

Patna, Bihar

Empowering District with ICT Support & Innovative Projects

Edited by **VINOD KUMAR GARG**

In an era where governance is increasingly defined by speed, transparency, and citizen-centric services, NIC Patna stands out as a vital pillar of Bihar's digital transformation. As a district centre of the National Informatics Centre, NIC Patna plays a dual role—providing robust ICT support to the district administration while simultaneously developing and managing innovative, scalable digital solutions for state-wide governance.

What truly distinguishes NIC Patna is its proactive approach to bridging administrative challenges with cutting-edge digital tools. By designing applications that go beyond district boundaries and resonate across the state's governance framework, it has become a trusted technology partner for the Government of Bihar. Its focus on real-time service delivery, transparency, automation, and inclusive access underpins its mission to support the vision of Digital India.

At the core of NIC Patna's success lies its close collaboration with the district administration. This partnership is built on mutual trust, responsiveness, and a shared commitment to governance reform. The centre works directly with district officials to understand on-ground challenges, develop tailored applications, and support end-to-end implementation.

ICT Initiatives in the District

While local governance is a key focus, NIC Patna has also made significant contributions to state-level digital projects that streamline operations



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From seamless file movement using eOffice to efficient grievance redressal through Jila Janta Darbar, NIC Patna ensures that district officials are equipped with digital tools that enhance decision-making, reduce paperwork, and foster accountability. The availability of real-time dashboards and MIS-based reports empowers administrators to act swiftly and track progress with precision.

across multiple departments and districts. Some of the standout initiatives include:

e-Kamaan

<https://ekamaan.bihar.gov.in>

A landmark solution developed to automate Bihar's Home Guard operations, e-Kamaan replaces outdated manual workflows with a secure and unified digital system. It handles personnel selection, duty assignments, payroll management, and stakeholder coordination. A GPS-based mobile app supports real-time attendance and roster registration, while MIS-driven dashboards enhance transparency and data-driven planning.

HGIMS (Home Guard Information Management System)

Built as a comprehensive platform, HGIMS (Home Guard Information Management System) integrates payroll, pensions, inventory, training, budget planning, and establishment records into a single ecosystem. It ensures seamless synchronization with e-Kamaan, offering a 360-degree view of departmental operations.

Jila Janta Darbar

<https://jilajantadarbar.bihar.gov.in>

This portal digitizes the weekly public grievance hearings conducted by the District Magistrate. Citizens can now submit complaints online, track progress, and receive updates. Officers are held accountable for resolution timelines, and the DM can monitor compliance through real-time dashboards—reducing manual workload and improving citizen satisfaction.

eSocial Media Response

This mobile-based app enables the district administration to monitor and respond to grievances posted on platforms like Facebook,

With the active support of NIC District Centre Patna, the district administration Patna has been at the forefront of adopting innovative ICT solutions, overcoming challenges, and enhancing daily governance. NIC District Centre Patna has been a pioneer in implementing key projects like e-Office, iRAD/eDAR, Service Plus, ePanchayat, eLabarathi, etransport etc and developing cutting-edge web and mobile applications such as eKamaan, HGIMS, Jila Janta Darbar, eSocial Media Response etc. Their unwavering support in software solutions, e-governance, ICT infrastructure, video conferencing, and technical consultation has been instrumental in achieving administrative excellence. I sincerely appreciate NIC's pioneering efforts and extend my best wishes for their continued success in driving digital transformation.



Dr. Chandrashekhar Singh, IAS

District Magistrate, Patna

Twitter, and WhatsApp. Features include SMS integration, geo-tagging, multilingual support, and offline capabilities. Recognized under the National Awards for e-Governance 2022, the app reflects NIC Patna's commitment to tech-enabled public engagement.

Medhasoft

Aimed at enhancing student welfare schemes, Medhasoft is a centralized data platform for enrolment and benefit management across Classes 1 to 12 in government and government-aided schools. It ensures efficient distribution of schemes like free textbooks, bicycles, scholarships, and sanitary napkins. A mobile app streamlines on-ground verification and approval workflows.

Central Projects in District

Service Plus

NIC Patna's support for the Service Plus platform has enabled Bihar citizens to obtain essential documents such as caste, income, and residential certificates online. The system enhances service delivery, reduces discretion, and ensures uniformity across departments.

e-Labharthi Pension

The e-Labharthi portal simplifies the disbursement of pensions under schemes like Indira Gandhi Old Age Pension, Widow Pension, Disability Pension, and Laxmi Bai Social Security Pension. By enabling Direct Benefit Transfers (DBT), NIC Patna eliminates manual intervention and ensures timely assistance to vulnerable citizens.

e-Transport MMP

NIC Patna supports the automation of transport services, including vehicle registration, driving licenses, tax payments, and NOC issuance. With modules like Vahan 4.0 and Sarathi 4.0, the platform introduces smart card systems, digital signatures, and faceless learning license services—ensuring convenience and efficiency.

ePDS MMP

Through ICT support for the ePDS project, NIC Patna strengthens Bihar's food security network. Modules like Ration Card Management, Aadhaar-enabled PDS (AePDS), and One Nation One Ration Card (ONORC) ensure that subsidized food grains reach eligible beneficiaries without delay or leakage.

Land Record Computerization (DILRMP)

NIC Patna has played a key role in implementing the Digital India Land Records Modernization Programme in Bihar. Services such as Mutation, Jamabandi, LPC, RoR, and Revenue Court Case tracking have been made available online. These systems reduce fraud, improve transparency, and give citizens easy access to critical land records.

Bhu-Samadhan

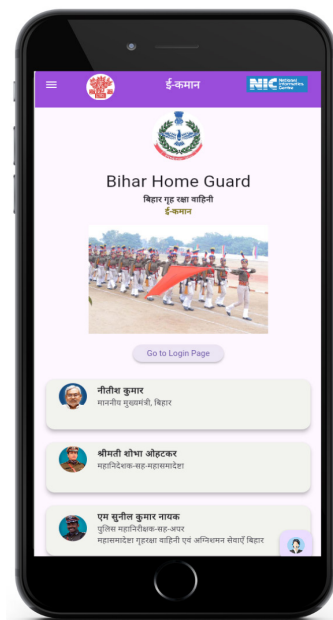
To address land-related disputes efficiently, NIC Patna developed Bhu-Samadhan—a role-based application for tracking cases from police stations to district officials. With centralized dashboards and audit trails, the platform ensures accountability and supports fair resolution mechanisms.

Aapda Sampoorti

Designed to support disaster relief, Aapda Sampoorti allows for the verification of disaster-affected families and the immediate transfer of financial aid through PFMS. Mobile applications for geo-tagging damages to homes and cattle sheds increase accuracy and ensure that relief reaches the right beneficiaries.

iRAD

In partnership with the Ministry of Road Transport and Highways (MoRTH), NIC Patna supports the iRAD initiative for real-time accident data collection. Patna district has achieved 100% live data entry, enabling policymakers to make informed decisions about infrastructure and enforcement for safer roads.



▲ Fig 6.2 : e-Kamaan Mobile Application

eOffice

NIC Patna has implemented eOffice in 45 departments under the Patna Collectorate. By digitizing file movements, approvals, and document storage, it promotes a culture of transparency, efficiency, and accountability. A dedicated team of master trainers ensures smooth adoption and handholding support across departments.

Way Forward

NIC Patna envisions a governance model where digital tools are not an add-on—but the very foundation of public service delivery. By embracing cloud technologies, data analytics, mobile platforms, and real-time dashboards, NIC Patna aims to create a governance ecosystem that is agile, inclusive, and sustainable. Whether it is managing complex workflows, automating routine processes, or empowering citizens with instant access to services, NIC Patna is at the forefront of Bihar's digital transformation. Its commitment to innovation, excellence, and service continues to make it a trusted partner in the journey toward a digitally empowered society. As we move forward, NIC Patna reaffirms its mission—to leverage technology not just for efficiency, but for equity and empowerment. In doing so, it plays a pivotal role in realizing the transformative vision of Digital India—right from the grassroots to the state level.

Contact for more details

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▼ Fig 6.1 : Shri Inder Pal Singh Sethi, Deputy director General, NIC, visiting NIC Patna to review operations

