

Ministry of Electronics and Information Technology

National Informatics Centre

INDIAN e-GOVERNANCE PRODUCTS

1. The Government of India's ambitious Digital India Programme encompasses implementation of new ideas, innovative solutions and making technology central to the governance. The programme focuses on developing innovative and ground breaking ICT solutions to be used for the organizations worldwide. Under the Programme, 44 Mission Mode Projects are currently being executed to provide citizen centric services in all major domains including education, health, agriculture, GIS and Remote Sensing Services, financial inclusion, social services, transport, urban and rural development.
2. Software applications/products have been developed as State-of-the-art architecture using cutting edge technologies including mobile, cloud and advanced GIS. The focus is to productize software applications with configuration flexibilities for making them readily available with minor customization. These products may be exported and implemented by other countries/organizations.
3. Below is the indicative list of major productized software applications readily available for implementation -
 - i. **Bhu-naksha** is a configurable tool developed using open source technologies to facilitate management of Land Records. It integrates with the existing land records application of the States/UTs and enables printing and mutation of map with Record of Rights (ROR) data. The system is Unicode compliant and has all features of LIS system to handle land records data. It allows query on various features available on the map such as all parcels owned by particular land owner, crop wise query, land holding wise queries etc.

- ii. **National Generic Document Registration System (NGDRS)** – An end-to-end work flow enabled configurable Document (Including Property) registration System which can be used by the registration agencies.
- iii. **e-Hospital** - Hospital Management System is a workflow based ICT solution specifically meant for the hospitals in Government Sector. e-Hospital is compliant to HL7 Development Framework (HDF) and ISO/IEC 9126 certified. It provides end-to-end solution for managing processes and services in hospitals including providing tele-medicine services. It helps small to large size hospitals to streamline patient care, hospital administration, ancillary services and clinical support activities. It is a patient centric system rather than a series of add-ons to a financial system which is more prevalent in the private sector. It consists of more than 14 core modules that covers major functional areas of the Hospital viz. Out Patient Department, In Patient Department, Casualty, etc.. Each module could be implemented individually or be combined to form an integrated system to suit any of the hospital's needs.
- iv. **e-Office** has been designed in sync with the need for an effective and transparent Governance. It envisions achieving a simplified, responsive, effective and transparent working of all government offices. The main services offered are eFile, Knowledge Management System (KMS), eLeave, eTour, Personnel Information System, Collaboration and Messaging Services and Advanced Search functionalities. It is developed as a standard reusable product and can be replicated across the governments. e-Office is based on Technology Neutral Open Architecture. It has Common Data Sets and Standards. It is Unicode Compliant with support for local languages. It provides for Role based access for authorization and Directory based authentication. It includes a Workflow manager and has an Organization level common repository of user information for various services and applications.
- v. **Government e-Procurement System of NIC (GePNIC)** – is a step towards automating manual tendering process using internet and associated technologies in a faster and secure environment. The major functionalities covered include: Registration of Government officials & bidders in different roles using a valid DSC, tender creation, publishing of tenders and corrigendum, uploading the decisions of pre-bid meeting, online bid submission / resubmission / withdrawal, online tender opening, decryption of bid documents, uploading the evaluation details, and award of contract. The solution has strong in-built security features including two-

factor authentication with Digital Signature Certificates, Usage of SSL, role-based User Access and bid-encryption at client end, using PKI technologies. It is based on Open source technology and is configurable and has been successfully implemented in many states and central government departments.

- vi. **PlanPlus** (<http://planningonline.gov.in>), software under ePanchayat MMP is designed to simplify and strengthen the decentralized planning process based on participatory approach. It enables preparation of District as well as Sectoral Plans, in harmony with the guidelines for decentralized planning issued by the Planning Commission. PlanPlus accommodates customizable workflows to suit state specific requirements. PlanPlus has been adopted by more than 70,000 planning units across the country, amounting to approximately 70% adoption. It utilizes open source technologies and has been implemented in more than 15 states.
- vii. **Service Plus** (<http://ServiceOnline.gov.in>) - A Meta Data based configurable eService Delivery System, where eServices to the citizens are configured along with their workflows and processes in no time and delivered to citizens.

viii. ePanchayat

Panchayat Enterprise Suite (PES) under ePanchayat Mission Mode project was rolled out and Training/Maintenance activities are being carried out. Currently, all the 10 applications are extensively being used by the States. All the applications are interlinked and follow Local Government Directory codes. Training is being undertaken across the country on all PES applications. Following is the applications and the number of States using the application respectively.

1. Local Government Directory All States are on board
2. Area Profiler
3. PlanPlus
4. ActionSoft 28 (No. of Plan Units using ActionSoft is 40,255)
5. PRIASoft
6. National Asset Directory
7. ServicePlus
8. Social Audit Meeting Management

9. Training Management Portal

10. National Panchayat Portal

- ix. **eTransport (Sarathi & Vahan)** - The objectives of the Transport Project to create/develop standard schema/datasets for all RTOs across the country, computerize and connect all RTOs across the country, develop and implement standardized software for Driving License (DL) & Registration Certificate (RC), issue smart card based DL & RC and establish the State Register and National Register. 96% of RTOs across the country have been computerized. These RTOs are connected to NIC Data Centre through the VPN/BB/Leased Line. State Register has been established for all the states and 90% of the data of the RTOs computerized has been replicated to the State Register.
- x. **Soil Health Card:** It aims at promoting Integrated Nutrient Management (INM) through judicious use of chemical fertilisers including secondary and micro nutrients in conjunction with organic manures and bio-fertilisers for improving soil health and its productivity; strengthening of soil and fertiliser testing facilities to provide soil test based recommendations to farmers for improving soil fertility; ensuring quality control requirements of fertilisers, bio-fertilisers and organic fertilisers under Fertiliser Control Order, 1985; upgradation of skill and knowledge of soil testing laboratory staff, extension staff and farmers through training and demonstrations; promoting organic farming practices etc.
- xi. **Cooperative Core Banking Solution (CCBS)** an Integrated Core Banking Application specially designed to meet all the banking related requirements of State Co-operative Banks (SCBs), District Central Cooperative Banks (DCCBs), and Primary Agricultural Credit Societies (PACSS). Common interface for all the category of banks provides integration of information flow within the banks. CCBS helps in financial inclusion and better monitoring of banks.
- xii. **Online Admission Counseling System - "e-Counseling"** is a web based application package for online admissions. The system aims at streamlining the admission processes in all phases like Examination, Counseling and post counseling in the Technical and Academic Institutions across the country. It provides 100% Transparency in the admission processes, Avoids overlapping of multiple examinations at multiple locations. The seat allocation is carried out as per the merit, reservation policies and choices exercised by the candidates.

- xiii. **eCourt** aims at ICT enablement of the lower courts across the country in their functioning. The key functionalities of the project are IT enablement of case filing, allocation, registration, case workflow, orders and judgments. Web availability of Cause lists, Case status, orders, judgments thereby making it accessible to litigants advocates, and general public. The project aims to build a national grid of key judicial information available 24x7 in a reliable and secure manner. The main services to the public are Registration of cases, copies of judgments through the web, Preparation and delivery of decrees through email, generation of automated cause list, generation of court diaries, Availability of Case status Generation of daily orders. The services for Registry are submission and tracking of report of Commissioner/ pleader appointed for recording evidence, storing of documentary evidence, Scanning and digitally capturing the cases in the database, automated calculation of court fees due and paid, Release of orders to the copying section, Filing of written statement by the defendant, Tracking of generation of written statement, etc.
- xiv. **ePrison - Prison Management System**: This system keeps comprehensive information about prisoners, their court cases and their lodging pattern. It also records, tracks and monitors the movement of prisoners and the action taken on their court hearing.
- xv. **eSamiksha** an online Monitoring and Compliance Mechanism has been developed to fast track the compliance of pending action points, proposals, targets, etc of various Ministries/Departments/Organisations of Government of India and Government of States/UTs. The will enhance efficiency, bring transparency, reduce the need of protracted correspondence and improve the communication between Business to Government(B2G), Government to Government(G2G) and vice versa. Ministry/Department/Organization can obtain compliance status from the Implementing Organization on action points, proposals, issues, targets, etc. The system automatically pushes information to the respective Implementing Departments/Organisations/Agencies enabling them to submit the status regularly till completion.
- xvi. **eTaal** (Electronic Transaction Aggregation & Analysis Layer), is a common platform for evaluating citizen services delivered across the country. It provides an aggregated view of e-Transactions taking place under various eGovernance initiatives of Central and State Government departments including Mission Mode Projects. While some applications had specific internal performance measurement mechanisms defined through Service Levels and Key

Performance Indicators (KPIs), there existed no standard Government-wide criterion or metric to evaluate the impact of all initiatives. The number of end-to-end electronic transactions has been identified as the best indicator for measuring the real-time performance of e-Governance services in terms of service delivery to citizens. eTaal is the electronic dashboard that provides a real-time aggregated view of e-Services delivered at different levels of Governments- Central, State, District and sub-District level. The application automatically pulls the e-Transaction count from applications integrated with it in real-time using API/Web Services technology.

- xvii. **Open Government Data Platform:** The main driving force behind the initiation and implementation of Open Government Data initiative in India is the National Data Sharing and Accessibility Policy. NDSAP paves way towards the initiation of and the consequent implementation of Open Data Principles enabling data sharing through a dynamic platform. Hence a platform data.gov.in was developed by NIC as a means to facilitate for proactive and open access to the data generated through public funds available with various ministries/departments of Government of India.
- xviii. **e-Granthalaya :** Under the e-Granthalaya Project, following two products have been developed for Government Libraries:- 1. e-Granthalaya: A Digital Agenda For Library Automation and Networking - A Library Management Software being implemented in Government Libraries on Request Basis. Over 3500 libraries are using the application successfully. 2. Eglibnet.gov.in - A Union Catalog of Libraries powered by e-Granthalaya and hosted in NIC. Over 36 lakh catalog records of books are accessible in public domain to find the book in nearby library.
- xix. **ePareeksha** (<http://pariksha.up.nic.in/>) – An end-to-end to manage all processes related with recruitment of staff right from application submission to result declaration including screening, examination (hall ticket, attendance) etc.
- xx. **RealCraft** (<http://fishcraft.nic.in/realcraft/home/ker/web/>) – ReALCraft’ is a work flow based online application system for Vessel Registration and License Certificate to the fishing vessels operating along the Indian coast.
- xxi. **Meeting Management System** (<http://Meetingonline.gov.in>) – Meeting management is a work-flow enabled realtime system to manage all aspect related with organization of meeting

including setting agenda, inviting participants, Minutes of meeting(MoM), review, follow up action and sending alerts through e-mail/SMS etc.

xxii. **GIS Services:** Under Up-Scaling of Multi-Layer GIS Platform, NICMAPS Platform services are available in terms of Digital GIS Assets from 1:50 K to 1:10 K with Terrain Map Services using high resolution satellite data. Under GIS Applications & Services NICMAP Services as well as API based map layer services are extended to e-governance projects viz. telecom, panchayat, Banking, and Post Offices etc. and Cadastral Application Integration. Freezing of standards & methodology for feature extraction in 1:10 K for Road, Railway, River, Canal, Water Bodies and settlements has been done.

xxiii. **Utility Mapping Services:** The basic element of a Smart City Governance is the large scale map of the city on which all the utilities have to be superimposed to create a Unified Smart city GIS. Once the city GIS has been created then all departments can build applications. Utility Mapping Division is providing such platform to Ahmedabad, Bangalore, Chennai, Delhi, Hyderabad, Kolkata and Mumbai. Digital map of seven metro cities on the scale of 1:1000 has been developed and hosted at NDCSP, New Delhi and providing basemap services on 24X7 basis. Under Utility Mapping Project (Delhi), Digital Basemap of Delhi has been created which creates a city wide Spatial Data Infrastructure (SDI) with capabilities to produce accurate Geographic Information, accessible to the user agencies likes Delhi Police and Delhi Jal Board. Agencies can access, share and use wide range of data and analyse for infrastructure management. GIS Integration for Department of Posts was carried out in which DoP initiated a project for GIS mapping of their assets data on the 1:1000 Digital basemap of six cities. A web editing module was created for data entry from their location. All Pincode Boundaries, Post Offices, Letter Box, Beat Boundaries and Beat routes in six cities have been marked accurately and web application has been built.