Proceedings of the Visit of State Coordinator to Himachal Pradesh and DIOs Workshop at NIC HP State Centre, Shimla

Dates of Visit/Workshop/Meeting: **11ᵗʰ and 12ᵗʰ December, 2024**
Venue: **NIC HP State, Centre, HP Secretariat, Shimla.**

Sh. IPS Sethi, DDG & State Coordinator, HP visited Shimla in December 2024. A 2-Days DIOs workshop was held at NIC HP State Centre Shimla on 11ᵗʰ and 12ᵗʰ December, 2024 under the Chairmanship of Sh. I. P. S. Sethi, DDG-cum-State Coordinator NIC Himachal Pradesh. The idea of the workshop was to review the various ongoing projects and activities at NIC District Centres and all the NIC Offices in the State. Besides this, a technical session for the enhancement of the technical expertise and knowledge of NIC officers was also conducted by **ValueFirst (ValueFirst Digital Media Pvt. Ltd.)** through VC for integration of WhatsApp Messaging Services and Onboarding Procedures in the Government Websites.

DDG-cum-State Coordinator NIC HP, addressing the NIC HP Officers in DIOs Workshop

Sh. Ajay Singh Chahal, DDG-cum-SIO NIC Himachal Pradesh welcomed Sh. I. P. S. Sethi, DDG and all the DIOs of Himachal Pradesh. The SIO, HP presented the State Profile of NIC HP and briefed about the various Products/Projects and Mobile Apps being developed and managed by the NIC Himachal Pradesh. He also outlined the upcoming activities and highlighted the various awards won by NIC Himachal Pradesh in the recent past.

The major awards & accolades won by NIC Himachal Pradesh during 2024 are:

- GEMS of Digital India Award 2024 for MEITY-GAC (Grievance Appellate Committee MIS)
- GEMS of Digital India Award 2024 for School Safety MIS/Mobile App for GoHP
- Appreciation Certificate by Hon'ble Governor of Himachal Pradesh for Exemplary Work Done for iRAD Implementation
- m-Governance Initiative of the Year Award 2024 (15ᵗʰ National Digital Transformation Awards 2024) for School Safety MIS/Mobile App for Government of Himachal Pradesh

Further, the issues of Manpower Shortage, Obsolete Hardware/Network Infra in NIC Himachal Pradesh were also discussed in detail and the State Coordinator has been requested to consider this on priority and ensure placement of manpower due to vacancies created on account of retirements, transfers etc.

Sh. IPS Sethi, DDG-cum-State Coordinator NIC HP, appreciated the work being done by NIC HP. He opined that sincere and excellent work done by NIC HP has been acknowledged at the National Level and many National Level Projects viz. RTPCR, OxyCare, PM POSHAN (MID DAY Meal), Manav Sampada/eHRMS, PSCSoFT, Riktiyan, Digital Government Platform, NaaS – Notification as a Service and GAC - Grievance Appellate Committee etc. have been successfully developed by NIC HP and implemented pan India. He assured that the issues like manpower shortage and replacement of old & obsolete HW/Infra shall be taken up at the NIC HQ.

DDG-cum-State Coordinator NIC HP, interacting with the NIC HP Officers in DIOs Workshop

Presentations by NIC Districts

The DIOs were assigned to deliver 15 minutes presentation covering last 6 months special achievements and activities scheduled for coming months. DIOs were also asked to study and present one State/Centre level project covering the implementation status, its functionality, issues being faced at the user end and the suggestions for improvements. The points related to the trainings/awareness programs organised, trainings attended, projects developed/managed, Webinar delivered, Vidyakosh courses completed and usage of the Sandes app etc. along with infrastructure issues and other requirements of NIC District Centres were also reviewed.

The highlights of the District presentations are as follows:

District Name	Activity	
Bilaspur	National/State Project Covered	NGDRS - National Generic Document Registration System
	Local Development	Managing the Nalwari Fare MIS
	Mobile App	AIIMS Bilaspur (H.P.)
	Any Suggestion / Idea / Issues/ Requirements	Single manpower Replacement of old HW
Hamirpur	National/State Project Covered	Vahan – Vehicle Registration System
	National Projects Coordination	SANDES, Service Plus
	State Projects Coordination	SVAMIVA (Survey of Villages and Mapping with Improvised Technology in Village Areas), SWD Emp Cell (HP Ex. Servicemen Employment MIS)

	Any Suggestion / Idea / Issues/ Requirements	Replacement of old HW
Kangra	National/State Project Covered	Sarathi – Issuance of Driving & Conductor Licenses
	Local Development	ROMIS
	Mobile App	e-Patta, eKatch
	Any Suggestion / Idea / Issues/ Requirements	Replacement of old HW
Kinnaur	National/State Project Covered	e-Himbhoomi Charge Creation
	Local Development	District specific DISE Polling Party Formation Application
	Any Suggestion / Idea / Issues/ Requirements	Replacement of old Hardware Alternate internet connectivity 5 KVA Online UPS
Kullu	National/State Project Covered	Rohtang Pass Permits Issuance System
	Local Development	NICeAllotments MIS – Mela Plots Allotment System DGGI MIS – Distt. Good governance Index MIS Rural Housing Subsidy Scheme MIS
	Any Suggestion / Idea / Issues/ Requirements	Replacement of old HW Renovation of the NIC District Centre
Lahaul & Spiti	National/State Project Covered	Him Atithi - A comprehensive solution for Govt. Accommodations Room Booking
	Any Suggestion / Idea / Issues/ Requirements	Replacement of old HW Security payment of LPG Cylinders for office heating.
Mandi	National/State Project Covered	iRAD – Integrated Road Accidents Database
	Local Development	Developing Shivratri Fair Funds Monitoring MIS
	Mobile App:	Electoral Rolls, mRoznamcha
	Any Suggestion / Idea / Issues/ Requirements	Replacement of old HW
Shimla	National/State Project Covered	ALIS/NDAL – Arms License Issuance System / National Database of Arms Licenses
	Local Development	Inner Line Permit, Copying Branch MIS, eCrackers
	Mobile App:	ePermissions, VoterSahayak, Copying Branch App
	Any Suggestion / Idea / Issues/ Requirements	10 KVA Online UPS required Replacement of old HW/Network Infra Replacement of old furniture items
Sirmaur	National/State Project Covered	National Cooperative Database
	National Projects Coordination	National Cooperative Database, S3WaaS, Service Plus
	Mobile App:	My Councillor
	Unique Activity	Implementation of Nextgen eHospital in Dr. Y S Parmar Government Medical College Nahan
	Any Suggestion / Idea / Issues/ Requirements	Replacement of old HW Laptop for ADIO
Solan	National/State Project Covered	eKalyan – Welfare Pension Disbursement System
	State Projects Coordination	eKalyan
	Mobile App:	eKalyan Mobile App
	Unique Activity	Security Audit of eKalyan Mobile App
	Any Suggestion / Idea / Issues/ Requirements	At least 5 KVA Standby UPS for District Centre Replacement of old HW
Una	National/State Project Covered	HP APPP – Himachal Pradesh Agriculture Produce Procurement Portal
	Unique Activity	Handling the additional charge of DIO Chamba
	Any Suggestion / Idea / Issues/ Requirements	Replacement of old HW

*   Additional charge of DIO Chamba is assigned to DIO Una.

Common Issues

Following were the common issues raised by the DIOs:

- Issue of UPS replacement
- Requirement/replacement of Laptops
- Requirement of upgradation/replacement of existing HW supplied during 2017 to 2019.
- Replacement of old Network Infra specially Routers and Switches.

To bring in healthy competition and to improve the presentation skills, it was decided to rank the presentations. The ranking was done using NIC HP developed HindiBodh mobile app through participants feedback and the top three ranked presentations are:

- 1st Position – DIO Shimla
- 2nd Position – DIO Solan
- 3rd Position – DIO Kangra

Interaction with Group Heads

Day two of the workshop was reserved for the presentations by the Group Heads and all the Group Members. Various items like Administration, Personnel, Stores and Miscellaneous Issues were also taken up after the presentations.

The Group Heads were asked to deliver 7 minutes presentation each covering the last 6 Months Achievements, Action Plan for next 6 Months, Trainings attended and their application, Applications Integration with other SWs, SW User Rights not transferred to User Departments, suggestions for improvements in existing applications, Webinars, Vidyakosh and Sandes usage status.

The Group Members were also asked to deliver 7 minutes presentation each covering the projects being managed (Security Audits, VA, SSL, Password Policy Implementation, Encryption of selected Data Fields, migration of Applications to NGC etc.), Webinars, Vidyakosh and Sandes usage, training(s) attended and their application in the projects.

All the Group Heads along with their team members gave brief presentations of the assigned activities and interacted with the DIOs. They also shared the details about the upcoming activities being carried out by their respective groups. In addition, the issues being faced, their remedial solutions and suggestions etc. were also discussed in detail in the workshop.

On basis of the quality, content, time-management and the presentation delivery, ranking of the presentations was done using NIC HP developed HindiBodh mobile app. The top three ranked positions are:
- 1st Position – Sh. Lalit Kappor
- 2nd Position – Sh. Pankaj Gupta
- 3rd Position – Sh. Prithvi Raj

Administration, Personnel, Stores and Miscellaneous Issues
Sh. Vimal Sharma (DDO), Sh. Rajesh Kumar Yadubhushanam (Section Officer) along with Admin Staff Members took up the Admin and Stores related issues.

Decisions Taken

In the end, SIO HP wished Happy New Year to all the officers & officials and directed all the DIOs, Group Heads and Members to take care of the following key points:

- Compliance of DPDP Act 2023 (Digital Personal Data Protection Act), PII (Personally Identifiable Information), Aadhaar and Cyber Security guidelines.
- Data Privacy & Security must be accorded highest priority and any sensitive data must be encrypted while in transit as well as in rest.
- Cyber Security training programmes should be conducted on regular basis.
- All the user credentials and data backup must be handed over to the respective application owners.
- All the projects/applications must be reviewed regularly for their UI/UX, process re-engineering and tech stack being used so that same me be kept up-to-date and robust enough to deliver the services in a transparent, secure and user-friendly manner.
- Vulnerability Assessment and Security Audit of all the applications must be done mandatorily as per the schedules in coordination with the concerned User Departments as in absence of these, the application is required to be off-loaded immediately as per the MeitY, GoI Guidelines.
- Usage and promotion of Hindi Language in the day-to-day official working.
- In view of the on-going winter season, special precaution must be taken for any fire incidents.
- To work proactively and learn new technologies to keep themselves up-to-date and at par with the industry standards.
- Application specific capacity building user trainings should be conducted on regular basis.
- In-time submission of the Bills and verification of Service Books entries.
- In-time completion Vidyakosh courses and delivery of the Webinars.
- Cleanliness/Swachhta activities, Record Keeping and weeding out of the old records should be done on regular bases.

Technical Session

During the workshop, a Technical Session on WhatsApp Services was held through **ValueFirst (ValueFirst Digital Media Pvt. Ltd.)** for the integration of WhatsApp Messaging Services in the Government Websites and its Onboarding procedures.

ValueFirst Team presenting WhatsApp Messaging Services

List of Participants:

1. Sh. Ajay Singh Chahal, DDG-cum-SIO, NIC HP, Shimla
2. Sh. Lalit Kapoor, ASIO, NIC HP, Shimla
3. Sh. Bhupinder Pathak, Scientist-F, NICHP, Shimla
4. Sh. Sandeep Sood, Scientist-F, NICHP, Shimla
5. Sh. Sanjay Sharma, Scientist-F, NICHP, Shimla
6. Sh. Sanjay Kumar, Scientist-F, NICHP, Shimla
7. Sh. Pankaj Gupta, Scientist-F, NICHP, Shimla
8. Sh. Vimal Sharma, Scientist-F, NICHP, Shimla
9. Sh. Akhliesh Bharti, Scientist-F, NICHP, Shimla
10. Sh. Shailender Kaushal, Scientist-F, Network Coordinator, NIC HP, Shimla
11. Sh. Vinod Kumar Garg, Scientist-F, NICHP, Shimla
12. Sh. Sandeep Kumar, Scientist-F, NIC at Vidhan Sabha, Shimla
13. Sh. Sanjay Kumar, Scientist-E, NICHP, Shimla
14. Sh. Daljeet Singh Rana, Scientist-E, NICHP, Shimla
15. Sh. Rakesh Kumar, DIO Bilaspur
16. Sh. Anurag Gupta, DIO Hamirpur
17. Sh. Akshay Mehta, DIO Kangra
18. Sh. Balwan Singh, DIO Kinnaur at Rekong Peo
19. Sh. Brijender Kumar Dogra, DIO, Kullu
20. Sh. Jagdeep, DIA Lahaul & Spiti at Keylong
21. Sh. Ashwani Kumar, DIO, Mandi
22. Sh. Deepak Kumar, DIO, Shimla
23. Sh. Vijay Kumar, DIO, Sirmaur at Nahan
24. Sh. Swetansh Shatak, DIA, Solan
25. Sh. Bhupinder Singh, DIO, Una with additional charge of DIO Chamba
26. Sh. Mangal Singh, Scientist-D, NICHP, Shimla
27. Sh. Ashish Sharma, Scientist-D, NICHP, Shimla
28. Sh. Mukesh Kumar, Scientist-D, NICHP, Shimla
29. Sh. Sarvjeet Kumar, Scientist-C, NICHP, Shimla
30. Smt. Vandana Sankhyan, Scientist-C, NICHP, Shimla
31. Sh. Chunni Lal, Scientist-C, NICHP, Shimla
32. Sh. Prithvi Raj, Scientist-C, NICHP, Shimla
33. Sh. Jitender Sharma, Scientist-B, NICHP, Shimla
34. Smt. Pooja Man, Scientific Technical Assistant-A, NICHP, Shimla
35. Sh. Rajesh Kumar Yadubhushanam, SO, NICHP, Shimla
36. Sh. Vinay Dogra, ASO, NICHP, Shimla
37. Sh. Shankar Lal, SSA, NICHP, Shimla
38. Sh. Hamender Lal, SSA, NICHP, Shimla

Working Schedule of DIOs Workshop-cum-Meeting

Venue: **Committee Hall/A-613, Armsdale Building, HP Secretariat**   Date: **11-12 December, 2024**

Time	Topic	Resource/ Faculty
11-December-2024		
10:00 AM	**Registration of Participants**	
10:15 AM	**Welcome Address & Briefing**	SIO, NIC HP
10:30 AM	**Address by NICHP State Coordinator**	Sh. IPS Sethi, DDG and State Coordinator
11:30 AM	Tea Break	
11:45 PM	**Presentations NIC Districts**	DIOs of respective District
1:15 PM	Lunch Break	
2.00 PM	**Presentations NIC Districts - Contd..**	DIOs of respective District
3.00 PM	**Technical Session**	**WhatsApp Services**
4.00 PM	Tea Break	
4.15 PM	**Technical Session - Contd..**	**WhatsApp Services**
12-December-2024		
10.15 AM	**Presentations by Group Heads & Group Members**	All Group Heads
11:30 PM	Tea Break	
	Presentations by Group Heads & Group Members Contd.	All Group Heads
01:00 PM	**Administration/ Store/ Personnel/ AMC**	Admin Section
1:30 PM	Lunch	
2.00 PM	**Administration/ Store/ Personnel/ AMC**	Admin Section
2:30 PM	**Interaction with Group Heads**	
3.00 PM	**Way Ahead… and Concluding Session**	State Coordinator, SIO, ASIO, Group Heads, DIOs/ADIOs
4.00 PM	**Vote of Thanks**	ASIO, NIC HP