Ministry of Electronics and
Information Technology
Government of India
सत्यमेव जयते

NIC एनआईसी
National
Informatics
Centre

No Waiting, No Queues, No Delays
Make an Appointment with
Government Officers @ Fingertips
Just log on to
(https://swagatam.gov.in)
or Mobile App

SWAGATAM
Gateway to Visit Government

A *"Digital India" Initiative*

Making appointments were never easy

*Bid Adieu to the Cumbersome & Tedious Process
of making appointments*

Schedule appointments from the convenience of home

Digital India
Power To Empower

About Swagatam

Swagatam is an Initiative by the Government of India to facilitate common man

It bridges the gap between the Government and common people by providing hassle free means to meet government officers

It enables public to have a smooth & simple process of making an appointment by eliminating cumbersome & tedious procedure of making a request for appointment and then visiting the premises

Procedure for Registration

- Visit https://swagatam.gov.in
- Click on Visitor Login Tab and a Login form will be opened
- Fill the form with your details and submit it
- You will receive an OTP in SMS and email in the registered Mobile no. and email id
- Now login with Mobile no. or email id and enter Details of whom to visit and submit request for Daily or Periodic Passes
- Review the form before submission. You can check the status of your request on your Dashboard

Swagatam Key Features

State-of-the-art booking system

Dashboard for Visitors, Officers and Organizations

IN/OUT Gate Management

Quick registration with minimal clicks

APIs for integration with the Ministry/Department website

User friendly and appealing interface

Mobile App

Automated Email and SMS on different events

Online Support and Phone Support

OTP based login and registration

Allows PRO registration of visitors also

Profile Management

Queries and reports to support management

Highly Scalable Application

QR Code integration for security purpose

On-Boarding Procedure for an Organization

- Interested organization submits request online at swagatam.gov.in with the following information:
  - Govt. email ids
  - Name of the Ministry, State or Local body
  - Complete address with Pin code
  - Name, Designation & Contact details of the Nodal Officer (accountable for administrative activities in an organization)
- Upload the document generated by the Swagatam system duly signed by the head of the organization
- NIC creates User id & Password and shares with the registered Nodal Officer /System Administrator
- Nodal Officer / System Administrator of the organization will enter the officers of the organization authorized to be visited

Visitor Activities:

- Register and make an appointment on the fly
- Facility to see all the officers & freedom to choose meeting time
- SMS & email alert on visit confirmation
- Feature to print the visiting pass.
- Notification on SMS & email in case of change in meeting time

Officer Activities:

- Approve, Reject or Forward the appointment request of Daily or periodic nature
- Modify meeting time (as per availability)
- Register visitor(s) and share with approving authority
- See visitors list based on history
- Profile management

Organization Activities:

- Any Govt./Organization/Office can come on-board on Swagatam
- Ability to approve or reject the appointment request
- Data entry option for registration of visitors
- IN/OUT Gate Management
- Visitors' history can be viewed based on past visits
- Search and Reporting module
- Solution for all Government offices
- Can also be extended to other organizations on charges basis

Nationwide presence

- Spanning multiple Central Government Ministries / Offices / Departments
- Coverage across State Government offices / Departments
- Multiple Public Sector Organizations

**Presently available for
Ministries/ Departments/ Organizations
of National and State Governments**

About NIC

National Informatics Centre (NIC) was established in 1976, and has since emerged as a "prime builder" of e-Government / e-Governance applications up to the grassroots level as well as a promoter of digital opportunities for sustainable development. NIC, through its ICT Network, "NICNET", has institutional linkages with all the Ministries /Departments of the Central Government, 36 State Governments/ Union Territories, and about 708 District administrations of India.

NIC has been instrumental in steering e-Government/e - Governance applications in government ministries/departments at the Centre, States, Districts and Blocks, facilitating improvement in government services, wider transparency, promoting decentralized planning and management, resulting in better efficiency and accountability to the people of India.

Support/Assistance

✉ support-swagatam@gov.in

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