

Karaikal, Puducherry

Building Digital Systems for Transparency, Accountability in Governance

Edited by **NISSY GEORGE**

Karaikal, a scenic district in Puducherry, blends serene beaches, historic temples, and vibrant cultural heritage with Tamil-French influences. Since 1988, NIC Karaikal has been a key partner to the District Administration, enhancing governance through ICT initiatives. Key achievements include e-Governance platforms for services like Land Records, Ration Cards, and Grievance Redressal, streamlining processes, improving transparency, and boosting citizen engagement.

ICT Initiatives in the District

SoftLicense

<https://swscollectorate.py.gov.in>

SoftLicense simplifies licensing processes under the District Collector's office through a dynamic, workflow-based system. During Deepavali, cracker shop licenses were issued entirely online, showcasing its efficiency. Citizens can apply for licenses, NOCs, and renewals, upload documents, track status, and benefit from seamless department clearances. Features like real-time monitoring, inspections, and MIS dashboards ensure effective service delivery.

DM-Dashboard

The DM-Dashboard transforms complex government data into clear visuals for project monitoring. NIC Karaikal, in collaboration with the District Administration, tracks 60 services, enabling the Collector to oversee progress across departments. With real-time insights, trends, and drill-down analytics, the platform enhances decision-making.



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NIC Karaikal, with support from NIC State and Central teams, empowers the District Administration through Open Data platforms, real-time dashboards, citizen-centric portals, mobile apps, and social media integration. It ensures transparency with accessible datasets, real-time tracking of projects, and centralized services, while fostering digital ethics by prioritizing privacy, security, and inclusivity. By bridging governance and citizens, NIC Karaikal makes public services efficient, accessible, and accountable.

Karaikal District Website

<https://karaikal.gov.in>

Karaikal District website provides updates, circulars, tenders, and ambient air quality reports. It hosts dedicated pages for events like Carnival Celebrations, Sanipeyarchi festival, elections, and disaster management. Regularly updated, it serves as a tool for public engagement.

PEDServices

<https://pedservices.py.gov.in>

PEDServices allows Karaikal citizens to pay electricity bills online, offering multiple payment modes like credit/debit cards, IMPS, and BBPS. Developed by NIC Puducherry, the platform ensures convenience, with features like payment history access and receipts.

KINETICS

KINETICS tracks Public Works Department (PWD) projects, integrating physical assets like schools and monuments. The mobile app enables field data collection through site photos, supports project arbitration, and includes complaint redressal. It provides key stakeholders with insights into project progress, ensuring timely completion and dispute resolution.

SSLC Mobile App

NIC Karaikal facilitated the implementation of a mobile app for SSLC candidates' registration with Puducherry Employment Exchange. Demonstrated successfully to students, the app streamlines the process, earning praise from the District Collector for its user-friendly design and significant impact.

Other Key Initiatives in District

e-Services of Registration Department

Citizens can access Encumbrance Certificates, Certified Copies, and Marriage Registration Certificates online, with OTP-enabled logins, secure payments via PayGov/GRAS, and SMS status alerts. Features include a Citizen Dashboard for requests and a DR Dashboard for oversight, ensuring transparency and convenience.

CPGRAMS

On the 15th of every month, grievances are addressed via CPGRAMS, allowing citizens to submit petitions online or physically. Comprehensive training and technical assistance ensure efficient grievance redressal across departments.

SEETRAM

SEETRAM monitors flood-prone water resources with automatic alerts based on water levels. It issues warnings during monsoons, tracks incidents like road damage, and documents pre/post-incident responses, improving disaster preparedness and management.

Professional Tax System (LAD)

This system enables online/offline collection of profession tax for employees and individuals.

Organizations can bulk pay, covering employees across Puducherry UT, including Karaikal. It simplifies compliance and tax management.

iRAD

The iRAD application captures real-time road accident data. Training sessions for Police, RTO, Health, and PWD/NH ensure structured reporting. A District Roll-out Manager supervises implementation, offering support and streamlining accident data management.

State and Central Project Support

NIC Karaikal plays a vital role in implementing and supporting key State and Central projects, enhancing governance through ICT solutions.

- **State Projects:** ePathirapathivu, eThirumanam, Nilamagal, Collabland, eSalary, GRAS, BEAMS, UDH, Ration Cards Monitoring, Puduval Canal, ePrison, Property Tax, and Birth & Death Registration.

- **Central Projects:** MGNREGA, AeBAS, VAHAN, SARATHI, Jeevan Pramaan, NRHM-MIS, PM-Kisan, GeM, IVFRT, eHospital, eOffice, and SATHI.

Through infrastructure, software support, and data management, NIC Karaikal ensures efficient service delivery, empowering governance and benefiting citizens.

Important Events Organized

Cyber Security Awareness Campaign

In October 2024, NIC Karaikal conducted a cybersecurity training session for government officials, covering hacker tactics, email safety, password management, firewalls, and reporting incidents. To foster proactive digital safety, a cybersecurity quiz was organized for college students, accompanied by pamphlet distribution for officials and students.

VVIP Web VC Events

NIC Karaikal ensured seamless webcasting

▼ **Fig 5.1 : SoftLicense Application Launch by the District Collector, Karaikal: Simplifying Licensing Processes for Citizens**



NIC Karaikal has been an indispensable partner in the digital transformation of Karaikal District providing cutting edge solutions to enhance e-Governance and citizen-centric digital service delivery. The District Administration is constantly impressed by NIC, Karaikal Team's performance which is filled with brilliant ideas and excellence in work. DIO's leadership brings everyone together with his teamwork abilities and positive attitude to constantly push the bar and motivates the entire unit to exceed expectations.

I appreciate the tremendous hard work put by the team for the successful launch of innovative new platforms, Soft Licence, DM Dashboard, SEETRAM, KINETICS in Karaikal District by reaching the target sooner than expected. These platforms have brought- in fresh perspective to the project monitoring and decision making process besides empowering the citizens to avail hassle free public services and information on the go. NIC, Karaikal is providing excellent services in hosting various meetings, trainings, webinars, workshops, high-profile virtual events involving PMO, LG Secretariat and CMO in hybrid mode. NIC, Karaikal's contribution to cyber security awareness and the support services extended during general elections is commendable. In the ever- changing digital landscape, NIC Karaikal continues to make enormous impact on the digital identity of the Karaikal district through its pioneering e-Sevas and solutions to the citizens of the district. Keep-up the great work!



Dr. D. Manikandan IAS
District Collector, Karaikal District

arrangements for significant events, including:

- The inauguration of JIPMER Karaikal and PM-SURAJ programs, where the Hon'ble Prime Minister interacted with the public.
- Live streaming of the Hon'ble Prime Minister's Covid-19 vaccination inaugural function at General Hospital, Karaikal.
- Webcasting support for the Hon'ble LG's camp at Mayiladuthurai during the launch of the eRUP program by the Hon'ble Prime Minister.

Accolades

- NIC Karaikal received a Certificate of Appreci-

ation from the Hon'ble Minister, Government of Puducherry (GoPY), and the Collector-cum-District Magistrate for its commitment and dedicated services in implementing IT initiatives and digital e-Governance solutions in Karaikal District.

- The JIPMER Karaikal Dean awarded an appreciation letter to the NIC Karaikal team for their outstanding efforts during the inauguration of the JIPMER Karaikal campus by the Hon'ble Prime Minister of India.

Way Forward

NIC Karaikal has been pivotal in the district's digital transformation, delivering robust ICT solutions and streamlining state and central projects. From real-time dashboards and e-Governance platforms to citizen-centric applications like SoftLicense, DM-Dashboard, and SEETRAM, it has enhanced transparency and service delivery. Supporting systems like ePathirapathivu and MGNREGA, NIC empowers both administration and citizens. Additionally, it ensures seamless webcasting for VVIP events, including those attended by the Hon'ble Prime Minister. With a focus on innovation, inclusivity, and cybersecurity awareness, NIC Karaikal continues to lead in leveraging technology for governance and public service.

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