

Screenshot of Website of Police Commissionerate, Cuttack-Bhubaneswar developed by NIC, Odisha

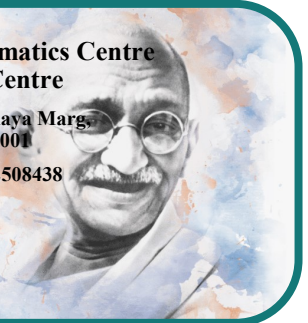
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“The world is moving so fast these days that the man who says it can't be done is generally interrupted by someone doing it.”

- Elbert Hubbard

## InSight

### Commissionerate of Police Goes more Citizen Friendly with it's New Website

The newly redesigned information enriched website of Commissionerate of Police, Cuttack-Bhubaneswar, (<https://bhubaneswarcuttackpolice.gov.in>) was launched by Sri Abhay, IPS, DG Police, Govt. of Odisha.

The main objective is to use of emerging technologies to provide a people friendly information system to the citizens. Major attractions are

Citizen Services such as “How Can We Help You?”, Search Box, Crime Statistics and AI based Chatbot. Integration with CCTNS and Responsiveness of the site enhances its usefulness. The GIGW guidelines have strictly been followed with accessibility features for specially challenged citizens of Odisha.

In his inaugural address, DG, Police,

Odisha has elaborated all the features available and appreciated the efforts of NIC for developing such an informative website. Senior officers Dr. Sudhanshu Sarangi, IPS, Commissioner of Police, Sri Sanjay Singh, IPS, ACP, Dr. Uma Shankar Dash, DCP and others were present in the occasion and they have also expressed their pleasure for launching such a pragmatic public information system.

### NIC Odisha helps Housing & Urban Development Department to go SMART on Water Management



Screenshot of Dashboard for SMART Water Management System for H&UD Department, Govt of Odisha, developed by NIC, Odisha.

NIC Odisha has developed and implemented an Integrated SMART Water Management System (ISWIMS) for Housing & Urban Development Department, Government of Odisha. The main objective of this e-Governance Dash Board is to display the key information on water supply,

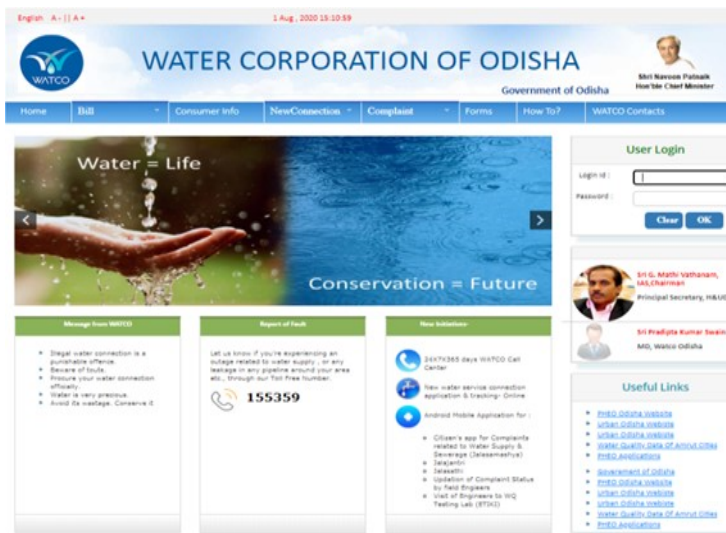
connections and consumption to the public and government authorities. Apart from this, it also reflects the parameters on water quality, average hours of supply, population covered, LPCD etc. MIS on daily, weekly and monthly information on water charges collection and complaints details are

available too. The integration with Water Quality System, Complaint Management System and Jalasaathi makes the application more robust and reliable one. Apparently this Dash Board has become a resourceful information center for the citizens and monitoring tool to all 114 ULBs of Odisha.

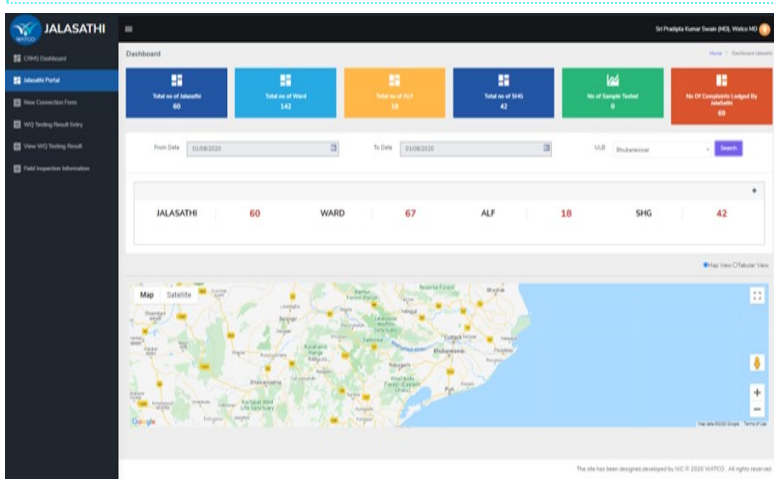
## WATCO goes Online for Public Complaint Redressal

NIC, Odisha developed a Complaint Registration and Monitoring System (CRMS) (<https://watcoodisha.nic.in>) which has been implemented for Water Corporation of Odisha (WATCO) and Urban Local Bodies. The IVRS enabled 24\*7 Centralised Complaint Service Centre (CCSC) has been setup at Bhubaneswar, facilitating citizens to submit their grievances and getting them resolved in a simple and time bound manner. Mobile Apps are also operational for this purpose. Few basic features of this system are;

- Complaint Lodging
- Routing the complaints to concerned officials for action.
- Complaint Status
- Escalation of complaints
- Queries and MIS Reports



Screenshot of Website for WATCO, Odisha



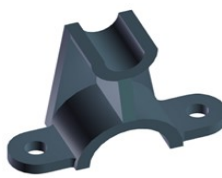
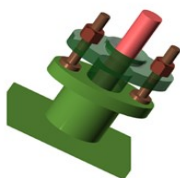
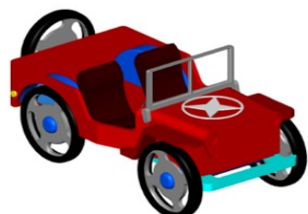
Dashboard for *Jalasathi*

Envisioning the possible difficulties in lodging grievances by the underprivileged community, who do not have internet or mobile access, NIC, Odisha also developed **Jalasathi**, a supplement system that empowers the water supply workers in urban areas which enables them to collect Water Quality samples, generating Water Tariff bills and grievance lodging. Mobile Apps have been developed and operational for the support of JALASATHI. Approximately 60 JALASATHI from Bhubaneswar and 31 from Puri have been provisioned with this Mobile App. Few features of JALASATHI system are;

- Water Quality test results
- Complaints Lodging
- Odia interface integration in the mobile apps
- Use of MPOS device
- Dashboard and MIS Reports

## Resonance

### NIC unveils it's CollabCAD : An indigenous CAD platform for 3D Modelling



Sample 3D models on NIC's CollabCAD

National Informatics Centre has developed an indigenous Computer Aided Designing (CAD) Software 'CollabCAD' (<https://collabcad.gov.in>) and 3D Web Viewer 'e-CollabCAD Viewer' (<https://collabcad.gov.in/eCollabCAD>). Services are launched for Atal Tinkering labs (ATL) under The Atal Innovation Mission (AIM) (<https://aim.gov.in>) under NITI Aayog.

CollabCAD is a 2D designing and 3D rendering CAD platform which is fully equipped to support the need of manufacturing industry, design professionals, Engineering & ITI students. This easy to learn designing environment and its rich repository of

2D & 3D model library also are the main attraction points for school children who aspire to give a shape to their innovative dreams, tinkering with these models and building new models of their own as well.

The launch of CollabCAD took place during this COVID-19 lockdown period so that thousands of students can be benefited and can tinker at home to explore 3D digital world of product design. This release of CollabCAD for the ATL community will benefit students of more than 5000 ATL registered schools (classes 6 to 12) across the country. It provides the students an opportunity to explore design innovation

in 3D CAD models to 3D Printing with this "MADE IN INDIA" software, CollabCAD. Access to this high-end Collaborative 3D CAD software would provide the professionals and students with endless opportunities for innovation and smarter solutions. CollabCAD desktop and network enabled software assists product designers to create 3D parts and engineering drawings with additional web-based 3D viewer to render models for real-time visualization for smart manufacturing. STL and CollabCAD data formats are available through export which could be visualized in a web browser environment. The CollabCAD – ATL page (<https://collabcad.gov.in/atInfo.html>) has been designed for dissemination of information to students and provides the students with various tutorials to walk through the software, before they start tinkering and learning and delivering innovative models. Various 3D part files and STL files for 3D printing are also provided for quick visualization and creation of 3D print models.

CollabCAD from NIC gives a platform to the future of the Nation to design and see their dreams; A step forward for a self-reliant India.



DG NIC in her recent addresses through platforms like Governance Now, Tech Sabha, GOV Connect and other Digital Transformation Conclaves focused on various accomplishments of NIC during the COVID time.

Apart from the critical role of Aarogya Setu in Covid Management, DG NIC also emphasized on the role of NIC being the service provider of emerging technologies like Cloud, Containerization and web based VC system in addition to its legacy studio based VC system. She also talked about the exponential increase in demand and usage of applications like eOffice and NIC's ability to scale various applications because of its own Cloud Platform.

In recently concluded virtual workshop of GOV Connect, the digital Transformation track was addressed by Chief Guest Hon'ble Minister of E&IT, Govt. of Odisha Shri Tushar Kanti Behere and Secretary, IT, Shri Manoj Kumar Mishra who focused on Govt. of Odisha's 5T vision of Technology, Team, Transparency, Time and Transformation and shared their respective vision for Odisha. DG NIC focused on Contact less, touchless, cashless service delivery mechanism of DBT platform, low code or no code based Service Plus platform which is being used by almost all States and on S3WaaS, MyGOV as well as eOffice. She emphasized on Cyber Security as a pressing point and a priority area along with usage of Data Analytics during Covid time. She also talked about the importance of Data Driven governance and pointed out to leverage the power of technologies like micro services, block chain, AI/ML and mobile Apps with NIC's centers of excellence in those associated areas and deliberated benefits derived for social inclusion and social empowerment.

Smt. Kabita Roy Das, SIO Odisha projected her ideas on transforming Governance during the above event. She focused on service delivery platforms like Service Plus, Ori-Hert Marketing which helped the distressed farmers to sale their surplus products during COVID time, e-Licensing system for Agri-input which creates the supply chain of three energy nerves of Agriculture i.e Seed, Fertilizer and Insecticides and about the IoT based project for industrial water consumption billing along with Service Plus and e-office. She also stressed on the cost cutting technologies like cloud computing, AI/ML, Chabot, Web VC and RPA (Robotic Process Automation) being rendered by NIC Odisha to optimize the economic impact of COVID.



Snapshot from Digital Transformation Conclave (Webinar) : DG, NIC delivering her views

## TechTalk

### Instant Messaging : WhatsApp and GIMS

Instant messaging is the exchange of near real-time messages through a stand-alone application or embedded software. IM sessions usually take place between two users in a private, back-and-forth style of communication.

WhatsApp, a cross-platform messaging and Voice over IP (VoIP) service owned by Facebook Inc. It allows users to send text messages and voice messages, make voice and video calls, and share images, documents, user locations, and other media.

WhatsApp's underlying architecture is LYME and LYCE. The stacks are composed of Linux, the operating system, Yaws, the web server, Mnesia or CouchDB, the database and Erlang, the functional programming language. WhatsApp uses a customized version of the open standard Extensible Messaging and Presence Protocol (XMPP).

### GIMS

**Government Instant Messaging System (GIMS)** is a messaging platform for instant communication developed by National Informatics Centre. GIMS platform provides a Mobile App for instant messaging and a Portal for administration and Dashboard services. GIMS can be customized to manage the various types of messaging and other forms of communications in different Government organizations. GIMS can be adapted by both central and state government organizations for intra and inter organization communication. GIMS mobile app can be downloaded from the download center of GIMS portal (<https://gims.gov.in>).

## IT by Tea

The ugly looking hand writing is actually very critical for cyber security which is very common in modern world web applications. CAPTCHA stands for the "Completely Automated Public Turing test to tell Computers and Humans Apart". CAPTCHAs are tools used to differentiate between real users and automated users, like bots. CAPTCHAs provide challenges that are difficult for computers to perform but relatively easy for humans such as identifying stretched letters or numbers, or clicking in a specific area. There are many types of CAPTCHA available like Text CAPTCHA, Image CAPTCHA, Audio CAPTCHA, Math or Word Problems and many mores.

....Cloud is clear...Our AI detects a problem located somewhere between the keyboard and chair ...

HELP DESK

