

Chhattisgarh

Strengthening Roots with Digital Growth

Edited by **SUSHMA MISHRA**

Chhattisgarh, often called the “Rice Bowl of India”, has steadily emerged as a front runner in digital governance and citizen-centric service delivery. Over the past few years, the state has leveraged technology to address the needs of its predominantly rural and tribal population, while ensuring transparency and efficiency across government processes.

With initiatives ranging from end-to-end computerisation of land records and paddy procurement to digital scholarships, Aadhaar-enabled PDS, and health management systems, Chhattisgarh has built a robust foundation for inclusive growth. The state has also integrated national platforms such as VAHAN, SARATHI, NGDRS, e-Courts, MGNREGASoft, and PMAY-G, tailoring them to local requirements. NIC, Chhattisgarh had also leveraged the technology to make the Question/Answer more seamless in State Assembly.

Supported by strong network infrastructure through NICNET, SWAN, and NKN, and reinforced by extensive video conferencing usage at both state



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Chhattisgarh has emerged as a leader in digital governance with initiatives spanning land records (Bhuiyan, Bhunaksha), agriculture (Unified Farmer Portal, Token Tuhar Haath), welfare (Scholarship Portal, AePDS), housing, labour, excise, and health. Supported by NICNET, NKN, and video conferencing, the state integrates national MMPs while winning national awards. Its way forward focuses on auto-mutation, AI-driven analytics, paperless finance, and citizen-centric digital services.



and district levels, Chhattisgarh has transformed into a digitally empowered state. Its achievements have been recognised at the national level with multiple awards for innovation in e-Governance, Agriculture, Education, Healthcare, and financial reforms.

As Chhattisgarh moves forward, its focus remains on deepening digital inclusion, expanding AI-driven analytics, and enhancing citizen-centric portals—ensuring that technology continues to bridge gaps between governance and grassroots.

ICT Initiatives in the State

NIC Chhattisgarh has been at the forefront of designing and implementing cutting-edge digital

solutions to enhance governance and improve the delivery of citizen services. The focus has been on building integrated, transparent, and citizen-friendly systems across departments. Some of the key state-level ICT initiatives include:

Bhuiyan

<https://bhuiyan.cg.nic.in>

Bhuiyan is Chhattisgarh’s flagship Land Records Computerisation Project, transforming paper-based records into a modern digital platform. Citizens can access and download digitally signed B-I (Khatauni) and P-II (Khasra) free of cost, while officials manage entries, Auto mutations, and approvals online with OTP and Aadhaar validation.

Key Features: Online mutation register, seasonal crop (Girdawari) entry with geo-tagging, Aadhaar/mobile linkage, urban Nazul & Diversion records, SMS alerts, and a mobile app for Patwaris and citizens.

Impact (2025)

- 20,527 villages digitised; 19,566 maps integrated
- 5,500+ Patwaris actively using the system
- Bank integration enables quick agricultural credit
- Citizens empowered with instant, transparent access to land records.

By linking with NGDRS for auto-mutation and Unified Farmer Portal for scheme validation, Bhuiyan has become the cornerstone of digital land governance in the state.

Bhunaksha

<https://bhunaksha.cg.nic.in>

Bhunaksha brings Chhattisgarh’s cadastral maps online, integrating spatial and textual land records. It allows splitting, merging, and renumbering of plots, with updates reflected in the mutation register.

Key Features: Online access to 19,566 village maps, area/distance measurement tools, owner-wise plot reports, and multiple print options (A4 plot maps to A0 village maps). Integrated directly with Bhuiyan for consistency.

Impact

- Full coverage of almost all villages in the state
- 5,500+ Patwaris using for daily operations to update Maps
- Citizens can view, download, and authenticate land parcel maps, reducing disputes

By combining cadastral mapping with textual land records, Bhunaksha ensures transparent, efficient, and citizen-friendly land management.

CGAWAAS

<https://tcp.cg.gov.in>

CGAWAAS is Chhattisgarh's online system for granting approvals to colony development projects in both urban and rural areas. It streamlines the multi-department approval process, ensuring transparency and time-bound service delivery.

Key Features

- Colonisers apply online, track status, and make digital payments
- Applications move across nodal departments with defined timelines (120 days)
- Applicants receive stage-wise updates, rejection notices, and final approvals digitally
- Automated MIS for colony approvals and revenue generation

Impact

- 804 applications received, 238 delivered, and 29 Khasra integrations completed
- Over ₹34.9 crore revenue generated from approvals
- Reduced manual bottlenecks and ensured faster decision-making for urban expansion

By digitising colony approvals, CGAWaaS has enabled faster housing development, improved urban governance, and greater transparency for both developers and citizens.

Audit Online & e-CSA (State Audit System)

<https://res.cg.gov.in>

Chhattisgarh's Audit Online and e-CSA platforms digitise audits of Panchayati Raj Institutions, Mandis, Universities, Boards, and Nigams, ensuring standardisation, transparency, and accountability.

Key Features

- Online audits of PRIs, integrated with eGramSwaraj
- Workflow-based audits for Mandis, Universities, and state entities
- Standardised formats, digital preservation, and MIS dashboards
- Linked with e-Kosh and e-Works for real-time fund tracking

Impact

- 11,688 GP profiles created, with 11,586 GDPs uploaded for FY 2025-26
- 11,800+ audits completed across PRIs and institutions
- Recognised nationally with multiple e-Panchayat Awards

These systems have enabled real-time financial monitoring and strengthened grassroots

accountability in fund utilisation.

Post-Matric Scholarship Portal

<https://postmatric-scholarship.cg.nic.in/>

The Post-Matric Scholarship Portal of Chhattisgarh is a flagship initiative of the ST & SC Development Department, designed to ensure efficient, transparent, and accountable disbursement of scholarships to students belonging to Scheduled Tribes (ST), Scheduled Castes (SC), and Other Backward Classes (OBC).

This integrated digital platform streamlines the entire lifecycle of scholarship management — from student registration and hostel enrolment to fund sanction, transfer, and expenditure monitoring. The system eliminates manual bottlenecks and enables stakeholders, including hostel superintendents, district officers, and state administrators, to operate in a coordinated and transparent manner.

Key Features

- **Online Hostel Management:** Digitize end-to-end processes for new admissions, renewals, attendance, and annual closures
- **Integrated Workflow:** Streamline fund proposals from superintendents to district-level approval by Assistant Commissioners
- **Direct Benefit Transfer (DBT):** Directly credit scholarships and stipends to joint accounts of superintendents and head students for efficient and secure payments
- **Real-time Expenditure Monitoring:** Track hostel/Ashram funds in real time, comparing allocated funds with sanctioned vs. admitted seats
- **MIS Reporting:** Provide departmental officers with analytical reports for informed planning, auditing, and decision-making

Impact & Achievements

- 1341 Ashrams, 1782 Pre-Matric Hostels, and 457 Post-Matric Hostels are registered on the system
- 78,917 new students and 1,25,652 renewal students enrolled in the current session
- ₹301 crore successfully transferred to hostels/Ashrams through DBT, ensuring transparency and

accountability

- Real-time dashboards empower administrators to monitor hostel occupancy, sanctioned seats, and expenditure trends across districts

The portal has not only reduced processing delays and administrative overheads but also enhanced trust among students and parents. By bridging gaps between government departments, educational institutions, and beneficiaries, it has become a model of digital empowerment for inclusive education.

HMS & RSMIS

The Hostel Management System (HMS) and Residential School MIS (RSMIS) of Chhattisgarh digitize the administration of state-run hostels and specialized tribal schools, ensuring transparency and accountability in student welfare.

Hostel Management System (HMS)

- Online registration and renewal of hostellers across 1341 Ashrams, 1782 Pre-Matric, and 457 Post-Matric hostels
- Tracks attendance, expenditures, and fund proposals submitted by hostel superintendents
- Enables direct fund transfer after district-level verification, with dashboards for monitoring sanctioned vs. admitted seats

Residential School MIS

- Covers 75 Eklavya Schools (21,084 students) and 15 Prayas Schools (4,946 students)
- Records admissions, periodic test results, and academic performance
- Tracks infrastructure and manpower resources, with online fund sanction and utilization monitoring

Together, these systems create a 360° digital framework for monitoring student admissions, academic outcomes, and resource management. By combining hostel welfare with school performance tracking, they ensure data-driven decision-making and targeted support for tribal and marginalized students.

These portals can be accessed at <https://hmstribal.cg.nic.in/> and <https://eklavya.cg.nic.in/>.

▼ Fig 2.1 : Hon'ble CM Shri Vishnudev Sai Virtually Inaugurates 51 Mahatari Sadans Across Chhattisgarh



The Hostel Management System Portal, developed by NIC stands as a landmark achievement in digital governance. This initiative exemplifies our commitment to fostering inclusive, equitable, and Hostel/Ashram-centric educational opportunities. By streamlining hostel management processes through innovative technology, it ensures transparency, efficiency, and timely support to deserving students. We believe this portal will pave the way for further advancements in welfare delivery, empowering the youth and strengthening the future of our nation.



Sonmoni Borah, IAS

Principal Secretary, ST, SC, OBC and Minority Development Department, Chhattisgarh

Unified Farmer Portal

<https://agriportal.cg.nic.in>

The Unified Farmer Portal is a single-window platform offering each farmer a unique ID linked to Bhuiyan land records, ensuring authenticity and eliminating duplication.

Key Features

- One Farmer – One ID capturing personal, land, and crop details
- Supports schemes like paddy procurement, horticulture, ethanol & sugarcane procurement, PM-AASHA
- DBT-ready, with bank accounts verified via PFMS
- API-based data sharing for secure interoperability
- Single registration usable across multiple schemes

Impact

- 27.19 lakh farmers registered
- 207 crops and 37.2 lakh hectares mapped
- Seamless benefit delivery across multiple departments
- Prevented duplication, improved efficiency, and enabled real-time monitoring

The portal has become the backbone of digital agriculture governance in Chhattisgarh, simplifying farmer access and supporting data-driven policy decisions.

Computerised Paddy Procurement in Chhattisgarh

Chhattisgarh introduced its Computerised

Paddy Procurement System in 2007, improving transparency and benefiting 25.49 lakh farmers.

With most centres lacking internet, a standalone module managed purchases, miller issuance, and receipts. The innovative RUNNERS Module used about 250 motorcycle riders to carry daily data to block headquarters, where it was uploaded through NICNET (V-SAT).

CMR centres of CGSCS and FCI used similar standalone software with automatic server data transfer. All centres were computerised, enabling instant cheque payments.

Procurement operations—mill registration, permissions, agreements, securities, delivery orders, and receipts/issues—are now fully online. Payments to farmers and millers are made electronically via PFMS and the SBI SFG Server.

To avoid queues for procurement tokens, NIC launched the 'Tuhar Token' App, allowing farmers to generate tokens and access centre-wise details. Offline token support remains available through societies.

KMS 2025–26

Farmer registration is now through the national Agristack Portal; 26.49 lakh farmers have registered on the Unified Farmers Portal with Agristack IDs.

All preparations are complete, and procurement will begin on 15 November 2025.

Paddy Procurement

Chhattisgarh Govt. Paddy Procurement Online System and the Token Tuhar Haath mobile app digitize the entire food grain supply chain, from farmer registration to rice milling. Farmers can book slots online to sell their paddy, reducing crowd at procurement centres and ensuring transparency.

Highlights

- 27 lakh farmers registered
- 2,739 procurement centres across the state
- 149 lakh MT of paddy procured
- Integrated with 87 storage centres, 296 CMR depots, and 2,889 rice mills
- 64% of farmers actively used the mobile app for token booking

By linking land records, bank accounts, and procurement data, the system ensures equitable access, direct benefit transfers, and efficient operations, making it a model of digital agriculture governance.

AePDS & RCMS

<https://epos.cg.gov.in>

The Aadhaar Enabled Public Distribution System (AePDS) and Ration Card Management System (RCMS) provide end-to-end automation of Chhattisgarh's food supply chain, ensuring portability, transparency, and accountability under One Nation, One Ration Card (ONORC).

Key Features

- **Comprehensive Coverage:** Over 81 lakh ration card holders across 13,940 FPS
- **Aadhaar Authentication:** Eliminates duplication and ensures genuine beneficiary access.

- **Portability:** Ration available from any FPS under ONORC

- **Real-Time Monitoring:** Digital PoS devices capture transactions for MIS dashboards

- **Scheme-Wise Tracking:** Supports NFSA, CGFSA, Antyodaya, and other categories

Impact

- 81.03 lakh cards and 2.6 crore+ beneficiaries digitised
- Automated transactions at all FPS
- Enhanced transparency and efficiency in foodgrain distribution

The system has transformed PDS in Chhattisgarh into a citizen-centric, accountable, and portable network, benefitting both residents and migrant families.

Labour Department Portal

<https://shramevjayate.cg.gov.in/>

The Labour Department Portal of Chhattisgarh integrates registration, welfare schemes, cess collection, and compliance monitoring into a single digital platform. It provides end-to-end automation for workers, employers, and contractors, ensuring transparency and efficiency.

Key Features

- **Worker Registration:** Covers construction, organized, and unorganized workers with Aadhaar-based verification

- **QR-Coded Smart Cards:** Issued to workers for identity and scheme access.

- **Online Cess & Fee Collection:** Integrated payment gateway for ease of doing business

- **Direct Benefit Transfer (DBT):** Scholarships, maternity, pension, and housing benefits credited directly to worker accounts

- **Risk-Based Inspections:** Automated online inspections for transparency

- **Single Window:** Integrated services for employers, contractors, factories, and trade unions

Impact

- 49.3 lakh workers registered (29 lakh construction, 17 lakh unorganized, 2 lakh organized)

- 20,426 employers/contractors onboarded

- ₹1,300+ crore cess and ₹33+ crore welfare funds collected annually

- Over 15 lakh beneficiaries received DBT-based scheme benefits

By digitising registrations, scheme benefits, and compliance, the portal has emerged as a one-stop labour governance solution, empowering workers while simplifying regulatory processes for industry.

e-Awas

<https://cghb.gov.in>

The e-Awas system automates the Chhattisgarh Housing Board's processes for residential and commercial property management, ensuring transparency in allotment and efficient estate operations.

Key Features

- **Estate & Accounts Management:** Work-

flow-based modules for allotment, recovery, and finance

- **Online Property Search (Samridhi):** Citizens can search properties, check availability, and apply online
- **Digital Payments:** Integrated payment gateway for installments and fees
- **Transparency:** End-to-end digital tracking from application to allotment

Impact

- Thousands of property applications processed digitally
- Reduced paperwork, faster approvals, and citizen convenience.
- Enhanced accountability in Housing Board transactions

The system has transformed property management into a citizen-friendly, transparent, and fully online process.

e-Excise

<https://excise.cg.nic.in>

Chhattisgarh's e-Excise project is a pioneering initiative covering the entire excise value chain, from license issuance to supply chain tracking, revenue collection, and enforcement.

Key Features

- **End-to-End Automation:** License/permit/NOC issuance, renewal, and approvals online
- **Supply Chain Tracking:** Barcoding & QR coding for liquor inventory; GPS-enabled vehicle tracking
- **Revenue Collection:** Online excise duty collection, cash management, and real-time monitoring
- **Enforcement & Transparency:** RFID-enabled cash tracking, CCTV integration, and random inspections
- **Mobile Apps:** For bar owners, stock ordering, and employee attendance (AEBAS).

Impact

- 43,1585 permits and 61,586 NOCs generated (till June 2025)
- ₹40,271 crore revenue collected via digital channels
- 520 GPS devices installed in transport vehicles and 100+ surveillance cameras deployed
- 530 RFID cards issued for cash management.

By digitising every step, e-Excise has made Chhattisgarh one of India's most advanced states in excise governance, ensuring transparency, higher revenues, and tighter compliance.

University Management Information System

<https://igkv.ac.in>

The University MIS at Indira Gandhi Krishi Vishwavidyalaya (IGKV) is an end-to-end automation platform covering admissions, academics, finance, HR, research, and digital library services.

Key Features

- **Admissions & Academics:** Online applications, OMR-based exams, grievance redressal, and result processing
- **Finance & HR:** Computerised bill sanction, pay-

roll, service books, and CR management

- **Recruitment:** Online recruitment for Class I & II posts
- **Digital Library & Research:** Direct access to research findings and innovations by IGKV scientists
- **Mobile Apps:** Crop Doctor, e-Krishi Pathshala, e-Haat, and Custom Hiring for farmers

Impact

- 2,000+ applications processed digitally
- 9.6 lakh farmer queries resolved
- 4.4 lakh finance bills generated
- Direct farmer benefit through agri advisory and mechanisation services.

The system has established IGKV as a digitally enabled agricultural university, connecting academics, administration, and farmer outreach on one platform.

Healthcare IT Systems

Chhattisgarh has built a strong digital health ecosystem by integrating hospital automation, health worker payments, maternal care, and public health monitoring into ICT platforms. These initiatives ensure that healthcare delivery is efficient, accountable, and accessible, especially in rural and tribal regions.

NextGen e-Hospital

<https://nextgen.ehospital.gov.in>

The NextGen e-Hospital system is a complete Hospital Management Information System (HMIS) deployed in government hospitals across the state. It connects patients, hospitals, and doctors on a unified digital platform.

- **Features:** ABHA-linked OPD/IPD registration, token & queue management, e-prescriptions, pharmacy, diagnostics, OT scheduling, lab integration, billing, and discharge
- **Impact:** 306 hospitals onboarded, including District Hospitals, CHCs, PHCs, and medical colleges etc. ensuring smoother workflows and faster patient care

NHM DBT Portal

<https://nhmdbt.cg.nic.in>

The NHM DBT Portal ensures timely incentive payments to frontline health workers (Mitanins).

- **Coverage:** 71,000+ Mitanins and 3,000 trainers across 33 districts and 21,000 villages
- **Impact:** Monthly DBT of over ₹40 crore, directly

credited into beneficiary accounts, strengthening grassroots health delivery

State Health Systems

- **High-Risk Pregnancy Monitoring:** Tracks maternal health to ensure timely interventions
- **CM Haat Bazaar Clinics:** Mobile health units providing services at weekly tribal markets, reaching remote populations
- **SOTTO (State Organ & Tissue Transplant Organisation):** Oversees organ and tissue donation, ensuring transparent allocation
- **Swasthya Inventrack:** Manages procurement, storage, and distribution of drugs and medical equipment
- **e-Kalyani:** Online monitoring of abortion services for compliance with MTP Act
- **Nutrition Rehabilitation Centres:** Digital monitoring of care provided to under-5 children with Severe Acute Malnutrition (SAM)

Benefits

- **For Citizens:** Easier access to healthcare services, reduced waiting time, and better maternal & child care
- **For Health Workers:** Timely payments, improved monitoring, and reduced administrative burden
- **For Administration:** Real-time dashboards, better fund utilisation, and data-driven policy planning

Together, these ICT systems have transformed Chhattisgarh's healthcare into a digitally enabled, citizen-centric network, ensuring equitable access across both urban hospitals and rural tribal belts.

Other State Health Systems

- **State Mental Health Authority:** Regulates licensing and monitoring of mental health establishments
- **Village Health, Sanitation & Nutrition Day (VHSND) MIS:** Records health and nutrition services provided at Anganwadi centres
- **National Oral Health Programme:** Expands affordable oral healthcare with a focus on prevention and awareness
- **Chhattisgarh Medical Services Corporation Ltd. (CMSCL):** Centralised procurement and distribution of drugs, surgical items, and medical equipment
- **Health Dashboard (Budget & Schemes):** Provides real-time visibility into fund allocation/uti-

▼ Fig 2.2 : Police staff trained on eOffice for paperless governance



lization and scheme progress for better planning.

Together, these initiatives make healthcare in Chhattisgarh digitally enabled, inclusive, and citizen-friendly, bridging the gap between policy and last-mile delivery.

Central Projects Implemented in State

Chhattisgarh has been proactive in adopting and implementing national e-Governance Mission Mode Projects (MMPs), customizing them to meet local requirements while ensuring citizen convenience, transparency, and accountability.

VAHAN 4.0 & SARATHI 4.0

VAHAN 4.0 and SARATHI 4.0 are fully implemented across all 28 RTOs, offering faceless, paperless services for vehicle registration, permits, tax collection, fitness certificates, DL/LL issuance, renewals, and ownership transfer. The state now provides 33 faceless VAHAN services and 24 faceless SARATHI services, significantly reducing RTO footfall.

Over 90 lakh vehicles with 2 crore transactions worth ₹13,000 crore have been processed through VAHAN. SARATHI has issued 36 lakh Driving Licenses and 23 lakh Learning Licenses, generating ₹311 crore in revenue. To support citizens, 555 Parivahan Seva Kendras and 238 PUCC centres are operational.

HSRP fixation is progressing well with two vendors deployed across districts. VLTD systems, 8 Automated Testing Stations, IRAD, and ITMS in two smart cities are fully functional.

vCourt automatically processes unpaid challans after 45/90 days, with challan details sent via SMS and WhatsApp. EDetection using ANPR and toll plaza cameras ensures automated enforcement.

An EV Subsidy Portal is also operational, strengthening the state's push toward cleaner mobility.

NGDRS

The NGDRS project enables digital property registration and mutation under the One Nation, One Registration framework.

- **Coverage:** Implemented across all 102 Sub-Registrar Offices in Chhattisgarh
- **Integration:** Linked with Bhuiyan (land records) for real-time verification and auto-mutation
- **Benefit:** Citizens can prepare, submit, and track documents online, reducing fraud and delays

NextGen e-Hospital

Deployed at 306 government hospitals in the state, the NextGen e-Hospital system offers end-to-end automation of hospital workflows.

- **Features:** OPD/IPD registration, ABHA integration, diagnostics, pharmacy, and billing
- **Impact:** Over 2.16 Crore OPD registrations and 14.6 lakh IPD cases recorded digitally, improving efficiency in healthcare delivery

CCMS

CCMS is a web-based platform for end-to-

end monitoring of court cases filed against the Government of Chhattisgarh. It centralizes case data, tracks proceedings from filing to disposal, and provides real-time updates, dashboards, and automated reports for timely decision-making.

Key Features:

- **Napix–NJDG Integration** for real-time case sync
- **Role-based dashboards** and customizable MIS reports
- **Centralized repository** of all pending and disposed cases
- **Automated tracking** of replies, compliance, and deadlines
- **SMS alerts** for hearings and compliance
- **Mobile app** for anytime case access
- **Impact (2025):**
 - 77,038 cases monitored digitally by 3,206 users across 45 departments
 - Faster compliance through automated alerts
 - Real-time data improving governance and coordination
 - Reduced paperwork through digital workflows

ICJS

Chhattisgarh has integrated its judicial ecosystem with the national ICJS platform, covering e-Courts, e-Forensics, e-Prosecution, e-Prisons, and e-Summons.

- **Benefit:** Enables seamless data exchange between police, judiciary, prisons, and forensic departments
- **Impact:** Faster investigations, improved case tracking, and better coordination between justice stakeholders.

IVFRT

The IVFRT project has been implemented across all district-level Foreigners Registration Offices (FROs).

- **Services:** Online registration, visa extension, and tracking of foreign nationals
- **Impact:** Enhanced national security, streamlined processing, and reduced in-person visits for foreign nationals.

MGNREGAssoft

The MGNREGAssoft platform enables complete digitisation of the Mahatma Gandhi National Rural Employment Guarantee Act in the state.

- **Coverage:** Implemented in all 33 districts
- **Impact:** Over 32.5 lakh job cards issued and 4.7 crore wage payment transactions processed via DBT, ensuring timely payments to workers

Pradhan Mantri Awas Yojana – Gramin

Chhattisgarh uses AwaasSoft and AwaasApp to monitor housing delivery under PMAY-G.

- **Coverage:** Online tracking of beneficiary selection, house construction, and fund disbursement
- **Impact:** Over 11 lakh pucca houses built for rural households, with transparent monitoring and DBT transfers.

e-Procurement (Central Public Procurement Portal)

The CPPP platform has been adopted by central institutes and enterprises operating in Chhattisgarh.

- **Users:** AIIMS Raipur, IIT Bhilai, NTPC, South Eastern Coalfields Ltd. (SECL), and World Bank-funded projects
- **Benefit:** Brings transparency, accountability, and open competition in government procurement

Other Governance & Citizen Services

Alongside flagship initiatives, Chhattisgarh has implemented several supporting ICT platforms that strengthen governance, citizen services, and departmental efficiency across sectors.

Governance & Justice

- **RevCase App:** Mobile-enabled case tracking and adjournment system for revenue courts, with SMS alerts and digital order sheets
- **Court Case Monitoring System (CCMS):** Centralised repository for monitoring government cases in High Court; analytical dashboards and compliance tracking
- **Vidhan Sabha Systems (e-Prashna, e-Uttar, e-Prashnottari):** Digital platforms for question submission, replies, and legislative document management, enhancing transparency in Assembly proceedings
- **Public Grievance Portals:** Unified grievance systems for CM Office, Janshikayat, and Governor's Office, with real-time tracking and transparent resolution

Finance & Treasury

- **Aabhar (ePension) & ekosh Lite:** Pension disbursement and treasury payments digitised for transparency and efficiency
- **IFMIS & SNA Sparsh:** Integrated finance management system ensuring real-time monitoring of CSS and state schemes, with DBT-linked payments
- **e-Challan & eVoucher:** Electronic receipt and expenditure systems integrated with RBI e-Kuber platform

Commerce & Industries

- **Udyam Aakanksha Portal:** Single-window registration for MSMEs and industries, with CAF generation and QR-coded digital certificates
- **Single Window System:** Common application form for approvals across multiple departments, enabling ease of doing business
- **Firms & Societies Portal:** Fully online process for registration and amendment of firms and societies, with QR-coded certificates
- **Boiler Inspectorate Portal:** Online registration, renewal, and inspection of boilers, with integrated fee payment and third-party verification

Together, these initiatives complement flagship projects, ensuring that justice delivery, grievance

redressal, financial reforms, and industrial growth are supported by robust digital platforms – reinforcing Chhattisgarh's reputation as a leader in comprehensive digital governance.

Mobile Apps

CG VHSND App

The CG VHSND App enables the Health Department to monitor health, early childhood development, nutrition, and sanitation services at Anganwadi and urban-ward levels. Users log in once with their HRMIS ID to generate an MPIN for easy future access. State-level logins for the Health Secretary and Director support centralized monitoring and analysis of VHSND data.

Chhattisgarh Rozgar App

Launched on 14 March 2024 by Hon'ble Dy. CM Dr. Vijay Sharma, the Chhattisgarh Rozgar App enables unemployed youth to register for employment assistance directly from their mobile phones. Aadhaar OTP-based verification is used for quick and secure registration.

Facilitates new registration, renewal, and vacancy information, eliminating the need to visit any office. After registration, users receive their registration number, user ID, and password via SMS, which can also be used to log into the eRojgar portal.

The app Job seekers can apply for state and district-level Rojgar Melas through the app as well.

Other Mobile Apps

Under the IGMIS (Integrated Grievance & Management Information System) project, NIC Chhattisgarh has developed a suite of farmer- and student-focused mobile applications, bringing essential services directly to smartphones.

Key Apps

- **Crop Doctor:** AI-enabled app for image-based identification of pests, diseases, and nutrient deficiencies, with online expert advice. Widely used by farmers for timely crop management
- **e-Krishi Pathshala:** A digital classroom offering study material, video lectures, assignments, and online exams for agriculture students. With over 50,000 downloads, it has become a virtual university on mobile
- **e-Haat:** A marketplace app connecting farmers directly with buyers for selling produce, reducing dependence on middlemen
- **Custom Hiring App:** Facilitates online booking of agricultural machinery, enabling farmers to hire equipment locally and improve mechanisation

Impact

- 1.35 lakh+ downloads across farmer-centric apps
- Direct benefits to farmers in crop management, learning, marketing, and access to farm machinery
- Enhanced transparency and reduced costs in agricultural services

By integrating advisory, education, marketing, and mechanisation support, these mobile apps have empowered farmers and students, making



▲ Fig 2.3 : e-MaapVigyan of NIC, Chhattisgarh received CSI Award of Recognition

Chhattisgarh a leader in digital agriculture and agri-education services.

Network and Infrastructure

A robust digital backbone has been established in Chhattisgarh through NICNET, National Knowledge Network (NKN), and advanced video conferencing services, ensuring seamless connectivity for governance, education, research, and justice delivery.

NICNET & NKN

- **District Connectivity:** All 27 districts are connected through 34 Mbps/100 Mbps BSNL links, with 1 Gbps RailTel backup links at six districts
- **Treasury & Departments:** MPLS lines support 67 Treasuries/Sub-Treasuries and 13 State Beverages Corporation locations for secure transactions
- **Judiciary & Academia:** Leased line connectivity provided to 88 court complexes, 36 universities and institutes and state headquarters
- **Core Backbone:** The network backbone integrates 10 Gbps links from PGCIL, BSNL, and RailTel, ensuring high-speed and resilient connectivity
- **SWAN Integration:** Connected to 25 districts, further strengthening the state-wide digital ecosystem

This infrastructure supports secure government communications, advanced research, and delivery of e-Governance services, making Chhattisgarh part of the nationwide high-speed digital grid.

Video Conferencing Services

NIC's state-of-the-art video conferencing (VC) platform has become a vital governance tool in Chhattisgarh.

- **Usage:** Over 3.5 lakh VC sessions conducted between 2019–2025, covering Prime Minister's PRAGATI reviews, NITI Aayog consultations, departmental reviews, and judicial hearings
- **Judiciary:** Court complexes extensively use VC for case hearing from Jails and other locations, reducing delays and costs

The state was awarded 1st Prize in the East Zone (2025) for excellence in video conferencing services

The combination of high-speed networks and

advanced VC services has positioned Chhattisgarh as a digitally empowered state, enabling real-time decision-making.

Awards and Recognitions

Chhattisgarh's ICT-led initiatives have earned national recognition across agriculture, education, governance, and ICT infrastructure.

- **2025 – Excellence in Video Conferencing:** 1st Prize, East Zone for outstanding VC services; over 3.5 lakh sessions facilitated governance reviews, judicial proceedings, and national consultations
- **2023 – National e-Governance Gold Award:** For the Crop Doctor App, enabling AI-based crop diagnostics and farmer advisory
- **2023 – mBillionth Award:** For NICler, an AI-driven school assessment tool
- **2022 – CSI SIG e-Governance Awards:** For TelePractice (AI-based student assessment) and e-MaapVigyan (geo-agriculture monitoring)
- **2022 – IMC Digital Awards:** For e-Prashna & e-Uttar, the Vidhan Sabha's digital systems for legislative question management.
- **2022 – Digital Technology Sabha Awards:** For the PMS Portal (pension management) and CSERC e-Petition system

These recognitions reaffirm Chhattisgarh's role as a leader in digital governance, driving innovations in agriculture, education, legislature, and infrastructure.

Way Forward

Chhattisgarh is accelerating digital governance by streamlining land and finance systems, strengthening agriculture services, digitizing healthcare, and expanding e-learning in schools. It is also enhancing citizen services through improved grievance platforms, digital signatures, and data-driven decision-making—creating a seamless, inclusive, citizen-centric ecosystem.

Contact for more details

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