

Ujjain, Madhya Pradesh

Driving Digital Governance Through ICT Innovations

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Ujjain, located on the banks of the sacred Kshipra River in the Malwa region of Madhya Pradesh, is one of India's most prominent religious, cultural, and heritage destinations. Home to the Shri Mahakaleshwar Jyotirlinga, Mahakal Lok, Vedh Shala, and the globally renowned Simhastha Kumbh Mela, the district holds immense historical and spiritual significance.

Supporting the district's evolving governance and developmental requirements, NIC Ujjain has been leveraging Information and Communication Technology (ICT) to enhance public service delivery, improve administrative efficiency, and accelerate digital transformation through robust e-Governance initiatives and digital infrastructure.

ICT Initiatives in the District

NIC Ujjain has played a key role in implementing, monitoring, and providing technical support for several mission-mode e-Governance projects across the district.

e-Office

The Centre facilitated the implementation and operational support of e-Office across divisional, district, sub-divisional, and tehsil offices. The initiative has significantly reduced paper-based processes, improved file tracking, enhanced transparency, and expedited decision-making.

e-Uparjan

NIC Ujjain provided technical support for the successful implementation of the e-Uparjan system for agricultural procurement. The platform has streamlined procurement operations, ensured transparency, and facilitated timely payments to farmers.



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NIC Ujjain is driving digital governance through the implementation of key e-Governance initiatives such as e-Office, e-Uparjan, NextGen eHospital, and PM RAHAT. The Centre facilitated over 850 video conferences and webcasts, supported major governance and cultural events, and developed an Automated Land Acquisition Monitoring System for Simhastha 2028. Through ICT enablement, capacity building, proactive cybersecurity awareness, seamless digital transformation initiatives, and robust technical support, NIC Ujjain continues to strengthen citizen-centric service delivery across the district with efficiency and innovation.



Census 2027 Operations

As the District IT Nodal Agency, NIC Ujjain coordinated and monitored the first phase of Census-related IT activities. The Centre provided technical guidance, infrastructure support, and stakeholder coordination for the smooth conduct of house-listing operations undertaken in May 2026.

Janakansha Portal and TL Monitoring

NIC Ujjain provides technical support for

the Janakansha Portal, extensively used by the Collector, Ujjain, during weekly Time Limit (TL) meetings to monitor public grievances. The portal enables effective tracking of complaint status, departmental compliance, pending cases, and timely grievance redressal, thereby strengthening accountability and responsiveness in governance.

NDAL Arms Licence System

The Centre provides technical support and software management for the National Database of Arms Licences (NDAL), facilitating efficient digital processing and management of arms licence services in the district.

NextGen eHospital

District Hospital, Ujjain, was upgraded from the legacy eHospital platform to the NextGen eHospital System. The enhanced platform has strengthened patient registration, appointment scheduling, hospital administration, and clinical workflows, leading to improved healthcare service delivery.

PM RAHAT through e-DAR

In collaboration with the district administration, NIC Ujjain successfully supported the implementation of PM RAHAT (Road Accident Victim Hospitalization and Assured Treatment). Joint training programmes were conducted for officials from the Police and Health Departments to ensure effective utilization of the e-DAR (e-Detailed Accident Report) portal.

Through coordinated efforts among NIC, the district administration, police, and health departments, the e-DAR and TMS 2.0 ecosystem has achieved seamless operational integration in the district. Continuous technical support and handholding by NIC enabled 68 road accident victims to avail benefits under the scheme.

Automated Land Acquisition Monitoring System

To support the large-scale infrastructure projects planned for Simhastha 2028, NIC Ujjain is developing an Automated Land Acquisition Monitoring & Notification System. The solution enables systematic tracking of land acquisition cases across statutory stages while monitoring timelines associated with the acquisition process.

The system provides automated notifications, reminders, real-time dashboards, and escalation alerts for delayed cases. By enhancing transparency, accountability, and inter-departmental coordination, the platform is facilitating timely completion of land acquisition proceedings and effective execution of development projects.

Video Conferencing and Webcasting Services

NIC Ujjain has been providing robust video conferencing, webcasting, and ICT support for governance, developmental initiatives, public outreach programmes, and special events across the district.

As Ujjain is the home district of the Hon'ble Chief Minister of Madhya Pradesh and a major centre for cultural, religious, and developmental activities, it frequently hosts visits by senior government officials. With preparations underway for Simhashta 2028, the demand for technology-enabled coordination and monitoring has increased substantially.

During the past year, NIC Ujjain facilitated more than 850 video conferences and webcasts, enabling seamless communication between the State Government, district administration, field offices, and citizens.

The Centre provided ICT support for several prestigious events, including the National Conference on Astronomy and Indian Knowledge Tradition, Kalidas Samaroh, Vikram Mahotsav, United Consciousness Conclave, and the Global Spiritual Tourism Conclave, along with various heritage and cultural programmes.

NIC Ujjain also facilitated virtual meetings and reviews chaired by the Hon'ble Chief Minister, Chief Secretary, Additional Chief Secretaries, Commissioner, Collector, and other senior officials. These included Samadhan Online,



▲ Fig 7.2 : District Ujjain Website Home Page

Collectors' Conferences, Law and Order Reviews, Civil Defence Preparedness Meetings, election-related reviews, and Simhashta 2028 planning and monitoring meetings.

Additionally, the Centre extended technical support for key welfare and developmental programmes such as Ladli Behna Yojana, Mukhyamantri Kanya Vivaah Sammelan, Sambal Yojana, Kisan Kalyan Yojana fund transfer programmes, procurement reviews, and infrastructure project inaugurations across the district.

Capacity Building and Digital Governance

NIC Ujjain continues to strengthen digital governance through regular capacity-building initiatives and technical support to government departments. The Centre conducts e-Office training programmes, cybersecurity awareness

sessions, and ICT capacity-building workshops to enhance digital competencies among government officials.

These efforts have contributed to greater adoption of e-Governance platforms, improved cybersecurity awareness, and more efficient public service delivery across the district.

Safer Internet Day Commemoration

As part of its commitment to promoting safe and responsible use of digital technologies, NIC Ujjain organized cybersecurity awareness programmes for students and government stakeholders. On the occasion of Safer Internet Day, cyber safety sessions were conducted focusing on personal data protection, strong password practices, two-factor authentication, identification of phishing attempts, and safe use of public Wi-Fi networks.

These initiatives are helping build a digitally aware and cyber-resilient community.

Way Forward

NIC Ujjain continues to play a pivotal role in advancing digital governance through innovative ICT solutions, capacity-building initiatives, and seamless support to mission-mode projects. As the district prepares for Simhashta 2028 and other major developmental initiatives, the Centre remains committed to leveraging technology for efficient, transparent, and citizen-centric governance.

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▼ Fig 7.1 e-Uparjan Process flow

