Public Digital Platforms Enabling Good Governance
NIC Mandate

- Technology partner of the Government
- Design and Develop IT Systems for the Government
- Provide ICT Infrastructure to the Government
- Explore & Advise on use of Emerging Technologies

NIC
Since 1976
DIGITAL Platforms and Products
E-Office - A Digital Workplace Solution

Provides simplified, responsive, effective and transparent working in Government offices for Inter-Government and Intra-Government transactions and processes

**IMPLEMENTATION**

- **706** Organisations
  - Central Govt. Organisations: **309**
- State Govt. Organisations: **395**
- **2.5 Crore +** eFiles
- **9.4 Crore +** eReceipts
- **7.28 Lakh +** Users

**Open Architecture** makes it a reusable product amenable to replication across the Governments, at the Central, State and District levels and also at International level

- **Eliminates the delays** on account of manual handling of files and papers and to take informed and quicker decisions

**GROWTH**

Growth of eOffice Implementation

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>266</td>
<td>372</td>
<td>469</td>
<td>569</td>
<td>661</td>
<td>697</td>
</tr>
</tbody>
</table>
PFMS

Public Financial Management System

- Real time monitoring of utilization of funds across Government
- Direct payment to beneficiaries
- Reduction in Float
- Creation of a centralized database of all recipient agencies
- Integration with core banking solution of banks

Govt. Schemes using PFMS

DBT Payments through PFMS (2020-21) > 2.7 Lakh Crore

Total Direct Benefit Transfer (Cumulative) 17.4 Lakh Crore

Total PFMS Transactions (2021-22) 76.55 Crore

Total Amount transacted (2021-22) 16.14 Lakh Crore
200 Crore
e-way bills generated

Online Self-Service platform to generate permit for movement of goods

Abolishment of Check Posts
Encouragement to Self Reporting
Reduction in transportation time
Time Saving & Effective Compliance
Improved tax collection

Total Generation of e-Waybills

EWB Count (In Lakhs)

Top E-waybill generating States

EWB Count (In Lakhs)

- MAHARASHTRA
- GUJARAT
- TAMIL NADU
- HARYANA
- KARNATAKA
- UTTAR PRADESH
- RAJASTHAN
- DELHI
- OTHERS

eWay Bill to increase GST compliance

End to end mechanism for transferring funds

Online Self-Service platform to generate permit for movement of goods

Total Generation of e-Waybills

EWB Count (In Lakhs)

- MAHARASHTRA
- GUJARAT
- TAMIL NADU
- HARYANA
- KARNATAKA
- UTTAR PRADESH
- RAJASTHAN
- DELHI
- OTHERS

eWay Bill to increase GST compliance
eInvoice System

A Game changer in GST implementation

**Launch of e-Invoice**
- Oct 2020
- 1.4 Lakhs
- Suppliers
- Oct 2020
- Started with Turnover > Rs. 500 Crore

**Documents to be registered**
- Invoices, Credit Notes and Debit Notes

**eWay Bill System**
- Seamless Integration with eWay Bill System

**Modes of Generation**
- API Integration, Bulk upload and offline facility

**Suppliers**
- 65 Lakhs

**Recipients**
- 100+ Crore e-Invoices
- Nov till 2021

**Applicable**
- B2B and Export Transactions

**20 Crore e-Invoices**
- Jan 2021
- 20 Crore e-Invoices
- Added with to between Rs. 100 Crore & Rs. 500 Crore

**40 Crore e-Invoices**
- Apr 2021
- 40 Crore e-Invoices
- Added with to between Rs. 50 Crore & Rs. 100 Crore

**50 Crore e-Invoices**
- May 2021
- 50 Crore e-Invoices

**65 Lakhs**
- Suppliers

**10 Crore e-Invoices**
- Nov 2020
- 10 Crore e-Invoices

**30 Crore e-Invoices**
- Feb 2021
- 30 Crore e-Invoices

**100+ Crore e-Invoices**
- Nov till 2021

**40 Crore e-Invoices**
- Apr 2021
- 40 Crore e-Invoices
- Added with to between Rs. 100 Crore & Rs. 500 Crore

**1.4 Lakhs**
- Suppliers

**10 Crore e-Invoices**
- Nov 2020
- 10 Crore e-Invoices

**30 Crore e-Invoices**
- Feb 2021
- 30 Crore e-Invoices

**50 Crore e-Invoices**
- May 2021
- 50 Crore e-Invoices

**100+ Crore e-Invoices**
- Nov till 2021
- Recipients

**4.4 Lakhs**
- Suppliers

**10 Crore e-Invoices**
- Nov 2020
- 10 Crore e-Invoices

**30 Crore e-Invoices**
- Feb 2021
- 30 Crore e-Invoices

**50 Crore e-Invoices**
- May 2021
- 50 Crore e-Invoices

**100+ Crore e-Invoices**
- Nov till 2021
- Recipients

**4.4 Lakhs**
- Suppliers

**10 Crore e-Invoices**
- Nov 2020
- 10 Crore e-Invoices

**30 Crore e-Invoices**
- Feb 2021
- 30 Crore e-Invoices

**50 Crore e-Invoices**
- May 2021
- 50 Crore e-Invoices

**100+ Crore e-Invoices**
- Nov till 2021
- Recipients
An online system for processing of back-end activities related to GST system

1. Helps tax administrators to analyze and monitor the tax collection and compliance within their jurisdiction.

2. Provides analyzed and actionable reports and helps to enforce GST in a more efficient and effective manner.

3. Various tax analysis charts are available for higher administrations to take informed decisions on deployment of resources, analysis on how much and what type of taxes are collected and many more.

4. Role based access in near real time through simple and user friendly interfaces for all the officers of different levels.

- Monitors and Ensures GST Compliance
- Increase in Tax collection
- Detection of Tax Evasions and Frauds
- Real Time Data Analytics
- ABC Analysis of Tax Payers
- 360°View of Taxpayer

Helps tax administrators to analyze and monitor the tax collection and compliance within their jurisdiction.
End to end mechanism for transferring funds

637 Total Hospitals on-boarded on e-Hospital

414 Total Hospitals on ORS

22 Crore + Total Transactions on e-Hospital since Sept ‘15

45 Lakh + Online Appointments from ORS since July ‘15

3.9 Lakh + e-Hospital Transactions in November-2021
eTransport: Public Digital Platform

TRANSPORT
Vehicle Registration & Driving License (VAHAN, SARATHI)

- Traffic Violation Management (eChallan)
- Online CheckPost
- Pollution Check
- National Permit
- Automobile & Component Homologation
- Vehicle Location Tracking
- Accident Reporting & Management
- Analytics

G2B: Government to Business
G2G: Government to Government
G2C: Government to Citizen

- Automobile & Component Manufacturers
- Dealers
- Banks
- Insurance Companies
- Transporters
- PUCC CENTRE
- RTOs/ State Transport Authority
- FASTag/ NHAI
- Courts
- Other Government Agencies (Data Consumers)
- External Applications
- Citizens
Service Plus – Meta Data Based e-Service Delivery Framework

Making all Government services accessible to the common man in his locality through common service delivery outlets

- Services: 2270
- States / UTs: 33
- Applications Received: 10.24 Crore +
- Applications Delivered: 7.9 Crore +

Facilitates

- Central Government
- State Government
- Local Government
Sandes

Government Instant Messaging App

- Broadcast and Notification Facility
- Sandes Web for Desktop/Laptop
- Invite Govt. or public user
- Disappearing messages, display/hide read receipt and status
- Compliance to intermediary guidelines
- Mobile based Self-Registration for Govt. and public user
- Linked to Aadhaar
- One to One & Group messaging, Audio and Video Call
- Integration with egov application (NIC email, DigiLocker, e-Office etc.)
- Service delivery (MANREGA, IRCTC etc.)

https://www.sandes.gov.in

Get it on Google Play

Download on the App Store
Sandes (GIMS): Present Status

Sandes App available on Google Play Store and Apple App Store for Govt. as well as public users

POC by MeitY, CBI, MHA, MEA, MOF, Gujarat Police, Dept. of Posts, PESB, National Police Academy, Indian Railways, Indian Navy, Indian Army, National Security Council Secretariat (NSCS), Ministry of Jal Shakti and various State Govts

175+ Organizations
More than 5.13 lakh users (Govt. and public)
More than 2.6 Cr messages exchanged
PM-Kisan

Farmer’s registration through various channels

Exclusion of Death cases, Ineligible farmers and Income tax payee after verification with Income Tax database

Account based and Aadhaar based payment modes

Refund mechanism for payments to ineligible farmers

More than 10 Crore Farmers
eUrvarak- End to End Supply Chain of Fertilizer Distribution

- **01** Ensures timely and adequate supply of subsidized fertilizers to the farmers
- **02** Tracks the movement of fertilizers through the supply chain
- **03** Registers sale of fertilizers to the farmers from 2.36 lakh retail shops
- **04** Saved Rs. 10,000/- crores on Fertilizer subsidy during 2018-19
- **05** Real time status on fertilizer stock availability at plant, port, warehouse, rake point, wholesaler and retailer

**Innovative Use of Technology Tools**

- **Fertilizer Sale to Farmer through Point of Sale devices (POS)**
- **Aadhaar Based Biometric Authentication and eKYC of farmer**
- **Paper-less fertilizer claim processing using eSign**
- **Weekly Subsidy payment through PFMS**
- **Integration with Soil Health Card application for fertilizer recommendations**
One Nation One Ration Card

01
Aadhaar Seeding & FPS Automation
Distribution of food grains to the right beneficiary

02
Removal of Duplicates & offering Transparency in the System

03
Creation of Central Repository & Offering portability at National Level

04
One Nation One Ration Card (RC) from 31st March 2021 onwards

23.65 Crore + RCs with Aadhaar
5.32 Lakh + Fair Price Shop
4.98 Lakh + PoS enabled Fair Price Shop
36 States
707 District
Immigration Visa and Foreigner’s Registration & Tracking

Indian Missions Abroad
195

Immigration Check Posts
107

Foreigners Regional Registration Offices (FRROs)- 12

Foreigners Registration Offices (FROs)- 700+

Registration of foreigners and automated updation of the particulars at touch points

Travellers authentication at various touch points through intelligent document scanners and biometrics

Centralized system for sharing of information across all concerned stakeholders

Improved tracking of foreigners by near real-time information sharing with security agencies

Passenger profiling to identify risky travellers and generation of automated alerts

Facilitating traveller by easing out visa and immigration regime such as e-visa, e-medical, e-business etc.

Key Stakeholders

MHA
MEA
NIC
State Police
Ministry of Tourism
Civil Aviation
Customs
Travellers

100% Automation of Visa Services

45 Crores
Immigration Control System handling Foreigners movement at Indian ports

30 minutes
Time taken for clearance of passenger aircraft

1-2 minutes
Average time taken for passenger clearance at ICPs reduced to 1-2 minutes

169
Countries

33
Ports

96
lakh
e-visor issued
(Since Nov 2014)

29
lakh
e-visor issued in year 2019

28
Airports

5
Seaports
### Key Features

- **Kiosks in Court Complexes**
- **Citizen services on ecourts.gov.in**
- **Pendency Dashboards on NJDG**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Districts Covered</td>
<td>638</td>
</tr>
<tr>
<td>Court Complexes Covered</td>
<td>3,296</td>
</tr>
<tr>
<td>Court Establishments Covered</td>
<td>7,393</td>
</tr>
<tr>
<td>Number of Courts</td>
<td>20,694</td>
</tr>
<tr>
<td>Total High Courts covered</td>
<td>39</td>
</tr>
<tr>
<td>Total Cases available on eCourts</td>
<td>15.47 Crore +</td>
</tr>
<tr>
<td>Total Orders available on eCourts</td>
<td>15.17 Crore +</td>
</tr>
<tr>
<td>eCourts Mobile App Downloads</td>
<td>50 Lakh +</td>
</tr>
<tr>
<td>eCourts Website</td>
<td></td>
</tr>
<tr>
<td>eCourts Services Mobile App</td>
<td></td>
</tr>
<tr>
<td>SMS PULL</td>
<td></td>
</tr>
<tr>
<td>Information Kiosks</td>
<td></td>
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<tr>
<td>Judicial Service Centres (JSCs)</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>SMS Push</td>
<td></td>
</tr>
</tbody>
</table>
Virtual Courts: Next Generation Courts

Aimed at reducing footfalls in the courts by eliminating physical presence of litigant or advocate in the court

**Statistics**

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Challans Received in eCourts</td>
<td>75.34 Lakh+</td>
</tr>
<tr>
<td>Challans in which Proceedings Over</td>
<td>72.50 Lakh +</td>
</tr>
<tr>
<td>Fine Collected</td>
<td>159.73 Crore +</td>
</tr>
</tbody>
</table>

**01** One judge for entire state for adjudicating Traffic Challan

**02** Daily approximately 9000 challans filed in Virtual Court are proceeded by Virtual Judge on the same day

**03** Traffic Challans getting disposed off in a day as against 6 months to a year

**04** Implemented in Delhi, Tamil Nadu, Karnataka, Maharashtra, Haryana and Kerala to deal with Traffic Challan cases

Can be extended to cases where physical presence of litigants is not required - U/S 138 of Ni Act
Interoperable Criminal Justice System (ICJS)

1. One Data Once Entry
2. PAN India Search – Cross Domains
3. Mini Statement of a Case
4. Criminal Network Visualization
5. Antecedent Verification
6. Dashboards for each Domain
7. Monitoring - ITSSO, NDSO & POCSO
NGDRS : One Nation One Software Developed under the aegis of DILRMP, DoLR-MoRD

- Provision of online document & submission electronically.
- Online valuation module with stamp duty calculation
- SMS facility to send alerts to citizens and departmental users.

- Since Nov. 2017 NGDRS is operational in 12 States/Uts
- Mortgage Deed : eFiling for Citizen & Bank Module (Maharashtra) launched on 1st Nov June 2020 for 514 SRO
- Andhra Pradesh & Lakshadweep UT Pilot soft launch to be completed by 15th August 2021.
- NGDRS Ph II approved by DoLR till 30th June 2023

- PAN India Implementation of NGDRS in coordination with DoLR till June 2023.

Generic platform for registration of properties and document across the country
Objective – Management of Land Records using digital technologies

Key component of DILRMP

- Computerization of Land records (RoR)
- Digitations of Map
- Integration of map with ROR
- Computerization of Property Registration
- Survey/Re-survey
- Modern Record Rooms

Key Features of LR eGov Solution

- State specific Work-flow solution
- Facilitates data management needs
- Record of Right(RoR) in public domain
- Integration of RoR with Cadastral Map
- Linkage of RoR with SRO Office
- DSC enabled
- Linkage with Revenue courts
- Linkage with banks

Adaption Status

- Web enabled land Record (RoR) – 26 states / 6,00,689 (Villages)
- 31 states RoR in public domain
- Parcel Digitisation- 21 states
- Integration of map with RoR - 7 States/ 3,42,118 Villages
- Computerization of property Registration - 28 states/4867 SROs
- Total Linkage of RoR with SRO Office - 22 states / 3895 (SROs)
- Total DSC enabled -10 States
E-Counselling is a web enabled service provided to academic institutions/bodies across the country for examination management, counselling and admissions.

- 38+ Counselling Boards
- 4500+ Institutions
- 9 Lakh+ Seats
- 88+ Exams
- 70 lakh+ Application Processed (2019-2020)

One integrated configurable solution for Countrywide adoption

- Single Form to participate in multiple counselling and examinations
- 100% compliance with state/centre reservation policies
- Reduced cost and time involved in manual paper work and conventional postal system
- Allocation of seats as per merit, reservation policies and preferences of institutions and branches exercised by the candidates
- Integration with external systems (Payment Gateway, SMS, Email, Digilocker)
To build Aadhaar authenticated database of Unorganized workers (Around 38 Crore of India)
Launched on 26/08/2021 by Hon’ble Minister of Labour & Employment

Provides ‘Ease-of-delivery’ of benefits for social welfare schemes

Key Features

- Delivery of Universal Account Number (UAN) on-the-spot after successful registration
- Anyone can locate nearest CSC, using Bharat-map based CSC locator
- Initially portal is launched in English and Hindi
- Registration done after Aadhaar based eKYC
- Integrated with NPCI to check the Bank A/C is seeded with Aadhaar
- Integrated with SMS services for verification through OTP

More than 9.7 Crore eShram card has been issued since launch and around 30 Crore unorganized workers are expected to register.
objective to enable a citizen engagement platform by creating a repository of contact details (email, mobile no, age, profession, location etc.) of all elected representatives, Government officials and professionals across India

- Existing Email Database of 13 Cr
- Validated Mobile number repository of 109.17 Crores
- Campaigns: 1600 email, 175 SMS campaigns conducted since 2014

Way Forward:

- Mapping of Mobile numbers & e-mail with user data
- Integration with OTT platform like WhatApp
- Enable URL shorteners in SMS to promote MyGov Portals
- Enhanced analytics in Sampark to identify user demographics based on age, geography, sex, profession
- To explore new engagement channels like Google RCS for rich content
- Categorization and Classification of Sampark DB to do Cost optimized engagement
NREGASoft – Platform to manage MGNREGA

Flow of Activities

Worker Registration → Demand for work → Work Allocation → Muster Roll Generation → Work on site and Fill muster roll → DBT ABPS/Account based

Internal checks for ensuring consistency and conformity to normative processes.

Geo Tagging

Mobile apps

Number of active workers

15.07 Crore

Man Days generated 2021-22

~ 224 Crore +

DBT Transactions 2021-22

33.92 Crore

Assets Created

5.92 Crore
Quick Analysis of Digital Transactions Numbers

E-Taal is a web portal for dissemination of e-Transactions statistics of National and State level e-Governance Projects including Mission Mode Projects. It receives transaction statistics from web based applications periodically on near real time basis.

Growth in Number of Transactions (Cr.)

- 2014: 358
- 2015: 760
- 2016: 1090
- 2017: 3085
- 2018: 4265
- 2019: 5306
- 2020: 7203
- Since Jan 2021 to Till Date: 7375

4000 Total Number of e-Services Integrated
DARPAN – Dashboard for Analytical Review of Projects Across Nation

Key Statistics

- **Prayas Darpan**
  - Central Ministries: 49
  - Projects / Schemes Integrated: 245
  - Key Performance Indicator Monitored: 888

- **Central Ministry**
  - Central Ministries / Departments: 32
  - Projects / Schemes Integrated: 446
  - Key Performance Indicator Monitored: 1,487

- **States / UT’s**
  - States / Union Territories: 34
  - Projects / Schemes Integrated: 1,648
  - Key Performance Indicator Monitored: 7,064
Digital Payments

**4,538 Crores**
Digital Payment transactions achieved so far in **FY 2021-22**

**5,554 Crores**
digital payment transactions achieved in **FY 2020-21**

**87.23%**
Current & Savings Accounts seeded with Aadhaar Number

**81.04%**
Current & Savings Accounts seeded with Mobile Number

**12.47 Lakhs**
BHIM Aadhaar Pay POS deployed

**55.46 Lakhs**
Physical/Mobile POS deployed

**RBI**
- CREDIT CARD, DEBIT CARD, NEFT, PPI (Non-Banks), RTGS, NACH

**NPCI**
- IMPS, USSD, BHIM, NACH, NETC, AEPS

**Bank**
- AEPS, BHIM AADHAAR, INTERNET BANKING, MOBILE BANKING, OTHERS

**Source of Data**
Integrated with 110 public sector, private sector, payments, regional rural and foreign banks

**Payment Mode**
Digital payments volume and value based on 16 different digital payments modes
**Jan Parichay**
SSO for G2C Interface

- **Jan Parichay**: SSO platform for the Government (Center and State) with three verticals SSO platform for Government users (G2G), SSO platform for Citizens (G2C) & Hybrid model that addresses the need for applications that requires both group of users (Govt Officials & Citizens).

- Authenticates users with any one of their Unique identifiers like non-govt Email/ Govt eMail/ Mobile/ Aadhaar/ PAN/ other Government Ids(DL etc).

- Kerala, Assam, Odisha, Meghalaya states and nationwide applications including Vahaan and Sarthi are integrated with Jan Parichay and are ready to go live. *650+ Applications are live with the authentication framework.*

- **Unique features**: Multi-factor auth, FIDO Compliant, Geo-fencing, authenticator app, Data analytics for user access visibility, Unique identity & User mobility across any application at Centre/State

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<table>
<thead>
<tr>
<th>Perspective Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Parichay Analytics as a service for all instances with independent user and admin dashboard.</td>
</tr>
<tr>
<td>- Data analysis of audit logs using ML to capture unusual authentication activities.</td>
</tr>
<tr>
<td>- Releasing Jan Parichay to 15+ States and 5 Crore users.</td>
</tr>
</tbody>
</table>
Enables Excise Dept. (W.B) to generate actionable information for effectively dealing with spurious intoxicants for safeguarding public health. Replicated in 8 States.

**KEY SERVICES**
- License Management
- Issuance of Permit and realisation of revenue
- Track & Trace and Enforcement Management
- Import/Export and Transport management
- Inventory Management
- Court Case Monitoring

**IMPACT**
Minimum Consumption Maximum Revenue
- Consumption of intoxicants in the State have risen by only about 5-6 percent annually since 2014-15
- Collection of Excise revenue has gone up from Rs. 3581 Crores during 2014-15 to around Rs. 11,236 Crores during 2019-20 registering a **CAGR of over 38 percent**

**KEY SERVICES**
- Automated Supply chain Management
- Reduction in delivery time by 90%
- 360 degree profile of license, Permit and Pass
- Reconciliation of every drop of Spirit
- Home Delivery of Packaged Liquor
- Pendency Check at all levels
CollabFiles application offers a “State-of-the-art, Shareable, Secure, Reliable and Scalable Web-based platform to provide a Suite of Office Services viz., Documentation, Spreadsheet, Project Management services, so as to facilitate Government Enterprises of India to function more efficiently”

**Objectives**
- To Create And Manage office documentation
- To provide Role-based Access
- To provide Integrated Services
- To facilitate Portability Of Documents
- To facilitate Record of Sharing of documents
- To facilitate Collaborated Edit of documents
- To Securely Access documents
- To Preserve Documents And Retrieve
- To be able to Archive Documents
- To Develop Highly Available System

**Key Features**
- Cloud-enabled
- Web-based & Mobile app-based
- User Management (Gov email integrated)
- Files and Folders Management
- Create Documents (Web-based Word processor)
- Create Spreadsheets (Web-based Spreadsheet)
- Tag files with Meta data (Keywords)
- Basic & Advanced Search
- Share & Collaborate
Tejas – A powerful and affordable analytics visualization tool

Key Features

- Integration with Bharat Maps (State & district level maps)
- Integration with GIMS
- In-memory database to enhance performance
- Designed on open source technologies
- No-code, Low-code platform
- Microservice-based, scale-out architecture
- Available in SaaS model on NIC cloud as well as in on-prem mode

Simple drag & drop
Change look & feel without writing a single line of code
Range of visuals available
Map visualization using Bharat Maps
Create drill-down within a visual up to any level by dragging and dropping the levels
Facility to provide information on visuals
Define rule-based alerts on visuals
Lok Samvaad, A Public Microblogging Platform

loksamvaad.nic.in

WHO CAN ACCESS

Citizens

Government

Ministries

Departments

Integrations with Parichay, Sandes, email gateway, SMS gateway, Digilocker, Twitter, Twitter & Gmail

Localisation & Mobile App

Who can access

Citizens
government
ministries
departments

End to end mechanism for transferring funds

Lok Samvaad

Created to promote networking of ideas, topics, and thought leadership

Online broadcast medium for quick dissemination of information.

Shares short images, messages, documents & videos. Smaller text leads to faster creation and sharing.

Citizens can get notifications about the new releases from Government

Ministries/Departments at all tiers can share relevant citizen-centric information quickly

संवाद – सरकार का जनता जनाददन से

Citizen Empowerment

Reaching Audiences quickly

Post Analytics

Send to Empower