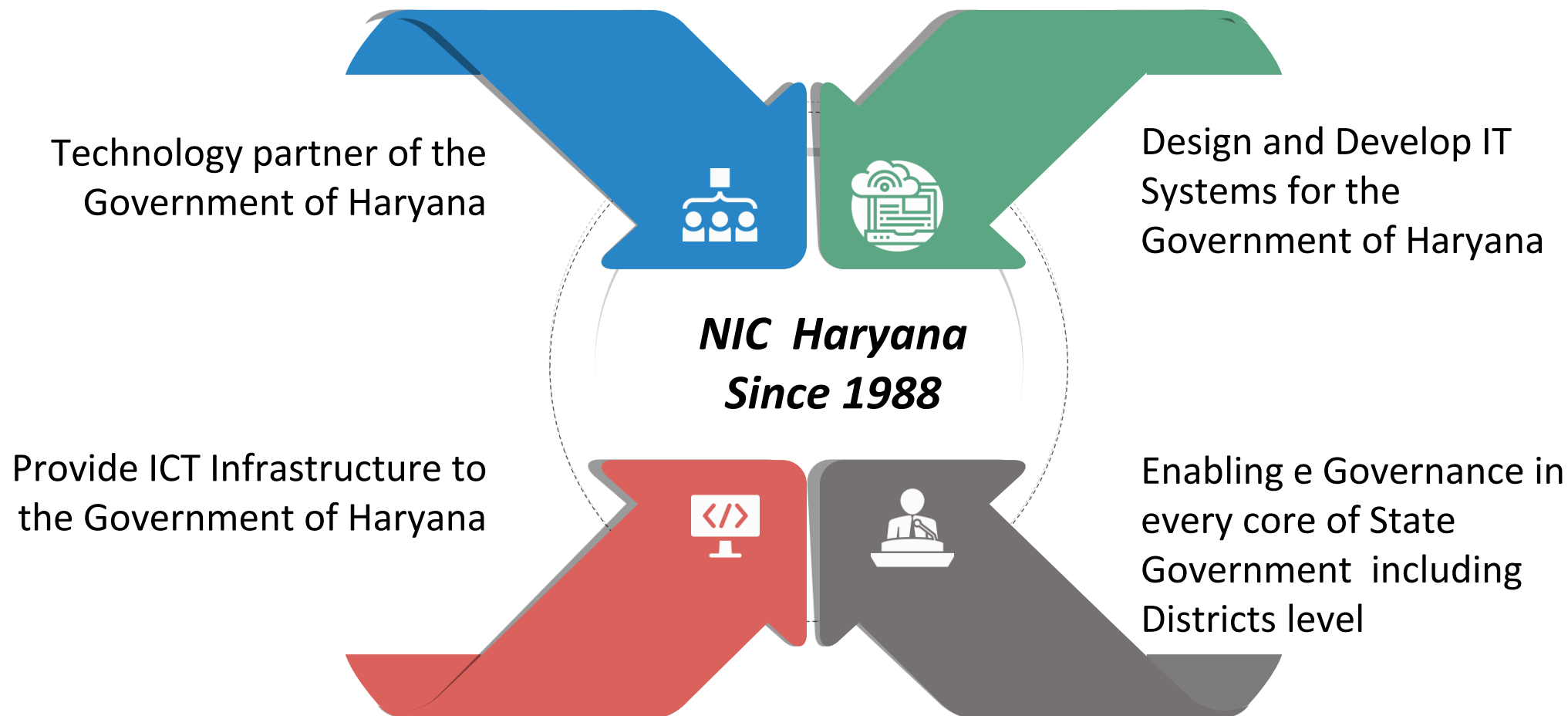


NATIONAL INFORMATICS CENTRE

Haryana State Centre

Ministry of Electronics & Information Technology
Government of India

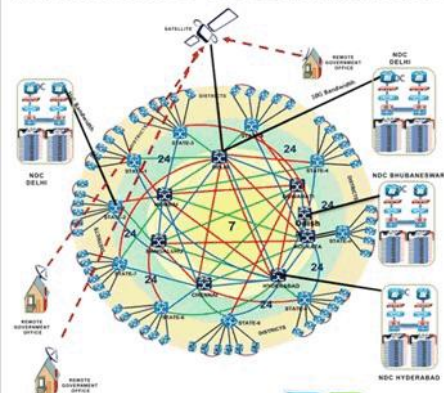
Sept, 2026



Digital Infrastructure

NICNET

PAN INDIA HIGH SPEED GOVERNMENT NETWORK



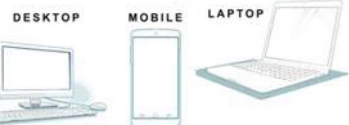
Connecting States Panchayats
Centre Districts

VIDEO CONFERENCING

VC STUDIO

EXECUTIVE VC SYSTEM

SOFTWARE VC



REMOTE SENSING
& GIS



BHARAT MAPS



DIGITAL PLATFORM



@nic.in

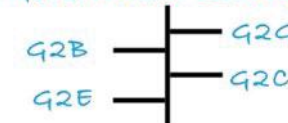
@gov.in



NATIONAL DATA CENTRE

Government Websites

Government Services





1

6 LANs in Haryana Government Buildings in Chandigarh.

2

5,000+ nodes in Government buildings in Chandigarh

3

5 Fully WiFi buildings connected to NIC Controller

4

LANs at Secretariats, Raj Bhawan, Haryana Niwas, Vidhan Sabha and High Court

5

Access to NICNET through Wi-Fi in 5 Haryana Government Offices in Chandigarh and 12 District Mini Secretariats

6

22 District level LANs with over 5000 nodes.

7

New segment of 128 nodes has been allocated to Karnal Distt

10 Gbps leased **data circuit** connecting NIC Haryana INoC to NICNET/NKN. Providing high speed Internet connectivity to Haryana Government Offices and all 22 Districts of Haryana.

NKN Haryana connecting 39 institutes of higher learning and research in the state.

Increase the bandwidth of 2 location from 100 Mb to 1 Gb (FCI, High Court)



Connectivity from State Capital to **Districts** using 34/100 Mbps/ 1Gbps leased circuits

Connects **Haryana State Data Centre** through 1 Gbps leased circuit, enabling data center services for various Government departments

Secure Wi-Fi Services in various Haryana Government buildings providing Internet through NICNET connectivity.

Email Service

65K+

Email Users in
Haryana

IDs successfully
migrated on new
Zoho Platform

Robust system to
detect and prevent
Malicious
Attacks/Emails

2 Crore

Nationwide SMTP
gateway
Traffic/day

Backup/DR support,
Secure Email, Geo-
location feature

Multiple storage
options available

Support for anti-virus
and spam scrubbing

24/7 Support by
email, phone and
online

SMTP, Anti SPAM,
Anti-Virus and
other security
services at
perimeter level

SMS Platform

01

30 +
Applications
integrated

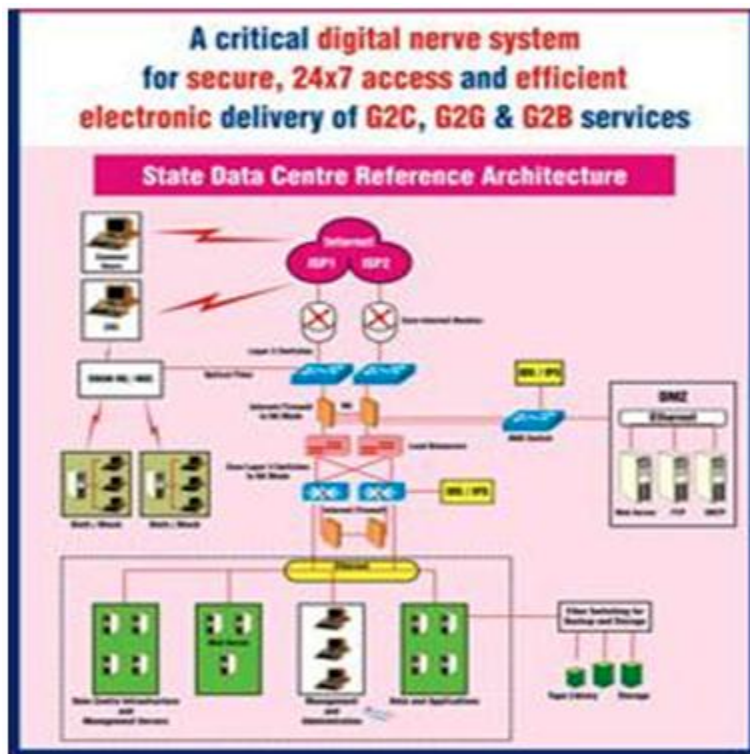
01

OBD service used for
various e-services
and campaigns

Key Applications

- SARAL Haryana
- PPP
- E-Mausam
- IFMS
- Intra Haryana
- NICMEET
- Haryana Police

**Average
Monthly SMS
1.25 crores+**



Jan 2009

- Servers : 100+
- Storage : 40 TB

July 2026

- Servers : 500+
- Storage : 400 TB+



95

VC Studios



75475 Hrs.

Total Studio Hrs. from
01.01.2020 to 31.07.2026

**NIC VC Service is the Backbone of
Governance in Haryana**

	No of VC meeting	Studio hours	Sites Participated
VC meetings of State Govt.	5757	67330	43626
VC meetings with Central Govt.	2322	7031	3536
VC meetings of CIC	3429	1113	4236
Total	11508	75475	51398



Number one state in implementation of S3WaaS



55 Govt. Departmental websites



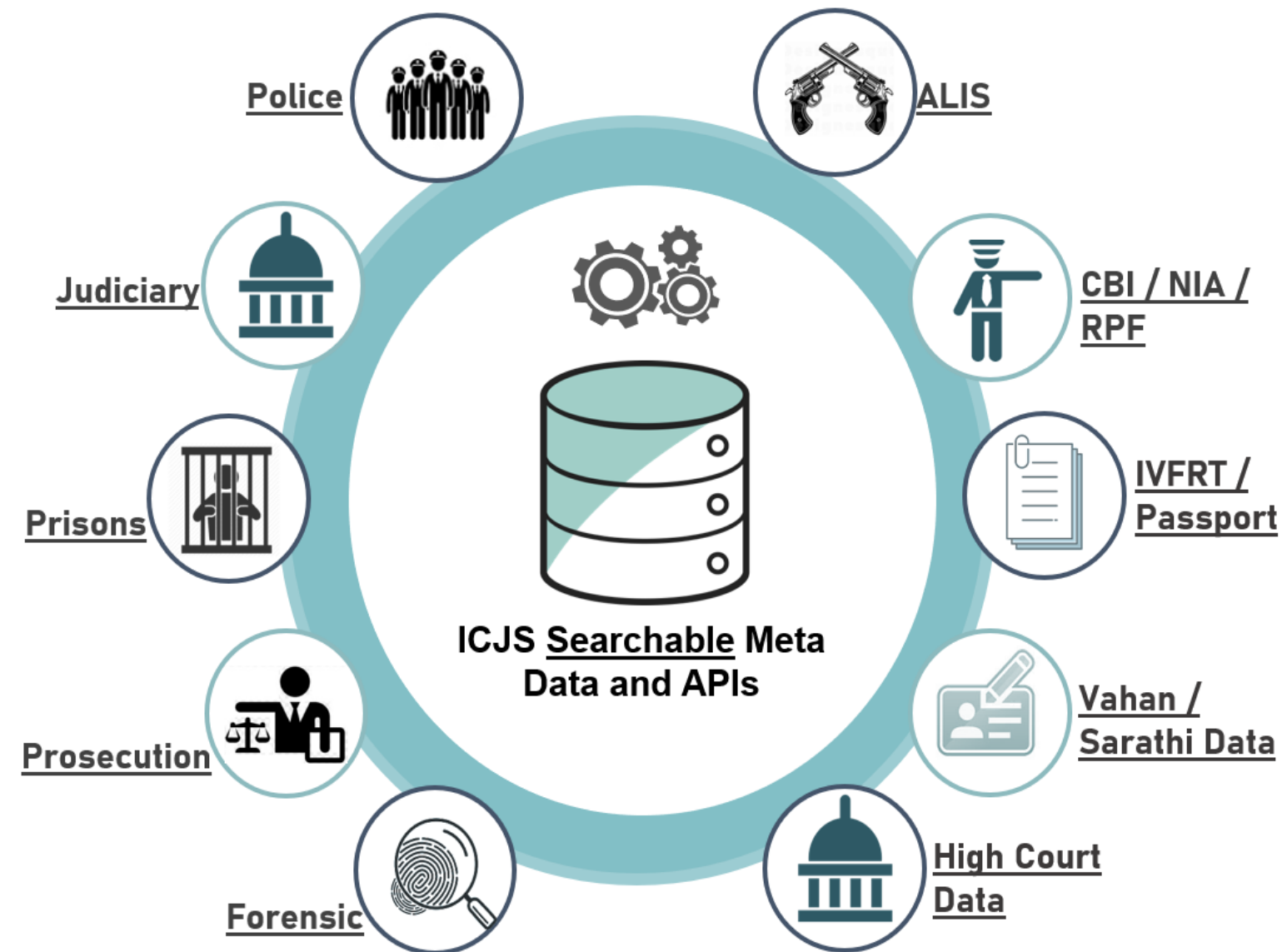
District websites of all 22 districts developed and hosted



Kurukshetra District website of Haryana received platinum award at Digital India Awards 2018.



MoU signed with State Government for development of departmental websites. 75 more websites being onboarded.



1

One Data Once Entry

2

PAN India Search – Cross Domains

3

Mini Statement of a Case

4

Criminal Network Visualization

5

Dashboards for each Domain

6

eProsecution and ALIS implemented in all 22 districts of Haryana. 300+ ICJS users have been created for police stations.

Parivar Pehchan Patra

- A unique initiative by Government of Haryana to create a database of all households residing in Haryana.
- 8 digits family ID assigned to 75 Lacs+ Parivars registered in portal.
- More than 400 Services are integrated with PPP. If DOB, Caste, Income is verified in database, citizen doesn't need to upload relevant proofs to avail services.
- Aim to Provide Proactive services to citizen like Disbursement of Old Age Pension after attaining age of 60.
- Across the counter/ Online downloading of Caste Certificates etc., No need to apply once caste is verified of all households.

Local Committee

- 19,634 Local Committees have been constituted at the booth Level in Haryana.
- A Local Committee comprises of 5 team members (One Govt. Official, One CSC operator, One College Student, One Volunteer and One Social Worker).
- Data Entered in PPP is self declared and being verified from available electronic data sets.
- Data pushed to these committees for Income verification, since Income is critical indicator to avail any scheme of Government.
- Any 3 Members of LC agreed on same income range is considered to be verified income of that family.
- Apart from Income, occupation verification is also done by LC.

Covid-19 Payments

- Government of Haryana decided to pay Ex-Gratia of 2 Lakhs to next of Kin of BPL Family If deceased was in age range of 18-50 Years.
- Apart from that 5,000 lump sum to Covid-19 +ve patient of BPL Family.
- PPP was taken as base to identify BPL Families after applying income criteria and bank accounts were validated using penny drop mechanism along with name validation.
- Beauty of this system is that citizen doesn't need to apply to avail payment.

Key Highlights

- 8-digit Family ID for all Haryana households.
- Automatic verification of DOB, caste, and income.
- Seamless access to government schemes and certificates.

Service Delivery Innovation

- Proactive benefits like automatic Old Age Pension disbursement.
- One-click access to caste and income certificates.
- No repeated document uploads.
- Single Source of truth for service delivery

76,05,295

Total Signed Families

2.90 Crore

Total Citizens Covered

- ☐ **OCR based verification** of documents
- ☐ Models trained based on type of document & information required
- ☐ **Integration** with central databases like UDID, VAHAN, e-Shram, NPCI & CBDT
- ☐ Clearly mapped and standardized **geographical mapping**
- ☐ **Data warehouse** for consolidation of benefits disbursed to an individual and a family
- ☐ In house curated chatbot

#	Service Name	2014	2022	As on date
1	PDS - Ration Card	11,30,895	27,01,249	39,89,359
2	Ayushman Bharat	-	15.51 lakh families	39 lakh families
3	Old Age Samman Allowance	13,90,486	17,45,800	21,88,628(7.16 Lakh proactive)
4	Widow Pension	5,96,855	7,78,923	9,02,960 (1,51,312 proactive)
5	Disability Pension	1,39,884	1,77,759	2,13,763 (51,283 proactive)
6	Widower and Unmarried Pension	-	-	81,441
7	Vivah Shagun Yojana	25,040	27,013	50,316



“Transforming Service Delivery in Haryana”

Total districts 23
Total departments 83
Total service/schemes 971
Total applications received 11,20,86,530
Total applications processed 11,14,27,890 (99%)
Total Saral Kendra 115 Total CSC Kendra 13000 +



A system to file auto appeals on behalf of eligible persons as soon as the notified timeline for the application is breached and a satisfactory service is not delivered to the applicants.



Appeals Automatically filed by System as notified timeline is breached



Appeals Automatically Escalated to Higher Authority



Appeals can be filed by Applicant on Antyodaya Saral and AAS portals



Appeal can be filed by Applicant through Antyodaya Saral Helpline



Authorities can Issue Directions to Designated Officer (DO) who in turn can submit reply online



RTS Commission & Appellate Authority can impose penalties on DO, part of which may be given to applicant

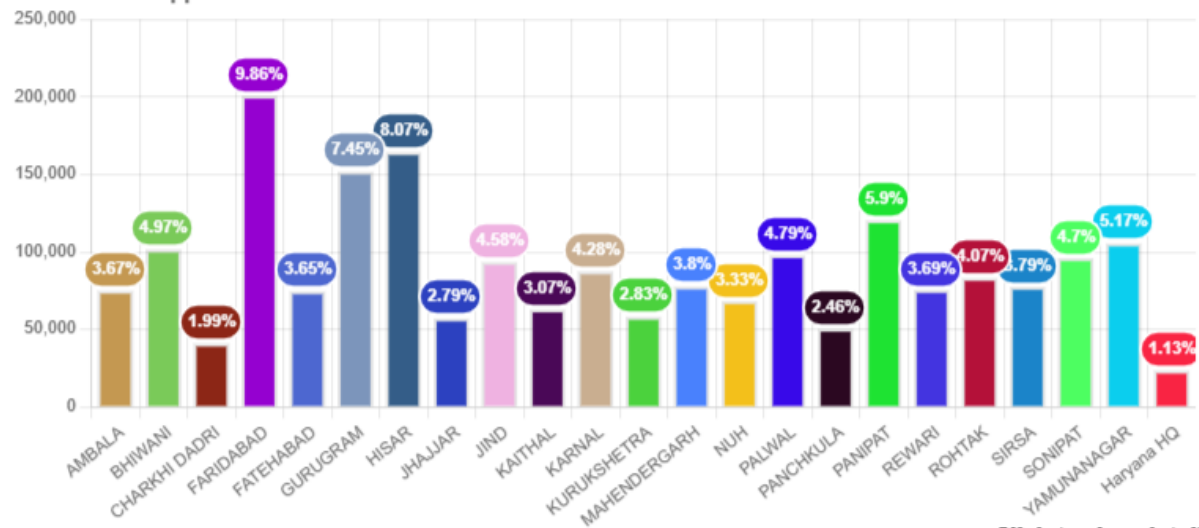


SMS/Email Alerts to Applicants & Respondents



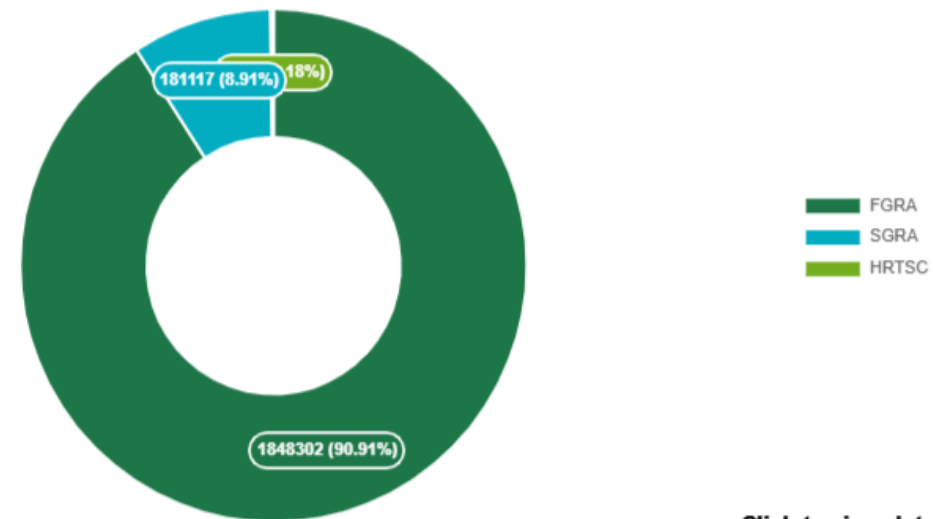
Daily cause list generation

District Wise Appeals/Revisions



[Click to view detail](#)

Authority Wise Appeals/Revisions



[Click to view detail](#)

Departments On-Board
63

Services On-Board
783

Appeals/Revisions Filed
3081323

Appeals/Revisions
Disposed
3003800(97.5%)

platform for property registration and Land Records Management



- Provision of online appointment for deed registration.
- Integration with Urban and Rural property records.
- Online checking of Dues and transfer permission of Urban local bodies and other departments managing the urban property records.

- launched on 01-04-2018
- Implemented in all the 143 Tehsils/Sub-Tehsils.
- Integration of Deed Appointment with Rural as well as Urban property records.
- Checking of dues and transfer permissions at the time of deed appointment.
- Integration of Deed Registration with Urban property Records.
- Integration with e-GRAS for E-Stamping.
- Online Mutations.
- Preparation of New jamabandi.
- Copy of Records of Rights
- Crop inspection (Khasra Gridawari) using mobile App.

Citizen Services

- Deeds Writing
- Collector Rates
- Stamp Duty Calculations
- Deed Appointment
- Deed Registration
- Nakal of RoR(Parat Patwar)
- Nakal of RoR (Parat Sarkar)
- Copy of KhasraGirdawari
- Copy of Mutation
- Copy of Registered Deed

WEB-HALRIS: Web based Deed Registration and Land Records Management Solution

60000 deeds per month
200000 ROR per month



Revenue Record Room Management System

Government of Haryana, India



173

• Record Rooms

12,000

• Racks

1.3 lacs

• Galvanized Box

40 Cr. +

• Documents

Implemented GePNIC as Single e-Procurement Solution

Total Tenders – 5.96 Lakhs

Value of Tenders (Rs. in Crores) – 6920.0371

Average/Month – 6195 Tenders

Features of GePNIC[®]

- Real time Tender Information of all organisations PAN Haryana on <https://etenders.hry.nic.in> portal
- Online EMD, Tender Fee & Processing Fee
- Certified and Audited by World Bank, Asian Development Bank and STQC.
- Facilitates Preference for MSME, StartUPs in eReverse Auction and Tenders.
- Major online procurement of Haryana is thru this platform.

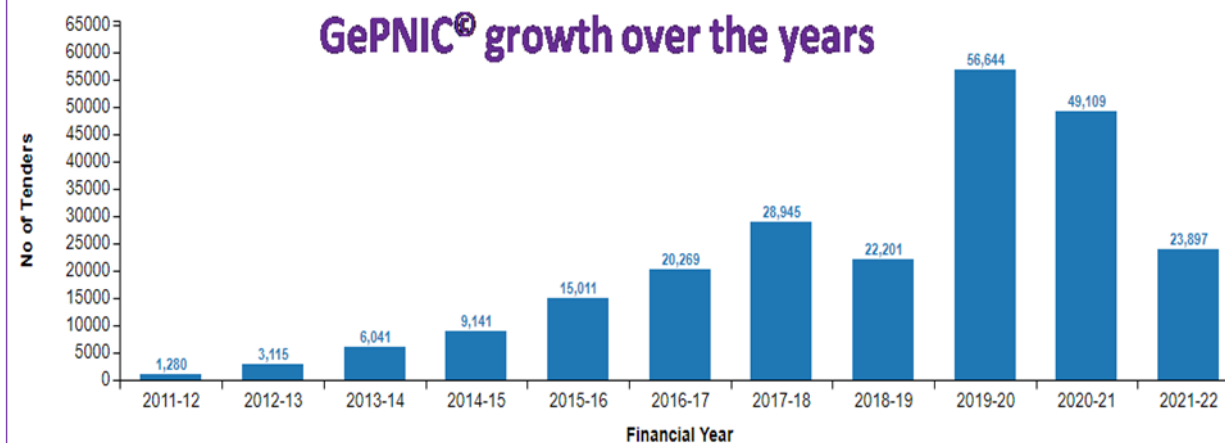
**Also implemented e-Auctions in Haryana on
<https://eauctions.gov.in>**

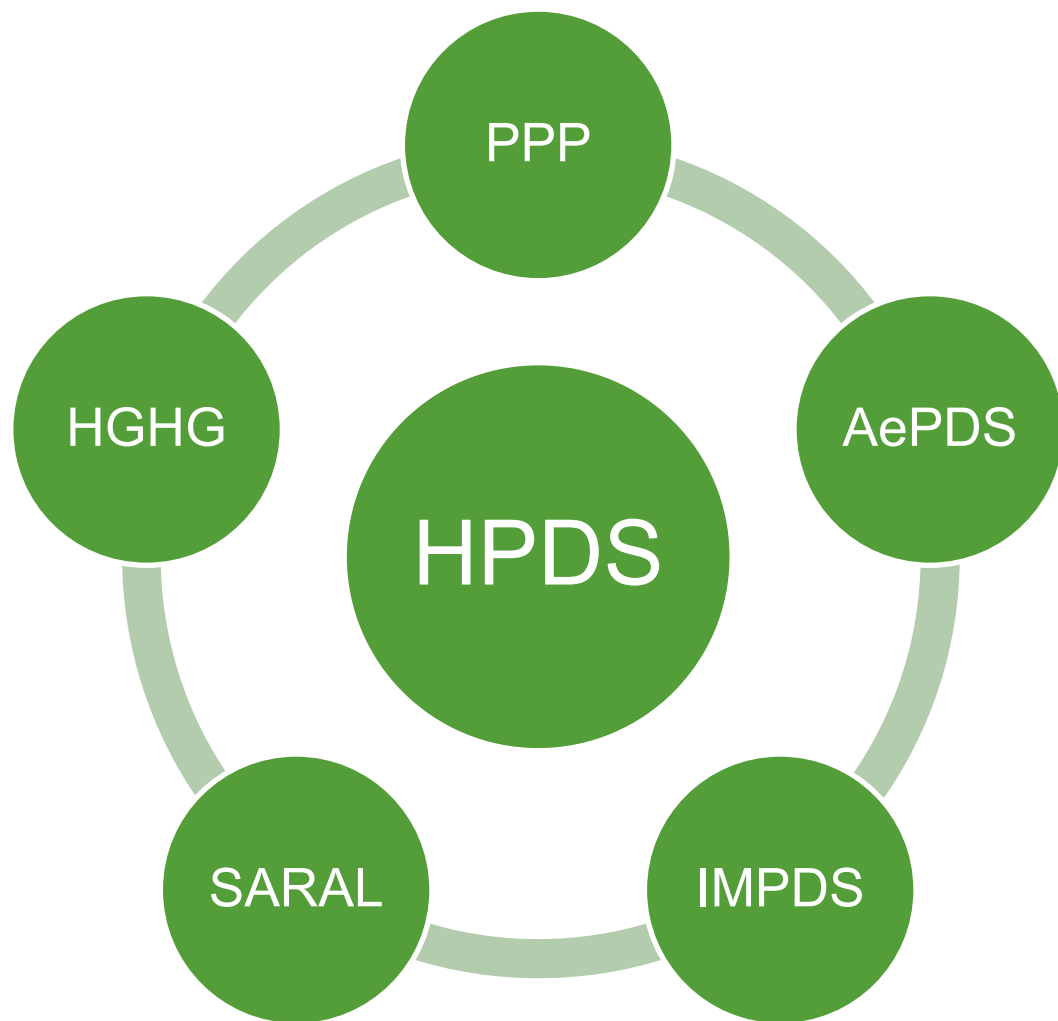
Implementation Status

- All Govt. Departments, PSUs,
- All Board & Corporations under Govt. of Haryana
- DS&D, PHED, PWD, HSIIDC, Forest, Urban Local Body
- 22 Districts / till Block level

Procurement Entities – 8586

Bidder / Contractors – 83,706





- **HPDS (Haryana Public Distribution System)** serves as the central platform integrating key government applications.
- **PPP (Parivar Pehchan Patra)** provides verified family and beneficiary information.
- **AePDS (Aadhaar enabled Public Distribution System)** enables transparent and efficient ration distribution.
- **IMPDS (Integrated Management of Public Distribution System)** supports One Nation One Ration Card (ONORC) and inter-state portability.
- **SARAL (Simple, All-inclusive, Real-time, Action-oriented, Long-lasting)** provides a single-window platform for citizen services.
- **HGHG (Har Ghar Har Grihini)** supports targeted delivery of LPG welfare benefits to eligible households.
- Integrated ecosystem ensures seamless data exchange, faster beneficiary verification, reduced duplication, and improved service delivery.

Automobile & Component Manufacturers

- Platform for model certification
- Vehicle Inventory Upload
- Integration with Vehicle registration & Component Fitness Process

Dealers

- Integrated Vehicle Registration process
- Dealer Authorisation for old registered vehicle
- Trade certificate

Banks

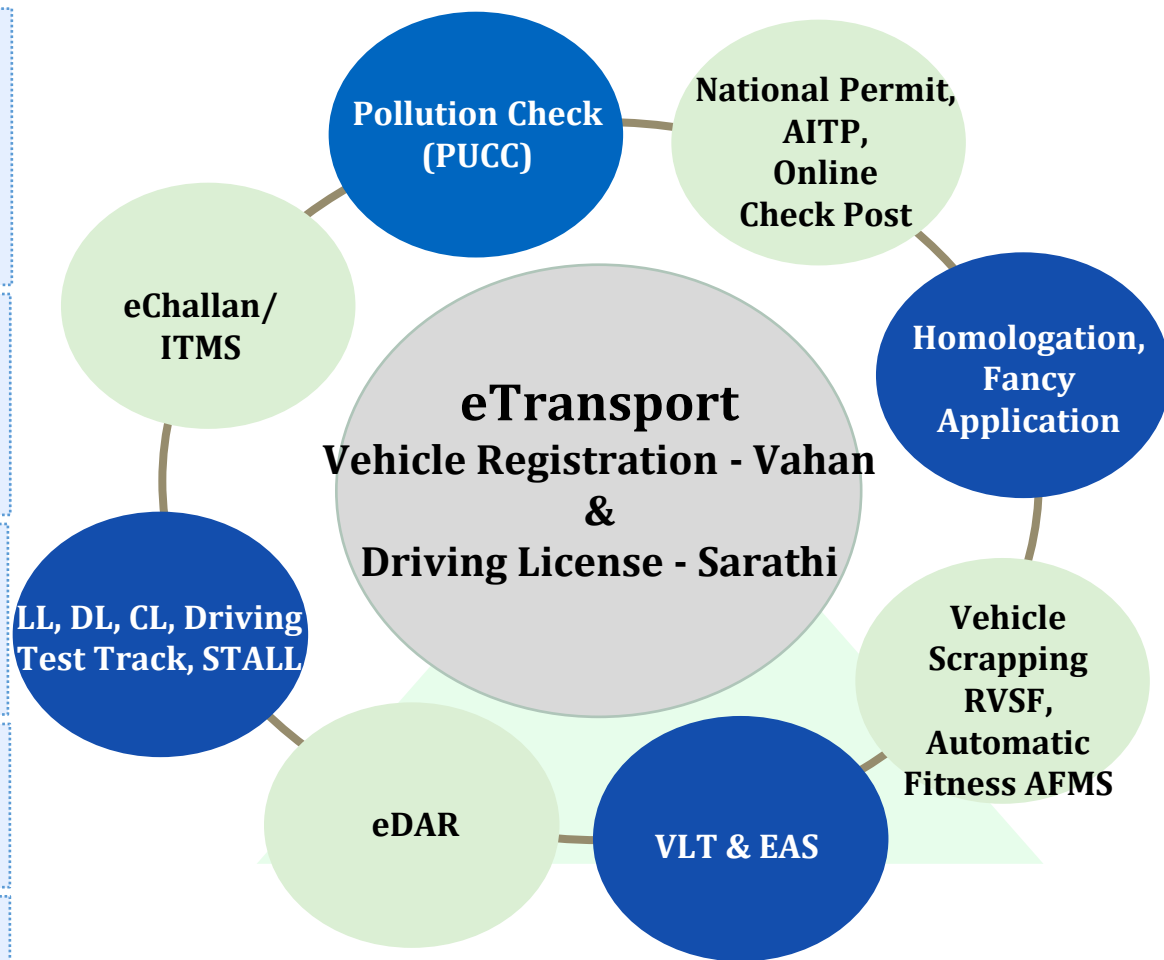
- ePayment Integration
- Improved Loan processing system through data access

Insurance Companies

- Identify uninsured vehicles
- Easy Claim Settlement process

Transporters

- Easy, efficient and transparent access to services
- Anytime, Anywhere access to services
- Paperless, Cashless Transactions



Citizens

- Online Citizen Centric Service
- NextGen mParivahan mobile App

Transport Office/Authority

- Complete automation of operations
- Efficient Workflow & service delivery mechanism
- Paperless operations

Pollution Check Centre

- Pollution Certificate Issuance
- Real-time Integration with Vahan

FASTag/ NHAI

- Data access through linkage with vehicle (Vahan)

Other Government Agencies (Data Consumers)

- GSTN/eWay Bill, Ports, NCRB, NATGRID, CCTNS, State & Central Police, etc.

Courts

- Case Pendency getting Reduced

External Applications (service access through API)

- UMANG, Digilocker, SARAL, SAKALA, CSC, eDistrict etc.

No. of RTOs:- 104

No. Of OEM Fitness centres:- 80

No. of vehicle dealers:- 1,572

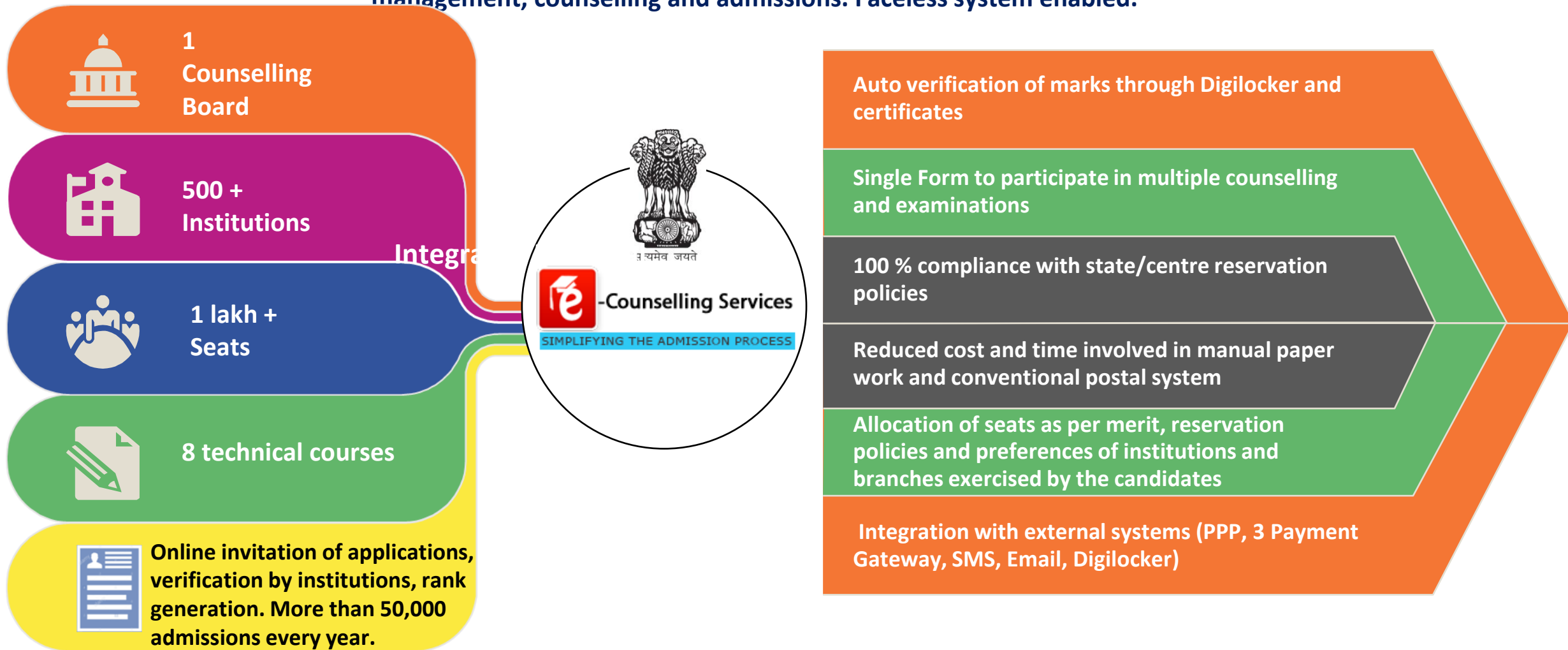
No. of traffic challaning branches:- 53

No. of Police districts in e-DAR:- 24

All the modules are functional in all the RTOs and Traffic Branches of Haryana Police

Vahan 4 (Transactions done:- 572.95 lacs. Vehicle registered:- 149.80 lacs.)	Sarathi 4 Total transactions done:- 103.83 Lacs. Total DL Issued:- 32.66 Lacs.	e-Challan Police instance:- Total challans generated :- 218.96 lacs. Transport Instance:- Total challans generated :- 5.44 Lacs.	Check Post Transactions done:- 207.87 lacs.
Fancy Portal (Total Number booked :- 63,513 Revenue Collected:- 278.99 Cr.)	PUC (Pollution Under Control) No. of PUC certificates issued:- 3.99 Cr. PUC centres:- 3,020	Permit (State/NP) Total NP issued:- 6.42 lacs.	eDAR Total accidents recorded:- 52,502

E-Counselling is a web enabled service provided to academic institutions/bodies across the country for online application for 8 different technical courses, verification by institutions, inter-se-merit generation, examination management, counselling and admissions. Faceless system enabled.



OBAMAS

- Online Budget is prepared by Finance Department
- Budget is Distributed / Allocated / Revised / Released / Re-appropriated online on object code basis
- Budget documents are generated through the system
- Paperless budget presented through Tablets.
- Online issue of LOCs to HODs /BCOs /DDOs for schemes
- Expenditure control through Ways & Means system.

E-Billing

- Preparation of all types of bills.
- Creation of Unique Payee Code for each employee or other payees for electronic payment.
- Digital signing and online submission of bills in the treasuries.
- E-TDS system for filing of income tax returns.
- Employees Loan Management System for Online submission of Loan Applications of employees to PNB.
- Integration with Works departments for generation of bills.
- Integration with PAG office for GPF authority for final payment.

OTIS

- Online passing of Bills and generation of EPS pay orders in treasuries.
- Bills are verified and digitally signed by treasury officer.
- Budget and LOC balance checking.
- Preparation of Accounts.
- Digitally signed bills and Accounts being pushed to PAG office server.
- Integrated with Banks and e-Kuber Payment system of RBI for making payments into accounts of the payees.
- Integrated with PFMS of Govt of India, NPCI and e-Kuber system of RBI for payments for Centrally Sponsored Schemes.
- e-Stock system for Strong Room Management

E-GRAS

- Online preparation of Challan.
- Govt. receipt can be deposited in any branch of SBI, CBI, PNB, IDBI.
- All sorts of Payment Options available for Online Payment.
- Generation of Online e-Stamp papers.
- Integrated with Property Registration system for online verification of stamp.
- Integrated with Major Receipt Collecting departments such as Transport, Industries, SARAL, TCP, Excise, HSSC, HP

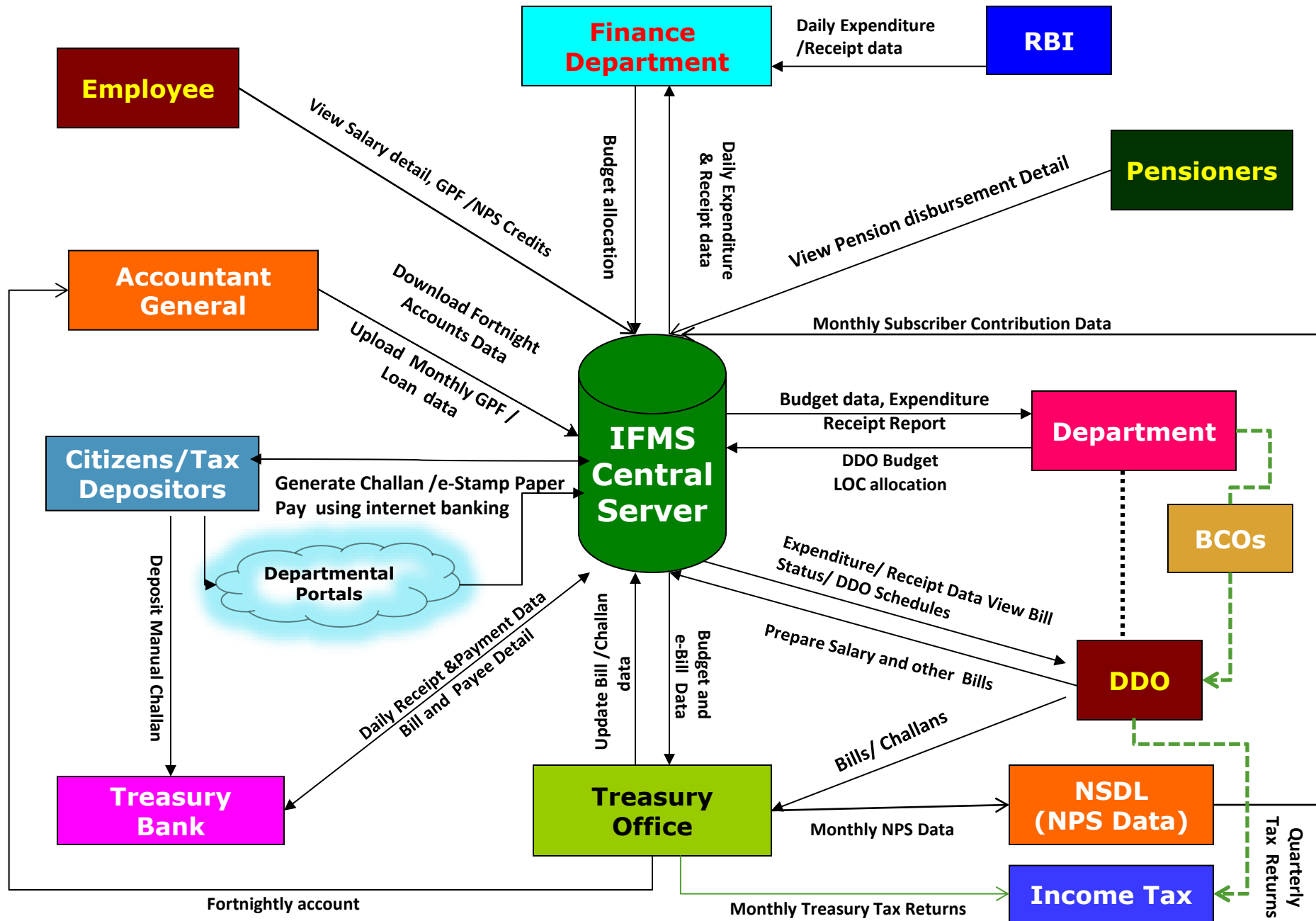
E-Pension

- Processing of pension for various categories like Regular, Ex-MLAs, AIS, Judges and Chairman
- 1,66,426 Pensioners have been registered with treasuries till date.
- Pension Disbursement Cell generates bill for the entire state.
- Bills related to Pension Arrear, DR Arrear, LTC, Commutation and Gratuities and their arrears are generated by the treasuries itself.
- Online Submission of bills in digital form in the treasuries.

SNA SPARSH

- Real time System of Integrated Quick Transfers) for CSS funds through an integrated framework of PFMS, State IFMS and e-Kuber platform of Reserve Bank of India.
- “Just-in-Time” release of funds from Central Govt and State Govt.
- SNA and Implementing Agencies (IAs) registered in IFMS.
- Preparation of bills and sending to the SNA for further submission to the state treasury.
- Integration with NPCI, OMMAS, NREGA, NRLM, JJM, NIKSHAY portals.

IFMS Information Flow Architecture



Integrated Financial Management System (IFMS)

110

Departments

3,87,242

Bills Processed

9300

DDOs

₹ 32,126 Cr

Payments

SNA Sparsh

110

Schemes

10,389

Bills Processed

₹ 646.15 Cr

Payments

e-GRAS Integrated with e-Stamp

₹ 27,295 Cr

Receipts

16 Lakhs

Stamp Papers Generated

Online Budget Allocation Monitoring and Analysis System

Budget : ₹ 2,23,518.17 Cr.

Allocated : ₹ 183135 Cr.

Exp. Till Date : ₹ 53484 Cr.

E-Pension

Total Pensioners : 1,74,769

Pensioners : 1,27,674

Family Pensioners : 47,095

41+ Lacs
ACR

3.59 Lacs
Service Book

9780
Policy Based
Transfers

102 Departments

171 Board /
Corporations

71,000+
ACP Orders

4.8+ Lacs
Active Users

25.82 Lacs
Leaves Approved

2.04 Lacs
General Transfers

12 Lacs
Property Returns

Key Features

- Service Book
- ACR
- ACP
- Leave
- Disciplinary Cases
- Policy Based Transfer
- Property Return
- General Transfer
- MPR

3.4 Lakh
Employees

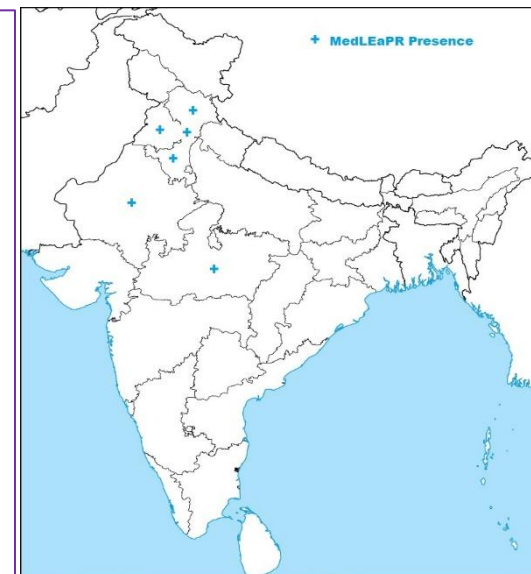
Implemented on Direction of Hon'ble High Court
Supported by Health Department since 2012

Number of Institutions – 970
Doctors onboard – 7737
Average/Year – 2.00 Lakh Medico Legal Reports

- Unique Initiative to mitigate the issue arising due to handwritten Medico Legal Reports prepared by doctors.
- Incorporated the graphical/pictorial representation feature.
- Integrated with CCTNS for sharing of MLR/PMR.
- MedLEaPR is under consideration as one of the Pillar of ICJS(Inter-operable Criminal Justice System).
- Integrated e-Sign/DSC solution.
- MHA, GoI adopted MedLEaPR as PAN India solution for MLC application.

Current Implementation Status

- 31 - States / UTs
- Integrated with State CCTNS
- Rukka Integration with Police Stations
- 5 States / UTs on staging server



MedLEaPR



Stakeholders:
Government Of Haryana,
Mines,
Contractors,
GRU,
SCR,
MDL,
Weighbridges

<https://mis.minesharyana.gov.in>

01

**Automatic
Weight Capture**

02

SMS Integration

Key Features

- Mobile OTP based Login
- Weigh Bridge Integration
- Buy Sale matrix to regulate sale purchase of minerals
- E-Rawaana slip generation with QR code capabilities

**Security
Audited**

The complete system launched on 15th December 2020 for Information, Public Relations and Languages department Haryana, it provides fully automated system starting from receipt of indents from various organisations, media plan generation, release orders, Online receipt of bills, bill processing, approval and payment through Govt. Treasuries and Payment Gateway system.

IMPLEMENTATION

340+

Organisations

881

News Papers

2,49,260

Release Orders
issued

2,18,999

Bills submitted

2,15,989

No of Bills
approved

538 Crore +

Value of the Bills
approved

Features:

- Online submission of Indents by on-boarded organisations.
- Online generation of media plan and release order by DIPR
- Online bill submission by News Papers
- Workflow based approval of Release orders and Bills.
- Online sanction orders and other reports.
- Integration with treasuries and axis bank payment gateway.

Achievements

- Payment of news paper bills within 30 days of the receipt.
- Comprehensive dashboard and reporting on click of a button for latest information.
- Complete transparency, both for indenting organizations, DIPR office and New Papers.
- The system received Good Governance award from Hon'ble Chief Minister, Haryana.



1

Election Duty Management System (EDMS)

Multirole- State/District/Dept./Office Admin, RO/ ARO, DEO

Capturing of Employees Data

Randomization of Staff – PrO., APO, Polling, MO

Duty Orders – Printing, Support Bilingual (Hi / Eng)

Postal Buddy – Generate Form 12/12A

2

Voter List Management System (VLMS)

Multirole – District / Block / Village

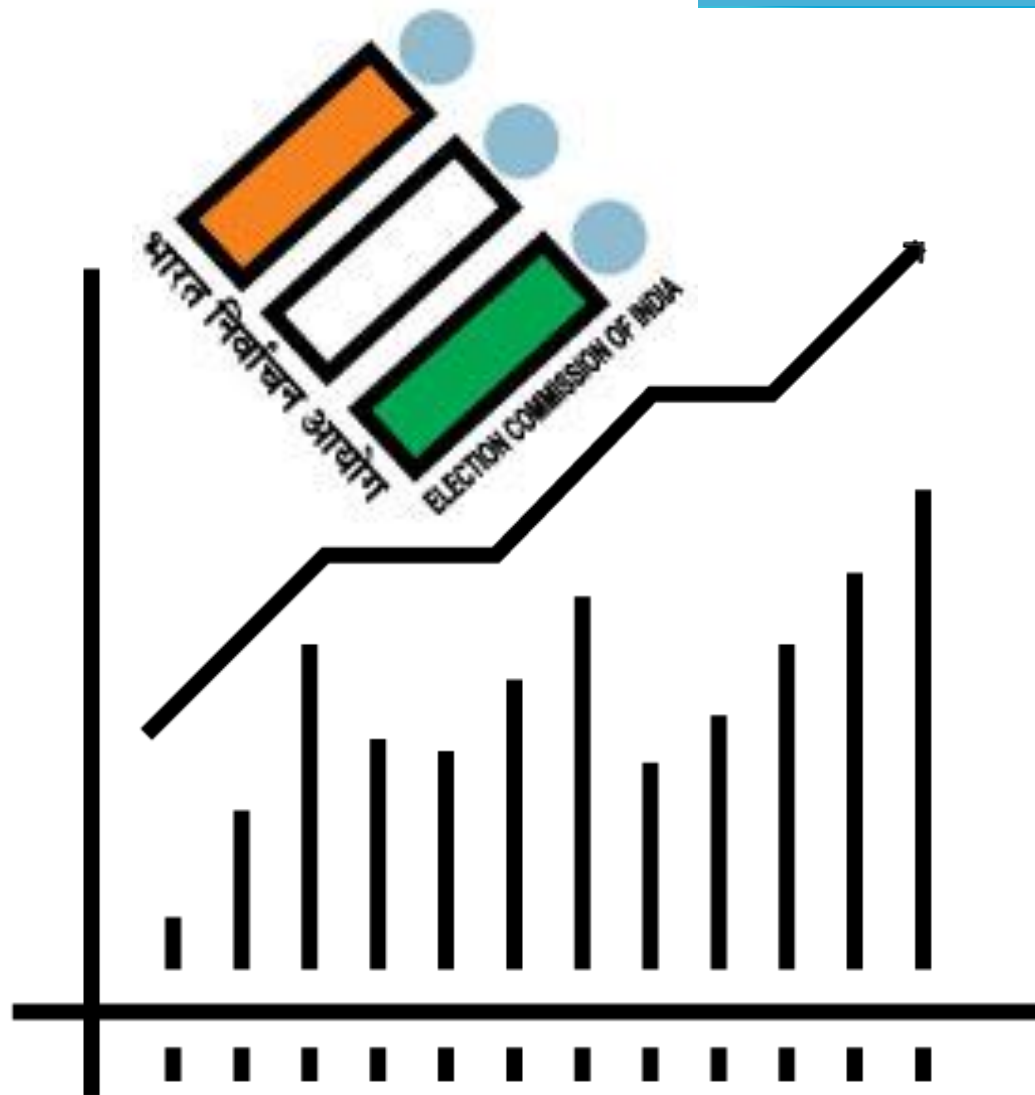
Uses Voter List Data of Lok Sabha and Vidhan Sabha

Supports Bilingual (Hi / Eng)

Marking of Voters / Adding of New Voters / Deleting of Voter

Printing of Voter List with Photo and Without Photo

Various Reports



1

Poll Dashboard

- ❖ Live status of Polls casted during Election
- ❖ Multimode - Web and Mobile App
- ❖ Multirole- RO, ARO, Sector Officer
- ❖ Monitoring of activities like Party Dispatch, Party Reach, Mock Poll start and End, Poll Start and end, voters in queue

2

PRI Haryana

- ❖ For Panchayati Raj and MC Elections
- ❖ Multirole- RO, ARO
- ❖ Nomination Filing & Verification
- ❖ Symbol Allotment
- ❖ Ballot printing, integrated with Ballot Printing Agencies

2

EQMS

- ❖ Monitoring of Voters in Queue at Polling Booths
- ❖ Mobile and Web Interface
- ❖ Mapping of each booth with BLO
- ❖ Monitoring by AROs
- ❖ Facility to citizen to avoid rush and vote conveniently

Implemented in all 22 districts of the state for providing online services to the foreigners.

Services

EFRRRO: Provides registration and visa extension related services to the foreigners.

Foreigner Student Information System(FSIS/S-FORM): Collects information about the foreigner students studying in the state and enables institutions to submit periodic information of students in the system.

C-FORM: Collects information about the foreigners residing in the hotels, dharamshalas, inns and other such places. Requires premise owner to submit information within 24 hours of the arrival of foreigner.

Other Services: Prior Reference Check(PRC), Kartarpur Sahib Corridor clearance, Nationality verification(for Indians living abroad), eSANAD

Key Features



**50+ Kiosks &
100+ Display Boards**



**Highcourtchd.gov.in
phhc.gov.in**



**Completely
Digitized Data**



**Total States
Covered
3**



**Total High Courts
Covered
1**



**Number of
Courts
49**

eDiary
7500+
users

Digitization
20 Crore+
pages

E-Notices

E-Filing

E-Copy &
E-Inspection

Online
Gate Pass



Online
Payments

Digital Bail
Orders

Key Features



Kiosks in Court Complexes



Citizen services on ecourts.gov.in



Virtual Court at Faridabad



**Districts Covered
47**



**Court Complexes Covered
130**



**Court Establishments Covered
354**



**Number of Courts
1207**



01

One stop flagship portal for farmers to avail any benefit.

02

PPP based registration of crop details along with mandi by farmers to sell their crops on MSP.

03

Successfully being implemented for the last 5 years including current season

04

Registered crops are verified on HARSAC, Girdawri, crop booking data. Unmatched crops sent for online verification. Verified crop wise area is sent to eKharid so that farmer may not sell produce on MSP more than actual area

Use of Technology Tools

APIs provided to eKharid for procurement

APIs provided to horticulture for bhawantar scheme

APIs provided to Seeds for seed production programme

Integrated with land records to fetch khasra wise land details

PPP is mandatory for registration for state farmers

The **Vigilance Management System** is designed for Vigilance Department to monitor the status of the Vigilance Cases, Raids, Source Reports etc. related to all departments of State of Haryana

Features

Acquisition, assembly and storage of data related to Vigilance Enquiry, Source Reports, Raids etc.

Dashboard Reports pertaining data related to Vigilance Enquiry, Source Reports, Raids etc.

Timely action against the source reports received from CVOs.

Increased transparency vigilance monitoring

An Integrated Workflow Based System, designed specifically for the departments, corporations, boards and other state bodies keeping in mind the contemporary need of effective monitoring of the court cases.

Features

- Integrated with Bharat API for court cases of Punjab & Haryana High Court and District Courts of Haryana
- Reports and Dashboard Department Wise/Branch Wise/Court Wise for all cases related to Government of Haryana
- Availing Copy of Petition on just a online request by generating online ticket.
- Email and SMS Alerts of Status of Contempt Cases, Reply Filing Pendency, Judgment Compliance etc.



181

Registered Departments/
Boards/Corporations



6,93,725

Court Cases Entered



5,623

Registered Users



1500+

Daily Average Logins

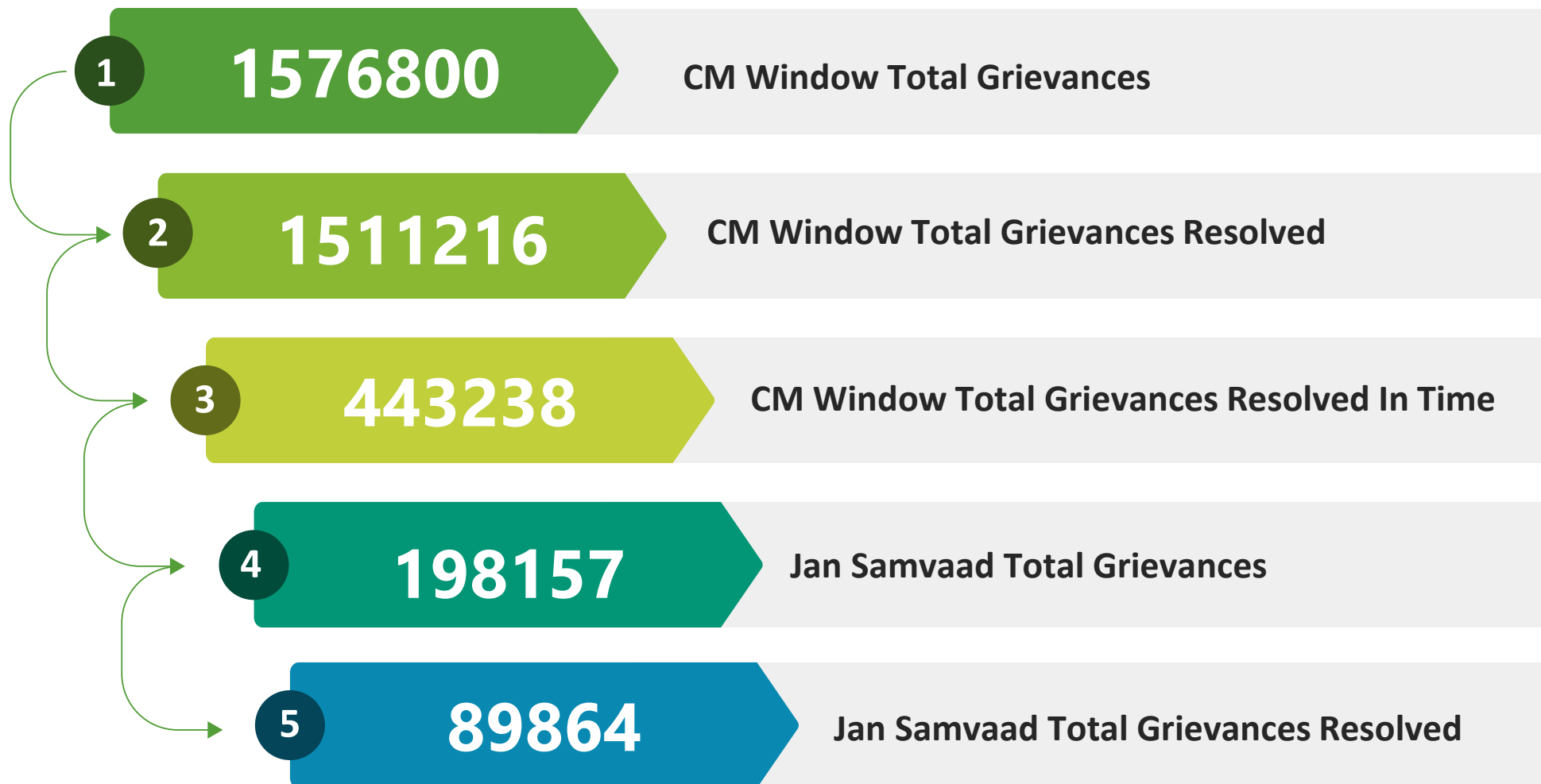
Chief Minister Grievances Redressal and Monitoring System

Launched by CM Haryana on 25/12/2014

Public Grievances Redressal and Monitoring Solution for Haryana

- Consists of 2 Modules viz. CM Window and Jan Samvaad.
- CM Window primarily consists of Grievances received through the CM Window Counters at DC and SDM Offices.
- Jan Samvaad are the applications (grievances and demands) given personally to the Chief Minister during public meetings called Jansamvaad.
- Web based online Integrated workflow system, which primarily aims at processing paperless redressal of grievances by the Government.
- Single Solution for entire State including all departments thereby Reduce costs of service delivery by eliminating multiplication of efforts by departments.
- System generated unique registration number enabling Citizens to track their grievances through Web Site, Call Centre.
- Under Jan Samvaad requests are also received for Development Works. The system provides a stage-wise tracking mechanism of these works.
- Citizen can submit Feedback by visiting link sent by the system through SMS. Citizen Feedback Monitoring Mechanism in place.
- Call Centre Users take feedbacks by calling the Citizens.
- Integrated with Central portal CPGRAMS (both Forward and Reverse Integrations)
- Integrated with State portals viz. CM Dashboard, AAS, PPP, Gram Darshan & Nagar Darshan.

Chief Minister Grievances Redressal and Monitoring System



01

Fetching Grievances from CM Haryana's Twitter Account

02

Twitter Query Filters relevant tweets. Additional Rules in Backend Application determine Ticket creation

03

Automated Assignment of Tickets to State Level Marking Users.

04

Sending Reply to Tweet / Direct Message to Complainant for additional Info.

05

Maintains Profile of Twitter Users sending complaints

State Level Marking Users assign Tickets to Field Users.

Marking Users can discard Tickets

Parallel Marking to Multiple Field Users can be done.

Field Users can do further marking to subordinates up to varying Levels

Field users can :

- ✓ Return Back Unrelated Tickets,
- ✓ Seek Additional Information,
- ✓ Seek Extension of Target Date OR
- ✓ Report Action taken for Resolution with necessary Action Taken Report

State Resolver Users decide final resolution of Tickets.

They can:

- ✓ Resolve Tickets
- ✓ Return Back to Field Users
- ✓ Reopen Discarded Tickets

Final Resolution of Tickets are Replied Back to Complainant on Twitter.

If Re-tweet from Complainant received within specified time, Resolved Tickets are reopened else they are Closed.

GIS Enabled Analysis Based Decision Support System

GIS Based Analysis



- GIS Data of 16 types of entities of different department like Technical Institutes, Colleges, Schools, Universities, Health Institutes, Medical Education, etc.
- Entity Selection for Analysis.
- Buffer Analysis
- Shadow Analysis
- Geo-Locations. Validation
- Layers upto Village Level with authentic boundaries from Bharat Maps.
- Integrated with Census Data.

Selection of Entities for Analysis



- Filtering Mechanism for Selection of Entities for Analysis.
- Entity based Flexible System for defining Types of Filters.
- Based on Selection of Filters, the selected entities are plotted on map.
- Details of plotted entities available on click.

Buffer Analysis



- Mark Points for Analysis.
- Point identification through Direct Marking on Map OR comprehensive text-based search.
- Multi-Point Analysis.
- Mechanism for plotting Buffers around Marked Points as per defined radius.
- Road Distance from Marked Point to selected Entities in the buffer

Shadow Analysis



- For Analysis, a Radial distance can be specified.
- The System Generates Shadow Analysis based on Radial Distance.
- Based on Analysis Generated, the System Allows to view Shadow Layer, Thematic Layer, List of Covered Villages and List of Uncovered Villages, buffer Analysis (Uncovered Villages).
- Gives view of Served and Un-served Areas.

Administrative Module



- Allows Analysis on Validity of Geo-Locations through reverse geo-coded State, District and Village through Bharat Maps.
- Complete administrative module for On-boarding any new Entity, Reverse Geo-coding, configuring flexible filters used by the system.

Centralized File Movement and Tracking Information System

1 Initial Diary

2 Incoming /Outgoing Files

3 Run Through Files

4 Integration with eOffice Haryana

309 Departments

12,734 Active
Users

8.94 Crores
Transactions

10.91 Lacs
Monthly
Movements

CM Dashboard

Movement and
Tracking of Files

HRERA and HREAT are key initiatives targeted at the idea of regulating real estate sector for its harmonious growth and developmental governance in Haryana.

Features

Two separate regulatory authorities, HRERA-Panchkula & HRERA-Gurugram. Appellate Tribunal (HREAT) caters to entire state of Haryana

Integrated with 02 Bank's digital payment gateway system for paying fees/penalties

Re-engineered efficient processes through eradication of duplication in manual efforts by applying 'capture once and multiple usage' principle

Instant alerts via SMS and Email to the Buyers (Complainant) and Promoters (Respondents) for each & every process

A software solution of NIC-Haryana for Public Works Department (PWD,B&R) to bring Haryana government house allotment online with automated workflows

1

Application Registration

Online Application Registration for each notified cycle as per PWD department

2

House Preferences

Location based filing of House Preferences for each notified cycle through employee login

3

Seniority List Generation

Auto generation of seniority list without human intervention by PWD Officers

4

Automated House Allotment

Automatic allotment of Houses by the system

**Launched by
Hon'ble Chief Minister of Haryana
on 02nd August, 2021**



Integrated with Haryana HRMS for all applicant related data

Unique Payee Code and Mobile based login for applicants

Location wise Dashboard and Reporting services



**Provides simplified, responsive, effective and transparent working in
Government offices for Inter-Government and Intra-Government transactions and processes**

IMPLEMENTATION

184

Organisations

3

University/
Authority

1

Administration
Institute

12,80,596
eFiles*

51,88,580

eReceipts*

31,622

Users*

- Open Architecture makes it a reusable product amenable to replication across the Governments, at the Central, State and District levels and also at International level
- Eliminates the delays on account of manual handling of files and papers and to take informed and quicker decisions

01

PPP Integration

01

Email and SMS
Integration

Employment Exchanges

72

Registered Employers

11392

Registered Job Seekers

402430

<https://hrex.gov.in>

Key Features

- Jobseeker Registration
- Vacancy Submission
- Candidate Selection
- Online Job Fairs
- ER1 Submission
- Profile Update
- Reports Generation

Security
Audited



**Farmers
registration at
district level.
Now self
registration.**

**Allow only one
member of family
on basis of
aadhaar number
and exclude other
ineligible farmers**

**Preparation of
XML file of
eligible farmers to
push to central
PMKISAN server**

**More than
16.24 Million
Active Farmers**

NATIONAL INFORMATICS CENTRE

NIC Haryana

*Driving Digital Transformation
in Government*