammu and Kashmir's unique position in India's technological evolution.

ICT Initiatives in the State

In recent years, Jammu and Kashmir have positioned themselves as a trailblazer in e-Governance, establishing new benchmarks in service delivery across India. The Union Territory secured the top spot in the National e-Governance Service Delivery Assessment (NeSDA) conducted by the Department of Administrative Reforms and Public Grievances (DARPG), outperforming states like Madhya Pradesh and Kerala. This accolade highlights the region's unwavering dedication to harnessing technology for transformative and efficient governance.

Following is the small snapshot of activities undertaken by the UT Centre:

JanSugam
https://jansugam.jk.gov.in/

The Union Territory (UT) Government of Jammu and Kashmir has made remarkable advancements in governance through transformative IT initiatives designed to deliver a seamless and efficient public service experience. At the heart of these efforts is the JanSugam (ServicePlus) platform, a Low Code No Code framework enabling rapid deployment of Government-to-Citizen (G2C) online services. Initially launched during the COVID-19 pandemic to provide movement passes, the platform was subsequently expanded to other departments in March 2021.

With 105 services currently operational, the platform has significantly enhanced service delivery in key sectors such as Revenue, Housing and Urban Development, Social Welfare, Agriculture, and Rural Development. To date, approximately 39 lakh digitally signed certificates have been issued through ServicePlus. Capacity-building initiatives are ongoing across departments to empower them to independently develop and manage services on this versatile framework.

Key Features:
- **Payment Gateway Integration:** Facilitates seamless online transactions.
- **SMS and Email Alerts:** Keeps both authorities and citizens informed.
- **Aadhaar Integration:** Enabled for a Social Welfare Department service, ensuring identity verification.
- **Jan Parichay Integration:** Recently implemented for enhanced citizen authentication.
- **DigiLocker Integration:** Provides secure access to government-issued documents.
- **External System Integration:** Allows interoperability with third-party systems.
- **Rapid Assessment System (RAS):** Enables real-time feedback on service quality.
- **UMANG Integration:** Expands accessibility through the unified government app.

The JanSugam platform is revolutionizing service delivery in Jammu and Kashmir by combining technological innovation with user-centric design, setting a new standard for e-Governance in the region.

Auto Appeal System
https://aas.jk.gov.in

The Auto Appeal System (AAS) ensures timely and effective delivery of government services under the Public Service Guarantee Act (PSGA) 2011. Following the amendment on 06/08/2022, the Act now includes online services (Rule 3A) and empowers citizens to automatically raise appeals to appellate authorities if services are delayed beyond the stipulated timeframe.

Adopted and customized from Haryana's SARAL system, AAS was launched in July 2023 and integrated with eUNNAT, onboarding 194 services to date. Accessible at https://aas.jk.gov.in, the platform streamlines governance by enabling digital appeals and ensuring accountability.

Key Features:
- **Data Aggregation and Processing:** Efficiently handles large volumes of service data.
- **Appellate Workflow:** Automates appeals to first and second appellate authorities.
- **Citizen-Centric Tools:** Simplifies grievance redressal with user-friendly features.
- **Custom Reporting:** Generates insightful reports for monitoring and analysis.
- **System Integration:** Scalable and adaptable to evolving requirements.

The Auto Appeal System exemplifies citizen-first governance, ensuring transparency, accountability, and timely service delivery.
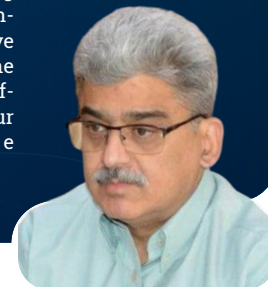
eUNNAT
https://eunnat.jk.gov.in

Over the years, various G2C online services in Jammu and Kashmir were developed and deployed using diverse platforms and technologies by multiple departments. However, these services were scattered across multiple websites and portals, creating accessibility challenges for users.

To address this, the Government of Jammu and Kashmir launched a single Integrated Services Delivery Portal (IDSP) to centralize and streamline access to these services. This portal, branded as eUNNAT (Unified, Integrated, Accessible, and Transparent), serves as a one-stop solution, consolidating all G2C, G2G, and G2B services under a unified platform.

Developed collaboratively by the NIC J&K and the Information Technology Department, eUNNAT currently hosts 1,166 services, offering citizens,

NIC has been instrumental in transforming digital governance across Jammu and Kashmir. Their efforts in e-Office, Web portals, online services and augmenting network connectivity have enhanced the operational efficiency of our e-governance initiatives.

Atal Dulloo IAS
Chief Secretary
Government of Jammu & Kashmir

businesses, and government entities a seamless and efficient digital experience.

eUNNAT reflects a significant step towards modernizing governance, enhancing transparency, and simplifying service delivery for the people of Jammu and Kashmir.

J&K Estates Portal
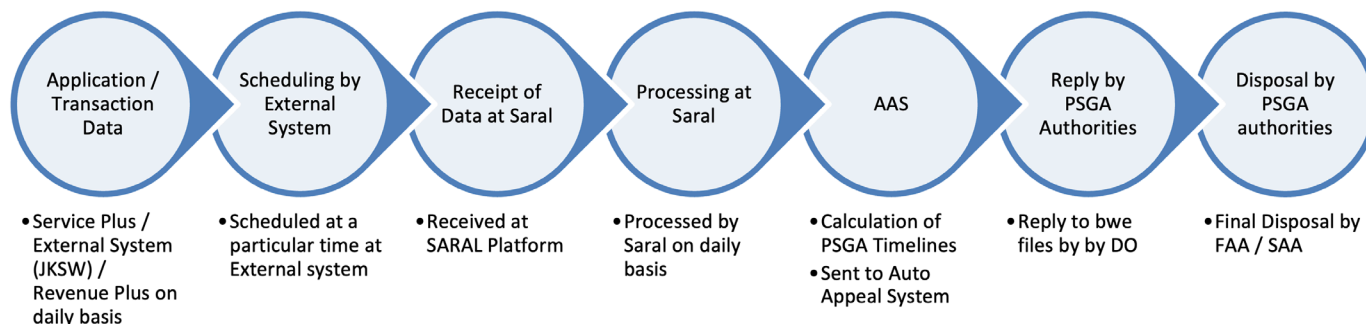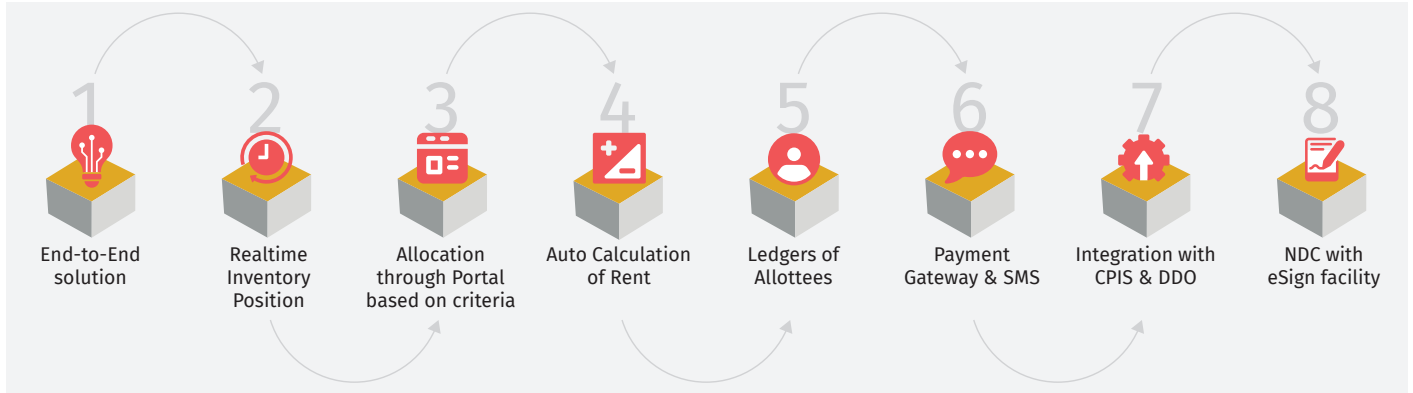https://estates.jk.gov.in

The J&K Estates Portal has been revamped by NIC J&K to meet the evolving needs of the department and deliver a more transparent and efficient digital interface. This upgraded platform addresses gaps in the earlier version, ensuring a seamless and user-friendly experience for both departmental users and citizens.

Designed as a comprehensive end-to-end solution, the portal was developed in-house by the IT Cell of the J&K Government, with guidance and coordination from NIC J&K. The platform streamlines estate management processes and provides a robust digital framework. Efforts are currently underway to integrate and prepare legacy data for enhanced functionality.

The new portal represents a significant leap toward modernized governance, offering improved efficiency and transparency in managing estate-related services.

▼ **Fig 2.1 : Data Aggregation and Processing Framework of the Auto Appeal System (AAS)**

Application / Transaction Data	Scheduling by External System	Receipt of Data at Saral	Processing at Saral	AAS	Reply by PSGA Authorities	Disposal by PSGA authorities
• Service Plus / External System (JKSW) / Revenue Plus on daily basis	• Scheduled at a particular time at External system	• Received at SARAL Platform	• Processed by Saral on daily basis	• Calculation of PSGA Timelines • Sent to Auto Appeal System	• Reply to bwe files by by DO	• Final Disposal by FAA / SAA

1	2	3	4	5	6	7	8
End-to-End solution	Realtime Inventory Position	Allocation through Portal based on criteria	Auto Calculation of Rent	Ledgers of Allottees	Payment Gateway & SMS	Integration with CPIS & DDO	NDC with eSign facility

▲ **Fig 2.2 : Workflow Diagram of the J&K Estates Web Application**

JKIFMS

The Jammu & Kashmir Integrated Financial Management System (JKIFMS) is a flagship initiative of the Finance Department, designed to revolutionize public financial management and governance within the Union Territory. This transformative platform streamlines and integrates all processes related to managing public funds, ensuring transparency, efficiency, and accountability in fund allocation, utilization, and monitoring.

The JKIFMS connects key stakeholders, including government departments, treasuries, Accountant General (AG)-J&K, the Reserve Bank of India (RBI), and citizens, automating workflows such as budget formulation, payroll processing, and expenditure tracking. By reducing manual errors and delays, it enhances overall financial administration across the UT.

Key Benefits

- **Enhanced Financial Transparency:** Clearer visibility into fund flow and utilization.
- **Improved Efficiency and Time Management:** Automated workflows reduce processing times.

- **Real-time Monitoring and Reporting:** Ensures accurate and timely insights for decision-making.
- **Cost Savings and Error Reduction:** Streamlined processes minimize redundancies and inaccuracies.
- **Budget Control and Compliance:** Adherence to financial rules and guidelines.
- **Better Financial Planning:** Data-driven decision-making improves resource allocation.
- **Secure Fund Management (GRAS):** Ensures safe handling and tracking of government receipts.
- **Elimination of Scheme Misclassification:** Accurate classification and allocation of funds.
- **Increased Public Trust:** Transparency fosters greater citizen confidence.
- **Integration with Other Systems:** Seamless interoperability with government platforms.

JKIFMS embodies a significant leap forward in financial governance, aligning with the UT's commitment to modernization and public accountability.

BEAMS

Budget Estimation, Allocation & Monitoring System (BEAMS) enhances budget planning, allocation, and monitoring in Jammu and Kashmir by enabling digital estimation of sectoral and departmental fund requirements. It ensures resource allocation aligns with developmental priorities and government plans.

Key features include real-time tracking of fund utilization, budget control registers, and monitoring of Centrally Sponsored Schemes (CSS). By promoting transparency and reducing mismanagement, BEAMS ensures public funds are allocated and utilized efficiently and judiciously.

Payment System (PaySys)

PaySys streamlines the generation of payment bills for budget expenditures, including salaries, arrears, works payments, grants-in-aid, and GPF. Primarily used by Drawing and Disbursing Officers (DDOs), it ensures compliance with budget allocations, reduces errors, and accelerates payment processing, enhancing administrative efficiency.

TreasuryNet

TreasuryNet modernizes financial management in J&K by enabling real-time tracking of government receipts and payments. Bills are audited at multiple levels before payment authorization, and funds are credited directly through RBI's e-Kuber module, ensuring secure and efficient cash management with reconciliation and reporting.

Government Receipt Accounting System (GRAS)

GRAS simplifies government receipt collection by providing a secure platform for generating challans and making payments online or at J&K Bank branches. With features like digital challans and fraud prevention mechanisms, GRAS ensures transparency, accessibility, and ease of use for citizens and businesses alike.

Janbhagidhari

The Janbhagidhari platform fosters citizen participation in governance by offering real-time access to details of developmental projects in J&K. It promotes accountability in public fund utilization and empowers citizens to monitor progress, provide feedback, and contribute to decision-making.

JKHRMS

The J&K Human Resource Management

▼ **Fig 2.3** **Workflow of IFMS Application**
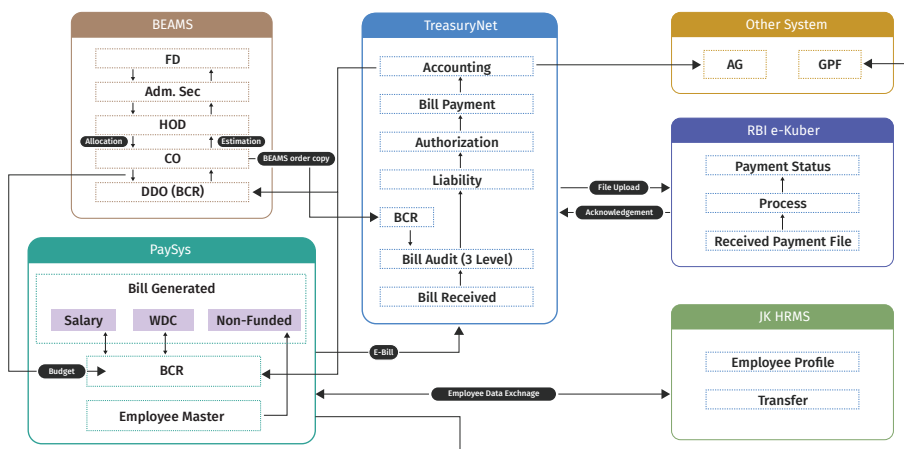
System (JKHRMS), an initiative of the General Administration Department, is a comprehensive platform designed to automate and streamline the management of government employees. The system facilitates efficient handling of employee data, payroll, promotions, transfers, and other HR-related processes.

A key feature of JKHRMS is the Common Personal Identification System (CPIS ID), a unique identifier assigned to each employee for seamless tracking and management of their professional records. This ensures continuity and accuracy, even during transfers, as digital records are automatically accessible to new Drawing and Disbursing Officers (DDOs). Employees and DDOs can digitally manage essential information, such as salary details, promotions, transfer records, family data, and service documents, significantly reducing paperwork and administrative inefficiencies.

The system also supports document uploads, including appointment orders and service books, ensuring that all employee records are complete, accessible, and up to date.

Benefits

- **Streamlined Employee Data Management:** Centralized database for all employees.
- **Unique CPIS ID:** Ensures accurate record tracking and continuity during transfers.
- **Rationalized Staffing Patterns:** Eliminates redundancies and addresses fake employee records.
- **Salary Drawl Compliance:** Salaries processed only for sanctioned posts.
- **Efficient Transfer Management:** Simplified employee movement.
- **Performance Monitoring:** Transparent and structured evaluations.
- **Leave Management:** Digital tracking and application of leaves.
- **Accessible Salary Slips:** Easily available for employees.
- **Improved Payroll & Benefits:** Automation reduces errors and delays.
- **Transparency & Accountability:** Strengthens governance through digital systems.
- **Reduced Administrative Burden:** Minimizes manual processes and paperwork.

Allied Applications

Haryana's iFMS (Integrated Finance Management System) integrates financial management systems such as OBAMAS, eBilling, OTIS, eGRAS, and ePension to ensure smooth financial operations across the state. It supports real-time bill processing, electronic payments, and the management of over 1.59 lakh pensioners, streamlining financial workflows and reducing administrative delays.

Employee Performance Monitoring (EPM)

The EPM System streamlines performance evaluations, enhancing employee efficiency, productivity, and accountability. Employees submit quarterly performance reports detailing tasks, achievements, and challenges, which are reviewed and graded out of 10 by their controlling

▲ Fig 2.4 : Pilgrims Displaying RFID-Enabled Identity Cards Issued for Shri Amarnath Ji Yatra by the Shri Amarnath Ji Yatra Board in Collaboration with NIC J&K UT Centre

officer. The structured process ensures transparency and consistent performance tracking.

Leave Management System (LMS)

The LMS simplifies the leave application, approval, and management process. Employees can apply for various types of leave online, eliminating manual paperwork. Leave records are securely tracked using the CPIS ID, ensuring accuracy and ease of access.

JKHRMS represents a significant step forward in modernizing employee management in Jammu & Kashmir, fostering transparency, efficiency, and accountability in HR processes across the government.

Shri Amarnath Ji Cave Yatra Application

The Shri Amarnath Ji Cave, situated at an altitude of 3,888 meters in Jammu and Kashmir, is one of the holiest shrines dedicated to Lord Shiva. Accessible only during the summer months, this sacred site remains snowbound for most of the year. Pilgrims can register for the yatra through various channels, including online self-registration, designated bank branches of PNB, SBI, J&K Bank, and YES Bank, as well as on-spot registration at Jammu, Srinagar, Pahalgam, and Baltal, subject to daily quotas. The registration process relies on Aadhar-based e-KYC verification to ensure authenticity, with fingerprints and details matched via the UIDAI server. Pilgrims must report to the base camp 24 hours before the yatra for e-KYC verification, following which they are issued RFID cards, mandatory for undertaking the journey. This robust system has effectively flagged over 1,000 counterfeit registrations, preventing misuse and ensuring a secure pilgrimage. By integrating advanced technology, the Shri Amarnath Ji Yatra offers a seamless, efficient, and secure experience for devotees undertaking this spiritual journey.

GST-Prime

The State Tax Department plays a pivotal role in the collection and administration of taxes, now unified under the Goods and Services Tax (GST) regime. Implemented on July 1, 2017, GST replaced the Value Added Tax (VAT), Central Sales Tax (CST), and other revenues collected under the State Tax Act, consolidating the taxation of goods and services. However, specific items such as petrol, diesel, crude oil, aircraft fuel, natural gas, and liquor for human consumption remain outside GST's purview and are taxed under the UPVAT Act, 2008.

GST-Prime is an advanced analytical platform designed to assist tax administrators in monitoring and enforcing compliance within their jurisdiction. Tailored for field-level officers and enforcement/intelligence teams, the system delivers actionable insights to improve tax collection efficiency and effectiveness.

Key Features

- **GST Compliance Monitoring:** Ensures adherence to tax laws and timely filings.
- **Real-Time Data Analytics:** Provides instant insights for informed decision-making.
- **Role-Based Access:** Offers secure, tailored access for different administrative roles.
- **Intuitive Interface and Reports:** Simplifies data interpretation with user-friendly tools.
- **Evidence-Based Outcomes:** Facilitates enforcement actions based on data-backed findings.
- **Matching Statements (e.g., R3B, R1):** Ensures consistency and accuracy in taxpayer filings.
- **360° Taxpayer View:** Provides a comprehensive profile for efficient monitoring and compliance checks.

The State Taxes Department, supported by innovative tools like GST-Prime, ensures effective tax administration, fostering transparency, accountability, and fiscal stability.

SRO

The Government of Jammu & Kashmir has introduced a Special Revenue Order (SRO) scheme to provide budgetary support to eligible industrial units. This scheme offers partial reimbursement of GST paid on finished goods after adjusting tax credits, encouraging the establishment and growth of small, medium, and large-scale industries in the Union Territory.

Under the J&K GST Act 2017, the scheme provides reimbursement of state taxes to manufacturing units operating in the UT. The

▲ Fig 2.5 : Student Report Dashboard of J&K BOSE

initiative is supported by an online module for streamlined processes such as e-filing for registration and sanction generation.

Key SROs and Their Focus Areas

● **SRO 519:** Reimbursement of State Taxes to promote industries.
● **SRO 63:** Reimbursement of taxes to support small, medium, and large-scale industries.
● **SRO 521:** Reimbursement of Central Taxes for industrial promotion.
● **SRO 431:** Reimbursement of Integrated Taxes for industrial development.

Impact of the SRO Scheme

To date, 1,842 industrial units have registered and benefited from this scheme, reinforcing the government's commitment to fostering industrialization and economic growth in the region.

The SRO framework ensures a transparent, efficient, and supportive environment for industries, empowering businesses and boosting economic development across Jammu & Kashmir.

Motor Spirit Taxes (MST)

Under the MST Act, dealers are required to pay taxes on the sale of motor spirit and diesel oil, applicable on the first sale after import into Jammu & Kashmir. A dedicated software module has been developed to streamline tax administration with features such as:

● Assessment of motor spirit and diesel oil sales and purchases.
● Tax Payment and recovery, including interest liabilities.

● Dashboard for Petrol Taxation Officers for real-time monitoring.
● E-Challan (Form P5) for secure payment processing.
● Monthly MST Returns via Form P4 and P4A.
● Form ST-13 for detailed tax documentation.

The MST system ensures efficiency, compliance, and transparency in managing motor spirit and diesel oil taxation.

JKBOSE

The Jammu & Kashmir Board of School Education (JKBOSE) web portal is a comprehensive platform designed to manage student-related data efficiently, offering a range of digital services to students and administrative users.

Key Features

● **Online Registration:** For students of Class IX, X, XI, and XII.
● **Unique RR Number Assignment:** For Class IX students, ensuring seamless tracking.
● **Role-Based Logins:** Specific logins for Clerks, Principals, IT sections, and Examination Sections for application entry and approvals.
● **Document Generation:** Includes centre notices, micro packs, admit cards, and attendance sheets.
● **Student Services:** Online access to results, re-evaluation, migration, eligibility verification, and duplicate certificates.
● **Advanced Reporting:** Parameter-based reports for monitoring application progress at all levels.

This modernized system simplifies processes, enhances transparency, and ensures easy access

J&K Bose Impact

547,725
Total Students Registered

1,445,242
Examination Forms Processed

25,047
Migration & Eligibility Cases

156,669
Re-Evaluation & Xerox Applications

61
Results Declared

to essential academic services for students, parents, and educators across Jammu & Kashmir.

e-Imprest
https://budgam.jk.gov.in/imprest

The e-Imprest web application, developed by NIC J&K, is designed to manage financial activities related to Imprest accounts and office telephone bills efficiently. This digital platform streamlines processes and enhances financial transparency across district centres and the UT divisions of NIC Jammu and Kashmir.

Key Features

● **Bill Upload:** Simplifies submission and documentation of financial claims.
● **Imprest & Telephone Claim Generation:** Automates claim creation for improved accuracy.
● **Claim Tracking:** Enables real-time monitoring of claim status.
● **Online Stock Register:** Ensures efficient inventory management.

Additionally, the platform integrates seamlessly with the District Integrated Monitoring Portal (DIMP), providing a comprehensive solution for financial and administrative oversight.

The e-Imprest system exemplifies innovation in financial management, ensuring transparency, accountability, and streamlined workflows for effective governance in Jammu and Kashmir.

Hospitality and Protocol Department
https://jkhospitalityprotocol.nic.in

The Hospitality and Protocol Department of Jammu and Kashmir manages policies and services related to the reception, boarding, and lodging of VVIPs, VIPs, dignitaries, and delegations. To enhance operational efficiency, NIC J&K developed an Online Guest House Booking Application, streamlining the booking process for guest houses under the department's jurisdiction.

Key Features

● **User-Friendly Interface:** Simplified online booking form capturing essential details like guest house selection, room type, dates, and booking purpose.

▼ Fig 2.6 : Stakeholders of the eImprest System

- **Secure Authentication:** OTP verification integrated with the SANDESH App ensures secure and verified bookings.
- **RESTful API Integration:** Facilitates seamless functionality with platforms like UMANG, enabling OTP verification, dynamic dropdowns, and booking status updates.

The system is built using advanced technologies, including the DotNet Framework 4.7, IIS 10.0, and Microsoft SQL Server Management Studio 19. These technologies ensure the platform's scalability, security, and accessibility, delivering a seamless and efficient booking experience for both departmental users and citizens.

HADP
https://hadp.jk.gov.in

The Holistic Agriculture Development Programme (HADP), a flagship initiative of the Government of Jammu and Kashmir, is designed to transform the region's agricultural economy. Developed by NIC JKUT, the program integrates 29 projects across Horticulture, Crop and Livestock Husbandry, with 135+ activities supported by a robust, multi-tier scrutiny mechanism for efficient implementation.

With secure authentication modules and advanced bank integration, HADP facilitates post-approval loan disbursement and seamless subsidy allocation, ensuring financial efficiency. To date, over 2 lakh farmers have registered, with 3.5 lakh applications received and 2.7 lakh approvals granted.

The HADP leverages advanced technologies, including the DotNet Framework 4.7, IIS 10.0, and Microsoft SQL Server Management Studio 19, to provide a unified platform for farmers, entrepreneurs, and government users. This robust system ensures transparency and scalability, supporting efficient agricultural governance. Future enhancements include integration with citizen-centric applications and the addition of new activities to further boost agricultural productivity and welfare in Jammu and Kashmir.

GePNIC

The Government e-Procurement System of NIC (GePNIC) in Jammu and Kashmir, accessible at https://jktenders.gov.in, is an advanced online platform designed to streamline all stages of the procurement process. GePNIC transforms traditional procurement into an economical, transparent, and secure system, promoting fairness, competition, and efficiency. Its generic design allows easy adoption for various procurement needs, particularly for works-related tenders. The system ensures non-discrimination among bidders, provides free access to tender documents, and facilitates secure bid submission and opening from any location. Key features include bidder and government official registration, tender creation and publishing, bid encryption, multi-cover bid systems, online bid submission and withdrawal, and automatic financial bid evaluation. With robust security measures like two-factor authentication with digital signatures, role-based access, and bid encryption, GePNIC ensures a secure and reliable procurement process.

As of November 30, 2024, 7,90,859 tenders worth ₹2,47,629.45 crores have been floated. Jammu and Kashmir achieved the No. 1 position in October 2024 and No. 2 in November 2024 among all States/UTs in the number of online tenders floated, reflecting the system's impact and efficiency.

Employment Portal
https://jakemp.nic.in

The Employment Portal bridges the gap between job seekers and employers, offering a unified platform to meet their respective needs efficiently. It enables job seekers to register seamlessly, access job notifications, and apply online, while employers can post vacancies, search for skilled candidates, and manage recruitment processes.

Key Objectives
- Create a dynamic portal for the Labour and Employment Department.
- Connect job seekers and employers on a single platform.
- Provide job notifications in one place for easy access.
- Facilitate online grievance registration and NOC applications.
- Offer online employment cards for job seekers. This portal also empowers the department with tools to analyze the unemployment scenario effectively, improving information dissemination and decision-making.

OBPS
https://obps-pdapahalgam.nic.in

The Online Building Permission System (OBPS), developed by NIC JKUT, modernizes and streamlines the building permission process for the Pahalgam Development Authority (PDA). Pahalgam, a major tourist destination in Kashmir, accounts for over 70% of the valley's tourist flow, necessitating sustainable infrastructure development.

Built on the ASP.NET MVC framework with a secure SQL Server database, OBPS ensures modularity, scalability, and user convenience. Key features include area calculations, PDF generation, and a secure payment gateway. This system balances tourism growth with environmental preservation, ensuring transparent and accountable operations while addressing the needs of users and administrators.

The OBPS reflects the PDA's commitment to fostering responsible development in Pahalgam, safeguarding its natural and cultural heritage.

Infrastructure and Networking
NIC Connectivity Augmentation

The NIC Connectivity Augmentation project in Jammu and Kashmir enhances NIC/NKN network infrastructure, delivering resilient, high-speed, and cost-effective connectivity, even in remote districts.
- **Bandwidth Upgrade:** From 34 Mbps to 100 Mbps in 10 districts.
- **Redundant Connectivity:** Dual ISP links with BSNL, RailTel, and PGCIL to minimize downtime.
- **Triangle Topology Design:** Ensures high availability and optimized performance with pairwise district connectivity.

This initiative supports 24x7 reliable connectivity, aligning with modern operational standards.

Events Organized

The NIC Jammu & Kashmir hosted several notable events in 2024, including the 10th International Yoga Day at SKICC on 21st June, and the Viksit Bharat - Viksit J&K program on 7th March. The Thana Diwas Event took place on 1st July, while specialized training sessions were conducted on MedLeaPR and Next Gen eHospital systems. Additionally, the Phase II launch of the SATHI Portal was inaugurated by the Director of Agriculture Kashmir in the presence of the HOD of Agriculture NIC HQ, highlighting NIC's commitment to technological advancements and community engagement.

Way Forward

With RTI Online and Pension Suvidha as future-focused initiatives, NIC J&K aims to ensure seamless e-Governance by enhancing user experiences, integrating related services, and building capacity among stakeholders. RTI Online will focus on simplified navigation, grievance portal integration, and actionable analytics, while Pension Suvidha will prioritize post-retirement services, mobile accessibility, and automated notifications. By leveraging innovation and cross-departmental collaboration, NIC J&K is poised to deliver scalable, citizen-centric solutions and drive digital transformation in the Union Territory.

▼ Table 2.1 : Employment portal stats

Name of service	No. of registrations	Service availed	Min. Days of delivery	Average days of delivery
Job Seekers registered	370279	344613	1	3
NOC Issued	16742	16539	1	8
Employers registered	616	NA	NA	NA

Contact for more details

State Informatics Officer
NIC Jammu and Kashmir UT Centre
NB-12 Mini Secretariat, Civil Secretariat
Jammu (J&K) - 180001
Email: sio-jk@nic.in, Phone: 0191-2547720