

# PUNJAB STATE

## Ensuring Transparency and Reliability in Services provided to Citizens through Efficient ICT Solutions

NIC Punjab has successfully implemented various citizen focussed e-Governance projects in the State fulfilling the objective of making Government services available and accessible 24x7 to the common man at an affordable and hassle-free manner, at the same time ensuring efficiency, transparency and reliability of such services.

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**P**unjab State is situated in the north-west region of India and is one of the most prosperous States in the Country.

The name Punjab has been derived from the combination of two words; ‘Panj’ for five and ‘Aab’ for water, meaning Land of five rivers. Majha, Doaba and Malwa are the three regions of the State. According to 2011 Census of India, the total population of Punjab is 2,77,43,338. Today there are 22 Districts and 5 Divisions in Punjab.

### ICT SERVICES IN PUNJAB

State of Punjab has been emerging as one of the leaders in the country to implement e-Governance initiatives in every sphere of governance, in order to bring paradigm shift in citizen service delivery and Government functioning, with vision “Make all Government services accessible 24x7 to the common man at affordable costs and in hassle free manner, and ensure efficiency, transparency & reliability of such services”. For making this vision true, NIC Punjab has implemented various e-Governance projects in State.

Ministry of Electronics & Information Technology (MeitY) of Government of India provided e-Readiness report according to which Punjab is one of the leading States of India in making the use of Information and Communication technologies (ICT) effectively. NIC Punjab is providing its expertise in ICTs-design, development and implementation of various ICT services to the State Government like Suwidha, Sewa Portal, invest Punjab, Election, VAHAN, SAR-ATHI, eCounseling, eOffice, HRMS etc.

### NIC PUNJAB STATE CENTRE

Established in 1988, Punjab State Centre



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National Informatics Centre, Punjab has always provided excellent support to the Government of Punjab for designing and implementing important e-Governance projects. I would like to specially mention the outstanding achievements of National Informatics Centre in designing the regulatory approval system for invest Punjab which has been recognized as one of the best in India, and also for implementing the e-District Projects in all districts of the State.

National Informatics Centre, Punjab has always been very proactive in supporting the State Government to analyze, design and implement information systems.

I look forward to greater synergies between National Informatics Centre and the State Government in future and wish NIC, Punjab great success.

**KARAN AVTAR SINGH**  
Chief Secretary  
Government of Punjab

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of National Informatics Centre (NIC-Punjab) has been instrumental in bringing ICT culture in Punjab government.

With a focus on building IT interfaces to facilitate citizen-friendly and transparent government, NIC has made significant contributions in improving service delivery by a number of departments such as Revenue, District Administration, Rural Development, PDS, Finance, Agriculture, Industry, Labour, Health, Education, Elections, Social Welfare, Food & Civil Supplies, Courts etc.

NIC-Punjab has offices at State and District levels within government complexes so as to have a very close coordination with the government. NIC provides the following services.

- Technical Consultancy
- Software Development & Maintenance
- Network (NICNET/ NKN) & Video Conferencing Services
- Technical Support for implementation of NIC Projects
- Domain Name registration
- Web Hosting
- Cloud Services
- Application Training Services

## DESIGN, DEVELOPMENT & IMPLEMENTATION

Following were designed, developed, implemented solutions in various sectors of Punjab Government:

### INDUSTRY

- One Stop Clearance System for Punjab Bureau of Investment Promotion, Single Roof Clearance System (SRCS) for Haryana Enterprise Promotion Board, Punjab Industrial Inspection Monitoring System (PBIIMS)

### CITIZEN SERVICES

- Punjab Sewa Portal covering 271 services

### EDUCATION

- Standardized ITI Portal (eITI), eCounseling for Punjab State Board of Technical Education (PSBTE), eCounseling for courses covered under ITI's (for Department of Technical Education and Industrial Training), eScholarship (ASHIRWAAD)

### PUNJAB PUBLIC SERVICE COMMISSION

- PPSC-ISR (Integrated Solution for Recruitments for Punjab Public Service Commission)

### AUTOMATION OF WORKPLACE

- eOffice, a digital workplace solution for 22 DC Offices, MilkFed, PMIDC, ETTSA, DGR and MSGSIPA

### HEALTH

- Blood Bank Management System, Mid-day Meal Monitoring System, MedLEaPR (Computerization of Medico Legal Reports and Post Mortem Report), Cancer Rahat Kosh Fund Monitoring System (CRFMS-Web), MCTS/ RCH (Mother- Child Tracking System)/ RCH (Reproductive and Child Health), Track Child, National Tracking System for missing & vulnerable children, eHospital.

### LABOUR

- Web Portal for Labour Department

### ADMINISTRATION & GOVERNANCE

- Human Resource Management System- Manav- Sampada, Government eProcurement System- GePNIC

### ELECTION

- District Information System for Election, Punjab Poll Day Monitoring System

### RIGHTS & SOCIAL JUSTICE

- PB-PGRAMS (Public Grievance and Redress Monitoring System)

### TRANSPORT

- VAHAN (Vehicle Registration System), SARATHI (Driving License Issuance System for Transport Department), e-Challan, Punjab Roadways Collection Monitoring System (PBRCMS), Permits

### LOCAL GOVERNMENT

- Web Portal for Department of Local Government Punjab

### NETWORK & WEB SERVICES

- NIC Punjab Cloud Management
- Domain Name Registration
- Email Creation
- VPN Services (remote publishing facilities)
- Website Hosting
- Websites for all the 22 Districts of Punjab
- Video Conferencing

## MAJOR INITIATIVES

### PUNJAB SEWA PORTAL (PSP)

(<http://164.100.146.172/cui/>)

In order to ensure better and timely delivery of various government services delivered through different departmental systems under one roof, Govt. of Punjab has set up 2147 Sewa Kendras as single point of contact in different parts of urban as well as rural areas of the state. Punjab Sewa Portal (PSP) has been developed by NIC Punjab as an umbrella platform to enable the delivery of citizen-centric services of all the departments under one roof covered under Right to Service



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NIC Punjab has been extending excellent support to Government of Punjab in various verticals of e-governance in the State of Punjab. I appreciate the good work done by NIC Punjab at State as well as District level

I would like to have NIC's more proactive participation in development of IT support systems. I look forward for creation of new synergy between NIC and State Government Departments for continued support and effective results.

I wish all the best to NIC in its endeavor.

**Dr. NIRMALJIT SINGH KALSI**

Addl. Chief Secretary  
Home Affairs & Justice  
Government of Punjab

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Seva Portal



Manav Sampada



Labour Portal

(RTS) act by integrating applications providing Citizen Services. At present 271 services of 23 Departments are being delivered through the system. Average citizen footfall is around 50000 per day.

**INVESTOR PORTAL**  
(<https://investpunjab.gov.in>)

Investor Portal or One Stop Clearance System (i.e. OSCS) is a common platform developed for the investor to obtain regulatory clearances as well as fiscal incentives from various departments through Punjab Bureau of Investment Promotion. The web portal is based on responsive design i.e. it provides an optimal viewing experience - easy reading and navigation with a minimum resizing, panning and scrolling - across a wide range of devices (from computer monitor to mobile phones). Till date system has processed 353 projects worth 20,000 crore rupees. Portal has been replicated in Haryana and UT Chandigarh. Replication in Daman and Dadra Nagar Haveli is in the pipeline.

**MANAV SAMPADA (Human Resource management System)**  
(<http://www.ehrms.nic.in>)

NIC Punjab is implementing the Manav Sampada software and so far service book data of around 3.52 lakh employees out of estimated 3.60 lakh employees has been captured in a streamlined and standardized manner. Once the employee database is completely entered, not only it will be used as base for many other governance related software but will also be used for policy decision, manpower administration and rationalization.

NIC Punjab has trained 1700 plus master trainers of different departments / boards/corporations and PSUs besides helping the departments in implementing the software smoothly. District Informatics officers of all the districts are also helping in the implementation of the application

in district and field offices.

**LABOUR PORTAL**  
(<http://pblabour.gov.in>)

Department of Labour, GoP has been delegated the power to maintain the industrial peace and harmony, safeguarding and improving the working conditions of the workers in the industries running in the state by enforcing various laws in the State. For better compliance of these acts and rules, Department of Labour is having vigilant eye over the industry. To have better co-ordination between the department and industry, department has come out with web based solution for ease of administration for 27 services. Integration of Construction Worker's Welfare Board services is also planned.

**PPSC-ISR (Integrated Solution for Recruitments for Punjab Public Service Commission)**  
(<http://ppsc.gov.in>)

Integrated Solution for Recruitments for Punjab Public Service Commission aims at integrating and computerizing the recruitment process undertaken by PPSC Punjab. It is a CMS based application and is generic in nature.

**SCHOLARSHIP PORTAL OF PUNJAB**

Scholarship portal of Punjab is an attempt to provide speedy scholarship to the Scheduled Caste and Other Backward Class students through online application and disbursal mechanism. The portal has been implemented for automation & effective management of processes related to application receipt, processing, sanction and disbursal of Post Matric scholarships. This portal also provides beneficiaries data in standard format for automatic disbursement through UID/Banks. The portal has been implemented successfully and has become an efficient tool in the hands of the administration to

provide the scholarship to the needy students in stipulated time frame.

**PRISON & VISITOR MANAGEMENT SYSTEM**  
(<http://eprisons.nic.in/npip>)

This project aims to modernize and computerize the functioning of the Prisons which are always under pressure due to ever increasing number of prisoners and visitors who visit the prisoner on regular basis.

**RTSIS (Right to Service Information System)**

RTSIS is a Web Based System for monitoring timely delivery and pendency of services provided by various Govt. Departments for the services notified under RTS act. It is also integrated with several departments such as Police, Urban development to generate state level MIS for RTS Commission.

**EOFFICE IMPLEMENTATION IN NIC PUNJAB**  
(<http://eoffice.punjab.gov.in>)

In Punjab, eOffice has been implemented in all 22 DC offices, Department of Governance Reforms, MilkFed, EETSA, PMIDC, MGSIPA. Many other Departments like, Punjab State warehousing corporation, PUNSUP, Punjab Mandi Board and transport are in progress. Government of Punjab is planning for complete rollout across the state. NIC Punjab is focusing on closure of manual files through this system.

**COOPERATIVE CORE BANKING SYSTEM (CCBS)**  
(<https://www.ccbs.nic.in>)

NIC's Co-operative Core Banking Solution (CCBS) has been designed and developed keeping in mind the needs and unique requirements of co-operative institutions in India. CCBS software caters to all banking (Advances & Depos-



its) related requirements in terms of maintenance, transactions and reporting. It has been developed as per RBI and NABARD guidelines. CCBS is a simple application which can be used by any State Cooperative Bank, District Cooperative Bank and Primary Agriculture Cooperative Society.

### VAHAN (Vehicle Registration System)

Smart Card based registration certificate has been launched successfully in all DTO offices. High Security Number plates have also been introduced.

### SARATHI (Driving License Issuance System for Transport Department)

Smart Card based Driving License is being issued in all DTO offices. Learners' License is being issued through Schools and Colleges also.

### E-PROCUREMENT(Government eProcurement System - GePNIC)

(<https://eprocpbpwd.gov.in>)

(<http://eprocmr.gov.in>)

NIC e-procurement solution (GePNIC) is being implemented in PWD department since 2000 & till date 10114 tenders have been processed and awarded through system worth Rs 22943 Crores. In the last financial year (2016-17) 98 tenders worth 94 crores have been processed. The system is fully automated and entire tendering process from Bid creation to award of contract is automated. The online payment of EMD & Tender fees &



NIC Punjab organized a 5 day training Program for training on e-Procurement (GePNIC) software for all the department of Punjab Govt from 9th October to 13th October 2017.

refund has been enabled in system since 2016. From 1st November 2017 all the departments of Punjab Government shall switch over to NIC system. For this NIC Chennai & Delhi team are working day & night to release the system for all departments before 1st November 2017.

NIC Punjab has organized a training Program for all the department of Punjab Government from 9th October to 13th October 2017 & around 125 officials have been trained to use the system.

### ITI PORTAL SYSTEM (CCBS)

(<http://www.punjabitis.gov.in>)

A portal which dynamically generates websites of all ITIs has been developed in the state so as to enable them to update information related to infrastructure,

quality, result etc. in a standardized and uniform manner. The information entered/ updated by each ITI is made available in public domain immediately in real time. Various MIS and query reports give opportunity to the ITIs and Department for better monitoring and decision making.

### ECCMS WEB 1.0 (Web based Court Cases Monitoring System)

(<http://ccmspb.gov.in>)

Web Based Court Cases Monitoring System (eCCMSWeb) facilitates departments / officers to manage and monitor court cases of any type pending in different courts. It can provide latest information about any pending case at any point of time. eCCMSWeb helps the departments/ officers to track the cases, prepare cause-list well in advance, and maintain complete history of the case including follow-up action taken apart from other activities. eCCMSWeb can generate a number of MIS reports including query based reports based on given parametric values.

### PUNJAB INDUSTRIAL INSPECTION MONITORING SYSTEM (PBIIMS)

NIC Punjab has designed a system in consultation with Department of Industries & Commerce where industry can get all clearances like Boiler I/E Permission, Boiler Registration and Licenses etc. through online system. This system provides facility to monitor boilers deployed in State of Punjab by performing various inspections as per Indian Boilers Act 1923. The system has been designed to provide pre-intimation



Inauguration of eChallan at Jalandhar

regarding boiler inspection to industry so that production does not hamper and inspections can be performed in hassle free environment. After inspection, the industry can download digital license through online system.

## DISE (District Information System for Election)

DISE is randomization software for Election Department for formation of various parties / teams, EVM machines etc as per ECI guidelines. DISE-MC and DISE-NP are randomization software developed for State Election Commission for Municipal Corporation and Nagar Panchayat elections respectively.

## PPMS (Punjab Poll Day Monitoring System)

PPMS is Web based application software for Department of Elections, Punjab. It is aimed at capturing a set of fixed events for all the Polling Stations of an Assembly Constituencies on Poll Day through SMS by the authorized mobile numbers from respective Polling stations (in this case PROs, APROs, BLOs, RO, ARO-1, ARO-2, SM) in a prescribed format and to update the database for online monitoring reports on CEO's website. The software has the provision for entering data through web-entry also. Web-entry is only allowed to authorize users like ROs/AROs of the assembly segments.

## IMMIGRATION CHECK POST COMPUTERIZATION

Immigration, Visa, Foreigners Registration and Tracking (IVFRT) has been implemented in all districts of Punjab and immigration check posts at SGRD Ji Amritsar and Chandigarh International Airport, land check post Wagha Border, Amritsar and rail check post Attari, Amritsar.

## GRANTS MONITORING SYSTEM

Developed and implemented by NIC Gurdaspur, it was launched by Hon'ble Rural Development Minister and Education Minister of Punjab in district Gurdaspur segments.

## NATIONAL GENERIC DOCUMENT REGISTRATION SYSTEM (NGDRS)

NGDRS developed by NIC Pune has been tested at Adampur and Moga Tehsils. UAT has been received. State wide implementation of NGDRS in Punjab has been approved. NIC is in the process for preparing DPR for state wide

roll out and Pilot launch by 15th November 2017.

## OTHER APPLICATIONS

- Mid-Day Meal Monitoring System (MIDMMS)
- National Database of Arm License (NDAL)
- Central Public Procurement Portal (CPPP)
- Public Grievance and Redress Monitoring System (PB-PGRAM)
- e- counseling for admission to professional courses (Engineering, Diploma and ITI)
- Aadhaar Enabled Biometric Attendance System at 137 central and 38 state government offices
- HortNET
- NeGP – Agriculture
- National Animal Disease Reporting System: for 143 disease at 7000 locations across all districts
- Permits
- Mobile Based Fertilizer Management Information System
- Web Portal for Department of Governance Reforms
- Implementation of LAN,IP Telephony and automation of Economic and Statistical Organization of Punjab
- eTaal ( Electronic Transaction Aggregation and Analysis Layer)
- NKN implementation at 23 Educational/ Research institutions and 7 universities
- AGMARKNET
- Targeted Public Distribution System (TPDS)
- Payroll and GPF
- CIPA (Common Integrated Police Application)
- Dial.Gov
- SPARROW for IAS, IPS and IFS officers
- Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)
- Indira Awas Yozna
- Integrated Child Development Systems
- National Social Assistance Programme (NSAP)
- Track-Child National Tracking System for Missing and Vulnerable Children
- Blood bank Management System (<http://bbmspunjab.gov.in>)
- Border Area Development Plan (BADP)
- Integrated Scheme Monitoring System (ISMS) for Department of Water Supply and Sanitation (DWSS)
- PEAIS (Panchayat Empowerment and Accountability Incentive Scheme)
- Waqf Management System India (WAMSI)
- National Scholarship Portal (NSP)

- Public Finance Management System (PFMS)
- National Career Service Portal
- Jeevan Pramaan (Digital Life Certificate)
- Web Portal for Department of Local Government
- eHospital
- Blood Bank Management system (<https://bbmspunjab.gov.in>)
- Computerization and Computer Networking of Consumer Forums
- XLNINDIA-Extended Licensing Node

## AWARDS AND LAUNCHES IN 2017



- 1 Silver and 2 SKOCH Order of Merit Award 2017 for eOffice Implementation in Punjab
- SKOCH SILVER Award 2017 and SKOCH Order-of-Merit Award 2017 for District Barnala
- SKOCH Order-of-Merit Award 2017 for District Fatehgarh Sahib.
- SKOCH Order-of-Merit Award 2017 for Department of Governance Reforms (DGR), Punjab.
- Launch of Grants Monitoring System developed by NIC Gurdaspur by Hon'ble Rural Development Minister and Education Minister of Punjab.
- Shri Rohit Chaudhary, IPS, ADGP (Law and Order), Punjab Police launched e-Challan system at KVM Sanskriti Public School, Jalandhar on 21-07-2017. With this launch, Punjab Police Jalandhar has become the first Traffic Police unit in the country to start e-challan using handheld devices integrated with the national database of VAHAN and SARATHI.

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