

# Haridwar, Uttarakhand

## Empowering Governance in the Spiritual Capital of Uttarakhand

Edited by **VINOD KUMAR GARG**

Established in 1998, NIC Haridwar has evolved into a critical pillar of technological support for the district administration. As the primary ICT enabler in the region, NIC Haridwar has consistently played a transformative role in advancing e-Governance, enhancing administrative efficiency, and improving public service delivery.

Strategically located in the sacred city of Haridwar, on the banks of the Ganges, NIC Haridwar has been at the forefront of deploying cutting-edge IT solutions, offering technical consultations, and implementing a broad spectrum of mission-mode e-Governance projects. These include citizen-centric applications, digital platforms for administrative processes, and integrated systems that promote transparency, accountability, and real-time monitoring.

From facilitating digital election management and video conferencing services to spearheading paperless governance through e-Office, the centre is deeply integrated into the digital transformation journey of the district. It serves as both an innovation hub and a reliable execution partner for government departments, ensuring that technology becomes an enabler for inclusive development and better governance.

NIC Haridwar's contributions extend beyond routine ICT support—it plays an active role in planning, developing, and customizing solutions that cater to the unique needs of the district. With a citizen-first approach and a commitment to continuous improvement, NIC Haridwar

NIC Haridwar drives digital transformation by providing critical ICT support to the district administration. It implements e-Governance initiatives, manages online services and provides digital platforms for public access. This centre plays a crucial role in advancing technology-driven solutions and enhancing the delivery of digital services to citizens.

remains instrumental in bridging the digital divide, empowering administrative systems, and delivering timely, efficient, and transparent services to the people of Haridwar.

### ICT initiatives in the district

#### District Website

Developed using the S3WaaS framework, the official district website of Haridwar serves as a centralized information hub for citizens, businesses, and tourists. It provides dynamic content updates on public services, welfare schemes, local governance, and official announcements. The website includes dedicated sections for e-services, RTI applications, tenders, and downloadable forms, making essential resources easily accessible. It also offers comprehensive information on tourist attractions, religious events such as the Kumbh Mela, and logistical support for visitors. With multi-language accessibility and adherence to GIGW, the platform is both inclusive and user-friendly. This initiative significantly enhances digital outreach and helps

bridge the communication gap between the district administration and its stakeholders.

#### e-Office

The deployment of the e-Office suite in over 40 district offices has transformed Haridwar's administration into a paperless, efficient system. It enables faster file movement, better record management, and real-time workflow tracking, enhancing accountability and coordination.

NIC has played a key role in helping out the digital culture in the district. The consistent efforts show the technical strengths of NIC officials. The role of the District NIC team in the development and maintenance of the District website, support in the General elections to the Lok Sabha and local bodies is worth mentioning. I appreciate the dedicated efforts of the NIC District Haridwar in making e-Governance initiatives successful in the district.



**Mayur Dixit, IAS**  
District Magistrate, Haridwar

Aligned with sustainability goals, e-Office boosts transparency and significantly reduces decision-making time.

#### AEBAS

NIC Haridwar has implemented the Aadhaar Enabled Biometric Attendance System (AEBAS) in 25 government offices, enabling accurate, tamper-proof attendance tracking through Aadhaar authentication. This has led to improved punctuality, better discipline, and automated reporting for HR and compliance, fostering a culture of accountability and professionalism across departments.



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## NextGen e-Hospital

The NextGen e-Hospital system at JNSM Government Hospital, Roorkee, marks a significant move toward digital healthcare, with over 1.26 lakh patient registrations. It enables online registration, OPD queue management, and digital tracking of prescriptions, lab reports, and medical history. Integrated with Aadhaar and Health IDs, the platform ensures seamless access and portability of health records, greatly improving the efficiency, accessibility, and quality of public healthcare in the district.

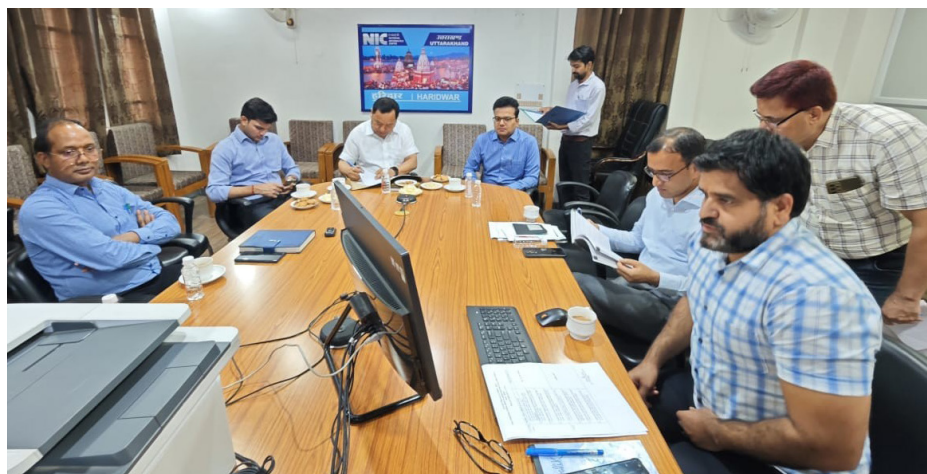
## IRAD

The district administration, with support from NIC Haridwar, leverages the IRAD (Integrated Road Accident Database) platform to record and analyze real-time accident data across departments. It generates data-driven insights for identifying hotspots, improving emergency response, and guiding infrastructure planning. Through targeted training and timely reporting, IRAD plays a crucial role in reducing road fatalities and shaping effective, coordinated policy interventions.

## Other initiatives in the District Elections

NIC Haridwar has played a crucial role in ensuring the smooth conduct of State Assembly, Lok Sabha, and local body elections by providing robust ICT support and implementing key digital solutions. One of the major contributions is the development and deployment of the Election NIC Haridwar has been instrumental in supporting State Assembly, Lok Sabha, and local body elections by deploying essential ICT tools and applications. The Election Polling Personnel Deployment System digitizes staff data and enables the random, transparent assignment of personnel for polling and counting duties. The Poll Day Monitoring System (PDMS), available as both a web portal and mobile app, tracks key election activities in real time—before, during,

▼ Fig 3.1: DIO and ADIO, NIC Haridwar providing support in running ECI IT applications during election



▲ Fig 3.2 : Hon'ble PM interacted with farmers of Village Lathedevalhurn through Video Conference

and after polling—through dedicated dashboards for ROs, DEOs, and CEOs.

To ensure better oversight, the Polling Party Tracking System uses GIS technology to monitor the movement of polling staff, providing live updates to senior officials via customized dashboards. In addition, NIC Haridwar provided on-ground technical support for key ECI applications, including Encore, cVigil, and webcasting, ensuring secure, transparent, and tech-driven election management in the district.

## VC Services

The district centre provides VC support for district administration and other departments through the VC studio. Video Conferencing services have been extended to cover the Central Information Commission (CIC). This service facilitates efficient communication, collaboration, decision making and coordination across multiple governmental levels.

## Events & Workshops

### Safer Internet Workshop

A workshop on safer uses of the internet was organised for students, Citizens and Government officials on 11th February'2025. The workshop was organised for online safety, responsible digital behaviour and cyber hygiene practices. It encouraged participants to create a safer and better internet by adopting secure online habits.

### Events and VIP Programmes

NIC Haridwar regularly supports state-level events, VIP visits, and live-streaming arrangements. From setting up control rooms to enabling webcasts for public addresses by dignitaries including the Hon'ble Prime Minister and Chief Minister, the centre ensures robust ICT infrastructure and execution. Notable events include:

- VC interaction of the Hon'ble Prime Minister with farmers in Lathedevalhurn village.
- Live streaming of the Nari Shakti Mahotsav, attended by the Hon'ble Chief Minister of Uttarakhand.

## Way Forward

NIC Haridwar envisions becoming a leader in digital transformation, bridging the digital divide by empowering every citizen through innovative and accessible e-Governance solutions. It aims to foster a digitally inclusive society where technology drives sustainable development and enhances the quality of life for all.

Contact for more details

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