Mahesana, Gujarat

A New Digital Technology horizon of the North Gujarat

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NIC Mahesana, established in 1988, has become an essential technological backbone for the District Administration, offering cutting-edge ICT support and driving e-Governance initiatives within the district. Nestled in the District Collectorate campus, NIC Mahesana has emerged as a technological hub for the North Gujarat area, delivering advanced IT solutions, expert consultations, and implementing a range of key e-Governance projects and applications that are transforming the lives of citizens and improving the efficiency of public services.

ICT Initiatives in the District

District Grievance Management System

One of NIC Mahesana's most notable projects is the District Grievance Management System (DGMS). This in-house application is a testament to the Centre's capability to develop tailored ICT solutions that address the needs of the local community. DGMS empowers citizens to log grievances online, track the status of their complaints, and ensure timely resolution. The system records crucial details such as the applicant's name, address, contact number, and complaint specifics, allowing for an organized approach to grievance redressal.

By forwarding these complaints to the appropriate officials, the DGMS ensures that every issue is promptly addressed. Furthermore, the District Collector regularly monitors the system, holding meetings to follow up on pending issues. The application is built using ASP.Net and SQL Server, with a suite of reports designed for the oversight of district officials. These reports enable better monitoring and supervision of complaints, facilitating faster resolutions. In fact, this application is so effective that it has been adopted by other districts in Gujarat.

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NIC Mahesana has been in forefront to drive digital transformation by delivering innovative, citizen-centric e-Governance services. The District Centre aims to bridge the digital divide and foster an inclusive, technology-driven society that enhances the quality of life for all. It is committed to empowering citizens through accessible services, ensuring sustainable development, and establishing Mahesana as a leader in digital governance and technological excellence.

Key Benefits of DGMS

- **Timely grievance resolution:** The system ensures that complaints are addressed within a set time frame, leading to faster redressal.

- **Comprehensive tracking:** Citizens can monitor their complaints from submission to resolution.

- **Efficient oversight:** District officials can supervise the progress of complaints, ensuring accountability across the board.

- **Close monitoring by the District Collector:** Regular meetings ensure that issues are not only logged but also actively pursued until closure.

Mahesana District Website

The Mahesana District Website is a cornerstone of digital governance for the district, designed to offer citizens easy access to essential services and information. Built on the S3WaaS (Secure, Scalable, and Sugamya Website as a Service) platform, the website is a robust and secure solution that caters to the needs of a diverse population. Its bilingual nature ensures that both English and Gujarati-speaking citizens can navigate the website seamlessly, making it inclusive and accessible to a broad audience.

Other Key Initiatives

In addition to district initiatives, NIC Mahesana provides technical support for several state-developed applications. These applications cater to various citizen services, driving the district's digital transformation:

Digital Gujarat

Digital Gujarat is a comprehensive citizen service portal offering access to over 300 services. It plays a pivotal role in streamlining citizen interactions with government departments by offering digital services for essential documents such as caste, income, and domicile certificates, ration card services, and scholarships.

SevaSetu

SevaSetu is an initiative designed to bring essential government services to rural citizens through village-level camps. The goal is to reduce the urban-rural divide by ensuring that government services are accessible to everyone, regardless of their location or access to digital infrastructure.

SWAGAT

SWAGAT (State-Wide Attention on Grievances by Application of Technology) is a grievance redressal system that operates at the Taluka, District, and State levels. This initiative provides citizens with a platform to raise their grievances and ensures that these issues are resolved in a timely and efficient manner.

PDS/FPS

PDS/FPS (Public Distribution System/Fair Price Shops) is a system designed to ensure the efficient and transparent distribution of public goods, such as food grains, through Fair Price Shops (FPS). It is an essential service for ensuring food security for the underprivileged sections of society.

eDhara / iORA

eDhara and iORA are comprehensive platforms

that streamline land record management in Gujarat, handling land mutations, ownership verification, and the Non-Agricultural (NA) land portal. These systems simplify land administration, enhance transparency, reduce paperwork, and minimize disputes through automated workflows and easy access to digital records.

AnyROR

AnyROR (Any Records of Rights) is an advanced platform designed to give citizens easy access to land ownership documents and records. It streamlines the process of verifying land titles, making it more efficient and user-friendly. By providing a transparent and reliable system, it reduces paperwork, minimizes the risk of fraud, and empowers landowners with quick and secure access to essential property information.

iRCMS

iRCMS (Integrated Revenue Case Management System) is a platform for tracking and managing revenue cases, ensuring that land-related disputes and cases are handled in a systematic and timely manner.

CSIS

CSIS (Computerized System of Information on Property) is an urban property card system that centralizes property data, ensuring efficient and transparent management of property records in urban areas.

Garvi

Garvi (Automation of Administration of Registration, Valuation & Indexing in Gujarat) is an online platform dedicated to the registration of documents, providing a streamlined process for registering legal documents related to property and other transactions.

IILMS

IILMS (Integrated Litigation Management System) is a platform for court case mapping and status monitoring, providing transparency and efficiency in legal proceedings. By leveraging this system, stakeholders gain streamlined access to
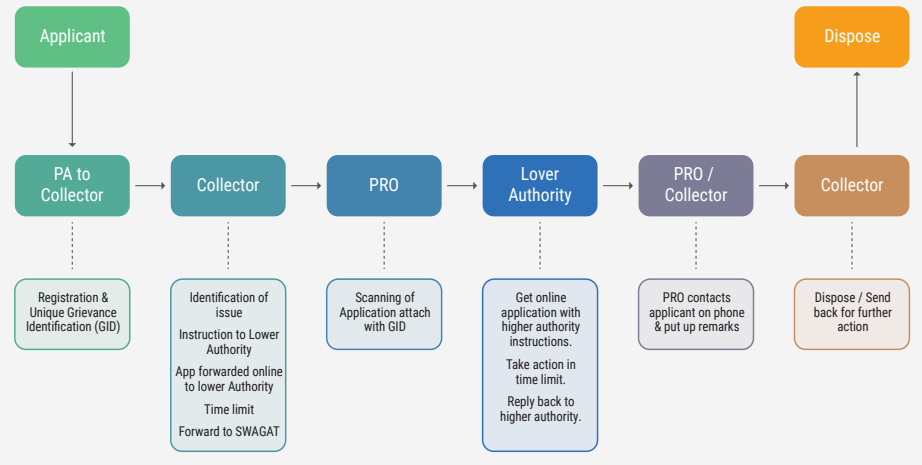
▲ **Fig 3.1**   DGMS Application Process Flow' as there is no reference of BGMS in the article

real-time updates, fostering accountability and informed decision-making.

e-OLAKH

e-OLAKH is an online system for the registration of births and deaths, simplifying what was once a time-consuming and paper-intensive process. This initiative ensures accurate and efficient record-keeping, enhancing public service delivery and reducing bureaucratic delays.

Events organized

Over the years, NIC Mahesana has played a crucial role in organizing significant district events, providing essential technical support. Highlights include:

● **PMO Setup at Valinath:** Ensured seamless technical support for setting up the Prime Minister's Office during a major event.

● **PM Event at KVK, Ganpat University:** Managed technological arrangements for a high-profile event.

● **Amrit Mahesana Startup and Innovation Mis-**

sion: Supported local innovation through this key initiative.

● **Geo-Tagging for ODOP:** Assisted in geo-tagging cumin, lemon, and cotton crops for the "One District One Product" initiative.

● **Viksit Bharat Sankalp Yatra Events:** Provided support for events like the District Garba at Becharaji Temple and Surya Namaskar at Modhera Sun Temple.

● **PMJANMAN Programme:** Delivered technical support for public health initiatives under this programme.

Accolades

NIC Mahesana's District Informatics Officer (DIO) received the Best Government Technical Performance Officer award during the 78th Independence Day celebrations, chaired by Health Minister Shri Rishikeshbhai Patel. This recognition highlights NIC Mahesana's ongoing commitment to advancing e-Governance and delivering innovative solutions in the district.

Way Forward

NIC Mahesana's vision is to foster a digitally inclusive society, using technology to drive sustainable development and improve citizens' quality of life. Aiming to be a leader in digital empowerment, the Centre is committed to bridging the digital divide through accessible e-Governance services. With a focus on innovation and inclusivity, NIC Mahesana continues to be a technological beacon in North Gujarat, shaping a more connected and brighter future for all.

▼   **Fig 3.2 : NIC Mahesana's DIO honored with the Best Government Technical Performance Officer award at the 78th Independence Day celebrations, chaired by Hon'ble Health Minister Shri Rushikeshbhai Patel**