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Uttar Pradesh : Steps Towards E-Governance



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PREAMBLE

WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a **SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC AND TO SECURE TO ALL ITS CITIZENS :**

JUSTICE, social, economic and political;

LIBERTY of thought, expression, belief, faith and worship;

EQUALITY of status and of opportunity; and to promote among them all;

FRATERNITY assuring the dignity of the individual and the unity and integrity of the Nation.

IN OUR COUNTRY CONSTITUENT ASSEMBLY this twenty-sixth day of November, 1949, do **HEREBY ADOPT, ENACT AND GIVE TO OURSELVES THIS CONSTITUTION.**

E-Governance in Uttar Pradesh

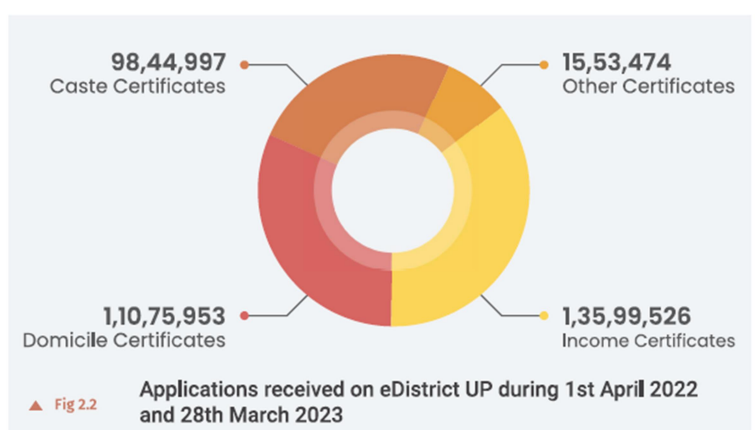
The National Informatics Centre (NIC) Uttar Pradesh employs information technology to contemporize the public service delivery framework, thereby facilitating convenient and streamlined access to services while also elevating democratic principles. This undertaking has yielded heightened effectiveness and efficiency in the governance of governmental initiatives. The approach is systematic, allowing for rigorous impact analysis. Over the preceding span of four to five years, NIC has adeptly executed a multitude of e-Governance projects in the region, effecting a metamorphosis of Uttar Pradesh into an exemplar mirroring the ethos of modern, progressive India. By orchestrating a harmonious fusion of sophisticated technologies and available resources, it assimilates some of the globe's foremost ICT innovations into the realm of astute governance.

Established in the year 1988, NIC Uttar Pradesh has forged a symbiotic partnership with the State Government in its earnest endeavor to mechanize governmental processes and harness the transformative potential of Information and Communication Technology for seamless engagement with the citizenry. Through a span exceeding 35 years, NIC has undertaken diverse initiatives that harness cutting-edge technologies with the overarching goal of empowering the populace and catalyzing the advancement of the state. These e-Governance projects have not only engendered enhanced accessibility of government services for citizens but have also engendered expeditious, responsive, transparent, and streamlined administrative conduct.

NIC Uttar Pradesh establishes a comprehensive presence across the state's 75 districts, strategically collaborating with key departments, including the Chief Minister's Office and High Court, to deliver uninterrupted 24x7 IT support. The network infrastructure, encompassing NICNET, NKN, SWAN, and SCAN, spans over 30,000 nodes and 80,000+ email accounts, complemented by a robust 10 Gbps Internet bandwidth. This connectivity extends to Tehsil and Block levels through 885 Point-of-Presence (PoPs) under the SWAN initiative. NIC's Data Centre hosts 100+ servers, accommodating 450+ databases and 250+ websites. Beyond infrastructure, NIC facilitates video conferencing services for State Government, district courts, and correctional institutions. Evident are significant ICT achievements, emphasizing NIC's pivotal role.

e-District Uttar Pradesh:

The e-District initiative within the state of Uttar Pradesh assumes a pivotal role by providing citizens with a comprehensive gateway to a range of vital government services. This encompasses the issuance of critical documents, such as birth, death, and income certificates. Moreover, the platform adeptly streamlines citizens' interaction with a wide spectrum of government schemes and subsidies, ranging from scholarships to pensions and healthcare initiatives. It further facilitates easy access to pertinent information regarding governmental services and programs. Notably, the initiative seamlessly integrates with multiple government departments, thereby effectively expediting the process of service delivery. This meticulous integration significantly enhances transparency and accountability within the governance paradigm of Uttar Pradesh.



Features:

- Provides digitally signed certificates
- Collaborates with multiple departments to verify supporting documents
- Integration with electronic Service Level Agreements (eSLAs) ensures timely service provision
- Offers an online appointment booking system
- Sends SMS and email alerts during various application stages
- Automates all aspects of service delivery

In the preceding fiscal year, the portal received an impressive 360 million applications. Notably, nearly 98 million applications were for caste certificates, 110 million for domicile certificates, and 135 million for income certificates.

NeVA:

The National e-Vidhan Application (NeVA) constitutes a pivotal endeavor geared towards the paperless transformation of State Legislatures through methodical digitization. Its fundamental impetus rests on the convergence of the nation's diverse legislative entities onto a unified platform, thereby engendering an expansive repository of data while obviating the intricacies associated with multifarious interconnected applications. The commendable realization of this initiative within both chambers of the Uttar Pradesh Legislature by NIC UP, in harmonious collaboration with the Ministry of Parliamentary Affairs, Government of India, stands as a salient achievement. This milestone has positioned the Uttar Pradesh Legislative Assembly (UPLA) and Uttar Pradesh Legislative Council (UPLC) at the forefront, manifesting a historic progression with their pioneering conduct of paperless sessions under the NeVA program.

This application incarnates a sophisticated framework facilitating the efficacious orchestration of legislative proceedings, affording comprehensive access to multifaceted elements encompassing member contacts, statutes, bills, committee reports, and more. Within the contours of Uttar Pradesh, the formal inauguration was solemnized under the aegis of the **Honorable Chief Minister, Yogi Adityanath**, during the UPLA's summer session on the 19th of May, 2022, and subsequently, during the UPLC's winter session on the 8th of December, 2022. It is worth highlighting that, as part of this comprehensive deployment, every member of the legislative bodies is endowed with a tablet and an eBook, meticulously positioned on their respective desks, thereby accentuating the initiative's steadfast commitment to technological advancement and augmented operational efficacy.

UP MineMitra:

The GO. UP's Department of Geology and Mining holds the responsibility of allocating mining leases within designated areas, resulting in an annual revenue exceeding Rs. 1500 Cr. In pursuit of a comprehensive digital transformation of the conventional lease system, the NIC UP has developed the UP Mineral Portal. This platform serves to facilitate the issuance of licenses (leases) and e-Transit Passes to lessees, while concurrently aiding in the meticulous management of lessee particulars, mineral-specific and plot-specific lease allotments, royalty bookkeeping, and the provision of monitoring reports through a Management Information System (MIS).

- Comprising four distinct modules, namely eMM11, Transit Pass, Form-C, and Working Organisation, the application's functionalities are as follows:

- The eMM11 module is employed by lessees to furnish information for vehicles transporting minerals from mining zones. The vehicle operator is mandated to possess a physical copy of the eMM11 form throughout the journey, with delivery being time-bound as indicated on the form.
- The Transit Pass module is requisite for vehicles transporting minerals into the state.
- Form-C is initiated by the Licensee for the conveyance of minerals obtained from a stockiest. This form is generated by the stockiest, and the vehicle operator is obligated to carry Form-C during transit to the destination.
- The Working Organization module undertakes the validation of diverse transit passes, encompassing eMM11, eForm-C, and Transit Pass, utilizing Web APIs for inter-state movements, while relying on the mining server database for intra-district movements.

This holistic digital framework enhances oversight, expedites leaseholder-related operations, streamlines mineral transportation processes, and bolsters financial transparency through precise royalty calculation and robust monitoring report generation.

ePension UP:

ePension UP constitutes an online platform of paramount significance, designed to cater to the pension-related requisites of retired governmental personnel. This sophisticated digital infrastructure encompasses an array of meticulously structured services intricately associated with diverse pension schemes. It extends citizens the privilege to initiate pension claims, diligently monitor the real-time progression of their submissions, and seamlessly facilitate direct disbursements into designated financial institutions.

Central to its functional architecture is an intuitively crafted user interface, harmoniously coupled with an all-encompassing dashboard. This enables users to perpetually oversee the status of their applications and the subsequent execution of payment transfers. Notably, the platform leverages Aadhaar authentication protocols, thereby instituting a fortified layer of verification to expedite the application proceedings whilst concurrently safeguarding against potentially fraudulent activities.

In a laudable demonstration of its efficacy, ePension UP has orchestrated substantial reductions in processing timelines, thus engendering a discernible reduction in error rates. This commendable outcome inherently translates into elevated operational efficiency and a discernibly augmented level of accountability within the intricate pension landscape of Uttar Pradesh.

Salient features:

- Provision of an internet-based platform for the registration and submission of pension applications by employees, strategically initiated six months ahead of their scheduled retirement date.
- Diligent and expeditious forwarding of meticulously scrutinized pensioner forms to the designated pension issuance office, conducted by the responsible Drawing and Disbursing Officer (DDO) within a predetermined 30-day timeframe.
- Methodical issuance of the Pension Payment Order (PPD) no later than three months before the anticipated retirement date.
- Implementation of an online mechanism for the treasury to effectuate the secure and digitally-mediated disbursement of pension payments to retired personnel, thereby fostering a contactless, paperless, and cashless paradigm for pension provisioning.

This end-to-end online pension portal has been developed by the Finance Department to simplify the process of getting pension.

This will eliminate the need for pensioners to go anywhere physically and make the process transparent, paperless, contactless and cashless.

Taking into account the complaints of retiring state government employees, the portal will track the status of their applications (PPOs).

As per the guidelines given by the Central Government, the State Finance Department has created a portal, which will have the option to track the status of employees who have attained the age of 55 years and six months. This will benefit about 11.5 lakh pensioners in the state.

This system has been implemented for the state government employees and soon other departments will also be involved in the process, which will benefit lakhs of people and no one will have to run here and there for pension.

Key Points

E-Pension UP

On the occasion of International Labour Day (May 1, 2022), Chief Minister Yogi Adityanath launched a new platform e- Pension Portal to ensure transparent and hassle-free disbursement of pension to retired government employees.

ePension is an online platform that offers pension-related services to retired government employees. It provides a range of services related to pension schemes and allows citizens to apply for pensions, check their application status, and receive payments directly in their bank accounts. It has a user-friendly interface and a dashboard to track the application and payment status. The platform uses Aadhaar authentication to simplify the application process and reduce fraud. E-Pension has significantly reduced processing time, minimised errors, and improved efficiency and transparency in the pension system of Uttar Pradesh.

- Adherence to a systematic approach, enabling pensioners to proficiently track the status of their pension application and securely download relevant pensioner documentation through the dedicated online portal.

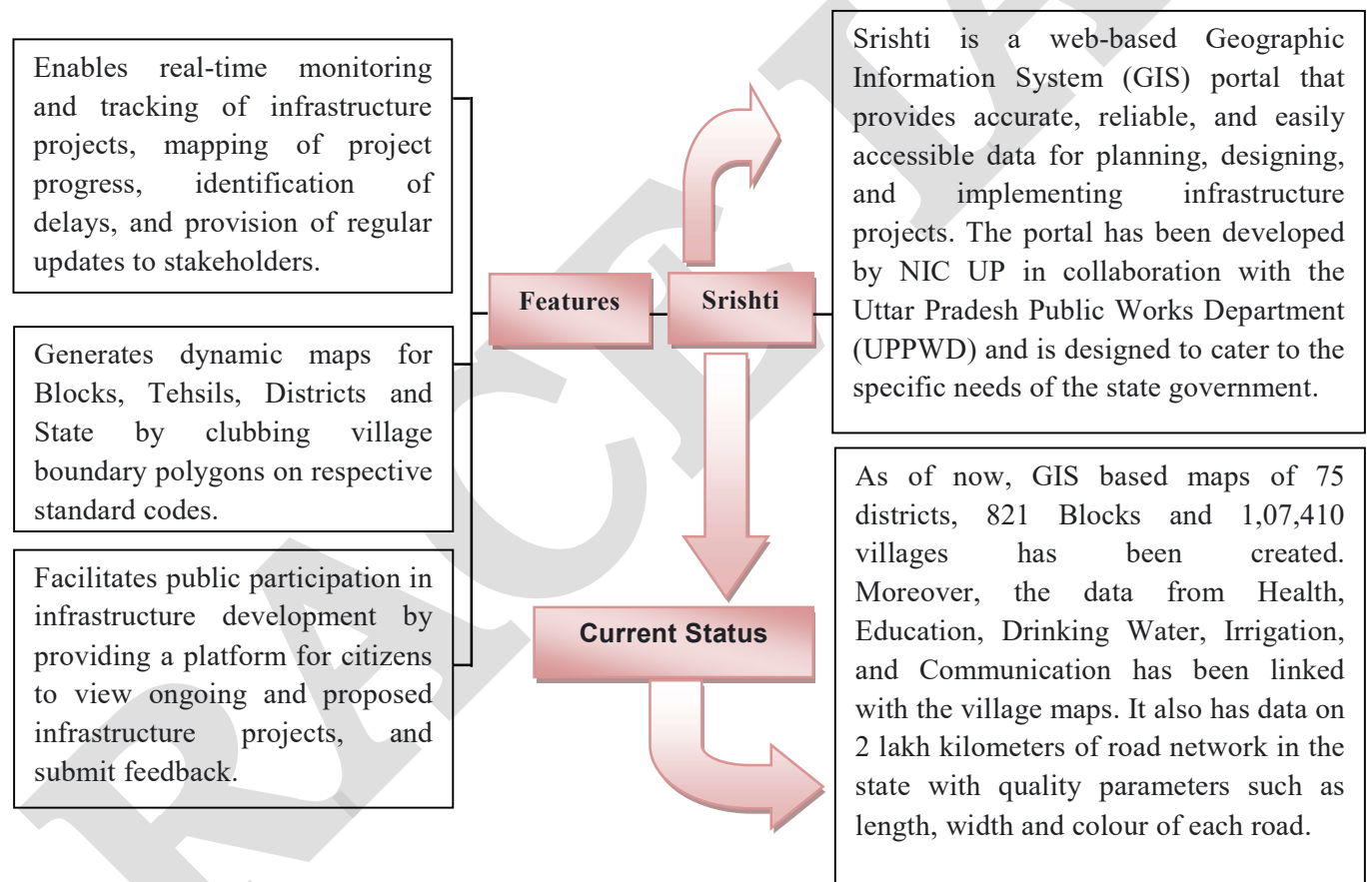
eTula:

eTula constitutes a web-based application, inaugurated by the Government of Uttar Pradesh, and dedicated to extending essential metrology services to the residents of the state. Designed with meticulous attention to detail, the platform's fundamental purpose is to streamline the intricate processes underpinning the measurement and authentication of weights and measures employed in diverse commercial transactions. Its inception in the year 2019 heralded a pivotal juncture in the state's e-governance initiative, endowing eTula with a pivotal role within this overarching framework.

Distinguished by its comprehensive functionality, eTula serves as a central nexus for an array of metrology-related endeavors, foremost among them being the rigorous verification and meticulous calibration of weighing and measuring apparatuses critical to commercial exchanges. As citizens engage with the platform, they are enabled to methodically register their instruments, formally request verification and calibration services, and subsequently obtain tangible certificates affirming the accuracy and precision of their instruments, thereby contributing to the augmentation of transparent and reliable business transactions.

SRISHTI:

Srishti stands as an exceptionally sophisticated web-based Geographic Information System (GIS) portal, meticulously engineered to house a repository of impeccably accurate, dependable, and seamlessly accessible data essential for the intricate planning, strategic design, and effective execution of multifaceted infrastructure endeavors. This remarkable digital platform arises from a fruitful collaboration between the distinguished National Informatics Centre Uttar Pradesh (NIC UP) and the Uttar Pradesh Public Works Department (UPPWD), artfully calibrated to address the exacting demands of the state's



governmental landscape.

The distinguishing hallmark of Srishti's capabilities lies in its seamless integration with a constellation of foundational systems, encompassing the UPPWD Road Asset Management System, the Natural Resource Information System (NRIS), UP Police Examination Centre Mapping, MNREGA Works Mapping, Paddy Crop Residue Burning Incidence Mapping, and UP Village Mapping 2011. This intricate and dynamic amalgamation empowers the portal with a robust prowess to not only unearth latent vulnerabilities and challenges intrinsic to infrastructure initiatives but also proactively provide stakeholders with real-time insights and precision-driven recommendations. Srishti thus emerges as an indispensable force, augmenting both the granularity of risk assessment and the efficacy of decision-

making processes, thereby etching its indelible mark in elevating the landscape of infrastructure development to newfound heights of competitiveness.

Salient Features:

- Facilitates the ongoing monitoring and vigilant oversight of infrastructure projects in real-time, encompassing the dynamic mapping of project progression, meticulous identification of potential delays, and the systematic provision of timely updates to stakeholders.
- Effectuates the generation of dynamic and contextually accurate cartographic representations, spanning Blocks, Tehsils, Districts, and the State at large, through the meticulous integration of village boundary polygons guided by standardized codes.
- Establishes an avenue for active civic participation within the domain of infrastructure development, affording citizens a dedicated platform to access pertinent information concerning both ongoing and proposed projects, while concurrently providing a structured mechanism for the submission of informed and valuable feedback.

Recently, the GIS-derived cartographic representations encompass a comprehensive range of 75 districts, 821 Blocks, and an extensive network of 1,07,410 villages. This repository is further distinguished by the seamless integration of data culled from essential sectors, including Health, Education, Drinking Water, Irrigation, and Communication, thereby enhancing the utility and comprehensiveness of the village maps. Notably, a comprehensive depiction of the state's expansive 2 lakh kilometers of road network is meticulously captured within this repository, offering meticulous detailing of pertinent quality attributes, encompassing road length, width, and distinct color coding.

DARPAN :

DARPAN (Dashboard for Analytical Review of Projects Across Nation) – a meticulously designed, configurable, and multilingual dashboard solution tailored to cater to the discerning needs of senior government officials. This innovative platform offers real-time access to critical performance indicators associated with carefully selected schemes and projects, effectively serving the imperatives of strategic planning, comprehensive evaluation, and vigilant monitoring. By unifying an array of disparate data sources onto a singular centralized interface, DARPAN substantially enriches the depth and precision of data analysis, thereby affording users the prerogative to curate their perspective to emphasize pertinent information. Additionally, the dashboard demonstrates a profound capability to discern underlying trends within the data, thereby augmenting the depth and breadth of insights drawn from these projects.

The accomplished team at NIC UP has meticulously curated distinct instances of the DARPAN dashboard, each tailored to meet the unique requirements of the following esteemed dignitaries:

- The Hon'ble Governor
- The Hon'ble Chief Minister
- The Chief Secretary
- District Magistrates
- Divisional Commissioners

DARPAN stands as a testament to the pivotal strides taken towards elevated standards of project management and judicious decision-making within the governmental sphere.

Provides a quick overview of project statistics through our at a-Glance view with Drill Down Reports and Graphical

24/7 access to the Dashboard from any device any location, with data that is updated in real time at regular intervals.

Priorities workload by ranking projects, so that one can focus on the most important ones first.

Features

Darpan

**NIC UP CREATED
DARPAN
DASHBOARD FOR**

Dar Pan is meant to provide administration, at a glance, the status of different departmental activities with an architecture for presenting dashboard in respect to the monitoring of schemes at different level. The Important fact of the architecture of the dash board is that it has been hosted on common framework for the entire country.

Hon'ble Governor

Hon'ble Chief Minister

Chief Secretary

District Magistrates, and

Divisional Commissioners

Salient features:

- Offers a rapid summary of project statistics via our "At-a-Glance" perspective, complemented by in-depth Drill Down Reports and Graphical Analysis.
- Uninterrupted access to the Dashboard is available 24/7, accessible from any device and location, with data continuously updated in real-time at scheduled intervals.
- Enhances efficiency by enabling the prioritization of workloads through project ranking, allowing individuals to direct their attention to the most critical projects foremost.

JANSUNWAI SAMADHAN:

Jansunwai Samadhan represents an online platform meticulously crafted to serve as a channel for addressing grievances. It provides citizens with an exclusive forum to articulate their concerns, complaints, and feedback regarding government services and programs. Since its inception, this platform has grown to assume a pivotal role, allowing citizens to directly engage with the government and communicate their issues effectively.

The interface of Jansunwai Samadhan is designed with user-friendliness in mind, offering citizens a seamless avenue to register complaints. Vital information such as personal particulars, contact details, and the nature of the grievance can be submitted. Once a complaint is officially logged, a unique reference number is provided to the citizen, enabling them to meticulously track the evolution of their concern.

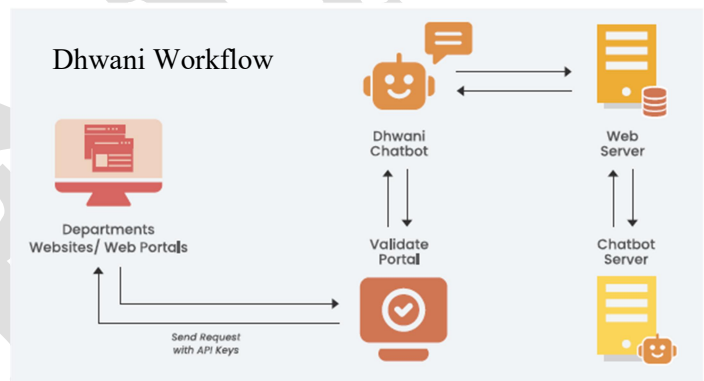
Of notable significance, it has been adeptly integrated with a range of government departments. This integration significantly enhances the capability of officials to monitor complaints and take timely and appropriate actions. The scope of this platform encompasses diverse sectors, including but not limited to electricity, water supply, road infrastructure, healthcare, education, and public safety. Moreover, Jansunwai Samadhan serves as a conduit for citizens to furnish valuable feedback on various government schemes and initiatives.

Features

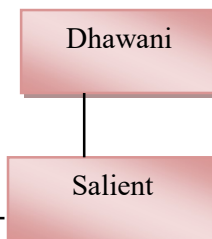
- Provides citizens with a consolidated platform to initiate, monitor, and provide feedback on applications.
- Offers citizens the facility to upload corroborative documents like photographs and videos to substantiate their grievances.
- Instant SMS/email notifications at every phase of deposition.
- Incorporates search and tagging features to identify duplicate references.
- Facilitates citizens in requesting callbacks from the relevant department for in-depth discussions regarding their concerns.
- Establishes a feedback mechanism for resolving matters, enhancing input.
- Employs an MIS & GIS dashboard for meticulous monitoring.
- Automatically generates Monthly Performance Reports encompassing all levels of officers.
- Introduces a provision for bolstering the quality of disposal through randomized assessments and physical verification.

DHWANI:

With the vast amount of data available in the government domain, there is an immense potential for leveraging Artificial Intelligence and Machine Learning to drive a new era of data-driven governance. Dhwani is one such small but significant step taken by NIC UP towards goal. Dhwani primarily aims to use the data repository for the direct benefit of citizens and to enhance existing e-Governance services. It offers various AI-based services through REST APIs that can be utilised by various state / central government departments, with an objective to



- Facilitates the integration of Chatbot Services into web portals for virtual assistance.
- Detects if an uploaded image is clear enough and contains human face.
- Compares two images to identify if they contain the same objects or human faces.
- Utilises OCR technology to convert text within images into editable digital documents
- Converts text from one language to another, supporting nine Indian languages.



The growing data of the government domain can drive the new era of data driven governance by using Artificial Intelligence and Machine Learning. Dhwani is the small step of NIC UP State Centre, Lucknow towards the use of data repository for the direct benefits of citizen and improvements of the existing e-Governance Services. Dhwani is an AI based API platform that provides various AI based services through REST APIs which are intended to be used by the departments of Centre, States and Union Territories of India. The objective of the portal is provides the services that can be solved by using Artificial Intelligence and Machine Learning.

provide services that can be resolved through the use of AI / ML algorithms.

PRERNA:

PRERNA (Property Evaluation & Registration Application) stands as an innovative web-based tool developed by the NIC UP, aimed at facilitating the streamlined online registration of properties within the state.

This application is meticulously designed to enhance the simplicity and efficiency of the property registration process. It offers citizens the convenience of registering their properties online, eliminating the need for physical visits to registration offices. The feature set includes a real-time tracking mechanism that empowers users to monitor the progression of their registration application, thereby keeping them informed about its status. A document management system is seamlessly integrated, allowing users to upload and manage the array of essential documents required for property registration, encompassing sale deeds, power of attorney documents, and identity proof documentation.

Since its introduction, PRERNA has heralded a transformative impact on property registration procedures within the state. Remarkably, in the year 2021 alone, the state government has witnessed a staggering increase in revenue, surpassing Rs. 18,926 crore, while propelling the eMarket value beyond Rs. 2.28 lakh crore. The platform has further achieved substantial milestones, including the generation of over 1.67 crore documents, the creation of 3.52 lakh Digital Non-Encumbrance Certificates (NECS), and the registration of more than 35 lakh deeds.

DIGITAL LAND:

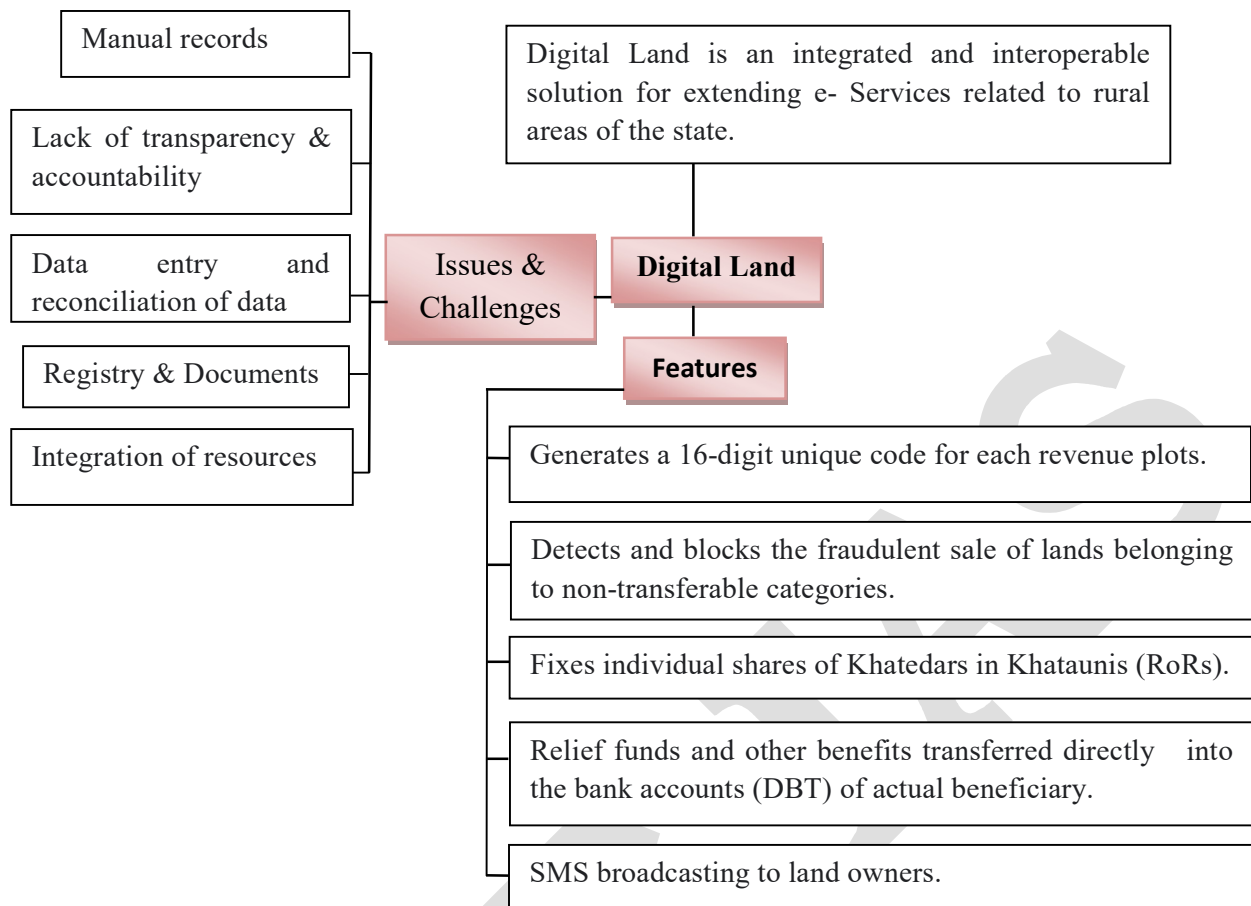
Digital Land emerges as a comprehensive and interoperable solution devised to extend e-Services catering to the rural regions of the state. This encompassing platform comprises a suite of seven online web applications: BHULEKH, Revenue Court Cases Management System (RCCMS), Bhu-Naksha, Kharra, Online Mutation, Anti-Bhu-Maṅṅa Portal, and IP-SVAMITVA.

The imprint of Digital Land is perceptible in the daily lives of nearly 1 crore farmers. It has significantly streamlined the management and maintenance of records, translating into reduced time overheads, heightened precision, and an elevated level of record security.

Beyond these instrumental advantages, Digital Land has substantially expanded the accessibility to all pertinent information concerning land title, disputes, and related issues. It provides a robust avenue for citizens to access information, whether it pertains to land reservations mandated by the State Government, future strategic considerations like town planning, or any other matters concerning land titles.

Salient features

- Assigns a distinctive 16-digit code to every revenue plot for uniqueness and identification.
- Identifies and prevents unauthorized transactions involving lands that fall within non-transferable categories.
- Establishes clear and individual shares of Khatedars in Khataunis (RoRs), ensuring precise ownership distribution.
- Facilitates the direct transfer of relief funds and other entitled benefits into the bank accounts of rightful beneficiaries through the Direct Benefit Transfer (DBT) mechanism.
- Disseminates essential information to landowners via SMS broadcasts.



MANAV SAMPADA:

The eHRMS application was conceptualized as a model product, designed to furnish an all-encompassing solution for human resource management across various government departments. Its principal objective is to facilitate accurate decision-making at opportune moments, while also ensuring meticulous monitoring and strategic manpower planning. This platform effectively streamlines critical processes encompassing employee recruitment, placements, promotions, and transfers, all tailored to align with their respective skill sets.

The application has been seamlessly integrated with the DDO module of the Finance Department, Government of Uttar Pradesh, and the DIKSHA portal of the Ministry of Human Resource Development, Government of India. Furthermore, an Android application named mSthapana has been meticulously crafted to manage leaves and service books for employees within the state government.

Presently, the platform boasts the active registration of over 13.8 lakh state government employees hailing from 83 distinct state government departments. In addition to this, the platform has effectively validated more than 13 lakh service books, affirming its commitment to accuracy and reliability.

eOffice:

The primary goal of eoffice is to establish a culture of transparency and efficiency within both inter- and intra-governmental processes. Its core objective lies in fostering accountability by enhancing the quality and swiftness of decision-making procedures. Furthermore, it seeks to catalyse innovation by liberating staff energy and time from unproductive administrative routines.

Presently, eOffice has been successfully deployed across the following state offices and departments:

- Uttar Pradesh Secretariat
- 19 Directorates under the Government of Uttar Pradesh
- Uttar Pradesh Vidhan Sabha
- Dr. APJ Abdul Kalam University

Looking ahead, the eOffice support framework is set to encompass additional state government departments and offices. This expansion will encompass entities like the UP Legislative Council, Yamuna Expressway Development Authority, and the University of Kanpur, thereby extending the transformative benefits of eOffice to a wider spectrum of administrative domains.

iRAD:

The Integrated Road Accident Database (IRAD) is an initiative led by the Ministry of Road Transport and Highways, initiated with the prime goal of enhancing road safety in India. This initiative seeks to achieve this goal through the facilitation of collecting and analysing road accident data. The platform is equipped with an extensive database that effectively stores and processes information related to road accidents. It also offers tools designed to visualize and scrutinize the data, thereby discerning prevalent patterns and emerging trends. The platform is further fortified by cloud infrastructure, physical servers, and a dedicated helpdesk to provide user assistance. This initiative also involves training stakeholders and users to ensure the proficient utilization of the platform.

In the state of Uttar Pradesh, the implementation of IRAD followed a two-stage rollout approach. The first phase introduced IRAD in 16 districts, while the subsequent phase extended it to the remaining 59 districts. Presently, the State Centre has successfully conducted over 750 training sessions to ensure the seamless operation and triumph of this project.

ICJS:

The concept of the Interoperable Criminal Justice System (ICS) revolves around establishing a seamless flow of information across multiple components of the justice system, including eCourt, ePrison, eForensics, eProsecution, Fingerprint, and Women & Child Department (WCD). This endeavour is anchored in the objective of achieving a 'One Data Once Entry' approach.

Moreover, it serves as an interface for the diverse facets of the Indian Judicial System (IIS), enabling nationwide searches for accused individuals or criminals using varied identifiers such as FIR Number, CNR Number, prison ID, among others. Additionally, the platform provides a customizable national-level dashboard equipped for analytical insights across diverse metrics.

Presently, NIC UP has successfully implemented five of the seven primary pillars of ICIS. These encompass eProsecution, eForensics, eCourts, ePrison, and NDAL-ALIS.



Modules of ICJS

eHospital

eHospital represents a comprehensive Information and Communication Technology (ICT) solution strategically tailored for government hospitals. This innovative solution effectively optimizes operational workflows, encompassing vital functional domains such as patient care, laboratory services, document management, and human resources. Operating on a patient-centric foundation, eHospital systematically captures and manages details spanning the journey from registration and admission to ward-based treatment, significantly curtailing the time and effort otherwise required for seeking appointments with doctors in distant medical facilities. One of its noteworthy features is the provision for citizens to conveniently book appointments with hospitals online, thereby facilitating enhanced access to essential healthcare services.

At present, the State Centre has successfully introduced the eHospital application across 48 hospitals, catering to over 44 crore patients within the state. Impressively, the service has garnered daily usage by nearly 40,000 patients, underlining its substantial impact in enhancing healthcare accessibility and streamlining processes.

eGranthalaya:

eGranthalaya serves as an enabler for the automation and networking of governmental libraries, utilizing an encompassing library management software, a digital library module, cloud hosting, and a library portal. This transformative solution effectively modernizes conventional libraries into digital counterparts, infused with a spectrum of digital services. By employing a unified access system, it extends various member services through an online interface.

The latest rendition, eGranthalaya 4.0, is equipped to seamlessly transition into cloud environments. It offers a web-based resolution fortified with a centralized database catering to a cluster of libraries. At present, the State Centre has successfully implemented the eGranthalaya software within over 500 government libraries situated across Uttar Pradesh. This initiative underscores the commitment to infusing technology to optimize library operations and enhance accessibility to digital resources.

UP RTI Online Portal:

This platform empowers every Indian citizen to submit Right to Information (RTI) applications and initial appeals through an online interface. Its primary objective is to enhance transparency within the system. RTI Online comprises two integral components:

- An online mechanism for submitting requests and appeals
- The RTI Request and Appeal Management System (Public Authority Interface)

ePariksha UP:

ePariksha stands as an online examination platform meticulously crafted by NIC UP, aimed at refining the recruitment procedures for diverse government positions and eradicating the reliance on traditional paper-based examinations within the state. Notably user-friendly, this platform furnishes candidates with the capability to register, complete their application forms, and submit examination fees through an online pathway. Augmenting its utility, the platform encompasses a range of attributes including mock examinations, online tutorials, and practice tests, all geared towards aiding candidates in their exam preparation. This web-based portal is complemented by an Android application of identical nomenclature, further amplifying its accessibility.

Nivesh Mitra:

Nivesh Mitra represents a meticulously devised Single Window Portal, strategically aimed at expediting the process for entrepreneurs to acquire essential government clearances, licenses, and NOCs imperative for establishing businesses within the realm of Uttar Pradesh. This framework is meticulously aligned with the directives of the Business Reform Action Plan (BRAP). At present, the portal seamlessly integrates a substantial count of 347 services spanning across 27 distinct departments.

Nivesh Mitra operates as a comprehensive and fully digitalized solution, effectively negating the necessity for physical interactions at any juncture of the process. Its functionalities encompass the entire spectrum, ranging from online application submission and seamless digital payment to dynamic real-time tracking of progress, approvals, and seamless access to approved certificates and NOCs.

Over the course of its operational tenure, the system has efficaciously issued an impressive count of over 3,74,613 licenses and NOCs, catering to approximately 4,09,627 registered enterprises that sought its facilitation. The most noteworthy aspect is the accomplishment of these objectives within the confines of the stipulated timelines, underlining the portal's efficacy and commitment to timely service delivery.

eLottery

The eLottery System offers a comprehensive procedural continuum, encompassing the entire workflow from the submission of applications to the allocation of liquor and bharg shops across all 75 districts of the state. This initiative has not only injected efficiency into the process of allotting liquor shops, but it has also eradicated any potential corruption associated with the said process. To date, a total of 56,337 applications have been received for licenses, out of which 28,990 licenses have been successfully granted.

Aapda Prahari:

This mobile application furnishes details concerning the disaster relief initiatives extended by the Uttar Pradesh Government. It enables citizens to report occurrences of disasters along with accompanying photographs and location data. Moreover, it facilitates the direct benefit transfer of relief payments to citizens. Notably, this platform also empowers District officials to upload information pertaining to shelters and relief camps. This crucial data aids in the efficient allocation of resources to beneficiaries in need.

eSathi:

This mobile application provides citizens with the capability to directly access and apply for eDistrict services using their mobile devices. The app has been downloaded over 100,000 times and has effectively processed more than 500,000 applications through mobile platforms.

JAL:

This mobile application employs geo tagging to mark the locations of rural assets, including government hand pumps and borewells. It continually monitors their operational status, assessing whether they are functioning or require repairs, including the possibility of re-boring. The fundamental objective is to introduce transparency within the state's water management system.

mNirikshan

The primary purpose of this mobile application is to elevate the efficacy of the public grievance redressal mechanism. It achieves this by enabling the seamless transfer of complaints and offering real-time grievance resolution with GPS-based tracking. Furthermore, it lends crucial support to the District Administration in overseeing the field operations of Lekhpal and other field officers. This is accomplished through the capture of GPS coordinates during field visits and images of the concerned complainants or parties involved in land disputes. The overarching objective of this application is to enhance the overall quality of the public grievance redressal system and expedite its processes.

Important Events Organised

- Provided technical support during the G20 Summit was organized by Meity in Lucknow
- Participated in UP Global Investor Summit 2023 where NIC, DIC, STPI, and CDAC showcased their projects and products at Meity pavilion

Way Forward

Encompassing a comprehensive array of interfaces—G2G, G2C, G2B, G2E, and G2S—our eGovernance endeavours are progressively advancing the vision of IT empowerment. The majority of these initiatives are meticulously designed to bridge the digital gap, ensuring that the manifold advantages of Information and Communication Technology (ICT) reach even those residing in the distant and secluded corners of the state. This concerted effort strives to enhance their social, economic, and cultural prosperity. National Informatics Centre, Uttar Pradesh, remains steadfast in its pursuit of innovation, catering to the needs and aspirations of both citizens and various government departments.