

# Appscape

Mobile technology has emerged as a primary tool for governments to serve their citizens. It has bypassed the need of traditional physical networks for communications and collaborations. It is also much more affordable and accessible, thus strengthening the nation through better citizen-government interaction. To further nourish this interactivity, NIC has created a repository of more than 730 mobile apps available through both the Android and iOS platforms. This issue of Appscape covers some of the more popular mobile apps launched recently. These apps belong to different sectors such as Administration, Development, Finance, Public Distribution, Health and Education.



## Election Quiz App

Developed by NIC Kangra, the Election Quiz app is intended for polling officials assigned to election duties in the General Elections for Lok Sabha 2024 in Himachal Pradesh. It features distinct question banks for Presiding Officers, Micro Observers, and Counting Staff, offering quizzes with 20 randomly selected multiple-choice questions tailored to the users' specific roles.

The app lets users retake quizzes until they reach a satisfactory score, with immediate feedback to help them learn and improve. Users can review past scores and answers, identifying strengths and weaknesses visible to Returning Officers (ROs) and Assistant Returning Officers (AROs).

The primary goal of the Election Quiz app is to ensure that Presiding Officers, Polling Officials, and Micro-observers are thoroughly familiar with the election procedures and prepared for any situation on polling day. The app includes comprehensive training materials and guidelines, serving as a valuable educational resource. This meticulously designed tool aims to enhance the skills, reinforce the learning, and boost the confidence of all polling personnel, ensuring a smooth and efficient election process.

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## Digital Barabandi

The Digital Barabandi initiative in Sriganaganagar, Rajasthan, is a groundbreaking effort aimed at optimising and improving the distribution of irrigation water among farmers. Traditionally, water allocation and irrigation scheduling have been labour-intensive processes, susceptible to human error due to the complexity of calculations involved. The advent of this digital system revolutionises these procedures by ensuring precise time allocation based on the specific area of each farmer's land.

Developed by NIC Sriganaganagar, the app introduces transparency to the Barabandi process, significantly reducing the potential for disputes among farmers and minimising complaints received by local offices and related departments. This digital approach not only conserves valuable human resources and time but also empowers farmers with accurate information about their irrigation schedules directly from the canal distributaries.

The Digital Barabandi system exemplifies a commitment to leveraging technology for agricultural efficiency and equity. By automating the calculation and distribution process, the app ensures fair water distribution, fostering better relationships among farmers and promoting sustainable agricultural practices in the region.

 *Shri Paramjeet Singh (dio-gng@nic.in)*

## eCourts Services

The eCourts Services app is a comprehensive tool designed to provide detailed information on cases filed in Subordinate Courts and most High Courts across India. Tailored for use by citizens, litigants, lawyers, police, government agencies, and institutional litigants, the app allows users to access case details based on their specific needs, be it for District Courts, High Courts, or both.

Key features include a variety of search options, such as CNR (a unique number assigned to each case), case number, party name, filing number, FIR number, advocate name, relevant act, and case type. The app displays initial search results with case numbers and party names, with further details accessible through expandable captions. Users can view comprehensive case information, including type, filing and registration numbers and dates, hearing dates, court and judge details, petitioner and respondent information, case history, and judgments/orders.

The "My Cases" tab allows users to save and manage cases of interest, creating a personalized case portfolio. Features like the "Today's Cases" button and refresh option ensure users have the most current information. The app also includes an Advocate search feature, generating lists of cases associated with a particular advocate's name or bar code, and a unique cause list option for viewing all cases.

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## Rajasthan Social Pension

The Rajasthan Social Pension app, developed by NIC Rajasthan for the Social Justice and Empowerment Department (SJED), streamlines the implementation of social security pension schemes. These schemes adhere to Article 41 of the Indian Constitution, which mandates state support for citizens facing destitution, old age, sickness, disablement, and other cases of need, within the state's economic capacity.

Introduced in 1995, the National Social Assistance Programme (NSAP) established a framework for a national policy on social assistance for the poor. The app builds on this foundation, ensuring pension benefits to eligible beneficiaries.

### Key features

- Simplifies the application process for pensions.
- Ensures that only eligible individuals receive benefits.
- Allows users to track the status of their pension applications.
- Provides timely updates on application status and disbursements.
- Facilitates the submission and tracking of complaints and issues.

The app aims to empower the elderly, disabled, and other vulnerable groups by ensuring they receive the financial support they need.

 *Shri Jitendra Kumar Verma (sio-raj@nic.in)*

## myCGHS

The myCGHS app, developed by NIC Himachal Pradesh and the NIC Health Team, is designed to enhance access to healthcare information and resources for CGHS beneficiaries. This user-friendly mobile application offers a wide range of services, significantly improving convenience and accessibility. Its key features include:

- Users can book, cancel, and view appointments for their preferred time, date, doctor, and Wellness Centre, ensuring flexible healthcare management.
- Provides access to electronic health records, allowing beneficiaries to download CGHS cards and index cards.
- Facilitates easy access to lab reports from CGHS labs.
- Enables users to check their medicine history.
- Allows users to check the status of medical reimbursement claims.
- Provides access to referral details.
- Users can search for nearby empaneled hospitals, labs, and dental units.

The app also incorporates robust security features, including two-factor authentication and mPIN functionality, ensuring the confidentiality and integrity of users' data.

 *Shri Ajay Singh Chahal (sio-hp@nic.in)*

## Meri Panchayat

The Meri Panchayat app is a unified mobile-based governance platform catering to 80 crore rural residents, officials, and stakeholders of Panchayati Raj. It facilitates transparency, accountability, and public participation in Panchayat activities.

This app integrates various portals such as e-Gram Swaraj, GPDP, MGNREGA, and others, offering citizens easy access to information about Gram Panchayat operations and initiatives. Users can access details about Gram Sabha meetings, development plans, budgets, ongoing works, welfare schemes, and more, empowering them with insights into local governance.

The app encourages public engagement by enabling residents to propose and review activities in the GPDP, report on-site issues, and track complaint resolutions. It enhances governance by promoting social auditing of development works and ensuring real-time monitoring of projects, thereby fostering greater community involvement and accountability.

Overall, the Meri Panchayat app serves as an effective and user-friendly tool for digital governance, empowering rural communities to actively participate in the development and management of their Panchayats while promoting transparency and efficiency.

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## LG Listening Post

LG Listening Post is an innovative grievance redressal system developed specifically for the Office of the Lt. Governor of Delhi. It serves as a platform where individuals can submit their grievances through various channels including the portal and mobile app. This multi-channel approach ensures accessibility and ease of use for citizens seeking redressal for their concerns. With over 11.1 lakh grievances received and over 92.2 thousand grievances successfully addressed, the platform has already proven its utility in serving the needs of the people.

Key features include the ability to define different levels of redressal officers, automatic forwarding of grievances to the appropriate level for resolution, and defining escalation paths for unresolved issues. Additionally, the platform provides detailed insights such as departmental user listings, subject categorization, locality data, and pending grievance status by designated officers.

One of the most noteworthy aspects is its feedback-based approach to reopening grievances. This ensures that unresolved issues can be revisited based on user feedback, thereby enhancing the chances of satisfactory resolution.

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