

## एनआईसी पंजाब के अधिकारियों के लिए प्रशिक्षण कार्यक्रम-सह-कार्यशाला Training Programme–cum-Workshop for Officers of NIC Punjab



In a significant stride toward professional development and knowledge enhancement, NIC Punjab successfully organized a **Training Programme-cum-Workshop** for all NIC Officers, followed by a one-day **Karmayogi iGOT training session**. The transformative event was held at Hotel Shivalik View, Sector 17, Chandigarh, from 14th Oct 2025 to 16th Oct 2025. The workshop, under the guidance of **Sh. Vivek Verma, DDG & SIO Punjab**, served as a dynamic platform for learning, collaboration, and growth. It encouraged open communication, enabling officers to share their experiences, challenges, and potential solutions. The workshop was attended by all the Officers from State Centre and DIOs of all the 23 districts.

The workshop was graced by Sh. D.K. Tiwari, IAS, Additional Chief Secretary, Department of Good Governance & Information Technology (GG&IT), Govt. of Punjab and Sh. Amit Talwar, IAS, Special Secretary and Director, DGG&IT, Punjab. Their valuable insights and guidance greatly enriched the event.

### Day 1 – Tuesday, 14th October 2025

The workshop commenced with participant registration, followed by the welcome of dignitaries and the lighting of the ceremonial lamp. Ms. Sarita, District Informatics Officer, SAS Nagar, and Ms. Supriya, District Informatics Officer, Fatehgarh Sahib, warmly welcomed all attendees and highlighted the benefits of this educational initiative. The program began with an auspicious recitation from Bhagavad Gita emphasizing dedication to duty without attachment to results.

#### Welcome Address by Sh. Vivek Verma, DDG & SIO Punjab

In his welcome address, **Sh. Vivek Verma, DDG & SIO Punjab**, extended heartfelt gratitude to all dignitaries and participants for their presence. He outlined the key objectives of the workshop and emphasized the importance of continuous learning in keeping pace with rapid technological advancements.

He highlighted that training programmes play a crucial role in enhancing employee skills and performance, thereby strengthening both the workforce and the organization as a whole. He encouraged participants to actively engage in discussions, make the sessions interactive, and network with fellow colleagues to maximize the benefits of the workshop.

Sh. Verma also expressed his sincere appreciation to the organizing committee for successfully arranging the event in a short span of time. He conveyed his heartfelt thanks to Sh. D.K. Tiwari, IAS, Additional Chief Secretary, DGG&IT, Punjab, and Sh. Amit Talwar, IAS, Special Secretary and Director, DGG&IT, Punjab for their continuous guidance, support, and for graciously sparing their valuable time to attend the event.

### **Introductory Session by Sh. Vikram Jeet Grover, ASIO State**

In the introductory session, **Sh. Vikram Jeet Grover, ASIO (State)**, extended his heartfelt gratitude to the distinguished guest from the State Government, Sh. D.K. Tiwari, IAS, Additional Chief Secretary, DGG&IT, Punjab, whose vision and leadership have been instrumental in advancing e-Governance initiatives across the State. He remarked that Sh. Tewari's presence at the event served as a great source of inspiration and motivation for all officers of NIC Punjab. Speaking about Sh. Amit Talwar, IAS, Special Secretary and Director, DGG&IT, Punjab, a dynamic and progressive officer, Sh. Grover expressed deep appreciation for his continuous guidance, support, and encouragement in strengthening IT-led governance initiatives.

He also expressed sincere gratitude to **Sh. Vivek Verma, DDG & SIO Punjab**, for providing this valuable opportunity to bring together officers from across the State for shared learning and collaboration.

Outlining the agenda of the workshop, Sh. Grover informed participants that the programme comprised both technical and administrative sessions, including a special session on healthy lifestyle. He emphasized that workshops such as this play a vital role in fostering teamwork, knowledge sharing, and the adoption of innovative practices that enhance district-level IT governance. He also appreciated the DIOs and DIAs for their unwavering technical support and their advisory role in assisting district administrations to effectively implement various ICT initiatives.

### **Address By Sh. D.K. Tiwari, IAS, Additional Chief Secretary, DGG&IT**

In his address, **Sh. D.K. Tiwari, IAS**, Additional Chief Secretary, DGG&IT, Government of Punjab, emphasized the importance of adopting innovative digital solutions to strengthen governance and public service delivery. He was impressed with the agenda of the workshop and felt that people can better guide state government after inputs from the workshop. He reiterated his vision of making technology a true medium of public service, ensuring transparency, efficiency, and accountability at all administrative levels. He appreciated the continuous efforts of NIC Punjab in developing and implementing key e-Governance initiatives such as iHRMS, eOffice, and other citizen-centric applications that have significantly improved service delivery and operational efficiency across departments.

Sh. Tiwari highlighted that under the collective efforts of DGG&IT and NIC, the state is progressing rapidly toward the realization of **"Digital Punjab"**, where technology empowers both government officials and citizens alike. He suggested that such workshops should be conducted jointly in future.

## **Address By Sh. Amit Talwar, IAS, Special Secretary and Director, DGG&IT, Punjab**

**Sh. Amit Talwar, IAS, SS & Director, DGG&IT, Punjab**, highlighted the importance of leveraging technology for efficient governance and citizen-centric service delivery. He commended the NIC's initiatives and acknowledged its vital role in supporting digital transformation across government departments. He praised projects such as iHRMS, eOffice, and other NIC-developed platforms that have significantly streamlined administrative workflows, improved transparency, and facilitated real-time decision-making. He emphasized that these initiatives not only ease the work of government officials but also ensure timely and efficient services for citizens. Sh. Talwar also appreciated the continued technical support provided by NIC in areas like cyber security, digital infrastructure, and smart governance, which are strengthening the digital ecosystem of Punjab. He encouraged further collaboration between NIC and various departments to promote innovation, efficiency, and public participation in governance. He also remembered his long association with NIC since his beginning of career. He also acknowledged that NIC shoulders significant responsibilities and challenges, making such workshops vital for continued progress.

## **Technical Session by Intel**

### **Speaker: Sh. Akshit Aggarwal Industry Technical Analyst (ITS), Intel**

An engaging technical session was conducted on Intel's AI initiatives covering AI PC concept and capabilities, Intel's AI roadmap, AI implementation on Xeon processors and Gaudi Accelerators, integration of AI technologies in mainstream hardware, and real-world applications and industry use cases. The presentation demonstrated how AI can enhance computing efficiency and productivity across various sectors.

## **Technical Presentations by NIC Punjab Divisions**

### **Head of Division 1: Sh. Dharmesh Kumar, Sr. Director (IT) & ASIO District**

During the event, Sh. Dharmesh Kumar highlighted the achievements of his division, emphasizing its commitment to technical excellence and innovation. He spoke about the division's flagship projects and key technical initiatives, which are contributing significantly to NIC Punjab's digital transformation efforts. He appreciated the dedication and collaborative spirit of the team in driving forward the vision of Digital India through technology-driven governance. He asked all DIOs/DIAs to take feedback of DIGITAL MC House Application. He said that we should learn from our experiences which contribute to perform better in the future. He shared his views on how to do the assigned tasks within timeline. His team briefed about the face authentication using Aadhar and how to implement it in the applications.

### **Head of Division 2: Sh. Anoop K Jalali, Sr. Director (IT)**

During the event, Sh. Anoop K. Jalali commended the efforts of Division-2 officers for their dedication and technical excellence. He highlighted the division's significant role in resolving complex technical challenges and implementing innovative digital solutions for product centric software design such as Fasttrack Punjab Portal for Investors, IFMS, PSP etc.

He spoke about the division's latest technological advancements and their impact on strengthening NIC Punjab's overall digital framework. Emphasizing teamwork and continuous learning, Sh. Jalali encouraged officers to keep innovating and aligning their efforts with the broader vision of Digital India and Digital Punjab. His team briefed about prompt engineering and technologies used.

#### **Head of Division 4: Sh. Anil Palta, Sr. Director (IT)**

During the event, Sh. Anil Palta highlighted the consistent progress and technical innovations achieved by Division-4. He shared insights into the division's ongoing efforts towards advancing digital solutions and enhancing the efficiency of e-governance systems. He emphasized the importance of knowledge sharing and continuous learning, noting that such sessions provide valuable opportunities for participants to explore new ideas, technologies, and perspectives that can help improve their work efficiency and contribute more effectively to Punjab's digital transformation journey.

#### **Head of Division 7: Mrs. Usha Rai, Sr. Director (IT)**

During the event, Mrs. Usha Rai highlighted the remarkable achievements of her division which has consistently set new standards in technical innovation and excellence. She shared insights into the division's ongoing initiatives and their contribution to strengthening NIC Punjab's digital ecosystem.

Emphasizing the value of continuous learning and technological upgradation, she noted that the session served as an excellent opportunity for participants to gain knowledge from the latest advancements, experiences, and best practices — all of which will help make their work more effective, efficient, and enriched in alignment with the goals of Digital Punjab.

#### **Session on Artificial Intelligence**

##### **Speaker: Prof. J.S. Sahambi, IIT Ropar**

During the event, **Prof. Sahambi**, a distinguished expert in **Artificial Intelligence (AI) and Machine Learning (ML)**, provided participants with comprehensive insights into various types of Machine Learning, accuracy and validation techniques, and practical real-world applications of AI. He shared his extensive research experience in ML, Data Analytics, and AI, offering participants a practical understanding that can be applied effectively in their respective fields.

#### **Session on Right to Information (RTI) Act**

##### **Speaker: Sh. Dinesh Sharma, Scientist-F, PIO NIC Punjab**

During the event, **Sh. Dinesh Sharma**, Public Information Officer (PIO) at NIC Punjab State Centre, conducted a detailed session on the **Right to Information (RTI) Act**. Drawing from his extensive experience, he explained the basic concepts, provisions, and practical applications of the RTI Act, including the interpretation of rights, application procedures, and effective implementation within IT institutions.

He emphasized the importance of compliance and transparency, helping participants understand their roles and responsibilities under the RTI framework.

SIO Punjab emphasized the importance of these presentations in equipping district officials with the necessary knowledge to effectively implement IT solutions at the district level. He also highlighted projects that are best managed and executed at the district level.

## Day 2 – Wednesday, 15th October 2025

The second day of the workshop was a day of deep learning, thought-provoking discussions, and insightful presentations, leaving participants inspired and motivated for the challenges ahead. The day was marked by an array of engaging sessions, focusing on leadership, technological advancements, administrative procedures, health, and the role of DIOs/DIAs in strengthening the district centers.

The workshop was graced by the presence of Sh. Sunil Singh Katiyar, IRS, Additional Director General at the National Academy of Customs, Indirect Taxes & Narcotics (NACIN), under the Central Board of Indirect Taxes and Customs (CBIC). Known for his foresight, leadership, and dedication, Sh. Katiyar has played a pivotal role in policy formulation, training, and various aspects of tax administration.

### Technical Presentations by NIC Punjab Divisions

#### Head of Division 5: Sh. Dinesh Sharma, Sr. Director (IT)

Under the leadership of Sh. Dinesh Sharma, Division-5 has achieved remarkable milestones in technical innovation and excellence. The presentation provided valuable insights into the latest technological advancements and e-Governance solutions. The session offered a golden opportunity for knowledge enhancement about the latest technological progress including use of AI/ML, e-Governance solutions, and various aspects of the digital mission that make work more effective. His team also briefed about the importance of NIC Social Media Platforms for promoting our projects and important activities. Sh. Grover, ASIO State asked all HoDs/DIOs/DIAs to include important activities of the month in MPR to be submitted to NIC Delhi.

#### Head of Division 6: Sh. Anil Dogra, Sr. Director (IT)

Under the leadership of Sh. Anil Dogra, Division-6 has made significant strides in technical advancement and innovation. Key projects by Division-6 were also highlighted, including e-Scholarship, Rangla Punjab, Chatbot/Helpdesk, e-Abkari etc. His team briefed about the AI/ML, LLM etc being used in the applications developed by the division.

### District Informatics Officers Sessions

#### DIOs of Zone-1 and Sh. Dharmesh Kumar, ASIO (Zone-1) & Sr. Dir (IT)

The session, coordinated by Sh. Dharmesh Kumar (ASIO, Zone-1), emphasized the critical role DIOs/DIAs play in implementing and promoting ICT culture at district centers. They are not only pivotal in driving technology at the grassroots level but are also actively working to streamline administrative processes. They have developed innovative apps for meeting management and addressing local challenges, such as stubble burning, Prali App etc by providing technical solutions. Their proactive approach in leveraging technology to solve real-world problems highlights their capacity for greater contributions, making them invaluable in fostering efficiency and innovation in district-level administration. Some suggestion regarding these applications were suggested by ASIO State.

#### DIOs of Zone-2 and Mrs. Usha Rai, ASIO (Zone-2) & Sr. Dir (IT)

Coordinated by Mrs. Usha Rai (ASIO, Zone-2), the session highlighted the growing importance of DIOs/DIAs in driving technology at the grassroots level. As technology continues to advance, they are

playing an increasingly important role in ensuring the smooth implementation of digital solutions at district centers.

During the session, the participants discussed upcoming technologies such as Chatbots, which are set to revolutionize customer service and support by providing real-time assistance to citizens. Additionally, the discussion covered general best practices that DIOs/DIAs should follow to ensure the effective deployment of technology, improve service delivery, and maintain operational efficiency. These practices include staying updated with the latest tech trends, enhancing collaboration across teams, and ensuring the security and privacy of digital systems.

### **Session on Conduct Rules and Procedures**

**Speaker: Sh. Sunil Singh Katiyar, Additional Director General, NACIN, CBIC**

Sh. Katiyar's expertise in conduct rules for central government employees, work procedures, and communication systems made this session extremely valuable and practical. He provided detailed guidance on conduct rules for government employees, work procedures and protocols, effective communication practices, and proper compliance and adherence. The session was highly beneficial, providing clarity in current context and future directions.

This important session focused on open discussion of administrative issues faced by NIC officers. The dialogue provided opportunities to understand challenges in administrative functions, find solutions to problems, adopt better work procedures, and address queries and suggestions. The session enabled understanding of challenges in administrative work, finding solutions, and adopting better work procedures.

### **Session with Admin Section**

**Sh. Ashok Kumar, Section Officer, NIC Punjab**, provided a comprehensive briefing on administrative procedures including guidelines and instructions, emphasizing compliance in leave, tour approvals, medical bills, NOC, Hospitality, CHGS/AMA, LTC, travelling allowances, punctuality, and office discipline. He also advised to apply tour/Official duty properly, apply for joining in time, take approval of leave before availing, and apply station leave as and when required. He lauded the efforts put in by all in NIC Punjab in switching over to eBills and appreciated the efforts of admin and its support staff for all types of administrative work in NIC Punjab.

### **Session on Hardware, Stock Maintenance, and GeM**

**Speaker: Sh. Anil Dogra, Scientist-F, HoD Technical Stores, NIC Punjab**

Sh. Anil Dogra, HoD and with extensive experience in hardware management, stock maintenance, and Government e-Marketplace (GeM), conducted an informative session. The session covered best practices in hardware maintenance, technical and administrative aspects of stock management, government procurement processes through GeM, effective resource management, and transparent and efficient procurement systems. The knowledge so gained will be helpful in effective management of resources and adopting a transparent and rapid procurement system.

## **Session on Healthy Lifestyle**

**Speaker: Dr. Saroj Aggarwal, MBBS, MD, Consultant at CGHS Wellness Centre, Sector 45, Chandigarh**

Dr. Saroj Aggarwal conducted an important session emphasizing that health is life's greatest wealth. The session covered simple and effective measures for adopting a healthy lifestyle, how small lifestyle changes can improve health, long-term health maintenance strategies, and physical and mental wellness practices. The session was not only educational but also inspiring, encouraging participants to adopt healthy habits in their daily lives.

## **Technical Session by IVFRT Division**

**Speaker: HoD, IVFRT Division, Sh. Sarvesh Kumar Verma, Sr. Dir (IT)**

The IVFRT Division presented their flagship projects, focusing on e-Sanad implementation and status, and IVFRT initiatives in Punjab. The session provided insights into the technical innovations and solutions being implemented by the division.

## **Valedictory Address by Sh. Vikram Jeet Grover, ASIO (State)**

Sh. Vikram Jeet Grover delivered the valedictory address and vote of thanks, expressing heartfelt gratitude to all participants, speakers, and organizers. He shared that this workshop held special significance for him as it was his last in NIC before his superannuation in October 2025, and he felt deeply thankful for the opportunity. Reflecting on the two-day workshop, he remarked that it provided valuable exposure to cutting-edge technologies — from Artificial Intelligence and modern application development tools to administrative frameworks — all while reinforcing the importance of teamwork, which he described as the hallmark of NIC.

He emphasized the need to apply the knowledge gained during the sessions with dedication and commitment and appreciated how interactive the workshop had been, with participants actively engaging and clearing their doubts.

Sh. Grover also expressed sincere gratitude to Sh. Vivek Verma, DDG & SIO Punjab, for his visionary leadership, continuous guidance, and support in organizing such capacity-building programmes. He thanked all participants for their enthusiastic involvement and thoughtful discussions, which enriched the event. While concluding, he remarked that it is the collective spirit and commitment of everyone that make NIC Punjab a forward-looking organization. The workshop, he said, not only enhanced technical knowledge but also strengthened the sense of shared purpose and collaboration among all participants.

Few glimpses during the event are as below:

### Welcome of dignitaries and Lighting of Lamp



## Inaugural Session



## Felicitation to External Speakers



**Presentations by Divisions and Districts during the event**





