

Jhajjar, Haryana

Digital Pathways for Empowered Governance

Edited by **SUSHMA MISHRA**



Located in Haryana within the National Capital Region, Jhajjar balances cultural depth with steady development. Landmarks like Beri Dham (Mata Bhimeshwari Devi Temple) reflect its strong cultural roots.

The NIC District Centre has been central to Jhajjar's digital shift. By introducing user-friendly platforms, real-time data systems, and secure communication, it has streamlined administration and improved service delivery.

More importantly, NIC Jhajjar acts as a bridge between governance and citizens—making systems accessible, processes transparent, and services inclusive. The result is a district that is not just digitally enabled, but meaningfully connected.

ICT Initiatives in the District

Election Queue Management System

A pioneering initiative in electoral management, the Election Queue Management System has transformed the voting experience. By enabling Sector Magistrates to update real-time queue data at polling stations, voters can check waiting times before visiting.

This innovation has reduced overcrowding, improved crowd distribution, and enhanced voter convenience. It reflects how simple yet effective digital interventions can significantly improve public service delivery during large-scale democratic exercises.



Amit Bansal
Scientist - D & DIO
amit.bansal78@nic.in



Kusum Lata
Scientific & Technical
Assistant - A
kusum.lata95@nic.in



In Jhajjar, governance has moved from counters to screens—becoming faster, clearer, and closer to the citizen. A key initiative by the National Informatics Centre (NIC) District Centre is the seamless digitization of citizen services. Certificates, grievances, and service requests are now handled online with real-time tracking, reducing delays and increasing transparency. By bridging the rural-urban digital gap, this effort ensures inclusive and responsive governance, where every citizen can engage with the system effortlessly.



Election Duty Management Software

The Election Duty Management Software (EDMS) is a comprehensive web-based solution designed to streamline election operations. It automates the collection of employee data, randomization of polling staff, and duty allocation in accordance with Election Commission guidelines.

Key features include bilingual support, automated communication planning, barcode-enabled attendance, and real-time monitoring. The system has been successfully deployed during major elections, including Panchayat, Municipal, Lok Sabha, and Vidhan Sabha elections, as well as in Arunachal Pradesh.

By minimizing manual intervention and ensuring transparency, EDMS has significantly improved the efficiency and integrity of election management.

Voter List Management System (VLMS)

The Voter List Management System (VLMS) is another critical innovation that digitizes the preparation and management of electoral rolls. By leveraging Assembly constituency data, it ensures accuracy and authenticity in voter records.

With features such as bilingual interfaces, photo and non-photo voter lists, advanced search options, and secure publication mechanisms, VLMS enhances transparency and accessibility.

Its successful implementation in multiple elections highlights its robustness and scalability, making it an essential component of modern electoral governance.

Other Key ICT Initiatives

SARAL Portal

The Antyodaya SARAL portal serves as a unified platform offering over 700 government services. It embodies the principles of faceless, paperless, and cashless governance.

Citizens can apply for services online, track application status, and benefit from time-bound delivery under the Right to Service Act. Integration with the Parivar Pehchan Patra (PPP) ensures seamless data access and efficient service delivery.

NIC Jhajjar's consistent support has ensured high performance, maintaining a district score above 9.2, reflecting strong service delivery standards.

District Website

The official Jhajjar district website serves as a comprehensive digital information hub. Developed using the S3WaaS framework, it provides easy access to e-services, RTI applications, tenders, notices, and public information.

By ensuring regular updates and user-friendly navigation, the platform enhances transparency and citizen engagement, reinforcing the principles of open governance.

e-Office Implementation

The adoption of e-Office has revolutionized administrative workflows by transitioning to a paperless system. It enables faster file

movement, real-time tracking, and improved record management.

This has not only enhanced efficiency and accountability but has also contributed to environmental sustainability by reducing paper usage.

CM Window: Grievance Redressal System

CM Window is a flagship initiative that provides a transparent platform for citizens to lodge grievances. With over 15 lakh complaints received and a high resolution rate, the system demonstrates effective governance in action.

NIC Jhajjar plays a crucial role in ensuring smooth operations, monitoring, and technical support, thereby strengthening accountability and responsiveness.

MedLEaPR System

The Medico-Legal Examination and Postmortem Reporting System (MedLEaPR) digitizes medico-legal processes across healthcare institutions. With widespread adoption in Jhajjar, it has significantly improved reporting efficiency and data accuracy.

The onboarding of multiple institutions and doctors reflects its success in standardizing critical healthcare documentation.

Web-HALRIS (Land Records System)

Web-HALRIS is a comprehensive platform for land records and property registration. By digitizing services such as sale deed registration, mutations, and record management, it ensures transparency and efficiency.

The high transaction volume and value recorded in Jhajjar demonstrate the system's reliability and widespread adoption.

Transport and Revenue Services

NIC Jhajjar supports key services such as Vahan,

Sarathi, deed registration, and record of rights. These platforms simplify complex administrative processes, making them more accessible to citizens.

Network and Infrastructure

Video Conferencing: Enabling Real-Time Governance

NIC Jhajjar has established a robust video conferencing infrastructure that facilitates seamless communication across administrative levels. It supports project monitoring, grievance reviews, law and order management, and training sessions.

With over 500 sessions annually, the system ensures efficient coordination and decision-making, enabling governance that is both timely and effective.

Support for High-Profile Events and Governance Activities

NIC Jhajjar has consistently demonstrated technical excellence during major events and VIP visits. From managing IT infrastructure during the inauguration of the KMP Expressway to supporting large-scale public programs, the team ensures seamless execution.

Its role in facilitating video conferencing for high-level dignitaries, including the Hon'ble Prime Minister and Chief Minister, highlights its operational reliability and technical expertise.

Accolades

NIC Jhajjar's commitment to excellence has been recognized through multiple awards and accolades:

- 1st Prize for Best Performing District at DIOs Meet 2025
- 1st Position on Sushasan Diwas 2023
- 3rd Position on Sushasan Diwas 2024

I sincerely acknowledge the significant contributions of NIC Jhajjar in advancing digital governance and strengthening the IT infrastructure of the district. Their pivotal role in implementing e-Governance initiatives has ensured efficient, transparent, and citizen-centric delivery of public services.

The team's dedication to developing, maintaining, and supporting digital platforms has greatly enhanced administrative efficiency and responsiveness. Their consistent efforts and technical expertise have played a vital role in driving innovation at the grassroots level.

I deeply appreciate their commitment to realizing the vision of Digital India and extend my best wishes to the entire team for their continued success and excellence in the future.



Shri Swapnil Ravindra Patil, IAS Deputy Commissioner, Jhajjar District

- Appreciation from State Election Commission and senior government authorities
- Special Recognition during Azadi Ka Amrit Mahotsav

These achievements reflect the district's consistent efforts in promoting efficient and citizen-centric governance.

Way Forward

Looking ahead, NIC Jhajjar is poised to further strengthen digital governance through innovative and scalable solutions. The continued integration of election management systems, expansion of citizen services, and adoption of emerging technologies will play a key role in shaping the future.

By aligning with the vision of Digital India, NIC Jhajjar aims to create a governance ecosystem that is transparent, efficient, and inclusive. The focus will remain on enhancing citizen experience, improving service delivery, and ensuring that technology reaches every corner of the district.

Contact for more details

District Informatics Officer
NIC Jhajjar District Centre
Room no 208, 2nd floor, Mini secretariat
Jhajjar, Haryana - 176215
Email: dio-jhj@nic.in, Phone: 01251-253119

▼ Fig 4.1: Chief Minister Good Governance Day 3rd Prize in Overall Performance 2024

