

Uttarakhand State

Taking Giant Strides in e-Governance and Delivery of e-Services

Edited by **MOHAN DAS VISWAM**

Keeping its pace with the global IT world, NIC Uttarakhand is continuously instrumental in steering ICT in the state, which has left a profound impact on improving the lives of people. All such endeavours made achieving significant innovative breakthroughs including one of the fusions of Drona Technology, NKN, and VC, thus making an onsite look and feel interactive virtual review possible of Kedarnath renovation by Shri Narendra Modi, Hon'ble Prime Minister of India, and accolades from him.



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Uttarakhand, the land of origin of Ganga and Yamuna, Badrinath and Kedarnath, occupies a special place in the hearts of many people in this country & summons tourists worldwide to its alluring grandeur of natural beauty. Also known as Adobe of Gods, the 'Devbhoomi', Uttarakhand with its majestic, snow-clad mountains, lakes, and a rich plethora of flora and fauna, not only enables one to constantly think about the Himalayas but to behold their pristine magnificence time and again.

- Uttarakhand is the 27th state of the Republic of India
- Foundation day 9th Nov 2000
- Capital: Dehradun.
- Population: 101 lakhs (2011 Census)
- Literates: 68.81 lakhs (> 7 years age)
- Boundaries: North – China (Tibet), East – Nepal, North-West – Himachal Pradesh, South – Uttar Pradesh
- Area: 53,483 sq km
- Total Districts: 13
- Distinct geographical regions: High mountain region, Mid-mountain, and Terai regions
- NIC-UK: Formal inauguration on 10th Nov 2001 by the then Hon'ble Chief Minister, Shri Bhagat Singh Koshyari

ICT Initiatives in the State

e-Mantrimandal - A Green Initiative

<http://emantrimandal.uk.gov.in/>

Paradigm transformation of business in Cabinet meetings of Government of Uttarakhand through a complete workflow-based e-Cabinet solution. The system was inaugurated by Sri Trivendra Singh Rawat Hon'ble Chief Minister of Uttarakhand in Jan 2020.

e-Mantrimandal is part of the commitment of my Government of penetrating e-Governance in every sphere of life from apex to grass root levels – Shri Trivendra Singh Rawat, Hon'ble Chief Minister of Uttarakhand. Officers of NIC and Gopan Department deserve accolades for this creditable job- Om Prakash, IAS, Chief Secretary, Government of Uttarakhand.

- Entirely paper-free system
- From setting agenda for meeting to outcomes, MoM, Action Points, Press releases
- ATR by Departments
- Digital Institutional Memory and quick retrieval of cabinet references
- Remote meeting
- e-Mantimandal meetings Jan-Sep 2020-26

Uttarakhand Health Services Dashboard

<http://healthdashboard.uk.gov.in/>

An alert generating tool for disease outbreak and



I am happy that NIC, Uttarakhand has been the preferred choice of Government in e-Governance projects and appreciate that NIC works in close coordination with the Government. I congratulate NIC in bringing out the highlights of the achievements of my Government. The Government of Uttarakhand is determined to carry forward the Digital India movement of our Hon'ble Prime Minister with full vigour and support in Uttarakhand in the coming years so that all sections of the population are benefitted and Uttarakhand becomes one of the best e-Governed States in the Country.



TRIVENDRA SINGH RAWAT

Hon'ble Chief Minister
Uttarakhand

monitoring health of Health Services, this dashboard is the convergence of vital information at a single platform of all those parameters which are significant for maintaining quality health services. Launched by Shri Trivendra Singh Rawat, Hon'ble Chief Minister of Uttarakhand in March 2018.

- Functional at 200 hospitals
- Daily OPD
- Trend analysis on diseases, geographical entities, age, genders, health institutions
- Patient footfall/ Doctors Ratio
- Drugs demand and status
- Blood type-wise availability across the state and transaction trends
- 108 Ambulance Services trend analysis
- No. of patients records on the portal: 58 Lacs



▲ Uttarakhand Government E-Mantrimal meeting in progress Chaired by Hon'ble Chief Minister



▲ Uttarakhand Health Services Dashboard

Vehicles Location Tracking Portal

The portal is developed to track the movement of public transport vehicles such as buses, taxis, etc. carrying passengers on-road (Bus, Taxi, etc.) through VLT devices installed in the Vehicles. Launched by Secretary Transport in January 2019.

- The prime objective of monitoring the safety of women
- Emergency alert when passenger presses the button
- Monitoring at Command and Control Centre
- Monitored through a GIS platform
- Integrated with NERS of Gol
- Total number of VLTS devices installed in Vehicles: 5,000
- Total records received: 3 Crores, with 2 minutes frequency
- Total number of Alerts received: 300

Starbus

Before it became a configurable product, NIC's Starbus software had started its journey long back in 2013 with an advance booking of seats in six long-distance Volvo buses of Uttarakhand Transport Corporation – UTC. Already operational in Uttarakhand and Arunachal Pradesh, being replicated in Chandigarh, J & K, Sikkim, Meghalaya & Andaman, and Nicobar targeting to replicate in NE states by Jan 2020..

- Online and Counter Booking of Seats both Advance and Current
- Passes Management - School children, Freedom Fighters, Journalists, etc.
- Fleet and crew management
- Route optimization, Data Analytics of occupancy in

bus services in lean period

- Tracking of Bus
- Customer feedback analysis
- DBT for concessional travel
- Mobile Apps for Traveller, Conductor, Checking/ Travelling Inspector
- Number of Tickets Booked Online: 4.0 Lakhs
- Revenue earned: Rs 34.60 Crore
- Number of Passes Issued: 15,000

e-Office

Implemented at Sachivalaya, Urban Development Directorate, Dehradun, and US Nagar district, e-Office is a Generic office automation suite that can completely replace the manual systems in Govt offices at all levels and locations. The salient feature of the suite is the e-File component, by which Physical files are replaced with Electronic files which are then transmitted electronically from one Section to Another, with workflow process. The MIS component enables monitoring of file movement and pendency at different levels and officers in integrated mode.

- Total No of Offices covered: 26
- Launched by Hon'ble Chief Minister in January 2020

Uttarakhand Chardam Devasthanam Board Chardham Yatra Portal

Integrated Portal and Automation for better management and bringing transparency for Kedarnath, Badrinath, and other pilgrimage & religious places.

- Online Puja Booking, Online Donation
- Online Accommodation booking
- Money Counting Modules

- Total No. of Bookings: 3020
- Total Revenue Earned: Rs 96 Lakh
- Total Yatra e-Pass issued from July 20: 20,000
- Launched by Hon'ble Chief Minister in February 2020

Helicopter Services Portal Kedarnath

<https://heliservices.uk.gov.in/>

The portal facilitates pilgrims to book Online Seats, with Payment Gateway Interface from any of the three Base Stations of Phata, GuptKashi, or Sirsi to Kedarnath and return. Downloadable e-Ticket is produced at base stations on the date of visit. Pilgrims can choose a return date on the same day of travel or the next day, as per the Business Rules of Civil Aviation authorities.

- Sold Tickets: 15,500
- Revenue earned: Rs. 26 Crore (May-Oct. 2019)

School Education Portal

<https://schooleducation.uk.gov.in/>

The portal is designed to bring all stakeholders of school education in a single platform viz Teachers, Students, Administrators, and citizens. The portal has modules for Categorization of Schools, Service profile of teachers & their extension, Teacher Transfers, Student Enrolment, School Inspections, Rupantaran, etc. It has GIS features and Analytical reports of students such as enrolment, marks obtained, etc., which are linked to the teachers' performance.

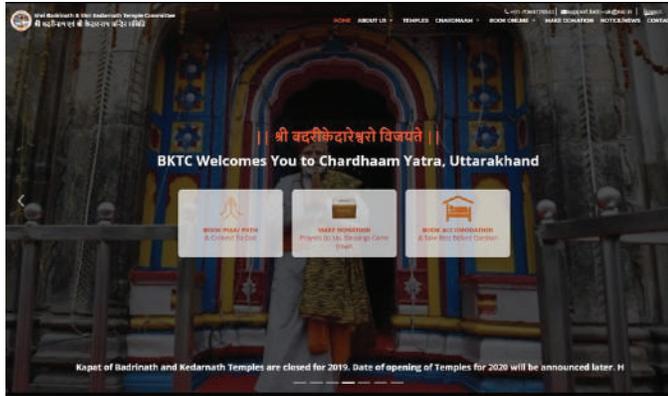
- Coverage No of Govt Schools: 22,000 (Approx)
- No of Teachers: 70,000 (Approx)
- Launched by Hon'ble Minister for School Education in November 2017

▼ Starbus of NIC Uttarakhand

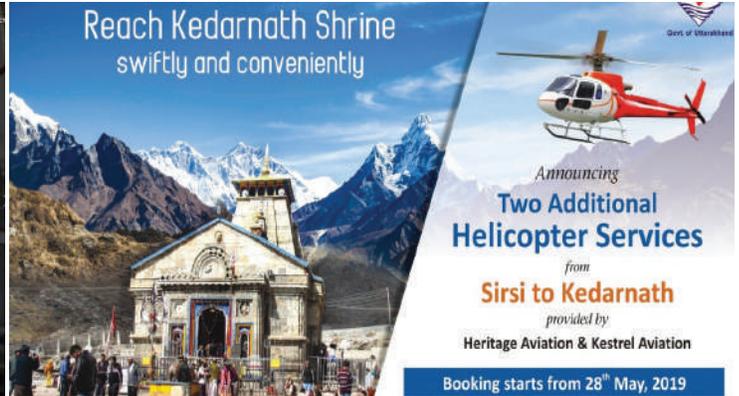


▼ Shri Trivendra Singh Rawat, Hon'ble Chief Minister inaugurating e-Office in Secretariat, Uttarakhand





▲ Uttarakhand Chardham Devasthanam Board Chardham Yatra Portal



▲ Helicopter Services Portal

Integrated Ecotourism Portal <https://www.corbettonline.uk.gov.in/>

Corbett Tiger Reserve is a popular Wildlife sanctuary, visited by thousands of tourists every year. The portal provides tourists online bookings for roaming Jungle Safari, Night stays, etc.

- Advance bookings for Jungle safari, Night Stay, Zoo Entry
- Payment Gateway
- The portal is being replicated in Rajaji Tiger Reserve.
- Bookings - 48, 405 and Revenue earned Rs 9.43 Crores (May'19 - Mar'20)
- Apr 2019 Ver 2.0 launched by PCCF and HoFF Uttarakhand

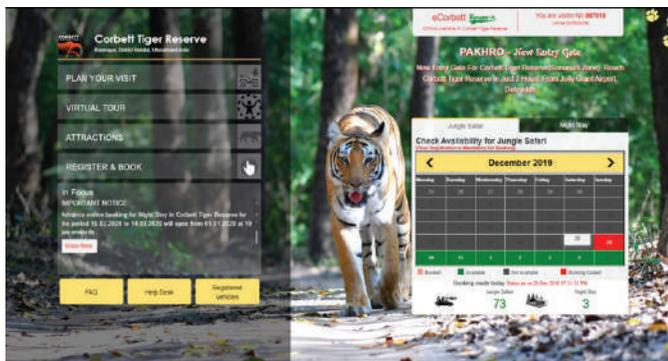
e-Granthalaya <https://eg4.nic.in/ukhed/>

Implemented in all 109-degree colleges in the state, automating Government Libraries, the portal facilitates storing and disseminating digital libraries like e-Books, e-Journals, and e-Publications. Book-Titles - 12,000, Books- 50,000. Launched by Hon'ble Chief Minister, in the month of July 2020

Drinking Water & Sanitation

World Bank-funded Drinking Water Project is being implemented in 30 Peri-Urban areas. The MIS portal enables the Government and World Bank to monitor the status of progress made with KPIs identified by the World Bank. It has 10 Modules to monitor progress all integrated under in portal. Launched by Chief Minister Mar 2020

▼ Integrated Ecotourism Portal



Pragati Portal – Survey of India

An integrated portal to monitor the performance of all the projects of Survey of India across all the locations. Progress through this system can be monitored in terms of physical and financial aspects.

Other Key Initiatives in the State Covid-19

Integrated Covid-19 health and medical care portal launched by Hon'ble Chief Minister in April 2020

- Home isolation mobile app and module for keeping track of the health of Covid-19 patients through online entries by caretakers
- Fever Clinics Computerisation – Analytics of all kind of fevers from 900 hospitals across the state and keeping track of patients
- Surveillance module for ASHA door to door proactive health survey at village landward level
- Daily state health bulletin and dashboard
- Covid-19 Test results from mobile app and module
- Tele-Medicine interaction between doctors and home isolation patients
- IPD Patients movement to Private Hospitals
- Realtime Covid-19 hospitals bed-occupancy and availability module
- Realtime Covid-19 hospitals oxygen availability module

GIS Portal Disaster Management Authority for monitoring movement of migrants to Uttarakhand. <http://covid19usdma.uk.gov.in/>

Portal for Online registration of Citizen Volunteer Force in the fight against Covid-19 <https://covid19cso.uk.gov.in/>

HOPE (Helping Out People Everywhere) - <https://hope.uk.gov.in/> launched by Hon'ble Chief Minister, a platform for Covid-19 migrants job seekers to register online according to skill sets acquired by them. Employers also register themselves for skilled manpower.

Portal for Chief Minister Relief Fund <https://cmrf.uk.gov.in>

E-Learning Portal to simulate classroom experience for Govt School students - Teachers uploaded Videos & handwritten text for study by students 1500 contents uploaded 32000 downloads in portal <https://www.educationportal.uk.gov.in>

PMKAY - Pradhan Mantri Garib Kalyan Yojana – Online alerts and distribution of food grains during Covid-19 lockdown and after

Aarogya Setu Mobile for Covid-19 Contact Tracing Health, RAT and RTPCR tests

E-Mulakat - Electronic interaction between Jail Inmates and their relatives

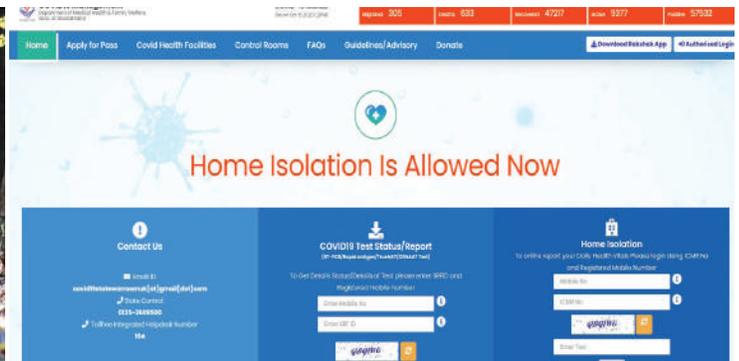
E-Vidhan Sabha for conducting virtual Assembly Session in Sep 2020

Mini Cloud for GoUK

<https://ukstatecloud.nic.in/>

Launched by Sri Ravi Shankar Prasad, Hon'ble Union Minister for Electronics and Information Technology GoI in the month of September 2018. Mini

▼ Uttarakhand Covid-19 Portal





▲ Shri Ravi Shankar Prasad, Hon'ble Union Minister of Electronics & IT being received by Shri K Narayanan SIO & DDG

Cloud is extending Cloud Services to government offices Total - vCPU 192, VMs used 160, Disk Space - 20 TB.

e-Khareed

<https://ekhareedfcs.uk.gov.in>

A system to monitor and manage online wheat and paddy procurement from local farmers at MSP to store and distribute them to beneficiaries under various welfare schemes. The portal has MIS to monitor activities at various levels. No of Farmers Registered 4,635 Quantity of Wheat Procured 388078 Quintal

Online Audit Management System

<http://eaudit.uk.gov.in>

Enables online monitoring and management of audit reports and activities undertaken by departments to comply with objections raised in audit reports in real-time.

Total Audit Memos Created: 5269

Audit Paras Created: 3778

Draft Report created: 847

Launched by Finance Minister in March 2019

Lok Sabha-Election-2019 Poll Parties and EVM Tracking

Movement monitoring of poll officials and EVMs before, during, and after the poll process, this system is based on Mobile GPS Technology. An App installed in Mobile phones transmits location parameters (Lat & Long) periodically to the Central portal, which monitored Tables and Pictorial GIS at State and District Control Rooms.

▼ ECI Best Electoral Practices Award Winners with Smt. Baby Rani Maurya HE the Governor



No of Polling Personnel and EVM tracked: 11,000

CM Vivekadhin Kosh

<http://cmvivekadhin.uk.gov.in/>

The portal is developed to receive applications, process, and transfer money to needy citizens who approach the office of CM seeking assistance for Health, Education, etc.

Number of Applications: 1.6 Lakhs

Sanctioned Applications: 1.45 Lakhs with amount Rs. 148 Crores.

Social Welfare Project

Direct Benefit Transfer under National Scholarship Portal (NSP) other Social Welfare Schemes under Minority Welfare have been implemented and running in the state.

GIS based Property Circle Rates

<http://eregistration.uk.gov.in/GIS/MapClient.aspx>

The portal integrates textual data of circle rates of properties in the entire Uttarakhand with GIS through Bharat Map services of NIC. It enables citizens to view rates of properties on maps and facilitates the search for rate on Map of Uttarakhand, by drilling down to a section of a road. Total road segments mapped 1.45 Lakhs Launched by Finance Minister in Jan 2019

SWaaS

<https://uttarakhand.s3waas.gov.in/>

All 13 District websites are now on the SWaaS CMS framework which is Secure, Standard, and Scalable. Updates by users themselves are GIGW compliant with Contemporary look & feel, responsive interface

with search, bilingual support (Local language, English), built-in Cybersecurity audit clearance launched by Hon'ble Chief Minister in May 2018.

Uttarakhand MyGov

To have citizens' participation, interaction, and collaboration, MyGov was rolled out for Uttarakhand. Interested Citizens can provide their suggestions and scope for working together with Government.

No of Registered Members: 5,740

Launched by Chief Minister in February 2020

National Projects

Various national projects and services have also successfully been implemented which include Public Distribution System, Transport -Vahan and Sarathi, e-Hospital, e-Courts in Districts and High Court, ICJS-Integrated Crime Judicial System, e-Procurement, e-Office, National Seed Certification, Jeevan Praman, Electronic Soil Health Card, e-Prisons, e-Gram Swaraj, Panchayat Enterprise Suite, SPARROW, NKN, VC, etc.

Accolades

- Chief Minister Good Governance and Excellence in Public Services Award conferred during Republic Day Parade 2019 by H.E., the Governor to Shri A K Dadhichi and Shri Arun Sharma for contribution in Health Services
- National e-Governance Gold Award – Conferred to Shri Manoj Joshi by Hon'ble Minister of State, Administrative Reforms, GoI during National Conference on e-Governance 2019-20 for Drone-based monitoring of Redevelopment works at Kedarnath
- Election Commission of India Best Electoral Practices Award conferred by HE the Governor on National Voters Day 2020 to Shri A K Dadhichi, Shri A K Arya, Shri Manish Jugran for real-time tracking of poll personnel using GIS
- Award for building Badrinath-Kedarnath Portal conferred by Hon'ble Chief Minister in 2019 to Shri K Narayanan, Shri Arun Sharma, and Ms. Rachna Shah
- Digital Transformation Award to Ms. Shivani Gothi conferred by "Governance Now" for building a preference-based Online System to automate the Transfer process in 2019

Way Forward

Road to Reforms – NIC in Uttarakhand has touched every significant sphere of life. In days to come the least plan is to extend coverage of e-Office vertically and horizontally as part of administrative reforms, Unified e-Meeting portal for all offices of Government to make meetings paper-less at all offices of Government of Uttarakhand, Intranet of government offices with MIS systems and much more in times to come.

For further information, please contact:

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UTTARAKHAND

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