National Informatics Centre

Ministry of Electronics & IT (MeitY)

Punjab State
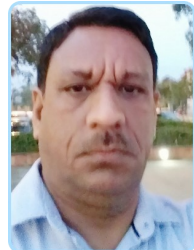
The Ascender October 2020
(First Edition)

eGovernance Publication

Vision of NIC Punjab is to partner Punjab Government to support Digital India and e-Development of the state.

It gives me immense pleasure to note that we have been able to release first edition of Ascender. With cooperation of all NIC Punjab State Unit and District officers, it has been possible to come out with first edition so quickly. I congratulate all contributors for their valuable contribution and exhort other officers for contributions. DIO are requested to contribute with notable activities in their districts.

As we celebrated Mahatma Gandhi's 150th birth anniversary this year, various programmes were organized as per month wise action plan in NIC Punjab.

Wishing you all an enjoyable festive season ahead. Happy Reading. Stay Safe.

Sh Satyender Kumar DDG & SIO Punjab

National Informatics Centre

InFocus

IHRMS

(hrms.punjab.gov.in)

iHRMS (**Integrated Human Resource Management System**) is developed by NIC Punjab for looking into various aspects of the manpower planning, easy availability of information to the government, employees and other such stakeholders. It attempts to provide better services in the form of employee record, salary, GPF, GIS, Leave, Income tax information, property returns, Annual Confidential Progress, Posting, promotion, Arrears management, LTC, Leave Encashment, Increments, Notifications etc. beside its semi-integration with Integrated Financial system(IFMS).
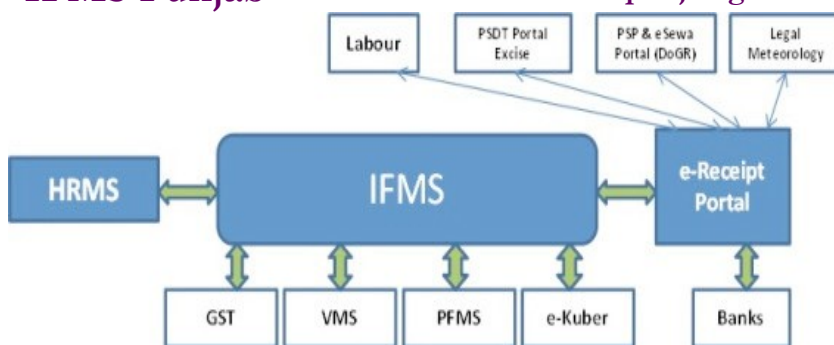
Besides MIS report system, a decision support system is built into the iHRMS where in the user can design reports as per requirements by dragging and dropping relevant columns and setting filters and also can generate different kinds of graphs. The iHRMS application is under implementation in all Administrative Departments throughout the state of Punjab down to the field level offices. Besides, two Universities who are using software and another University is contemplating to start iHRMS.

iHRMS caters not only the requirements of employees in government departments but also employees posted in various government PSUs, Boards and corporations etc. with well-defined business rules integrated in iHRMS application based upon CSR rules of Government of Punjab.

IFMS Punjab

Ifms.punjab.gov.in

Integrated Financial Management System (IFMS) is one of the prestigious projects of the Government of Punjab, undertaken by Department of Finance. The project has been designed in line with the Modernization of Budget, Treasury and Receipt Systems. IFMS platform envisages end-to-end integration of systems and IT services among various stakeholders such as Finance Department, Treasury Department, Administrative Departments, Accountant General, RBI and Banks. It is a complete suite of applications used by Govt. of Punjab in planning, budgeting, receipt, expenditure, bill processing and MIS Reporting for various stakeholders in Govt. of Punjab.

InFocus

IFMS Punjab has established an efficient fund flow system and payment-cum-accounting network. It is providing financial management and decision support system.

eOffice

To make decision making in the government efficacious and transparent, Punjab Chief Minister **Captain Amarinder Singh** on Friday Nov 1, 2019 launched the eOffice facility, to facilitate seamless electronic movement of government files. Punjab is the one of the topmost states in the country to roll out such an across-the-board e-Office initiative covering more than 2 lakh employee. During this Pandemic, eOffice has become a commendable tool for running state government offices and to work from Home .

All the technical support including trainings to Officers/Officials of state department is being provided by resolving thousands of queries through social media; web VC, on phone, video calls, remote desktop etc. More than 60K users from more than 70 Departments are on-boarded.

Flagship Applications

⇒ Integrated Human Resource Management System

⇒ IFMS (Integrated Financial Management System)

⇒ eOffice

⇒ Investor Portal

⇒ Labour Portal

⇒ Vehicle Registration and Licensing

⇒ Prison & Visitor MIS

⇒ Biometric Attendance System

⇒ eAbkari

⇒ eRevenue Courts

⇒ NGDRS (National Generic Document Registration Systems)

⇒ CM dashboard

⇒ Election Management System

⇒ Court Cases Monitoring System

⇒ National Knowledge Network

⇒ eHospital

⇒ All 22 District websites migrated to NIC's S3WaaS framework

⇒ eProcurement

DG, NIC delivered the keynote address at Glocal India Healthcare Virtual Conclave

Epitome

NIC in the healthcare sector, she explained about the eHospital, a cloud-based hospital management system used by over 400 hospitals across India. During the COVID-19 pandemic telemedicine and teleconsultations has become a necessity. Many hospitals have initiated teleconsultation using the eHospital platform.

A keynote address on "Aarogya Setu App and Healthcare Technology by NIC" was delivered by Dr. Neeta Verma, Director General, NIC at the Glocal India Healthcare Virtual Conclave held on 27th August 2020 organized by APAC Digital News Network. In the keynote address, Dr. Verma recalled the MEDLARS services provided by NIC in the 1980s that facilitated access to scientific journals, information, and much more to the doctors and healthcare researchers at that time.

Talking about several initiatives taken by

Dr Neeta Verma, Director General, NIC highlighted NIC's role in supporting the Government at all levels across India, with its digital solutions like eOffice, AarogyaSetu App, DBT, RT-PCR, Video Conferencing and Cloud Infrastructure, during the Covid19 pandemic. DG NIC, as a keynote speaker at the virtual conclave 'Cloud 2020 with NIC', organised by Governance Now, also talked about NIC's innovative Work From Home platform.

NIC Other State Highlights

In a very thoughtful step to simplify and facilitate pension disbursement to retired employees, Hon'ble Assam Chief Minister of Assam Shri Sarbananda Sonowal flagged off the pilot implementation of the National Informatics Centre (NIC)-developed Online Pension Sanction and Payment Tracking System christened Kritagyata . Kritagyata is the customized version of 'Bhavishya', the product developed by NIC for the Dept of Pension & Pensioners Welfare, GoI.

NIC MP developed eMARG (electronic Maintenance of Rural Roads under PMGSY) was launched by Principal Secretary, Jammu & Kashmir Rural Road Development Authority (JKRRDA) in the UT of Jammu & Kashmir. eMARG is an enterprise e-Gov solution of NIC for maintenance of rural roads constructed under PMGSY at https://emarg.gov.in/

DG of Odisha Police Shri Abhay, IPS, inaugurated the newly redesigned website of Commissionerate of Police (CP) *https://bhubaneswarcuttackpolice.gov.in* on 12th, August, 2020 in the conference hall of the CP office in the presence of Dr. Sudhanshu Sarangi, IPS, Commissioner of Police Bhubaneswar-Cuttack , Sri Sanjay Singh, ACP, Bhubaneswar, Dr. Uma Shankar Dash, DCP Bhubaneswar.

Spotlight

Video Conferencing

Technical Support for high level VC i.e President/PM/CM/Cabinet Secretariat/ Governor/ Chief Secretary and routine VC services being provided by NIC Punjab.

Total VCs 500 +

Live streaming of special session of Punjab Vidhan Sabha for the media coverage in Punjab Bhawan, was facilitated to the media persons.

eAbkari is a strategic administrative reform initiative of Punjab State Excise and Taxation Department leveraging state-of-the-art modern technology. It is Online Workflow based end-to-end Solution for Comprehensive Transformation of State Excise ecosystems in Punjab.
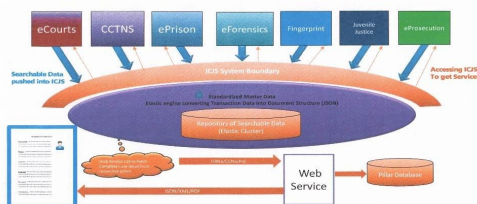
Is-Hologram Android Mobile Application developed for verification of Packaged Liquor.

Release order DIPR application development has been initiated for publishing the advertisements and banners in Newspapers and Magazines for Department of Information and Public Relations, Punjab.

The **DigitalNIC, Bhavishya,** NIC eSigned Id Card Issuance System were implemented in NIC Punjab.

Interoperable Criminal Justice System (ICJS)

ICJS is to facilitate delivery of justice by digitising and interlinking the data exchange among the Courts, Police, Prosecution, Forensics, Prisons, Juvenile Justice and Finger Print. ICJS is envisaged to deliver the objectives after computerisation of all the individual pillars and seamless data interchange amongst the pillars to achieve the interoperability within the system. A user interactive dashboard has been provided to all stakeholders in Punjab to perform the trend analysis and generate various statistical reports . The crime analytics has been very beneficial for Punjab Police.The various stakeholders in Punjab can profile a person across pillars viz; Police, Court and Prison by using national search over person's details and further make cross search to get associated information from respective pillars in one window.

Appscape

IHRMS

Integrated Human Resource Management Sys-tem (iHRMS) (https://hrms.punjab.gov.in) is an inte-grated application for managing HR activities of employees in Punjab. The system updates data of 3.60 Lakh employees regarding their Service, Salary, Gen-eral Provident fund, GIS, Arrears, Increment, Property Return, ACR, Leave management etc. Government of Punjab uses this data for various administrative & financial decisions. I HRMS Punjab App, developed by NIC-Punjab is an Android based mobile application in addition to the iHRMS system, using which the employees can view their Service details, Pay Slip, TDS, Annual Salary Statement (current and projected), requests for increasing / decreasing income tax deductions, apply GPF withdrawals, viewing GPF Ledger & Statement, GIS Statement, apply leave & view leave approval status and viewing Leave Ledger. Addition-ally, the employee can request updating of mobile number, email, address etc. Apart from government notifications, the other facilities available are Telephone and Email Directory of various departments, colleagues birthdays, display of government holidays etc.

District Limelight's

NIC through its technology driven digital solutions like VC, eOffice, networking, webhosting etc.. is provid-ing round the clock IT support to state and district administration during fight against Corona.

During COVID-19 pandemic, NIC Pun-jab District Centers extended its services in all aspects special for e-governance and these activities includes; Updation of district websites for desired infor-mation related to COVID 19, Awareness for ArogyaSetu App, technical support for control Room Establishment, VC support, technical support/trainings for various ongoing projects like eOffice, IFMS, HRMS etc., Creation of social media handlers for district administra-tion to disseminate information to pub-lic regarding COVID-19.

During COVID 19 Lockdown, NIC Mansa has developed mobile apps for district regarding, food and ration item delivery and **m-challan** app for collec-tion of challan in case of violation of guidelines as immediate requirement.

Most of the DIOs got appreciation for the work done during COVID-19 Pandemic from district administration.

150th Birth Anniversary of Mahatma Gandhi commemorated in NIC Punjab

In order to commemorate 150th Birth Anniversary of Mahatma Gandhi, various programmes like Lectures on Mental Health Awareness and Women Empowerment, Digital Museum on Principles of Mahatma Gandhi, Slogan and Poem Competitions on Patriotism, contribution in Blood Donation Camp, Nukkad Nataks on Mass Awareness on Dignity of Labour were organized as per action plan of NIC Punjab from January to September 2020 through VC. The activities were coordinated by Division 3 and participated by Officers / Staff of NIC State Divisions and District Centers of Punjab State.

Technology Update

An intelligent virtual assistant (IVA) is a software agent that can perform tasks or services for an individual based on commands or questions. Sometimes a term "chatbot" is used to refer to virtual assistants. With the help of Python and some libraries we can automate the e-gov software and can sidestep the helpdesk assets. We may also use voice recognition for the ace of users too. A Centralized system to capture the variety of queries and use machine learning to optimize the answers and convey the best solutions about problem to users in e-gov software. It also helps to get approaches the best trends using sampled data and verdict the future resolutions.

- Addressing and Delivering citizen services made easy.
- The Government can provide 24/7 availability and high accessibility to citizens.
- They can decrease dedicated workload and time for responses.

Potential Benefits of Chatbots
If chatbots were available (and working effectively) for the online services that you use, which of these benefits would you expect to enjoy?

Benefit	%
24 hour service	64%
Getting an instant response	55%
Answers to simple questions	55%
Easy communication	51%
Complaints resolved quickly	43%
A good customer experience	43%
Detailed / expert answers	37%
Answers to complex questions	35%
Friendliness and approachability	32%
(none of these)	8%