

East Singhbhum, Jharkhand

Empowering Governance through Digital Innovation

Edited by **SUSHMA MISHRA**

East Singhbhum is a key hub for mining and industrial activities in Jharkhand, with Jamshedpur, one of India's major industrial cities, as its headquarters. Located in the southeastern part of Jharkhand, East Singhbhum was established on January 16, 1990, by carving out nine blocks from the larger Singhbhum district. The name "Singhbhum," meaning "Land of Lions," is thought to highlight the area's historical presence of lions.

Since the 1990s, the NIC East Singhbhum (Jamshedpur) District Centre has led efforts in designing, developing, and implementing ICT projects, playing a crucial role in achieving the Digital District mission. Among its significant initiatives are the Swagatam (Visitor Management System) Portal and the Guest Verification System for Jamshedpur Police, both developed by NIC Jharkhand State Centre, Ranchi. The district centre also provides vital ICT support during VVIP visits, underscoring its importance in strengthening the region's digital infrastructure.

ICT Initiatives in the District

Swagatam Visitor Management System

<https://dcjsr.swagatam.gov.in>

The Swagatam Portal streamlines the process for citizens to easily book online appointments. Developed by NIC Delhi, this cloud-based application features a user-friendly graphical interface and robust security measures. As a unified and centralized solution, it can be implemented across various government offices. Launched by Shri Manjunath Bhajantri, IAS, then



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NIC East Singhbhum drives digital transformation by providing critical ICT support to the district administration. It implements e-Governance initiatives, manages online services, and ensures secure, efficient digital platforms for public access. Through innovation and a focus on citizen-centric services, NIC enhances transparency and promotes good governance in the district.



Deputy Commissioner and District Magistrate of East Singhbhum, Jamshedpur, the portal was created to facilitate a smoother experience for citizens attending the DC's Janta Darbar to present their grievances and receive resolutions.

Guest Verification System for Police

<https://jhpolicerverification.nic.in/>

To curb crime and prevent unlawful activities by individuals staying in hotels with forged documents, the Jamshedpur Police has taken a significant step by introducing an online hotel guest police verification system. This system simplifies and accelerates the process of verifying the identities of hotel guests, eliminating the need for the traditional manual verification process. The new system saves time and effort for both the guests and the police. Developed by NIC Jharkhand State Centre, the Guest Verification System has been successfully implemented in East Singhbhum and Saraikela Kharsawan districts.

iRAD

<https://irad.parivahan.gov.in>

Implemented in East Singhbhum, iRAD (Integrated Road Accident Database) collects accident data from stakeholders like the Police, Transport, and Health Departments. This initiative supports enhanced road safety across Jharkhand, with thorough training provided to all involved parties.

Jharbhoomi

<https://jharbhoomi.jharkhand.gov.in>

Jharbhoomi is a digital platform developed to implement the Digital India Land Record Modernization Program (DILRMP), aimed at creating a system of up-to-date land records. It facilitates automated mutations, integrates textual

In achieving the goals of the Administration in the field of ICT and implementing related initiatives at the grassroots level, the NIC District Unit in East Singhbhum (Jamshedpur) has played a pivotal role in promoting ICT usage and executing both State and Central e-Governance programs. This includes facilitating information sharing through district websites, providing IT infrastructure, and implementing various applications of the Election Commission of India (ECI) and the State Election Commission (SEC) during elections.

The introduction of the "Swagatam Portal" for online appointments and the Visitor Management System (VMS) has further enhanced the citizen experience and improved security.



Ananya Mittal, IAS
District Magistrate, East Singhbhum



▲ Fig 4.1 : Hon'ble Prime Minister, Shri Narendra Modi, virtually inaugurating the Vande Bharat train at Tatanagar Junction Railway Station on 15th September 2024, with NIC East Singhbhum overseeing and managing the technical facilities

and spatial records, and ensures interconnectivity between revenue and registration departments. The platform also aims to transition from the existing deeds registration and presumptive titling system to a conclusive titling system with title guarantees. Jharbhoomi has been successfully implemented in the district, running modules such as Jharbhoomi MIS, JharBhuLagan, JharBhuNaksha, ULPIN, and Parishodhan.

NextGen e-Hospital System

NextGen e-Hospital, designed to streamline the Hospital Management Information System for efficient internal hospital workflows, has been implemented in East Singhbhum District at two major government hospitals: MGM College and Hospital, Jamshedpur, and Sadar Hospital, Jamshedpur. Currently, the Registration and In-Patient Department (IPD) modules are operational at these hospitals. Additionally, the Online Registration System (ORS) has been implemented at Sadar Hospital, Jamshedpur.

BOR Portal

Designed and developed by NIC Jharkhand State Unit, this portal facilitates the conduct of various departmental examinations organized by the Board of Revenue, Jharkhand. It regularly hosts examinations for government employees of Jharkhand. Employees can self-enroll and apply to participate in the examinations listed on the portal. After verification, users can check the latest status of their application on the dashboard page.

▼ Fig 4.2 : DIG Kolhan Ajay Linda, addressing attendees at Hotel Sonnet on 4th November 2023, discussed plans for the implementation of the Hotel Guest Verification System across the State



JharSewa

<https://jharsewa.jharkhand.gov.in>

JharSewa is a user-friendly, transparent, and interactive web-based service portal built on the ServicePlus framework, providing citizens with easy access to various essential services. Applications can be submitted through multiple channels, such as online, CSCs, and Panchayat Swayamsewaks, and are automatically routed to the appropriate office based on the applicant's location. Once processed, the digitally signed service delivery is made available online for the applicant. Services offered through JharSewa include income certificates, caste certificates, local residence certificates, and EWS certificates.

IT Support

NIC East Singhbhum team provided extensive ICT support for key events and operations in 2023:

- Set up two-way communication for the Hon'ble Prime Minister's visit, the Vande Bharat train inauguration, Rozgar Mela, and the launch of PM Vishwakarma.
- Ensured smooth election operations, managing applications such as: Polling party and personnel randomization, Vehicle Management, Material Management, Poll day monitoring
- Supported critical systems, including: Observer and Encore Portals, e-Affidavit, C-Vigil, EMS
- Provided NKN connectivity to educational

I am writing to express my heartfelt appreciation and commendation for the exceptional work carried out by Meity NIC Jharkhand State Unit, Ranchi and NIC District Unit East Singhbhum (Jamshedpur) in developing the commendable web application "Guest Verification System" for the Police Department. This System is an invaluable asset to our day-to-day policing work, and it is poised to make a significant positive impact on combating crime. It helps local police administration to track guest details to minimize the risk of fraudulent activities by anti-social elements. It provides comprehensive solution for seamless and secure guest verification across the district.

The software application which Meity NIC has delivered exemplifies the very essence of excellence in innovation and technology integration. It will not only streamline our operational processes but also elevate performance and responsiveness of police department to a whole new level.

We are eager to continue working alongside you as we embark on new digital initiatives and strive for further advancements in smart policing.



Manoj Ratan Chothe, IPs
Deputy Inspector General
Singhbhum (Kolhan) Range

institutions and essential network services across the district.

Way Forward

NIC East Singhbhum District Centre continues to provide seamless support to the district administration, ensuring transparent, efficient, and rapid service delivery that directly benefits citizens at the grassroots level. As technology evolves, the Centre remains committed to enhancing its support, driving more effective and efficient administrative processes to further the development of the district and its people.

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