

Visit of Mr. Kumar Jayanth, IAS, Additional Chief Secretary, IT and Digital Services Department, Government of Tamil Nadu to NIC for Discussions on ServicePlus Implementation

On November 9, 2024, Mr. Kumar Jayanth, IAS, Additional Chief Secretary, IT and Digital Services Department, Government of Tamil Nadu, visited the National Informatics Centre (NIC) Headquarters to discuss the proposed implementation of the ServicePlus framework in Tamil Nadu. This significant meeting was held to explore the modalities and strategic framework for rolling out ServicePlus in the state, aiming to enhance citizen-centric service delivery.

Mr. Alok Tiwari, DDG, led the ServicePlus team —consisting of Mr. Ashwin Ayyappan, Mr. Abid Sajjad, and Ms. Deeksha Tiwari— in an engaging demonstration and presentation of the platform's capabilities. The team highlighted ServicePlus's potential to streamline government services, increase transparency, and enhance ease of access for citizens. During the demonstration, various facets of the platform, including its modularity, scalability, and adaptability to state-specific requirements, were showcased to underscore its flexibility in aligning with Tamil Nadu's unique governance needs.



Mr. Kumar Jayanth IAS (A C S IT), Mr. Alok Tiwari, DDG and ServicePlus team.

A comprehensive overview of ServicePlus was provided, covering essential components such as the form generation tool, workflow engine, citizen grievance redressal mechanisms, and integration capabilities with other digital governance frameworks. The team also discussed successful implementation case studies from other states, emphasizing ServicePlus's robustness and value in promoting digital governance.

The session included active participation from Mr. C J Antony, State Informatics Officer (SIO) of Tamil Nadu and his team, who joined via videoconference.

Discussions covered the timeline and milestones for phased implementation, considering necessary resources, capacity-building initiatives, and technical support for effective service delivery across departments. Mr. Jayanth expressed appreciation for NIC's proactive approach and commitment to enabling digital transformation in Tamil Nadu, noting the importance of

such collaborative initiatives for advancing the state's vision of accessible and efficient public services.



Mr. C J Antony, State Informatics Officer (SIO) of Tamil Nadu and Mr. R. Sainath through VC.

The meeting concluded with an agreement to establish a core working group, comprising members from NIC's ServicePlus team and representatives from the Tamil Nadu IT and Digital Services Department. This group will focus on finalizing the implementation roadmap, conducting pilot projects, and facilitating ongoing training for Tamil Nadu officials, ensuring the sustainable integration of ServicePlus in the state.

This visit marks a crucial step in strengthening the partnership between NIC and the Government of Tamil Nadu, setting the stage for future collaborations in digital governance and public service delivery.