

Cuttack, Odisha

Embracing its Heritage, Empowering with ICT for Digital Governance

Edited by **KAVITA BARKAKOTY**

Cuttack, known as the “Silver City” for its exquisite filigree silver work, is a hub of historical and technological significance. Established in 1988, the NIC Cuttack District Centre has been a pioneer in leveraging technology to support the District Administration and various Central and State Government departments. Serving a district with 3 subdivisions, 15 Tahasils, and 14 blocks, NIC Cuttack has revolutionised e-Governance by implementing advanced ICT solutions.

ICT Initiatives in the District

GRS Recruitment system

An online application was developed for Cuttack District to streamline the recruitment of Gram Rojgar Sevaks (GRS) using the ServicePlus platform. This workflow-based system handles the entire process, from online application submission and acknowledgement to scrutiny by the Program Officer and verification by the Project Director. Draft lists of accepted and rejected candidates are published for public viewing, and final shortlisted candidates receive online intimation letters for the written examination. Successful candidates can download their joining letters through the system. This comprehensive application ensures transparency and efficiency in the GRS recruitment process for Cuttack District.

e-Office

e-Office, a digital workplace solution, has been implemented at Ravenshaw University, Cuttack Municipal Corporation, Directorate of Labour Commissioner, Factories and Boilers, and ESI offices in Cuttack. A capacity-building drive trained officials to enhance operational efficiency and promote digital governance. So far, 3,421 files have been created, 41,307 e-files moved, 15,147 receipts created, and 253,691 e-receipts processed.



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Harnessing cutting-edge technology, the NIC Cuttack District Centre has developed numerous citizen-centric services, enhancing the efficiency and responsiveness of the district administration. From digital land records to e-Office initiatives, NIC Cuttack addresses diverse socio-economic needs, ensuring timely and transparent service delivery. This tech-driven approach not only honours Cuttack's rich heritage, but also propels the district into a future-ready era.

eAbakari

e-Abakari streamlines excise services for offices, licensees, administrative departments, and stakeholders through a workflow-based system. The e-Lottery module conducted online lotteries for Country Liquor (ENA) and premium IMFL 'OFF' shops for 2023, enhancing transparency and efficiency in liquor licence allocation.

eDistrict

All the services including Residence Certificate, Caste Certificate, Income Certificate, Legal Heir Certificate, etc. developed under e-District application through ServicePlus platform are running successfully for Cuttack District. So far 12,80,399 out of 13,05,148 applications have been processed successfully.

iRAD

iRAD has been successfully implemented

across 40 police stations (urban and rural), five private hospitals, one government hospital, three highway departments, and one RTO office. The project included 18 training sessions, training 185 officials. A total of 150 users have been created, and 1202 road accident cases have been registered in iRAD.

DAMPS

Disaster Assistance Monitoring & Payment System (DAMPS) has been an important and efficient tool for Disaster Management Authorities for disbursement of ex-gratia assistance to the next of kins of disaster affected victims. In Cuttack district, Rs. 24,85,43,341/- has been disbursed to 667 victims of incidents like Boat Capsize, Drowning, Fire, Heat-Wave, Lightning, and Snakebite

ODRN

ODRN (<https://odrn.nic.in>) is a Web-GIS application facilitating Disaster Management Plan preparation at all levels. It enables administrations to mobilize resources effectively for disaster management and mitigation.

e-Panchayat Sabha

e-Panchayat Sabha streamlines meeting processes at the Gram Panchayat level. It manages end-to-end meeting activities from scheduling to dispatching minutes. Since its launch on 5th March, 2023, nearly all Gram Panchayats have adopted the application, enhancing governance performance through improved monitoring and implementation of development schemes and welfare measures.

E-Governance Projects in Revenue Sectors

The District Centre ensures technical support for effective implementation of LRMS for online mutation and RoR preparation, BhuNaksha for map-based mutation, RCCMS for revenue case monitoring, ETL for tenant ledger updates, e-Pauti for online revenue payments, DWIST for Tahasil websites, DMS for record rooms, and Revenue Dashboard for decision-making across State, District, Sub-Division, and Tehasil levels.

RDC Central Division Website Development

NIC Cuttack designed, developed, and hosted



▲ Fig 4.1 : Dr. Suresh Chandra Dalai, IAS, RDC (Central Division), Cuttack inaugurating NIC Pavilion at Cuttack Baliyatra Utsav

the bilingual RDC (CD) website on the S3WaaS platform. It meets GIGW standards and holds STQC certification. The site disseminates citizen-centric information, including cause lists for Court of the RDC(CD) and Court of the Secretary. Integrated social media features like Facebook and Twitter enhance its reach and visibility.

VBSY Campaign

The VBSY monitoring software was implemented across all 14 blocks with the help of CDPO cum EO, Zilla Parishad, and BDOs. The application was monitored and coordinated with the Government of India. Workshops, meetings, and training sessions were held for PDs, DRDA officials, Program Officers, CPs, BDOs, and ABDOs to ensure successful implementation and media transmission to the web portal. ICT support was provided to CDO cum EO, GP, Urban Local Bodies, and central government organizations to effectively support the VBSY campaign.

Simultaneous General Election 2024

The District Informatics Officer (DIO) oversaw critical IT applications during the Simultaneous General Election-2024. These included PPMS, EMS, ENCORE, cVIGIL, ESMS, ETPBMS, ERO NET, OEVTs, and Daily Law & Order Reporting. Proactive cyber-

security measures were implemented to educate election officials and stakeholders on cybersecurity hygiene and vulnerabilities.

Video Conferencing Support

NIC Cuttack provided ICT support for the PMO Camp office during the visit of the Hon'ble Prime Minister at the Baliyatra ground. Services included videoconferencing and network connectivity for the High Court of Orissa, RDC (Central Division), Choudwar Circle Jail, NALSA, SALSA, and others. Support extended to video conferences under the Vikshit Bharat Sankalp Yatra initiative as well.

Important Events Organised

Cuttack Baliyatra Utsav

The historic Cuttack Baliyatra Utsav-2023, held from 27th November to 5th December, featured the NIC Pavilion showcasing citizen-centric e-Governance services. Inaugurated by Dr. Suresh Chandra Dalai, IAS, the pavilion highlighted essential services, cyber security, and e-payment precautions through standees, PPTs, videos, and leaflets. Citizens could access services like ROR and apply for DL on-site. A quiz on e-governance with token prizes was organized. The event concluded with officials receiving mementos and certificates from

NIC Cuttack has been extending excellent support to Cuttack District Administration in various e-Governance applications.

I appreciate the IT Intervention and Support of Smt. Itishree Nanda (DIO, NIC) in Simultaneous General Elections-2024 to Lok Sabha and Odisha Legislative Assembly where as the IT Nodal Officer of the district and her team has carried out almost all applications developed by ECI, NIC and CEO, Odisha for free, fair and peaceful General Election-2024 in the district.

The role of DIO is praise worthy in every application like PPMS, EMS, ENCORE, cVIGIL, ESMS, ETPBMS, ERO NET, OEVTs, Daily Law & Order Reporting on Electoral events. DIO, NIC has taken proactive measures to educate and raise awareness among election officials and other stakeholders about the potential vulnerabilities and the importance of cyber security hygiene, including the looming threat of cyber-attacks.

The National Informatics Centre (NIC) stands at the forefront of leveraging IT interventions to support electoral systems, amplified by its crucial role in the Simultaneous General Elections-2024.

I wish all the best to NIC in its endeavour.



Arindam Dakua IAS
Collector & District Magistrate
Cuttack District

Shri Narahari Sethy, then Collector and District Magistrate, and Shri Umakanta Raj, ADM (Revenue), Cuttack.

Way Ahead

The NIC District Unit in Cuttack is dedicated to meeting the needs and expectations of the district administration and other local establishments with the highest level of commitment. Continuously evolving, it will leverage emerging technologies in improving service delivery and fostering citizen engagement.

Contact for more details

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▼ Fig 4.2 : Cuttack DIO, Smt. Itishree Nanda, being felicitated by the then Collector, Shri Narahari Sethy