



An e-Governance Newsletter of
NIC RAJASTHAN

Quarterly Digital Newsletter (From JANUARY to MARCH 2026)

Our Heritage



Gagron Fort

<https://obms-tourist.rajasthan.gov.in/place-details/Gagron-Fort>

Gagron Fort is located in the Jhalawar district of Rajasthan and is about 8 km from Jhalawar city. It is a unique fort, surrounded by water on three sides and a moat on the fourth side, hence it is also named as Water Fort or Jal Durg. The fort is built at the confluence of the Ahu and Kali Sindh rivers and is connected to nearby hills, giving it strong natural protection.

The fort was first built by Raja Madho Bhil and later came under the rule of King Bijaldev Singh Dod in the 12th century. Over the time, several kings, including Sher Shah Suri and Akbar, ruled it. It is also recognized as a UNESCO World Heritage Site under the "Hill Forts of Rajasthan."

For many years, the Khinchi Rajput's ruled the fort. The last ruler, King Achal Das Khinchi, fought bravely when the fort was attacked in 1423. Even though defeat was certain, he chose not to surrender. The fort has seen many battles and reflects the courage and history of that time. The structure of the fort is strong and well planned, with three layers of walls and two main gates. Inside the fort, there are important places like Ganesh Pol, Diwan-i-Aam, Diwan-i-Khas, temples, and palaces. Near the fort, visitors can also see the tomb of Sufi saint Mitthe Shah and a monastery of Saint Pipaji, which add to its cultural importance.

Gagron Fort is easy to reach by road from Jhalawar city. The nearest railway station is in Kota, about 85 km away, and nearest airport is Jaipur International Airport. The best time to visit is from October to March when the weather is pleasant, while the monsoon season also offers beautiful scenic views.

Events / Happenings

Hon'ble Prime Minister Launched HPV Vaccination Program



During the visit of Hon'ble Prime Minister, Shri Narendra Modi to Ajmer on 28th february 2026, NIC Rajasthan managed all technical and ICT arrangements smoothly. A key highlight of the event was the launch of the nationwide HPV vaccination campaign by Hon'ble Prime Minister, for girls up to 14 years in presence of Hon'ble Governor Shri Haribhau Bagade and Hon'ble CM Shri Bhajan Lal Sharma. NIC ensured seamless VC facilities across the country by connecting hospitals and offices through NIC VC Division. The Prime Minister also inaugurated and laid foundation stones for projects worth around ₹16,600 crore. NIC provided strong digital & broadcasting support for the public event and successfully set up a temporary PMO at the venue with secure communication facilities.

The successful technical delivery of these programs was the result of meticulous planning by a senior team led by Dr. P. Gayatri, DDG and SIO Rajasthan. Shri Ajit Jain, Senior Director (IT) & Shri Teja Singh Rawat, DIO Ajmer, worked in close coordination with the Ministry of Health and senior state bureaucrats to efficiently manage on-site operations. The flawless execution once again underscores NIC's pivotal role in providing the reliable digital infrastructure essential for India's most significant national administrative and developmental events.

Hon'ble Governor Visited Kota District



The National Informatics Centre Kota successfully managed the comprehensive ICT infrastructure & technical coordination for the official visit of the Hon'ble Governor of Rajasthan on 12th, 22nd & 23rd January 2026. Hon'ble Governor's multi-day itinerary commenced with the "Seva Sangam" program organized by Bharat Vikas Parishad at the Shiv Jyoti Convent School Auditorium. This was followed by a series of high-profile academic engagements, including a National Seminar at the University of Kota & a Convocation Ceremony at Vardhman Mahaveer Open University on 22 January 2026 and concluded with Convocation Ceremony of the Kota University at the SIAM Auditorium on 23 January 2026. To facilitate the smooth execution of these prestigious events, NIC Kota established dedicated, high-tech control rooms at both the Circuit House and each venue. These centers served as the digital backbone for the visit, ensuring robust reliable internet connectivity for all administrative and ceremonial requirements. To maintain a standard of excellence and uninterrupted service, NIC staff were deployed at the Circuit House in rigorous 8-hour shifts, providing round-the-clock technical support during the Governor's visit. This successful technical management underscores NIC Kota's commitment to providing mission-critical support for the state's highest administrative offices.

Director General NIC Visits Rajasthan State



Shri Abhishek Singh, Director General, NIC and CEO, India AI Mission, Government of India visited Jaipur on 6th January 2026 for Regional AI Impact Conference and Participated in various meetings and inaugurations. The Director General participated in inaugural session chaired by Shri Ashwini Vaishnaw, Hon'ble Minister of Electronics and IT, Government of India (on Video Conference), Shri Bhajan Lal Sharma, Hon'ble Chief Minister Rajasthan, Shri Jitin Prasad, Hon'ble Minister of State Electronics and IT, Government of India and Col. Rajyavardhan Rathore, Hon'ble Minister of IT&C, Rajasthan. Shri Ravi Kumar Surpur, Secretary, IT&C, Rajasthan and Shri Himanshu Gupta, Commissioner IT&C, Rajasthan also shared the dais. DG NIC addressed Rajasthan Regional AI impact conference 2026 on the topic 'Democratization of AI for Innovation and Inclusion'. He described data as a new currency and strategic national asset. He emphasized the need of capacity building across the entire AI stack, data centres, and applications through initiatives like the India AI Mission. He also appreciated PadhaiWithAI initiative developed by NIC District Centre Tonk during his address. Benefits and readiness of upcoming global AI conference in India were also discussed. SIO Rajasthan, Dr. P. Gayatri welcomed the Director General on his visit to NIC State Centre, Secretariat Jaipur. The Director General visited various sections of NIC including NOC, accounts, NICS and interacted with officials. He also reviewed the infrastructure available at the state centre. SIO Rajasthan briefed him about the NIC projects and activities of the State. HOD Network, Shri Ajit Jain apprised him about the infrastructure availability and Network requirements in the state.

Events / Happenings

Chief Secretary Reviewed “PadhaiWithAI” Initiative



During an official visit to the Tonk district on 22 March 2026, the Honorable Chief Secretary visited APRI and reviewed important development projects. One of the key highlights of the visit was the presentation of “PadhaiWithAI” an innovative learning platform developed by NIC Tonk.

This platform is specially designed for RBSE Class 10 Mathematics students. It uses AI to provide personalized practice and instant solutions in both Hindi and English. At present, more than 12,000 students from government senior secondary schools in the district are using this platform.

Some key benefits shared during the presentation included:

- Increased student interest and practice in Mathematics
- Real-time monitoring through dashboards for teachers and administrators
- Personalized learning based on each student's level

The Chief Secretary appreciated the initiative and encouraged further replication of such AI-based solutions. District Collector Smt. Kalpana Agarwal and District Informatics Officer (DIO) Shri Sushil Agarwal, explained the working of “PadhaiWithAI” platform through the presentation and the positive impact it has created.

Visit of Rajasthan State Coordinator and SIO to NIC District Centres



From 16 to 19 March 2026, Sh. Naveen Kumar, DDG & State Coordinator NIC Rajasthan, along with Dr. P. Gayatri, State Informatics Officer (SIO) Rajasthan, visited the NIC District Centres of Jodhpur and Pali. At NIC Jodhpur, the State Coordinator and SIO chaired review meetings with the district team, assessing the progress of

ongoing ICT projects, departmental activities, and local innovations. Detailed discussions were held on future strategies, with guidance provided to strengthen implementation and ensure effective delivery of digital services. On 18 March 2026, they visited NIC Pali District Centre, where Sh. Kapil Ujwal, DIO Pali, along with NIC staff, welcomed them. The team briefed the dignitaries on ICT projects, infrastructure, network, and video conferencing activities. The State Coordinator and SIO also interacted with Sh. Laxmi Narayan Mantri, District Collector Pali, discussing the role of NIC in supporting district administration and enhancing service delivery. The visits reflected NIC's commitment to empowering district administrations with robust technology solutions, fostering innovation, and strengthening collaboration at the grassroots level. NIC Rajasthan continues to drive digital transformation across districts, ensuring effective governance through technology.

NIC Participation in “The Vision Rajasthan–2026 Mega Exhibition”



The Vision Rajasthan–2026 Mega Exhibition was successfully organized in Sirohi district from 19th to 21st January 2026, under the leadership of Hon'ble MP Shri Lumbaram Chaudhary. The District Informatics Centre, Sirohi, headed by Shri Mahendra Singh Kachhwaha, Joint Director (IT) and District Informatics Officer along with the senior officials from NIC Rajasthan, Jaipur including Shri Anil Kumar Jain, Senior Director (IT), and Shri Om Prakash Gupta, Director (IT), actively participated in the exhibition. During the exhibition, NIC showcased various Digital India initiatives and citizen-centric services such as - Digi Locker, UMANG, e-Panjiyan, Apna Khata, Bhu-Naksha, and mParivahan. Students from schools and colleges enthusiastically engaged with these platforms and gained awareness about their practical applications in daily life. Special emphasis was laid on educational and digital platforms such as “PadhaiWithAI”, National Scholarship Portal, ShalaDarpan, and Skill India, helping students understand the role of technology in learning and governance. The students and the visitors, active participated with great enthusiasm in the Interactive quiz competitions. The exhibition effectively highlighted NIC's role in strengthening digital governance, improving service delivery, and promoting awareness about e-Governance initiatives among citizens and students.

Technical Support for Launch of BharatVistaar



Hon'ble Union Minister of Agriculture and Farmers Welfare, Shivraj Singh Chouhan, inaugurated and addressed the National Launch of BharatVistaar, a multilingual AI-based conversational advisory system for the agriculture sector, on 17 February 2026 at ICAR-NRCSS, Tabiji Ajmer.

NIC provided end-to-end technical and ICT support to ensure the smooth execution of the event. Seamless live technical coordination was maintained throughout the program. Necessary technical support and guidance were extended to ICAR and concerned departments. All infrastructure, including connectivity and system integration, was deployed and tested efficiently within a short timeframe, ensuring a successful and uninterrupted launch.

Online Lottery Conducted for ADA Housing Scheme



Technical support was provided for the successful conduct of the online lottery for the ADA Shyama Prasad Mukherjee Nagar Housing Scheme in Ajmer on 29 January 2026 at Jawahar Rangmanch, Ajmer.

A customized NIC lottery software module was deployed to ensure a transparent and bias-free allotment process for residential plots. The system efficiently processed 3,950 applications and facilitated the fair allotment of 201 plots to eligible applicants under the Economically Weaker Section (EWS) and Low Income Group (LIG) categories. NIC ensured smooth execution of the event by providing necessary technical support, system deployment, and coordination, resulting in a seamless and trustworthy allotment process.

Events / Happenings

Capacity Building Workshop Organized on Road Safety



A Capacity Building Workshop on Road Safety was held on 30 January 2026 at the Rajasthan Police Academy, Jaipur. Senior Police officials from all districts and iRAD District Roll out Managers joined the workshop, making it a truly statewide effort. Sh. Anil Paliwal, IPS, Director General of Police (Traffic) chaired the inaugural session, with the presence of senior dignitaries from the Police Department, NIC Rajasthan and Transport Department. Dr. P. Gayatri, DDG and SIO Rajasthan, set the vision for the day by delivering the keynote address on Road Safety in Rajasthan. Guests were welcomed with plant bouquets and honoured with mementos, reflecting the spirit of collaboration.

The technical sessions showcased the pivotal role of NIC in enhancing road safety. Shri Shripal Yadav, Senior Director(IT), Shri Kishore Tanwani, Director(IT), and Shri Ashutosh Bhatt, Project Manager NIC, led impactful discussions on IT tools for Road Safety, iRAD eDAR orientation, data driven approaches, and the importance of eDAR for all the stakeholders including road agencies. Their contributions - highlighted how technology and innovation are reshaping enforcement and management. The efforts of iRAD District Roll out Managers were also appreciated, recognizing their commitment to grassroots level implementation. The workshop concluded with a heartfelt Vote of Thanks by Sh. Shripal Yadav, expressing gratitude to all dignitaries and participants. The event strengthened the collective approach towards safer roads in Rajasthan and highlighted the critical role of NIC in driving digital solutions for road safety.

NIC Showcases Digital Governance at Jagruti 2026 Mega Exhibition



The National Informatics Centre (NIC) Jaisalmer marked a significant presence at Jagruti 2026, a prominent Mega Exhibition held from February 26th to 28th, 2026 at Jaisalmer. Organized under the esteemed leadership of Shri Chunnilal Garasiya, Hon'ble Member of Parliament (Rajya Sabha, Rajasthan), the event served as a high-profile platform to showcase national progress. At the exhibition, the NIC pavilion became a centerpiece for innovation, highlighting a comprehensive range of digital governance initiatives implemented under the Ministry of Electronics and Information Technology (MeitY). The exhibit focused on key advancements in e-governance, demonstrating how robust digital infrastructure and data-driven solutions are actively enhancing transparency, efficiency, and accessibility across the administrative landscape. Through a series of informative displays and live interactions, the NIC team demonstrated visitors to various National Flagship Platforms, including e-Courts, and e-Office, along with various state-specific digital services that have streamlined public service delivery. The stall attracted widespread attention from government officials, students, and the public, fostering a deeper understanding of India's technological evolution. With participation in Jagruti 2026, NIC successfully reinforced its commitment to strengthening the nation's e-governance framework and showcased the tangible impact of digital transformation on the lives of citizens.

Smart Tech, Safe Choices: Rajasthan Leads Safer Internet Day 2026



On 10 February 2026, Rajasthan observed Safer Internet Day under the global theme "Smart Tech, Safe Choices – Exploring the Safe and Responsible Use of AI." Coordinated by MeitY under the ISEA Project, with active participation from NIC Rajasthan and supported by DoIT&C, the campaign highlighted both cyber hygiene and the responsible use of AI in daily life. Under the leadership of Dr. P. Gayatri, DDG & SIO NIC Rajasthan, district centres organized workshops for students, women, and officials, alongside sector specific sessions for police, education, and finance. Community outreach was reinforced through digital displays, banners, and interactive programmes at schools and colleges, where quizzes, drawing competitions, and demonstrations engaged the youths, enhancing their creativity. Safer Internet Day celebration emphasized on AI awareness modules explaining opportunities and risks with grassroots video conferencing extended the Safer Internet Day campaign to block and tehsil levels. The initiative reached thousands of citizens, equipping them with practical knowledge on cyber safety, fraud prevention, and AI responsibility. Collaboration between NIC, district administrations, and educational institutions ensured a multi sectoral approach, while the emphasis on AI responsibility marked a forward step aligned with global trends.

Events / Happenings

NIC Rajasthan Strengthens UX Capabilities through UX4G Workshop



NIC Rajasthan took an important step towards improving citizen-centric digital services by participating in a two-day workshop on User Experience (UX) and Design Systems under the UX4G initiative, held on 19–20 January 2026 at the Rajasthan Centre for Advanced Technology, Jaipur. The workshop brought together over 150 participants, including NIC officers, developers, and programmers. For many, it was not just another session but a chance to step back and rethink how citizens actually experience

Government platforms. Discussions went beyond the theory. The sessions focused on equipping NIC teams with practical expertise in UI/UX fundamentals, UX4G standards, accessibility frameworks, UX audit methodologies, and hands-on design prototyping using Figma. Through real-world case studies such as - the Jan Sookhna Portal, participants explored how thoughtful design directly improves service delivery outcomes. A key takeaway reinforced throughout the workshop was that the success of digital governance initiatives depends not only on robust technology but on intuitive, inclusive user experience, an area where NIC is actively building the institutional strength. This initiative marks a significant step in NIC Rajasthan’s ongoing efforts to standardize design practices, improve service accessibility, and deliver high-impact, user-friendly digital platforms for citizens. With this workshop, NIC teams are better equipped to design services that are not just functional, but genuinely easy and inclusive to use. For more details visit : <https://www.ux4g.gov.in/>

NIC Rajasthan Launches ‘Apna Khata’ App for Easy Access to Land Records



In an initiative aimed to benefit the citizens, particularly farmers, NIC Rajasthan developed the “Apna Khata” mobile application, launched on 28 January 2026 by the Hon’ble Revenue & Colonization Minister, Shri Hemant Meena, in the presence of Dr. P. Gayatri, DDG & SIO Rajasthan and other senior NIC officials. The app builds on the existing Apna Khata portal makes it more accessible. Instead of visiting offices or depending on intermediaries, users can now check land records from their mobile phones. Available on the Google Play Store as “ApnaKhata,” the app allows users to: ● View and download Jamabandi ● Search land details using Khasra number or name ● Access Khasra maps. For many citizens, this is more than a convenience; it saves time, reduces hassle, and brings a sense of control over their own records. This initiative reflects NIC Rajasthan has continued effort to make government services simpler, more transparent, and easy access for everyone.

NIC Rajasthan Ensures Smooth Connectivity for PM-Kisan Event in Jaipur



Demonstrating its critical role as the technology backbone of governance, NIC Rajasthan successfully delivered end-to-end technical support for the PM-Kisan Utsav Diwas, a state-level event held on 13 March 2026 at SIAM Durgapura, Jaipur. The state level event presided by Hon’ble Chief Minister Shri Bhajan Lal Sharma, was connected through VC to the Hon’ble Prime Minister Shri Narendra Modi’s programme in Assam, where the 22nd installment of the PM-KISAN scheme was released, benefiting over 9.32 crore farmers across the country. NIC handled the entire video conferencing setup, from initial testing to live execution. The team ensured stable connectivity, clear audio-visual quality, and real-time coordination with the main event in Assam. Through precise execution and technical reliability, NIC enabled seamless communication and live interaction during a high-impact national event involving large-scale financial disbursement. The successful coordination underscores NIC’s capability in delivering secure, scalable, and dependable digital infrastructure for mission-critical governance programmes.

NIC Tonk Shares Insights on “AI in Education” on Albelo Rajasthan

NIC Tonk recently brought its perspective on emerging technologies to a wider audience through a live session on Doordarshan Programme ‘Albelo Rajasthan’, aired on 16 March 2026 from Jaipur. The discussion, featuring District Collector Smt. Kalpana Agrawal and Shri Sushil Kumar Agrawal, DIO NIC Tonk, focusing on the theme “How to Study with AI” i.e how students can use Artificial Intelligence to study more effectively. The conversation stayed practical, covering how AI tools can help with understanding concepts, organizing study time, and making learning more personalized. It also touched on how technology can bridge gaps in access to quality education. NIC’s participation emphasized practical applications of AI tools in enabling personalized learning, improving study efficiency, and enhancing student engagement. The discussion showcased how technology-driven approaches can make education more accessible and adaptive to individual needs.

NIC Sets Up Robust ICT Infrastructure for VVIP Visit During IAF Exercise - “Iron Fist 2026”



The National Informatics Centre played a critical role in providing comprehensive ICT support during the Indian Air Force Exercise – “Iron Fist 2026”, held on 28 February 2026 at Jaisalmer. The event witnessed the visit of the Hon’ble President of India, along with other distinguished dignitaries including the Hon’ble Defense Minister, Hon’ble Governor and Hon’ble CM of Rajasthan. To ensure seamless communication and operational efficiency at the President’s Camp Office visit, NIC established robust ICT infrastructure across approximately 10 locations, spread over a radius of nearly 100 km. The support included provisioning and deployment of essential facilities such as computers, printers, fax machines, hotline connections, and STD/ISD telephone services at the President’s Office setup and other VVIP locations. Despite logistical challenges due to the wide spread geographical locations, NIC ensured uninterrupted connectivity and smooth functioning of all communication systems, enabling effective coordination among various agencies. The dedicated efforts and timely execution by NIC were highly appreciated by the President’s Office team as well as the District Collector, Jaisalmer, highlighting NIC’s efficiency and commitment in handling critical national events.

CYBER SECURITY TIP

Beware of Deep fake Voice Scams!

Always verify the caller’s identity through a trusted channel before acting on urgent requests, no matter how convincing the voice sounds.

Project of the Quarter: SNA SPARSH



Mukesh Kumar Sharma
Sr. Director (IT)
NIC - Rajasthan State Center

The Government of India has introduced the SNA SPARSH (Single Nodal Agency System for Samayochit Pranali Ekikrit Shighra Hastantaran) scheme as a transformative initiative to streamline fund flow, improve transparency and ensure efficient utilization of public funds. Rajasthan has been one of the leading states in successfully implementing this scheme, demonstrating strong governance, digital innovation & administrative efficiency.

Core Architecture of SNA SPARSH: The system operates through a tripartite integration between three major digital platforms-

1. PFMS (Public Financial Management System): Acts as the central repository for scheme guidelines and "Mother Sanctions."
2. IFMS 3.0 (Rajasthan): the stateside engine where bills are processed and expenditure is triggered.
3. RBI e-Kuber: The ultimate disbursement gateway that executes payments directly to beneficiaries or vendors.

Objective of SNA SPARSH - The SNA SPARSH framework aims to:

- Ensure just-in-time release of funds.
- Minimize parking of funds at multiple levels.
- Enable real-time tracking and reconciliation of expenditures.
- Strengthen financial discipline and accountability.

Development of SNA SPARSH in Rajasthan - Rajasthan has undertaken a robust and systematic approach for the development of the SNA SPARSH system by integrating it with the State Integrated Financial Management System (IFMS). Key development highlights include:

- Integration with IFMS for seamless fund management.
- Role-based workflow system (Maker, Checker, Approver).
- Real-time transaction monitoring and reporting dashboards.
- Standardized APIs for interoperability with central systems.

Implementation Strategy - The implementation of SNA SPARSH in Rajasthan was carried out in a phased and structured manner:

Phase 1: System Design and Planning

- Requirement analysis and preparation of System Requirement.
- Alignment with GoI guidelines and financial rules.

Phase 2: Development and Integration

- Development of modules for fund allocation, release, utilization, and reconciliation.
- Integration with PFMS and banking systems.

Phase 3: Testing and Deployment

- Comprehensive testing in development and staging environments.
- Deployment across departments in a phased rollout.

Phase 4: Capacity Building

- Training sessions for departmental users and stakeholders.
- Preparation of user manuals and technical documentation.

Technology Stack

- Micro service-based architecture
- Frontend developed using Angular
- Backend and database using Oracle

Key Features of the System

- Real-time fund tracking and utilization monitoring.
- Enhanced transparency and reduced delays.
- Centralized dashboard for decision-making.
- Secure and scalable architecture.

Achievements and Impact Rajasthan's successful implementation of SNA SPARSH has resulted in significant improvements in financial governance:

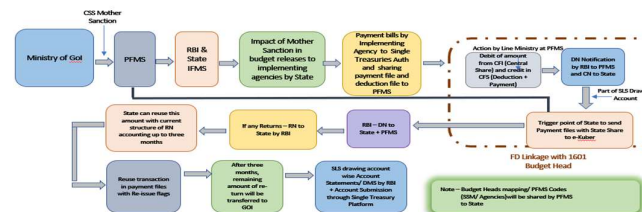
- Improved efficiency in fund utilization.
- Reduction in idle funds and delays.
- Enhanced transparency and accountability.
- Strengthened monitoring and reporting mechanisms.

More than 10 states' official delegations have visited Rajasthan to study and explore the system for replication and adoption.

Financial Incentive Achievement

As a recognition of its effective implementation, Rajasthan has received an incentive of Rs. 700 Crore from the Government of India. This milestone highlights the state's commitment to adopting best practices in public financial management and digital governance.

SNA - SPARSH (समयाचित प्रणाली एकीकृत शोध हस्तांतरण)



Conclusion: The implementation of the SNA SPARSH scheme in Rajasthan stands as a benchmark for other states. By leveraging technology, integrating systems, and ensuring strict financial discipline, Rajasthan has successfully enhanced transparency and efficiency in public fund management. The incentive of Rs. 700 Crore further reinforces the effectiveness of the state's approach and its alignment with national objectives. Rajasthan continues to strengthen its digital governance ecosystem and remains committed to delivering citizen-centric services with transparency and accountability.

Awards / Accolades

NIC Rajasthan Clinches Prestigious Technology Sabha Award 2026 for Digital Excellence



Pehchan Portal: Serving as Rajasthan has unified Civil Registration System (CRS)



e-Panjiyan Portal: A cornerstone of the Registration and Stamps Department



Padhai with AI: Developed in Tonk under the "Lakshya 2025" campaign.



Chandresh Kumar was recognized on Republic Day 2026 for his exemplary contribution to SIR activities and successful implementation of key IT projects under NIC, Jaisalmer.



Shri Amit Bhiwani, ASIO & Senior Director IT and Shri Prem Shankar Chobisa, Director IT, National Informatics Centre (NIC), Jaipur, Rajasthan were honored with the prestigious Republic Day Award by the Chief Secretary Shri Voruganti Srinivas.

Projects Transaction Statistics

SN	Project	Number of Transactions			Total Trans.
		Jan-26	Feb-26	Mar-26	
1	DBT through Pay Manager	16596613	15946730	12597282	45140625
2	DILRMP ROR	5963939	4221170	3867474	14052583
3	Shala Darpan	5658403	3849012	6668562	16175977
4	IFMS - Rajkosh Challans	1577581	1705841	1964216	5247638
5	eGras	1346712	1392886	1669288	4408886
6	IFMS - Rajkosh Bills	403784	470618	647335	1521737
7	Pay Manager Other Bills	218717	221825	329725	770267
8	Registration and Stamps	226302	239846	218047	684195
9	E-Transport Vehicle Registration	153405	128068	159939	441412
10	E-Transport Driving Licence	70895	60300	57384	188579

Technology Talk: Introduction to UI/UX Design

In today's digital governance landscape, the success of an application is not defined only by its functionality, but by how easily citizens can use it. A technically sound system can still fail if users find it confusing or difficult to navigate.

This is where **UI (User Interface)** and **UX (User Experience)** design play a crucial role. UI focuses on the visible and interactive elements of an application such as forms, buttons, and layouts, while UX defines the overall experience a user has while interacting with the system. For platforms developed by NIC, this becomes essentially important, as users range from digitally skilled professionals to first-time users in rural areas.

The Core Objective: Simplicity, Clarity, and Trust

In e-Governance systems, design is not about making things visually attractive, it is about making them usable and reliable.

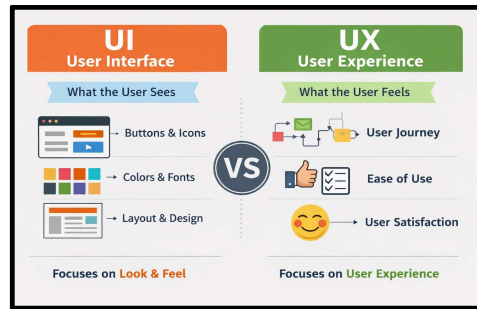
A well-designed interface: ● Clearly guides users at every step. ● Reduces confusion and unnecessary actions. ● Builds trust in digital services

For example, a long and complex government form can be redesigned into smaller, guided steps, reducing user errors and improving completion rates without changing the underlying system. **Core Components of UI/UX Design include -**

- User Research: Understanding who the users are, their digital comfort level, and the devices or networks they use.
- Information Architecture: Organizing content and services in a structured way so users can easily find what they need.
- Wire framing & Prototyping: Creating basic layouts and flow diagrams to visualize how the system will work before development begins.
- Visual Design (UI Layer): Designing clean and consistent elements like buttons, fonts, and forms to improve clarity.
- Usability Testing: Testing the system with actual users to identify issues before full-scale deployment.



Ms. Vandana
Scientist/Technical Assistant-A
NIC-District Centre, Jhalawar



Design Systems and Standardization in NIC - The large-scale environments in NIC, where multiple applications are developed across the departments, the consistency becomes critical. This is achieved through design systems i.e. a set of reusable components, standard layouts, and design guidelines. Using standardized components: ● Ensures uniform experience across portals. ● Reduces development effort. ● Makes systems easier to maintain and scale.

For instance, consistent form layouts, validation messages, and navigation patterns help users to quickly adapt, even when they switch between different government services.

UI/UX Challenges in e-Governance - designing for public platforms involves real-world constraints:

- Wide variation in digital literacy.
- Limited bandwidth and older devices.
- Requirement for multilingual interfaces.
- Complex workflows behind simple services.

The challenge is simplifying the front-end experience without oversimplifying the underlying logic. Technical Considerations in UI/UX Implementation.

Beyond design concepts, UI/UX also involves important technical decisions:

- Responsive Design: Ensuring applications to work seamlessly across mobile, tablet, and desktop devices.
- Accessibility: Making systems usable for persons with disabilities through proper contrast, labels, and navigation support.
- Performance Optimization: Designing lightweight interfaces that load quickly even on low bandwidth networks.
- Form Validation & Error Handling: Providing clear, real-time feedback to prevent incorrect data entry these factors directly affect how efficiently users can interact with government systems.

Relevance in NIC Projects: In NIC, developed platforms such as service delivery portals, monitoring systems, & mobile applications, UI/UX is increasingly becoming a core part of system design. Improved UI/UX leads to ● Higher adoption of digital services ● Reduction in manual errors ● Faster processing of citizen requests. Even small improvements, such as better navigation or clearer instructions, can significantly enhance overall system effectiveness.

Conclusion : UI/UX design is not just about screens and layouts; it is about making technology accessible and meaningful for people. For NIC, adopting a user-centric approach alongside technical implementations can significantly strengthen digital governance, making them more efficient, inclusive & impactful.

Published By

Patron
Dr. P. Gayatri, SIO Rajasthan

Editorial Board

Shri Amit Agarwal Scientist-F
Shri Dilip Jain, Scientist-E
Shri Vinod Kumar Sharma, Scientist-E
Shri Hemant Mehta, Scientist-E
Shri Manish Kumar Sharma, Scientist-E
Smt. Sonia Tomer, STA-A

National Informatics Centre
Rajasthan State Centre
8318, North-West Block
Government Secretariat,
C-Scheme, Jaipur, 302005
0141-2227992
Email: sioraj@nic.in
Website: <https://raj.nic.in>

Journey of NIC Officers



Shri Naresh Chand Gupta
Scientist-F
Date of Birth: 01.03.1966
Date of Joining: 15.09.1993
Joined As: Scientific Engineer GR.
Posting Places: NIC Jaipur
Date of Retirement: 28.02.2026
Retirement From: NIC Jaipur
Education: M.Phil
Project Handled: NICNET, Network Security, Data Centre, SecLAN, RAJNET, Email, Kavach, VPN & SANDES app, NKN, HCI RajCloud, OTRS Service Desk, Wi-Fi, SLBs, Cloud Service, VC, RSDC Jaipur and DR Jodhpur, HOD, COURTIS Project.



Shri Chandan Sen, Scientist-F
Date of Birth: 10.01.1966
Date of Joining: 16.02.1994
Joined As: Scientific Officer/Engineer-SB (DIO / Programmer)
Posting Places: NIC Bundi
Date of Retirement: 31.01.2026
Retirement From: NIC Jaipur
Education: MCA
Project Handled: Group Leader of E-Nagar, Video Conference, NICNET, Network Security, Email, Kavach, Data Centre, Cloud Services.



Shri Ramesh Chand Jain
Scientist-E
Date of Birth: 08.10.1966
Date of Joining: 19.10.1988
Joined As: District Informatics Assistant Scientific /Technical Assistant A
Posting Places: NIC Tonk
Date of Retirement: 28.02.2026
Retirement From: NIC Jaipur
Education: M.Sc (Computer Science), PG Diploma in Computer Technology
Project Handled: Technical Store, AMC Related work, PDS Project, Raj Fed Project.

Welcome New Joinees!!



Shri Deepak Kumar Meena
Scientific/Technical Assistant-A & DIA
NIC District Centre, Sirohi
Date of Joining - 16.01.2026



Shri Bhanwar Kumar Meena
Scientific/Technical Assistant-A & DIA
NIC District Centre, Hanumangarh
Date of Joining - 27.01.2026