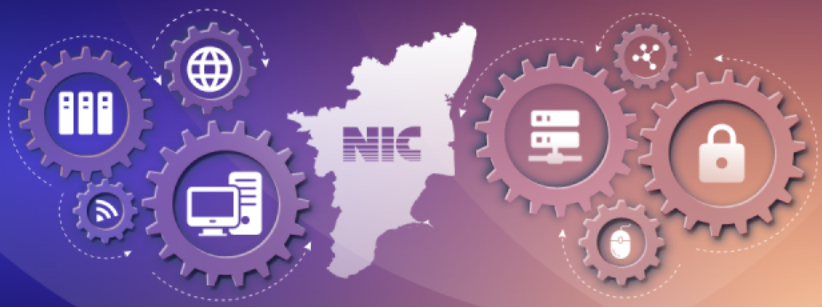




COMPREHENSIVE AUDIT MANAGEMENT SYSTEM

The Comprehensive Audit Management System (CAMS) is a state-wide digital platform designed and developed by NIC, Tamil Nadu State Centre to automate the complete audit lifecycle across five State Government Audit Departments functioning under the Director General of Audit.

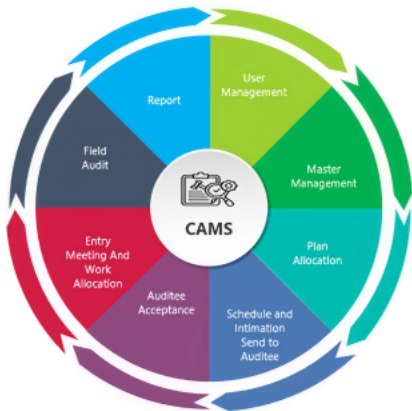


The system integrates audit planning, execution, monitoring, and reporting into a unified, transparent, and efficient digital framework, enabling seamless coordination and **real-time monitoring of audit** activities across Tamil Nadu.

STAKEHOLDERS

The following audit departments function under the administrative control of the Director General of Audit, Finance Department

- Local Fund Audit(LFA)
- State Government Audit(SGA)
- Co-operative Audit(DCA)
- Directorate of Milk Co-operatives(Milk)
- Hindu Religious Institutions Audit(HRIA)



SALIENT FEATURES

- Audit Planning and Random Allocation
- Digital Field Audit with Auditee Reply
- Template Audit
- Inspection Audit
- Audit Report Generation
- Legacy Pending Para Data Capturing
- Audit Para Management System for Para Settlement
- Digital Audit Reports and Consolidated Reports for Assembly
- Interactive Dashboards and MIS Reports

MODULES DEVELOPED AND IMPLEMENTED

USER AND ROLE MANAGEMENT

- User and role masters with mapping of charges
- User transaction management
- Master form creation and mapping
- Role-based access for Administrators, Audit Officers, Auditors, Team Heads, Members, and Auditees
- Workflow-based access aligned with audit stages
- Complete user activity logs and audit trail

AUDIT PLANNING & RANDOM ALLOCATION

This module enables systematic audit planning based on configurable parameters such as category, sub-category, team size, man-days, and distance from the audit office to institutions. It supports random and rule-based allocation of institutions to audit teams, ensuring transparency, fairness, optimized workload distribution, and elimination of idle time.

DIGITAL FIELD AUDIT WITH AUDITEE REPLY

After audit intimation and acceptance, auditors can conduct field audits digitally. Audit observations and supporting documents can be uploaded online. Auditees are provided with facilities to submit replies, explanations, and documents digitally, ensuring faster communication, reduced paperwork, and a complete digital audit trail.

AUDIT REPORT GENERATION

Upon completion of the audit period, the system enables generation of draft and final audit reports in the prescribed format, incorporating all finalized audit paras. Pending slips are automatically converted into audit paras by the system after the stipulated period.

LEGACY PENDING PARA - DATA CAPTURING

This module facilitates digitization of pending audit paras from legacy/manual systems and links them with concerned departments and institutions. It provides a unified platform for managing both old and new audit observations, enabling effective follow-up and closure.

AUDIT PARA MANAGEMENT SYSTEM FOR PARA SETTLEMENT

This module tracks audit paras from creation to closure. Dashboards and automated alerts ensure timely follow-up by auditees and monitoring officers. Paras are randomly allocated to auditors across the state, with Assistant Directors (AD) and Regional Joint Directors (RJD) acting as approving authorities

INTERACTIVE DASHBOARD & MIS REPORTS

Real-time dashboards provide insights into audit progress, para status, compliance levels, liability position, and performance indicators. A wide range of MIS reports supports data-driven decision-making at senior management levels.



ARCHITECTURE OVERVIEW

The presentation and application layers are built using the Laravel framework, which provides a secure and structured environment for developing web-based applications. Laravel enables a scalable three-tier architecture, efficient routing, authentication, role-based access control, and seamless integration with backend services, ensuring smooth user interaction and reliable business logic processing.

The database layer is managed through AWS RDS PostgreSQL, which offers a highly available, managed relational database service with automated backups, patching, and performance optimization. The use of PostgreSQL ensures data integrity, reliability, and support for complex queries and large datasets.

IMPLEMENTATION STATUS

The platform was successfully implemented across Tamil Nadu in April 2025 following completion of the security audit. CAMS currently covers over 80,000 auditable institutions, with 60,436 institutions already audited by more than 4,000 auditors across the five departments. Since implementation, the system has generated over 5.53 lakh audit slips, converted 5.02 lakh legacy slips into audit paras, and digitized 22.46 lakh legacy audit paras, significantly strengthening audit monitoring and accountability.

Through CAMS, NIC Tamil Nadu has established a modern, transparent, and data-driven audit ecosystem, enhancing governance, improving audit efficiency, and supporting better financial oversight across the State.

NIC officers received formal appreciation from the Director General of Audit, Finance Department, Government of Tamil Nadu,



MOBILE APP FOR KARTHIGAI DEEPAM FESTIVAL

Tiruvannamalai, a sacred temple town in Tamil Nadu, is renowned for the Karthigai Deepam festival, where the Maha Deepam is lit atop the 2,668-foot Arunachala Hill, attracting over 30 lakh devotees each year. Managing such a large influx of pilgrims requires extensive planning and coordination by the district administration.

To support efficient festival management and improve pilgrim convenience, the "Karthigai Deepam 2025" Mobile Application was developed by NIC Tamil Nadu State Centre in collaboration with the Tiruvannamalai District Administration. The app was inaugurated by Shri E.V. Velu, Hon'ble Minister for Highways and PWD.



The mobile application serves as a single-window digital platform providing important information and services for devotees visiting the festival. With GIS-based navigation, users can easily locate essential facilities such as temporary bus stands, car parking areas, medical camps, police assistance centres, drinking water points, and sanitation facilities.

By enabling pilgrims to identify nearby services and navigate the festival area efficiently, the app enhances crowd management, safety, and convenience during the event. The initiative has received positive feedback from citizens and demonstrates how technology can support large-scale public events and improve citizen services.



Honourable Minister of Highways and PWD, Shri. E.V. Velu inaugurated the "Karthigai Deepam 2025" Mobile Application

MOBILE COMPETENCY CENTRE (MCC), NIC CHENNAI

The Mobile Competency Centre (MCC), Chennai, functioning under the National Informatics Centre (NIC), serves as a national Centre of Excellence for Mobile Application Development. The centre provides technical guidance, coordination, and capacity building to NIC officers across the country, enabling the development of secure, scalable, and citizen-centric mobile applications for government services.

Awards and Recognition

MCC Chennai has developed 80+ Government-to-Government (G2G) and Government-to-Citizen (G2C) mobile applications for the Government of Tamil Nadu, various State Governments, and nationwide initiatives. Leveraging modern development frameworks such as Native Android, Cordova, and Flutter, the centre promotes cross-platform solutions that enable faster deployment, standardization, and efficient maintenance. Ensuring strong application security remains a core focus, with secure authentication mechanisms and encrypted data handling built into mobile solutions.

In addition to application development, MCC provides end-to-end support for hosting, maintenance, upgrades, and rollout of mobile apps created by NIC teams across the country. To date, the centre has facilitated the publishing of 170+ mobile applications on the Google Play Store, expanding the reach of digital governance services to citizens nationwide.

To strengthen technical capacity, MCC regularly conducts national and state-level training programmes for NIC officers. These initiatives equip officers with the skills required to design, develop, and deploy mobile applications using best practices and emerging technologies.

Several flagship applications developed or supported by MCC have made significant impact. The mSBM – Swachh Bharat Mission app enabled geo-tagging of over 10 crore photographs and monitoring of toilet construction across 6 lakh Panchayats nationwide.

The Land Records Mobile App allows citizens in Tamil Nadu to access land ownership details and FMB maps and is used by 7.7 lakh users. The TN Police Citizen Services App, used by 3.5 lakh citizens, enables complaint registration, FIR/CSR tracking, and other public services.

Other notable applications include the Field Verification App for Social Welfare Schemes, which supported verification of 9.4 lakh beneficiaries, and THAIMAI, which tracks maternal and infant health including high-risk

pregnancies and immunisation schedules. The Oral Pre-Cancer Screening App, developed for the National Rural Health Mission, has screened 57.71 lakh citizens across 63,500 hamlets, identifying over 17,000 suspected cases for early clinical intervention.

MCC Chennai has also developed reusable Flutter components such as secure login modules, map integration, geo-tagged photo capture, dashboards, authentication features, and device monitoring modules.

These components significantly reduce development time and ensure consistency, security, and quality across NIC mobile applications nationwide.

The centre's contributions have been widely recognized with several prestigious awards, including the e-India Award, Elets Knowledge Exchange Award, Vodafone Mobile for Good Award, and the Gold Award in the State Mobile App Contest by NIC.

As a National Centre of Excellence, MCC Chennai continues to strengthen NIC's mobile ecosystem through innovation, secure-by-design development, and collaboration with NIC centres across India.

Its efforts play a key role in advancing Digital India initiatives and delivering transparent, efficient, and citizen-centric mobile governance solutions.



The Mobility Platform Services by NIC, Tamil Nadu bagged the prestigious e-India award

DISTRICT

KARUR

A JOURNEY OF DIGITAL TRANSFORMATION IN DISTRICT GOVERNANCE

Karur district, carved out of the erstwhile combined Tiruchirappalli district in 1995, marked a significant step in administrative decentralization in Tamil Nadu. Soon after its formation, the National Informatics Centre (NIC) established its presence in Karur in 1997 to support the district administration in leveraging Information and Communication Technology (ICT) for governance.

The early years were modest, with limited infrastructure and resources. However, with steady efforts and a clear vision, the NIC district centre gradually evolved into a full-fledged technology support hub for the administration, playing a key role in enabling digital governance.

EARLY CHALLENGES AND MILESTONES

From the very beginning, NIC Karur encountered significant challenges that required innovative solutions and dedicated effort. One of the earliest tasks involved the Minor Irrigation Survey, where large volumes of data entered earlier through a private agency remained unused due to inconsistencies. The NIC team undertook the painstaking process of data cleansing, validation, and integrity checks. Despite tight timelines and unfamiliar domain requirements, the task was completed successfully.

Another major milestone was the Computerization of Land Records. Over four lakh records, including A-Register and Chitta data for four taluks, were digitized. With support from the NIC Tamil Nadu State Centre, additional terminals were arranged to facilitate the data entry process. As infrastructure gradually improved, the district centre became better equipped to meet increasing technological demands.

DELIVERING CREDIBLE PERFORMANCE

The NIC district centres often encounter unpredictable challenges, and the ability to respond effectively is critical. Election-related activities, for instance, are a routine but highly demanding responsibility for NIC officers.

Karur district also played a pivotal role in pilot implementations of key e-Governance initiatives, including the Automated Bill Passing System (ATBPS) and Natham Computerization.

The implementation of ATBPS was particularly demanding due to strict timelines. Treasury bills had to be processed through a structured workflow, ensuring that accounts were prepared within the stipulated schedule without any delay. Despite these constraints, the entire ATBPS system was successfully implemented within three months.

In 2007, the Government of Tamil Nadu introduced the Two-Acre Land Assignment Scheme, which required rapid deployment of a

software which required rapid deployment of a software for processing applications and generating final D-forms. NIC Karur rose to the challenge and delivered the required solution within the limited timeframe, earning the appreciation of the district administration.

The Natham Computerization project also presented complex coordination challenges involving departments such as Survey and Revenue across multiple taluks. Large volumes of data had to be validated using numerous queries before being transferred to staging servers for further checks and finally uploaded to production servers. Through meticulous coordination and technical expertise, the project was successfully completed.



Tmt. Qudsia Gandhi IAS, Commissioner of Treasuries interacting with Mr. A. Karthik IAS during inauguration of ATBPS in Karur District.

INNOVATION DURING THE PANDEMIC

One of the most unexpected challenges emerged during the COVID-19 pandemic in 2020. The weekly Grievance Day, where the District Collector traditionally met citizens in person to address petitions, had to be suspended due to restrictions. Recognizing the importance of maintaining citizen engagement, NIC Karur introduced an Online Grievance Day using the BharatVC platform.



Online Grievance Day Meet by Dr.T.Prabhushankar, IAS

Necessary ICT infrastructure was set up at the Collectorate, enabling citizens to interact with the District Collector virtually.

Each Monday, nearly 300 citizens participated in these sessions, which lasted close to four hours. Despite the scale and duration of the meetings, the system functioned smoothly with minimal technical issues, ensuring uninterrupted grievance redressal for the public during a critical period.

Under the e-District framework, services such as Land Records (Rural, Urban, Natham, FMB), e-Patta and GO 97 services, Certificates issuance, Old Age Pension, Chief Minister's Comprehensive Health Insurance and welfare schemes have been implemented and supported through extensive training and technical assistance to officials.

The district also successfully implemented the PM-Kisan Scheme, one of the flagship initiatives of the Government of India, ensuring efficient delivery of benefits to farmers. For the Magisterial Section, several important applications were introduced, including: Gun License Management, Indian Citizenship Services, CAA-related processes, IVFRT, Cinema Theatre Licensing, Explosive License Management, e-Sanad etc.

Another significant system is the Court Case Monitoring System, which involves multiple officials handling various court cases. To ensure effective utilization, NIC Karur conducted comprehensive training programs for departmental staff.

STRENGTHENING COMMUNICATION THROUGH VIDEO CONFERENCING

Video conferencing has become a vital component of governance, enabling real-time interaction between district administration and state or central authorities. NIC Karur has consistently facilitated this service, conducting over 400 video conferencing sessions every year, thereby strengthening administrative coordination.

A CONTINUING JOURNEY

As digital governance continues to expand, NIC Karur remains steadfast in its mission of delivering reliable ICT solutions that enhance transparency, efficiency, and citizen-centric service delivery.

Information Technology brings about a prominent change in the field of e-Governance. It gives me immense pleasure to present the e-Governance initiatives undertaken in the district of Karur with the help of National Informatics Centre. These initiatives have brought about radical change in the process of governance in the district enhancing transparency and betterment of citizen centric services. I appreciate the efforts of Mr. R. Kannan, DIO, Karur and the NIC team for their dedicated efforts in making e-Governance successful in the district.



Thiru. M. Thangavel I.A.S
Karur District Collector

DHRISTI is a Sanskrit word which means 'Sight'. In the context of the R&D project "Data Harmonization for Risk Insights and Security Threat Intelligence (DHRISTI)" aims to provide visibility and insight on the security threats and situational awareness for NIC's ICT Infrastructure. DHRISTI was conceived as an R&D project in 2020 by NIC-CERT and the project was selected for funding by National Security Council Secretariat.

Back in 2020, NIC was dealing with a challenge of setting up a logging platform, which could collect, parse, analyze, store and archive logs from across the ICT Infrastructure of NIC. However, when NIC started exploring commercial solutions, the following challenges were encountered :

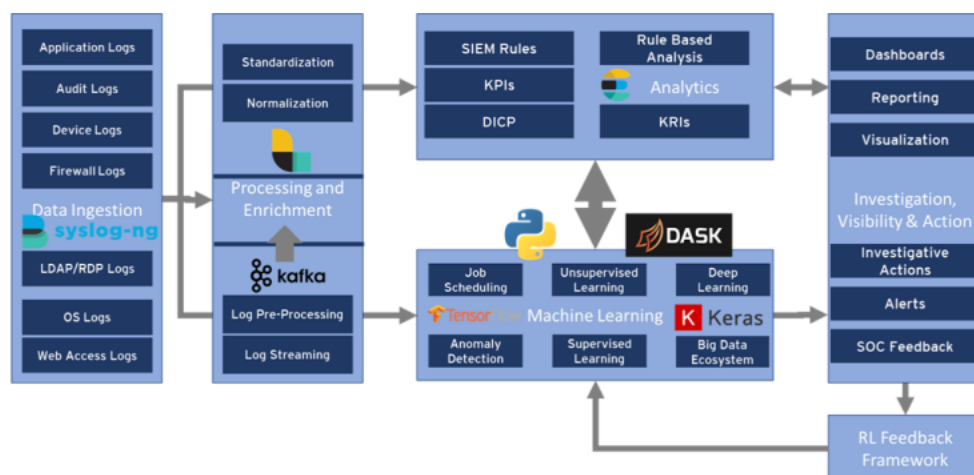
- Exorbitant cost of software licenses
- Licenses based on Events per second and total volume of logs ingested per day
- Many commercial logging platforms have transitioned from an on-premise solution to a fully cloud native solution.
- Had very little or no AI-ML capabilities to detect potential threats from the logs.
- Limited options for customizations
- Compatibility issues in integrating with other NIC applications
- Limited or no support for Security Data Lake

One of the key requirements of NIC is to build an open security data lake, which can ingest and stream any data, thereby facilitating data exchange between other NIC applications through APIs from/to the security data lake. In view of the aforementioned challenges and the requirements of NIC, the idea of DHRISTI (Data Harmonization for Risk Insights and Security Threat Intelligence) was born with a focus on indigenous R&D.

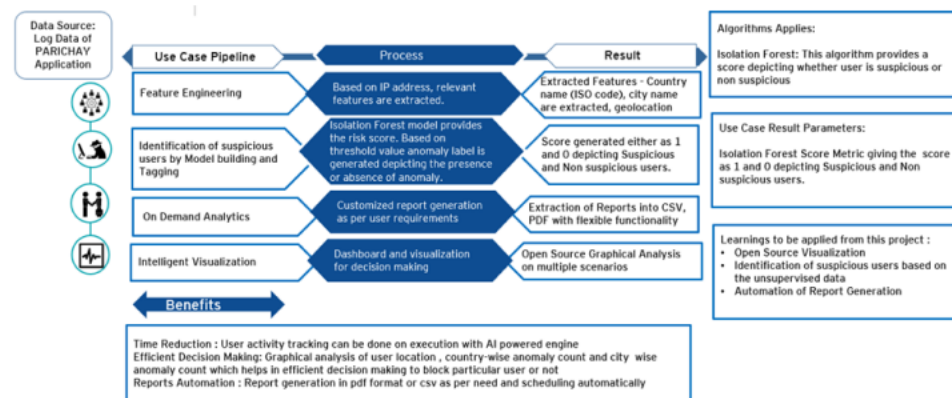
The main objective of Project DHRISTI was to build an Log collection, analysis and management platform, which can integrate machine learning to identify advanced threats and attacks. NIC team built the DHRISTI platform and trained machine learning models covering different use cases. DHRISTI platform has collected and analyzed more than 5 Petabytes of logs so far. It has helped detect thousands of attacks, by identifying potential anomalies and suspicious indicators from the logs.

PLATFORM ARCHITECTURE

DHRISTI Platform was built by leveraging open source technologies, with robust data pipelines ensuring seamless transfer of data from various log sources to ML training jobs and back-end ingestion for analytics. The following figure provides an overview of the platform's architecture:



The following illustration provides an overview of the end to end processing one of the ML models of DHRISTI platform, which deals with detection of suspicious users based on in the accounts of Parichay Users :



KEY FEATURES

DHRISTI provides a unified dashboard view to the Security Operations Centre (SOC), where all the security threats, alerts, attacks...etc., can be viewed on a unified dashboard. Since logs are collected across the ICT Infrastructure, DHRISTI's dashboard offers a comprehensive visibility of the security status/posture of the respective Government Departments/Ministry. DHRISTI also supports integration with threat intelligence, and other incident response frameworks/platforms, through which real-time action can be initiated. DHRISTI is the first cyber security R&D project of NIC. The following are some of the key features of DHRISTI :

1. Cyber Security Situational Awareness
2. Visibility on Advanced Threats
3. Unified Dashboard for Government Departments
4. Security Analytics
5. Web Analytics
6. Incident Response and Threat intelligence platform integration
7. Reporting and export of Logs for LEAs
8. Threat Hunting
9. AI powered threat detection
10. Customized security posture view

CONCLUSION

One of the key USPs of DHRISTI is that its AI engine has been trained with the data sets generated by NIC across its ICT Infrastructure, unlike the AI engines in commercial logging platforms, this helps DHRISTI in generating more accurate threat detections, which is targeted at NIC's ICT Infrastructure. DHRISTI played a key role during the Operation Sindoor, aiding Government of India to get crucial visibility on the cyber threats/attacks targeted at the Government cyberspace. NIC's SOC team effectively leveraged DHRISTI during Operation Sindoor and averted many cyber attacks, the efforts of NIC received praise from numerous quarters, including our Hon'ble Minister of Electronics & IT. DHRISTI was also awarded the National E-governance Award 2025, by DARPG at the National E-governance Conference held at Vizag in Sep 2025. Today, DHRISTI platform has evolved into a formidable cyber security product developed indigenously by NIC, keeping in line with our honourable Prime Minister's vision of Amanirbhar Bharat.

This section shares key OSS (Open-Source Software) information and essential Linux commands relevant to Server/ Systems used –from OTG, TNSC Chennai.

Linux Quick Reference: Memory & Disk Commands (RHEL / AlmaLinux / Rocky Linux)

Stay efficient on RPM-based systems with this curated set of essential memory and disk management commands

Memory Management Commands

View RAM & Memory Overview

- `free -h` — Human-readable memory usage
- `top` — CPU & memory activity dashboard

Kernel-Level Memory Info

- `cat /proc/meminfo`— Detailed kernel memory stats

Identify High-Memory Processes

- Top consumers:
- `ps aux --sort=-%mem | head`

Sort Processes by Memory in Real Time

- `top -o +%MEM`

Directory & File Size Commands

Directory Size Overview

- `du -h` — Size of current directory
- `du --max-depth=1` — Subdirectory sizes only

Total Size of a Specific Directory

- `du -sh /path/to/directory`

Sort Directories by Size

- `du -sh * | sort -h`

Full Breakdown (Files + Directories)

- `du -ah /path/to/directory`
- `du -ah --time /path/to/directory`
—Includes timestamps

Exclude File Patterns

- `du -ah --exclude="*.log" /path/to/directory`

Check File Size

- `du -sh file.txt`

Check Size of Specific File Types

- `du -sh *.log`

Disk & File system Commands

List Disk Devices

- `disk -l`

Check Disk Usage (Mounted Filesystems)

- `df -h` — Human readable
- `df -hT` — Includes filesystem type

EVENTS & HAPPENINGS

SWACHHATA HI SEVA – 2025 CAMPAIGN

NIC Tamil Nadu State Centre observed Swachhata Hi Seva – 2025 from 17th September to 2nd October 2025 under the leadership of Shri M. Kamalakkannan, DDG & SIO. The campaign began with the Swachhata Pledge and was followed by a series of coordinated cleanliness drives across NIC offices at Rajaji Bhavan, Secretariat, and Ezhilagam. Officers actively participated in workspace cleaning, environmental upkeep, and public area cleaning initiatives. Awareness activities, plantation drives, and Cyber Swachhata Diwas programmes were also conducted, reinforcing the importance of hygiene, sustainability, and civic responsibility.



GUEST LECTURE ON ENVIRONMENTAL SUSTAINABILITY AND CIRCULAR ECONOMY

As part of the campaign, an invited lecture on "Environmental Sustainability and Circular Economy" was delivered on 25th September 2025 by Dr. S. Kanmani, Professor, Anna University. The session highlighted the environmental impact of industrialization, the growing threat of climate change, and the urgent need for sustainable resource management.

Emphasizing water conservation, rainwater harvesting, and circular economy practices, the lecture encouraged participants to adopt responsible environmental practices in both professional and personal spheres. The session concluded with an engaging interactive discussion.



INTEGRATED TEMPLE MANAGEMENT SYSTEM (ITMS) – ROLLOUT IN KERALA

NIC Chennai successfully customized and launched the Integrated Temple Management System (ITMS) for the Travancore Devaswom Board, Kerala. The first phase of ITMS was inaugurated on 28th September 2025 at the Kottarakkara Mahaganapathi Temple by the Hon'ble Finance Minister of Kerala, Shri K. N. Balagopal. ITMS is a comprehensive digital platform designed for the digitization of temple services and administration, and has already been implemented in Tamil Nadu, Puducherry, and Karnataka.



Recognized with the Digital India Award 2020 and the SKOCH Award 2025, the system is expected to significantly enhance transparency, efficiency, and revenue generation, with projections estimating an increase of ₹400 crore.

The software will eventually be rolled out across 1,252 temples under the Travancore Devaswom Board.



CELEBRATION OF 150 YEARS OF THE NATIONAL SONG

NIC Tamil Nadu commemorated the 150th anniversary of the National Song on 7th November 2025 as per the directions of the Ministry of Culture, Government of India. Officers assembled at 10:00 AM to render the National Song with patriotic fervor and later attended the Hon'ble Prime Minister's address via video conferencing, followed by the address of the Director General, NIC. All district NIC offices across Tamil Nadu actively participated, reflecting unity, national pride, and collective commitment.



CYBER SECURITY AWARENESS WORKSHOP

NIC Tamil Nadu organized a one-day Cyber Security Awareness Workshop on 28th October 2025 at the Anna Administrative Staff College, Chennai, aimed at strengthening cyber resilience across government departments. The workshop witnessed extensive participation, with over 120 attendees present physically and more than 900 participants joining virtually from across the country. The event featured distinguished dignitaries including Shri V. T. V. Ramana, DDG & CISO, NIC Headquarters; Smt. Shahnaz I, IPS, Superintendent of Police, Cyber Crime Wing; and Shri Brajendra Navnit, IAS, Principal Secretary, IT & Digital Services department. The sessions focused on emerging cybersecurity challenges, cyber hygiene best practices, financial and non-financial cybercrimes, and the importance of safeguarding government digital assets. The workshop reinforced NIC's commitment to building a secure and resilient digital governance ecosystem.

**REVIEW MEETING WITH NIC DISTRICT CENTRES**

A review meeting with NIC District Centres was convened on 13th January 2026 under the chairmanship of Shri Kamalakkannan, SIO & DDG, NIC Tamil Nadu. The meeting focused on project implementation procedures, maintenance of district administration websites, timely submission of Monthly Progress Reports, compliance with ICT Infrastructure Audit guidelines, and completion of mandatory iGOTKarmayogi courses. District officers were instructed to ensure proper PFMS eClaims submission and settlement of pending bills before March 2026. The meeting concluded with strategic discussions on infrastructure augmentation and future training initiatives.

**EKALAAL SOFTWARE – AWARENESS TRAINING**

An awareness training session on the eKalaal Software was conducted through video conferencing for all DIOs and ADIOs across the 38 districts of Tamil Nadu.

**RASHTRIYA KARMAYOGI – LARGE SCALE JAN SEVA PROGRAMME**

The National Informatics Centre (NIC), Tamil Nadu successfully organized the Rashtriya Karmayogi Large Scale Jan Seva Programme as part of Mission Karmayogi, aimed at strengthening service orientation, administrative effectiveness, and citizen-centric governance among NIC officials.

The programme was conducted in five batches and completed on 8th December 2025, covering officials from all 38 districts of Tamil Nadu. A total of 135 participants, including officers from NIC Tamil Nadu State and District Centres actively participated in the programme.

The programme was facilitated by nominated Karmayogi Master Trainers, Shri K. Ganesh, and Shri V. S. VijayNagu. The programme was coordinated by Smt. Joyce R. Amirtharaj, the State Training Coordinator.

The sessions focused on the core principles of Mission Karmayogi, emphasizing service mindset, inner motivation, ethical public service delivery, and alignment of individual roles with national priorities.

The programme was held under the guidance and active participation of the State Informatics Officer, Shri Kamalakkannan M, whose insights highlighted the critical role of NIC in delivering reliable, citizen-centric digital services across Tamil Nadu.

Each phase of the programme included structured sessions covering:



- Orientation on Mission Karmayogi and Rashtriya Karmayogi Jan Seva objectives
- Understanding the concept of a Karmayogi, key behavioral competencies, and service-first mindset

- Exploring motivations, inner purpose, and Seva-Bhav in government service

- Integrating citizen-centric thinking into routine NIC operations and ICT projects

Interactive discussions, experience sharing, and practical reflections enabled participants to relate the training concepts to real-life challenges faced in digital governance.



The guidance of the Master Trainers, coupled with the active involvement of the State Informatics Officer and the State Training Coordinator, contributed to making the programme impactful and outcome oriented.

The Rashtriya Karmayogi Large Scale Jan Seva Programme at NIC Tamil Nadu reaffirmed NIC's commitment to continuous improvement, technological excellence, and responsive digital governance, and is expected to further strengthen the capacity of NIC officials to deliver transparent, efficient, and citizen-focused digital services to the citizens of Tamil Nadu.

