

# Durg, Chhattisgarh

## Accelerating e-Governance with ICT-Driven Innovation

Edited by **SUSHMA MISHRA**

Nestled along the Shivrath River, Durg embodies the cultural vibrancy, industrial dynamism, and social harmony of Chhattisgarh. The district, alongside its twin city Bilai, renowned as Mini India, is a beacon of economic growth and infrastructural development.

Since its inception, the NIC Durg District Centre has actively facilitated key governance initiatives, ensuring a robust digital infrastructure for administrative efficiency. Flagship projects include Arms Licensing System, Vahan & Sarathi, Bhuiyaan e-Kosh, Janchaupal, MedLEaPR, PDS, Saarth-e, and Panchayat Inspection Portal. Moreover, NIC Durg provides video conferencing and round-the-clock IT support for crucial events such as Lok Sabha, Vidhan Sabha, Panchayat, and Local Body elections.

### ICT Initiatives in the District

#### SAARTH-E: AI-Enabled Grievance Redressal System

This mobile application is an initiative by the District Administration Durg to streamline grievance submission and tracking for citizens. Through this app, users can submit grievances from anywhere and track their status using a system-generated unique grievance ID.

The app features an integrated dashboard for department officers and in-charge officials, allowing them to view and resolve grievances within a stipulated time frame. Citizens can submit grievances by uploading a photograph, video, audio message, or document for better clarity.



**Shweta Choubey**  
Scientist - C & DIO  
[shweta.sharma@nic.in](mailto:shweta.sharma@nic.in)



**Gopal Kumar Singh**  
Technical Assistant-A & ADIO  
[gopalk.singh@nic.in](mailto:gopalk.singh@nic.in)



NIC Durg District Centre drives the Digital India movement by seamlessly integrating technology into governance. Committed to transparency, efficiency, and citizen empowerment, it implements e-Governance initiatives at all levels. Through ICT-driven solutions, NIC Durg bridges the digital divide and enhances public service delivery.



Department Heads can log in to the portal and directly address public grievances, while the District Collector can monitor the entire process in real time. This app enhances efficiency, transparency, and accountability, ensuring a faster and more effective grievance redressal system.

#### Panchayat Inspection Portal

A web-based application has been developed to streamline Panchayat inspections in Durg district, ensuring efficient data recording and management. This digital platform enhances accuracy and oversight, enabling seamless monitoring of Panchayat operations. Nodal officers input suggestions, guiding improvements at inspection centers. The inspections are conducted twice a month for continuous evaluation and enhancement.

#### Election Management System

The District Centre plays a crucial role in supporting the District Administration in conducting Parliament, Assembly, and Local elections. For Local Bodies and PRI elections,

NIC Durg has developed a web-based application to efficiently manage the data of officials from Central/State Government offices, banks, and PSUs. This system automates the formation, randomization, and order generation for polling officials, ensuring a transparent and efficient election process. Additionally, NIC Durg provides technical support at every stage, facilitating seamless election management.

#### TL Online

A real-time tracking tool designed to oversee government communications and departmental responses to ensure timely resolution of official matters. It can be accessed at <https://eservices.durg.gov.in/TL>.

#### Durg District Website

Powered by S3WaaS, the district's official website (<https://durg.gov.in>) is a one-stop digital repository, offering comprehensive information on governance, tourism, helplines, public services, and administrative resources.

#### Other Key Initiatives

The District Centre has effectively implemented and supports various State and Central Government flagship programs to advance e-Governance in the district. A few significant ones are highlighted below:

#### State-Level e-Governance Initiatives

- **Janshikayat Portal:** A statewide grievance redressal system, enabling citizens to directly file complaints with the District Collector's office
- **Jandarshan:** A citizen-government interaction platform where the Hon'ble Chief Minister personally addresses public grievances, backed by a real-time monitoring mechanism
- **RTI-Online:** A digital gateway for filing RTI applications, ensuring transparency in governance
- **Chhattisgarh State Employment Portal:** A centralized job portal for employment seekers and recruiters, facilitating career opportunities and workforce management
- **e-Kosh:** A statewide digital financial management system, ensuring streamlined fund utilization and fiscal accountability
- **Bhuiyan:** A comprehensive land records management system, providing citizens with instant



▲ Fig 2.1 : SAARTH-E Mobile and Web Dashboard

digital access to Khatauni, Khasra, and land maps

- **PDS Online:** A technology-driven food distribution system, ensuring efficient paddy procurement and equitable resource allocation

- **Vidhansabha:** e-Prashna & e-Uttar application online portal for the questions asked and answers given in the Chhattisgarh Legislative Assembly. The site can be accessed at <https://vidhansabha.cg.nic.in>

- **KhanijOnline:** It is a web based mines & minerals management system successfully implemented in Durg District. It can be accessed at <https://khanijonline.cgstate.gov.in>

### Central Level e-Governance Initiatives

- **MedLEaPR:** A pathbreaking initiative in forensic documentation, enabling efficient and standardized post-mortem report generation

- **CPGRAMS:** A 24x7 digital grievance management portal, fostering citizen empowerment and administrative accountability

- **Integrated Road Accident Database (iRAD):** Successfully implemented across 23 police stations, 40 hospitals, and 6 road agencies, iRAD has logged over 2300 accident cases, enhancing road safety planning and response

- **Vahan & Sarathi:** Supporting seamless vehicle registration and licensing services, this initiative integrates digital governance in transport administration

- **NDAL-ALIS:** A secure digital repository for firearms licensing data, reinforcing compliance and security

- **National Disaster Management Information System (NDMIS):** An integrated disaster response platform, tracking relief efforts and damage assessment in real-time

- **Licensing System for District Authorities (LSDA) (lsda.peso.gov.in):** A web-based system hosted at PESO Nagpur, enabling district authorities to issue licenses as per Explosives, Ammonium Nitrate, and Petroleum Rules

- **National Disaster Management Information System (NDMIS) (ndmis.mha.gov.in):** Tracks disaster losses, damages, and relief fund distribution by District Authorities

### Networking and Infrastructure

- **Video Conferencing (VC) Services:** Provides VC support to the District Administration and other departments via VC Studio and Bharat VC

- **NICNET Management:** Expands NICNET connectivity for government offices and ensures swift resolution of issues through the Service Desk

- **e-Office Implementation:** Facilitates the digitization of office operations in Durg district by creating official email IDs, collecting organizational data, and conducting training for a seamless transition to e-Office

NIC Durg has been extending excellent support to Durg District Administration in the field of ICT and implementing related initiatives at the grassroots level. It has played a pivotal role in promoting ICT usage and executing both State and Central e-Governance programs. This includes facilitating information sharing through district websites, providing IT infrastructure, and implementing various applications of the Election Commission of India (ECI) and the State Election Commission (SEC) during elections. I wish all the best to NIC in its endeavor.



**Abhijeet Singh, IAS**  
Collector & District Magistrate

### Events organized

NIC Durg District Centre provided ICT and VC support for several high-profile events, ensuring seamless digital execution:

- Provided ICT support during the Hon'ble President's visit to IIT Bhubilai for the convocation ceremony on October 26, 2024

- Facilitated VC support for the Hon'ble Prime Minister's Rozgar Mela at Kala Mandir, Bhubilai on October 29, 2024

- **SVAMITVA Scheme Event:** Delivered technical support for the Hon'ble Prime Minister's virtual event

- Provided VC support for the Prime Minister's virtual Gaurav Divas event at BIT Durg on November 15, 2024

### Way Forward

NIC Durg is driving the Digital India vision by delivering cutting-edge ICT solutions to the District and Divisional Administration. As a core pillar of governance, it has spearheaded numerous ICT-enabled initiatives, accelerating digital transformation. Committed to innovation, NIC Durg continues to leverage technology to enhance governance, streamline operations, and elevate service delivery standards.

Contact for more details

#### District Informatics Officer

NIC Durg District Centre  
Collectorate Building, Room No. 34, Ground Floor  
Durg, Chhattisgarh - 491001  
Email: [dio-durg.cg@nic.in](mailto:dio-durg.cg@nic.in), Phone: 0788-2211223

▼ Fig 2.2 : Panchayat Inspection Admin Dashboard

