



# 101 UNIQUE e-GOVERNANCE INITIATIVES







“

Digitization in governance has always been accorded the highest priority in the State development agenda. The State government has pioneered use of ICT for delivery of public service at the grassroot ensuring that the welfare gain is spread out and inclusive. We present in this collection 101 unique e-governance initiatives of the State Government, wishing that they may be replicated in other places enhancing access and improving quality of living of our people.

**Mamata Banerjee**

Chief Minister, West Bengal

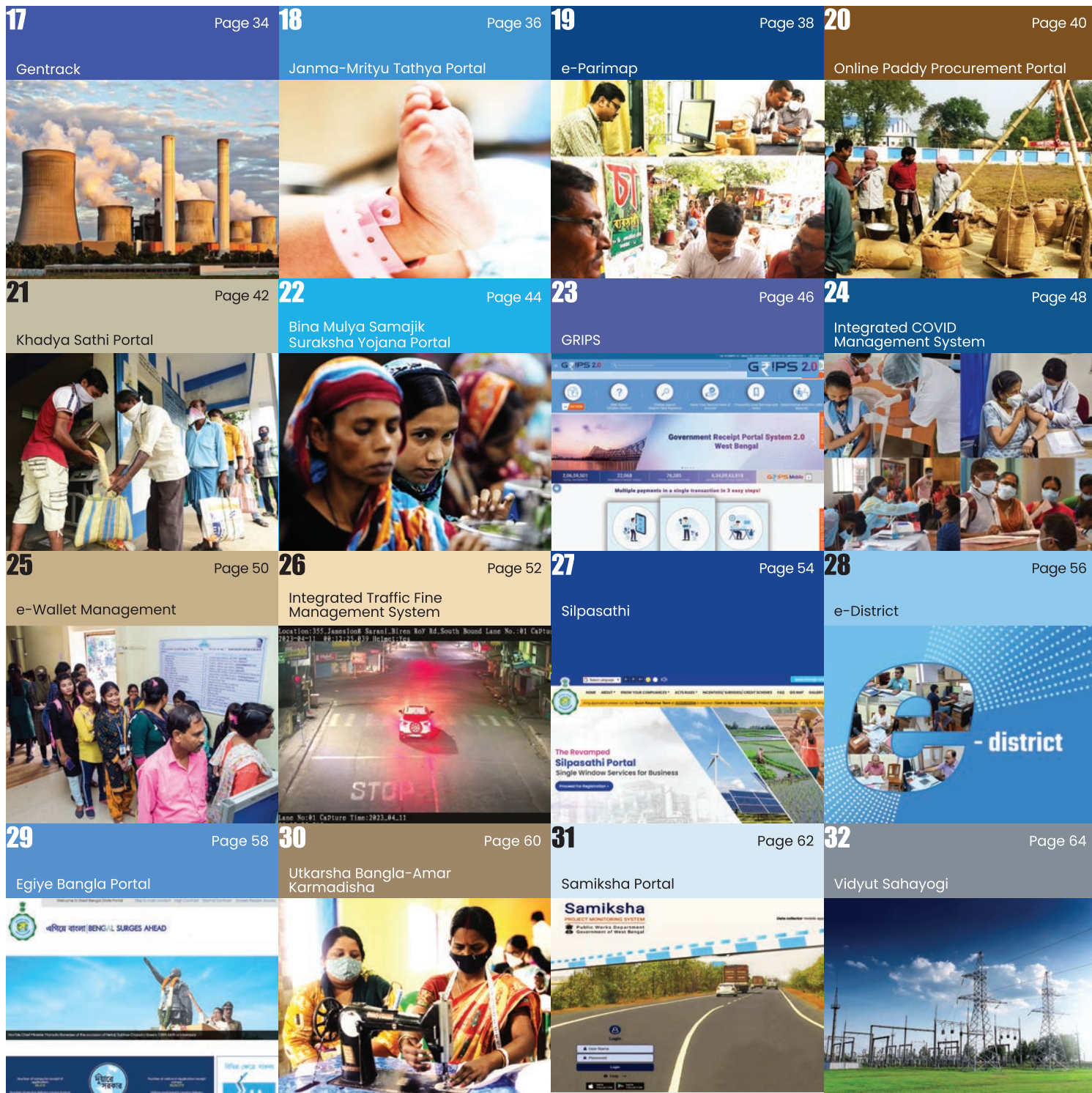
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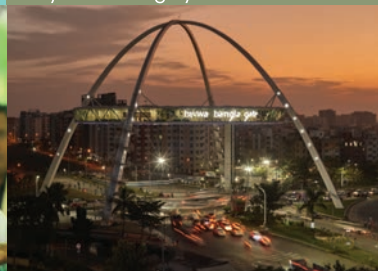
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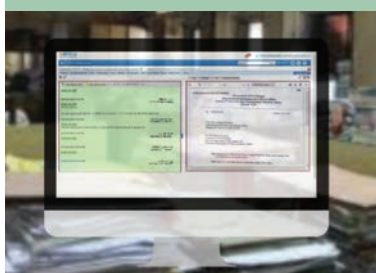
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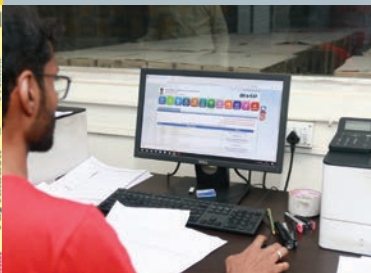
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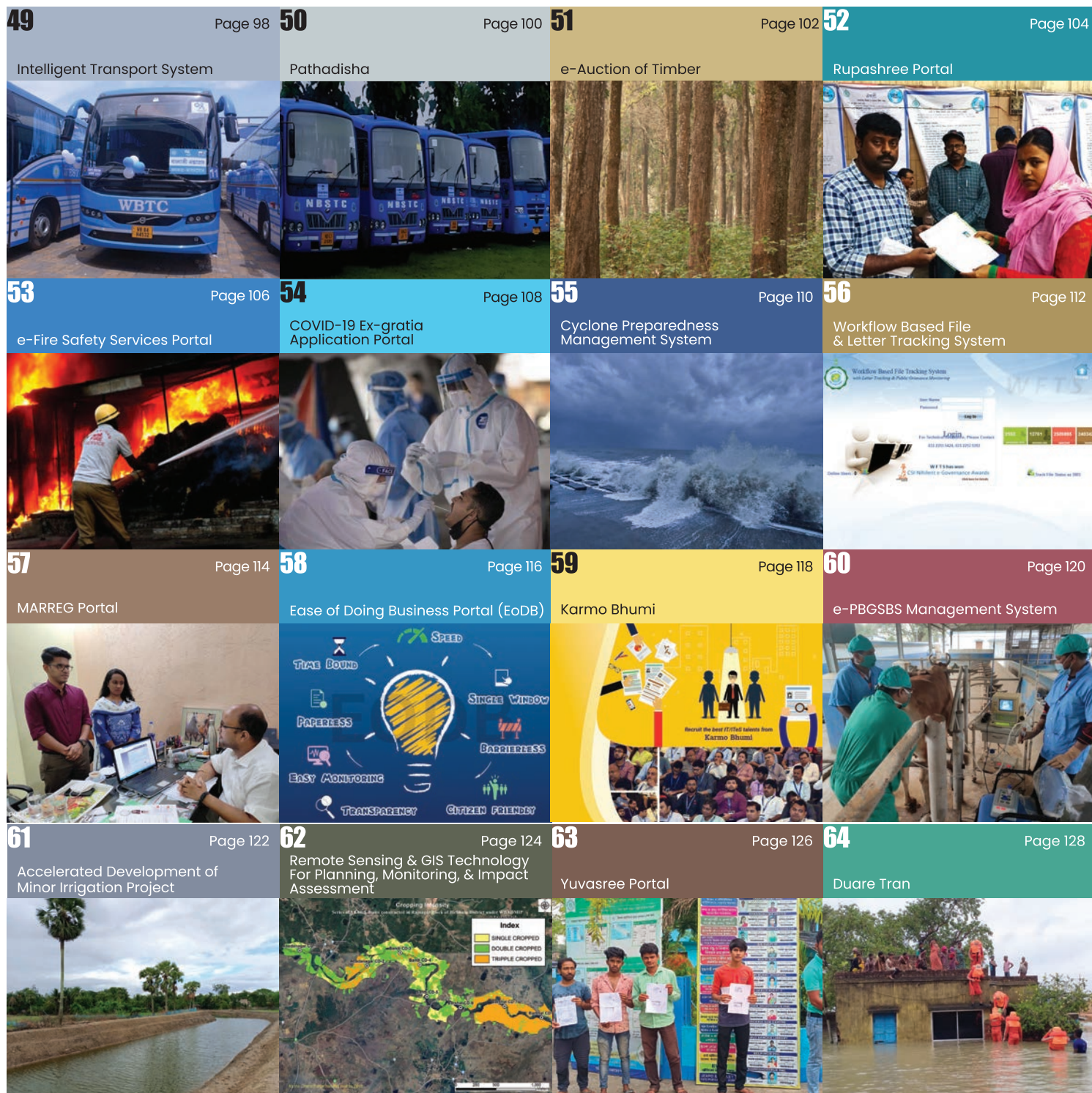
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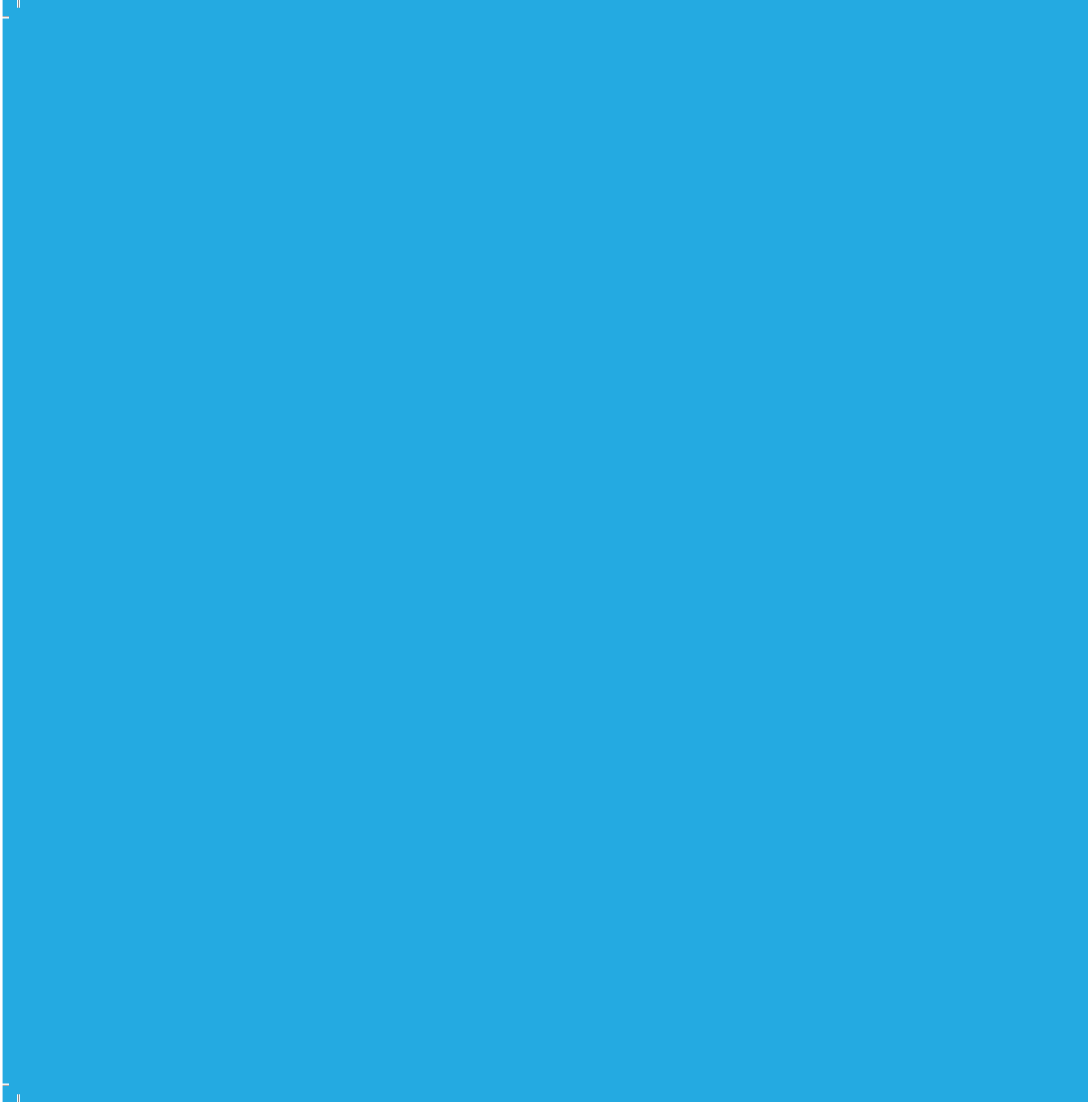


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# 101 UNIQUE e-GOVERNANCE INITIATIVES

# CMO Grievance Redressal Project





# 01

## CMO Grievance Redressal Project (Comprehensive Public Grievances Monitoring Platform)



### Objective

Set up in June 2019, this G2C initiative has been working to resolve public grievances addressed to the Hon'ble Chief Minister within specified service level and obtain feedback/suggestion in implementing various welfare schemes from citizens. The inputs in the form of requests and grievances are constantly analyzed and are used for process re-engineering of different flagship schemes of the government with policy prescriptions and implementation level suggestions.

### Impact

Using innovative ICT tools which includes GPS Mapping, Dynamic Dashboard, Grievance tracker, the project has built a robust back-end user interface covering 4,505 administrative units, connecting the entire State government machinery. Till date, the project handled 11.29 lakh grievances addressed to the Hon'ble Chief Minister with 99% disposal rate. The project has ensured that people's voice in governance is heard while making the government citizen centric & socio-economically sustainable.



“

"I had submitted applications to the Krishnagar-I Block Development Office to provide food cards for my family. I kept visiting the office multiple times, yet there was no solution to my problem. Then I wrote an email to the Chief Minister's office and within no time I received a call from the Grievance Cell stating that I would receive my ration cards soon. Later, when I visited the BDO, I was handed over four ration cards for me and my family. I am getting rice and wheat for the entire family at a nominal price now."

**Bishav Paul**  
Nadia

”



Technology Sabha  
Award, 2020



SKOCH Digital India  
Platinum Award, 2020



ELETS Innovation Award  
at National Emerging  
Technology Summit, 2023



CSI SIG e-Governance  
Excellence Award (Category:  
State Government Project, 2022)

**11.29 Lakhs+**  
Grievance Redressed

**99%**  
Grievances Resolved



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# Samannay Project





# 02

## Samannay Project

(Comprehensive Project Monitoring System for Inter-departmental Coordination)



### Objective

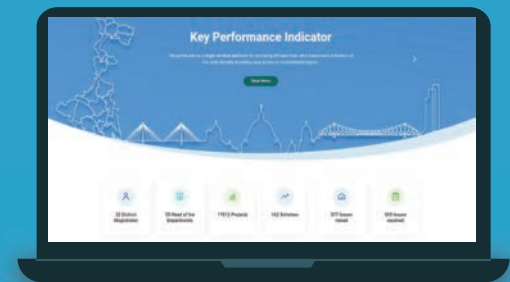
The Project is designed and developed as an interactive G2G platform to co-ordinate and monitor implementation and progress of projects in the State Government for speedy resolution of inter-departmental coordination issues through real-time sharing of information. It includes both the issues raised against the project undertaken directly by the State Government as well as issues raised in Project Management Group shared by the Department for Promotion of Industry and Internal Trade, Govt. of India, from time to time.

### Impact

The single window platform has helped make decision-making more cohesive & faster. Besides minimizing physical file movement between offices, the portal has helped in reducing the turnaround time required for approvals, & giving responses to the stakeholders. Since the stakeholders are all onboarded in terms of projects' status, taking informed decisions now becomes easier & convenient. Customisable MIS reports help the higher ups supervise & monitor project performance more objectively than before. Using advanced tools of ICT, SAMANNAY portal has seamlessly connected the Project Implementing Authorities (PIAs) of 53 departments across 23 districts including Kolkata with the highest administrative authorities in the State.



Technology Sabha Excellence Awards, 2022 (Category: Enterprise Applications)



108

Stakeholders

16.2k

Projects Monitored  
& Coordinated

544

Issues Raised

86%

Issue Resolved



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# Duare Sarkar





# 03

## Duare Sarkar

(Registration of Welfare Schemes at Doorstep)



### Objective

To respond to the post COVID-19 pandemic scenario and to alleviate the sufferings of the common people, the Government of West Bengal launched this massive citizen outreach programme with the objective of taking pro-poor, welfare-oriented government services to citizens at their doorsteps through outreach camps at grassroot level.

Through the selection of specific schemes in the sectors of health, education, social security, social justice and others, the achievement of 10 out of 17 UN Sustainable Development Goals have been proactively pursued. The outreach camps have made government services demand driven, which is a significant departure from the supply driven system that was in place.

### Impact

The Duare Sarkar campaign has been able to achieve social inclusion, lowered economic burden, and ensured access to health and education. Duare Sarkar has seeded in the citizens of the state an outcome-oriented expectation, especially among women. This outcome has only been possible due to the ICT portal that has been set up for Duare Sarkar project (<https://ds.wb.gov.in>).

The portal is a dynamic, multi-functional platform developed with emerging technologies like geo-tagging of Camps, AI-aided predictions of queues & scheme demands, mobile app based Field level Inspections to address community level issues. The portal is developed and set up by the NIC to ensure monitoring for outcomes by multiple stakeholders at different levels. The constant improvement and addition of features in the portal have

helped to cater to citizens' needs like finding out the location and schedule of outreach camps most comfortable for them, finding out the status of their applications etc.



Technology Sabha Excellence Award, 2022



Sign e-Governance Award of Excellence 2021



Skoch Silver Award, 2022

3.8 Lakhs+  
Camps

9 Cr.+  
Visitors

6.76 Cr.+  
Services Delivered



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# Bangla Sahayata Kendra





# 04

## Bangla Sahayata Kendra (Online Government Service Delivery System)



### Objective

The Government of West Bengal has set up 3,561 Bangla Sahayata Kendras (BSKs) across the State with the objective to:

- Serve as access points for citizen-centric public services delivery system at the grassroots through a Single Window Interface;
- Provide universal access, ease, agility, and assisted free of cost services to citizens for departmental services.

BSKs provide online delivery of multiple services under one roof, building transparency, accountability, efficiency, and agility in governance. All prominent Government Services - 323 services of 40 departments are available through the online portal and delivered free of cost at BSK, with the help of government-appointed data entry operators. The initiative has proved to be a cornerstone in modernizing public service delivery system and making government services accessible and convenient for citizens.

### Impact

The e-governance model has transformed the public delivery system bestowing public trust. The BSKs are steadily expanding, adding up new services while providing regular services such as payment of utility bills for electricity, land mutation, conversion, plot information, Khajna, driving license, etc. The 17 Digitally Signed Certificates with unique IDs for prominent State Government Services are also available through BSKs.

Till now, 48.4% of total citizens who have visited BSKs are women. BSKs have brought government closer to people, equalizing access to public service, especially for backward sections of society and people living in remote and geographically challenged areas who need public service the most.



“

“I have applied for a certificate of Land Record from Labpur BSK and I have received it within 7 days of my application with the assistance of the DEO. It was free of any service cost. Earlier too, I had applied for linking my Aadhaar Card with Ration card through BSK. The DEOs at the BSK helped me with the process.”

**Kasipada Garai**  
Birbhum

”



Technology Sabha Excellence Award, 2023

**9.8Cr.+**  
Service Delivery

**13.82 Lakhs+**  
e-Wallet Transactions

**80.53 Cr.+**  
Transaction Volume

**4.63 Cr.+**  
Footfall



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# Apon Bangla





# 05

## Apon Bangla

(Online portal to connect with NRI of West Bengal)

### Objective

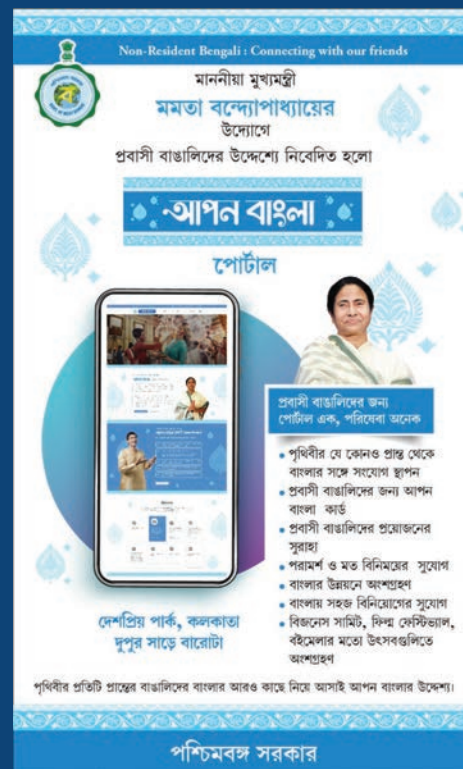
Apon Bangla is a unique initiative of the Govt. of West Bengal to connect and cater to the interests and welfare of the Non-resident Indians (NRIs), Persons of Indian Origin (PIOs) and Overseas Citizens of India (OCI) of West Bengal origin.

Main features of the portal include:

- Provision of a unique AponBangla Card for the NRIs/PIOs/OCIs of WB origin
- A platform for redressal of their grievances
- A platform for expressing their feedback/suggestions to the Govt.
- Alumni Connect—to connect with their School/Colleges
- Access to events/news from Bengal in the form of a Newsletter
- Option for donations/contributions to CMRF and NRI Contribution Fund etc.
- Guidance/Facilitation for Investing in West Bengal
- Updates/chance to participate in major events like BGBS, Kolkata Film Festival, Kolkata Book Fair, Pujo Carnival etc.

### Impact

The portal is acting as an platform where the NRIs, PIOs and OCIs of West Bengal origin can avail government services in a less cumbersome manner. Moreover, the database has been immensely helpful for the State Government to reach out to the registered members in case they face any hardships abroad. People of West Bengal origin, from various professional fields dispersed across the world, have been brought under one umbrella to contribute to the all round development of the State.



# 36k+

Site Visits

# 82

Registrations

# 45

Apon Bangla  
Card Generated

# 2

Grievances  
Lodged



(Scan to Access)

# Lakshmir Bhandar Portal





# 06

## Lakshmir Bhandar Portal

(Conditional Cash Transfer to Women)

### Objective

'Lakshmir Bhandar' was launched in August, 2021. Under the Lakshmir Bhandar, every woman in the state, aged between 25-60 years, whose family is covered under Swasthya Sathi, is receiving a monthly benefit directly into her bank account. Women from Scheduled Caste & Scheduled Tribe households are receiving Rs. 1,000/- each per month. While others are getting Rs. 500/- each per month. The primary goals of the scheme are:

- To put an assured monthly income in the hands of every woman in the state to improve their financial condition and promote women empowerment, and
- To give them control over their own finances, with the power to spend or invest at their own discretion, by putting money directly in the hands of women.

### Impact

The cash supply in the hands of women has increased to a great extent resulting in an increase in purchasing power among common people. Regular income support to women has unleashed a positive impact on the life of the entire household, especially education of children, health of the aged and children while promoting income generating activities. Increased cash supply has resulted in higher demand in the economy and a transformational effect on the lives of the poor and vulnerable people in the state, most importantly, woman empowerment and advancement in general well-being of the populace.



“

Asha Karmakar of Bankra has acknowledged the Lakshmir Bhandar benefit which she uses for family expenditures and also saves a part of it as future investment for her daughter.

Sonamani Soren from Bankura is using the Lakshmir Bhandar money to supplement her family expenditures and for her children.

”



Platinum, Skoch Award (Category: Women & Child Development), 2022

**1.87cr.+**  
Women Beneficiaries

**₹15,000cr.+**  
Payment Disbursed



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# 07

## e-Kolkata

(Single Platform for Citizen Centric Services)

### Objective

Kolkata Municipal Corporation (KMC) has built a Data Centre, as part of e-Governance solution, that became operational in 2008 with a life span of 10 years in terms of Servers, Storage Capacity and Network. KMC looks to further enhance its citizen services as well as ensure efficient administration of public service delivery through e-Kolkata application.

### Impact

In its endeavor to further enhance its citizen services as well as ensure efficient administration of public service delivery KMC has decided to upgrade existing systems by implementing technologies that are scalable enough to cater to the ever growing demand of citizen-centric services by using new age technologies.



**6.5 Lakhs+**  
Payments

**70 Lakhs+**  
Beneficiaries



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# Kanyashree





# 08

## Kanyashree

(Conditional Cash Transfer to Girl Students)



### Objective

Kanyashree Prakalpa seeks to improve the status and wellbeing of girls, specifically those from socio-economically disadvantaged families through Conditional Cash Transfers directly to bank accounts in the girls' names. This scheme has two components:

- An annual incentive of Rs. 1000/- is paid to the unmarried girl students between the age group of 13 to 18 years (studying in Class VIII equivalent or above, every year)
- One-Time Grant of Rs. 25,000/- paid after an unmarried girl student turns 18.

Incentivising girls to continue with education and disincentivizing marriage till the legal age of marriage, i.e., 18 years. The project works to enhance social power and self-esteem of girls through a targeted communication strategy impacting behavioural change in the girls.

### Impact

- Higher enrollment of girls in 10+2 classes and delay in marriages at least till the age of 18.
- Girls have bank accounts in their names ensuring financial inclusion which is a tool of empowerment for adolescent girls.
- This Scheme has shown a high degree of success in transforming the lives of girl students of this State. Kanyashree girls are now more empowered and have acquired greater knowledge to face challenges of the world.



Skoch Award and Order of Merit 2015 for Smart Governance



Recognition for Outstanding Contribution to Public Service



United Nations Public Service Awards 2017



United Nations Public Service Award 2017 in the Asia-Pacific region



CSI-Nihilent Award, 2014-15

18.1k+  
Institutes

2.77 cr.+  
Enrolled Applications

2.74 cr.+  
Sanctioned Applications



(Scan to Access)

# Student Credit Card





# 09

## Student Credit Card (Online Application Portal for Student Credit Card)



### Objective

Launched on 30th June 2021, the Student Credit Card Scheme is a unique, bank-linked, State initiative to provide students of West Bengal with education loans up to Rs.10 lakhs at a nominal interest rate of 4% per annum for pursuing higher studies anywhere in the country or abroad. There is no collateral security to be offered. Students can obtain credit facilities through a dedicated Portal which enables smooth and simple application process, verification and sanction.

### Impact

The Student Credit Card Scheme has proved to be a great support for meritorious students from poor and disadvantaged sections of the society. They can now pursue the education of their choice, despite financial constraints. The Scheme covers the entire range of courses offered by recognized institutions in the country and abroad. The 100% digital processes in implementation of the scheme in various stages has ensured transparency and accountability at different levels.

“

“I am Kabita Oraon, currently living in Chamooline, Ghatia Tea Garden, with my family. My mother works in the tea gardens and my father transfers passengers from tea gardens to nearby places. The wages that they earn is not enough to sponsor my education in a metro city like Bangalore. However, my dream of studying in Kamala Krishna Royale Nursing College, Bangalore was fulfilled when my loan was sanctioned under the West Bengal Student Credit Card Scheme. I am grateful to the Chief Minister of West Bengal for launching this scheme, due to which I can become financially independent and make my parents proud.”

Kabita Oraon  
Nagrakata, Jalpaiguri

”

329  
Courses

58k+  
Institutes  
across India

40k+  
Loan Sanctioned

₹1,200Cr.+  
Loan Sanctioned



(Scan to Access)

# e-Mutation





# 10

## e-Mutation

(Online Mutation of Land/Building)



### Objective

Mutation in municipal areas occurs when there is a change in the Assessment list of the Urban Local Bodies (ULBs) with reference to change of ownership of land/buildings either by sale or gift of property through registration deeds, or by inheritance, amalgamation of properties etc.

Online mutation applications are processed and Mutation Certificates are generated through this application. The legacy database and assessment formula for different ULBs has been incorporated in the software. The Mutation fees to be paid by the applicants are auto-calculated and intimated to them through the system. On payment of Mutation fees online, the Mutation Certificate is generated, which is downloadable by the applicants from their log-in IDs.

### Impact

The initiative has made the Mutation process easy. It is time saving while physical visit is not required at all. Besides, the timeline has been fixed at 15 working days for providing the service through WBRTPS Notification.



# 108

ULBs

# 50.8k+

Issued Mutation Certificates



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# e-Trade License





# 11

## e-Trade License

(Online Trade License Issuance)



### Objective

Online issuing of Trade License (Certificate of Enlistment) and Registration under Shops and Establishment Act of Labour Department are presently given through a Common Portal in the e-district platform using a Common Application Form (CAF). Real Time issuing of Trade License and auto renewal of Trade License have been made available on a Real Time basis. An admin module has been devised for digitization of existing Trade Licenses incorporating legacy data in the online system. Related services are provided through an application known as e-Trade license, developed under the reforms mandate of the Ease of Doing Business (EoDB).

### Impact

Citizens get trade license with a few quick steps on a Real Time basis in a completely online method and through online payment. Only two documents are necessary for online submission-identity proof and occupancy of the business place proof. No prior inspection is required. Trade License is issued with a QR code and Disclaimer on the Trade License, instantly after its online payment.

**2.52 Lakhs+**  
Online Trade Licenses

**2.25 Lakhs+**  
Auto Renewal Certificates



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# Krishak Bandhu Portal





# 12 Krishak Bandhu Portal

(Financial Assistance to Farmers)

## Objective

In January, 2019 the Agriculture Department, introduced the "Krishak Bandhu" Scheme to provide financial assistance to farmers of West Bengal for carrying out agricultural activities and provide social security to their families, in the event of untimely death of the farmers. Subsequently, the scheme was redesigned as Krishak Bandhu on 17th June, 2021. Thus, digital land records verification, bank account, and identity database of farmers were sanitized. Enrolment of farmers is still going on. Since the inception of the scheme, funds to the tune of more than Rs. 13,000 Crores have been disbursed.

## Impact

Presently, Direct Benefit Transfer (DBT) under the Krishak Bandhu scheme includes financial assistance to a farmer of Rs. 10,000 per annum and a minimum of Rs. 4,000 per annum receivable in two equal installments, during the Kharif and Rabi seasons. The Krishak Bandhu portal has been instrumental in making the financial assistance project transparent and efficient. The verified database of the farmers is utilized for other social sector schemes such as the MSP procurement of food grains and the State Disaster Relief Fund project.



“

"I have been enrolled under the Krishak Bandhu (Nutan) through Krishak Bandhu portal in South 24 Parganas District and now I am getting regular assistance."

**Jharna Khanra**  
South 24 Parganas

”

**91 Lakhs+**  
Beneficiaries

**₹13,000 Cr.+**  
Disbursed



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# Swasthya Ingit





# 13

## Swasthya Ingit

(Online Telemedicine Consultation)

### Objective

The West Bengal Government has taken all possible measures to ensure well-being of the people in the state with special focus and care for the underprivileged section of the society. In line with its unwavering commitment to provide affordable, accessible, sustainable and high quality healthcare service delivery up to the grassroots level, the State Government has launched "Swasthya Ingit" telemedicine. The Initiative has ensured implementing telemedicine services at Susasthya Kendras (SKs) of the State and developing them as "Decentralised e-Clinics".

### Impact

"Quality healthcare" is now more "accessible" to the villagers and the services of "Specialist Doctors" are made available at the grassroots through telemedicine. Apart from ensuring quality, accessible and inclusive healthcare in rural Bengal, it has helped in reduction of out-of-pocket expenditure of villagers, facilitating easy follow ups, early diagnosis of the disease and timely medical intervention.



14th Health Care Excellence Award FICCI (2022)

**6.4k**  
Susasthya Kendras

**1.26 Cr.+**  
Tele-consultation

**5.59 Lakhs+**  
Specialist Tele-consultation



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# Minor Mineral Supply Chain Management System





# 14 Minor Mineral Supply Chain Management System

(Online portal for efficient & transparent minor mineral mining)

## Objective

Minor Mineral is a natural resource having multi-purpose applications. Minor Mineral mining ghats are being auctioned to the highest bidder for extraction and sale of Minor Minerals. Under the new Sand Mining Policy 2020-21, special emphasis was given to make sand mining operations more efficient and transparent. It was further decided to extend its scope to minor minerals in the state. Accordingly, modules were conceived where the lessees could generate excavation permits and generate e-challan without physically visiting an office. Transportation of excavated Minor Mineral to the market could also be monitored from a central point with the help of this management system.

## Impact

With the introduction of the Minor Mineral Mining Complaint Management System, 24X7 monitoring is in place, helping the department resolve complaints in a logical manner within a reasonable time.

## Key achievements:

- Reduction in compliance burden and business cost for the legal Minor Mineral miners in the state
- Near elimination of illegal Minor Mineral miners as they have been shut out of the e-System.
- Increased revenue for the State.
- Centralized database enabling data analysis for field level verification to promote legal mining, strategizing enforcement measures, and providing trends and insights for future policy framing and decisions.
- Integration of enforcement wings and availability of data for Police, Land Revenue and Transport Departments to undertake legal action in case of violations.



GOLD Category  
SKOCH Award 2022



Digital Technology Sabha  
Excellence Award,  
Enterprises Applications,  
Indian Express

**1k+**  
Lessees  
Registered

**66k+**  
Vehicles  
Registered

**54.35** Lakh+  
e-Challan  
Generated

**136.88** Cr. Cft.  
Sand Excavated

**21k+**  
Successful  
Transaction

**₹4,476** Cr.+  
Transaction  
volume



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# Sabooj Sathi Online





# 15 Sabooj Sathi Online

(Monitoring of Bi-cycle Distribution to Students)



## Objective

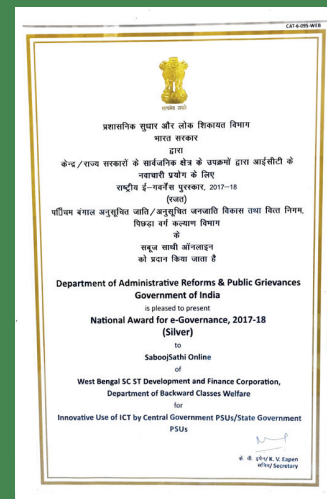
The Sabooj Sathi scheme was conceived with the primary objective of enhancing student access to Secondary Education. The scheme has been designed to increase retention in schools, encourage students to take up higher studies, and inculcate a sense of confidence among the girl students by promoting mobility, while promoting environment-friendly and healthy means of transportation.

The implementation of the scheme has multi-dimensional challenges like collection of students' record, consignment tracking and management, selection of secure places for delivery, tagging of schools, deployment of a substantially good number of fitters from across the country, their logistic arrangements, security, & finally keeping distribution records in the public domain as part of the department's disclosure policy.

## Impact

The stakeholders of the scheme include teachers and students of 8,828 Government & Government-aided schools & Madrasahs, School Inspectors, 345 Blocks, 125 Municipalities, officers of the district administration and peoples' representatives who participated & contributed in different ways to make the scheme a success. Students' records were entered online through a portal by the schools, validated thereafter by Sub Inspectors of Schools, Additional District Inspectors & District Inspectors of Schools. BDOs performed the role of creating delivery points and tagging schools to finalize delivery point-wise requirements of Boys & Girls bicycles.

Suppliers were given an opportunity through the portal to enter consignment details so that those could be tracked by the officials of the State Government. Schools generated Distribution records from their individual log-in facility. Finally, the schools uploaded data like date of distribution, bi-cycle brand, bi-cycle frame No. (Unique), particulars of students etc. District-wise, block-wise and individual student-wise Distribution records were made available in the public domain on a real time basis.



National Award for e-Governance 2017-18 (Silver) by Department of Administrative Reforms & Public Grievances, Government of India.



Winner of WSIS Prizes 2020 (Category: ICT Application-e-Governance)

1 cr.+  
Students Benefited

8.8k+  
Schools



(Scan to Access)

# e-Abgari





# 16 e-Abgari

(Licensing & Supply Chain Management Platform)

## Objective

The key objective of the e-Abgari project is to achieve the state government's mandate of • eradicating manufacture, distribution, supply, and sale of illicit, counterfeit, and spurious intoxicants • ensure licit consumption, • prompt supply of medicinal and industrial spirits and lifesaving narcotic drugs, & • control and regulation of a sector which has far-reaching social, public health and law & order implications while arresting revenue leakage points.

## Impact

e-Abgari project has been the single most transformational platform in which West Bengal State Excise presently functions such as • data collection, aggregation & monitoring of enforcement activities against the manufacture, distribution, sale, & possession of narcotics, spurious spirit and non-duty paid liquor, • ensuring supply of life-saving drugs to CCUs within 90% reduced time & • tracking duty evasion by generating a 360-degree profile of the excise licensees, • issuing permits & passes for movement of excisable goods. The e-Abgari project has been able to reduce activity cost, total process time & waiting time for the stakeholders and thereby it has increased throughput of the system. The e-Abgari project has been replicated in Punjab, Odisha Tripura, Sikkim, Arunachal Pradesh, Madhya Pradesh, Uttarakhand, Jammu & Kashmir, and Tamil Nadu. Ladakh UT & Delhi are in the pipeline.



CSI Nihilent  
e-Governance  
Award of  
Appreciation  
2015



National e-Governance Award  
from the Ministry of Personnel,  
Public Grievances and  
Pensions in 2017-18



Skoch e-Governance  
Award (Platinum) 2015.

630 Cr.  
e-Transactions

34 Lakhs  
Permits

₹13,543 Cr.+  
Excise Revenue (2021-22)



(Scan to Access)





# 17 Gentrack

(Generation and Rake Tracking)

## Objective

Gentrack is a Progressive Web Application that essentially and seamlessly works both on the web and as a Mobile App for both Android and IOS. The top and middle management of WBPDCCL desperately needed a real-time information platform on electricity generation and fuel, especially coal, rake movement, accessible over the internet. They needed it to make timely business decisions to maximize generation and minimize power outages. In the business of power generation, a steady flow of raw material has to be ensured, such as fuel, ensuring generation of electrical power as planned to comply with the ABT (Availability Based Tariff) regime. With the above necessity in mind, a mobile and web application named "Gentrack" [Generation & Rake Tracking] was developed. With the help of such an application, we are able to monitor (i) the Fuel Logistics Movement based on data received from FOIS and (ii) the Generation and other important operational parameters.

## Impact

WBPDCCL management is extensively using this facility to stay informed on the essential parameters and on-the-go over the internet and deliver management decisions in a timely manner. The platform has added an immense value to the WBPDCCL business process. While using the application, WBPDCCL top management are now able to take decisions regarding Generation Schedule by looking at the availability of the coal rakes. Additionally, increase and decrease of generation with availability of coal can be easily predicted. Also, if a certain plant is losing on account of Demand Side Management, the same can be pointed out from anywhere on earth with internet connectivity. Moreover, it has been developed and maintained in-house by WBPDCCL IT team and built completely on an open source platform without any additional cost. Though this application does not interact directly with citizens and primarily serves as a decision making tool for the top management, the ultimate benefactors are the citizens of the state to whom the benefits of the resulting optimization of operational cost gets eventually transferred.



Leadership Conclave 2022 & Excellence Award, ASSOCHAM

5

Thermal Power Plants

15

Running Units

4,325<sub>MW</sub>

Thermal Power Generation Capacity

500+

Real-Time Parameters



(Scan to Access)

# Janma-Mrityu Tathya Portal





# 18

## Janma-Mrityu Tathya Portal

(Online Registration of Births and Deaths)

### Objective

Janma-Mrityu Tathya portal has been introduced with the aim of strengthening the civil registration system and vital statistics in West Bengal. The portal enables citizens to register every live birth, still-birth, and death, and obtain birth and death certificates online. The portal empowers citizens to access and avail services for birth and death certificates online, making the process more convenient and accessible. The issuance of birth and death certificates is now transparent, ensuring accuracy and reliability of the information that is provided to the citizens. Timely services and information are guaranteed through the portal, making it easier for citizens to obtain birth and death certificates without having to visit government offices physically. Overall, the Death & Birth Registration portal has streamlined the process of obtaining vital documents, making it a significant step towards a more efficient and effective civil registration system in West Bengal.

### Impact

The Registration of Births and Deaths Act, 1969 provides for the compulsory registration of births and deaths. Civil Registration System (CRS) is the unified process of continuous, permanent and compulsory recording of the vital events (births, deaths, stillbirths) and characteristics thereof. Functions of registration of vital events have become transparent and citizens can avail services at their doorsteps. Not only that uniformity in registration of births and deaths has been made possible, the portal has helped manage a more comprehensive coverage towards achieving 100% registration of births and deaths. Data captured through the system has been of great help to plan for futuristic development. Because of the portal, the citizens are able to get legal documents of birth and death, and can establish their legal rights to protect the civil rights of the individuals.

**11.31 Lakhs+**  
Birth Registrations

**5.04 Lakhs+**  
Death Registrations



(Scan to Access)

# e-Parimap





# 19

## e-Parimap

(Single Window Platform for Verification & e-Delivery of Various Licenses)

### Objective

e-Parimap is a cognitive solution for integration of activities of the Directorate of Legal Metrology with greater efficiency and transparency. G2B services including online submission, processing and electronic delivery of licenses, verification certificate, registration certificate, enforcement and monitoring of compounding cases are now processed online for greater efficiency and transparency. The auto-renewal of licenses of the traders is also implemented in compliance with the Ease of Doing Business mandate.

### Impact

Packaged commodities are examined regularly to ensure that they carry all the mandatory information, such as generic name of the product, name and address of the manufacturers, packers, importers, net quantity, month and year of manufacturing, packing, importing, maximum retail price (inclusive of all taxes) with the help of the portal.



Gold in Skoch Award in 2022



Mr. Dipankar Karmakar is a licensee under Directorate of Legal Metrology. On earlier occasions, he used to file off-line applications for renewal of licenses with associated documents. But now, he has filed his application on-line using his pre-received Application ID which fetched all the earlier uploaded documents automatically. Sri Karmakar filed his application from his residence and received the renewed certificate within 07(seven) days.

147

Packers  
Registered

694

Licenses Issued

35.9k+

Verification Certificates  
Issued

309

Inspections Caused



(Scan to Access)

# Online Paddy Procurement Portal





20

# Online Paddy Procurement Portal

(Online Registration for Farmers to Sell Paddy)

## Objective

West Bengal is one of the top paddy-producing states in the country. In order to help the farmers of the state, the government procures paddy from the small and marginal farmers at a minimum support price for running PDS/MDM/ICDS and other welfare schemes by the Department of Food & Supplies.

The online procurement platform allows farmers to register for selling paddy. Farmers can self-schedule the date & venue for selling paddy and view their payment status. Additionally, they can update their Aadhaar or mobile number and download farmer registration certificates. All these services are available in the mobile app and whatsapp chatbot.

## Impact

Small and marginal farmers can sell their paddy at Minimum Support Price (MSP) and get payment directly in their accounts. The IT solution through App has provided facility to farmers to avail these services conveniently. The entire initiative of reforms in procedure & IT based solutions have brought in greater convenience and transparent and progressive changes for the farmers.

“

“I have booked the dates for selling my paddy without anybody's help through the online scheduling option available on the Online Paddy Procurement portal. Now, farmers can do it very easily. We all are thankful to the State Government for this citizen centric facility.”

**Sailen Mandal**  
Howrah

”

29.38 Lakhs +  
Registered farmers

12.85 Lakhs  
MT Paddy Procured

2.18k+  
Paddy Procurement  
Centres



(Scan to Access)

# Khadya Sathi Portal





# 21

## Khadya Sathi Portal

(Ration Card Management System)

### Objective

In order to ensure that every citizen has access to food & a nutritious diet, the Hon'ble Chief Minister launched the flagship program 'Khadya Sathi'. The motto of the 'Khadya Sathi' program is that no needy person of the State should be deprived of access to food grains. 'Food for all' is the slogan of Khadya Sathi program. A comprehensive reform was rolled in by the department by leveraging IT solutions for fully integrated end-to-end computerization across the entire spectrum of the Khadya Sathi Scheme. The reforms encompassed internal, non-government stakeholders & beneficiaries with an objective to enable them to perform their functions and avail the services & benefits in a convenient, transparent and flexible multi-optional environment.

### Impact

It has reduced the inconvenience to the general public, and increased government transparency. The project has positively influenced the Public Distribution System as well as the procurement operations including the Ration Card Management System, Duare Ration, and allocation modules of the department.



“

"I am very happy to receive the benefits of Khadya Sathi. I was worried about the application process. However, my problems now have been resolved & now access to food grains has become easy. I shall also tell others about the benefits of this welfare scheme."

**Monica Santra**  
Hooghly

”

**8.89 Cr.+**  
Beneficiaries

**20.3k+**  
Total Ration Shops



(Scan to Access)

# Bina Mulya Samajik Suraksha Yojana Portal





# 22

## Bina Mulya Samajik Suraksha Yojana Portal

(Single Platform for Providing Benefits to Unorganized Workers)

### Objective

The primary objective of the scheme is to build one-point convergence of social security schemes for unorganized workers on a single platform.



CSI-NIHILENT e-Governance Award, 2017-18

### Impact

The unorganized sector is one of the most vulnerable sections of the society. In order to address the needs of unorganized laborers, the State Government has earlier implemented various welfare schemes. However, noticing that there is a need to bring in uniformity in benefits across the schemes, the registered beneficiaries now have been brought under a single umbrella called the Bina Mulya Samajik Suraksha Yojana. It has also created a massive awareness in relation to people's rights, expanded accessibility and improved quality of services in terms of transparency and time bound service delivery.



Skoch Gold Award (Smart Governance), 2017

**1.51** Cr.+  
Registrations

**32.69** Lakhs+  
Beneficiaries

**₹2,160.34** Cr.+  
Payment Disbursed



(Scan to Access)

GO TO GRIPS 1.0 | ABOUT US | CIRCULARS | CONTACT US | INFORMATION | GET HELP

GRIPS 2.0

Search our pages and functionalities

Finance Department  
Government of West Bengal

LOGIN

PAY NOW

GRN Status  
(Challan Reprint)

Challan Search  
(Search Past Payment)

Know Your Service/Head of  
Account

Frequently Used Services and  
HoAs

Departmental Activities (MIS  
Reports)

Government Receipt Portal System 2.0  
West Bengal

REGISTER HERE

2,06,59,501  
TOTAL PAYMENTS

22,068  
PAYMENTS MADE TODAY

76,285  
TOTAL REGISTRATIONS

6,34,09,63,818  
AMOUNT COLLECTED TODAY (₹)

GRIPS Mobile

Multiple payments in a single transaction in 3 easy steps!

REGISTER YOURSELF

Fill the registration form using your mobile number and Govt-issued ID card

1

SELECT ALL YOUR PAYMENTS

Choose all the services you want to pay against

2

PAY AND DOWNLOAD RECEIPTS

Pay via a range of options to complete the process and download challan instantly

3

Get Started

GUIDELINES FOR DEPOSITORS



# 23

## GRIPS

(Online Payment for Collection of Tax & Non-tax Revenue)



### Objective

The portal ensures online payment of various tax & non-tax liabilities to the State Government by depositors like traders, entrepreneurs, companies, and citizens. The portal makes it possible to bring facilities for payment of multiple services through a single transaction. With upgradation, facility for payment into deposit account/bank account of Government Companies / Undertakings / Corporations / Local Bodies & other Govt. Parastatals have also been brought into the scope. To ensure ease of transaction, payment modes such as the internet banking, credit card, debit card, UPI, NEFT including counter payment of various scheduled banks have been introduced.

### Impact

GRIPS has been made available on Mobile app (android and iOS) for easy accessibility of citizens. Settlement of funds into government exchequer through integration with e-Treasury has been made possible on a real time basis. At present, 29 Departments & Directorates, having their own administrative portals, are integrated with the GRIPS for making payments by depositors for better Public Financial Management. This has led to efficient management of revenue collection, smart governance and enhanced transparency.

**8.29**Lakh+  
Transactions

**57.2k+**  
Registrations

**₹2,09,000**Cr.+  
Revenue Generated



(Scan to Access)

# Integrated COVID Management System





# 24 Integrated COVID Management System

(Comprehensive Covid-19 Coordination Cell)

## Objective

West Bengal Integrated Covid Management System (WBICMS) (<https://icms.wb.gov.in>) is put in place to facilitate monitoring, coordination and management of various activities and functions discharged by various stakeholders in order to tackle Covid challenge proactively and provide real-time information related to vacancy and admission to different Covid facilities (Government / Private), Covid Sample Testing, Ambulance, Oxygen, Hearse Van, Burial & Cremation across the State.

## Impact

The deployment of WBICMS has significantly impacted the management of Covid-19 pandemic in the State of West Bengal. The online facility for escalation and redressal of issues faced at the hospital in Kolkata and districts has ensured timely intervention and resolution of problems. The system has also helped in

- Monitoring the Oxygen Inventory at Covid Hospitals & Oxygen Retail Outlets
- Workflow based Online facility for Escalation & Redressal of issues faced at Hospital, with monitoring by Covid Coordination Centres.
- Monitoring and Tracking Status update by Hospitals. Overall, the implementation of WBICMS has considerably strengthened the management of Covid-19 pandemic in the State.



CSI SIG eGovernance Awards 2022  
(Category: State Government)



620  
Hospitals/  
Safe Homes

39k+  
Beds

2.7k+  
Ambulances

498  
Vans

15k+  
Issues Resolved



(Scan to Access)

## e-Wallet Management





# 25 e-Wallet Management

(Digital Payment System in Bangla Sahayata Kendra)

## Objective

An e-wallet is a digital payment system through electronic devices. In the Bangla Sahayata Kendra (BSK) project, 3561 child e-wallets have been created in the State Bank of India for each of the BSK Centres in order to ensure faster, convenient, and secured transactions by Data Entry Operators on behalf of citizens who are not conversant with digital transactions. Introduction of e-Wallet has reduced the risk of fraud and it has minimized security threats. So far, citizens used to get benefits from the BSKs but the services were primarily information and unpaid transaction services. Citizens were yet to get benefits of transactions of commercial nature through BSKs such as the electricity bills, mutation fees etc. Introduction of e-wallet ensured transaction of commercial nature by creating a child-wallet with an account limit of Rs 10,000/- against each of the BSKs. API integration was made with State Government Departments and Corporations such as the Land and Land Reforms Department, WBSEDCL, CESC. The State Bank of India, which was the partner department, provided the payment gateway.

## Impact

Bringing digital payment within the reach of the common people for popular utility services such as the electricity bill payments to WBSEDCL/CESC, Mutation and Conversion fees had a phenomenal effect. People queued up in BSKs to make online payments which were nonetheless extremely user-friendly and fast. First, there was a perceptible increase in footfall. Secondly, both the number and volume of transactions increased substantially. Monthly average transactions through e-wallets across the State ranged between 8 to 10 crores.

“

"I am Sheikh Sahin, residing in the Barshul Block of Purba Bardhaman District. I recently paid the mutation fee and electric bill through the Bangla Sahayata Kendra near my house, and the services provided were of high quality. The service providers were efficient and delivered the services promptly. I am thrilled to have such a facility close to my home."

”



12 Lakhs+  
Transactions

₹73.59 Cr.+  
Transaction Volume



(Scan to Access)

# Integrated Traffic Fine Management System

Location:355\_Jameslong Sarani\_Biren RoY Rd\_South Bound Lane No.:01 Capture Time:  
2023-04-11 00:12:25.039 Helmet:Yes



Lane No:01 CaPtire Time:2023\_04\_11  
00:12:25.215



# 26 Integrated Traffic Fine Management System

## Objective

The Kolkata Traffic Police has implemented an e-Governance project aimed at streamlining traffic management and ensuring swift prosecution of traffic violators. The project incorporates various features such as the Kolkata Traffic Police (KTP) Challan Generation app that enables prosecution through android mobile apps. It also employs CCTV, speed cameras, and the Red Light Violation Detection (RLVD) system to capture violators and issue challans. The project provides real-time information on prosecution and payment via SMS, and an online payment system for traffic challans through the Kolkata Traffic Police website. The project also facilitates issuance of e-NOC for Vehicle and Driving License and an online traffic complaint management system. Additionally, it offers the provision for online printout of Lok Adalat notices and allows family members of a deceased due to a Road Traffic Accident to download necessary documents related to the case. The project has proved to be a significant step towards effective traffic management in Kolkata, improving transparency and convenience for the citizens.

## Impact

The online system has allowed members of the public to pay their pending traffic cases without visiting any traffic guard or the Lalbazar Counter. This means that all pending cases against a vehicle can be paid online by visiting the Kolkata Traffic Police website, making it a convenient option for the citizens. The website also provides the facility to generate e-NOC against a vehicle or driving license, and family members of a deceased can download road accident case documents from the site. Additionally, citizens can generate and print Lok Adalat Notices through the website of Kolkata Traffic Police. These initiatives have made it easier for citizens to access traffic-related services and information, promoting transparency and efficiency at the same time.

₹332.67 Cr.+  
Fine Realized

₹3.30 Cr.+  
Prosecution Counts



(Scan to Access)

# Silpasathi





# 27

## Silpasathi

(Single window clearance portal for business)

### Objective

The Industry, Commerce, and Enterprises Department wanted to set-up a paperless centralized system where each application from an investor, as it passes different phases in a business cycle, would function to eliminate any need of physical touch points in the process of setting up a business or industry. The Single Window Silpasathi Portal was launched with the purpose that it would act as the only point of contact for investors and help in creating a streamlined network between various departments of the government involved in granting approvals of different kinds, thereby making the entire process smooth and time-bound.

### Impact

The Silpasathi Portal allows investors to get certificates and licenses required for setting up and operating their industries/business in the State, in a smooth and time-bound manner, without the need to visit any government department or office.

The following features have been introduced to the Silpasathi Portal:

- System Assisted Wizard for simple and guided hand-holding.
- Facility for multiple online applications through a Dynamic Single Application Form.
- Necessity to upload common documents only once.
- Facility to make payments, track status and download certificates of all applications made through this single portal.
- Receive status notification on registered Mobile & Email.
- Quick Response Team to address difficulties faced while submitting application.



Platinum (Category: Governance)  
Skoch Award 2021

61  
Services  
Integrated

30-90 Days  
Service Timeline

13 Services  
Pre-establishment  
Approvals

10 Services  
Pre-operation  
Approvals



(Scan to Access)



# - district



# 28 e-District

(Integrated Service Delivery Platform)

## Objective

e-District is a project designed with the objective of making the State's services available to citizens through a computerized system. The project seeks to leverage the advancements in spheres of ICT and provide an e-Governance platform for re-engineering of outdated processes and usher in an era of reforms. A robust and secured framework based on high performance G2C/G2B Service Delivery Platform has allowed onboarding of citizen centric services in the shortest possible time.

## Impact

Presently the e-District initiative is home to 160 Services for State Government Departments, Districts and Parastatal bodies. The initiative has created a positive impact on the way the citizens look towards the government. The project has successfully leveraged growth in ICT and contributed significantly towards acceptance of Digitally Signed Documents across the state. Turn-Around-Time for many important G2C services has been reduced significantly with the use of state of art infrastructure set-up along with robust application design to cater to all citizens. This has improved the overall efficiency and effectiveness of delivery of public services electronically to citizens at their door steps, exchange of information with citizens, and re-structuring of administrative processes.



“

“I have applied for the Issuance of Trade License service through the e-District portal. I have got the certificate within 5 minutes from the same portal. I am very much satisfied with using this portal. This portal is very user friendly.”

**Raja Biswas**  
Hooghly

”



Winner of Gold Award under the Smart Governance Category in 2017

**1.76<sub>Cr.+</sub>**  
Services on Portal

**1.62<sub>Cr.+</sub>**  
Total Application

**132**  
Department Level  
Services

**26**  
District Level  
Services



(Scan to Access)

# Egiye Bangla Portal



Welcome to West Bengal State Portal    Skip to main content    High Contrast    Normal Contrast    Screen Reader Access

## এগিয়ে বাংলা | BENGAL SURGES AHEAD



Number of camps for receipt of application:  
94,419

Number of service delivery camps (today):  
1,073

Number of service delivery camps (cumulative):  
93,850

**দুয়ারে সরকার**

**Duare Sarkar**

[Know More](#)

Updated upto: Apr 30, 2023

Number of visitors in Application receipt camps:  
58,64,270

Visitors registered in service delivery camps (today):  
10,676

Visitors registered in service delivery camps (cumulative):  
10,70,988

বিভিন্ন ক্ষেত্রে সাফল্য

[Know More](#)



# 29

## Egiye Bangla Portal

(Online Portal for Varied, Necessary State Government Information)

### Objective

Egiye Bangla is the state-wide portal where varied and important information related to the State Government, District Administrations, Government Departments, important officials, significant events, outreach programmes, popular schemes, government notices, circulars and tender notices are published for public viewing. The information available on the portal is updated regularly and maintained by the Information & Cultural Affairs Department.

### Impact

The impact of the initiative has been substantial. The general public is getting necessary information about welfare schemes, projects, upcoming projects, cultural events, administrative information all from the portal and it is helping to bridge the gap between the government and the citizens. Egiye Bangla Portal is the first to provide information to the general people related to various social, economic and cultural sectors all under one roof.

23

Districts

28

Police Districts

53

Departments

43

e-Services



(Scan to Access)

# Utkarsha Bangla – Amar Karmadisha





# 30

## Utkarsha Bangla-Amar Karmadisha

(Online Portal for Compatible Job Search)

### Objective

The key objectives of the app are to match the personality and suggest a suitable job-role to the candidates. The initiative helps in mobilization and registration of the interested candidates for enrolling them under Short Term Training initiatives. The solution is developed on the theory of famous Psychologist, Dr. John Holland. It states that there are 6 types of work environments and there happen to be 6 similar types of personalities that exist among the people, their Areas of Interest. By matching the compatibility, chances are high that the trainees will be professionally successful and satisfied. Since the assessment connects and suggests the Area of Interest to the work environment, the tool is also called the Interest Inventory tool. The app is primarily a chatbot which is dependent upon Holland's principle and is used for assessing personality traits for mobilizing candidates and matching their areas of interest. Through this app, PBSSD is capturing the details of the candidates prior to enrolling them under the Short Term Training initiatives of the State Government. The IT-tool is branded as "Amar Karmadisha". The solution is available both on the web browser and 'Google Play Store'.

### Impact

It helps youth make informed decisions for skill development based on personality traits and areas of interest. Paschim Banga Society for Skill Development (PBSSD) introduced IT based Psychometric Solution based on personality traits and interests of youth.

An inventory tool to identify and map interest of the youth has been developed and branded as Karma Disha. Karma Disha mobilizes aspirants for short-term placements linked Skill Development training. The solution is available on the web browser and 'Google Play Store'.



Skoch Gold Award 2018



Winner of WSIS 2019  
(Category: Capacity Building)

1.21 Lakhs+  
Candidates Registered



(Scan to Access)

## Samiksha

PROJECT MONITORING SYSTEM



Public Works Department  
Government of West Bengal

Data collector mobile app



Login

User Name

Password

Login

Help →



DATA  
COLLECTOR



DATA  
COLLECTOR



# 31

## Samiksha Portal

(Online Project Monitoring System)

### Objective

Samiksha is an ambitious e-Governance initiative of the Public Works Department, under Govt.-to-Govt. (G2G) category where a web and mobile based software application was built to monitor the progress of various construction, reconstruction, improvement, upgradation, renovation, rehabilitation & maintenance projects for Roads, Bridges and Buildings throughout the State. The initial application has helped the department in monitoring projects with a web-based portal and a mobile application. All approved projects executed by the Public Works Department (PWD) across the state are entered in this portal along with tender related information. The Portal contains information like basic details of the projects, the date of issuing of work order, commencement dates of work, scheduled dates of completion, target dates of completion, physical progress of the project, fund utilization. The Portal contains GIS mapping of projects, mapping of inspections conducted and a dashboard for decision support and analysis. The department reviews progress of projects on a monthly basis based on inspections by field level engineers using the Samiksha Data Collector Mobile App.

### Impact

Samiksha has revolutionized the way infrastructure development projects in the State of West Bengal are monitored. The project has helped the department in managing activities starting from the Junior Engineer to the Additional Chief Secretary/ Principal Secretary/ Secretary in managing and monitoring their projects effectively. The application has turned into a central nervous system of the organization whereby starting from administrative approval up to project completion, every step is managed and monitored by the Samiksha app.

The Application has helped the department in:

- Milestone based project monitoring using geo-tagged photographs and videos.
- Requisition of funds and demands based on project progress and milestone completion within the application.
- Faster report generation.
- Close monitoring on court cases and arbitrations.
- One-page dashboard for departmental/ individual situations.
- On-the-go mobile app for the application.



Silver (Governance)  
Skocho Award 2019

## 20k+

Total Projects Monitored

## 1,500+

Ongoing Projects Monitored



(Scan to Access)

# Vidyut Sahayogi





# 32

## Vidyut Sahayogi (Online Application for Electricity Connection)

### Objective

The primary goal behind rolling out this application was to provide a 360\* solution to WBSEDCL consumers starting from ease in submitting applications for new connection, easy payment options to prompt redressal of maintenance issues.

### Vidyut Sahayogi Facilities:

- Online Application & e-Payment facility is set up for L&MV / HT consumers,
- Temporary puja connection, Load Enhance & e-Payment facility to L&MV consumers,
- Viewing of Application Status,
- Guidelines for new service connection,
- Dashboard for electricity connections,
- Provision to receive feedback from new applicants/consumers,
- Complaint Registration.

### Impact

More than 70% of collections are coming through e-Payment facilities and more than 50% new connection applications are coming via online. Almost 70% of complaint dockets are registered online.



**1.68 Cr.+**  
Beneficiaries

**39.87 Lakhs+**  
Registrations

**₹316.1 Cr.**  
Collection

**7.7k+**  
New Connections  
Application



(Scan to Access)

# Vehicle Location Tracking System





# 33

## Vehicle Location Tracking System

(Online Vehicle Tracking)

### Objective

Vehicle Location Tracking System (AIS 140 compliant) is a seismic change in the domain of transportation. In order to make the road transportation system “smarter” and “safer” in our State, the State Government under the leadership of the Hon’ble Chief Minister realizes the importance of Integrated Intelligent Transport Systems. This is how the AIS 140 compliant Vehicle Location Tracking System comes into being.

Real-time Vehicle Location Tracking, geo-fencing, safety features with Panic button for sending Emergency alerts especially for women and child at risk, accidents, theft and system generated e-challan for offending vehicles are the key features of the system. A Command-and- Control Centre is established while 4 other Mini control Centres in districts are in the pipeline. The VLT System is integrated with the Police Emergency Response Support System (ERSS). On getting alert through the system, local Police may rush to rescue the distressed

### Impact

This system is a very powerful tool for monitoring and managing transport vehicles rather than a transport system. The VLT System is integrated with the Police ERSS. The benefit of this mandate has heightened public safety, public transport efficiency, while optimizing the public transport system by involving ITS. By pressing the Emergency panic button anyone who is availing the transport system including driver can send an alert message at the time of emergency to Police ERSS for help. Vehicle Location Tracking App for Guardians of School Students help immensely to know the real-time location of their child. Transport officials can track, monitor, manage the transport vehicle movement through the app. e-Challan can be generated against offending vehicles. Vehicle owners can also track and manage their vehicle at the top of their palm. With this tracking system, fleet owners can understand when and how their vehicles are being operated.



“

“Great thing done by the State Government. We now can trace our children’s movement while they are in the school Bus. I congratulate Transport Department, Govt. of West Bengal”

**Surojit Chatterjee**  
Kolkata

”

2k+  
Vehicles



(Scan to Access)

# Bikshan





# 34

## Bikshan

(Deocha Panchami Rehabilitation and Resettlement Survey Mobile App)

### Objective

Deocha-Pachami is the largest coal block in India spread over an area of 3500 Acres. A web-based application has been developed for management of the consents given by the individual landowners of Deocha - Pachami - Dewanganj - Harinsigha (DPDH) coal block and for the management of their resettlement and rehabilitation thereafter.

The Software tracks each consent form received from the landowners along with supporting documents, the software processes it and finally keeps relevant records such as land compensation employment details of the eligible beneficiaries

### Impact

The software was made operational since April 2022, and it provides MIS including report generation. Over the time, its current extension as a Progressive Web Application (PWA) can be used as a Mobile App for Geo-tagging of lands during house to house field survey for the residents who need to be shifted in future.

Authorised enumerator would be able to verify the assets fixed on the earth of the residents with the facility of data capturing shop through mobile phone as well automatic geo-tagging. The captured data gets integrated into the main database for future analysis and decision making.



3,773

Consent  
received

₹1,035

Approved

Cr.+

206

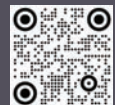
Land Purchased

764

Appointments

54

Subsistence  
Allowance to Minors



(Scan to Access)

# Aikyashree Portal





35

## Aikyashree Portal

(Online Scholarship Application for Minority Students)

### Objective

Earlier, WBMDFC received applications for scholarships through offline mode only. The system however had some drawbacks. The verification of applications used to take time, resulting in delays in disbursing scholarships. Record keeping of offline applications was a monumental task. In view of these issues and considering the gravity of the scenario, the Department ventured to launch a comprehensive State Scholarship portal integrating all minority scholarships, so that eligible minority students could easily submit applications without any difficulty and get their scholarships in due time. The launching of the comprehensive portal coincides with the launch of Aikyashree, the State Government scholarship for minorities in 2019-20.

### Impact

Under the Aikyashree initiative, eligible minority students can file online applications to get scholarships and track status of applications post submission. The online system provides real time, faster and error-free verification and approval of the eligible applications and disbursement of scholarship through Direct Beneficiary Transfer (DBT) mode. The portal preserves the data-base of students to retrieve data for future use, namely the renewal of eligible applications in subsequent years, elimination of duplicate applications and generation of customized MIS reports. Through MIS, the officers may view the entire data on the “dashboard” and dispose of applications expeditiously while preserving records securely for future reference.



Gold (Minority Affairs)  
Skoch Award, 2022



**₹2,339 Cr.+**  
Payment Disbursed

**1.20 Cr.**  
Scholarships Disbursed



(Scan to Access)

# App Based Public Bicycle Sharing System





# 36 App Based Public Bicycle Sharing System

(Online Portal for Bicycle Sharing)

## Objective

The app-based public bicycle sharing system in the New Town Area has been a game-changer. 500 pedal and battery-operated bicycles are placed at cycle bays. Citizens rent bicycles using the public bicycle sharing app. The technology-led public bicycle sharing system along with the well-connected cycling bays across the city, has ensured end to end connectivity across major locations of footfall in the city.

The app-based bicycles have inbuilt GPS trackers that transmit location, kilometers run, rental user and other data tracked through a "PBS" application dashboard.

## Impact

New Town is now among the top 11 most cycle friendly cities in the country. The scheme has helped in reducing the carbon footprint and also increased last mile connectivity in the city.

In October 2020, the ridership was 5,050 during the festival season which increased by 148% to 12,540 in October 2022 during the comparable months in the same financial year.



**67.8k+**  
Registered Users

**2.97** Lakhs+  
Rides

**7.4** Lakhs+  
KM Distance Travelled



(Scan to Access)

# Vahan & Sarathi





# 37

## Vahan & Sarathi

(Online Application for Motor Vehicle Related Permits)

### Objective

e-Vahan has been introduced for registration of vehicles, and e-Sarathi for issuing driving license. A bouquet of software applications such as the e-Vahan, e-Sarathi, m-Vahan, e-Challan have been put into operation to ensure ease of access and transparency in vehicle registration, issuing of drivers' licenses, fitness certificates and imposition of penalty against violation of the Motor Vehicles Act & Rules.

### Impact

e-Vahan, and e-Sarathi applications have helped public get transport services relatively easily in a transparent way through CCTV surveillance. Automated processes in vehicle registration, collection of motor vehicle taxes and fees, enforcement and online permit issuing processes resulted in an enhancement in revenue collection, around 3 times compared with the financial year 2011-2012.



12Cr.+  
Transactions

1.48Cr.+  
Vehicle  
Registration

₹242Cr.+  
Revenue  
Collected



(Scan to Access)

# Bangla Shasya Bima Portal





# 38

## Bangla Shasya Bima Portal

(Crop Insurance to Farmers)

### Objective

Bangla Shasya Bima Portal envisages providing Crop Insurance to the farmers during Kharif and Rabi seasons. The registered farmers can insure the notified crops free of cost, as the entire insurance premium is paid by the Government of West Bengal. They can also avail insurance claims in the event of crop-yield loss due to occurrence of notified risks such as the natural calamities, crop diseases and pest infestation.

Under the scheme, the Bangla Shasya Bima Portal has been launched to provide crop insurance among the farmers of the State. Crop insurance is provided to the farmers for Kharif & Rabi seasons with the help of the portal.

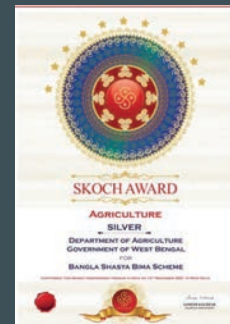
### Impact

The registered farmers now can get the benefit of insurance claim compensation to stabilize and recuperate from their loss. The Bangla Shasya Bima Portal has reduced paper work considerably. It has also eliminated procedural delay in approval and verification of farmers' details. The portal has made the process of claim settlement easy and hassle free.



"I had applied for Bangla Shasya Bima Yojana 2021-22 and received ₹ 33,000 for Potato farming and ₹ 8000 for Mustard as claim against damage of crops."

**Kabir Mandal**  
Kalna  
Purba Bardhaman



Skoch Award (Silver) in 2021  
for Bangla Shasya Bima

**319** Lakhs  
Farmers Insured

**₹2,109** Cr.  
Claims Settled



(Scan to Access)

# West Bengal Tourism





# 39 West Bengal Tourism

(Single Digital Tour Guide Platform)



## Objective

The Department of Tourism, Govt. of West Bengal has launched a Mobile App to extend warm welcome to travelers with its new tagline, "Experience Bengal". The App has been developed with the latest technologies. It has been designed as a tour guide with more than 700 locations, month wise festival, on map location view with nearby amenities and many other facilities.

The application provides a wide range of common useful information as well as emergency information, and it works forward to make the tourists' journey pleasant and enjoyable. The festivals provide an instant access to the glorious traditions of the State in the field of art and culture.

## Impact

### The users are able to get various information :

- Tourist attractions based on categories like, Hills & Mountains, Wildlife, Beaches, Pilgrimage, Weekend Getaways, Tea Tourism, Royal Palaces & River Cruise etc.
- District wise list of Visiting Places with travel information of nearby locations.
- Important museums of Kolkata with brief introduction and on-map location.
- On-map view of nearby tourist amenities like bank, ATM, restaurant, shopping mall, bus stop, train station etc.
- Display of users' current location with weather information.
- Rate & Share: Tourists can mark their ratings and can share spot information with others via digital platforms.
- Digital Tour Guide: WBTDCL properties' addresses & contacts.
- Online Booking of WBTDCL tourism properties.
- Homestay information.
- WBTDCL tour package information.
- Currency Converter information, Communication (information of services of bus, train & air).
- Month wise festivals of Bengal with a brief description.
- Emergency Contacts: hospitals, blood bank, fire stations and police stations etc.

1.05 Lakhs+  
Registered Users

₹1.71 Cr.+  
Transaction Volume



(Scan to Access)



# Sufal Bangla





# 40

## Sufal Bangla

(Enrolment Platform for Agri-producers)



### Objective

The Sufal Bangla portal aims at empowering individual farmers, Farmer Producer Companies through online enrolment, transparent pricing and a system of competitive bidding for engaging the farming community in agri-business while providing relief to the common people. It includes features such as Online Enrollment, Pricing related Notifications etc.



### Impact

The user-friendly platform of Sufal Bangla website through system of Online Enrolment is creating a pool of producers of diversified agri-products across the State to ensure availability of a variety of quality- products for the buyers. The Online pricing system is helping farmers as well as consumers to take crucial pricing decisions. Sufal Bangla's online presence through PC and Mobile Applications has made Direct Marketing Initiative an interactive experience. Through online publication of Notice Inviting Applications and Quotations, the portal is creating a transparent and competitive environment for sensitizing the Farmer Producers Companies to get associated with the Sufal Bangla venture by backward and forward linkages.

“



“I am regularly selling vegetables to Sufal Bangla at Singur Hub at Notified Procurement price and fetching premium prices for my agricultural produce. I am thankful to the Government of West Bengal.”

**Hemanta Bera**  
Hooghly

”

## 25k+

Farmers Enrolled

## 55k+

Daily Customers

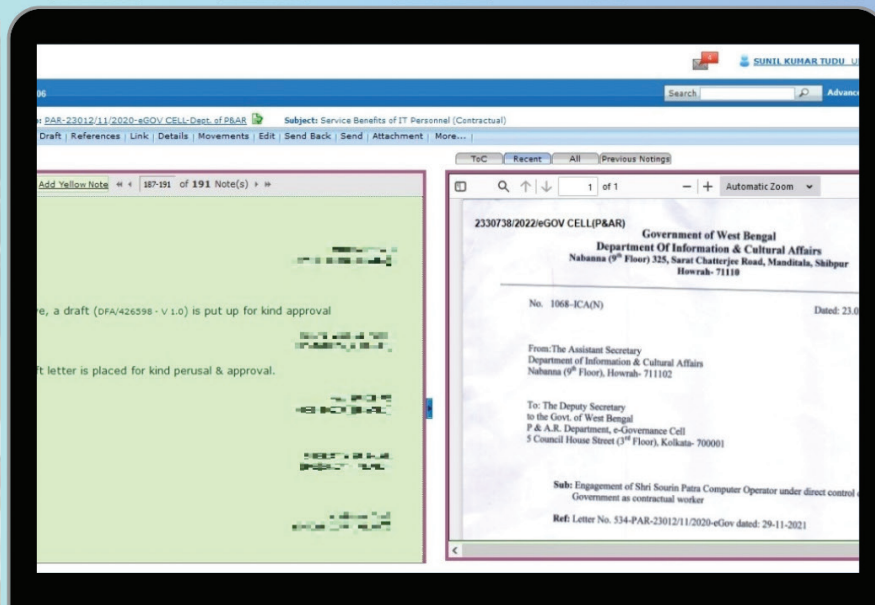
## 5k+

Employment Generated



(Scan to Access)

# e-office





# 41

## e-Office (Online File Movement)

### Objective

e-Office aims at efficient, effective and transparent inter-government and intra-government transactions and processes. In the past, it was largely a manual system. The file disposal time was long. Sometimes it was difficult to trace a particular file from a pile of many. Sending files to departments such as Finance and Home, and getting them back involved a significant amount of time and transportation costs. Sometimes physical files were misplaced during transportation. There was no mechanism to quantify performance of subordinate staff. Inefficient underlying processes limited working hours in offices. Physical movement of files through peon and equivalent staff caused delay in service delivery. Security and accountability were other concerns. Report generation was time and effort consuming.

### Impact

The most important impact has been the change in work culture with respect to file related works and its disposal. Most government offices are now with less paperwork. File disposal time has drastically been reduced, resulting in faster decision making and quicker service delivery. Officers and staff can work on files from anywhere and at any time breaking conventional working hours in office. Sending files to any department and receiving them back is now a seamless and hassle-free exercise without involving significant time and cost. Any file and receipt can be traced in real time by the end-user. Pendency and disposal time can also be monitored. Possibility of lost or damaged file is practically a nullity. Slow performance of staff vis-à-vis their workloads can be analyzed. After implementation of e-Office, it is observed that the expenditure toward procurement of stationeries has been reduced. In the COVID pandemic situation, officers & staff worked from home and other places and did not allow the government to suffer because of delay in decision making. As there was no physical contact involved in e-Office work, it was exceptionally useful during the COVID situation.

**41.3k**  
Users

**7.56 Lakhs+**  
e-Files Created

**₹1.53 Cr.+**  
Transaction Volume

**223**  
Total Directorates &  
Parastatals on Board



(Scan to Access)



# e-Grihanaksha





# 42

## e-Grihanaksha

(Single Window Online Building Plan Approval System)



### Objective

e-Grihanaksha or Online Building Plan Approval System, is used for granting construction permits to all types of buildings which has been made mandatory for Urban Local Bodies in the state. The NOC Issuing Authorities like WB Fire & Emergency Directorate, Power Department, Airports Authority of India, National Monuments Authority and the Competent Authorities (ULC) are integrated in this Web Application through the Common Application Form (CAF). Services related to Building plans for diverse categories of buildings are available through the portal. The applicant gets digitally signed building permit and approved Architectural drawing having QR Code, and other necessary certificates after online payment of fees.

### Impact

The project has proved to be instrumental in insuring ease and speed in the process of Building plan sanction which is now available online including payment of fees. No physical visit to the Urban Local Body is required. A dedicated Helpdesk has been set up to provide assistance.

123  
ULBs

33.4k+  
Applications  
Submitted

18.7k+  
Building Plans  
approved



(Scan to Access)

# Smart Water Quality Monitoring System





# 43 Smart Water Quality Monitoring System

(Online Data Storage for Water Quality Testing)

## Objective

Public Health Engineering Department (PHED), Govt. of West Bengal is responsible for providing safe drinking water in adequate quantity to all rural households of West Bengal. Water quality testing of drinking water sources is important to assess safety of water used for human consumption. It is also useful in investigating outbreaks and most importantly in preventing any such occurrences in future. The smart water quality monitoring mechanism has been successfully implemented by the Public Health Engineering Department with the help of a robust rural drinking water quality testing laboratory network of 220 laboratories spread throughout the State.

## Impact

The department felt the need to transform the water quality monitoring mechanism and adopt a comprehensive smart water quality monitoring programme to combat water quality issues. West Bengal became one of the first states in the country to address these issues comprehensively. A number of customized mobile and web applications were developed and integrated with the State Water Quality Dashboard to record and visualize the data generated in the laboratories and also to manage various components of water quality testing required to optimally run these laboratories. The use of digital platforms for capturing field and laboratory data has made the entire monitoring process paperless, convenient, structured, transparent, traceable and most importantly, reliable. Rural drinking water quality data is now accessible in real-time, anywhere at the click of a button.



Silver in Governance, SKOCH Award 2019.

624  
Personnels

219  
Laboratories

4.47 Lakhs+  
Samples Tested

2  
Mobile Laboratory  
Vans (MLVs)



(Scan to Access)





# 44

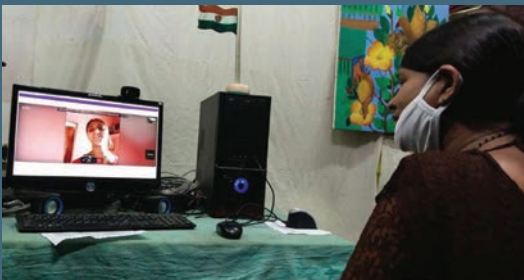
## e-Mulakat

(Video Conferencing based Interaction System)

### Objective

e-Mulakat or Video Conferencing based Interview System has been rolled out in correctional homes across the State. It has enabled family members to meet their wards electronically through Video Conferencing or physically by booking slot visits to the correctional home.

e-Mulakat is a sub-module of e-Prison Suites, developed by National Informatics Centre (NIC).



### Impact

Earlier family members of inmates were required to visit inmates at the correctional home by taking prior appointment incurring substantial travel cost, time and inconvenience, particularly, for the aged and sick relatives of the inmates. In the case of relatives who reside abroad or at faraway places, it becomes almost impossible to interact with inmates. Now, e-Mulakat enables family members to interact with inmates through video conferences. The Video Conferencing sessions with inmates can be booked online (24x7) and once visit requests are approved, the visitors get prior notification with a link through SMS/ email for Video Conferencing which can be availed with a smartphone. e-Mulakat has helped Correctional Home authorities in maintaining greater security around the correctional home campus as there are now fewer crowds in and around the correctional home campus for physical interviews.

108  
Inmates Interviewed

14.4k+  
Inmates' Relatives  
Benefitted



(Scan to Access)

# Integrated Finance Management System



West Bengal State Emergency Relief Fund

**HRMS** CIRCULARS  
HRA GUIDELINES

e-Service for employees

**GRIPS** HRA  
e-Bantan

MIS & Reports

e-Bantan

**GRIPS** HRMS

e-Service for employees

**Integrated  
Financial  
Management System**

e-Bantan  
**GUIDELINES**

**e-Pradan**

**e-Bantan**  
MIS & Reports e-Pension

**GPF Advance**

**e-Pension**  
HRA Pay Fixation



# 45 Integrated Financial Management System

(Comprehensive Financial Data-base Management)



## Objective

The Public Financial Management Reform has been undertaken to contribute to better planning and budget execution to enhance transparency and accountability. It aimed at better allocation of resources to priority needs and efficiency in public spending while strengthening revenue systems and capacity building. The project has been working to improve budget credibility, strengthen systems and procedures to improve fiscal discipline, improve revenue administration by way of increasing fiscal space, and targeted organizational reforms including human resource reforms.

## Impact

For inclusion of fiscal management and financial operations of Administrative Departments, parastatal bodies, Local bodies, DDOs, Treasuries of Govt of WB within a transparent digital platform, the IFMS with its 8 (Eight) modules like the e-Pradan, e-Billing, CTS and others. It resulted in a comprehensive database of relevant information that provides efficient, analytical and real time MIS to the higher authorities. There are several citizen centric aspects like Direct Beneficiary Transfer payment for social schemes and electronic payment to beneficiaries.

IFMS 2nd Generation PFM reform facilitates project life cycle management with the introduction of Administrative Approval and Financial Sanction module, management of operation of schematic funds by SBMS module, management of the Provident fund of employees of the Non Govt. Institutions (NGIPF module), digital life certificate submission etc.



CSI e-Governance Award of Excellence (2014-15)



Technology Sabha Awards-2018

6.60 Lakhs  
Pensioners

91  
Treasury

8k+  
DDOs

4.3k  
Local Fund  
Operator

40  
Integrated  
Banks

32  
Integrated  
Portal



(Scan to Access)





# 46 e-Bevco

(Centralized System to Regulate Revenue Generation)



## Objective

In keeping with the progressive policy reforms of the State Government and in order to strengthen state finances, a state owned and operated beverages corporation for managing the business aspect of the supply chain of packaged liquor was formed by the State Government in 2017. The entire process flow of this corporation dealing with the liquor market with an annual turnover of around Rs. 20,000 Crores has been automated under the e-Bevco package. The objective of the project is to monitor the movement of spirits, beer and Liquor which includes, Indian Made Foreign liquor or Country Spirit, Foreign Liquor and to maintain and access key information from a centralized system and act as a deterrent to non-compliances during the entire manufacturing and dispatching process.

## Impact

The project has been able to streamline the entire operations of West Bengal State Beverages Corporation Ltd. (WBSBCL) covering all the Importers, manufacturers, distributors & retailers. For a distributor, the quicker approval process (indent to permit) means enhanced inventory control & order processing. Whereas to a retailer, it provides real-time inventory information and option to buy online, and a hassle-free purchase experience. e-Bevco incorporates emerging technologies

- AI driven collaborative planning, demand forecasting and replenishment techniques,
- Integration with sensor driven Mass flow meters at distilleries and manufacturing units with Program Logic Controller and Human Machine Interface,

- Hand Held Terminal and Case Level QR code based supply chain management techniques,
- Data mining for showing trends and future predictions anticipate purchase orders from retailers,
- Automated OFS for Demand-Supply Management through overcoming supply flaws like
  - Overstocking,
  - Under stocking
- Creating supply chain visibility and gaining supply risk insights, and
- Chatbots for operational interactions with Suppliers and Retailers etc.

31.25 Lakhs+  
Invoice Generated

₹81,000 Cr.+  
Revenue Collected

₹780 Cr.  
TCS Amount

₹1,479 Cr.  
Profit Margin



(Scan to Access)

# West Bengal State Emergency Relief Fund Portal





# 47

## West Bengal State Emergency Relief Fund Portal


(Financial Assistance to Combat Covid-19)

### Objective

In view of the situation arising out of the outbreak of COVID 19 pandemic, West Bengal State Emergency Relief Fund, under the overall umbrella of the West Bengal Chief Minister's Relief Fund was constituted and made operational.

### Impact

NIC was entrusted to develop the WB State Emergency Relief fund portal within a short span of time to facilitate collection of financial aid/contribution through online payment, NEFT, RTGS, UPI, Cheque, DD, Paytm etc. and issuance of acknowledgement receipts to the donors.



GOVERNMENT OF WEST BENGAL  
FINANCE DEPARTMENT  
**WEST BENGAL STATE EMERGENCY RELIEF FUND**  
[The West Bengal State Emergency Relief Fund is a part of Chief Minister Relief Fund (PAN : AAAAC6443N)]


The West Bengal Government appeals ALL to contribute generously to the West Bengal State Emergency Relief Fund and assist in combating COVID-19 (CORONA). The Contribution to this fund entitles you to claim 100% deduction under section 80G of the Income Tax Act. The contribution can be made through Online Payment / NEFT / RTGS / UPI / Cheque / DD and in kind also.

For making Payment to the Fund :

- Online Payment : Through Debit Card / Credit Card / UPI / Net Banking
- For depositing Cheque / Demand Draft / Pay Order please deposit in any branch of ICICI Bank. Details of Bank:-  
A/c Name : West Bengal State Emergency Relief Fund  
Bank : ICICI Bank Ltd., Branch: Howrah  
A/c No : 628005501339  
IFSC Code : ICIC0006280  
MICR Code : 700229010
- For Making payment from out of India:-  
Details of Bank : As Above  
SWIFT Code : ICICINBBCTS
- For contribution in kind, please contact through email: [wbsacs@gmail.com](mailto:wbsacs@gmail.com)

People contributed so far

**210,572** (till 30/12/2022)



Use UPI ID / VPA : [wbs.erf@icici](mailto:wbs.erf@icici)  
or Scan the QR code

**2.10 Lakhs+**  
Contributors

**₹396 cr.**  
Contributed Amount



(Scan to Access)

# Banglarbhumii





# 48 Banglarbhumigov.in

(Online Land Revenue Related Services)

## Objective

Banglarbhumigov.in was launched in 2014 to provide land revenue related services online. It works to improve service accessibility with transparency and accountability. All important information services, such as Plot Information, Certified Copy of ROR, Plot Map and transaction services such as Mutation, Conversion, Khajana payment are being delivered through the Banglarbhumigov.in portal.

## Impact

Delivery of citizen centric services increased significantly from 18 lakhs in 2014-2015 to 105 lakhs in 2021-2022. e-transactions registering more than 335.02 crores are recorded in the e-Taal, which is the highest in the country. Dividends of digitization are successfully shared with citizens in achieving transparency, access and reducing average time of delivery of services.



“My father expired 25 years ago, and I could not understand how to correct the RoR of a land parcel that once belonged to my father. I could not get benefits under Krishak Bandhu as my name was not incorporated into the RoR. During the camp organized in June 2022 in my village, with the help of the officials, I submitted my application for mutation. To my pleasant surprise I got the new RoR under my name within 14 days without paying anything. I am happy, now I can apply for the KCC loan & Krishak Bandhu.”

**Mofizul Islam Munshi**  
Barasat-I Block, North 24 Parganas



SKOCH Governance Silver Award, 2020

**8.96 cr.+**  
RoR issued

**5.95 cr.+**  
Plot information issued

**3,90 cr.+**  
Mutations Processed

**11.9 Lakhs+**  
Land conversions allowed

**₹39 cr.+**  
Khajana collected

**9.40 Lakhs+**  
Raiyats



(Scan to Access)

# Intelligent Transport System





# 49 Intelligent Transport System

(Online Monitoring of Transport Fleet)

## Objective

Intelligent Transport System is aimed at integrating modes of services

- On-Bus Passenger Information System (PIS) delineating destination and route alignment display through outside & inside LED display board,
- Security Camera for passenger safety (CCTV),
- Automated Fare Collection System (AFCS) including Electronic Ticketing Machine (ETM), Prepaid West Bengal Transport Card with RFID, Online ticket & seat reservation, Mobile ticket and
- Vehicle Tracking System (GPS)

The application also provides for online monitoring of grievances related to the State Transport undertakings.

## Impact

This initiative has immensely helped in monitoring movements of a bus from the command-and-control centre set up in the office building of the CSTC. Initially, 632 buses of the CSTC were being tracked. The buses are now fitted with a gadget containing a GPS enabled SIM card. It helps in tracking “real-time” location of a bus on its route. It also helps ascertain whether a bus is stopping at all the stoppages, or if it is going up to the terminal points of its route or, whether, it is remaining stranded without any proper reason.

---

2,850  
Buses



(Scan to Access)

# Pathadisha





# 50 Pathadisha

(Online Transport Tracking System)



## Objective

Pathadisha is a free utility app for commuters using multi-modal public transport. It primarily covers Kolkata Metropolitan Area. However, it is gradually expanding to cover other parts of West Bengal as well. Commuters can track buses, trams, vessels near their current locations or at a stop and can get relevant details. Real-time tracking is available along the routes with expected time of arrival (ETA) at designated stops. This app uses crowdsourced information that is validated and analysed with other relevant system data. It ranks vehicles accordingly in terms of traffic density.

## Impact

Useful features in the Pathadisha app have made commuters' journey easier. If one is new to the city, one can use this app to plan effectively their traveling in and around the city with ease. Thus, people can save their time they used to spend earlier waiting at bus-stops before the Pathadisha was introduced. Tracking vehicles was never as easy as it is now with Pathadisha.



9.36 Lakhs+

Users



(Scan to Access)



# e-Auction of Timber





# 51 e-Auction of Timber

(Forest Produce Management System)

## Objective

The West Bengal Forest Development Corporation Limited (WBFDCCL) has adopted West Bengal Forest Produce Management System for disposal of forest produce harvested from the forest areas of West Bengal through public auctions. It sells timber and firewood harvested from the Forest Divisions through e-auctions. The e-auctions are conducted on the official website ([www.wbfpms.com](http://www.wbfpms.com)). More than 700 timber merchants are registered over India on the e-auction platform. Registrations are of two types – single and corporate. A bidder can use the Auto Bid option for bidding.

## Impact

WBFDCCL has shifted from physical auction to e-auction fully and no cash transactions are presently allowed. The bidders can make payments and generate invoices instantly, making the workflow more transparent and accountable. Major species in North Bengal such as Sal, Teak, Gamar, Sisso, Champ, Jarul, Panisaj, Pakasaj, Chirkasi, Chilune, Dhupi, Pipli, Utis, and species such as Sal, Eucalyptus, Akashmani, Minjari in South Bengal are sold through e-auctions. The WBFDCCL also supplies poles, posts and coggling sleepers to mining companies at prices fixed by the Price Fixation Committee. Conducting e-auction has made the process transparent, easy and hassle free.

1.2k+

Annual Auctions

5k+

e-Auctions

₹1,043 cr.

Revenue Generated



(Scan to Access)

# Rupashree Portal





# 52 Rupashree Portal

(Conditional Cash Transfer for Daughter's Marriage)



## Objective

Under Rupashree Prakaalpa, a one-time grant of Rs. 25,000 is given to economically stressed families with annual family income not more than Rs. 1.5 Lakh to bear expenses of their adult daughter's first marriage.

The Scheme was launched on 01 April, 2018 and is applicable for marriages effective from 01 April, 2018.

## Impact

Since inception, the Scheme has benefitted more than 14 lakhs women belonging to economically disadvantaged families. The grant has mitigated difficulties that poor families face in bearing the expenditure of their daughters' marriages, for which they often had to borrow money at very high interest rates, and consequently fall into debt traps.

“

“My father worked all his life as a driver, and my mother as a domestic helper in several homes. Thanks to the Rupashree grant, my parents did not fall into the trap of money lenders while making arrangements of the expenses towards my marriage; for this I am grateful to the Hon'ble Chief Minister and the Government of West Bengal.”

**Rakhi Singha**

Resident of Ultadanga, Kolkata

”

**15.31** Lakhs+  
Applications

**14.01** Lakhs+  
Sanctioned  
Applications

**₹3,405** Cr.+  
Payment Disbursed



(Scan to Access)

# e-Fire Safety Services Portal





# 53 e-Fire Safety Services Portal

(Application for Fire Licence & Renewal)

## Objective

Previously the Department of Fire and Emergency Services Department used to provide certificates for various uses, such as

- Fire Safety Certificate,
- Fire Safety Recommendation Certificate,
- Revision of Fire Safety Recommendation Certificate,
- Renewal of Fire Safety Certificate
- Grant of Fire License,
- Renewal of Fire License, Grant of Fire Cracker Selling License;
- Renewal of Fire Cracker Selling License.

All such certificate were being provided offline. The citizens had to come to offices physically for applying and obtaining NOCs and Licenses. In order to overcome these hurdles and to do away with human interface, the present initiative came into being.

## Impact

The citizens do not have to come to the respective offices physically anymore. The process of making applications and timely intimation and reminders became completely hassle free, thus making the interventions compliant with the EODB mandate.



file photo

12k+

New Fire Licenses

47k+

Fire Licenses Renewed



(Scan to Access)

# COVID-19 Ex-gratia Application Portal





# 54 COVID-19 Ex-gratia Application Portal

(Online Ex-gratia Payment for Covid-19 Victims)

## Objective

The project enables a citizen to apply for Covid-19 death ex-gratia. The applicants can view their application status in the portal. Other details of applications including payment status, and reason for rejection of applications can also be viewed through the portal.

## Impact

Applications may be submitted anytime from anywhere. The portal has helped citizens submit their applications during the difficult times of the pandemic. The portal is user friendly, and easily navigable.



33.5k+  
Applications

22.7k+  
Ex-gratia Disbursed

₹163.51 Cr.  
Disbursed



(Scan to Access)

# Cyclone Preparedness Management System





# 55 Cyclone Preparedness Management System

(Disaster Preparedness Mechanism)

## Objective

With the objective of putting in place a Disaster Management Preparedness System for surveillance and management of cyclones in coastal areas, an online system was developed and made operational on a war-footing basis. It enabled integrated command, advance planning and early evacuation from coastal & riverine areas to rescue shelters including cyclone & flood shelters, and to conduct relief and rehabilitation operations at the time of disasters.

## Impact

The portal has proved to be an effective tool for monitoring of disasters by the Hon'ble Chief Minister, Chief Secretary, Home Secretary, Departmental Heads, State Police and District Authorities during the Yaas Cyclone in May 2021. The portal facilitates in capturing data from Block & ULBs, Manpower (NDRF / SDRF, Department / Agency) deployment, availability of machines & tools and contact details for better management of uprooted trees, road restoration and clearing of debris. Telecom & Internet Restoration, Power Restoration, Drainage Maintenance and Restoration, Evacuation to Shelters have also been the mandates under this system.

416  
Flood Shelters

10.70 Lakh+  
Citizens Evacuated



(Scan to Access)

# Workflow Based File & Letter Tracking System



Workflow Based File Tracking System  
with Letter Tracking & Public Grievance Monitoring



User Name

Password

[Log In](#)

Login

For Technical Assistance, Please Contact

033 2253 5424, 033 2253 5393

W F T S has won

CSI-Nihilent e-Governance Awards

[Click here for Details](#)

Online Users : 0



2153	12761	2509885	2403424
IMPLEMENTING OFFICE	REGISTERED USERS	LOGIN COUNT	TRACKING



[Track File Status as SMS](#)



# 56 Workflow Based File & Letter Tracking System

(Digitization of File & Letter Tracking)

## Objective

The web-enabled application software, Workflow based File Tracking System (WFTS) has been developed for implementation within the State Government Departments to track the movement of files intra & inter office-wise for speedy decision making across all levels in administrative departments and its subordinate offices, agencies, corporations, boards and such other bodies. As this is a web-enabled online application, files can be tracked at any time anywhere. Some of the key features are online receiving of incoming files, electronic movement of files through workflow process and online dispatch of files. Among other equally important features are that it enables creation of new letters, digitization of incoming letters and its workflow-based processing.

## Impact

The Workflow based Tracking System was made mandatory by the Chief Secretary, West Bengal in August 2016 for implementation within the State Government Departments, District Offices, and Directorates for ease of inter and intra office-system file movement and tracking. This has been replicated successfully by the Jammu & Kashmir Government.



CSI-Nihilent e-Governance Award 2013-14

**2,153**  
Implementing  
Offices & Sub-Offices

**2.42 Lakhs+**  
Files Received

**12.7k+**  
Registered Users

**6.5k+**  
Public  
Grievance Lodged

**5.72 Lakhs+**  
New File Created

**1.6k+**  
Public Grievances Redressed



(Scan to Access)

# MARREG Portal





# 57

## MARREG Portal

(Online Marriage Registration Portal)

### Objective

To overcome difficulties and expenditure related to preservation of records of registration & solemnization of marriage, under different acts of the Land as well as to cope-up with the problems related to manual record preservation and maintenance, it was thought that online methods for registration and solemnization of marriage and digitization of old manual records had become inevitable. In order to achieve this goal, development of the MARREG Portal was undertaken under the guidance of the Law Department. The portal allows marriage registration, under Special Marriage Acts and Hindu Marriage Acts.

### Impact

The MARREG portal allows searching of records of marriage. The portal also has the provision to supply certified copies of marriage registration. Preservation of marriage records of the citizens of the State is another additional feature of the portal. With the introduction of the portal, old records were digitized and new records were also made available in digital form.

5.08 Lakhs+  
Registration

5.87 Lakhs+  
Application Published

₹8.57 Cr.+  
Total Revenue



(Scan to Access)

# Ease of Doing Business Portal (EoDB)





# 58 Ease of Doing Business Portal (EoDB)

(Single Window Platform for Business Related Approvals)

## Objective

The portal has been developed exclusively to showcase initiatives taken in easing the processes of doing business and disseminating business-related regulatory information. It is a “One Stop Shop” for knowing and applying for business-related licenses and NOCs. The portal displays details of inspection procedures, documentations reduced and services which are self-regulated.

## Impact

The applicant can now know about the approvals required to start a business through a Dynamic Information Wizard as well as submit their Queries/Grievances online. On the other hand, the applicant can also know about the approvals required to start a business through a Dynamic Information Wizard.

---

**2.5 Lakhs+**  
Issued Certificates

**3.50 Lakhs+**  
Trade NOCs

**330**  
House-building Approvals



(Scan to Access)

# Karmo Bhumi





# 59 Karmo Bhumi

(A State Skill Registry for IT/ITeS Sector)

## Objective

Karmo Bhumi is an unique Skill Registry Platform catering to nearly 50,000 skilled human resources in the IT and ITeS sector. It collaborates between Job Seekers and Employers in the IT & ITeS sector. The IT & ITeS skilled manpower can enlist themselves through this portal. Willing employers visit this portal and select skilled manpower based on their requirements.

## Impact

Around 80 skill sets and 800 sub-skill sets are enlisted in the registry to help employers identify, select and employ resources as per their necessity. The registry enhances employability in the sector by assessing individuals' knowledge in respective skills and it guides them to upskill themselves in filling up the skill-gap to acquire better employment opportunities.

Registered resources of Karmo Bhumi have been assessed and tied up with Tech Mahindra for training and placement. Microsoft India also has given consent for training and upskilling of resources registered through the portal in the Karmo Bhumi.



Award of Recognition, CSI SIG eGovernance Awards-2020

“



“I was searching for a job during the pandemic period and found Karmo Bhumi as my savior. I applied to Aranax Technologies for the vacancy of Web Application Developer, appeared for the interview, and got selected. Thanks to Karmo Bhumi I got the job I was looking for.

Suman Majhi

”

12k+

Registered resources

30

Main skills

800

Sub-skill Sets

48k+

Applications



(Scan to Access)





# 60 e-PBGSBS

(Online Application for Livestock Monitoring)

## Objective

The application is designed and developed for online reporting on Artificial Insemination (AI) and activities of the ARD department like treatment and vaccination of animals, performance of Animal Health Camp, Insurance of animals and input distribution.

## Impact

Customizable MIS available with e-PBGSBS Management System helps in taking decisions faster by early identification of areas of intervention. e-PBGSBS is presently being utilized to its fullest potential while new modules are being incorporated in line with the field requirements.



“

“The Prani-Bondhus of our Panchayat area regularly visit my cowshed on time to administer vaccine-injections to our cows and give proper advice to maintain the cows’ health. Even if we forget sometimes about the cow insurance renewal, the Prani-Bondhus never forget to remind us of the last date of renewal. I am very surprised with their accuracy and how they remember each and every detail. We thank them for their services and hope that they continue to support and help us in the same way.”

**Gautam Prasad Saha,**  
Dakshin Dinajpur

”

**3.44 Cr.+**  
Artificial Insemination

**32.75 Cr.+**  
Vaccinations

**20.96 Cr.+**  
Animals Treated

**4.13 Lakhs+**  
Cattle Insured

**3.85 Lakhs+**  
Health Camps



(Scan to Access)

# Accelerated Development of Minor Irrigation Project





# 61

## Accelerated Development of Minor Irrigation Project

(Monitoring of Minor Irrigation Programmes)

### Objective

Enhancing agriculture production of one lakh Small & Marginal farmers by creating irrigation potential of 75,000 Ha and support services on agriculture, horticulture & fisheries by engaging across the State Water Users Associations (WUAs).

### Impact

The project has proved the minor irrigation infrastructures can be made more effective and sustainable if integrated with community institutions and necessary support services are provided to the command area farmers in agriculture, horticulture, and pisciculture.



2nd National Water Award – Best Water Users Association



3rd National Water Award – Best Water Users Association

2.32k

Completed Projects

67.5k Hectare

Area

1.07 Lakhs+

Beneficiaries

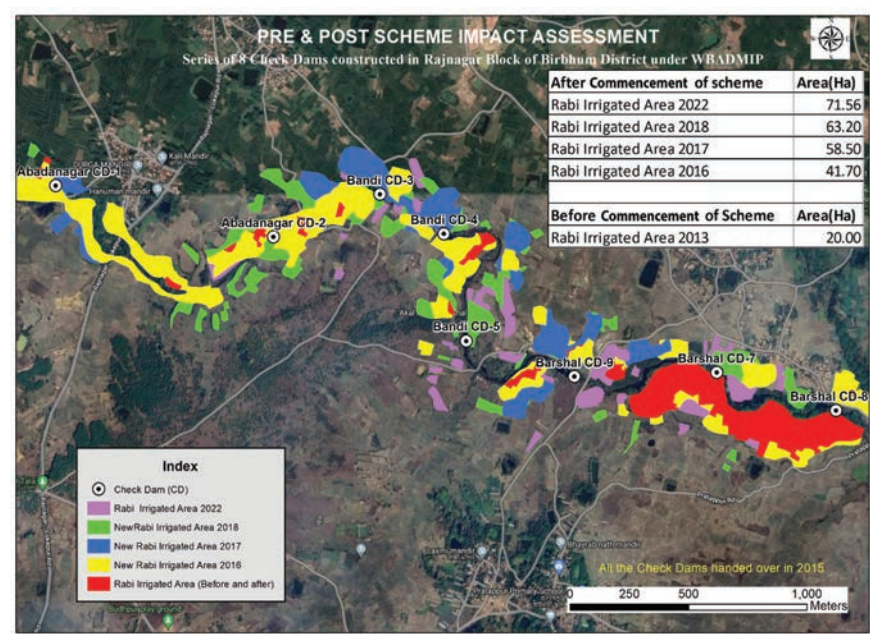
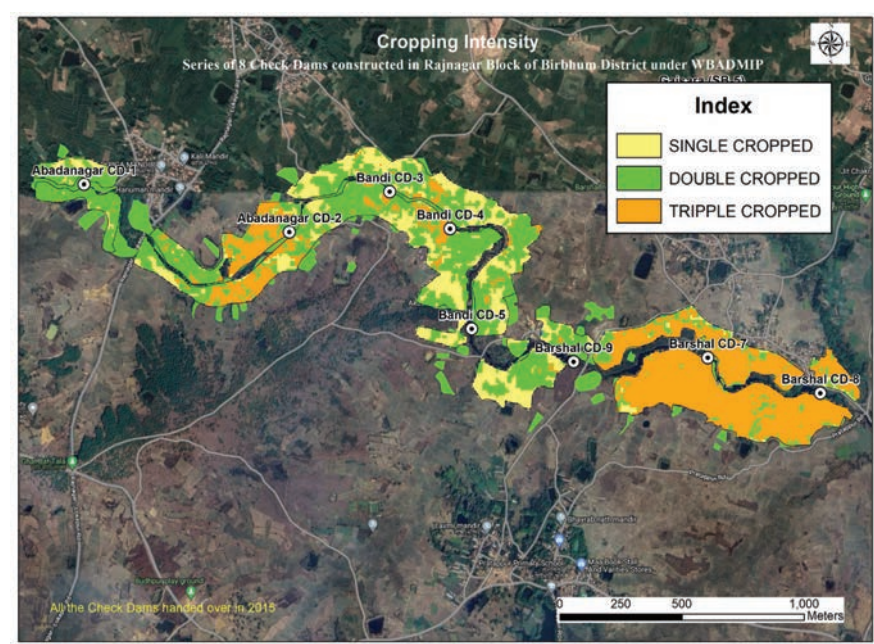
82.9%

Small & Marginal Farmers



(Scan to Access)

# Remote Sensing & GIS Technology for Planning, Monitoring, & Impact Assessment





# 62 Remote Sensing & GIS Technology For Planning, Monitoring, & Impact Assessment

(GIS Based Online Advisory)

## Objective

The goal behind this initiative is to ensure effective Planning, Monitoring and Impact Assessment using in-house Remote Sensing and GIS technology.

## Benefits:

- Reaching to the needy areas and communities in a focused manner.
- Agro-climatic zones with Watershed based planning.
- Identification of Schemes and Implementation Progress Monitoring.
- Improved Design, Realistic Estimation, and Integration with agriculture & allied activities.
- Data integration, Representation & Interpretation using maps.
- Quick analysis of Environmental Impact Assessment.
- Open for public access 24X7.

## Impact

- Change in cropping area, Cropping intensity based on vegetative indices, crop productivity before & after project intervention on time series satellite images.
- GIS based advisory services on minor irrigation scheme performance, residual soil moisture availability based on remote sensing.

## Awards

- AGI India Water Award, 2021
- SKOCH Gold Award, 2018
- SKOCH Award, 2017
- ESRI Users Conference Award, 2018



182%  
Value Output Increased



(Scan to Access)



# Yuvasree Portal





# 63 Yuvasree Portal

(Financial Assistance to Job Seekers)



## Objective

The Yuvasree Scheme was launched with an aim to support the first one lakh jobseekers registered in the Employment Bank with some financial assistance for enhancing employability by undergoing skill training and making them job-ready. Various initiatives have been incorporated in the Yuvasree portal. The Yuvasree Scheme starts with online generation of list of identified beneficiaries having minimum qualification of having passed Class VIII and age within 45 years, following the norm of seniority of enrolment of the jobseekers in the Employment Bank. Thereafter, the process of submission of Annexure-I (Application Form) online and Annexure-II (Unemployment Certificate) offline by the identified beneficiaries starts and is completed within a stipulated timeline. The first one lakh beneficiaries satisfying the above work flow process are selected to receive the Yuvasree allowance of Rs.1500/- per month through Direct Beneficiary Transfer (DBT) by way of seamless integration with the IFMS.

## Impact

The impact of the Yuvasree Scheme has been overwhelming. The entire strata of youth in both urban and rural segments, have immensely benefited from it.

- Created a massive awareness amongst the youth cutting across the length and breadth of the State.
- Ensuring transparency in terms of the selection of beneficiaries as the list generates online and no human touch point is involved in the whole process.



Skoch Gold Award, 2017

**39.86** Lakhs+  
Registrations

**1.94** Lakhs+  
Beneficiaries

**₹1,665** Cr.+  
Payment Disbursed



(Scan to Access)

# Duare Tran





# 64 Duare Tran

(Relief Disbursement to Affected Citizens)

## Objective

The severe cyclonic storm YAAS hit the districts of South 24 Parganas, North 24 Parganas, Purba Medinipur, Paschim Medinipur & Howrah of West Bengal on 26th May 2021. Additionally, tornadoes affected areas in North 24 Parganas, Birbhum & Hooghly.

The State Government launched the ICT driven Duare Tran initiative to ensure immediate & transparent processing of claims and disbursement of relief & compensation administered by various Departments including

- Agriculture
- Disaster Management & Civil Defence
- Animal Resources Development
- Horticulture
- Fisheries
- Micro, Small & Medium Enterprises & Textiles to the YAAS impacted persons in the affected cyclone & tornado hit areas.

## Impact

Duare Tran successfully used the ICT tools available in the portal to facilitate monitoring, coordination & management of various activities & functions in order to ensure speedy disbursement of relief to affected citizens in a transparent manner.

Beginning on 3rd June 2021 and concluding on 7th of July 2021, Duare Tran was able to quickly coordinate the processes of assessment of damage and verification of the needy and distressed people and ensure that no genuine person was left out. The project helped arrest fake claims through a transparent system using the latest ICT tools.

Habitation level outreach camps were organized & eligible citizens were able to submit their claims to receive benefits, relief and compensation. There was no complaint received against the process that the State government had adopted for relief assessment, processing of applications & distribution of relief and compensation through Direct Benefit Transfer into the bank accounts of the Yaas impacted applicants. The State government was also able to save funds due to the weeding out of non-genuine claims.

1.4k  
Camps

3.81 Lakhs+  
Citizens Registered

5.64 Lakhs+  
Applications Received

3.41 Lakhs+  
Applications Approved



(Scan to Access)

# Banglar Uchcha Shiksha Portal





# 65 Banglar Uchachashiksha Portal

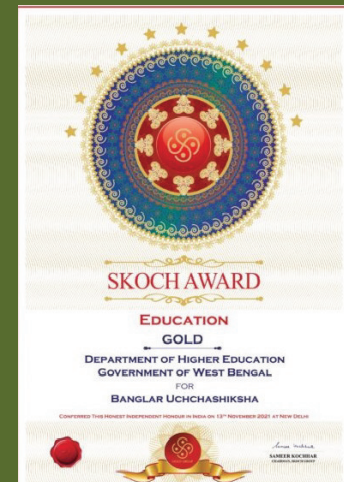
(Dynamic Data Management of Govt. Higher Education Institutions)

## Objective

The portal is a repository of data related to government, government-aided and private institutions including General Degree, Training, Law, Physical Education, Technical and Engineering Colleges as well as State-Aided and Private Universities under the Higher Education Department. It aims at streamlining processes and data management modules into a single, digital and symbiotic ecosystem, to ensure flow of information and transparency across different layers in the decision-making process.

## Impact

Banglar Uchachashiksha Portal facilitates interaction between stakeholders of higher education and enables them to form a dynamic data repository through which the academic and administrative governance is executed. Structured and centralized databases benefit the students and higher education institutions in multiple ways. The GIS based mapping of institutions guides the students to choose their suitable institutions, courses, and subjects after leaving school to pursue higher studies.



SKOCH GOLD Award in  
e-Governance, 2021

42

Universities

59

Govt. Colleges.

450

Govt. Aided Colleges.

8

Govt. Engineering  
Institutions



(Scan to Access)

# e-Governance Portal for Government Polytechnics





# 66 e-Governance Portal for Government Polytechnics

(Workflow & Data Record Management)

## Objective

The portal for Government Polytechnics is a one stop solution for citizens, students, faculty and administration to find relevant information about Polytechnic Colleges of West Bengal. Detailed information about colleges such as contact details, notices, routine, courses, admission procedure, examination procedure, campus facilities find place in the portal.

## Impact

The new system has improved workflow and enhanced data record management. The portal has also led to better asset management and resource optimisation. It has allowed institutes to be functional despite the pandemic. The Routine Management System has enabled students to provide feedback. Faculty members can also use the portal for management of classes, its execution and follow-up of lesson plans according to the Outcome Based Education framework.



77

Registered Colleges

3k+

Employees

16.6K+

Entries in Digital  
Stock-book

141

Sanctioned  
Transfers



(Scan to Access)



# Online Consent Management and Monitoring System





# 67 Online Consent Management and Monitoring System

(Workflow Automation System)

## Objective

Online Consent Management and Monitoring System is a web based Generic Application Software Package for automating the workflow associated with Consent Management and Monitoring System. The system allows the industries for online registration, submission of applications for services of the Board, annual returns for various waste management rules and related activities. The system helps concerned officials of the Board in online monitoring of applications and returns.

## Impact

Services such as submission of applications, annual returns and documents related to West Bengal Pollution Control Board (WBPCB) have been made online through the Consent Management & Monitoring System. Payment of fees for services of the WBPCB can be made online through payment gateway. Applicants can track the status of the application online. After approval, the applicants can download the final certificate.

31.9k

Industry Registrations

26.2k

Applications Received

3.6k

Pending Applications

16.5k

Granted Applications



(Scan to Access)

# Paribesh App





# 68 Paribesh App

(Environmental Awareness & Complaint Redressal Mechanism)



## Objective

The West Bengal Pollution Control Board launched the West Bengal Paribesh App to create a complaint redressal mechanism in order to build a communication bridge with the public in general. Citizens affected due to environmental pollution in various areas can post complaints, attach pictures and provide suggestions. The complaints are screened for veracity by a team of administrators and after verification, the complaints are forwarded to concerned officials for appropriate action. The application also provides environment-related news and environmental initiatives. Moreover, real-time AQI, water quality, and noise levels at various places in the State are displayed in the app. Additionally, the app promotes environmental awareness and sustainability through reward campaigns. The campaign encourages citizens to take up activities that protect the environment. The citizens are rewarded for their efforts.

## Impact

The citizens are becoming more and more conscious about their environment, the app has simplified the complaint lodging mechanism for pollution related matters directly to the West Bengal Pollution Control Board.



8.5k  
Registered Users



(Scan to Access)

# Human Resources Management System



HRMS





# 69 Human Resources Management System

(Payroll Management System)

## Objective

The Human Resources Management System (HRMS) module of IFMS aims at providing a comprehensive database to facilitate the State Government in planning and management of human resources covering government employees (both regular and contractual) and employees of parastatal bodies drawing pay in HRMS.

## Impact

It has been developed as a web-based solution to cover end-to-end service details of human capital management lifecycle, starting from employee recruitment, performance appraisal, training record maintenance, leaves and benefit management to completion of services (retirement/death or termination).

53  
Departments

6.75 Lakhs+  
Employees



(Scan to Access)

# Online Reservation of Eco-Tourism Centres





# 70 Online Reservation of Eco-Tourism Centres

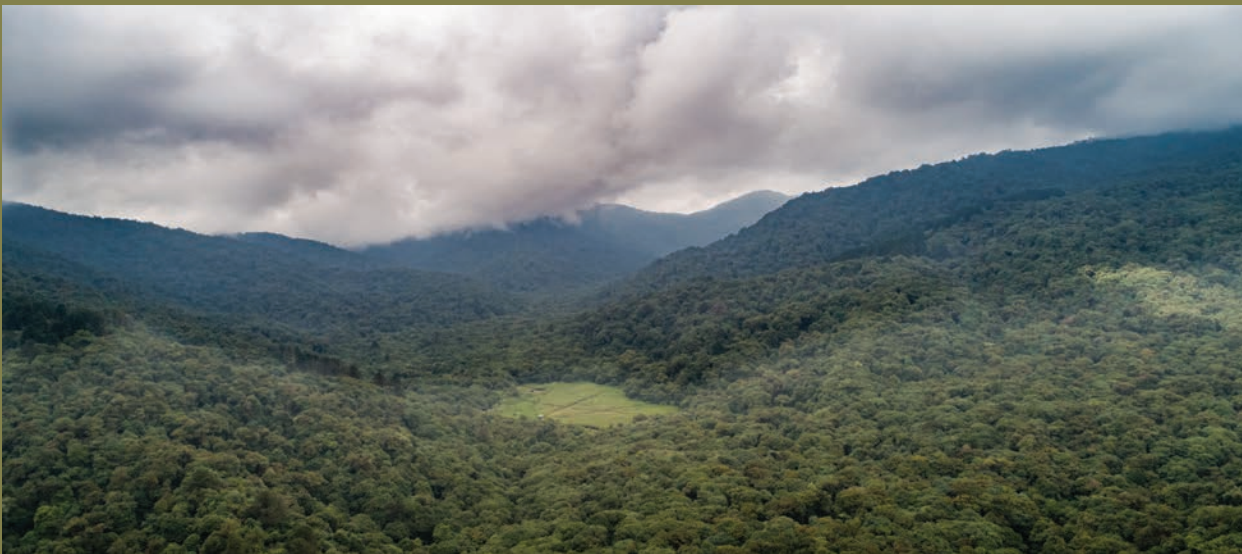
(Hassle-free Accommodation Booking)

## Objective

Citizens can visit the Nature Resorts Online Booking Platform to book, modify and cancel eco-resort bookings online in the Eco-Tourism Centres in the districts. The online reservation facility has made the process easy and user-friendly. Moreover, features such as free cancellations, hassle-free check-in facilities, engaging personal tour managers & corporate event management facilities have managed to attract a large number of tourists to these pristine tourism destinations.

## Impact

The State of West Bengal is endowed with rich biodiversity and natural heritage. To provide citizens ready access to the State's unmatched forests and wildlife, the West Bengal Forest Department promotes and operates several eco-tourism centers. The West Bengal Forest Development Corporation Limited website allows citizens to make online bookings for their stay in the eco-resorts.



34

Ecotourism Centres

528

Beds

₹500 Lakhs+

Annual Revenue



(Scan to Access)

# Benfish Accommodation Booking Portal







# Benfish Accommodation Booking Portal

(Hassle Free Accommodation Booking Facility)

## Objective

This initiative seeks to provide easy, hassle free, spontaneous booking facility to the citizens. Booking can be made round the clock and as per convenience of the citizens. The booking system provides information related to all guesthouses under the purview of Benfish.

## Impact

The online booking system has received overwhelming response and has managed to generate substantial revenue for the department. Bookings have been received from different states and overseas citizens. Citizens can directly lodge complaints in case of any grievance or suggestion.

---

**16,568**  
Beneficiaries

**₹7.84** Cr.  
Transaction Volume



(Scan to Access)



# Online House Building Approval





# 72 Online House Building Approval

(House Building Approval Portal for Rural Areas)

## Objective

Submission of application & issuance of House Building Approval made in online mode for all the PRI bodies. Applicants can do online payments and get the certificate online. Third-party verification can be done in real-time. Applicants can download a copy of the certificate as and when required.

## Impact

Now, there is no need to carry the original documents by the applicant. The entire process now has become more easy and user-friendly. Applicants can apply any time and from anywhere.



**PERMISSION FOR ERECTION OF STRUCTURE/ BUILDING**  
OFFICE OF THE DOBRANA GRAM PANCHAYAT

No. H211W22122 Date : 16-Feb-2023

From,  
THE PRADHAN,  
DOBRANA GRAM PANCHAYAT  
P.S - JAMSHED,  
DISTRICT - PASCHIM BARDHAMAN

To,  
TAPAN GHOSH,  
PANCHAYET PARA, DOBRANA  
CHINCHURIA, JAMSHED  
713376

Subject: Permission for construction of building /erection of structure / addition or alteration of the existing building or structure in plot No. under DOBRANA Gram Panchayat in the district of PASCHIM BARDHAMAN

Ref. Your application dated 16-Feb-2023 / Your application Id H211W22122 (for online application)

Sir/Madam,

With reference to your application dated 16-Feb-2023 / having Id H211W22122, seeking permission for the sanction of construction of building / erection of structure or addition or alteration of the existing building or structure in plot No. under DOBRANA Gram Panchayat in the district of PASCHIM BARDHAMAN, permission is hereby granted for construction of building/ erection of structure or addition or alteration of the existing building or structure in Plot No. under DOBRANA Gram Panchayat subject to the following conditions

(1) The Building Permission is valid up to 18-Apr-2023 .

(2) The building/work for which this Building Permission is issued shall be completed within 18-Apr-2023.

(3) The construction shall be undertaken as per the sanctioned building plan and site plan only and no deviation from the West Bengal Panchayat (Gram Panchayat Administration) Rules, 2004/ The West Bengal Panchayat(Panchayat Samiti Administration) Rules, 2008 be permitted. If any deviation is done in constructing the building or erection of structure, your building or structure is liable to be demolished.

(4) One set of the plans (building plan and site plan) duly vetted is returned herewith.

This Certificate Generated Electronically.

1,500  
Approvals



(Scan to Access)

# Utsashree Portal





# 73 Utsashree Portal

(Transfer & Vacancy Management System)

## Objective

The portal is an initiative by the School Education Department to process transfer and vacancy management activities related to school employees for both primary and secondary schools under a single digital symbiotic ecosystem. The Government brought in efficiency with the use of technology and data based decision making in the matter of transfer of teachers, non-teaching staff and vacancy management in schools.

## Impact

The unified platform has enabled stakeholders to interact seamlessly. Since its launch in July, 2022, the portal has been able to integrate the data of teacher and non-teaching staff in relation to transfer, vacancy and sanction within the system and make it a one stop solution for school employees.



“

“It is a great pleasure for our school authority that we have got two employees through Utsashree Portal. For the last few years we were trying to fill up the vacancies but all in vain. Eventually, we got one librarian and one AT through Utsashree. It's a great benefit we have got. Specially the librarian post was vacant for more than 12 years. Thanks to Utsashree portal, it has been filled up and the employee resides only 2 kms away from school. So, he can spare more time for school. Thanks again to Utsashree portal.”

Supratim Manna  
Headmaster, Ghoshpur High School  
(H.S.), Purba Medinipur

”



Silver in Skoch Award, 2022

4 Lakhs+  
Registrations

67k+  
Applications

63k+  
Schools

80k+  
Vacancies

34.6k+  
Transfers



(Scan to Access)

# Online Initiation Of Certificate of Non-forest Land





# 74 Online Initiation of Certificate of Non-Forest Land

(Online Certificate Generation)

## Objective

The key objective of the project is to generate an online certificate of non-forest land. People wishing to establish new industries, factories and commercial establishments on non-forest land can obtain non-forest land certificates in a transparent and timely manner.

## Impact

There are some restrictions on use of forest land for non-forestry purposes as per the Forest Conservation Act, 1980. For preparation of any industrial or commercial project, knowledge about the status of the land whether forest or non-forest land, is necessary to avoid legal complications. The online system of getting a certificate of non-forest land will not only save time and labor, but will accelerate overall development of process and work flow.



“I have used the portal <https://nfc.wbforest.org> for getting the Online Certificate for Non-Forest Land for my business. I found the WebApp very user-friendly. The portal informed me every step of movement of my application through SMS & e-mail.”

**Uday Shankar Acharya**  
Dist: Purba Medinipur

Directorate of Forests  
Government of West Bengal  
Office of the Divisional Forest Officer  
Kangsabati (North) Division

**Certificate of Non-Forest Land**

Application ID: FCR0000102200000398      Dated: 22-11-2022

Certified that the land as per the above application ID, located in below mentioned schedule is **Non-Forest** as per the records of Department of Forests and Land & Land Reforms and Refugee, Relief and Rehabilitation Department, Government of West Bengal.

District:	PURULIA (পুৰুলিয়া)
Block:	PARA (পাড়া)
Mouza:	Bajra (বাজরা)
S. No:	120
Plot No:	4704/47A3
Forest Division:	Kangsabati (North) (কান্সাবাতি (উত্তর))
Range:	Parula Para (পারুলার পাড়া)

This certificate is issued as per the request of Applicant.

**Details of Applicant:**

Name: Dita Karimkar  
Address: Vill-age: Parula pr: para, Dist: Purula, West Bengal pin- 721204 PURULIA, West Bengal 721204  
Signature of Issuing Creditaker: [Signature]

**Disclaimer:**

- The Certificate doesn't guarantee the ownership of the land to any particular person. Pending Provisions, Acts and Rules of B. B. and BMR Department.
- Land denotes the ownership of the land which is considered as Non-Forest Land by Forest Department and B. B. and BMR Department.
- The Certificate is issued on the basis of the application and verification of the same. It is not a guarantee of the land. The land is subject to the provisions of the Forest Act, 1927 and the provisions of the Forest Act, 1927 and the provisions of the Forest Act, 1927.
- The person who has obtained this certificate is responsible for the use of the land. The person who has obtained this certificate is responsible for the use of the land. The person who has obtained this certificate is responsible for the use of the land.
- It is a general notice. If any of the records suggests that the land is forest land, it shall then all the relevant Forest Acts, Rules and Provisions that apply to the forest land.

Divisional Forest Officer  
Kangsabati (North) Division  
Purula

21  
Applications



(Scan to Access)

# Krishi Katha





# 75 Krishi Katha

(Irrigation Advisory Service)

## Objective

It is a mobile-based advisory service on agriculture, horticulture & fishery under World Bank supported West Bengal Accelerated Development of Minor Irrigation Project (WBADMIP). Krishi Katha is a customized IVR enabled two-way advisory service through mobile phone reaching to 1,00,000 farmers within 48 hours from the time of call. And this is available 24\*7 free of cost. The app provides information on crop management, irrigation management and fisheries to strengthen the Department's extension services and improve farmers' livelihoods. Krishi Katha delivers weekly two-minute voice messages tailored to crop and weather cycles related information to farmers. Farmers can also access a toll-free helpline where they can ask questions (which will be answered by experts within 48 hours), review previously sent weekly advisory messages, listen to questions of other farmers, and access their own history of questions.

## Impact

Krishi Katha conducts weekly feedback surveys with users selected from across the districts. Feedback reveals high level of satisfaction among the farmers:

- Farmers rate the usefulness of advice 4.6 out of 5
- 83% of farmers state that they would recommend the service to their friends and family
- 58% of farmers report adopting advice
- 30% of farmers report sharing advisory with others, indicating a potentially larger indirect reach.



“

'Earlier we could hardly manage to have vegetable with rice but now we can afford variety of fresh vegetables and have a nutritious diet. health.'

Kalipada Murmu, Amtore village,  
Purulia

”



Best Integrated Water Management, 2021-22  
Best Water-Efficient Project, 2019-20  
Best Community Project, 2018-19

**82.8k+**  
Registered Farmers  
**3.32 Lakhs+**  
Inbound Calls

**76.95 Lakhs+**  
Messages Sent  
**23.3k+**  
Questions Asked

**22.2k+**  
Questions Asked



(Scan to Access)

# WBTDCL Online Booking Portal





# 76 WBTDCL Online Booking Portal

(Online Hasslefree Accommodation Booking)

## Objective

The online booking portal of the WBTDCL allows any user to register oneself on the portal and book rooms in any of the WBTDCL Tourism Properties subject to its availability. There is also provision to reschedule and cancel bookings. The payments may be made online. The WBTDCL operates several tourism properties to provide accommodation to tourists and travelers online. The facility is available in mobile versions also.

## Impact

Users have been receiving the following benefits:

- Information regarding WBTDCL properties across the State.
- Schedule and book room(s).
- Information about past bookings.
- Online booking facility with integrated payment gateway for online payments
- Faster booking process



“

I am glad to mention that the online booking portal of West Bengal Tourism Development Corp. Ltd. (WBTDCL) is a great initiative. It is big help for the common people like us. This system is user friendly, hassle free, informative and flexible. I am sure that this system will boost the business of WBTDCL. This portal is not only attracting for the domestic tourist but it will attract foreign tourist also. As a regular client of WBTDCL, I am confident that this system is providing transparent and reliable system through a single platform. Hopefully, WBTDCL will introduce more useful feature in its arsenal to serve the global citizens.

Debashish Ghosh  
Kolkata

”



1.26 Lakhs+  
Registered Users

96.6k  
Rooms Booked

₹24.21 Cr.+  
Revenue



(Scan to Access)

# Anumati Portal



**SINGLE WINDOW CLEARANCE SYSTEM**  
For Telecom Infrastructure  
Department of Information Technology & Electronics  
Government of West Bengal

5G: A New Communication Standard

Registration Link

About ▾ EoDB How to Apply ▾ Acts & Rules Contact Us ▾ Public Grievance Dashboard Download Procedure

## Single Window Clearance System

Portal for providing NOC for the establishment of Mobile Towers (Overground Telegraph Infrastructure) & Optical Fibers (Underground Telegraph Infrastructure) in an Efficient, Transparent & Accountable manner.

User Registration

Application Submission

Time-bound Application Evaluation

Final Disposal



### Workshop on 5G Rollout-Use Cases & allied issues

Date: 14th November 2022

Time: 10:00 AM To 5:00 PM

Venue: Biswa Bangla Convention Center, New Town- Kolkata.

5G: A new Communication Standard -- The Govt. of West Bengal believes that knowledge sharing on 5G services & its proper implementation across the State with participation from Central Government officials, State Government officials, Telecom Service Providers, Telecom Infrastructure Providers, Telecom Associations, Start-ups etc. is the need of the hour. To achieve this objective under its greater vision it is decided that a day-long "5G Rollout-Use cases & allied issues" workshop will be organized by Department of Information Technology and Electronics, Government of West Bengal on 14th November 2022 from 10:30 A.M. to 5:00 P.M. at Biswa Bangla Convention Center, New Town- Kolkata.





# Anumati Portal

(Single Window Clearance System)

## Objective

The portal provides 'No Objection Certificate (NOC)' for setting up of Mobile Towers (over-ground telegraph infrastructure) & Optical Fibres (under-ground telegraph infrastructure) in an efficient, transparent & accountable manner.

## Impact

The Department of Information Technology and Electronics came up with the Single Window Clearance System (SWCS) for all Telecom infrastructure deployments and installations, benefiting Telecom Service Providers and Internet Service Providers (TSP/ ISPs) to apply online and make payments. The system facilitates telecom applicants to rollout faster with facilities of better tracking, and settling disputes in a time bound manner. The application has been instrumental in promoting digital communication targeted towards improving technology and bandwidth deployments, reducing shadow zones, and improving coordination across state departments, companies and local bodies.

1k+

Applications

350+

NOCs Issued



(Scan to Access)

# WhatsApp Chat Bot

**Appointment for  
Birth & Death  
Certificates**

**Issuing  
Certificate of  
Enlistment (CoE)**

How Can  
We Help You?



**Aadhaar  
Related Service**

**Payment of  
Property Tax**



# 78 WhatsApp Chat Bot

(Online Appointment Booking for Citizen Services)

## Objective

KMC has implemented a WhatsApp Chat Bot for booking appointments, providing demand driven information regarding Certificate of Enlistments and Property taxes. A willing citizen may send a WhatsApp message to '8335 999 111' just typing "Hi" and get the services such as

- appointment for Birth & Death Certificates,
- meeting Municipal Commissioner,
- Aadhaar Related Service,
- Payment of Property Tax, and
- Issuing Certificate of Enlistment (CoE).

## Impact

Citizens can directly interact with the Municipal Commissioners. The citizens do not need to physically visit the KMC offices. Queries related to Property Tax and Certificate of Enlistment (Trade License) have already been made online for citizens to login and get their queries resolved quickly.

---

20k+  
Beneficiaries



(Scan to Access)

# West Bengal Incentive Scheme





# 79 West Bengal Incentive Scheme

(Online Application to Receive Subsidy)

## Objective

The West Bengal Incentive Scheme 2021 was introduced to promote investments in Hotels, Motels, Heritage Hotels, Yatriniwas, Yatrika, Tourist Resorts, and Camps.

## Impact

A number of facilities were introduced that encouraged systematized Adventure Tourism, Aerial Ropeways, Amusement Parks, Tourist Boats, Launches, Cruise Boats, House-Boats etc. These facilities were extended to young entrepreneurs by granting subsidies to eligible units under State Capital Investment Subsidy Plan, Additional Incentive on Generation of Employment, Reimbursement on Stamp Duty and Registration Fee, Waiver of Electricity Duty, Capacity Utilization and Tourism Promotion Assistance.



11  
Beneficiaries

240+  
Registered Users



(Scan to Access)

# Library Online Competitive Education Project





# 80

## Library Online Competitive Education Project

(Access to Preparation for Competitive Exams)

### Objective

Aspiring students who are preparing for competitive examinations visit libraries, but they lack access to online platforms. In order to ensure that they visit libraries regularly and optimum resource utilization ensues, it was felt that some reinforcements should be given to students apart from the books they loan from the library.

Almost all good resources today are available online on different platforms. User interface as well as quality of education have improved over the years. Thus, the idea took shape to provide library members, preparing for competitive examinations, the best of facility and access to quality education at no price for the readers.

### Impact

The Project aims at providing online education with major emphasis on competitive examination at libraries across the State. The project started at 12 libraries in Kolkata and nearby districts where free access to education platforms such as Byju's and Tutopia were provided. Tablets were also arranged through the Corporate Social Responsibility fund. The tablets were utilized by readers for the purpose of study in the libraries.



12  
Public Libraries



(Scan to Access)

# Banglashree Portal





# 81

## Banglashree Portal

(Online Incentive Sanction & Disbursement)

### Objective

Banglashree Portal is an Online Incentive Sanction and Disbursement Portal whereby Micro, Small & Medium Enterprises in West Bengal can apply by uploading documents and getting eligible incentives sanctioned. The disbursement is also done through an online mode without physical visits to any office. Entrepreneurs can track and view online application status and also can contact offices through Grievance Redressal Module. The online portal has a provision for the applicants to auto-calculate incentives.

### Impact

The online portal has introduced the much needed transparency to avail benefits by strictly adhering to a first come first serve basis by eliminating chances of back dated incentive applications.



392  
Applications

110  
Incentives  
Disbursed

₹41.45 Cr.+  
Payment Disbursed



(Scan to Access)



# Panchayat Tourism: Online Guest House Booking





# 82

## Panchayat Tourism: Online Guest House Booking

(Hassle Free Accommodation Booking Facility)

### Objective

The portal is a centralized inventory system for guest houses at three tiers of the PRI bodies. It helps in maintaining and managing their guest houses and homestays and other accommodations and make it available online for booking by tourists anywhere anytime with the help of online payment. It helps increase Own Source Revenue (OSR) and optimum utilization of the PRI bodies.

### Impact

The portal was launched in September, 2022 and within a very short span of time it became very popular among the citizens and tourists. Both were benefited from the portal. Citizens found it an easy hassle-free system to avail low cost and good quality guest houses. Similarly, the PRI bodies get opportunities to utilize their less used or unused properties to increase their own source revenue (OSR).



1.6k+

Registered Tourists

1k+

Reservations

51

Properties



(Scan to Access)

# SARTHAC





# 83 SARTHAC

(Systemized Administration & Regulation of Tendering and Handling All Court Cases)

## Objective

Systemized Administration & Regulation of Tendering and Handling all Court Cases (SARTHAC) under High Court Cases Monitoring Cell (HCCMC), Law Department was developed to bridge communication gap between the Office of the Learned Government Pleader and the Departments of the Government of West Bengal. The Law Department understood the need to evolve a system, different from the existing clerical system of operation, with automated real time intimation through multiple channels of communication. The SARTHAC is receiving petitions through a single window, and there is also digitization of petitions received, State Advocate Appointment, Intimation to the State Respondents and such other processes.

## Impact

Since the regular use of the Systemized Administration & Regulation of Tendering and Handling All Court Cases application, the legal procedures and actions thereafter have become more organized. Stakeholder involvement has also increased. The system allows public access to view and download any case 24x7 for free. SARTHAC has not only bridged the communication gaps between stakeholders, but it has also made real-time communication a reality.



SKOCH Order-of-Merit Award, 2018



CSI-Nihilent Award 2016-17



“

“I am extremely impressed with the facile interface of SARTHAC and the breadth and depth of its contents. It is rendering excellent service through sending real time intimations about the new-filed High Court cases to all the stakeholders.”

**Debasis Ghosh**

Special Law Officer & ex-officio Deputy Secretary (Law), Housing & Labour Department

”

**1.26 Lakhs+**  
Completed  
Data Entry

**1.51 Lakhs+**  
Govt. Advocates  
Engaged

**3.43 Lakhs+**  
Govt. Advocates Intimated



(Scan to Access)



# Digital Market Linkage Platform





# 84 Digital Market Linkage Platform

(Comprehensive Platform Promoting Farmers Producer Organisation)

## Objective

In order to enhance agriculture-related income, establishing and capacity building of Farmers' Producer Organizations (FPO) is a significant step. FPOs allow farmers to collectively enhance their income through increased productivity by using cost-effective production techniques, improved and convenient access to agri-inputs, adoption of latest practices and technology, and collective bargaining as well as better access to market and credit. The portal has been developed to bring FPOs and traders under a single roof to achieve these objectives.

## Impact

More than 722 FPOs have been formed in the State and many more are being formed across the Districts. It has been observed earlier that the FPOs lack market access and linkage. Moreover, the aggregators find it difficult to connect to a professional supplier who may ensure and maintain the quality and supply of agricultural goods. The initiative has helped bridge the gap between FPOs on one hand and aggregators & traders on the other, connecting the stakeholders in the agricultural value chain thereby fostering faster economic growth.

This web portal is functioning as a Digital Marketing and Information Platform. The portal has enabled the FPOs to raise their concerns and suggest policy inputs for further economic growth in the agricultural sector.

---

## 722

Registered FPOs



(Scan to Access)

# West Bengal Tourist Guide Certification Scheme





# 85 West Bengal Tourist Guide Certification Scheme

(Online Application for Tourist Guide Certification)

## Objective

The Department of Tourism, Govt. of West Bengal, continuously strives to bolster the tourism sector with focus on strengthening the capacity of all stakeholders with whom the visitors are likely to interact during their stay in the state. The Tourist Guides play a significant role in promoting the tourist destinations and tourism allied services of the state.

The Department of Tourism has implemented a Scheme to train and prepare the potential tourist guides of our state at par with industry desirable workforce with proper government recognition.

## Impact

The scheme has helped in developing a skilled work force and has led to employment generation. It has also allowed existing guides to get due recognition. The uniqueness of the project is that it is a fully online system, so all records of the database are kept for future references.



3k+

Applications  
Received

1,400+

Guides Undergoing  
Training



(Scan to Access)

# SelfScan



বাংলা

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[Credits](#)

[Contact](#)

## Safest App for document

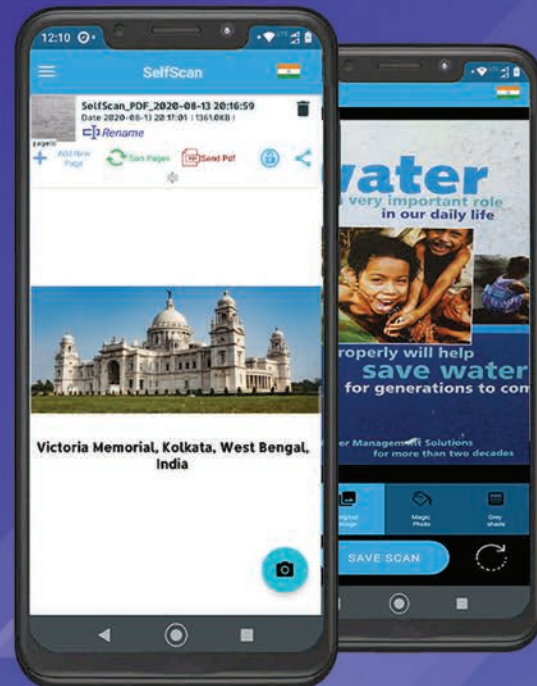
SelfScan makes it easier to digitize, convert, retrieve, edit, protect, share, and collaborate on all kinds of documents in the digital workplace.

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[App Store](#)

[Samsung Galaxy Store](#)

[Amazon Appstore](#)



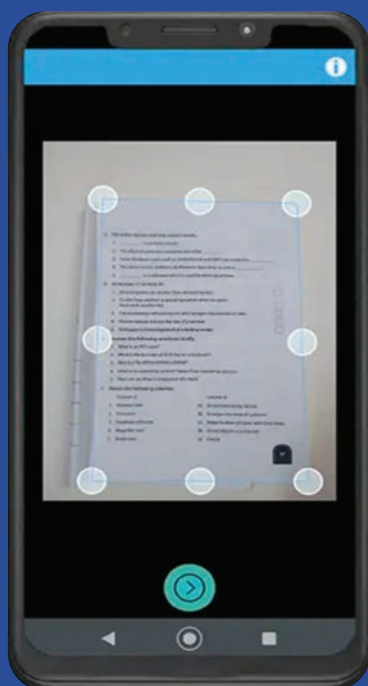


# 86 SelfScan

(An Indigenous Mobile-based Application for Safe Document Scanning)

## Objective

The initiative seeks to develop an individual's mobile-centric scanning application to scan safely and securely.



## Impact

The app scans anything including documents, paper notes, receipts, and books into clear & sharp PDFs and images. It converts images into text with OCR technology and exports it to encrypted or password protected PDF files. In the second version of the app, the scanning quality has been enhanced where it gives better results for images even with shadows. The SelfScan does not capture any personal data of the user. Neither does it store cookies and collect background data to ensure privacy of an individual. The app is completely free and is easily downloadable.

₹1.10 Lakhs+  
Downloads



(Scan to Access)

# Satyendranath Tagore Civil Services Study Centre Portal





# 87

## Satyendranath Tagore Civil Services Study Centre Portal

(Online Coaching to Civil Service Aspirants)

### Objective

The Satyendranath Tagore Civil Services Study Centres is an initiative launched to provide best quality and highly subsidized coaching for UPSC Civil Services Examination(CSE) to the young students from West Bengal aspiring to become members of the IAS, IPS, IFS, IRS and other allied services. The vision behind this initiative is to inspire young and bright students from West Bengal to aim for Civil Services as their career option so that more young aspirants can succeed in the UPSC Civil Services Examination.

### Impact

The portal is currently organizing Online Prelims Crash Course and Prelims Mock Test Series for the candidates. Out of many students who took the online Prelims Crash Course for appearing in the Prelims Exam for 2021, twenty three (23) candidates from this Centre have cleared the Prelim examintaions..

26

Centres

1.3k

Seats

7.8k

Students Applied

54

Prelims Qualified  
Students

14

Mains Qualified  
Students



(Scan to Access)

# Online Trade No Objection Certificate Portal





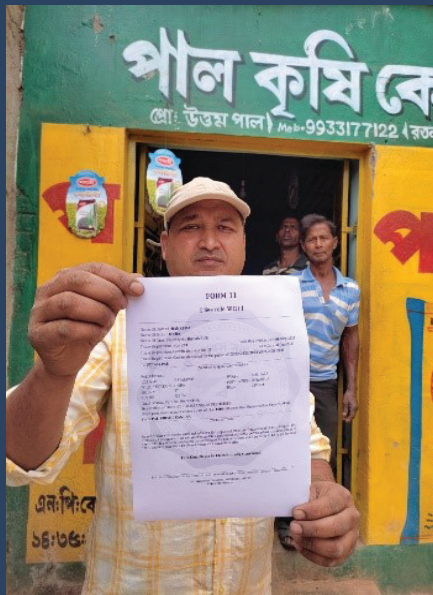
# 88 Online Trade No Objection Certificate Portal

## Objective

The key objective of the initiative is the issuance of Trade No Objection Certificate (N.O.C.) without any physical touch point under all the Gram Panchayats. Applicants can make online payments and get the certificates in real time. Third party verification may be done in real time. Applicants may also download the copy of certificate as and when required.

## Impact

Getting a Trade N.O.C. is now possible within the shortest possible time. Entire process has become online, easier and user friendly. Applicants can apply at any time and from anywhere.



“

"I am really pleased to get my Trade Certificate in such a short span of time. This has been possible due to the services being provided by the P&RD Department."

**Uttam Pal**

Rasiknagarapur, Bankura

”

**6 Lakhs+**  
N.O.C.s Issued



(Scan to Access)



# Gram Panchayat Management System





89

# Gram Panchayat Management System

(Online Accounting System)

## Objective

The Gram Panchayat Management System (GPMS) is an online accounting system developed by the IT Cell, P&RD Department, for Gram Panchayats in West Bengal, so that they can maintain their books of accounts and generate statutory reports. Presently, Gram Panchayats use this application mandatorily. The prime focus of this initiative is to standardize the accounting system of the PRIs and make accounts-keeping easy, transparent and comfortable to the users. Double Entry Cash Basis accounting system is followed in the software.

## Impact

The Gram Panchayats in West Bengal are practising a uniform and harmonized accounting system through Gram Panchayats Management Systems (GPMS) Software. Most of the Gram Panchayats have converted their accounting system from manual to computer-based accounting systems. The Gram Panchayats are using GPMS software to record day to day transactions. It is compulsory for them to record transactions and upload results in respective web pages so as to make it available to the general public for viewing.

3.1k+

Functional GPMS



(Scan to Access)

# Virtual Audit System

## Virtual Audit System





# 90 Virtual Audit System

(Online Audit System for Gram Panchayats)

## Objective

The Virtual Audit System (VAS) is an online Audit system developed by the IT Cell, P&RD Department, for auditing books of accounts of Gram Panchayats in online mode. Auditors and Gram Panchayat offices can exchange the softcopy of vouchers, registers in real time through this online application platform. During the COVID Pandemic period, auditors continued the audit programme avoiding physical visits to Gram Panchayat offices. Auditors send their queries and get replies from Gram Panchayats in real time by using this application.

## Impact

A web-based application was developed for Certification Audit of the books of accounts of Gram Panchayats. With the help of the system, the Auditor and the Auditee could interact and exchange messages and files electronically on the digital platform. The Auditors could also forward their views to the Senior Auditors. The messages could also be archived in the system for access at a later date.



1.5k+  
Gram Panchayats Audited



(Scan to Access)

# PC & Mobile Based Cash Collection System





# 91

## PC & Mobile Based Cash Collection System

(Online Cash Collection)

### Objective

A desktop & mobile based cash collection system is set up when a dedicated lease-line is not available. The project seeks to save both operational time and cost due to instant access to live billing information, while minimizing waiting time for resumption of revenue collection during lease line link failures.

completed on a daily basis. The online collection system provides a summarized report of daily and weekly transactions. It also generates Receipt wise Collection Report for effective monitoring.

### Impact

The cash collection system enables real time collection of Energy Bill, Installment Bill, Quotation for New Connection & Load Enhancement. Moreover, Cash/Cheque Banking, Cash Desk Closing are also



#### For PC Based Collection

**17.6k+**

Beneficiaries

**19.3k+**

Collection Receipts

**₹3.59 cr.+**

Total Collection

#### For Mobile Based Collection

**90.1k+**

Beneficiaries

**1.02 Lakhs+**

Collection Receipts

**₹18.68 cr.+**

Total Collection



(Scan to Access)

# Online Prepaid Recharge Facility





# 92 Online Prepaid Recharge Facility

(Digital Payment Option for Prepaid Meter)

## Objective

The scheme seeks to provide a modern consumer friendly pre-paid metering system for the registered pre-paid consumers to avail a host of online services like energy recharge, viewing of account balance, Payment History, Voucher generation history, consumer specific basic information etc.

## Impact

Initially, recharging of pre-paid meters was done by purchasing recharge vouchers from specified pre-paid counters. Subsequently, with this facility, Online Recharge System can be accessed through the WBSEDCL Web Portal.



15.4k+  
Registrations

11.6k+  
Beneficiaries

86.7k+  
Transactions

₹15.33 Cr.+  
Volume of Transactions



(Scan to Access)



# Kisan Card Issuance Monitoring System





# 93 Kisan Card Issuance Monitoring System

(Regulating Financial Services for Farmers)

## Objective

The key objective of the project is to save farmers, fishermen and people engaged with livestock and poultry from high-interest rates usually charged by money lenders in the unorganized sector.

## Impact

Easy monitoring of the loan application process has helped farmers avail financial services from the banks.



Digital Technology Sabha Excellence Award, 2020

**20.18 Lakhs+**  
Kisan Card Issuance Target

**2,261 Lakhs+**  
Application Sponsored

**23.13 Lakhs+**  
Application Submitted

**14.41 Lakhs+**  
Application Sanctioned



(Scan to Access)



# Online Plan Fund Monitoring System





# 94 Online Plan Fund Monitoring System

(Online Data Management for Monitoring)

## Objective

The objective of the project was to develop an Enterprise GIS solution with a Mobile Data collection system. The smart device is equipped with custom made parts which enable the user to collect and send data to a central server. It helps the department manage and monitor progress of the project and check utilization of funds. The decision makers are able to pull necessary information and generate MIS reports from the web and mobile application as and when the needs occur.

## Impact

The system has acted as an important tool for monitoring and decision- making with regards to development activities undertaken by the Irrigation and Waterways Department. The officials now can monitor the progress of any particular project at any given point of time. The module also aids higher officials in identifying flaws of projects for real time analysis. For better understanding of the management, each project report is color- coded.

21k  
Projects

83  
Projects Approved



(Scan to Access)

# Court Cases Monitoring System





# 95 Court Cases Monitoring System

(Online Portal for Monitoring Court Case Details)

## Objective

Court Cases Monitoring System is a portal which was introduced in January, 2018 to monitor the details of court cases related to the Higher Education Department. As a result there is no longer any need for creation of files offline. Relevant details may be viewed through a single window. SMS alerts for upcoming cases are also available in the portal.

## Impact

Court Cases Monitoring System (CCMS) is a G2G portal to monitor details of cases in an organized and seamless manner. Through the portal, the Sr. Law Officer/Law Officer can send files to the concerned officers to prepare Statement of Facts. The concerned officer can view matters disposed of by the Hon'ble Court as well as the contempt cases. In CCMS, upcoming court cases, writ petitions and court orders may also be viewed in a single dialog box. Since January, 2018, manual monitoring of court cases has been replaced by this smart, online transparent system.

3.5k+

Court Cases



(Scan to Access)

# e-Pension Portal





# 96 e-Pension Portal

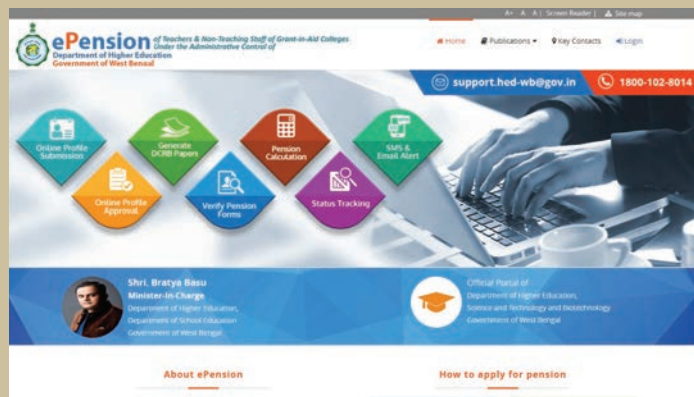
(Pension Payment Facilitation System)

## Objective

e-Pension, a web-based initiative was rolled out in April 2018 to facilitate pension payment of teaching & non-teaching staff of grant-in-aid colleges. e-Pension application has helped monitor the application process, identify gaps in disbursement and generate MIS reports. The online application enhances communication between regular employees, educational institutions & departmental authorities.

## Impact

e-Pension application provides end-to-end solution for timely disbursement of pension, gratuity and death-cum-retirement benefits to staff of grant-in-aid colleges and provide proper feedback to the stakeholders. The application has the provision to send alerts to the employees to prepare their pension papers. In-built tracking facilities help stakeholders with status updates at any given time. The portal has enhanced the scope for faster processing of pension papers and its disbursement.



411  
Colleges

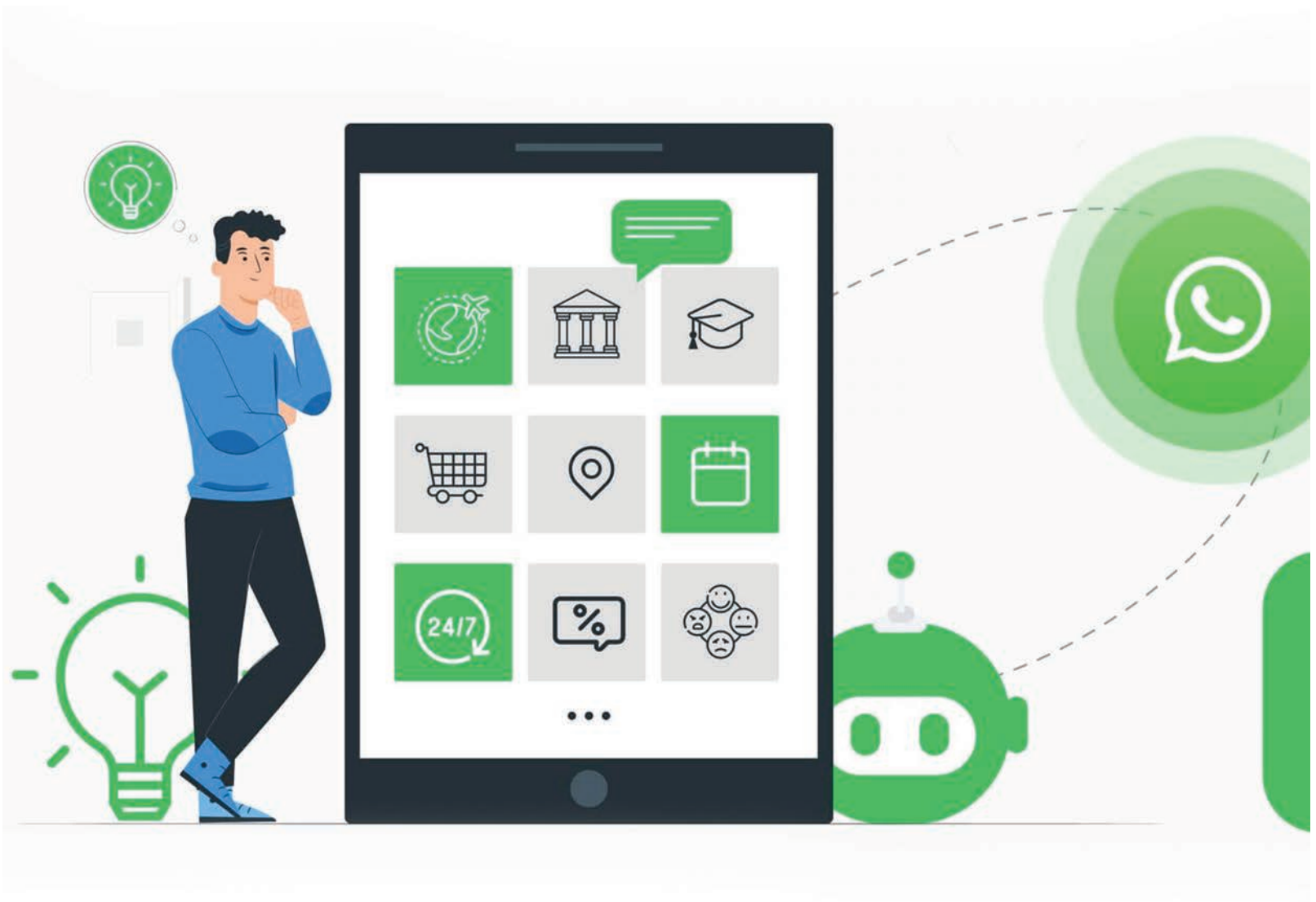
2k+  
Registered Employees

1.4k+  
Sanctioned Employees



(Scan to Access)

# Bi-Lingual WhatsApp Chatbot





# 97 Bi-Lingual WhatsApp Chatbot

(Grievance Lodging Through WhatsApp Chatbot)

## Objective

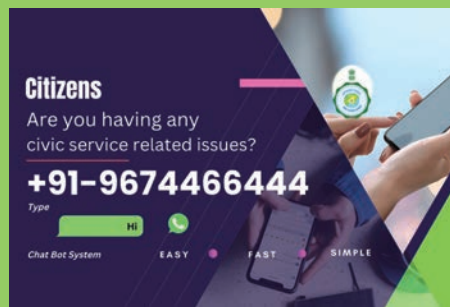
Hooghly District Administration envisaged the concept of designing a WhatsApp Chatbot for citizens of the district to strengthen people's voice in Public Administration, in particular in the following four core sectors:

- Civic Service-Related Issues
- Scheme Related Issues
- Industry Related Issues
- General Information

Citizens can request for services or lodge grievances and offer their feedback through this widely popular platform, knowing the status of their request in real time. Presently, as many as 6 different key wings of Civic Service and all Major Schemes have been integrated into this platform.

## Impact

The messaging system has garnered a lot of attention and query due to its unique feature of simplicity, easy availability, and immediate response with unique ID. The system takes well researched, and minimal inputs from citizens and delivers the services, useful information based on their request for quick resolution.



"This is a very helpful scheme for people like us. I am glad to have received a speedy response from the government. It was very helpful & quick service."

**Sneha Sarkar**  
Hooghly

219

Requests Lodged

209

Requests Completed



(Scan to Access)

# Vidyasagar Portal





# 98 Vidyasagar Portal

(Online Preparation for High School Students)

## Objective

The Vidyasagar Portal is an e-learning portal developed for addressing and supporting the needs of the aspirants in pursuing JEE & NEET, thereby reducing digital divide between the urban and rural sectors in the district. The "Vidyasagar" Portal provides free of cost e-learning video clips as resources for JEE and NEET aspirants.

## Impact

The portal is not only limited to JEE and NEET aspirants. It has successfully helped High School Students as well. Sub-divisional level virtual training was imparted to all schools and they were shown live demonstration of the portal. Currently, the portal has experienced 2,435 registrations and 20,224 lecture views till date.



“

"There was no such facility available earlier in this district for low-income NEET and JEE aspirants. Because of this initiative of the Purulia District Administration, all such students can now be benefitted and it will be more convenient for them to take proper preparation for these exams."

**Satarupa Soren**

Student of Ekalavya Model School, Purulia

”

224

Audio-visual  
contents

20k+

Lecture Views

18

Mentors

800

Female Students

1.6k+

Male students



(Scan to Access)

# Record Room Management System





# 99 Record Room Management System

(Online Land Record Management)

## Objective

In order to process and preserve Land Acquisition Cases which are over 100 years or more Court Cases, Land losers' applications, Fair Rent & Valuation Cases and such other services, this dedicated web-based software has been developed to manage land records. On this, the software scans documents and uploads records and the data is entered by Data Entry Operators from individual user profiles, based on which the Administrator preserves data and generates reports.

## Impact

Details of Land Records and Court Cases are now available by logging in the portal. Minimal physical space is consumed vis-à-vis the physical documents.



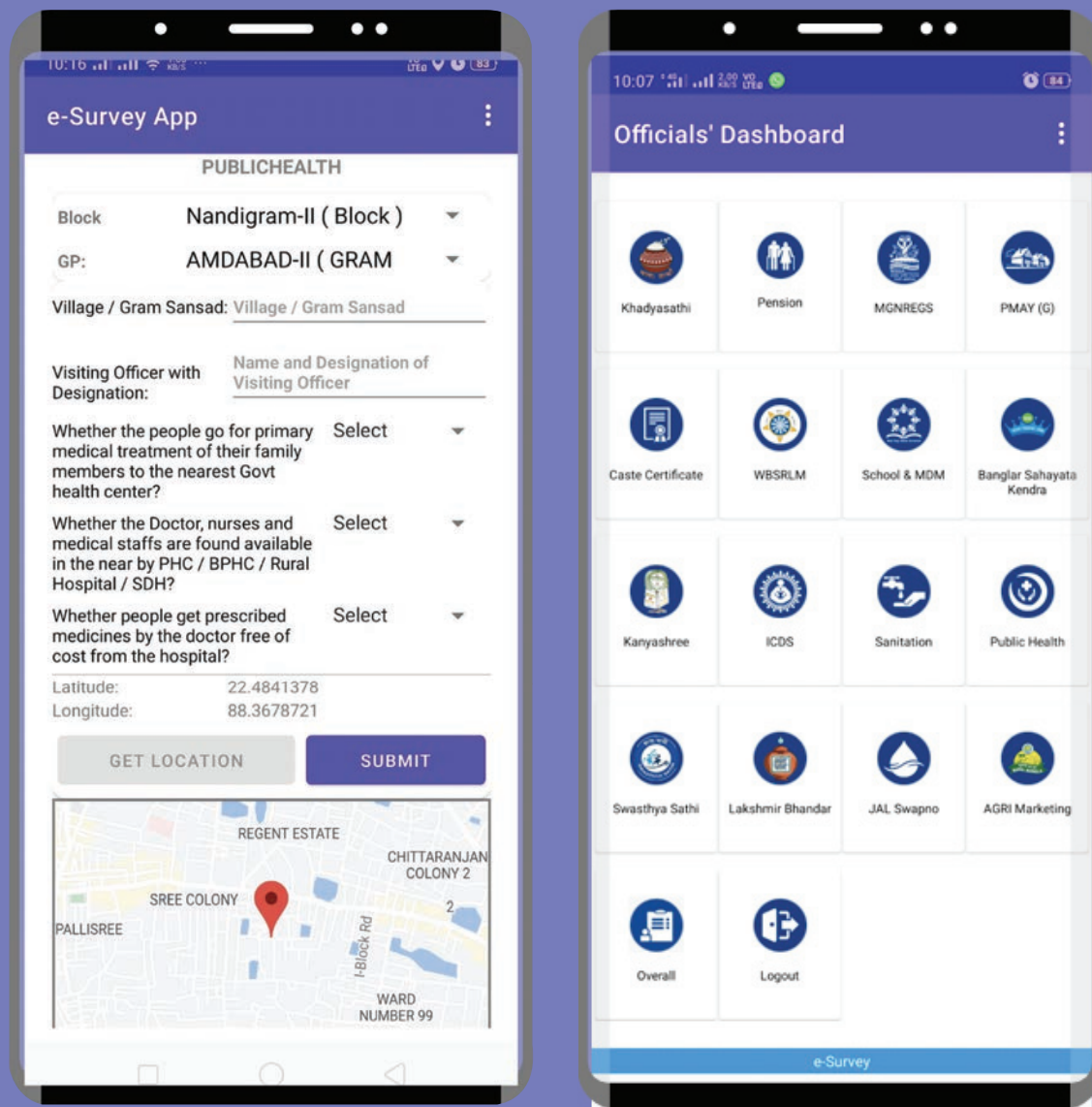
5.18k+

Details Uploaded



(Scan to Access)

# e-Survey





# 100 e-Survey

(Online Efficient Scheme Inspection)

## Objective

The e-Survey application was designed to purposefully capture and analyse inputs and feedback from field inspections at the District Level. The key objectives of the e-Survey application are as follows:

- Aids in conducting streamlined and purposeful inspections.
- Helps in analysing the responses captured during the inspections.
- Facilitates in monitoring inspections.
- Captures public sentiments and opinion on schemes on a real-time basis.
- Helps identify high and low performing areas of a District-geographical and schematic.

## Impact

The e-Survey application allows the user officer to log in and capture the responses of the public while conducting inspections. The answers are automatically recorded and updated leaving no room for alteration and tampering with data. The app also captures the location, time, and date, when submitted the responses get recorded. The survey results or response can be viewed via the e-Survey dashboard at a later date. Performance is scored via a tabulation of the number of yes responses recorded vis-a-vis total number of questions answered. The officer conducting inspection has to select the scheme for which inspection is being done followed by response submission. The dashboard shows the number of inspections in a block and GP and per scheme at the final stage.

**4 Cycles**  
Total Pension  
related survey

**17 Cycles**  
Khadya Sathi  
related survey

**5 Cycles**  
Caste Certificate  
related survey

**81 Cycles**  
Jurisdiction  
wise survey  
conducted



(Scan to Access)

# Certificate Generation of Citizen Centric Services





# 101

## Certificate Generation of Citizen Centric Services

(Online Certificate Generation)

### Objective

Gram Panchayat Pradhan receives requests for issue of certificates from citizens for a variety of reasons such as Legal Heir, Income, Age, Residential Proof. In the past, issuing such certificates required a lot of manual intervention in the office. The Low Code-No Code (LCNC) architecture-based service plus framework of the National Information Centre (NIC) has led to quicker deployment, smoother delivery, and improved service management.

### Impact

The project has enabled issuing certificates from Gram Panchayats reliably, instantly, and effectively. The GP Officials can easily look for and track applications. Moreover, the certificates feature a QR code that can be used to verify the authenticity of the document.

## 172

Gram Panchayats

## 14.06 Lakhs+

Applications Received

## 10.07 Lakhs+

Certificates Delivered



(Scan to Access)

## Other Significant Initiatives





### Single Window Puja Permission

URL/ App: <http://howrahpc.semtwb.in/>,  
<http://sundarbanpd.semtwb.in/asp/signin.aspx>

#### Personnel and Administrative Reforms Department

The initiative is an online platform that provides a Common Application Form and process clearance from respective stakeholders like Fire Service, Land, Power Department and issuance of No Objection Certificate to the organizers of Durga Puja & Kalipuja.



### Inventory Control of Covid Essentials for Covid Management

URL/ App: <http://202.61.117.163/healthinventory>

#### Health and Family Welfare Department

The initiative is an inventory software developed for stock maintenance with tracking of goods like mask, PPE Kits, sanitizers used by health professional and patients to fight against COVID- 19, delivered to hospitals.



### Haringhata & EPIC Dealership & Dealers Requisition App.

URL: <https://wbldc.in/haringhata-dealership/online-dealership-application-login/>

#### West Bengal Livestock Development Corporation Limited under Animal Resource Development Department

The initiative provides hassle-free platform to apply for dealership of Haringhata Meat & EPIC Feed. The Application is enabled with online payment facility and feedback mechanism. A toll-free number and email id are available for customers and dealers for their ease to connect with the department.



### Pre-Concept & Pre Natal-Diagnostic Techniques (PC & PNDT) Software Application

URL:<https://pcpndt.silpasathi.in/asp/signin.aspx>

#### Personnel and Administrative Reforms Department

The initiative allows online application submission, payment and tracking of status for Registration & Renewal of registration of genetic counseling center, genetic laboratory, genetic clinic, ultra-sound clinic, imaging etc.



# Photo Gallery





## Behind the Curtain

- P. B. Salim, IAS, Secretary, Monitoring & Coordination
- Dr. Dipankar Mondal, WBCS (Exe), Special Secretary
- Dhivya Loganathan, IAS, OSD, P&AR Department
- Debmay Chatterjee, WBCS (Exe), OSD & Joint Secretary
- Amitjyoti Bhattacharji, WBCS (Exe), OSD & Sr. Deputy Secretary
- Sushomay Biswas, WBCS (Exe), OSD & Sr. Deputy Secretary
- Mainak Mukhopadhyay, Senior Technical Director, National Informatics Centre
- Dr. Abhishek Roy, Head, State e-Governance Mission Team
- Kushal Kanodia, Consultant, Programme Implementation & Grievance Cell
- Abhishek Mukherjee, Consultant, Programme Implementation & Grievance Cell
- Puja Pal, Consultant, Programme Implementation & Grievance Cell
- Sayantan Bairagi, Consultant, Programme Implementation & Grievance Cell
- Soumesh Ghosh, Consultant, Programme Implementation & Grievance Cell
- Indira Saha, Junior Consultant, Programme Implementation & Grievance Cell
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**Your *Feedback* is important to us**

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