

NCT Delhi

Strengthening Efficiency, Transparency & Effectiveness through ICT

Edited by **MOHAN DAS VISWAM**

Delhi is truly a cosmopolitan hub of India. People from diverse ethnic backgrounds and regions all co-exist in a harmonious manner. It offers a rich cultural experience and is known for its diversity, history, infrastructure, cuisine, education, research and innovation.

NIC NCT Delhi Centre started its operations in 1989. Since then, it has been providing an array of IT services to almost all the major departments of the State Government and has been proactively involved in entire process of planning, designing, development, deployment and implementation of major eGovernance projects for the State Government. It has spearheaded in developing an IT Culture in the State and its efforts have resulted in improved services with greater transparency, better efficiency and accountability.



Manie Khaneja
Dy. Director General &
SIO
manie@nic.in

NIC NCT Delhi Centre is committed to providing consistent support to the Delhi State Government Departments in their endeavours for the development and operations of eGovernance solutions for the benefit of the citizens of Delhi. The State Centre has been proactively involved in up-keeping of essential services of Delhi State and District administration and played a key role in extending the technical expertise to the State Administration in ICT initiatives and implementation of various G2C, G2G and G2E projects.

ICT Initiatives in the State

Some of the major ICT initiatives implemented by the NIC NCT Delhi Centre are:

eDistrict Delhi

(<https://edistrict.delhigovt.nic.in>)

eDistrict Delhi is a prominent project of the Government of Delhi that provides end-to-end

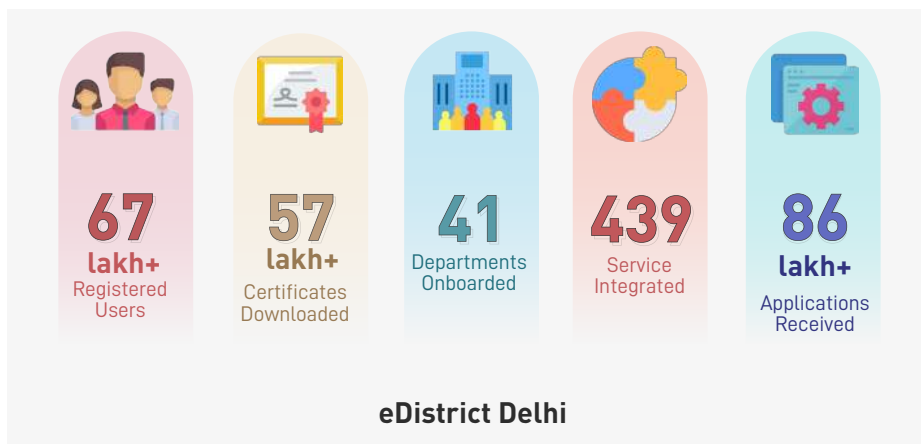
computerisation for citizen-centric services. Its objective is to provide these services in a transparent, efficient, and hassle-free manner.

Salient features

- Single Sign-On
- Aadhaar integration for online registration
- Issuance of Digitally Signed Certificates (DSCs)
- Online payment facility
- Integrated with Digital Locker
- Integrated with various departments for validation of supporting documents
- Integrated with electronic Service Level Agreement (eSLA) for timely delivery of services
- Facility for booking online appointments
- SMS and Email alerts at various stages
- Application status tracking
- Automation of each activity involved in Service Delivery
- Verification of the certificates

eDistrict Delhi has consolidated 439 services from 41 departments under a single roof. Over 67 lakh citizens have registered themselves on the portal to utilise its services. Over 86 lakh applications have been received; and 57 lakh DSCs have been generated through the portal.

It has significantly enhanced the service delivery and general operations of the state departments. Furthermore, it has remarkably improved the socio-economic conditions of the citizens. (Refer Fig. 1.1)



▲ Fig. 1.1: An overview of eDistrict Delhi

Door Step Delivery of Public Services

Door Step Delivery of Public Services facilitates the delivery of government services to the citizens of Delhi. Anyone can utilise this service by contacting a Mobile Sahayak (Doorstep Operator) through a Centralised Hotline 1073 or requesting the service online through web app. A Mobile Sahayak is an authorised Delhi Government representative who will visit applicant's home on requested date and time to assist with application, document uploading, and subsequent submission to the department via service portal. A citizen can avail of 40 services such as Birth / Death Certificate, Income Certificate, Caste Certificate, Labour Card, Ration Card (RC) and Driving License from user departments. More services are going to be added in subsequent phases.

DORIS

(<https://doris.delhigovt.nic.in/>)

Delhi Online Registration Information System (DORIS) provides a single-window system for timely and transparent property registrations. It also helps the department to monitor the revenue generated out of registration. Since 2002, it has been implemented in 22 Sub-Registrar Offices (SROs) within 11 revenue districts of Delhi. As of now, 2,63,661 documents have been registered and an amount worth Rs. 30,34,47,66,959 has been collected through the system.

Salient features

- Registration of Sale Deed, Will, GPA and SPA
- Centralisation data from 22 SROs
- Online appointment system
- Online availability of Property Records Data
- eSearch for checking property details
- Generation of special reports for auditing
- Stamp duty calculation
- Online departmental verification
- Deed writer for deed registration
- Online Deed verification by SROs
- SMS notification
- Customised monitoring modules

Any grievance related to property registration can be filed at the DORIS Grievance portal.

DLRC

(<https://dlrc.delhi.gov.in/>)

Delhi Land Record Computerisation (DLRC) deals with issuance of Records of Rights (RoRs) for Land Records Mutation. It has been implemented across all Tehsil Offices of Delhi. Its user group include Tehsildar, Kanungo, Patwari and Data Entry Operators. It has eliminated illegal manipulation of land records by making data

public and assisted administration by automating the preparation of annual Khasra records.

ePDS

ePDS is a computerised supply chain-based Public Distribution System. It covers over 2000 Fair Price Shops (FPSs) in 70 circles with 17.8 million RC holders and 72.77 million beneficiaries. All RCs have been digitised and seeded with Aadhaar. Moreover, 15 lakh eRCs have been already issued. It facilitates nationwide portability of RCs through the One Nation One Ration Card. Further, it has also been enabled for Aadhaar-enabled PDS (AePDS) for automation of FPS operations.

Salient features

- Allocates essential commodities as per department policy
- Single integrated information system for commodities receipt
- Processes applications, approves and issues new RCs, modifies existing RCs, and generates various reports
- Allows recipients to download eRCs online

It has helped the State Government to identify fraudulent and duplicate applications resulting in saving government funds. (Refer Fig. 1.2)

LG Listening Post

(<https://listeningpostdelhilg.in>)

LG Listening Post is a web-based grievance redressal system developed for the Office of Lt. Governor of Delhi. Anyone can submit grievances through the portal; or via citizen reporter; or by tagging departmental accounts on Twitter. It also helps the Administration to measure its efficiency and effectiveness by providing feedback on its activities. As of now, over 11.1 lakh grievances have been received and over 92.2 thousand grievances have been addressed.

Salient features

- Define different levels of redressal officers
- Auto forwards grievances to the lowest level
- Define levels of escalation
- Lists departmental user, subject, locality and GRO / AGRO wise pendency
- Feedback-based reopening of grievances

The portal has helped departments discover grievance-prone areas that need greater attention for better service delivery.

PGMS

(<https://pgms.delhi.gov.in>)

Public Grievances Management System (PGMS) allows citizens to file grievances regarding any aspect of service delivery with public authorities. It is a single portal linked with all State Government Departments. On receiving the grievances, it forwards them to Nodal Officer of concerned department. The status of the grievance filed can be traced via a Unique Registration ID provided

▼ Fig. 1.2: An overview of ePDS Delhi



at the time of registration. The Reviewing Officer has a facility to reopen application if not satisfied with the action or agrees with the unsatisfactory feedback submitted by the citizen. It also facilitates Members of Legislative Assembly (MLAs) to monitor the grievances from their constituencies. Moreover, it helps the administration to identify the grievance-prone areas which require more attention for effective service delivery. As of now, it has received over 10 lakh grievances and out of which, 95.9 thousand grievances have been addressed.

Delhi Darpan

(<https://dl.cmdashboard.nic.in>)

DARPAN (Dashboard for Analytical Review of Projects Across Nation) transforms complex data into captivating visuals and aids in real time project monitoring. It improves data gathering by integrating multiple data sources onto a single, consolidated and easily accessible platform. It presents information in an objective and quantitative manner that enables administration to analyse key performance indicators, and identify problem areas that require attention.

CM-PMIS

(<https://cmpmis.delhi.gov.in/>)

Chief Minister's Project Monitoring Information System (CM-PMIS) is a monitoring dashboard used by the Hon'ble Chief Minister of Delhi to keep track of important state projects. These projects belong to various State government departments such as Public Works Department (PWD), Environment, Delhi Jal Board (DJB) and Irrigation and Flood Control (IFC). It generates multiple project reports, including milestone completion and deadline adherence.

Salient features

- Creation of new projects and subprojects
- Organise and define user groups
- Define project/user activities with timeline
- Entry of any directives by Hon'ble CM Delhi
- Action Taken Report entry for each activity by departments
- Provision for departments to revise timetables with justifications
- Ability to upload images of the construction work performed on site
- SMS / email alerts
- Dashboard and MIS for effective monitoring
- Project history alongside records of timeline revisions with rationale

In addition to CM Office, it is implemented across 12 departments and their subordinate offices across Delhi. Currently, it tracks 17 projects with a total of 219 distinct activities at various stages of their respective timelines.



▲ Fig. 1.3: eRevenue Court Case Portal Homepage

eRevenue Court Cases Portal

(<https://erevenuecourt.delhi.gov.in/>)

This portal helps citizens to file a petition and monitor proceedings in the Revenue Courts. In addition, it also computerizes the documentation during the case life cycle.

Salient features

- File a Revenue Court Case
- Generates a unique Case ID for each case
- Facilitates reply to court's deficiency memo
- Facilitates submission of counter affidavits, written replies, rejoinders and miscellaneous applications by parties involved
- Generates cause list
- Digitally signed judgments on decided cases
- Facilitates viewing of case history
- Publicly available updates on case proceedings
- eSummon / Hearing notice

- Online fee payment facility
- SMS / email alerts

A person can file a case under 20 Acts at 33 SDM Courts, 11 ADM Courts, 11 DM Courts, and the Financial Commissioner Court.

Currently, 28749 cases have been initiated. Over 950 cases have been decided and 3900 cases are scheduled to be heard within the next two to three months. (Refer Fig. 1.3)

CMAWS

(<https://cmaws.delhi.gov.in/>)

Chief Minister Advocate Welfare Scheme (CMWAS) portal caters to State Government Welfare Schemes introduced for the advocates and their families registered with the Delhi Bar Council. Advocates can register online along with their family details to avail following welfare schemes

- Life Insurance Scheme
- Family Health Insurance Scheme

The portal also facilitates Delhi Bar Council to

▼ Fig. 1.4: CMAWS Delhi Homepage

verify the registered advocates for any duplicity.

As of now, a total of 10286 applications have been received. Out of which, 6150 advocates have also opted for Family Health Insurance Scheme. (Refer Fig. 1.4)

eSLA

(esla.delhi.gov.in)

eSLA aids in the implementation of “Delhi (Right of Citizen to Time Bound Delivery of Services), Act 2011” which mandates for timely delivery of citizen services by various State Government Departments.

Salient features

- API base integration with various departments / eDistrict portal
- Calculate pendency as per SLA and penalty amount thereof
- Monitor stage-wise disposal of applications
- Automate process flow
- Aids in tracking application with details of completed stages and concerned official
- Analytical Dashboard

It has been implemented across 48 departments. Over 565 services are notified under the eSLA Act and over 3.23 crore applications have been processed through the portal.

COVID-19 Delhi State Portal

(<https://cfwcast.delhi.gov.in>)

COVID-19 Delhi State Portal was developed for the Government of Delhi to monitor and manage COVID-19 data from a central location. The portal is utilised by various stakeholders such as State Surveillance Unit (SSU), District Surveillance Officers, Geospatial Delhi Limited (GSDL), Hospitals, Quarantine facilities, Diagnostic Labs, Revenue Districts, Dispensaries, Drug & Control Department, Drug CFAs, Drug Stockiest, Health & Family Welfare Department, Oxygen Manufacturers, Oxygen Suppliers / Re-fillers. The portal is also integrated with Delhi Corona mobile app to help citizens to get Hospital Bed Position information readily available. (Refer Fig. 1.5)

Salient features

- Patient module to manage the patients admitted at various hospitals
- Home Isolation module to monitor the status of patients under Home Isolation
- Death tracking module being updated daily by the hospitals
- Infrastructure management for managing infrastructure related data at various facilities
- Daily Health Bulletins
- Generation of MHA annexure with details of RT-PCR / Rapid Antigen testing, Containment Zones and ambulances

- Integrated with Oxygen Demand Aggregation System portal

- Drug demand and supply monitoring

- Dashboard showing various graphs for better data analysis

Apart from COVID-19, the portal is also used for monitoring Monkey-Pox and Dengue in Delhi.

ePayment

(<https://epayment.delhigovt.nic.in>)

It is a centralised system for paying fees and challans for various state government services. It is integrated with SBI ePayment gateway and provides two modes for online payment i.e. integration with other application and direct payments. It eliminates the need for a physical visit to departments. Over 110 schemes from 21 departments have on-boarded the portal and 19 lakh transactions have already been done.

Salient features

- Creates customised form for epayments
- Integration with the other apps to eliminate the need for one-to-one integration with SBI
- Advanced 128-bit encryption
- Do not require separate firewall rules for integrated apps
- Audit trails for each transaction
- Comprehensive MIS reports
- Track payment status
- Reconciliation of accounts facility
- Configurable challan-form for departmental schemes

eFilm Clearance Portal

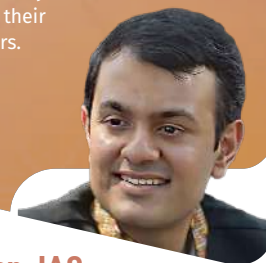
(<https://edistrictdttdc.delhigovt.nic.in>)

eFilm clearance Portal is a Single Window Clearance System which provides permission for films shooting at various locations in Delhi by Delhi Tourism and Transport Development Corporation, Delhi Police and Delhi Traffic Police.

▼ Fig. 1.5: COVID-19 Delhi State Response Centre



NIC Delhi State Centre is an integral partner in Delhi Government's eGovernance initiatives as a system integrator and solution provider and plays a major role as an Advisor/Consultant for the creation of IT Infrastructure and for planning various IT enabled initiatives. The eDistrict Delhi Portal developed by NIC Delhi has integrated more than 400 services of various departments. The other major projects like DORIS (Property Registration System), Door Step Delivery, Revenue courts, e-PDS, IFMS Delhi, eSLA etc has been successfully implemented across the Delhi Government. I would like to appreciate the team of NIC Delhi for their dedication, perseverance; diligence and proactive attitude towards ICT work culture and extend my best wishes for their future endeavors.



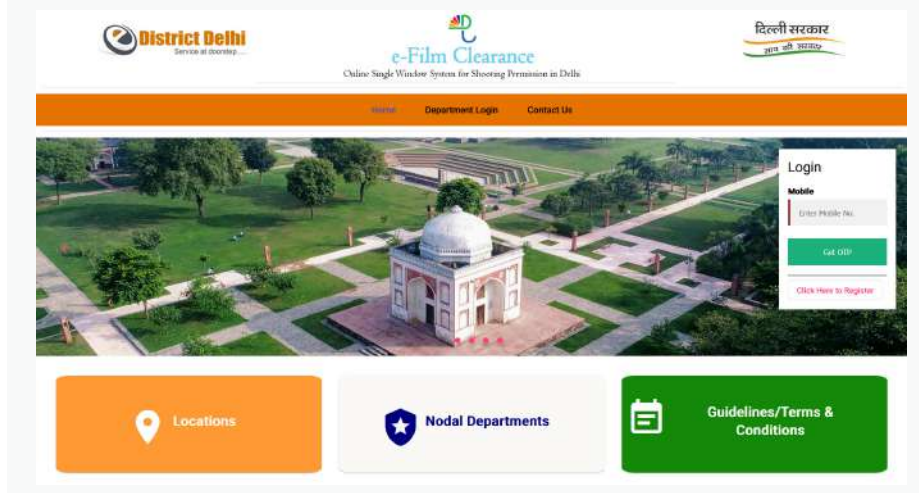
Prince Dhawan, IAS

Special Secretary

Department of Information Technology, GNTCD

Salient features

- Common Application Form (CAF) to obtain permissions from all concerned authorities
- Auto forwards CAF to concerned departments for parallel processing
- Online fee payment facility
- Online approvals and permissions
- Applications monitoring by District Magistrate
- SMS / email alerts
- Facility to download permission letter



▲ Fig. 1.6: eFilm Clearance Homepage

As of now, over 500 locations in Delhi have been added for film shooting and 15 applications for film shooting have already been received in a short span since the launch of the portal. (Refer Fig. 1.6)

IFMS

Integrated Financial Management System (IFMS) provides a comprehensive accounting solution for account functionaries of Delhi Government. It streamlines salary preparation and disbursement process for timely payments to employee. It aids in monitoring budget estimates, expenditures and funds availability. It has been implemented by over 1,700 DDOs and 25 PAOs across Delhi. Its various components are:

Centralised Billing System (<https://delpay.delhi.gov.in>): Developed for DDO's and PAO's for generation of salary and other bills.

GPF Monitoring System (<https://gpf.delhi.gov.in>): GPF System is used by PAOs for entry of GPF subscriptions, refunds, withdrawals, interest calculation and generation of GPF Statements for the State Government employees.

De-Lekha (<https://delekha.delhi.gov.in>): An electronic Payment and Accounting Information System for consolidation of expenditure incurred across PAOs.

GepG (Government Electronic Payment Gateway): Provides secure electronic delivery of payment to employee.

Delhi State GST Reconciliation system (<https://delsgst.delhi.gov.in>): Reconciles Delhi SGST by integrating it with GSTN and RBI eKuber

IFMS Delhi Mobile App: Through this app, employees can download their salary slips and GPF statements alongside monthly contribution, withdrawal, and refund and interest calculation. (Refer Fig. 1.7)

Salient features

- Preparation of salary bill and other bills for all

type of employees including regular / contractual / daily wager employees in a common format

- Issuance of digital signed GPF statements
- Integrated with PFMS for Central Sponsored Schemes and GEM for bill processing by DDO

The portal handles data for over 1 lakh State government employees. Over 6.5 lakh salary bills have been processed and 3.7 lakh digitally signed GPF statement have been issued.

It has reconciled SGST data for 1.19 crore transactions from GSTN and RBI eKuber system.

IFMS Delhi mobile has been onboarded by more than 55000 employees. The app has also been customised for Delhi Jal Board.

Single Window System for Department of Industry

Single Window System is a digital platform that assists investors to identify and apply for approvals based on their needs.

▼ Fig. 1.7: IFMS Delhi Mobile App



Salient features

- Single user registration to avoid multiple registrations
- All incentives and services are linked with Udyam Aakanksha, a self-certification based unique ID for all the industries in Delhi
- Provision of inspection and verification for various incentives and services

DVAT Portal

(<https://dvat.gov.in/>)

Delhi Value Added Tax (DVAT) portal is an integrated web portal developed under State Mission Mode Project for collection of Value Added Tax (VAT). VAT is an indirect tax levied upon services and commodities outside the purview of Goods & Services Tax (GST). The portal facilitates taxpayers from registration to assessment to VAT payment.

Salient features

- Eliminates hard copy submission
- Payment of taxes through ePayment
- Online refund transfer
- Online form submission
- Online return filing
- Identifies cases for audit / assessment

eForest

(<https://treeremoval.delhigovt.nic.in>)

eForest is a comprehensive web portal which facilitates applicants to submit online request for cutting, pruning, and replantation of trees to the State Forest Department.

Salient features

- Facilitates to download In Principle Approval Letter / Final Permission Letter
- Allows Online Fee Payment
- Integrated with MCD portal

Delhi Anaj Kharid Portal

(<https://delhianajkharidportal.delhigovt.nic.in>)

Delhi Anaj Kharid (State Kisan eProcurement) portal aims to implement the objectives of Delhi Food Grains Procurement Policy. It facilitates the online registration of farmers, digitisation of Mandis and Procurement Centres, and the direct and rapid transfer of minimum support price (MSP) to farmers in order to ensure uniformity, transparency, and prompt transfer of MSP, without any corruption or delay.

Tenders Delhi

(<https://govtprocurement.delhi.gov.in>)

Tenders Delhi (eProcurement) has streamlined the tendering processes for Government of Delhi resulting in uniform and transparent process.

Salient features

- Publishes all State Government Tenders above Rs. 2 lakh rupees

- Customised Vendor Enrolment module
- Exclusive Help Desks for Department Officials and Vendors

As of now, over 2.8 lakh tender worth 1,53,000 crore have been published by 200 agencies/ departments of State Government. Some of the major departments which floats tenders through the portal are PWD, DJB, NDMC, DSIIDC, Delhi District Courts, Revenue, IFC, Health & Family Welfare and all State Government Hospitals.

RTI Online

(<https://rtionline.delhi.gov.in>)

RTI Online was launched by the Government of Delhi in 2017 for easy dissemination of information asked under the RTI Act 2005. The system has been implemented across over 200 departments/ agencies of the State Government.

Salient features

- File RTI request and First Appeal online
- Track status of RTI applications
- Online fee payments
- SMS / email alerts

As of now, the portal has received over 2.5 lakh RTI requests and 29,000 First Appeals. Out of which, over 2.3 lakh RTI requests and 23,000 First Appeals have been addressed.

eCounselling

eCounselling provides end-to-end technical support and services towards a transparent admission process in academic Institutions across the state. In Delhi, following counsel boards have been automated by using eCounselling software.

- JAC (Joint Admission Counselling) comprising of NSUT, DTU, IGDTUW, DSEU & IIIT Delhi
- GGSIP University
- ITI
- SCERT

It has brought complete transparency in the admission process. As of now, it handles counselling of over 120 courses across various counselling boards of Delhi.

Salient features

- Registration and choice filling by candidates
- Online fee payment
- Provision to create the seat matrix
- Implementation of the reservation rules
- Verification of the documents
- Pre-allotment validation of candidate's data
- Seat allocation based on candidate preference, reservation, allotment rules and seat matrix
- Conversion of seats from one category to another category
- Post-allotment verification of data sets to eliminate any violation

- Publishing of the allotment result
- Provision to admission / withdrawal of the candidate
- Provision for cancellation of the seat
- Spot round allotment provisions
- Generation of the exception reports
- Comprehensive MIS and informative portal for the candidates

DSSSB Online

(<https://dsssonline.nic.in/>)

DSSSB Online is an online application and registration system developed for Delhi Subordinate Services Selection Board (DSSSB) to receive and manage applications for various vacancies advertised by the board online.

Salient features

- Ensures Unique Registration by producing registration key using the candidate's date of birth, matriculation exam roll number, and year of passing the exam
- Automated recruitment process from calling applications from eligible candidates, issuing exam notification, issuing admit cards, conducting exam, marking attendance, uploading result, to calling eDossiers
- Online fee payment facility
- SMS / email alerts

Delhi Labour Welfare Board

(<https://dlabourwelfareboard.delhi.gov.in/>)

Delhi Labour Welfare Board portal is a comprehensive web portal designed for the registration of employer's under the Delhi Labour Welfare Board. The portal aids in the implementation of Delhi Labour Welfare Fund Act, 1997, which is modeled after "Bombay Labour Welfare Fund Act, 1953".

Under this act, DLW Board accepts contribution of employers as well as employees at the @2.25 paisa and 0.75 paisa respectively for the welfare of the labour.

Salient features

- Online registration of employer establishment
- Amendment of the employer information including the details of number of employees
- Online submission of employer / employees contribution with detailed inputs from the employer
- Online submission of unpaid fine with details of employee by the employer
- Online closure of employer
- Regular updation of employee details by employer registered under Delhi Labour Welfare Fund Act

Within two months of launch, the portal has seen 1873 employer registration with a total of Rs. 505630 deposited in the state Government account.

Delhi Central Inspection System

(<https://cisdel.delhi.gov.in/>)

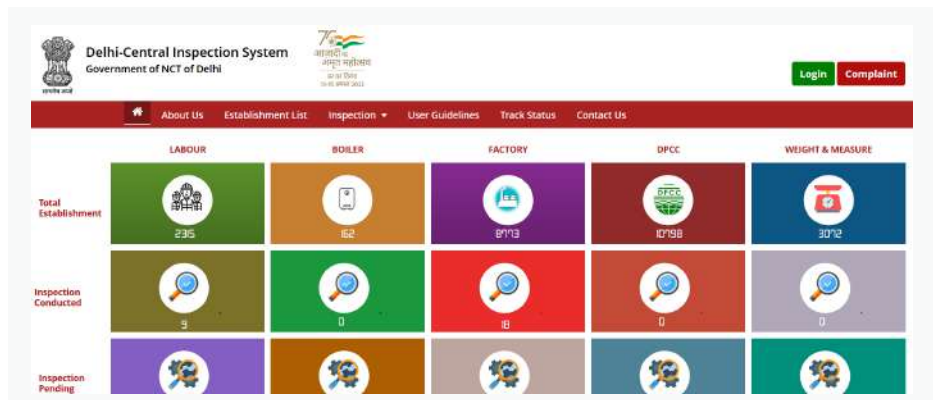
Delhi Central Inspection System (CIS) addresses complaints about ambiguity, overlapping mandates and a general lack of consensus between the government inspection authorities. It aims to simplify business regulations and bring in transparency and accountability in inspections. It replaces manual scheduling of inspections with a synchronised plan for various agencies. As of now, five departments have already been onboarded onto the portal namely Labour, Factory, Boiler, DPCC and Weights & Measure.

Salient features

- Random selection of Inspectors against establishments for scheduled inspections
- Provision for department based inspection and Joint Inspection (Labour and Factory)
- Provision to raise a complaint against a unit and forwarding the same to the department concerned for inspection
- Department-wise inspection completion / pendency charts

As of now, over 25000 establishment have

▼ Fig. 1.8: Delhi Central Inspection System Informatics Page



Infrastructure Support & Network Services

Internet Bandwidth	District Connectivity	Wi-Fi Service (Delhi Secretariat)	Email Service	Broadband Service
10 Gbps connectivity to State (1 redundant)	11 districts are connected via 34 Mbps leased lines	2000+ devices configured	31,800+ email accounts created and new accounts added regularly	4000+ secure broadband accounts configured

▲ Table 1.1: An overview of Infrastructure Support & Network Services by NIC NCT Delhi Centre

registered onto the portal for Inspection by Labour and Factory Department. In future, other departments are also in the process of scheduling inspection through this system. (Refer Fig. 1.8)

Delhi Shops Exemption App

(<https://dlabourwelfareboard.delhi.gov.in/shopexemption/>)

This app is designed to facilitate the Delhi Labour Welfare Board to implement the objectives of Delhi Shops and Establishments Act, 1954. The Act aims to provide relief to people working in unorganised sector, especially employed in shops and other similar establishments. It regulates working hours, payment of wages, leave, holidays, terms of service and other conditions in these establishments. The app allows for online submission for exemption under the provisions of this Act. It was developed on a priority basis as per the directives of Hon'ble Lt. Governor, Delhi.

Salient features

- Allows employer registration and detail modification
- Tracks application status
- Forwards applications for Inspection / Approval / Rejection with an option to upload Gazette Notification after approval from the Hon'ble Lt. Governor Delhi
- Uploads new notifications

Other Key Initiatives

Infrastructure Support and Network Services

NIC Delhi integrated NICNET and Delhi State Wide Area Network for better data sharing and VC services. (Refer Table 1.1)

Some of the highlights of the service are:

- Configured 11,000 computer nodes
- Operationalised 230 leased lines and ethernet links at 178 locations of Government of Delhi
- Over 31,800 email accounts created till date
- Over 4,000 secure broadband accounts have been configured
- Enabled Central Wi-Fi access to mobile devices in Delhi Secretariat. Over 2000 devices have been configured for Wi-Fi services
- Setup 14 Video Conferencing (VC) centres/sites

VC Services

VC has gained popularity among Delhi government officials as it saves time and resources. Therefore, to meet the demand, VC Division has laid out dedicated infrastructure at the major offices of Chief Minister, Chief Secretary, and other higher officials. VC studios are also set up at State and District Headquarters.

In 2022 alone, a total of 2434 VC sessions has been conducted from 1st January 2022 to 31st

August 2022. The facility has been extensively used by the State officials for reviewing departmental/inter-departmental schemes and programmes. (Refer Fig. 1.9)

Also, exclusive VC infrastructure has been laid down for Hon'ble Prime Minister of India, Union Ministers, Lt. Governor, Cabinet Secretary and other senior officials.

iRAD

Integrated Road Accident Database (iRAD) is an initiative of the Ministry of Road Transport and Highways (MoRTH), Government of India and funded by World Bank with an objective to improve road safety in the country. It facilitates collection and analysis of road accident data; installation of required cloud infrastructure / configuration and maintenance of physical servers; training of users / stakeholders; and establishment of a helpdesk.

Important Events Organised

VC services were provided during the distribution of Sneh Patra by the Hon'ble Prime Minister Shri Narendra Modi to the beneficiaries of PM-CARES scheme.

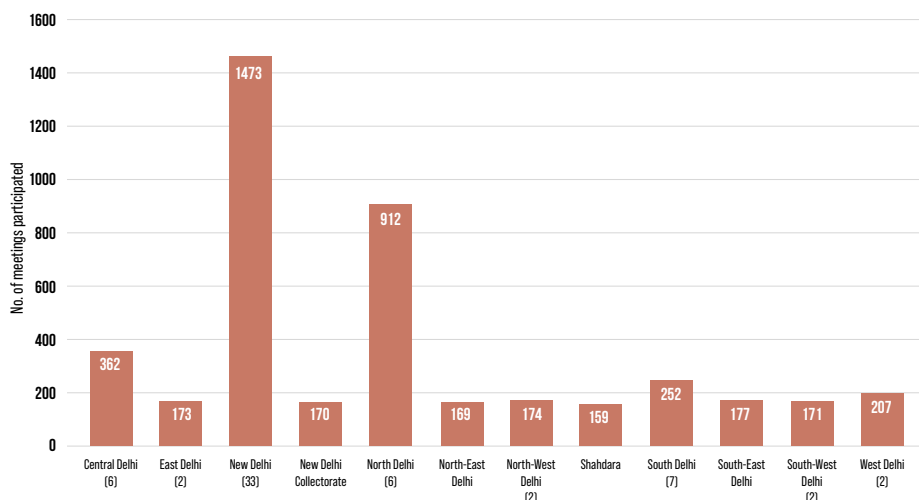
Accolades

- Gems of Digital Delhi for NFS (ePDS), e-Tenders, eSLA projects
- Technology Sabha Award '20 for eDistrict Delhi
- Bronze Award for IFMS Delhi Mobile app in State Mobile App contest conducted by NIC

Way Forward

With its dedicated teams at State / District Centres, NIC NCT Delhi Centre stands committed to providing a valuable impact on digital governance. It is working toward the rollout of several central projects in the State, such as eOffice, eHRMS, SPARROW, eAbkari, eCabinet, Tejas, and Single Window System for the Department of Industry. Moreover, for the betterment of citizens' lives, it is engaged in development of micro-services based apps using new and cutting-edge technologies.

▼ Fig. 1.9: VC sessions conducted between 1st January and 31st August 2022



Contact for more details

State Informatics Officer

NIC NCT Delhi Centre
7th Floor B-Wing, Delhi Secretariat
New Delhi - 110002
Email: sio-del@nic.in, Phone: 011-23392184