

Bilaspur, Chhattisgarh

Using ICT for Good Governance committed towards Digital Governance

Edited by **KAVITA BARKAKOTY**

Also known as Nyayadhani, the land of law, Bilaspur is swiftly transitioning from an agrarian district to a digitally enabled knowledge district. Its citizens are rapidly adopting digital products and services, which has propelled the district onto the Digital India map. NIC Bilaspur District Centre has played a significant part in this, and the results of its efforts are now evident.

ICT Initiatives in the District

JanChaupal

(<https://janchaupal.cg.nic.in>)

JanChaupal is a citizen governance system, developed on behalf of the Hon'ble Chief Minister of Chhattisgarh. It aims to narrow the gap between citizens and state government by creating a channel for general public to meet Hon'ble Chief Minister and present their grievances. As of now, over 28,000 citizens have used the portal to reach the office of Hon'ble Chief Minister.



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Bilaspur is swiftly transitioning from an agrarian district to a digitally enabled knowledge district. Its citizens are rapidly adopting digital products and services, which has propelled the district onto the Digital India map. In order to leverage this transition, the NIC Bilaspur District Centre is taking significant steps in narrowing the gap between Government and Citizens, and the results of its efforts are clearly evident.

TL Online

(<http://eservices.bilaspur.gov.in/tlonline>)

Time Limit Letter Disposal System is a cloud-based application that tracks all types of letters marked to officers by the District Collector to act upon in a given time period. The system also has an emergency provision, which allows the District Collector to intervene at any stage of application progress via Video Conferencing.

Revenue Court System

(<https://revenue.cg.nic.in>)

All courts, from Collector to Naib Tehsildar, have been onboarded the Revenue Court System. All the steps, like writing the order letter, recording the evidence, passing the final order, etc., are done through this system, from the time the case is filed to the time it is closed.

District Mineral Fund

(<https://www.dmf.cg.nic.in/>)

This portal aims at computerising the workflow of District Mineral Fund utilisation in district for the benefit of citizens and region affected by the mining related operations.

eAwaas

The aim of eAwaas portal is to administer the allotment of state government residential accommodation to all eligible government employees in the district. The allotment process is completely automated and is done through the online application of allotment.

Web Development and Management

NIC Bilaspur has pro-actively participated in development and deployment of several websites for district and state administration. These websites are developed using Secure, Scalable, and Sugamya Service (S3WAAS) and serve as an authoritative source of information regarding official notifications. Some of the web projects managed by the District Centre are:

Bilaspur District Website

(<https://www.bilaspur.gov.in>)

Bilaspur District website is a bilingual and



▲ Fig. 7.1: Bilaspur District Website Homepage

GIGW-compliant website that acts as an all-comprehensive source of district information on tourism, citizen services, tenders and other official state notification. It also provides information on history, demography, culture, and festivals of the districts.

Chhattisgarh State Legal Services Authority Bilaspur (<https://www.cgslsa.gov.in>)

This website was developed to help Chhattisgarh State Legal Services Authority Bilaspur in order to provide 'access to justice for all' so that justice is not denied to citizens by reason of economic or other disabilities. The website sheds light on rules, regulations and other provisions pertaining to authority.

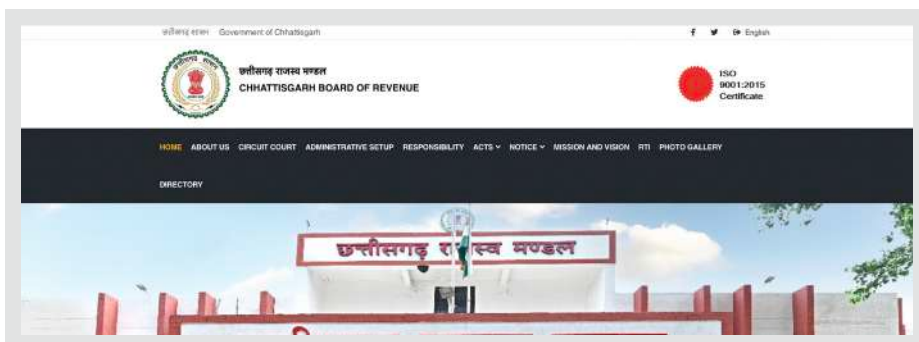
Board of Revenue (<https://www.bor.cg.nic.in>)

The website acts as an authoritative source of information released by Board of Revenue, Chattisgarh. It regularly publishes cases fixed in Hon'ble President Circuit Raipur and Hon'ble Member Circuit Court, Bilaspur.

District Police Bilaspur (<https://www.districtpolice.bilaspur.gov.in>)

This is the official website for Bilaspur Police. It regularly publishes the advisories, rules and notifications released by the District Police.

▼ Fig. 7.2: Board of Revenue Website Homepage



The District Centre has also developed and been maintaining websites for departments and organisation like State Mental Hospital Bilaspur (<https://www.smh.bilaspur.gov.in>) and Govt. E.R. Rao Postgraduate Science College, Bilaspur (<https://www.sciencecollegebilaspur.ac.in>).

Other Key Initiatives Project Implementation

In order to leverage the impact of eGovernance in the District, the District Centre has implemented several Central / State projects across the districts, including CPGRAMS, eHospital, Indian Citizenship, IVFRT, Arms Licensing Information System (NDAL-ALIS), Vahan & Sarathi, iRAD, Bhuiyan & Bhunaksha, eManec, e-Karmic Sampada, e-Kosh, Janshikayat, Samadhan, eProsecution, and File Monitoring System.

Infrastructure and Network Services

IT support for conducting elections

The District Centre has provided extensive support to commission for smooth conduct of election in the district. During elections, it has successfully implemented and monitored all election-related IT applications, including polling party creation, polling parties randomization, EVMS and Micro-observers, CTOPP and C-VIZIL, poll day monitoring system, Genesis, Electronic

NIC District centre is providing continuous support in implementation of various IT related projects in Bilaspur District. The support of NIC for development and operation of public digital goods is truly remarkable. I am hopeful that NIC will continue to spread IT awareness to actively support the eGovernance initiatives of the District Administration. I wish to take this opportunity to thank NIC District Centre, Bilaspur for their support and cooperation in implementing various eGovernance initiatives in the district.

I believe that NIC will keep up this good work and continue to provide us with technical expertise, innovative ideas and action plan for successful implementation of ICT for the benefit of citizens.



Saurabh Kumar, IAS Collector & District Magistrate, Bilaspur

Transmission Postal Ballot System, Counting software etc.

Videoconferencing

District Centre has setup several VC Studios in key district offices including District Hospital Bilaspur, Manthan Meeting Hall of Collectorate, Divisional Commissioner Office Bilaspur. VC was extensively used during COVID-19 for smooth conduct of services.

Technical Support

District Centre has been providing 24 x 7 support to District Administration and other important offices in availing ICT and Network Services. Some of the offices are Krishi Upaj Mandi, Central University, Tahsil Office, ZilaPanchayat, SP Office Collectorate, High Court, District Court, Commercial Tax, and Central Jail.

Way Forward

NIC District Centre Bilaspur has played a key role in promotion of eGovernance culture in district through training and developing applications. It has pioneered in providing web-development services and developed several websites for the District Administration.

Contact for more details

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