

Ranchi, Jharkhand

Pioneering ICT and e-Governance for a Digital Jharkhand

NIC Ranchi, established after the creation of Jharkhand in 2000, has played a pivotal role in promoting an ICT culture in the region. Notably, NIC Ranchi developed the mKarmik mobile app, streamlining law and order duty assignments, and introduced an Online Polling Personnel Data Collection Portal, enhancing election processes. These initiatives have not only made governance more efficient but also served as models for other regions. As a centre for technological innovation and eGovernance excellence, NIC Ranchi continues to contribute significantly to Jharkhand's progress in the digital age.

ICT Initiatives in the District

Ranchi District Website

(<https://ranchi.nic.in/>)

Ranchi District has unveiled a CAW Certified website utilizing the Secure, Scalable & Sugama Website as a Service (S3WaaS) Framework, making it the first in Jharkhand to do so. This website serves as the primary communication channel for Ranchi District Administration. It offers user-friendly interfaces, ensuring compliance with the GIGW standards and delivering up-to-date information.



Shiv Charan Banerjee

Scientist-D & DIO (till Aug'23)
shiv.banerjee@nic.in



Rajeev Ranjan

Scientist-D & DIO
rajeev.ranjan85@nic.in



Reema Kujur

Scientist-B & ADIO
reema.p@nic.in



NIC Ranchi has championed the emerging technologies, successfully implementing various projects for all three: Central Government, State Government, and District Administration. Notable achievements include integration of VR Smart Class, development of m-Karmik mobile app, and implementation of District Human Resource Portal, and innovative solutions such as m-Appointment letters during the COVID-19 pandemic and efficient law and order duty assignments.



VR Smart Class Room

Virtual Reality Smart Classrooms, a fusion of immersive VR technology and conventional teaching methods, are revolutionizing education. In Ranchi, 21 government schools have adopted the VR system for enhanced learning.

Video Conferencing

District Centre provides video conferencing (VC) support from the District Collectorate to all 18 blocks and 22 circles, enabling direct communication between District Collector and other senior government officials with blocks and panchayats. Over 100 VC sessions have been organized current year.

Online Polling Personnel Data Collection Portal

The main objectives of this project include

achieving full computerization for enhanced time efficiency, minimizing errors, automating system management, centralizing database control, and optimizing resource utilization for election-related tasks. Not only has it significantly improved operational efficiency, but it has also set a valuable example for other districts to follow.

Initiatives During COVID-19

COVID-19 Online Helpdesk

This system captures grievances related to medical assistance, e-Pass, COVID result status, groceries and more. With over 25,000 grievances received and resolved during the pandemic, the system is used by all district officers to address citizen grievances.

COVID-19 HR Portal

This HR database helps in deployment of Magistrates, Doctors, and Para-Medical Officials to containment zones and quarantine centres during the pandemic.

GIS Mapping of Mukhyamantri Dal Bhat Kendra

Using Google Maps, this system helps the district administration locate Dal Bhat Kendras for efficient food distribution to migrants during the COVID-19 crisis.

COVID Chat Bot Support

The District Centre provided the COVID chatbot support through the district website in order to support citizens and addresses their queries in a round the clock manner.

Mobile Apps

Following are the mobile apps designed and developed by NIC Ranchi:

Poll Duty Mobile App

The Poll Duty Mobile App streamlines communication plans and delivers crucial messages to polling officers, sector officers, zonal magistrates, and the district control room on polling day.

m-Karmik

m-Karmik app enables deployment of officials for magistrate duty during events and emergency

situations at district level. The app further allows government officials, employees, police personnel, and home guards to check their duty status and request exemptions in case of an urgency.

Other Major Initiatives

The District Centre has effectively implemented various State and Central Government flagship programs, such as IFMS, RCMS, PDS, e-Hospital, Parivahan, eCourts, ePrison, IVFRT, NDAL & ALIS, JHARSEWA, JHARBHOOMI, e-Revenue, ULPIN, JKRM, MSRY, PM-KISAN, JRFRY, and PG Portal, to advance e-Governance in the district. A few significant ones are highlighted below:

PM-KISAN and JKRM

For the successful execution of PM Kisan Sanman Nidhi & Jharkhand Krishi Rinn Maafi Yojana (JKRM), NIC Ranchi conducted training for all users to ensure seamless data entry.

iRAD

Launched in January 2022 by the Chief Secretary and DGP of Jharkhand, NIC Ranchi successfully deployed and conducted training sessions to all stakeholders. Additionally, all District Hospitals, NHAI, and District Police have been onboarded into the system. This has resulted in Ranchi having the highest iRAD records on the online portal.

e-Hospital

NIC has implemented e-Hospital in Ranchi Sadar Hospital, a state government run 500-bed facility. The e-services includes registration, OPD, billing, and emergency services. The hospital now registers approximately 1,000 OPD slips daily through the e-Hospital system and has established a separate ABHA Registration counter for swift OPD slip generation.

JHARSEWA

NIC Ranchi has successfully implemented all services of the JHARSEWA portal, a unified platform enabling citizens to apply for various

services online. This platform is accessible through Pragma Kendras (CSC Centres), Circle offices, ULBs, and Gram Panchayats throughout the district.

Chancellor Portal

(<https://jharkhanduniversities.nic.in>)

Ranchi has implemented the Chancellor Portal serving as a centralized platform for the nine State Universities of Jharkhand under the Department of Higher Education and NIC Jharkhand. This portal handles online admission and registration for all State Universities in Jharkhand. It has received accolades from the Hon'ble Governor-cum-Chancellor of State Universities in Jharkhand.

Technical and Network Services

Following are the services are being currently offered by the District Centre

- Offers 24/7 ICT and network support to the District Administration and other offices. Ranchi district employs government email for all government offices and utilizes Bharat VC for virtual meetings
- Offers comprehensive technical support during Parliamentary and Legislative Assembly Elections, by managing ECI's ENCORE, ETPBS, Suvidha portals, and LAN infrastructure at counting centres

Important Events Organised

The District Centre conducted virtual launches for numerous programs during various state-level events. Some of them are profiled below:

- Provided ICT support during Hon'ble PM's visit to Ranchi for International Yoga Day and the launch of the Ayushman Bharat Scheme
- VC Support during for Hon'ble Prime Minister rozgar mela at Ministry of Railway, Income Tax Department and CRPF Camp Ranchi
- Provided technical support during Vishwa Adiwasi Diwas 2023, Rajya Sthapna Diwas

Adopting novel ICT tools enabling digital governance is the need of the hour. NIC Ranchi district centre has been crucial in developing ICT projects like the District website in S3WaaS Framework, E-Hospital, Online Election personnel Portal, Aspirational dashboard, m-Karmik mobile App, COVID Chat-Bot, implementation of VR Smart class room and is supporting many other State Government's flagship projects, ICT Services which is pivotal for the District Administration in serving the citizens. Our innovative digital initiatives such VR Smart Lab and various mobile App have improved the participation of citizens, created ease of service delivery, resulting in good governance.



Rahul Kumar Sinha, IAS
Collector & District Magistrate
District Ranchi

Accolades

- Digital Transformation Award 2019 for Aspirational Dashboard Portal for District level initiative
- Letter of Appreciation from District Collector for initiatives during COVID-19 pandemic
- Letter of Appreciation from District Collector for work done in Assembly Bye Election 2023 and General & Assembly Election-2019
- Digital India Week Award 2015 from Hon'ble Union Minister of MeitY, Govt. of India

Way Forward

NIC Ranchi is deeply committed to the transforming dream of Digital India and fostering a culture of e-Governance in the district. With a strong determination, NIC Ranchi actively provides full-fledged ICT support to the District Administration. Its unwavering dedication is aimed at leveraging technology and digital solutions to enhance governance, streamline processes, and improve service delivery.

Contact for more details

District Informatics Officer
NIC Ranchi District Centre
Collectorate Building
Block A, Room no. 608, Kutchary, Ranchi
Jharkhand - 834001
Email: dio-rnc@nic.in, Phone: 0651-2212294

▼ Fig. 6.1 : VR Smart Class Room at a Government School of Ranchi district

