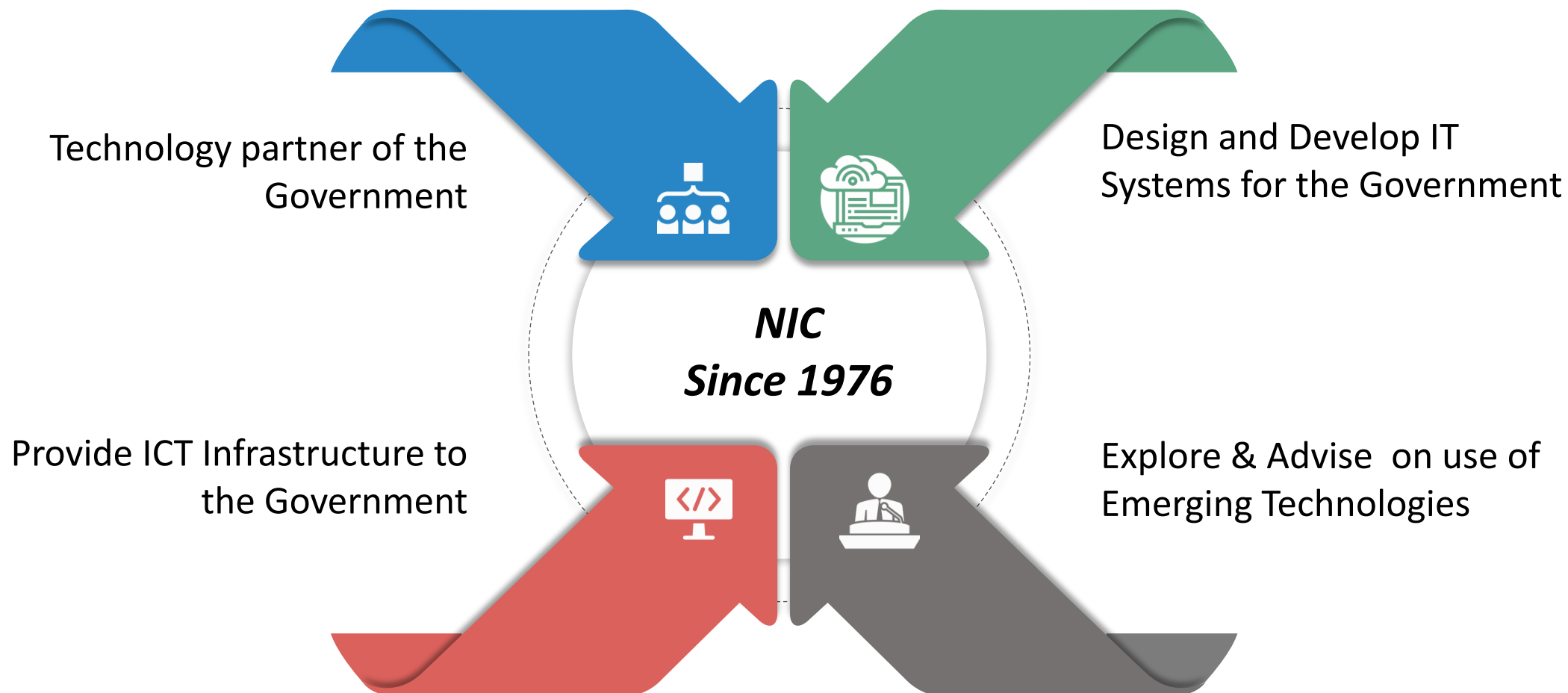


# Public Digital Platforms Enabling Good Governance

**NATIONAL INFORMATICS CENTRE**  
**Ministry of Electronics & Information Technology**  
Government of India

November 2021





# **DIGITAL** Platforms and Products



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

## IMPLEMENTATION

706

Organisations

309

Central Govt.  
Organisations

395

State Govt.  
Organisations

2.5 Crore +

eFiles

9.4 Crore +

eReceipts

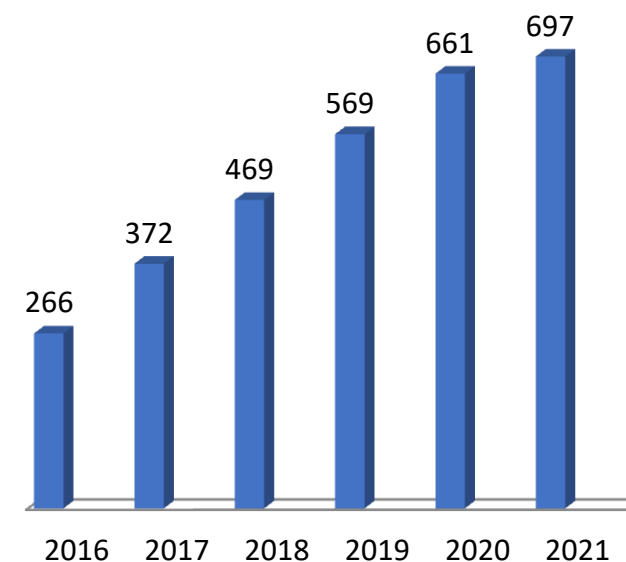
7.28 Lakh +

Users

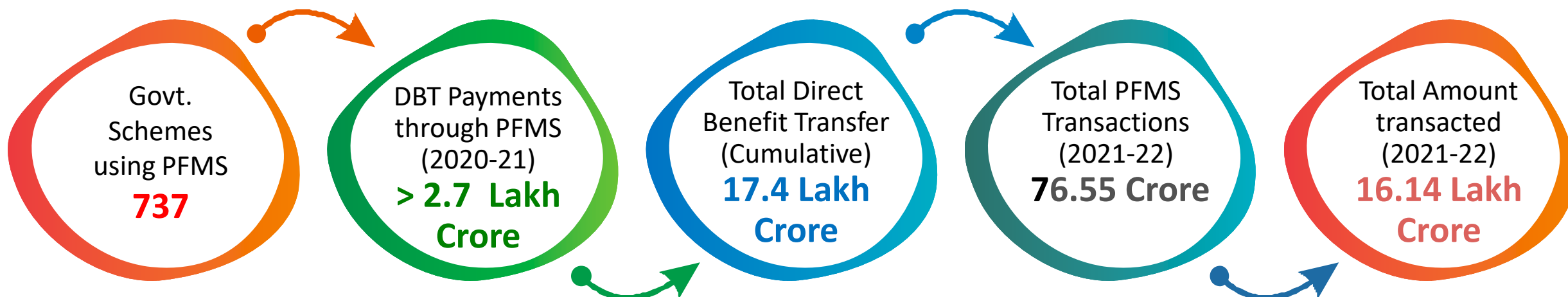
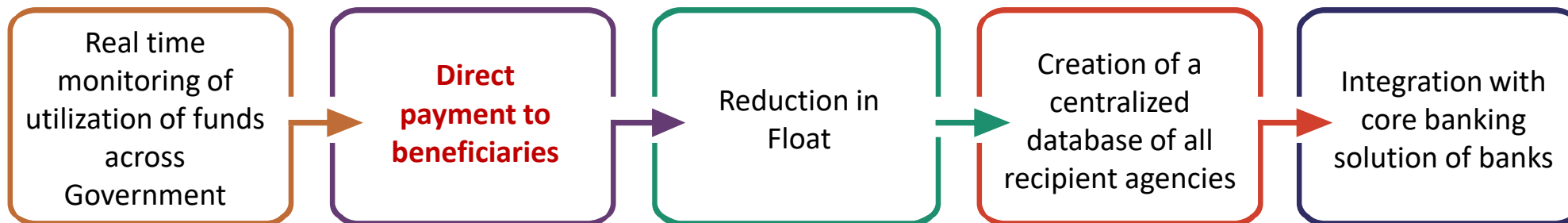
- Open Architecture makes it a reusable product amenable to replication across the Governments, at the Central, State and District levels and also at International level
- Eliminates the delays on account of manual handling of files and papers and to take informed and quicker decisions

## GROWTH

Growth of eOffice Implementation



## Public Financial Management System

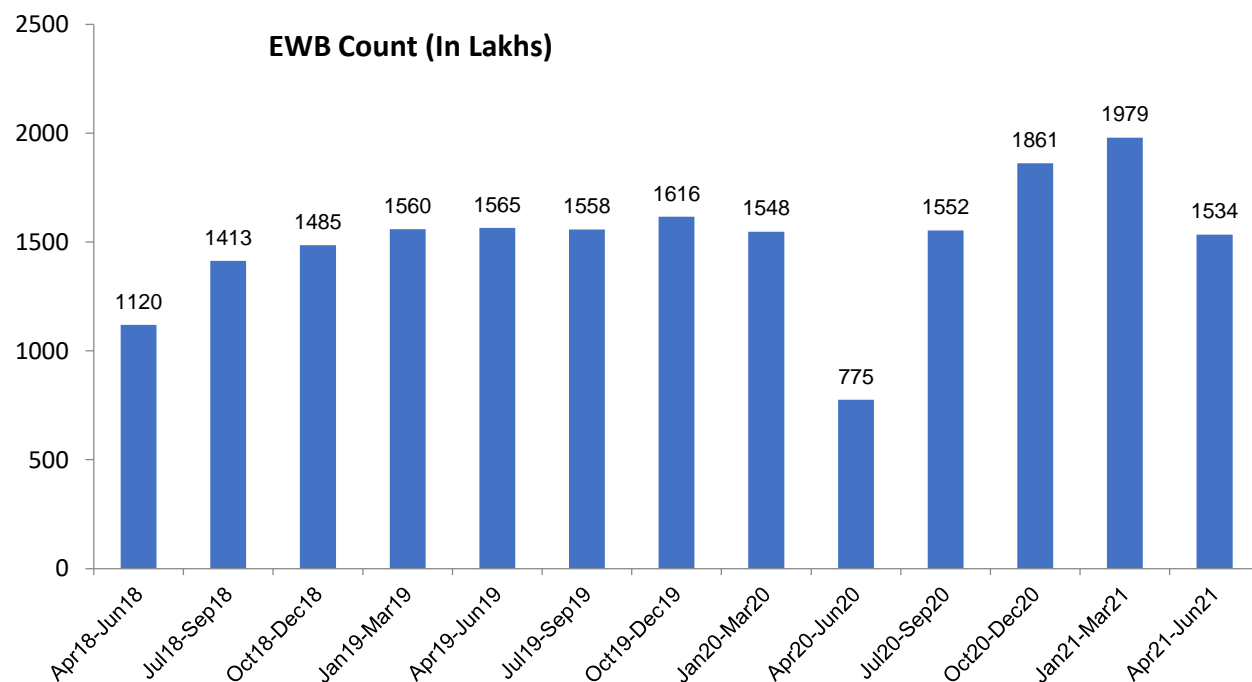


**200 Crore**  
**e-way bills generated**

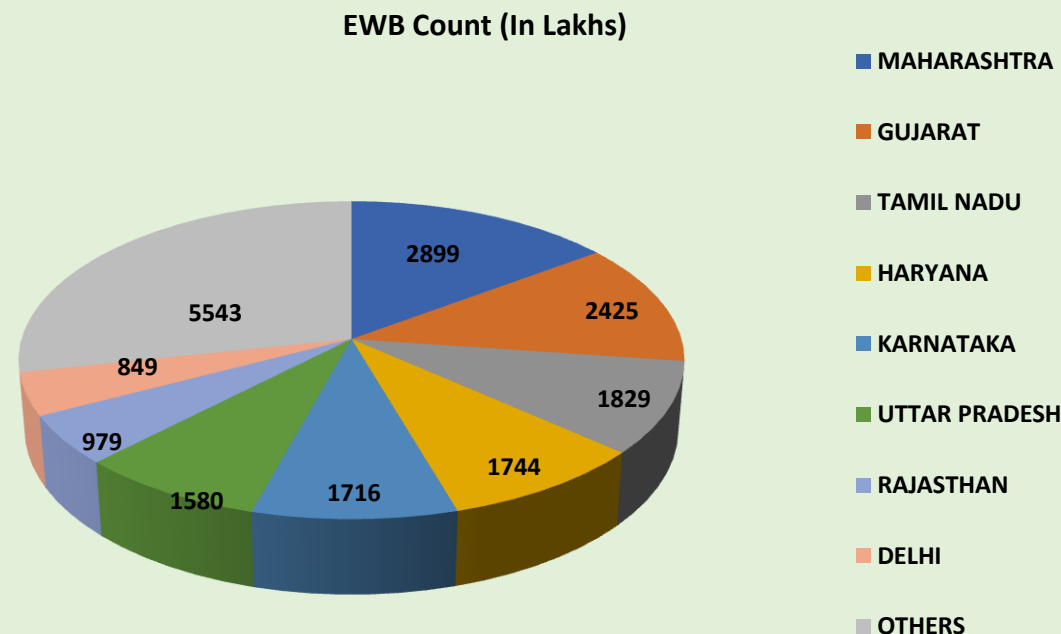
*Online Self-Service platform to generate permit for movement of goods*



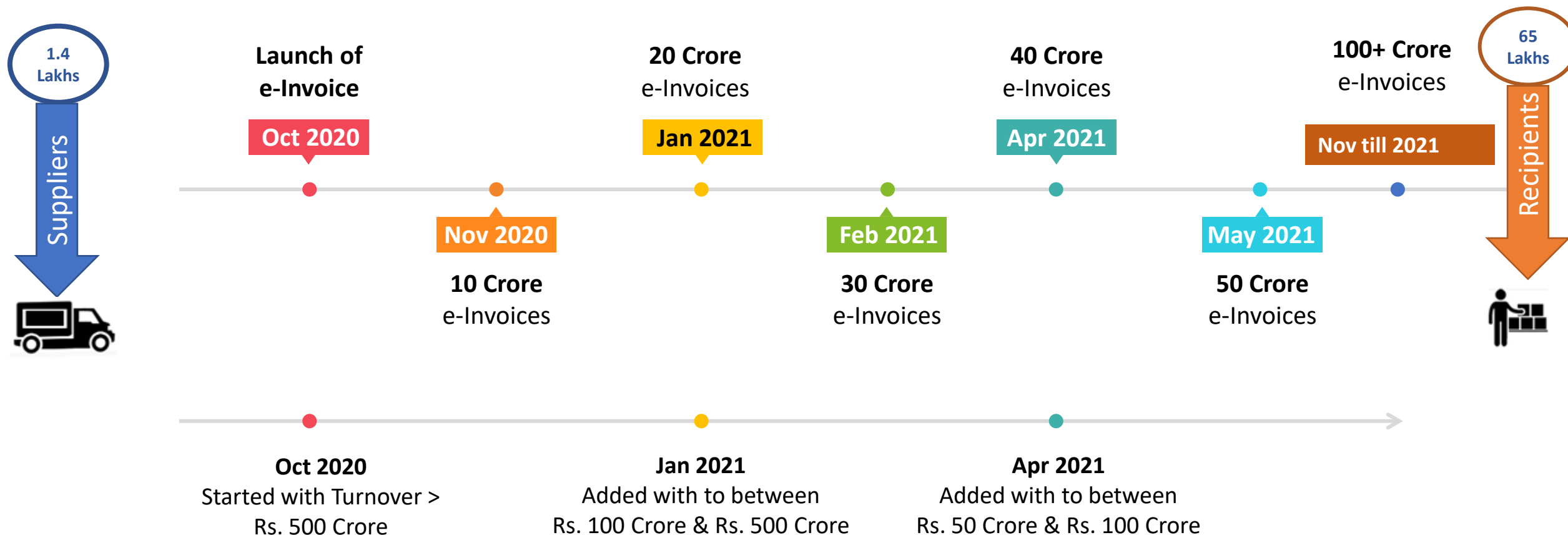
## Total Generation of e-Waybills



## Top E-waybill generating States



## A Game changer in GST implementation



### Applicable

B2B and Export Transactions

### Documents to be registered

Invoices, Credit Notes and Debit Notes

### eWay Bill System

Seamless Integration with eWay Bill System

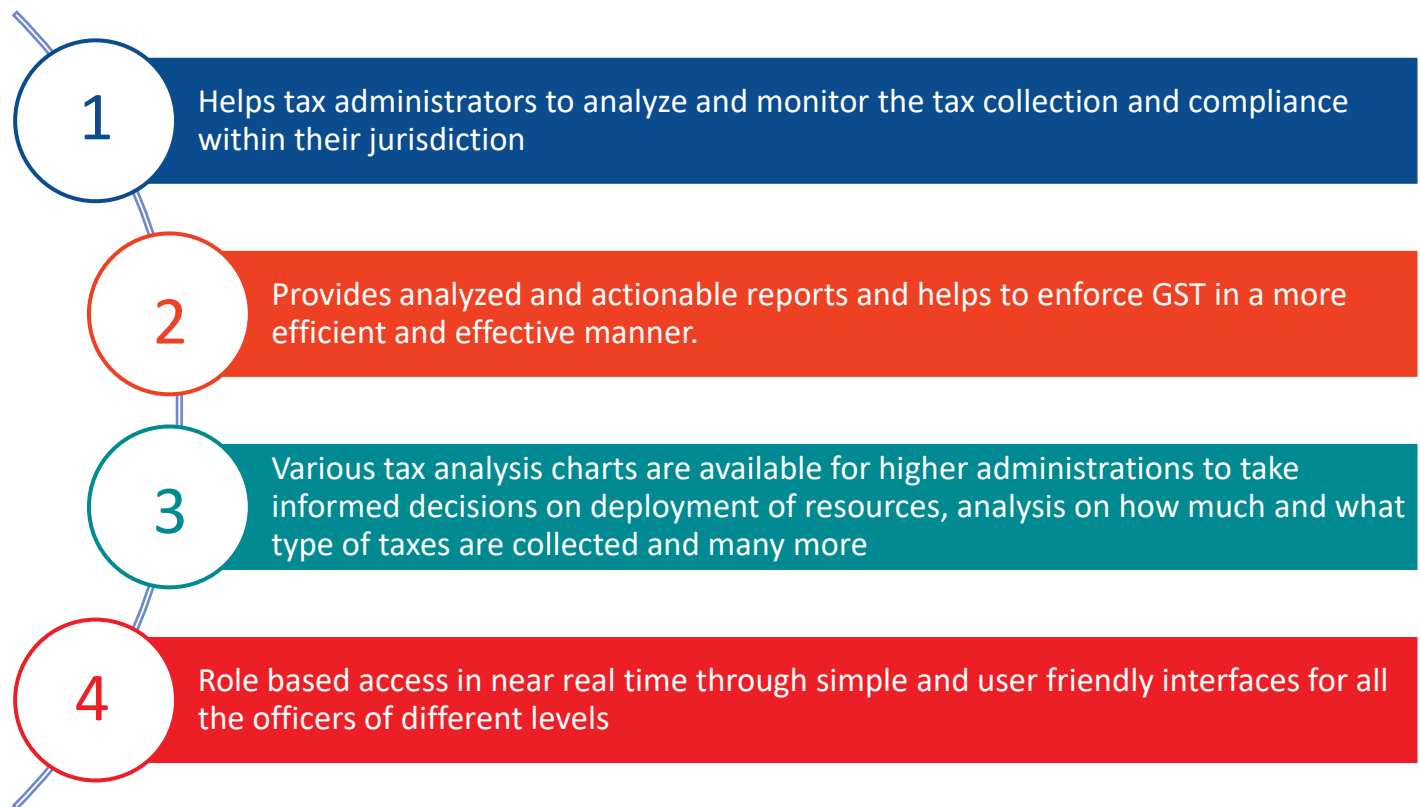
### Modes of Generation

API Integration, Bulk upload and offline facility





## An online system for processing of back-end activities related to GST system



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





**637**

Total Hospitals on-boarded  
on e-Hospital

**414**

Total Hospitals  
on ORS

**22 Crore +**

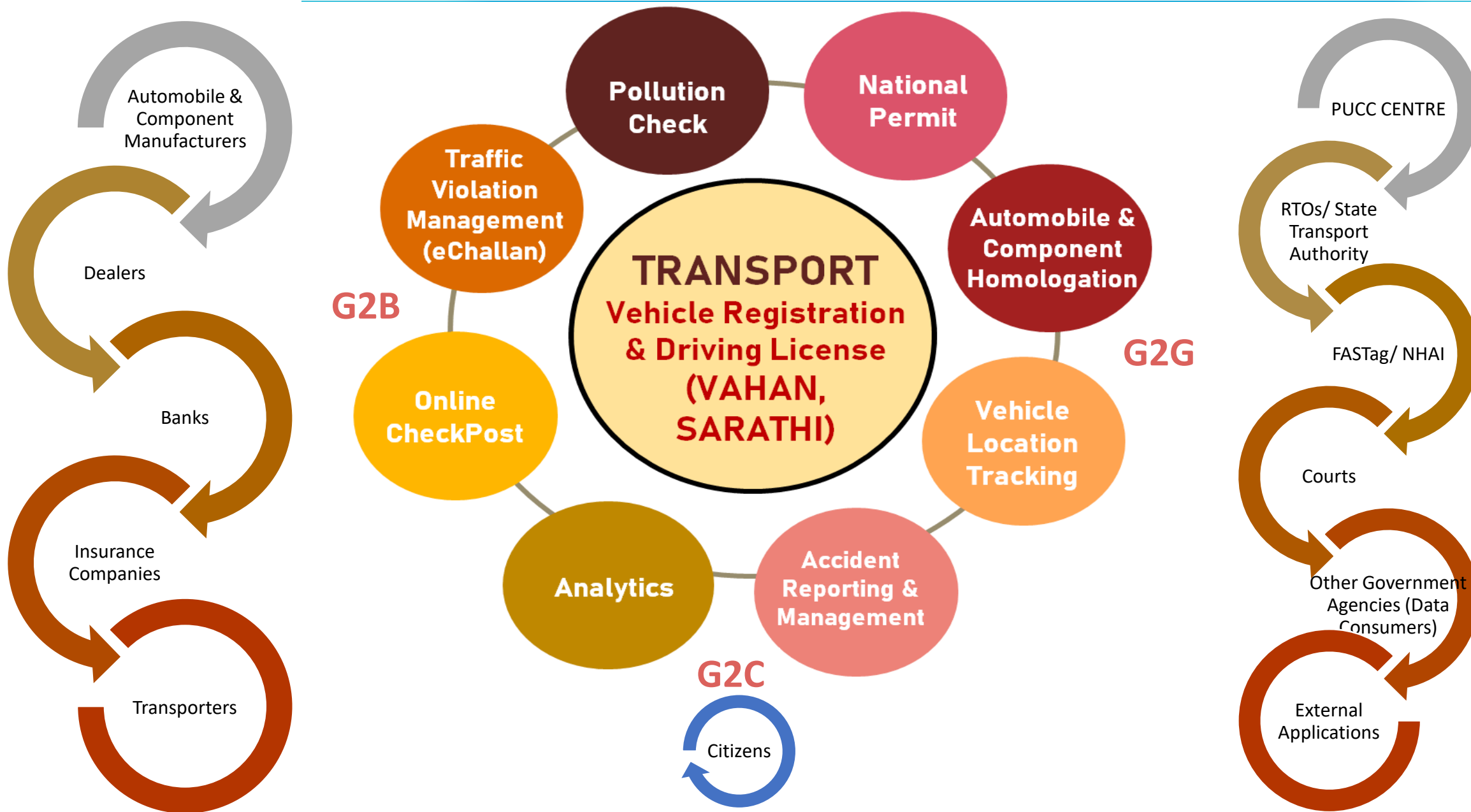
Total Transactions on  
e-Hospital since Sept '15

**45 Lakh +**

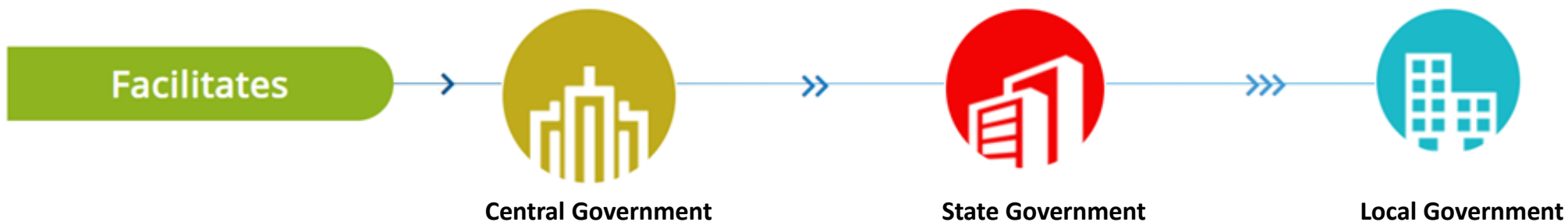
Online Appointments  
from ORS since July '15

**3.9 Lakh +**

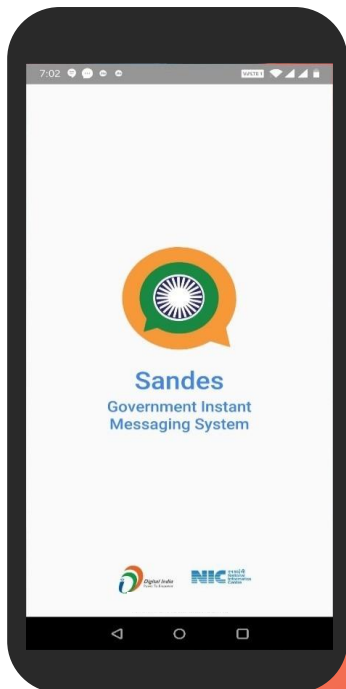
e-Hospital Transactions  
in November-2021



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







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





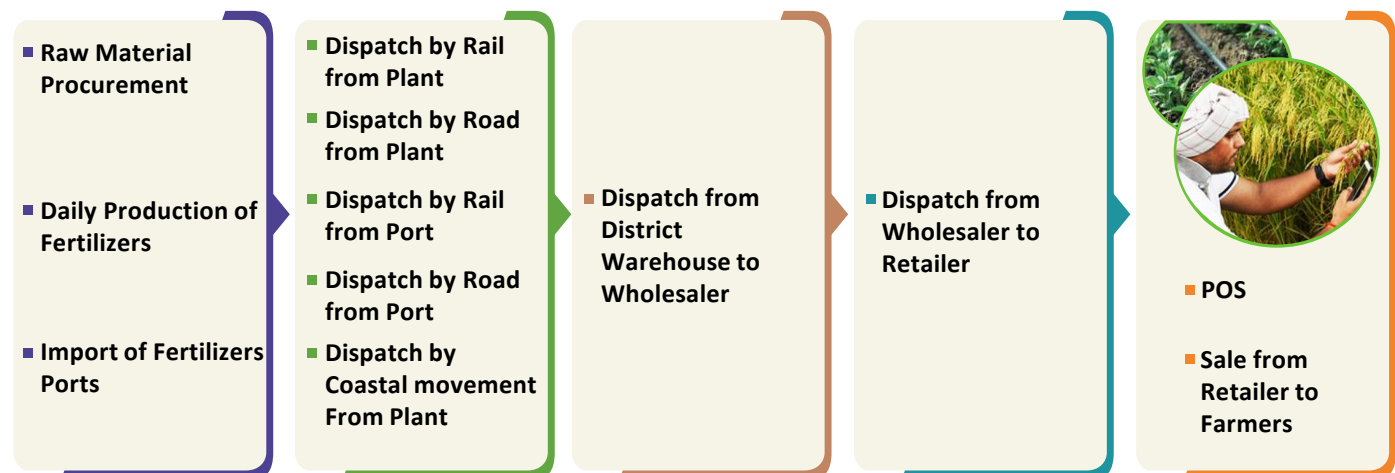
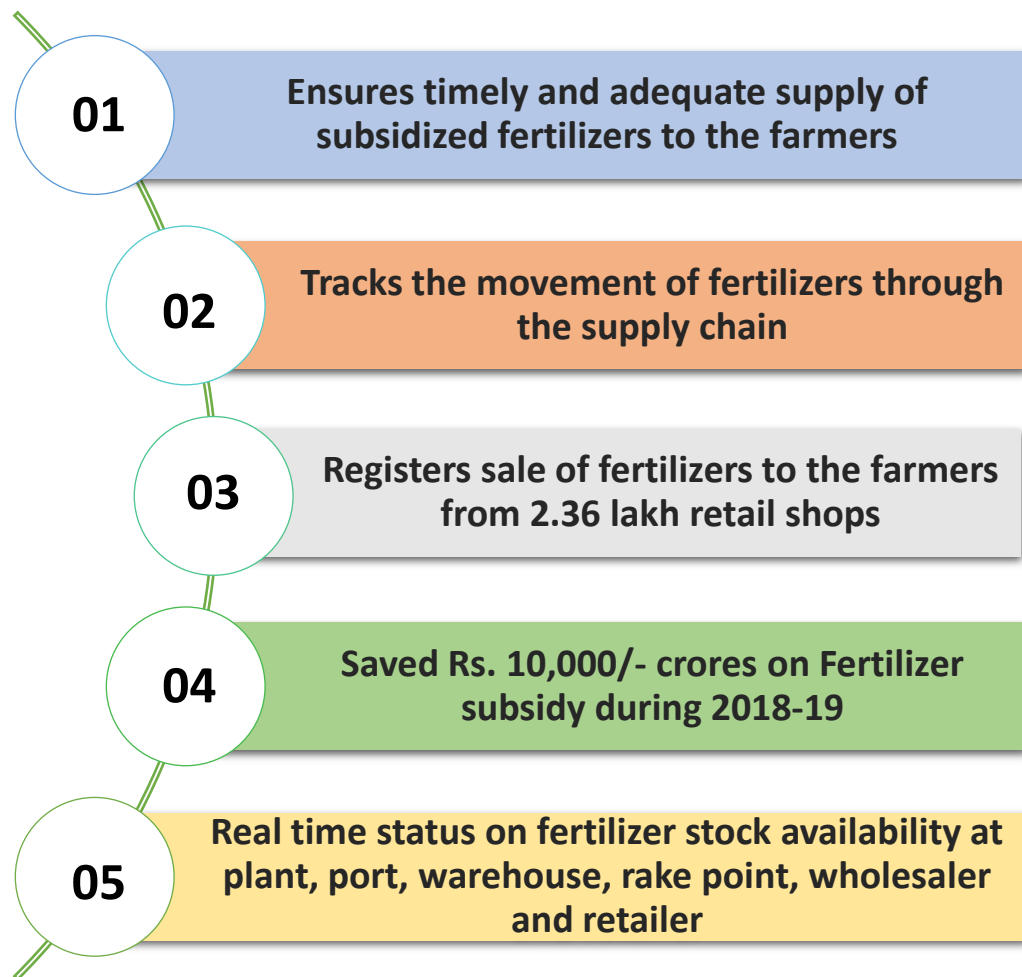
Farmer's  
registration  
through various  
channels

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



## *Innovative Use of Technology Tools*







01

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



02

**Removal of  
Duplicates & offering  
Transparency in the  
System**



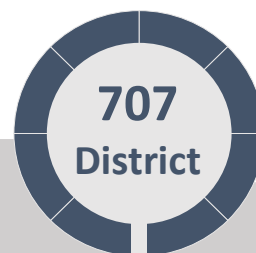
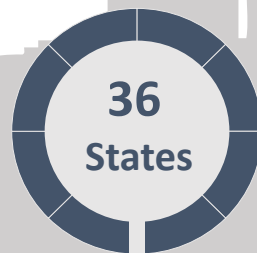
03

**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*

**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 stake holders

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.



**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**  
**28 Airports**  
**5 Seaports**

Approx  
**96 lakh**  
e-visas issued  
(Since Nov 2014)

Approx  
**29 lakh**  
e-visas issued in  
year 2019.

## Key Features



**Kiosks in Court  
Complexes**



**Citizen services  
on ecourts.gov.in**



**Pendency  
Dashboards on  
NJDG**



Districts Covered  
**638**



Court Complexes Covered  
**3,296**



Court Establishments Covered  
**7,393**



Number of Courts  
**20,694**



Total High Courts covered  
**39**



Total Cases available on eCourts  
**15.47 Crore +**



Total Orders available on eCourts  
**15.17 Crore +**

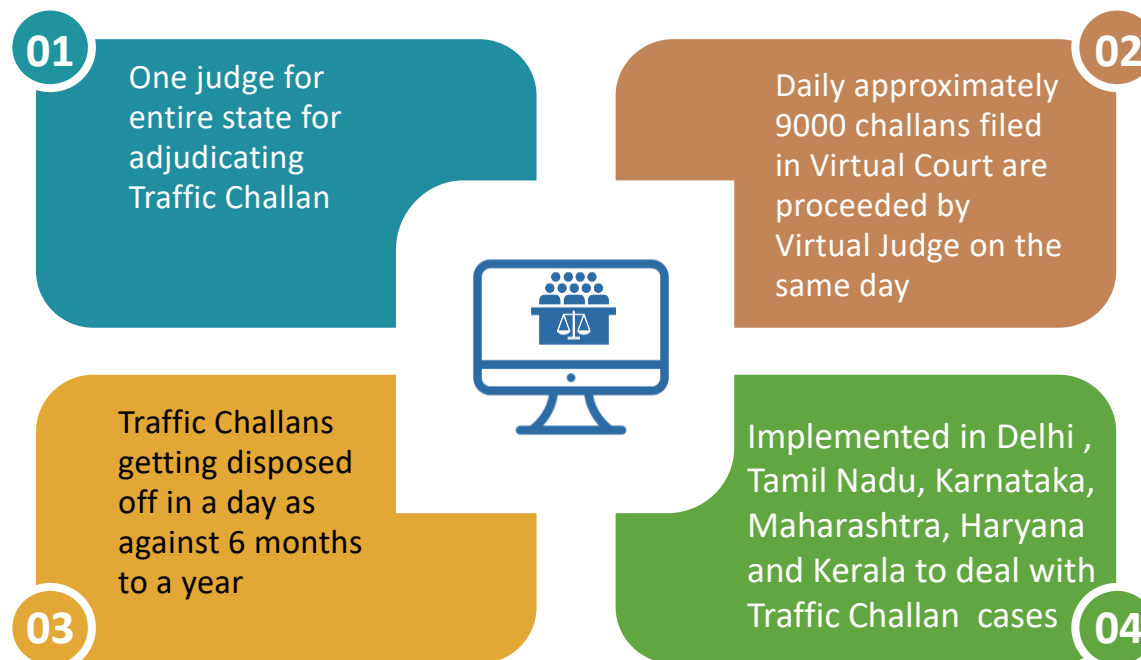


eCourts Mobile App Downloads  
**50 Lakh +**

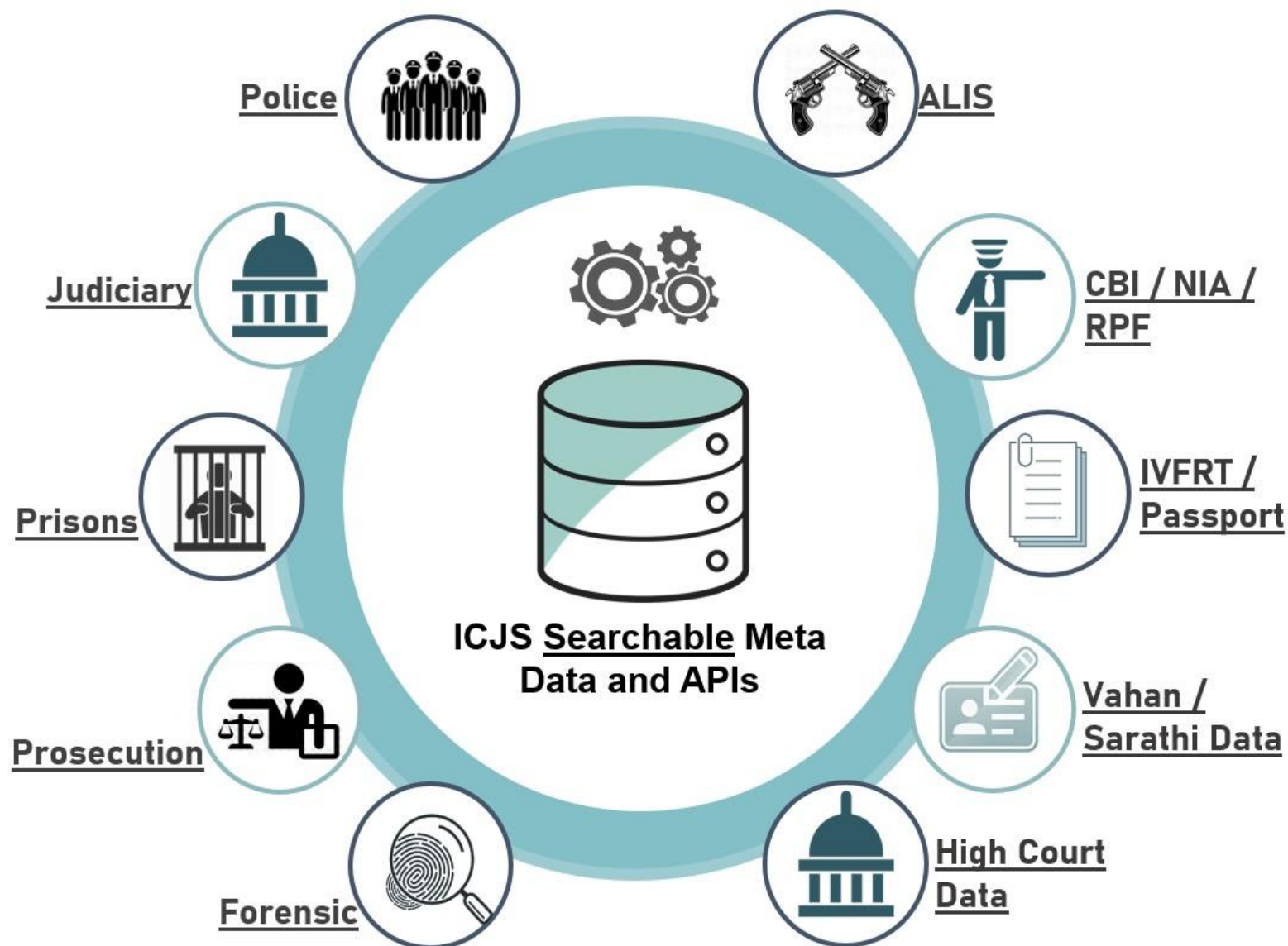


**Aimed at reducing footfalls in the courts by eliminating physical presence of litigant or advocate in the court**

Statistics	
Challans Received in eCourts	<b>75.34 Lakh+</b>
Challans in which Proceedings Over	<b>72.50 Lakh +</b>
Fine Collected	<b>159.73 Crore +</b>



**Can be extended** to cases where physical presence of litigants is not required - U/S 138 of NI Act



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**

## *Generic platform for registration of properties and document across the country*



- 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
- Andaman Nicobar, Chhattisgarh, Dadra Nagar Haveli, Goa, Himachal Pradesh, Jharkhand, Jammu Kashmir, Manipur, Mizoram, Maharashtra (CIDCO & Pvt. Builder Module) & Punjab, Tripura
- Mortgage Deed : eFiling for Citizen & Bank Module (Maharashtra) launched on 1<sup>st</sup> Nov June 2020 for 514 SRO
- Andhra Pradesh & Lakshadweep UT Pilot soft launch to be completed by 15<sup>th</sup> August 2021.
- NGDRS Ph II approved by DoLR till 30<sup>th</sup> June 2023

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

**NGDRS : One Nation One Software Developed under the aegis of DILRMP, DoLR-MoRD**



## 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

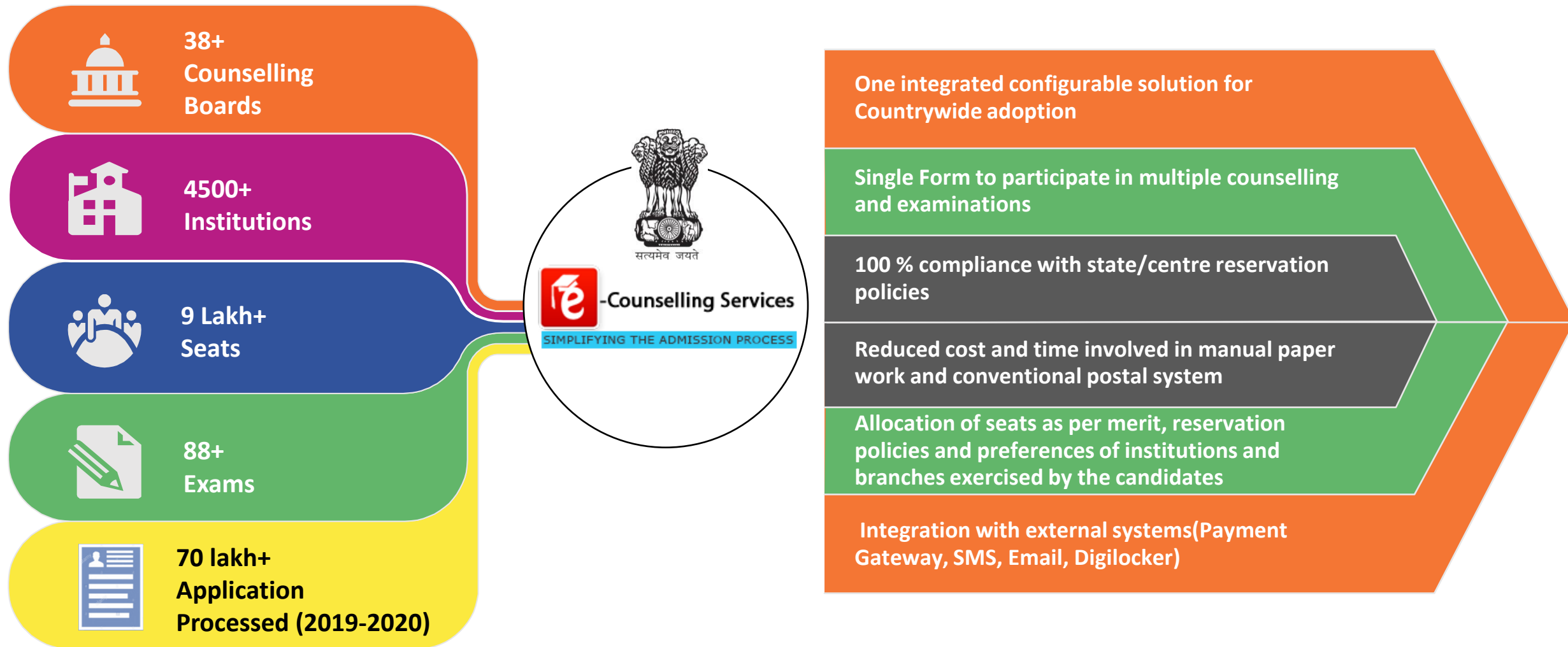
- State specific Work-flow solution
- Facilitates data management needs
- Record of Right(RoR) in public domain
- Integration of RoR with Cadastral Map
- Linkage of RoR with SRO Office
- DSC enabled
- Linkage with Revenue courts
- Linkage with banks

### Adaption Status

- Web enabled land Record (RoR) – 26 states / 6,00,689 ( Villages)
- 31 states RoR in public domain
- Parcel Digitaisation- 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**





**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**

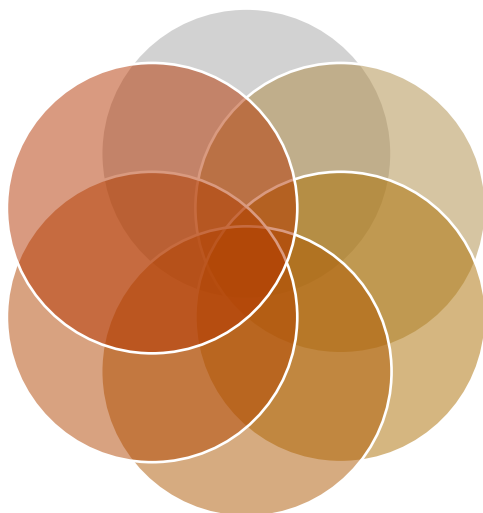
**Provides 'Ease-of-delivery' of benefits for social welfare schemes**

## Key Features

Registration done  
after Aadhaar based  
eKYC

Delivery of  
Universal Account  
Number (UAN) on-  
the-spot after  
successful  
registration

Anyone can locate  
nearest CSC, using  
Bharat-map based  
CSC locator



Integrated with  
NPCI to check the  
Bank A/C is seeded  
with Aadhaar

Integrated with  
SMS services for  
verification through  
OTP

Initially portal is  
launched in English  
and Hindi



**More than 9.7 Crore eShram card has been issued since launch and around 30 Crore unorganized workers are expected to register.**

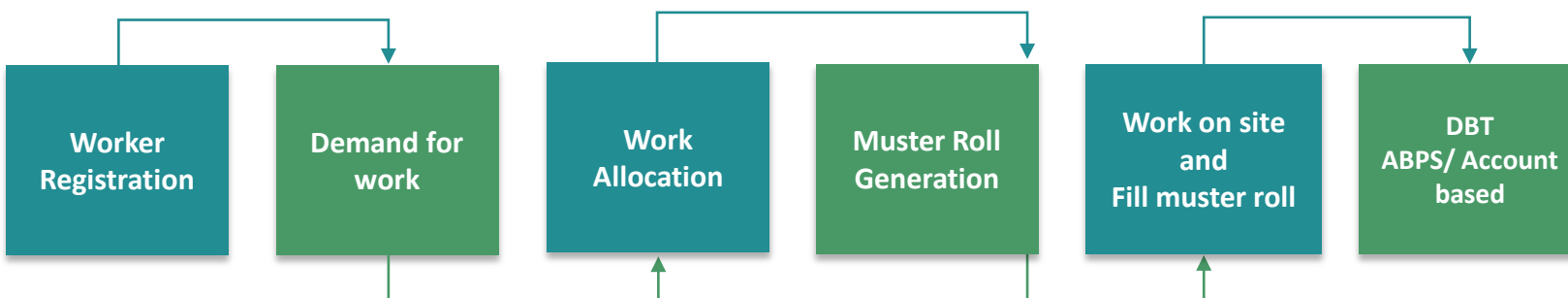


- **objective to enable a citizen engagement platform by creating a repository of contact details (email , mobile no, age, profession, location etc.) of all elected representatives, Government officials and professionals across India**
- **Existing Email Database of 13 Cr**
- **Validated Mobile number 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 Whats App
- Enable URL shortners 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

## Flow of Activities



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

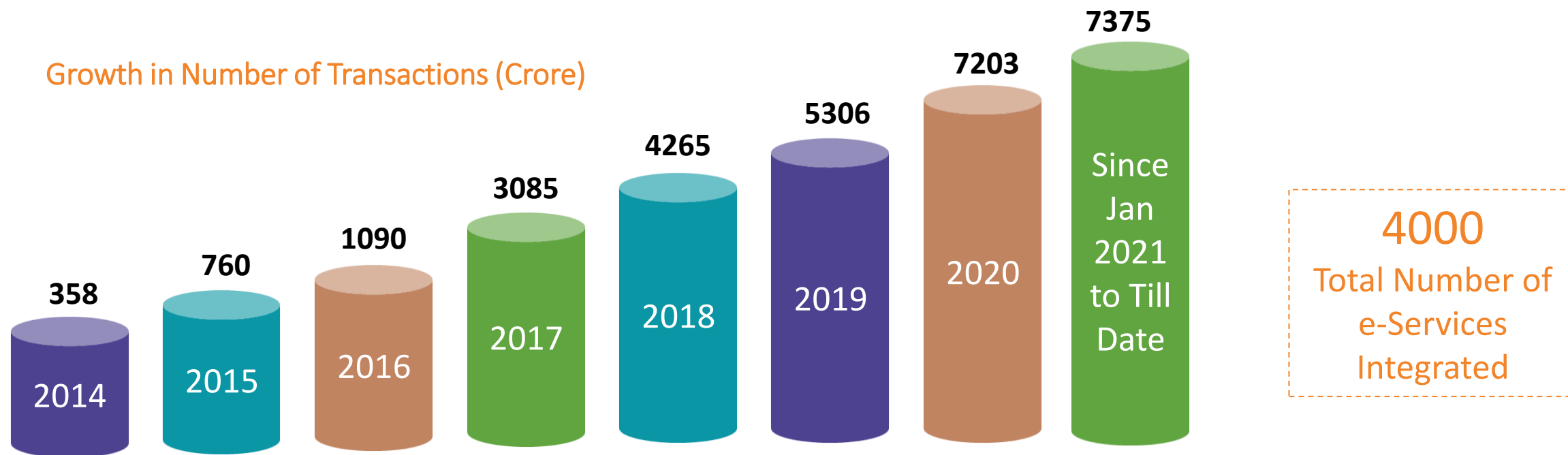
**33.92 Crore**

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*

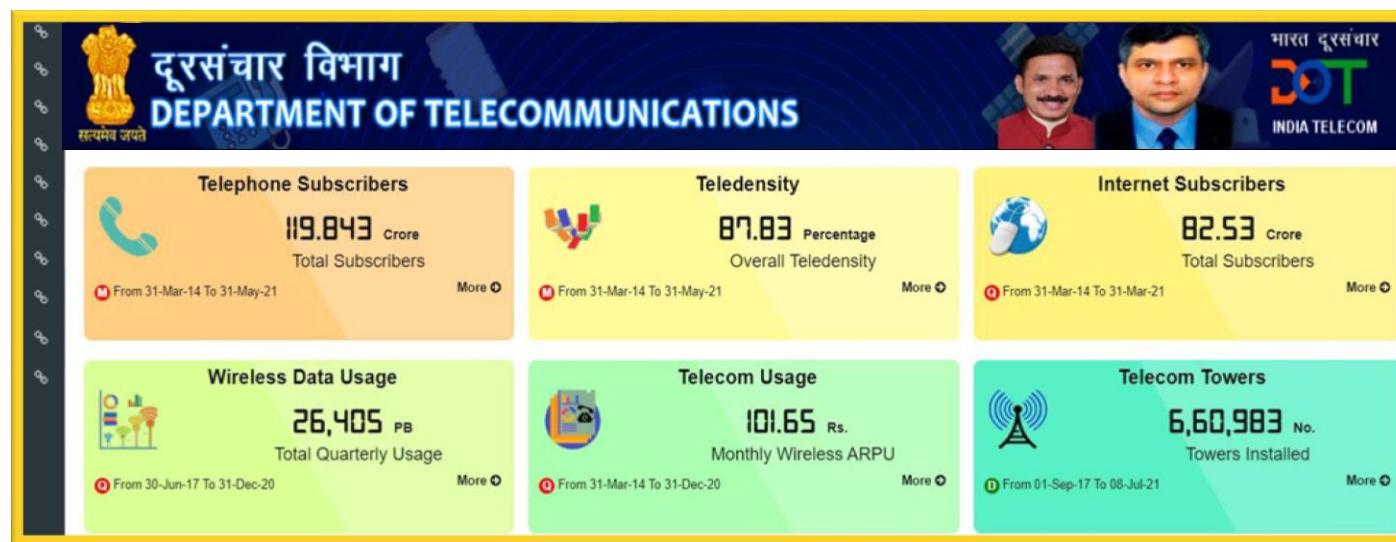




# DARPAN – Dashboard for Analytical Review of Projects Across Nation



<b>Key Statistics</b> <b>Prayas Darpan</b>	<b>49</b> Central Ministries	<b>245</b> Projects / Schemes Integrated	<b>888</b> Key Performance Indicator Monitored
<b>Key Statistics</b> <b>Central Ministry</b>	<b>32</b> Central Ministries / Departments	<b>446</b> Projects / Schemes Integrated	<b>1,487</b> Key Performance Indicator Monitored
<b>Key Statistics</b> <b>States / UT's</b>	<b>34</b> States / Union Territories	<b>1,648</b> Projects / Schemes Integrated	<b>7,064</b> Key Performance Indicator Monitored



**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

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

**Source of Data**

**Bank**

AEPS, BHIM AADHAAR,  
INTERNET BANKING, MOBILE  
BANKING, OTHERS

**NPCI**

IMPS, USSD, BHIM, NACH,  
NETC, AEPS

**RBI**

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

**Payment Mode**

Digital payments  
volume and value  
based on  
**16 different digital  
payments modes**





- ❖ **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**

### Perspective Plan

- ❖ Parichay Analytics as a service for all instances with independent user and admin dashboard.
- ❖ Data analysis of audit logs using ML to capture unusual authentication activities.
- ❖ Releasing Jan Parichay to 15+ States and 5 Crore users.

**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

360 degree  
profile of  
license, Permit  
and Pass

Reduction in  
delivery time by  
90%

Reconciliation of  
every drop of  
Spirit

Home Delivery  
of Packaged  
Liquor

Pendency Check  
at all levels

***Provides 62+ online services***

***22 k + Registered Users***

***617 Crore + Transactions***

***1.5 Crore + Permits/Pass/EVC Issued***

***6,413 Excise License***

***2.4 Crore + Portal Hits***

**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



## 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

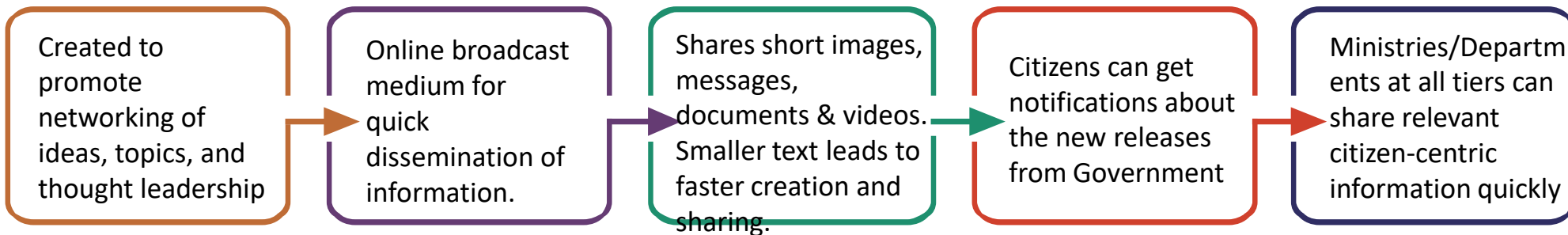
Define rule-based alerts on visuals

# Lok Samvaad, A Public Microblogging Platform

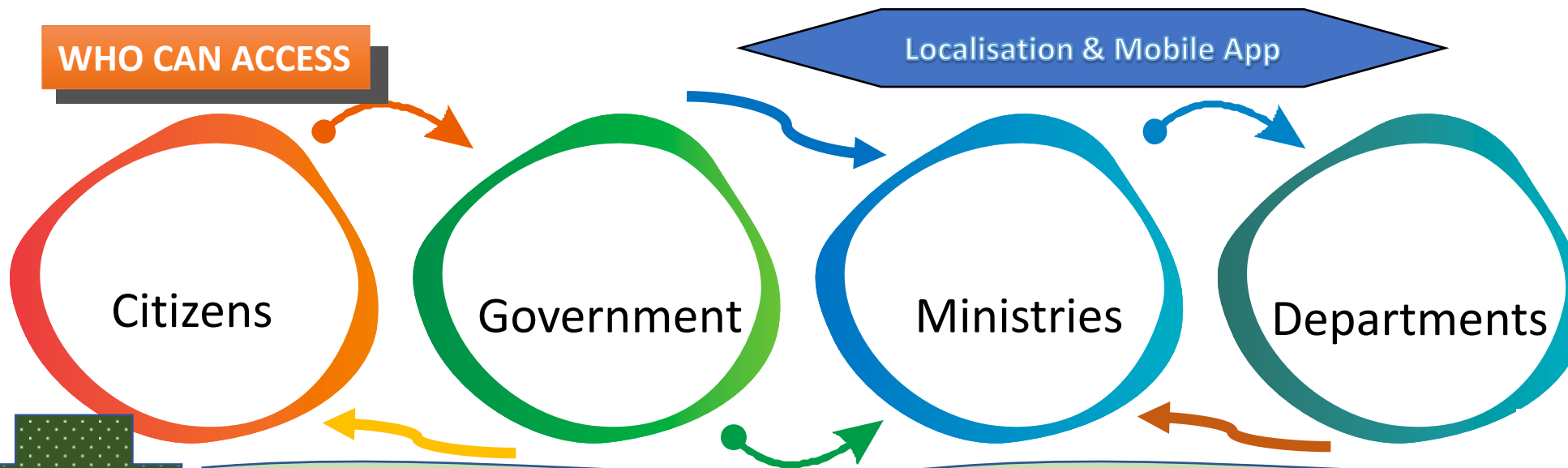
[loksamvaad.nic.in](http://loksamvaad.nic.in)



संवाद – सरकार का जनता जनार्दन से



WHO CAN ACCESS



Citizen Empowerment

Reaching Audiences quickly

Post Analytics

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

# NATIONAL INFORMATICS CENTRE

*Driving Digital Transformation  
in Government*