

JAMMU AND KASHMIR

Harnessing the Power of ICT to Usher e-Governance in the High Himalayas

Even in the face of multiple challenges, NIC-J&K has been providing excellent services to various Departments of the State Government by developing and deploying best practices, tools, techniques and processes in the field of ICT. NIC-J&K has become almost the sole destination for the Departments, when it comes to searching for and deploying ICT solutions, both at the State as well as the Districts level.



NAVNEET KUKREJA
Deputy Director General
navneet.kukreja@nic.in



ABHAY KUMAR
Sr. Technical Director
abhay.kapil@nic.in

Edited by
VIVEK VERMA

Situated in the northern most part of India, Jammu & Kashmir State (J&K) has a current population of 128 lakhs and is the only State of India which has two Capitals; Jammu in winter and Srinagar in summer. The State is divided into three regions; Jammu, Kashmir and Ladakh and these regions are further divided into 22 Districts.

Subsequent to inception of NIC State Centre of J&K in 1988, NIC District Units were established in all the 14 Districts existed. In 2009, another 8 Districts were formed and NIC promptly established its presence in those too. In the beginning, NIC-J&K was the only ICT establishment in the State and hence played a very crucial role in promotion of ICT culture in the Government Departments. The NIC-J&K has its State Centre at Civil Secretariat Jammu and a Camp Office at Srinagar that functions from May to October. NIC also has its Centres in the J&K High Court wings at Jammu and Srinagar, IVFRT Project Office, Jammu and Srinagar and the Raj Bhawan, besides the 22 District Centres.

NICNET & NKN - EXTENSION AND INTEGRATION FOR DATA SHARING AND VC SERVICES

- High speed Internet connectivity provided to around 250 State/ Central Government Departments including all important offices of Civil Secretariats at Jammu & Srinagar, Raj Bhawans, all Deputy Commissioners, High Courts, Legislative Assembly, J&K Police, CBI, Income Tax and number of others
- Over 10000 LAN nodes in the State
- 20 Institutes of Higher Learning in J&K have been provided with high speed Internet connectivity under NKN Project

- 2x10 Gbps connectivity to State (Redundant)
- All 22 NIC Districts are provided with 1 Gbps / 34 Mbps Leased Line with VSATs as back-up for 05 remote Districts
- VC facility for Offices of the Governor, the Chief Minister, Chief Electoral Office, all 22 Districts HQ, 2 Divisional Commissioner Offices, J&K Civil Secretariat, J&K High Court, Legislative Assembly, Directorate of Census Department and 6 various Directorates
- MCU based integration with studios of DIT & J&K Police within & outside State
- NICNET based connectivity to all SSPs, DIGs and various wings of J&K Police, which includes the VC facility
- Central Wi-Fi based access to more than 2000 mobile devices in Civil Secretariat
- Storage-High Speed Access to Jammu & Kashmir specific data on Internet to Citizens, Government offices, Employees, Businesses
- Email accounts of more than 6500 offices/ officers created

WEB SERVICES

Website Design, Development & Hosting including Domain registration, Security audit, Remote publishing for:

- Jammu & Kashmir State Government Portal
- Twenty two District websites
- Over 150 websites of State Government organizations
- GIGW and WCAG2.0 compliant websites
- Cloud hosting of all websites

MOBILE APPLICATIONS TO SUPPLEMENT WEB CONTENT

e-Assembly mobile App developed for viewing and submission of answers by the Govt. Departments for the questions by Hon'ble Members during Assembly sessions.

STATE LEVEL SOFTWARE PROJECTS

E-LIBRARIES

• A Digital Agenda For Library Automation & Networking

(<http://jkpubliclibraries.nic.in>)

Govt. of J&K has envisaged that 140 Public Libraries in J&K are to be covered under the project for automation and networking using the proprietary e-Granthalaya software of NIC. NIC/ NICS executed the project in four largest libraries and another 22 are on the anvil in phase2 using e-Granthalaya4.0. The project involves Automation of in-house activities and User services through creation of Computing Infrastructure, Networking and Online Public Access Catalog (OPAC) & Digital Resources.

- Website of J&K Academy of Art, Culture & Languages was launched (<http://jkculture.nic.in>)
- Website of the Department of Archives, Archaeology and Museums was launched (<http://jkarchives.nic.in>)
- Carried out digitization of 500 rare books at the Public Libraries

JKERMS: ELECTORAL ROLLS AND EPIC MANAGEMENT SYSTEM OF J&K (<http://ceojk.nic.in>)

NIC-J&K has developed (in-house) and deployed a large number of ICT based applications for State Elections Department.

- Hosting of ERMS Software/ Database Centrally at NIC J&K Data Centre in Jammu
- Transliteration from Urdu to English



Hon'ble Chief Minister, Mehbooba Mufti Sayeed inaugurating the ePDS portal

and Urdu to Hindi

- Downloadable Electoral Rolls (3 languages) on official website, Name based and EPIC Number based Search (3 languages), E-Filing of Claims and Objections
- Claims and Objections (View) - Mobile (SMS) Services through NIC SMS Gateway
- Video Conferencing
- Online District Election Management Plan (DEMP), Online Employees Randomized Deployment System (JKEDIS), Online EVM Randomization, Web & SMS based monitoring of MCC violations
- Web and SMS based monitoring of law and order problems
- SMS based Poll-day Events Monitoring, 'Q' Information System (Voter

queue on poll day), MIS Reports, Post Result Tasks. It involves the most extensive usage of Urdu in any ICT application anywhere in India and is the only e-Governance application in J&K having both 'Push' and 'Pull' SMS facility. Rollout of the application has also been made through 1350+ CSC centres

TREASURYNET

(<http://jakfinance.nic.in>)

A work flow based electronic Bill/ Challan processing system designed as per Treasury business code which:

- Connects all the treasuries with the Central Server
- Processes the bill/ bills DDO's submitted in the treasuries on behalf of the State government
- Takes care of the receipts by the State government from various sources



Shri Omar Abdullah launching eOffice at Deputy Commissioner Office, Jammu



Hon'ble Speaker of Legislative Assembly, Shri Mubarak Gaul inaugurating the website of Legislative Council

BEAMS-BUDGET ESTIMATION, ALLOCATION & MONITORING SYSTEM (<http://164.100.150.230>)

An online web based system developed to manage estimation, prepare budget & documents, allocation and authorize expenditure. Available for distribution of budget from Finance to Administrative Departments. Two modules are Budget preparation and its presentation in State Assembly and allocation/ authorization of expenditure. Implemented and rolled out from the current FY 2017-18 in all the Departments across the State.

GRAS-GOVERNMENT RECEIPT ACCOUNTING SYSTEM

(<http://jkdat.nic.in>)

A secure Government Receipt Accounting System, GRAS provides a facility to the Citizens, Business Community to pay Taxes / Non Tax receipts to the Government electronically.

CENTRALIZED PERSONNEL INFORMATION SYSTEM (CPIS)

(<http://jkcpis.nic.in>)

A web based system to create the centralized database of all the govt. employees for convenient and effective monitoring of employee service book detail, rationalize the staffing pattern and re-deploy staff for efficient and effective service delivery. Application is integrated with PaySys for generation of pay bills. Database is having 2.44 lakhs J&K Govt employees and 1.65 lakhs pensioners data. Database is continuously updated by 5253 registered DDOs.

JKRMCE- J&K REVENUE MANAGEMENT THROUGH COMPUTERIZED ELECTRICITY BILLING

Software to computerize the electricity billing system and Revenue Collection in J&K. Generates various types of MIS reports and has been implemented at 118 Sub-divisions. 13 lakh consumers in the State get electricity bills monthly.

JKGAD PORTAL (<http://jkgad.nic.in>)

The G2C & G2G portal maintains information on all the Council of Ministers, Administrative Secretaries, State Civil Service Officers, Deputy Commissioners, Telephone Directory of State Officers, Award details, Prosecution details and different SRO of J&K. The portal maintains daily government orders/circulars/ SRO issued by J&K government.

Role based access is given to officers for maintenance of data. APR, Annual property returns, Posting details and other service related issues are being updated through MIS available at JKGAD.

C2G & G2C E-GOVERNANCE SERVICES FOR JKSF FOR DISTRIBUTION OF TIMBERS

Portal developed for J&K State Forest Corporation (JKSFC) to enable transparent distribution of timbers to bonafide consumers. Consumers can submit application, check the status regarding their timber requirement and can view the timber stock of SFC's depots.

E-PENSION- PENSION ACCOUNTING SYSTEM (10.149.2.27/epension)

A G2G & G2C, web based monthly pension processing system for Treasuries to calculate, modify and disburse pensions electronically through JKB. All the State pensioners draws their initial pension from the treasury till their case is settled. ePension is integrated with TreasuryNet and has been developed and integrated with CPIS applications. Pensioners can view their pension disbursement details.

J&K PUBLIC SERVICE COMMISSION (JKPSC) ONLINE PORTAL (<http://jkpsc.nic.in>)

Online portal for one time registration by the candidates and apply online for various posts. Modules are One time registration by the candidate, Integration of SMS & Email, Photo, Signature, Documents, Uploading of Posts advertize by the Department, Online application forms Competitive (KAS), Gazetted posts, Departmental examination, Kashmir Judicial Service, Integration of Payment

Gateway, Generation of Admit Card, MIS reports for JKPS. Around 60,000 applications received for KAS examination, of which 25,000 applications were for post of Lecturers.

AWAZ-E-AWAM- J&K GRIEVANCE PORTAL (<http://jkgrievance.nic.in>)

A web portal for monitoring public complaints to Government of J&K through grievances can be lodged directly to CM Grievance cell and Authority concerned. Complainant gets progress of his complaint through email/ SMS.

J&K SERVICE SELECTION BOARD (JKSSB) ONLINE PORTAL

(<http://jkssb.nic.in>)

Online portal for One time registration by the candidates applying online for the posts by JKSSB. Modules include One time registration by the candidate, One time uploading of photo and signature, Integration of Email, One time uploading of documents, Uploading of posts by the Dept., Online application form, Integration of payment gateway, Allocation of exam centres, Generation of admit card, MIS reports. It has been implemented in JKSSB office since 2014-15. Over 10 lakh applications received online through the portal till date.

E-MUNICIPALITIES- HOUSING & URBAN DEVELOPMENT DEPARTMENT PROJECT

(<http://jkhudd.gov.in>)

Implemented e-Municipalities Project in all the 84 Urban/ Local Bodies of J&K. The web based e-Governance applications developed & implemented in all the Urban Local Bodies are:

- Birth and Death Registration





JKPCSC website



Website of J&K eSamikSha

- Processing and Issuance of Building Permissions
- Double Entry Accounting System
- Establishment System
- Public Grievances Monitoring & Redressal System.

The e-Governance applications have been implemented in all the 84 Urban Local Bodies are:

- Online Birth certificate printing facility
- Dashboard facility
- SMS facility integrated with Birth & Death
- Building Permission application

2 Municipal Corporations, 6 Municipal Councils, 76 Municipal Committees are covered. About 500 officials have been trained through multiple training programs directly and through VC. All Nursing Homes and Government Hospitals have been connected with the Birth & Death Software. All the NOC issuing Departments are connected with Building Permission System viz Revenue, PHE, PWD, PDD, Town Planning etc.

JKARMS (J&K ARMS LICENSES PROCESSING AND MONITORING SYSTEM)

Work flow based web application for Centralized Processing and Monitoring of Arms Licenses and Transactions has been developed for all the 22 District Magistrates. Training has been imparted to more than 180 Officials.

CCMS (COURT CASES MONITORING SYSTEM) (<http://jkccms.nic.in>)

Developed to manage court cases and to overcome challenges in handling within the government Departments. Implemented in H&UDD, JMC, SMC, JDA and SDA. System helps to generate different types of reports of court cases.

J&K BOARD OF PROFESSIONAL ENTRANCE EXAMINATION (BOPEE)

Web based application developed and enabled for online registration of applications for Entrance Examinations for admission to professional courses. An offline module was also developed for processing of applications for allotment of Roll number and Centre of examination. The system generates Admit cards, Attendance sheets, and various other reports for J&K BOPEE.

VIDEO CONFERENCING (VC) SERVICES

Extends VC services to all the Districts of J&K besides Raj Bhawan, CM Secretariat, DGP J&K Police, SKUAST, RAMSA, Directorate of Agriculture and CPMG Office. NIC-J&K has provided support for setting up of VC System for 35 Police Offices in J&K.

VMIS- VERIFICATION MANAGEMENT INFORMATION SYSTEM FOR CID, J&K

The system streamlines the verification process being carried out by authorities of Criminal Investigation Department (CID) J&K. Verifications of Service, Passport, LOC and POK can be tracked using this software. Allied wings of CID HQ, J&K responsible for verifications related to NGOs, Schools, and Trusts etc. are also taken care of. More than 30 CID and Police locations are using this software for the last 3 years. About 100 various reports are being generated through the software.

CCTV MONITORING SYSTEM AND BULK SMS SYSTEM FOR SHRI AMARNATHJI YATRA

Electoral Rolls and EPIC Management System of J&K (<http://ceojk.nic.in>)

IP based Video Content Analysis CCTV monitoring system was installed at Yatra Access Control Gates at Domel and Chandanwari. Installation of CCTV system provided Ground zero realities, Automatic Yatris Counting, effective manage-

ment of Yatra and Yatris rush, Surveillance of Yatra Access Control Gates, effective decision making and real time analysis of various security related threats. Since inception of Shri Amarnathji Shrine Board, first time Bulk Short Message Service was introduced. This Bulk SMS service was used to disseminate information to all registered Yatris for Shri Amarnathji Yatra 2016. Bulk SMS System was used to provide weather, rush of Yatris, track position and various other information as deemed fit by Shri Amarnathji authorities.

ANTI INSURGENCY TRACKER

Software for storing and organizing the details of released militants, missing youths, history sheeters and OWGs was developed at NIC Poonch with the data entry module for released militants, missing youths and OWGs along with PDF file for storing in the Database and Search Criteria (Police station wise, Area of operation wise, village wise etc.).

E-SAMIKSHA

(<https://www.esamiksha.gov.in/jk/>)

A real time on-line system, configured for monitoring the follow-up action on the important announcements by Hon'ble CM, J&K. Reviewing the follow up action of the presentations made by different Ministries/ Departments to the Chief Minister made easy by using the software. More than 1000 instructions issued by the CM J&K are being updated by the concerned Ministry/ Department/ Agency as and when the status changes or at least every month.

GENPROFITS

(<http://jkfunds.nic.in>)

Computerized the Fund Offices in J&K. About 4.5 lakh subscribers towards the GPF subscription have been allotted a unique 9 digit code each, thus reducing lot of duplicity and confusion. Start small scale fast strategy was adopted and Civil Secretariat was chosen as a pilot site to test out all the cases and robustness of the software. The software has built-in error checking mechanism that prevents the duplicate data entry of the subscriber. Comparative statements of the compilation figures with the posting figures are available.

E-ASSEMBLY

Launched websites for Q&A Manage-

ment System during the Assembly sessions in both Legislative Assembly and Legislative Council of J&K.

(<http://jklegislativeassembly.nic.in>)
(<http://jklegislativecouncil.nic.in>)

Over 5000 Q&A have already been entered through this software.

VIGILANCE ORGANISATION – SURVEILLANCE SOFTWARE

(<http://jkvigilance.nic.in>)

The Surveillance software has been developed to computerize the working of different sections of J&K State Vigilance Organization. The software keep record of all Complaints/ Enquiries/ FIRs/ Challans registered.

NATIONAL LEVEL SOFTWARE PROJECTS

(Development/ Implementation/ Support/ Consultancy)

E-PROCUREMENT (GEPNIC)

An online Tendering Solution

(<https://jktenders.gov.in>)

Implemented for the State Government and provided training to about 3700 officials of J&K Govt./ PSUs. Digital Signature Certificates are issued to over 3100 officials.

E-COURTS Mission Mode Project

Implemented in High Courts and District/ subordinate Courts. 126-Node LAN at High Court in Jammu and 130-Node LAN at Srinagar. 31 of the identified 41 services have been initiated at 20 District Courts.

E-OFFICE PROJECT

(<http://dcjammu.eoffice.gov.in>)

Implemented in Deputy Commissioner Office, Jammu in order to go paperless, increase accountability, efficiency and transparency in the service delivery.

SPARROW

(<https://sparrow.eoffice.gov.in>)

The online workflow based system for enabling IAS officers to file their APAR has been implemented for IAS and IPS officers in J&K.

VAHAN- ONLINE PORTAL FOR REGISTRATION OF VEHICLES

Implemented VAHAN 4.0 a web based and workflow based online application in MVD/ Transport Deptt., J&K. VAHAN 4.0 is implemented in 18 RTO offices of J&K.

EPDS-PUBLIC DISTRIBUTION SYSTEM COMPUTERIZATION

(<http://jkfcsca.gov.in>)

Transparency portal, Grievance Redressal Portal and Online Allocation of Supply Chain Management System for Food, Civil Supplies and Consumer Affairs, J&K were developed and launched. Through NIC-CAS software, Master data was created for all the District and Tehsil level State food Offices, 155 Depots (State Godown) and 6340 Fair price shop details.

NIC-J&K co-ordinated with State Finance Dept. for issuance of notification for acceptance of Jeevan Pramaan Digital Life Certificates at Bank. Camps were held for the enrolment of Defence Pensioners at DPDO Jammu, Akhnoor, Udhampur, Rajouri, and Srinagar and for Army 26 Inf. Division, Jammu in 2016

PUBLIC FINANCIAL MANAGEMENT SYSTEM (PFMS)

(<https://pfms.nic.in/>)

Implementation in J&K and 21,226 agencies registered. NIC-J&K provides technical support for integration of



RATION CARD DIGITIZATION

28.41 lakh Ration cards with 1.26 Crore members were digitized and online allocation of food grains started in 2 Districts of J&K on pilot basis.

AGMARKNET

(<http://agmarknet.nic.in>)

J&K has sanctioned 34 Nodes at the Mandis as well at the Directorate of Horticulture Planning and Marketing. Details about the pricing/ arrivals and transport information and market profile of all the markets are available online. The pricing data is being uploaded daily for the consumption of farmers as well as Government agencies.

MICRO, SMALL AND MEDIUM ENTERPRISES

Trainings were held for over 10 Directorates of Industries & Commerce and more than 80 people were trained for handling the EM-I & EM-II web application.

JEEVAN PRAMAAN CERTIFICATE

(<https://jeevanpramaan.gov.in/>)

treasuries with PFMS, upload master data on PFMS and mapping of most of CSS with State Schemes. Organized workshop in Dec 2016 and 3 training programs for Nodal officers during Jan-Feb 2017.

NATIONAL ANIMAL DISEASE REPORTING SYSTEM (NADRS)

- Implemented in all the 158 Locations in J&K (2 Directorate Level, 22 District Level and 134 Block Level Nodes)
- Animal Disease Reporting through various Channels like IVRS, SMS, Email and web based system
- Centralized Animal Disease Database at National Level, GIS based Decision Support System and Analytical System made available using analytical modelling tools

AEBAS (AADHAAR ENABLED BIO-METRIC ATTENDANCE SYSTEM) IMPLEMENTATION

- 25 NIC Offices
- 15 Central Government Offices
- 182 Organisations of State Govern-



Election Commission of India Special Award to NIC-J&K (2015)



District Kupwara, J&K won Gold at the Digital India Awards 2016

ment registered

- All the State Government Offices located at Civil Secretariat

E-PRISON- AUTOMATION OF JAILS

e-Prison used in 12 Districts and 2 Central Jails in J&K. Offices of DG Prison and Jails have been provided Wi Max connectivity using the NICNET from NIC District offices. Details of over 5000 registered convicts entered in software.

PRAGATI- SOFTWARE TO MONITOR IMPORTANT PROGRAMMES AND PROJECTS (<http://pragati.nic.in>)

Office of CS J&K uses NIC connectivity for Video Conferencing of PRAGATI for 6 months from Jammu and 6 months from Srinagar.

E-HOSPITAL@NIC

Implemented the software in 16 Health Institutions of J&K. On site e-Hospital implemented in 2 Districts, 4 Sub-District Hospitals and 10 Primary Health Centres. Around 28 lakh registrations and 1.5 lakh admissions have been made through this system since Jan. 2013. More than 5 crore billing made so far.

NSAP – NATIONAL SOCIAL ASSISTANCE PROGRAMME

1.4 lakh beneficiary records of J&K were digitized, seeding with AADHAAR is in progress and would be linked to DBT/PFMS in 2017.

RURAL DEVELOPMENT AND PANCHAYATI RAJ MIS

(<http://iay.nic.in>)

Implemented & imparted training in J&K

- MIS on MGNREGA is also being used in J&K

- AWAASSoft - eGovernance solution for INDRA AWAS YOJNA for Rural Housing is implemented in J&K

NATIONAL TRACKING SYSTEM FOR MISSING & VULNERABLE CHILDREN (<http://trackthemissingchild.gov.in>)

Implemented the National Scheme for well-being of children in difficult circumstances and to eliminate abuse, neglect, exploitation, abandonment and separation of children.

ONLINE CGHS@NIC

Modules implemented at Wellness Centre, Jammu. Plastic Card printing request to vendor sent online. Other services available are Transfer Card, Change of HOF and Addition of a new dependent etc. NIC-J&K has extended NICNET connectivity to CGHS Jammu for its online solutions.

NATIONAL SCHOLARSHIP PORTAL NSP2.0

State Nodal officers, Chief Education Officers and Institute Heads were trained for NSP2.0 implemented in J&K. Uploading of Scholarship applications from 22 Districts of J&K through offline/ online mode was ensured. Provided all support during the verification process at each level. Agencies were registered on Public Financial Management System (PFMS) with DSC linking to enable Direct Benefit Transfer (DBT).

SARATHI

Sarathi 4.0, Online portal for Issuance of Learner License and Driving License is

implemented in 15 RTOs/ ARTOs and the system is integrated with E-banking payment gateway of J&K Bank.

IVFRT

Immigration, Visa and Foreigner's Registration & Tracking (IVFRT) software has been implemented in all the 22 Districts.

ACCOLADES & AWARDS

- NIC-J&K was awarded for handholding central Mission Mode projects in J&K at Srinagar
- Election Commission of India Special Award to NIC-J&K for "Best Practices in Electoral Rolls and Election Management using ICT tools" on the National Voters' day 2015
- District Kupwara, J&K won Gold at the Digital India Awards 2016, for citizen friendly website and e-Governance initiatives
- PRAYAS, the SMS based online Public Grievances Monitoring System was conferred with the 'SKOCH Order of Merit' in the 37th SKOCH Summit
- Lanura village of Badgam became the first Cashless village in India in December, 2016. Awarded during the National DIO meet, 'VIVID' in January 2017

For further information, please contact:

STATE INFORMATICS OFFICER

NIC J&K State Unit, Jammu
JAMMU & KASHMIR

Email: sio-jk@nic.in
Phone: 0191-2547720