

UTTAR PRADESH

Striding to transform into “Uttam” Pradesh of good governance

The NIC Uttar Pradesh State Centre has been instrumental in providing ICT-based efficient and assessable e-Governance services to citizens by implementing projects and providing able technical support to various initiatives of the State Government. The e-Governance projects are not only making lives of citizens easier by taking services to their doorsteps, but have also made the administration quick, responsive, transparent, hassle-free and easily accessible.



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Uttar Pradesh is the most populous state in India with over 200 million people. Beautiful attractions such as Taj Mahal, one of the seven wonders of the world, located in Agra city, and religious places such as Mathura, Ayodhya, Vrindavan, Gokul and Varanasi make the state a favourite tourist destination. Besides, UP is also the largest producer of food grains in the country, and accounts to have a share of 17.83% of its total produce of food grains.

Although UP enjoys a prestigious status in all the verticals, it is worth highlighting that the Government of UP has also made notable accomplishments in ICT, which have enabled the authorities to connect better with citizens. Implementing advanced e-Governance projects in the State, NIC has been channelising all such technological endeavours with great enthusiasm.

The NIC State Centre in Uttar Pradesh was incepted in 1988 after which, NIC District Centres were established in all the 75 Districts to mark the organisation’s prominent presence in the state. NIC-UP has its State Centre at Yojna Bhavan, located in the premises of State Secretariat. NIC also has its Centres at High Court, Lucknow & Allahabad, Governor’s House, Chief Minister’s Office, Board of Revenue, APC Office, Rural Development Department, Finance Department, Vidhan Sabha Library, Secretariat Buildings, IVFRT Varanasi, Chaudhary Charan Singh Airport and Kendriya Bhavan, CGO Complex.

Having leveraged IT for transparency and enhanced governance, NIC-UP has been instrumental in architecting and implementing numerous e-Governance projects in the State. In joint collaboration with the State Government, the organisation has efficiently led the automated operation of various

governmental processes by employing latest of technologies.

NIC core services towards a Digital Uttar Pradesh

❖ **Integrated Network Operations – Information Highway to the entire Government of Uttar Pradesh through NICNET/NKN and UPNICNET**

- Internet connectivity provided to around 500+ State/ Central Government Departments
- Over 20000+ LAN Nodes in the State.
- National Knowledge Network (NKN) - Connecting knowledge institution with Multi-Gigabit PAN India Network
- 88 links to institutions under NKN have been commissioned and made operational in the state of Uttar Pradesh, which include 22 institutions that migrated from NMEICT. NKN Links have also been extended to 75 NIC District Centres of UP.

❖ **Vide Conferencing**

- Studio-based videoconferencing services in all 75 districts, 18 Commissionaires, 37 District Court & District Jails, High Court, BoR, CM Office, DGP Office, Commercial Tax, State Election Commission etc.



“NIC has always played a pivotal role in channelising the powers of e-Governance to the masses of Uttar Pradesh. Initiatives in e-Governance have enhanced the transparency in citizen-centric services and facilitated in decision-making.

I sincerely appreciate the efforts put in by the officials of NIC, Uttar Pradesh.

ANUP CHANDRA PANDEY, IAS
Chief Secretary
Government of Uttar Pradesh

- Desktop-based videoconferencing provided to all District Magistrates and CDOs
- More than 300 videoconferencing sessions per month resulting in the saving of 36 crore per annum
- Webcast – On-demand webcast services for important state events
- **Domain Registration** - gov.in: Digital identity of UP Government
- **Meghraj GoI Cloud** - Optimum utilisation of infrastructure, on-demand computing services
- **NIC State Data Centre** - Core of e-Governance infrastructure for Uttar Pradesh
- **Cybersecurity** - Safe and secure cyberspace for the entire NICNET community
- **Email** - Manages more than 30000+ email accounts of UP Government
- **Training** - Technical and project-based trainings conducted for Central/ State Government employees

PROJECTS EXECUTED BY NIC-UP e-Hospital

e-Hospital (Hospital Management System) is a workflow-based ICT solution for hospitals in the government sector. This generic software covers major functional areas such as patient care, laboratory services, workflow-based document information exchange, human resource and medical records management of hospitals. It is a patient-centric system, capturing details of patients right from registration to pathology, admittance in wards, treatment etc. This system allows citizens to book online appointments in hospitals, thereby reducing time and efforts in taking appointments with doctors in distant hospitals.

The e-Hospital application has been implemented in 38 Hospitals, 2 Institutes, 8 Medical Colleges, total 48 hospitals in Uttar Pradesh and has catered to 1.47+ crore patients till December 2018.

e-Office

e-Office is an initiative taken to infuse office automation in the governmental office processes. It aims to improve productivity, quality, transparency, resource, time management etc., by replacing the old manual process with an electronic File Management System.

Following is the status of e-Office in UP:

- Implemented in 94 departments of State

Government including CM Office, Chief Secretary Office and Districts Offices

- More than 3,000 government employees trained to shift from manual file system to the electronic version
- Digital Ids/ Emails created for employees and digital signatures have been provided to sign the files electronically
- Inaugurated by Shri Yogi Adityanath, Hon'ble Chief Minister, Uttar Pradesh.

eHRMS (Manav Sampada)

eHRMS Application was developed as a product model for providing a generalised human resource management solution to Government Departments to help them take right decisions at right time with proper monitoring, manpower planning, employee recruitment, postings, promotion and transfer based on their skill sets. It caters to online appointment orders, joining, relieving, vacancy/ recruitment, leave management etc.

Following is the current status of eHRMS implementation in UP:

- 116 registered departments
- 2.03 lakh registered offices
- 805801 employee details entries
- 6.90 lakh service book details entries

DARPAN

An initiative of NIC-UP to efficiently display department information, DARPAN (Dashboard for Analytical Review of Projects Across Nation) is a comprehensive, generic and configurable multilingual dashboard product for the Members of Parliament, Chief Ministers, Governors, Chief Secretaries, Divisional Commissioners and DMs/DCs across Districts and States. It facilitates the presentation of real-time data on Key Performance Indicators (KPIs) of selected schemes/ projects to senior functionaries of the State Government as well as District Administration, which can be used for planning, evaluation and monitoring. It enhances analysis through data collection by consolidating multiple data sources into one centralised and easy-to-access platform. Identifying trends in data to gain enhanced perspectives of projects, the dashboard allows users to personalise their view to prioritise the information they require.

Objectives:

- To achieve consolidated and arranged information in a single frame so that it can

be monitored effectively by the Hon'ble Chief Minister.

- To support dynamic real time monitoring of projects, web services are consumed at regular interval to display state specific data at various micro and macro levels. Regular data updation is done at predefined frequency through APIs.
- DARPAN also addresses a wide range of other objectives and monitors the strategy of the Government of UP, which can check department activities in order to achieve service level targets.
- DARPAN is fully configurable for each and every state.

CM Helpline & IGRS

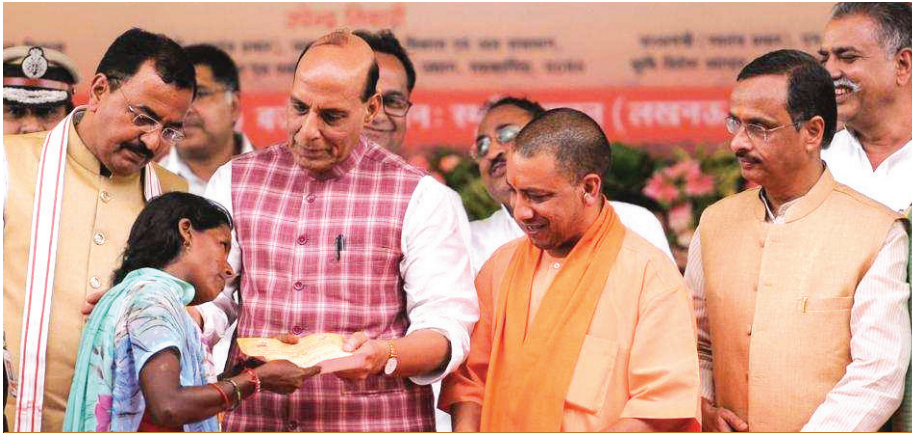
The CM Helpline Project is an extension to already running Integrated Grievances



Redressal System in the state. It facilitates citizens to lodge their grievances/complaints directly to the CM Office through a helpline number. The State Government is in the process of setting up a mega call centre with 500 call centre agents (CCAs) for registering the complaints.

Citizens can file grievances anytime, referring to the concerned department and can also keep the track of grievances lodged till their final redressal. The system highlights are:

- It is a single on-call platform for all types of grievance, demand and suggestion.
- Registration of complaints by dialing a toll-free number 1076
- Grievances can also be registered through Jansunwai web



Shri Rajnath Singh and Shri Yogi Adityanath, along with beneficiaries and other officials

portal (<http://www.jansunwai.up.nic.in>), Mobile App and Janta Darbar of CM and other Officers at Departments/ Zones/ Divisions/ Districts, Tehsil Divas/ Thana Divas/ CSC etc. ♦ Feedback of a complainant is the criteria of final closure of a grievance. ♦ Citizens' satisfaction level is checked by the Hon'ble CM and other Ministers by calling citizens on regular basis. ♦ Received references: 1.05 crore, disposed references: 99 lakh, disposal rate: 94%

Kissan Rinn Mocha Yojna (Farmer Loan Redemption Scheme)

The Government of Uttar Pradesh took a decision to waive off the crop loan of small and marginal farmers across the State up to the limit of Rs. 1 lakh per farmer, arising from loans disbursed during 2008-2016. Launched by Shri Rajnath Singh, Hon'ble Home Minister, GoI, in the presence of Hon'ble Chief Minister, UP, the scheme seeks to waive off loans of 86 lakh farmers (totaling to Rs. 30,729 crore), besides writing off Rs. 5,630 crore in non-performing assets (NPAs) of 7 lakh farmers. It was a huge task with multiple stakeholders. So, in order to infuse transparency in the system, NIC has developed a complete IT-based solution, integrating 56 Banks, District Revenue Officials, District Agriculture Officials, Aadhaar and mobile details of the farmers so that the benefit reaches the right and deserving farmers.

- IT intervention resulted in saving of nearly Rs. 11,000 crore for the state government.

Current Status

- ♦ 4403939 farmers benefitted (NPA + NON NPA) ♦ 24663.62 crore loan amount redeemed

UP e-District: Service delivery to doorstep of citizens

The UP e-District project provides 26 e-District Services and 229 Integrated Services, under the Janhit Guarantee Act, to citizens from the eDistrict Centres and Common Service Centres (CSCs) established in districts and villages respectively. The complete process right from the application to final delivery of certificates has been automated. The web-based application ensures 100% round-the-clock electronic workflow and application tracking. Dashboard based MIS and escalation matrix ensure adherence to the service levels defined for each service and technology such as digital signatures has been used for digitally approving the application and issuing the certificates.

Implementation Status

- ♦ More than 13 crore certificates issued to people and integrated with DigiLocker
- ♦ 51,800+ CSCs extending e-District Services in rural and urban areas

Nivesh Mitra

It is a Digital Clearance System for all approvals from the Government of Uttar Pradesh for setting up the industry.

The partnership between the GoUP and investors is to be strengthened by providing relevant information and supporting entrepreneurs in obtaining all the required clearances and approvals, and also redressing concerns and grievances with the support of all Departments, District Officials and Industrial Associations, thus resulting in transformation of the state into a most sought after industrial hub across the globe.

“Nivesh Mitra was launched by **Shri Narendra Modi, Hon'ble Prime Minister, Government of India** on 21st Feb 2018.”

Salient features

- ♦ Two-way interaction on digital platform between entrepreneurs and departments
- ♦ Online access, submission and processing of application forms for setting up of industries/ enterprises
- ♦ Saves time, money and energy as repeated visits to different departments are not required
- ♦ Automatic SMS and e-mail response to entrepreneur generated at each stage
- ♦ Online tracking at all levels and entrepreneur can respond to objections/ observations online

Till date, 9753 entrepreneurs have been registered and 8547 have got their approvals or NOCs.

Ganga Haritima Abhiyan – One Person One Tree

The Forest Department has launched an online portal for “Ganga Haritima Abhiyan – One Person One Tree” and it was inaugurated by the Hon'ble Chief Minister in Allahabad. The objective of this initiative is afforestation, public awareness, water conservation and to check pollution on both sides of the river Ganga. Saplings will be planted through government depart-



Hon'ble Chief Minister, Uttar Pradesh launching the portal

ments on both sides of the river. Farmers will be encouraged to plant saplings. Approximately 9 crore plants will be planted in a year. The entire scheme related information would be made available to citizens on the web portal in order to infuse an effective monitoring and implementation of the initiative.

The portal facilitates:

- ♦ Plantation of 9 crore saplings with collaboration and participation of people
- ♦ Login for 86 Forest Divisions, 39 State level Officers
- ♦ Plantation Monitoring System at Forest Division Level and State Level
- ♦ Sapling allotment from nursery to

people • Provision for uploading audio and video of events on the portal

PARIKSHA

PARIKSHA (Paperless Recruitment for Intelligent Knowledgeable, Skilled and Highly Able Candidate) is an IT-driven product for recruitments against vacant posts in the Government Departments/ Commissions/ Other Organisations/ PSUs etc., under direct or examination mode. Complete process right from the application submission to final selection has been automated. It has resulted in attracting more applications from other states and also streamlined the entire system, thereby making it more transparent and easier for the candidates. It has been developed under "Implementation of National e-Gov App Store" and implemented in 15 recruitment bodies with more than 3.89 crore registrations.

Nearly 1.20 cr online applications of UPSSSC, 1.02 cr of UPPSC, 81 lakhs of UPPRPB and more than 12 lakhs of UPSESSB Allahabad under various advertisements have been processed through PARIKSHA portal.

AAPURTI- End to end computerisation of TPDS operations

AAPURTI - The web portal of Food & Civil Supplies Department, UP (<http://fcs.up.gov.in>) has been designed as per Guidelines for Indian Government Websites (GIGW). The web portal is bilingual (Hindi & English) and responsive for compatibility with smartphones and tablets.

Current statistics

• 3,28,31,181 ration cards with 13,10,54,073 beneficiaries (units) have been digitised using online Ration Card Management System. • Option for bulk Aadhaar Feeding has been provided. Aadhaar of Head of Family has been feeded in 3,20,20,467 (97.53%) ration cards. • There are 10,91,31,160 (83.27 %) beneficiaries (units) for which Aadhaars have been feeded. • Bulk verification of Aadhaar numbers through UIDAI server is in progress. Aadhaar verification has been done for 9,38,81,040 units out of which 3,26,90,021 units have been seeded with Aadhaar.

Digital initiatives for Land Management (BhuLekh)

To provide transparency and reliability in

managing land spaces of the State, the Uttar Pradesh State Government has adopted technology for smooth processing of matters related to land records with full transparency. The Digital Land Management System deployed using technology and workflow comprises several digital initiatives that include:

• Computerisation of Land Records/ RoR (Bhulekh) • Computerisation of Revenue Court Cases (RCCMS) • Unique identity/ number for each Revenue Plot • Aadhaar seeding and shareholding in RoR • Online applications for mutation and other permissions

e-NagarSewa

Comprising 75 Districts with 18 Divisional Headquarters, Uttar Pradesh has an urban population of 4.44 crore. It has 653 Urban Local Bodies.

This Central Application is named as e-NagarSewa and has been conceived and launched in order to provide services to the citizens of Uttar Pradesh and employees of Urban Local Bodies. Latest trends and technologies like SMS Integration, Payment Gateways, USSD, Android Apps, CSC Integration, IVR Call etc., have been used to address citizens. e-NagarSewa is a stable, reliable and scalable application, which can cater to such a high population. To provide seamless e-governance services to citizens, it is essential to have a better delivery mechanism and information management, and ensure citizen participation in governance. The Central Application has been developed for all Urban Local Bodies of the State.

• Implemented in 60 AMRUT Towns (including 16 Nagar Nigams and 44 Nagar Palika Parishads) • Total 16 modules including Birth & Death Registration, Payment of Property Tax & Water Tax, Licences, Public Grievances System, Monitoring of Projects, Stores Management &



eProcurement System etc. • Integration with Payment Gateway & SMS Gateway

PRERNA (PRoperty Evaluation & Registration Application)

PRERNA is a web-based application, designed to reorient the Stamps and Registration Department towards 100% automation, which will automate the complete property registration process in the state and also ensure the electronic delivery of registration documents and other related services to citizens. The application aims to eliminate the drawbacks affecting the conventional registration system. PRERNA has been implemented in 362 SROs of 350 Tehsils and is capable of recording 60 different types of deed.

Mahila Samman Kosh Portal (MSK)

An online portal, designed and developed for Mahila Samman Kosh (U.P. Rani Lakshmi Bai Mahila Samman Kosh), is a priority project of the Government of UP. It was conceptualised to provide medical and monetary relief to women who are victims of violence and also for maintenance, education and reconstructive surgery of such victims and their minor children. MSK also provides assistance to women/ girl children who may not be the direct victim of violence but require critical social and economic empowerment. Its features are:

- Linked with Rajkosh for e-Payment/e-Receipt through Treasury
- Integration of various Stakeholders (Police, Medical, Legal, Probation, Treasury, District Administration and Public)
- Transfer of monetary relief to banks through PFMS

Till date, Approx Rs. 102.94 Cr. has been disbursed to Acid Attacks, POCSO Cases, Sexual Violence, Dowry Death Victims

e-Parinayapatra (Aadhaar-based Hindu Marriage Registrations System)

e-Parinayapatra is a simple, unique and first of its kind registration system in the country through which registrants can get their Marriage Certificates online without approaching the Marriage Registrar Office. They are required to authenticate their details using Aadhaar and apply online through the departmental website. In this process, the details of husband and wife are

From the States

captured from Aadhaar. Marriage Registration Certificates in Hindi and English are instantly mailed to the registrants' e-mail accounts.

e-TULA (e-Transformation of UP Legal Metrology Administration)

e-TULA (<http://legalmetrology-up.gov.in>) is a web portal used by the Department of Legal Metrology (Weights & Measures), Uttar Pradesh. This online system provides various automated services to dealers, manufacturers, repairers and traders of the State who deal with weights and measures in one form or other, director nominations, registration for packaged commodities, petrol pumps, CNG, auto taxi, flow meter and storage tanks.

Online Transit Pass for Minerals

The Department of Geology and Mining, Government of Uttar Pradesh deals with the allotment of leases for the purpose of mining of minerals on leased areas. Through this process, the government earns revenue of more than Rs. 1500 crore every year. NIC-UP has developed an online system for the allotment of licences (lease) and issuance of eTransit Pass to the leaseholders (lessee), transforming the entire manual lease system to an electronic form. Launched by the Hon'ble Chief Minister in June 2017, the portal also facilitates the department to maintain the details of leaseholders, allotment of mineral wise/ plot number wise leases, accounting of royalty and MIS for providing monitoring reports. The online e-Transit Pass having QR code etc., eliminates chances of issuance of invalid pass.

Current statistics

- All 1890 lease holders functioning through the portal
- Management of 3778 mines across the state
- Tracking of transportation of 22 minerals of these mines
- State Government earned 2170.00 crore as royalty
- More than 63 lakh eMM11 (eTransit Pass) generated

Home Guard Deployment System (UPHAAR)

UPHAAR – UP Home Guard Automation and Rotation System is a web-based deployment system whose objective is to radically improve fair deployment of home guards and automate the complete workflow and internal processes with minimum manual intervention.

- Around 1.0 lakh home guards are deployed monthly. So far, 31 lakh deployed across 9600 duty places in 75 districts through UPHAAR.

Shasanadesh – Government Order Portal of the State

The Government Order (GO) Portal of the State has been implemented to ensure the availability of all the orders released by the government in public domain. The portal provides a user-friendly interface to citizens and officials to facilitate easy and quick searching and downloading of GOs on various parameters. The Hon'ble Chief Minister inaugurated the Online Shasanadesh Summary Service facility wherein GOs would be available on emails once a person registers himself/ herself on the website.

Implementation Status

- Coverage: 445 sections of 95 Departments of the State
- So far, total 47,369 GOs have been uploaded and 49, 63,514 GOs have been downloaded/ viewed by the citizens.

Apart from the above, NIC-UP has also successfully implemented Major Central Projects like e-Procurements (GEPNIC), e-Courts, SPARROW, VAHAN, SARATHI, TPDS, Jeevan Pramaan, AEBAS, e-TAAL, DigiLocker, e-Prison, PRAGATI, MIS for Rural Development & Panchayati Raj, National Scholarship Portal (NSP), IVFRT etc.

Other projects commenced by the State Government are e-Treasuries, e-Kuber, SAKSHAM (e-Scholarship), Sarkari Awas Abantan Pranali (Directorate of Estate), Vidhan Sabha & Vidhan Parishad Online Prasnottar Pranali, State Archives, UP State Cooperative Election Commission, ICDS, e-Counselling, e-Mandi, Bhunakha, SPRINT (Department of Sports & Youth Welfare), Education Recruitment System, Online Registration System of Pre IAS/PCS coaching for SC/ST/OBCs, Integrated Social Pension System, Anti Bhunakha Portal, Madrasa Portal, Excise Lottery System, Online Teachers Transfer System, Sanskrit Secondary Education Board and many more.

Accolades and Awards

- Received Rani Laxmi Bai Veerta Puraskar from the Hon'ble Chief Minister for ICT innovations and developing interoperable systems of Police, Health, Finance and Women Welfare for women empowerment

- Received appreciation from the Hon'ble Chief Minister for innovations in improving taxes through Vanijyakar Automation System (VYAS)
- Received the Highest Digital India Platinum Award for Exemplary Services for VYAS from the Hon'ble Minister of Electronics and IT, Govt. of India
- Presented with Special Jury Digital India Award for e-NagarSewa UP - Electronic workflow-based reforms for ULBs in Uttar Pradesh by the Hon'ble Minister of Electronics and IT
- Conferred with The Award of Excellence from the Computer Society of India for VYAS in CSI-Nihilent eGovernance Awards 2015-16
- Conferred with The Award of Excellence from the Computer Society of India for AAPURTI - Uttar Pradesh Public Distribution in CSI Nihilent e-Governance Awards 2015-16
- Conferred with The Award of Appreciation from the Computer Society of India for Rani Laxmi Bai Mahila Samman Kosh Portal in CSI Nihilent e-Governance Awards 2015-16
- Conferred with The Award of Appreciation from the Computer Society of India for SAKSHAM- The Scholarship Project in CSI-Nihilent eGovernance Awards 2015-16
- Conferred with The Award of Recognition from the Computer Society of India for Vidhan Sabha Prashnottar Pranali in CSI-Nihilent eGovernance Awards 2015-16

Conclusion

NIC has achieved notable successes in UP by successful implementation of various kinds of ICT Applications to serve the government and citizens. But, there is a need to enhance the effectiveness and speed of implementation of ICT projects to make the governance more outcome-oriented. Interventions are focused on BPR, adoption of innovative technologies such as Cloud Computing, Block Chain, Data Analytics, AI, Digital Empowerment of Stakeholders and Redefining the Service Delivery Mechanism to serve the people and stakeholders through e-Governance and m-Governance and realise the vision of DIGITAL INDIA more effectively. ■

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