

A warm smile is the universal language of kindness.
~ William Arthur Ward

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Hon'ble MLAs of Chhattisgarh Vidhan Sabha participated in Sensitisation Workshop on e-Prashna Application



Sh. Manish Garg Joint Secretary, GOI appreciated NICler app developed by NIC

Happening

Sensitisation on e-Prashna Application for Hon'ble MLAs of Chhattisgarh Vidhan Sabha

The sensitisation workshop on e-Prashna Application for the Honorable MLAs and their Personal Assistants was organized on 28th January 2022. The web application, ePrashna has been developed by NIC Chhattisgarh to facilitate online submission of questions by Honourable MLAs.

The workshop was chaired by Principal Secretary to the Legislative Assembly, Shri Chandrasekhar Gangrade and was attended by all Hon'ble MLAs and their Personal Assistants. In this session, the MLAs were briefed on different aspects of online submission of questions.

Honorable MLAs of Chhattisgarh Legislative Assembly will now be able to submit questions online during the upcoming Budget Session, 2022. Towards this, the MLAs and their Personal Assistants participated in the workshop organised in the Committee Room of the Legislative Assembly complex. MLAs who could not physically participate in the programme, attended the training session through online by BharatVC.

The team members, Shri Saurabh Dubey, Scientist-C, Smt. Jyoti Sharma, Scientist-B headed by Shri Satyesh Sharma, Technical Director coordinated the workshop.



Shri Manish Garg, IAS, Joint Secretary, Department of School Education, Government of India visited one of the Swami Atmanand Government English Medium Schools – Shahid Smarak school in Raipur on 16th Feb 2022. The school has demonstrated, conducting a Multiple Choice Quiz using NICler App developed by NIC, Chhattisgarh. NICler App can capture students' answers to a Multiple Choice Question in a class room without any electronic device in the hands of the students. Shri. Manish Garg was impressed with the ease of use and cost effectiveness of the solution.

Training program on On-line RTI Portal (<https://rtionline.cg.gov.in>) for Secretariat Officers



Training was organized in Mantralaya for the demonstration of RTI on-line Portal on 08-02-2022. In this training program Public Information Officers, Nodal Officers and First Appellate Officers of various department in Mantralaya, Atal Nagar, Nava Raipur had participated. Entire processes of on-boarding were demonstrated. Following activities were covered in the training session –

- Self-registration process of Public Information Officers (PIO)
- On-boarding form submission by PIOs
- Nodal approval process of the on-boarding forms
- On-boarding request form approval by First Appellate Officer (FAO)

- On-boarding of offices
- Dashboards of PIOs, Nodal officers and FAOs

More than 60 participants including Public Information Officers, Nodal officers, First appellate officers and other supporting staff attended the training session. Question and answer session was also conducted during training to clear any doubts and issues. Since for FAOs on-boarding, gov.in email id is mandatory so we have also demonstrated how to apply on-line at <https://eforms.nic.in> for getting an e-mail account. Training was conducted by Mr Ashok Maurya, Senior Technical Director, Mr. Sumit Vimal, Scientist-B, Mr. Navin Naik, Programmer.



Ms. Pallavi, Scientific/Technical Assistant-A

eGOV Product

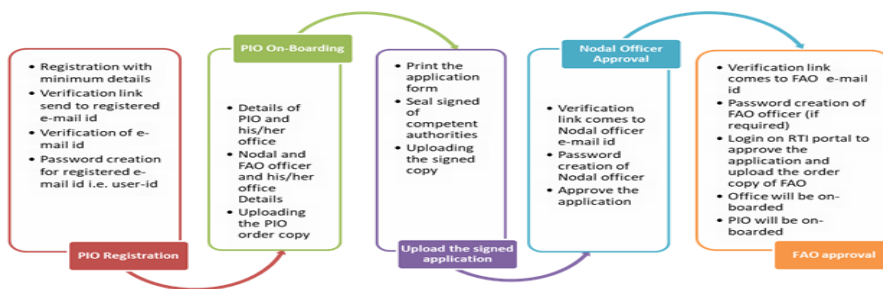
RTI Online Portal Chhattisgarh State (<https://rtionline.cg.gov.in>)

RTI stands for Right to Information and has been given the status of a fundamental right under Article 19(1) of the Constitution. Article 19 (1) under which every citizen has freedom of speech and expression and have the right to know how the government works, what role does it play, what are its functions and so on. Through this portal RTI application/first appeal as well as second appeal can be filed by Indian Citizen only for the Departments/Public Authorities of the Government of Chhattisgarh. This is a unified portal for Chhattisgarh State. All PIOs/FAOs of each office of state government will be on-boarded on the portal.

Features of RTI online portal are –

- Unified on-line portal for State
- Self on-boarding facility of Public Information Officers
- Self on-boarding process of Offices
- Self on-boarding facility of First appellate officer
- Online submission of RTI application
- Online submission of First appeal application
- Online submission of complaint to second appellate officer

PIO and FAO On-boarding Process



- Online submission of second appeal
- Treasury integration for online payment of RTI fees and other payments
- Online processing of RTI application.
- Additional fee payment request as and when required.
- Facility for Forwarding of RTI application to other office/offices
- Online hearing and appointment
- Online issuance of RTI information to applicant
- Dashboard for stakeholders
- User friendly interface
- SMS alerts
- Responsive design to ensure seamless working experience on any device i.e. Desktop, Tablet or Mobile.
- Dual language support Hindi and English.
- Developed in open source technologies
- Used SPA framework for seamless working experience.

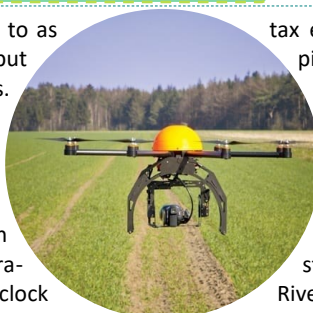
Technology -

Dot net 6 , C#.Net , MariaDB 10.6, React 17, NIC SMS Gateway, Web Server, API Server, Storage Server for document upload, DB server, NIC eMail, SMS services

TechNICa

Drone technology in e-Governance

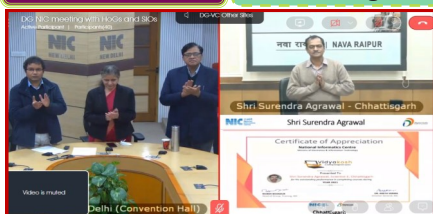
Un-manned Aerial Vehicles more commonly referred to as drones have been in operational since the early 90s, but their use has become more popular in these days. Operationally a drone can either be remote controlled by a pilot sitting out of a remote location or pre-programmed to operate automatically without any human intervention. Drones are often loaded with various sensors such as built in GPS navigation systems, TV cameras, image intensifiers, radars, infra-red imaging equipment and lasers to help round-the-clock monitoring and targeting. Drones are found very useful in various e-Governance applications. For example, Andhra Pradesh government is using drones to monitor the development activities of the capital city region 'Amaravathi'. Drones can be used for property



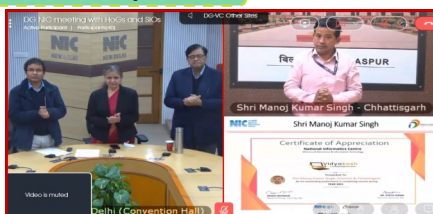
tax estimation and creation of a base map of a city ,as piloted in Karnataka. Drones are being used in Maharashtra for crop loss assessment by government and for crop insurance payments by General Insurance Company. National Disaster Management Authority is using drones to scan areas where rescue teams could not access in flood-hit 'Uttarakhand'. Drones could successfully trace out 24 engineering students from Hyderabad, who are swept away by Beas River. Drones can also be used in mining for 3D mapping and volumetric analysis for minerals, as used by Andhra Pradesh government for lime stone. Like this drones can effectively be used in Agriculture, Urban Development, Traffic Management, Home Land Security, OIL & Gas, Telecom and Mining, etc.

Awards/Accolades

Outstanding Performance in Vidyakosh



Shri Surendra Agrawal, Scientist E



Shri Manoj Singh, Scientist B



Shri P C Verma, Scientist C



Shri Nabh Verma, Scientist B

On Outstanding Performance in Vidyakosh, four officers of NIC Chhattisgarh

1. Shri Surendra Agarwal, Scientist-E, Raipur
 2. Shri Manoj Kumar Singh, D.I.O. Mungeli
 3. Shri Poonam Chandra Verma, D.I.O. Kanker and
 4. Shri Nabha Verma, D.I.O. Kawardha,
- were awarded by DG NIC.

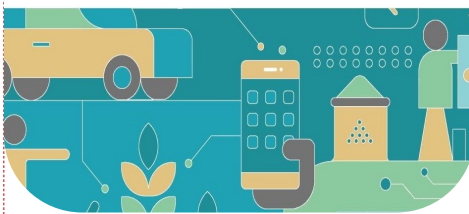
Spotlight

DG NIC's Post regarding publication of book titled "Citizen Empowerment Through Digital Transformation in Government"



CITIZEN EMPOWERMENT THROUGH DIGITAL TRANSFORMATION IN GOVERNMENT

Edited by Neeta Verma



In the last three and a half decades while working at NIC, we have developed digital solutions in every sector of development from Agriculture, Education, Health, Transport, Rural Development to Judiciary, Legislature and many others. Over the time, we felt there is a requirement to capture the tacit knowledge of our people who have been working as IT advisors in different sectors in government since the early phase of digital adoption in public services. The idea culminated in the form of a book and I am glad to share that after two years of work with many of my colleagues, the book titled "Citizen Empowerment Through Digital Transformation in Government" has now been published by CRC Press.



Dr. Neeta Verma
DG, NIC

The book captures the technology-led transformation of various sectors and their evolution over a period presented with the lens of NIC officers working on pan India digital infrastructure and services.



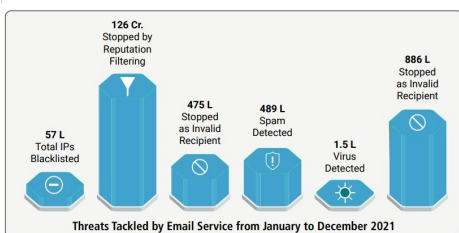
India. The book is a testimony to the rich experience they have in implementing technology solutions in diverse sectors.

- Neeta Verma

Resonance

Government Email Service - Enabling secure communication channel within the Government (Abstract from eGov Products & Services article of Informatics January -2022 issue)

Email forms the backbone for all e-Governance initiatives and is the primary mode of communication in the Government both at the Centre and States. The Email policy of the Government was released in February 2015 and in accordance with its



mandate, an Email ID will be given to all Government officials which is provided by NIC along with 24x7x365 support.

The primary objective of the policy was to ensure that Government data resides on Indian servers and within the control of Government of India. The Government Email Service is enhanced through an open-source solution in accordance with the "Policy on adoption of Open-source software for Government of India" by MeitY. This provides strategic control to GoI over the Email Service.

Features of Government Email Service:

The Email Service provided by NIC is as per

the global standards ensuring security, performance, availability, redundancy, and service continuity in addition to a rich feature set. The prominent features of the current service are Internationalized Domain Name, Support in Multiple Languages, User Persona, Standardized Office Templates etc.

Security Technology Used

The incoming Email traffic passes through Firewalls, IPS & WAF for filtering of malicious contents and then passes on to the authentication layer for 2-Factor authentication using NIC Kavach application. Web Application Firewall (WAF) acts as a filter which protects against the application attacks. Firewalls protect against network attacks by blocking unsolicited and unwanted incoming network traffic. Intrusion Prevention System (IPS) detects and prevents identified threats. IPS continuously monitors the network for possible malicious incidents

and captures information about the same. 2-Factor Authentication (2FA), named Kavach with a second level verification in addition to the login-password combination allows only authorized users to access the Email service (Refer Figure 3). Kavach as a framework also includes Geo-fencing that allows access to an ID from the place of physical presence of the user thereby reducing the attack canvas.

Email continues to be one of the most prolific medium used by hackers to compromise the Government service framework. Hence, it is essential that users adhere and follow strict service security practices and ensure that devices from which they access Emails are patched with latest updates for the Operating System, AntiVirus and other software stack on the system. Users must also proactively report any suspicious / malicious Emails to incident@nic-cert.nic.in.

Security Features

- Geofencing
- SPF, DKIM, DMARC
- File blocking based on extension type
- Device Mapping
- Hyperlink Alert
- Mail Encryption
- Anti-Phishing, Anti-Spoofing, Anti-Spamming, Anti-Virus
- IP reputation filtering
- User Last Login History
- 2-Factor Authentication

District in Focus

Kabirdham district –IT support to the Cultural heritage of district



Shri Ramesh Kumar Sharma (IAS)
Collector and District Magistrate

Collector's Message

To promote e-governance and improve citizen services delivery NIC district center has played a key role. Especially during the Covid pandemic, uninterrupted services of NIC video conferencing and high speed Internet facilitated the administration in taking quick decisions. I appreciate the active support of NIC and hope for continued and motivated performance of NIC team in the future.

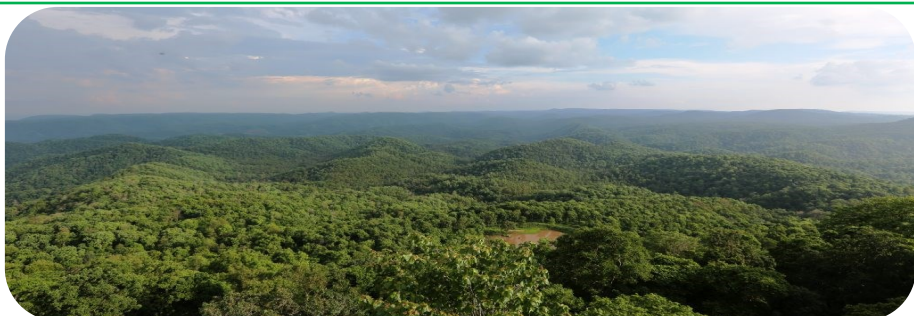
NIC district centre in Kabirdham (Kawardha) was set up in 1998. Kabirdham, popularly believed as the abode of Lord Borhamdev, one of the famous Shiva temple is also known as the Khajuraho of Chhattisgarh for its numerous religious shrines of different eras.



NIC Kawardha continues to successfully play its significant role in various successful ICT implementations in the district.

VIDEO CONFERENCING and NICNET

A 180+ node local area network (LAN) has been established in the Collectorate connecting all the district officials. In addition to this, leased line connectivity has been extended to Zila Panchayat, District Court and District hospital for effective



A view of Borhamdev Century



Good Governance Week Meet

implementation of various projects. A well equipped VC studio has also been established in the District Collectorate.

Web Site Management

The official website of District Kabirdham (<https://kawardha.gov.in/>) is designed & developed in a SWaaS framework to provide information about history, fact-file, culture, temples, accessibility, tourist places, citizen services etc..The website of Police department Kabirdham (<https://kabirdhampolice.nic.in>) is also hosted with complete information about the police department, Kabirdham.

Arms license issuance system

Implemented in district and technical trainings were organized by district administration on online application on ALIS for citizens (<https://ndal-alis.gov.in>)

IVFRT

Immigration, Visa and Foreigner's Registration & Tracking system has been implemented at the FRO-cum-SP Office. Trainings to institutes and hoteliers have been provided for registration of foreign

nationals under c-Form and s-Form modules.

Courts: Case Information System

The computerization of District and Tehsil Courts for management of cause lists, case status, court orders / judgments is fully implemented in courts .

server. MPLS connectivity has been provided to each Tehsil Office. Distribution of digitally signed ROR has started in the district from Tehsil /CSCs . Using the software the digital map of Khasra is prepared and distributed to the beneficiary from bhunaksha online software by the revenue officials .

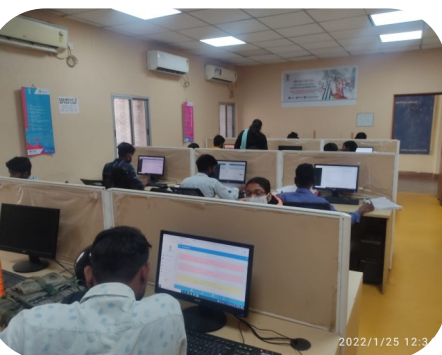
Sarathi: Web based system for issuance of LL and DL has been implemented at RTO office in the district.

Vahan: Vahan is used for issue of RC of vehicles, permits, tax collection and various other types of transactions of vehicles.

JanChaupaal: Janchaupaal a Web-Based system for redressal of public grievances/ demands in online Mode is implemented in the district.

e-Hospital: e-Hospital is Hospital Management Systems in the government sector. This generic software covers major functional areas such OPD, IPD with other features has been implemented in District Hospital.

Covid Monitoring System: During Covid pandemic times the Covid Monitoring System was implemented in the district which was used to prepare and monitor various reports on Covid cases , home quarantine cases in a time bound manner .



NIC Data Center, Kawardha

Revenue Case Monitoring System

A revenue case monitoring system monitors various courts cases pending in different revenue courts. It also alerts respondents about the next hearing date with the help of the liaison officer who has the provision to enter the next hearing dates, disposal status and appeal status of each case.

Land Record Computerization (Bhuiyan and Bhunaksha)

Land Records data of all 5 Tehsils were converted according to the new version of online software and uploaded on the LR



Nabh Verma
District Infomatics Officer
Kabirdham

