Kaithal, Haryana

Pioneering Excellence in Grassroots Digital Governance

Edited by **RAJEEV JOSHI**

NIC Kaithal, established in the historically significant district of Haryana in 1989, is a leading exemplar of Grassroot-level Digital Governance. The District Centre has been instrumental in providing state-of-the-art ICT services to District Administration, Central/State Government departments, and citizens. Notable ICT projects include SARAL, eOffice, and webHalris. These projects not only fostered transparency, but enhanced citizen service delivery.

ICT Initiatives in the District

Modern Revenue Record Room (MRRR): NIC Kaithal collaborated with the Revenue Department to establish the MRRR, digitizing over 33 Lacs old revenue records. This initiative ensures secure, tamper-proof storage, and online accessibility through barcoding, enhancing efficiency for revenue officials. MRRR was inaugurated by the Hon'ble Chief Minister of Haryana, Shri Manohar Lal, on June 24, 2017, with a commitment to replicate it in all 22 districts of Haryana.

e-Parole Processing System (ePPS): Developed a web-based application to streamline and monitor parole / furlough applications. It involves multiple stakeholders and provides real-time status updates through SMS. Currently, the application has been implemented in the districts of Kaithal, Hisar, and Ambala.

Matritva Mobile App: Designed to monitor the health of pregnant women, this app simplifies communication between Anganwadi workers and expectant mothers, reducing manual record-keeping. The app got recognized at the District Governance Mobile App Challenge 2021 and was among top 3 apps in the state.

Saral Doot: NIC Kaithal introduced Saral Doot, offering doorstep registration and delivery of SARAL services, enhancing citizen accessibility and convenience. Currently, 29 government-to-citizen services are available, with more to come.

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Recognized for its pioneering work in Digital Governance, NIC Kaithal has established itself as a leading ICT service provider for District Administration stakeholders, enhancing transparency and streamlining citizen service delivery. Further, NIC Kaithal is at the forefront of harnessing emerging technologies to craft innovative IT solutions, propelling its mission to drive positive change and efficiency.

e-token: Integrated with the SARAL portal, this application helps in effective management of queues at SARAL Kendra. and is deployed at Antyodaya Saral Kendra locations across Haryana.

Grievance Redressal Management System (GRMS): Designed to process citizen grievances submitted to the District Commissionerate. It automatically routes the grievances to Heads of Departments for efficient resolution.

Other Key Initiatives

In addition to aforementioned initiatives, the District Centre has been pivotal in promotion of various Centre and State e-Governance projects. Some of the key projects are briefly profile include:

SARAL (http://saralharyana.nic.in): Providing extensive ICT support for the SARAL (Simple, All-Inclusive, Real-Time, Action-Oriented, Long-Lasting) portal. NIC Kaithal manages 7 Antodaya Saral Kendras, offering over 650 e-Governance services from 41 departments at the district levels. The district consistently maintains a high Saral Score and has received recognition from the Rights to Service Commission, Haryana.

eOffice: Implementing eOffice in over 41 departments for efficient file management and processing since 2021. NIC Kaithal has trained over 500 employees to facilitate seamless adoption.

WebHalris: Offering technical support for the maintenance of 277 Jamabandies across 7 Tehsils/Subtehsils, enabling the trouble-free update of mutations, Nakal generation, and reconciliations. Additionally, ICT services support e-Registration, integrating webHalris with various departments for property-ID and No Due Certificates.

Parivar Pehchan Patra (PPP): Providing proactive services based on eligibility, simplifying admissions processes and eliminating redundant documentation. PPP is linked to all admissions, streamlining the process.

e-Transport (Vahan & Sarathi): Extending ICT support to RLA & RTA authorities for vehicle registration and driving license, enhancing capacity building for DEOs of authorities and dealers.

e-Public Distribution System (e-PDS): Offering extensive ICT support for the implementation of ePDS, seamlessly integrated with Parivaar Pehchaan Patra (PPP) since January 2023. PPP plays a crucial role in generating Ration Cards based on income criteria.

Auto Appeal System: Implementing a system for auto-appeals and citizen-initiated appeals to ensure compliance with the Right to Service Act.

CM Window: Facilitating grievance redressal and monitoring across all departments and districts in Haryana, enabling citizens to track their grievances online.

Jan Samvaad: Capturing applications for demands, suggestions, and grievances submitted to the Chief Minister during Jan Samvaad programs at the village and town level, with a workflow-based process.

Social Media Grievances Tracker: Capturing and filtering citizen grievances aired through social media, allowing for quick resolution by dedicated teams.

▲ Fig. 3.1: DIO Kaithal briefed Hon'ble Chief Minister Shri Manohar Lal about the Modern Revenue Record Room concept during the MRRR inauguration event

Human Resource Management System (HRMS): Implementing HRMS for District Administration staff, covering various aspects of employee records, leaves, transfers, promotions, and more.

Integrated Road Accident Database (iRAD): Participating in the Ministry of Road Transport & Highways' iRAD initiative since August 2021, providing training to over 500 employees. iRAD mobile app allows the capture of accident details for road safety analysis.

District Kaithal Website (https://kaithal.gov. in): Maintaining a bilingual website compliant with the GIGW standard, providing authentic information on Kaithal District.

IT Support for Elections: Providing comprehensive ICT support for various elections, including voter list preparation, employee data management, polling personnel deployment, nomination data capture, EVM randomization, live poll monitoring, and live result counting.

Additionally, several other Central / State projects such as NDAL-ALIS, Meri Fasal Mera Byora, Integrated Financial Management System, Uttam Beej Portal, SWAMITAV, Mukhya Mantri Antyodaya Parivar Utthan Yojana (MMPUY), Marriage Registration, Birth and Death Registration, Revenue Court Cases Monitoring System, AEBAS

have been successfully replicated in the District, furthering the district's digital transformation and efficient service delivery.

Important Events Organized

As the IT nodal department in the district, NIC Kaithal consistently offers technical support for various high-profile events

● Providing technical support for video conferencing during Development Project inaugurations by Hon'ble Chief Minister and other Ministers

● Ensuring necessary ICT arrangements for live streaming of major District Level Programs since January 2020

● Facilitating live streaming for the State Level Program, Sant Shree Dhana Bhagat Jayanti, presided over by Sh. Jagdeep Dhankar, Hon'ble Vice President of India, and Sh. Manohar Lal, Hon'ble Chief Minister of Haryana, held at Village Dhanuri, District Kaithal

Accolades

● NIC Kaithal was honored with the Silver award by Hon'ble Union Minister, MeitY, during Tech-Gov. 2019 for the development of the 'CollabDev:

PAC - Project Advisory Committee' module under the 'Project Repository Information System Management (PRISM)' subtrack

● DIO Kaithal was felicitated by Shri Anoop Dhanak, Hon'ble State Minister for Revenue & Disaster Management, Industries & Commerce Department, and Shri Pradeep Dahiya, IAS, Deputy Commissioner, Kaithal, during Republic Day-2022 recognizing the excellent ICT services provided by the District Centre

● Smt. Kamlesh Dhanda, Hon'ble State Minister for Woman & Child Development, Haryana, honored DIO Kaithal on the occasion of Good Governance Day. Dr. Sangeeta Tetarwal, IAS Deputy Commissioner, Kaithal, and other Heads of Departments were also present at this event

I am pleased to extend my sincere congratulations to NIC Kaithal for exceptional contributions towards promoting ICT and e-Governance Services in District. NIC, Kaithal has provided exemplary services to District Administration by ICT project implementation like SARAL, eOffice, Land Records Digitization (webHalris), Smooth conduct of various Elections etc. and development of innovative mobile and web applications.

I commend the appreciation to DIO Kaithal who have been working tirelessly and relentlessly for providing support and services to District Administration. I hope to carry forward the Digital Governance Services to the grass root level for the benefit of citizens.

Jagdish Sharma, IAS
Deputy Commissioner, Kaithal

Way Forward

NIC Kaithal excels in implementing digital governance, enhancing service delivery to fulfill the 'Digital India' vision. It is committed to provide to delivering innovative, efficient ICT solutions to District Administration and government offices at all levels.

Contact for more details

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▼ Fig. 3.2: Dr. Sangeeta Tetrawal, IAS, then Deputy Commissioner of Kaithal, launched the SaralDoot initiative and personally delivered Certificates to citizens' doorsteps.