



Amritsar, Punjab

Setting a benchmark in delivering ICT Solutions to foster excellence

Edited by **MUKESH KUMAR RALLI**



Since the inception of NIC Amritsar in 1988, it has played a leading role in the implementation of various ICT projects for State and Centre Government to leverage the eGovernance in the District which resulted in the better delivery of citizen services.

Some of the major ICT projects implemented by the NIC Amritsar are integrated Human Resource Management System (iHRMS), National Generic Document Registration System (NGDRS), eOffice, Amritsar District Administration Website, District Information System for Election (DISE), Punjab Poll Day Monitoring System (PPDMS), Vehicle Management System (VMS), Revenue Court Cases Management Punjab (RCMSPb), Aarogya Setu App, COVA App, Mission Fateh App, RT-PCR Testing App, COVID-19 portal, ePasses, Smart Performance Appraisal Report Recording Online Windows (SPARROW), Aadhar Enabled Biometric Attendance System (AEBAS), Jeevan Pramaan, National Animal

Home of the glorious Golden Temple, the iconic city of Amritsar, portrays the heroic character of Punjab. Taking the inspiration from the same, NIC Amritsar District Centre established in the year 1988 has implemented various eGovernance projects for State and Central Governments to leverage the eGovernance scenario in the District which resulted in better delivery of citizen services in the border areas. NIC has extended the leased line connectivity and implemented ICT solutions at Attari Rail and Road check post at the Indo-Pak border.

eScholarship, Mid-Day Meal Monitoring System, Mother Child Tracking System (MCTS), Members of Parliament Local Area Development (MPLAD), AGMARKNET, NGO DARPAN, Immigration, Visa and Foreigner's Registration & Tracking (IVFRT), MGNREGA (Mahatma Gandhi National Rural Employment Guarantee Act), ePrison (Central Jail Amritsar), and Director General Foreign Trade (DGFT) Applications.

All these projects have been implemented in the district under the able guidance of the NIC Punjab State Centre and have helped departments to provide better service delivery, reduce pendency, enhance transparency, and accountability.

ICT Initiatives in the District

Amritsar District Website

Developed using the S3WaaS platform, it is enriched with a wide range of content related to Administrative Setup, Tourism, Culture, Health, Public Utilities, Accommodation, Education, Emergency Helpline, Recruitment, Tenders, COVID-19 and various other district events for dissemination of authentic information to the public. It should be noted that the Amritsar District Website is the first district website in India to be accessibility certified by STQC. (Refer Fig. 4.1)

iHRMS

iHRMS provides services related to Service Book, Posting, Promotion, Salary, Arrear Management, GPF, GIS, Leave Management, Income Tax Information, Annual Confidential Report, Annual Property Return, and various

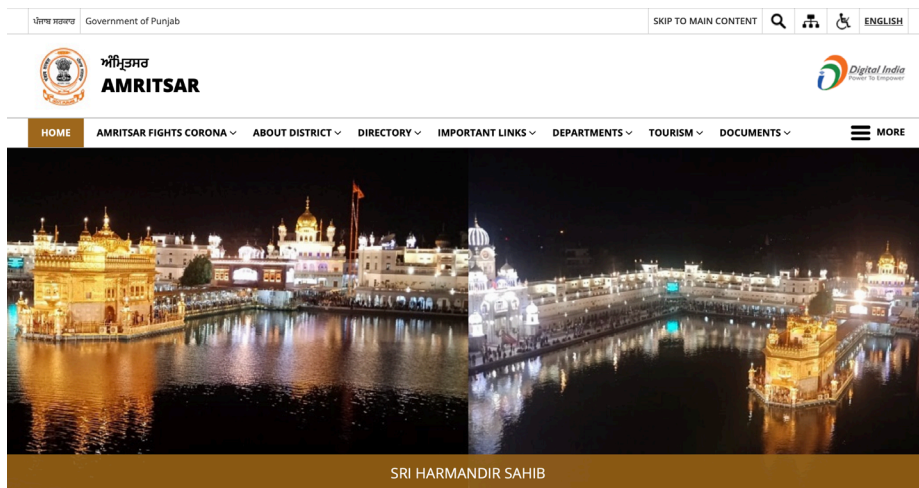


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Disease Reporting System (NADRS), Vahan, Sarathi, Indian Citizenship Portal, Government Property Management System (GPMS), HortNET, National Social Assistance Programme (NSAP),



▲ Fig. 4.1: Amritsar District Website Homepage

other features / reports for daily decision making by the departments. NIC Amritsar has successfully implemented iHRMS in all the State Government departments in the District by providing proper training to the Master Trainers.

NGDRS

NGDRS is designed to be used by sub-registrars, citizens and other apex users from the Land Registration Department. It offers the facility to book appointments and pass information of registered deeds to the land record system for mutations. Since the inauguration, it has been successfully implemented by the District Centre in 13 SROs / JSROs.

eOffice

NIC Amritstar has successfully implemented the eOffice in the office of Deputy Commissioner alongside offices of SDMs, Tehsils, and Sub Tehsils, Bureau of Civil Aviation and Security, Central GST and several other departments in the district.

Elections

NIC Amritsar is always instrumental in

providing ICT solutions to the Administration during General, State, and Local body elections.

NIC officers are assigned multiple roles three months prior to the date of elections for ICT support. As a district-level master trainer, NIC Amritsar is responsible for rolling out ICT applications of NIC (DISE, DISE-Capsule, PPDMS) and ECI (ETPBS, ENCORE, SUVIDHA).

The District Centre is also responsible for the implementation of DISE-MP and DISE-NP for Municipal Corporation and Nagar Panchayat elections respectively.

In addition, the District Centre has implemented PPDMS for Pre Poll and Poll days activities.

RCMSPb

RCMSPb is a web-enabled revenue court management system to facilitate management and monitoring of cases pertaining to revenue courts.

It captures the details of properties under litigation from the land record database along with petitioners and respondents. Besides the generation of summoning notices, the app

NIC Amritsar has always acted proactively for the implementation of important eGovernance apps viz. eOffice, iHRMS, NGDRS and District Administration website. During the pandemic situation, NIC staff provided exemplary services to run District Administration smoothly through Video-conferencing, eOffice, dissemination of information through the District website and other digital solutions. The IT support provided during Punjab Vidhan Sabha Elections and State Level Virtual Functions is highly commendable.

I congratulate the entire team of NIC, Amritsar who has been working tirelessly for providing services to District Administration & I hope to carry forward eGovernance to grass-root level. I further hope that the district team will facilitate in implementing many developed products of NIC across departments to create a paperless working atmosphere to enhance citizen service delivery.



Harpreet Singh Sudan, IAS
Deputy Commissioner
Amritsar

generates a date-wise cause list of different courts, which is available to citizens as well.

It also facilitates citizens to access details of any case along with case status without any registration on the portal.

VMS

VMS gathers data about Government vehicles being operated in the state and calculates vehicle wise running and maintenance expenses. It helps DDOs to calculate expenses under Petroleum Oil and Lubricants head of each vehicle, condemnation of vehicles based on predefined terms. It also facilitates crisis management.

IVFRT

Being a border district of Punjab, Amritsar has two land immigration check posts, first at the International Airport and second at Foreigners Regional Registration Office (FRRO). NIC District team under the IVFRT project provides technical support to FRRO Amritsar, ICP Attari Road Amritsar, ICP Attari Rail Amritsar, ICP Airport Amritsar, ICP Dera Baba Nanak (Kartarpur Corridor) and District Foreigner Registration Office (DFRO). The team

▼ Fig. 4.2: Renovated complex of Jallianwala Bagh Smarak dedicated to Nation by Hon'ble Prime Minister, Shri Narendra Modi via NIC VC Service





▲ Fig. 4.3: Hon'ble CM Punjab, Capt. Amarinder Singh, inaugurated NGDRS through Video Conferencing along with Cabinet Ministers and DG NIC

provides support to various application modules such as eFRRO, OCI, ICS, FSIS, Form-C, UCF Module, Deportee Module, ALIS, PAK Tracking System and Online Indian Citizenship to various departments of both Central and State Governments.

NICNET / NKN

The District Centre has established leased line connectivity in several state departments and their offices. As of now, 25 leased line links from 3 different service providers (BSNL, RAILTEL and PGCL) are managed for 100 percent uptime.

Other Key Initiatives

Networking in New DAC

NIC Amritsar has designed and executed a network plan in the New District Administrative Complex (DAC). Also, shifted all leased line links and made them operational overnight.

Amritsar Fights Corona

A dedicated web-section "Amritsar Fights Corona" was created on official Amritsar District Administration website for dissemination of authentic information to the public viz. Office orders related to Containment Zones, Restrictions, Lockdown, Testing Centre, Vaccination Centre, Hospital Bed Availability, Oxygen Supply, Home Isolation and Emergency Contact, Control Room Helpdesk, ePass, Charity, and other COVID-19 events.

▼ Fig. 4.4: NIC Amritsar felicitated by DC Amritsar, Punjab in recognition of services provided during Punjab Vidhan Sabha Elections 2022



COVID Control Room

A control room alongside a data cell equipped with ICT infrastructure for the collection and compilation of COVID-19 data was established by NIC District Unit. This data helped in the generation and analysis of various reports for better assessment of COVID-19 management.

National Migrants Information System

As a Nodal Agency for National Migrants Information System, the District Centre helped District administration in sending back about 30,000 migrant labourers to their native places.

Technical Inputs

NIC Amritsar provided technical inputs to the District Administration for development of DARPAN, i-Vaccination and i-Sehat apps.

Important Events Organised

Due to the pandemic, several State and National Level events were held in the virtual mode. Being ITC Nodal Agency in the District, NIC Amritsar provided technical support for setup of Video Conferencing facility, connectivity and live streaming outside hard VC studio during

- Inauguration of renovated Jallianwala Bagh Smarak to the nation by Hon'ble Prime Minister for COVID-19 related Shri Narendra Modi

▼ Fig. 4.5: Commendation Certificate for NIC Amritsar by Shri Anil Joshi, Hon'ble Minister for Local Bodies, Government of Punjab



- Inauguration of various projects on Maharishi Valmiki Jayanti by Hon'ble Chief Minister of Punjab
- Centenary commemoration memorial function of Jallianwala Bagh Massacre at Amritsar
- Interaction of Hon'ble Prime Minister Shri Narendra Modi with the farmer members of Jagriti Farmer Producers Organisation from Amritsar on 1st January 2022
- Provided ICT services and technical support during Two days Heart of Asia Conference between Government of India and Government of Afghanistan at Amritsar

Awards and Accolades

- NIC Amritsar was felicitated by Deputy Commissioner Amritsar Shri Gurpreet Singh Khaira for providing round the clock support and successful implementation of IT applications for smooth conduct of Punjab Vidhan Sabha Elections 2022
- NIC Amritsar was honoured by Deputy Commissioner Shri Shivdular Singh Dhillon for providing exemplary IT support during Lok Sabha Elections
- NIC Amritsar was felicitated with Commendation Certificate and Award of Honour by Hon'ble Cabinet Minister Shri Anil Joshi on 66th Republic day for providing excellent IT services to District Administration

Way Forward

NIC Amritsar aims to facilitate administration in implementing various ICT solutions across departments to create a paperless environment in order to enhance citizen service delivery and governance.

Contact for more details

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