

NCDC Digital Initiatives Report

Volume 1 | November 2025 - April 2026

Information Technology Unit, National Centre for Disease Control



NCDC Website - enhanced security features



Lease Line Network Expansion



Website Security Audit



Media Room Setup



BRICS Health Meeting Support



AI Summit Participation



IT Help Desk Portal



Social Media - NCDC presence

NCDC Website Upgrade and Security Audit

Can you please design this template on urgent basis!

Step 1

Audit Vendor Selection

November

The security audit of the NCDC website was awarded to a vendor selected through the GeM bidding process.

Step 2

Research and Planning

December

After obtaining due approvals, the IT Unit could migrate from the existing WordPress platform and develop a fully customized and secure CMS-based website. The website is designed on the lines of the websites of the Ministry of Health and Family Welfare (MoHFW) and the Directorate General of Health Services (DGHS) to ensure improved security, maintainability, and user experience.

Step 3

Round-the-Clock Development

December – January

The IT Unit successfully revamped the NCDC website. While retaining the existing user interface and design to ensure continuity and avoid inconvenience to users, the Unit developed and integrated a completely new administrative panel to facilitate efficient content management and seamless backend updates. The revamping exercise involved extensive technical work, including redevelopment of the backend architecture and migration of content. To complete the project within the stipulated timeframe, the IT Unit worked continuously and dedicated significant effort over a period of two months.

Step 4

Security Testing and Fixes

February

By the end of February, the coding and development phase of the website was successfully completed. Thereafter, a comprehensive security audit was conducted by the empanelled vendor. The IT Unit promptly addressed and rectified all observations and vulnerabilities identified during the audit process, ensuring full compliance with security requirements and the successful completion of the security audit within the stipulated timeline.

Step 5

Official Launch & Cordination with NIC

March

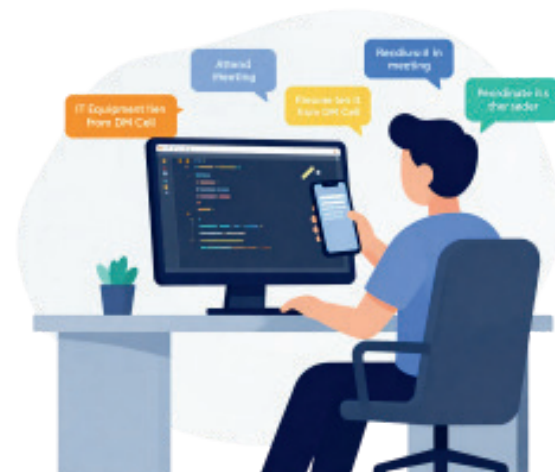
After extensive efforts and close coordination with the National Informatics Centre (NIC) for deployment on its servers, the IT Unit successfully re-launched the new and highly secure NCDC website. The revamped website offers enhanced security, improved performance, greater reliability, and better accessibility, thereby providing a seamless user experience and a robust platform for dissemination of information and public health resources.

Step 6

Review and Final Tweaks

April

IT Unit dedicated the subsequent month to monitoring its performance in the production environment. Based on user feedback, system analytics, and operational requirements, the Unit implemented necessary enhancements, optimizations, and updates to ensure the website's stability, security, and smooth functioning. This continuous review and improvement process helped maintain optimal performance and a seamless user experience.



Networking and IT Support

Phase I	Nov25 - Jan26	Phase II	Jan26 - Mar26	Phase III	In Progress
Division	Building & Floor	Division	Building & Floor	Division	Building & Floor
COH Hub	Heritage (Gr. Floor)	PBA	Admin Block (1st Flr)	Epidemiology	Dry-Lab (2nd & 3rd Flr)
Enterovirus	L-3 (4th Floor)	CAZD	L-3 (2nd Floor)	CME&VM	L-3 (5th Floor)
CBDDR	L-3 (1st Floor)	Lib & Audit.	Library (Gr. & 3rd Flr)	CARD	L-3 (3rd Floor)
CEOH	Dry-Lab (Gr. Floor)	NCD	Dry-Lab (4th Floor)	RV Lab	L-3 (3rd Floor)
SHOC Room	Dir. Office (Gr. Floor)	IT Unit	Dry-Lab (5th Floor)	DPD	Heritage (Gr. Floor)



Interim IT Operations & Systems Support

IT unit is extending full support in the absence of the CAMC vendor in NCDC. Software updates, licensing, and system troubleshooting are regularly managed to maintain institutional ICT performance. Such efforts are done to ensure software systems security and minimized operational disruptions.

Daily Call Support & Incident Resolution

Daily IT helpdesk tickets and technical issues reported by various divisions are systematically monitored and resolved in a timely manner. The IT Unit provides hands-on support for computer, printer, software, and application-related issues across all divisions. Prompt resolution of technical concerns minimizes user downtime and ensures uninterrupted administrative workflows.



Lease Line Network Connectivity

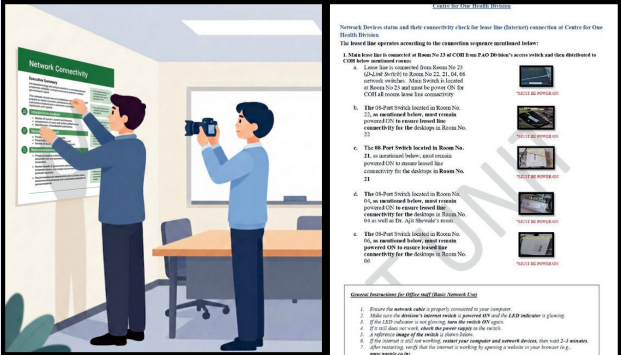
The high-speed dedicated leased line infrastructure ensured stable and reliable internet access across NCDC. It enabled seamless access to government digital applications such as iGOT Karmayogi, Government Mail, and eOffice without the need for web VPN connectivity.

Division specific N/W architecture buleprint

A Division-specific Network Architecture Blueprint was created, defining IP schemes, access rules, and network structures for each department. This standardized documentation helps IT personnel quickly understand the network setup and efficiently resolve issues, even during weekends or holidays when support is required.

Locations where the template is displayed:

Director Office | PAO | COH | IDSP | ENTEROVIRUS | CBDDR |
CEOH | ADMIN | IT HUB



Conference Room Meeting Setup

Audio-visual equipment, microphones, and cameras are kept configured and pre-tested ahead of every video conference meeting to ensure that the VM are stable, flawless without any glitches . Real-time technical person from the unit is always on a standby to maintain or handle any unexpected technical issues

Highlights of IT Unit Contributions

Virtual Meeting Support & Coordination



The IT Unit, upon requests received from various divisions, provides virtual meeting links and extends technical support for online meetings conducted by different divisions of NCDC.

In addition, the Unit facilitates the recording of meetings, trainings, workshops, webinars, and other official events as and when requested by the concerned divisions. Technical assistance is also provided beyond normal working hours, including weekends and public holidays, whenever official meetings or events are scheduled.

All meeting recordings are securely maintained by the IT Unit for a period of three months. This ensures their availability for future reference, retrieval of recordings, preparation of transcripts, and other official requirements as may arise.

180+ Webex and Zoom Meeting/Webinar Links Created

Ebola Outbreak Response Summary

- **Data Coordination:** Aggregated, refined, and synchronized passenger and surveillance data across multiple Airport Health Organizations (APHOs).
- **Information Management:** Maintained high-security Excel ledgers tracking inbound passengers and medical personnel deployments.
- **Capacity Building:** Trained National Helpdesk (1075) operators on emergency protocols and public containment communications.
- **PHEOC Surveillance:** Conducted continuous, 7 days monitoring of the Public Health Emergency Operations Centre, including weekend crisis coverage.



Management of IT equipment received from DM Cell, MoHFW



- **Asset Management:** Received, inventoried, and deployed IT equipment from the DM Cell across various departments, including LED displays and other assets.
- **Planning & Meeting Rooms:** Extended the main screen setup in the Planning Room by installing additional TV screens for better meeting support.
- **VPD Unit Setup:** Established the VPD Unit infrastructure with room setup, seating arrangements, and leased line connectivity for smooth operations.
- **Centre for One Health (COH):** Configured the COH meeting room with screen wall, speakers, microphones, and required technical facilities.
- **IT Unit Room Setup:** Set up the IT Unit room with seating arrangements, leased line connectivity at workstations, and required IT infrastructure.

BRICS Meeting 2026

End-to-end IT infrastructure and secure network lines were deployed to support the international BRICS Meeting 2026. High-definition video conferencing platforms and encrypted communication systems were configured to meet global summit standards. Dedicated on-site technical monitoring was maintained throughout the event, with an IT Unit member available beyond regular office hours due to the extended meeting schedule, ensuring seamless operations, immediate technical support, and zero-downtime services.



IT Services and Strategic Initiatives

Core Government Digital Services Support



Comprehensive technical support for key Government of India digital platforms, including iGOT Karmayogi, Gov Mail, eOffice, and NIC VPN services. Support is extended throughout the entire user lifecycle, covering account creation, user onboarding, profile mapping, and updating of user details such as designations, roles, and departmental transfers in accordance with administrative requirements.

The Unit also addresses and resolves day-to-day technical issues encountered by users, including account access problems, Parichay Single Sign-On (SSO) login errors, Digital Signature Certificate (DSC) authentication and signing issues, email-related concerns, and disruptions in secure VPN connectivity. Timely resolution of these issues ensures uninterrupted access to essential digital services and facilitates the smooth, secure, and efficient functioning of official administrative processes and workflows.

Media Room & its Operationalization

A comprehensive layout and technical infrastructure were planned, designed, and implemented to operationalize a dedicated Media Room for press briefings, media interactions, and official broadcasts in coordination with the IDSP Division. The facility was equipped with advanced audio-visual systems, professional lighting arrangements, acoustic enhancements, multi-microphone conferencing facilities, and high-definition media support to enable effective communication, recording, and broadcasting. The Media Room was successfully established within the stipulated timeframe and has since been handed over for operational use. The facility is currently being managed and operated by the IDSP Division for conducting official media engagements and public communication activities.



Social Media Infrastructure Setup & Configuration



The IT Unit established and configured official NCDC social media channels on LinkedIn, Facebook, Instagram, and Twitter to showcase the activities, achievements, and initiatives of NCDC and its divisions. These platforms are used for public outreach through IEC materials, health awareness messages, and updates on public health programmes. Appropriate security settings, access controls, branding alignment, and content workflows were implemented to ensure consistent and secure communication with the public on health hazards, disease prevention, and awareness activities.

IT Help Desk Portal - New Initiative

The IT Helpdesk Portal is in the initial phase developed to provide a centralized and efficient platform for managing IT support requests across the organization. Officers/Staff can easily raise service requests, track ticket status, and receive timely assistance from the IT team.

Once a ticket is submitted, it is assigned a unique ticket number and routed to the IT team for resolution. The portal reduces dependency on manual communication, improves transparency, shortens resolution time, and enhances overall efficiency and accountability in IT service delivery



Media Gallery



Delegates Visit

Attended and supported the delegation by conducting an operational briefing and interactive walkthrough of the IHIP portal at the PHEOC, providing an overview of its functionalities, workflows, and operational usage.



NCDC AI Summit Participation

Represented IDSP at the AI Summit and showcased the AI-powered Media Surveillance Initiative, highlighting its role in enhancing public health monitoring and information management.



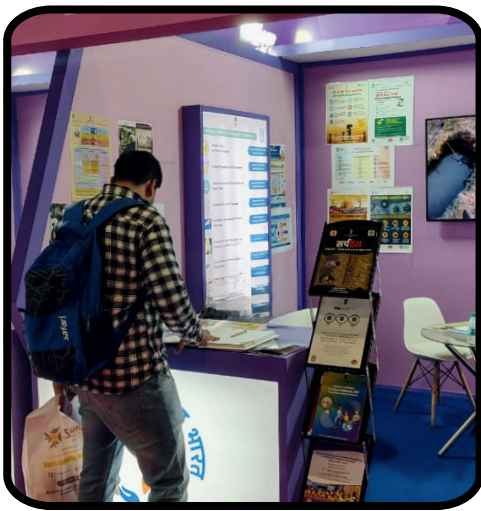
1075 - Training Session

Supported the training session conducted under the Chairmanship of the Director for the "1075" Ebola initiative, ensuring necessary technical coordination and support.



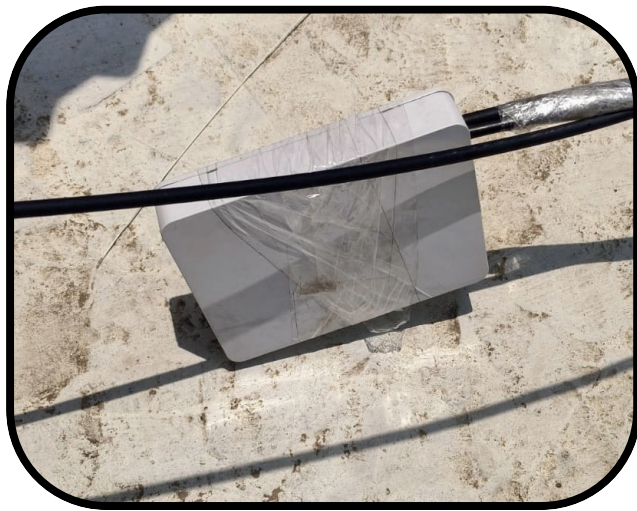
SAHAI 2026 – AI for Social Impact

Dr. Himanshu Chauhan, Additional Director and Head, IDSP & NCDC IT Unit, participated as a panelist at SAHAI 2026 presents: AI for Social Impact — A Dialogue on Access & Impact, held on 21 January 2026 and organized by Wadhwani AI.



IITF 2026 Template Design

The left and right side panel templates used for IITF 2026 were designed and developed by the IT Unit team to support the event's visual presentation and branding requirements.



Network Connectivity Restoration

A fibre cable breakage was identified at COH and PAO on the terrace of the Heritage Building. The IT Unit carried out the required splicing work and successfully restored network connectivity within two days, ensuring uninterrupted services even in the absence of the CAMC vendor.

PHEDM Webinar Series

Supported the 12th webinar of the PHEDM series on "Leadership Management Strategies for Emergency Management Professionals," focusing on key leadership approaches and lessons for effective public health crisis response.



Website Security Audit

The security audit of the revamped NCDC website was conducted in coordination with the GeM vendor. A review meeting was taken by Dr. Himanshu Chauhan, Additional Director and Head IT Unit with the team to discuss audit observations, security recommendations, and measures to enhance the website's security framework.

Media Gallery



IAE Meeting Support

The IT Unit provided complete IT setup and technical support for the IAE Meeting held in the Auditorium on 24 May 2026, including audio-visual arrangements, network connectivity, and on-site assistance to ensure smooth execution of the event.



Presentation of Live IHIP Community Reporting Tool

NCDC-IDSP showcased the Live IHIP Community Reporting Tool during the conference on “50 Years of the Biological Weapons Convention: Strengthening Bio-security for the Global South,” held at SSB, New Delhi, on 1st and 2nd December 2025.



Vande Mataram 150 Years Event Support

The IT Unit provided complete IT setup and technical support for the 150 Years of Vande Mataram event held in the Auditorium on 07 November 2025, including audio-visual arrangements, network connectivity, and on-site technical assistance to ensure smooth conduct of the event.



World AIDS Day 2025 Event Support

The IT Unit provided technical support and managed all IT-related audio-visual arrangements for the HIV Awareness Programme for Generation Z organized by CARD, NCDC, Delhi, on the occasion of World AIDS Day 2025, ensuring smooth conduct of the programme.



Constitution Day Event Support

The IT Unit provided necessary IT setup and technical arrangements for the Constitution Day event held in the Auditorium on 26 November 2025, ensuring required technical support for smooth execution of the programme.



A Note of Encouragement



प्रो. (डॉ.) रंजन दास
Prof. (Dr.) Ranjan Das
 MD (CM)

निदेशक
 Director



सत्यमेव जयते
 भारत सरकार

राष्ट्रीय रोग नियंत्रण केन्द्र

(स्वास्थ्य सेवा महानिदेशालय)

स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार

22 - शाम नाथ मार्ग, दिल्ली 110054

Government of India

NATIONAL CENTRE FOR DISEASE CONTROL

[Formerly Known as National Institute of Communicable Diseases (NICD)]

Directorate General of Health Services

Ministry of Health & Family Welfare, Government of India

22 - Sham Nath Marg, Delhi-110054



Direct: 00-91-1123913148, 23922132

Fax : 00-91-1123922677

Email : dirnicd@nic.in

Website : www.ncdc.mohfw.gov.in

www.idsp.mohfw.gov.in



MESSAGE

It gives me great pleasure to present the inaugural volume of the **NCDC Digital Initiatives Report, Volume 1 (November 2025 – April 2026)**, which captures the efforts, achievements, and aspirations of the newly established IT Unit of NCDC.

The establishment of the IT Unit marks an important milestone in NCDC's journey towards strengthening digital governance, enhancing operational efficiency, and leveraging technology to support public health initiatives across the country. In a rapidly evolving digital landscape, innovation and adaptability are essential for ensuring timely, effective, and data-driven decision-making.

I commend the IT Unit for its dedication, professionalism, and commitment in laying a strong foundation for digital transformation within the organization. Despite the challenges that accompany the creation of a new unit, the team has demonstrated remarkable initiative in developing systems, streamlining processes, and supporting the diverse technological needs of NCDC.

This report reflects not only the work accomplished during its formative months but also the vision and determination that will guide the Unit in the years ahead. I encourage the team to continue exploring innovative solutions, fostering collaboration, and upholding the highest standards of excellence in service delivery.

I am confident that the IT Unit will play a pivotal role in advancing NCDC's mission and strengthening our capacity to respond effectively to emerging public health challenges. My best wishes to the entire team for continued success and greater achievements in the future.

(Signature)

(Ranjan Das)



Antibiotic resistance Containment Stewardship: Our Role, Our Responsibility
Judicious Use of Antibiotic: Key to Contain Antibiotic Resistance



A Note of Encouragement



Dr. Himanshu Chauhan
MBBS, MD
Additional Director & Head IDSP



सत्यमेव जयते
भारत सरकार

एकीकृत रोग निगरानी कार्यक्रम (आईडीएसपी)
राष्ट्रीय रोग नियंत्रण केन्द्र
स्वास्थ्य सेवा महानिदेशालय
स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार
22, शाम नाथ मार्ग, दिल्ली-110054

Integrated Disease Surveillance Programme (IDSP)
NATIONAL CENTRE FOR DISEASE CONTROL
Directorate General of Health Services
Ministry of Health & Family Welfare, Government of India
22, Sham Nath Marg, Delhi-110054



Tel. No. +91-11-23935530
Email: idsp-npo@nic.in
himanshu.chauhan@nic.in



It is a matter of immense satisfaction to witness the progress made by the newly established IT Unit of NCDC, as reflected in this inaugural volume of the **NCDC Digital Initiatives Report, Volume 1 (November 2025 – April 2026)**.

The creation of the IT Unit was envisioned as a strategic step towards strengthening NCDC's digital capabilities and fostering technology-driven solutions to support public health surveillance, disease monitoring, and institutional efficiency. During its formative months, the Unit has demonstrated enthusiasm, innovation, and a strong commitment to building robust digital systems that align with the evolving needs of the organization.

Establishing a new unit invariably comes with challenges, including developing infrastructure, streamlining processes, and meeting growing organizational expectations. I am pleased to note that the team has approached these challenges with determination and professionalism, delivering meaningful outcomes while laying the groundwork for future advancements.

As the Head of the IT Unit, I appreciate the dedication and collaborative spirit shown by every member of the team. Their efforts have contributed significantly to strengthening digital governance, improving operational workflows, and supporting NCDC's broader public health objectives.

I encourage the team to continue embracing innovation, learning from emerging technologies, and striving for excellence in all their endeavors. The digital transformation journey is a continuous one, and the achievements documented in this report represent only the beginning of what I am confident will be a long and impactful contribution to the organization.

My sincere congratulations to the entire IT Unit on this important milestone. I look forward to seeing the team achieve even greater success in the years ahead.

(Dr. Himanshu Chauhan)
Additional Director & National Programme Officer (IDSP)
Head, IT Unit, NCDC



A Note of Encouragement



भारत सरकार
राष्ट्रीय रोग नियंत्रण केन्द्र
 (स्वास्थ्य सेवा महानिदेशालय)
 स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार
 22 - शाम नाथ मार्ग, दिल्ली 110054
Government of India
NATIONAL CENTRE FOR DISEASE CONTROL
 [Formerly Known as National Institute of Communicable Diseases (NICD)]
 Directorate General of Health Services
 Ministry of Health & Family Welfare, Government of India
 22 - Sham Nath Marg, Delhi-110054



Direct: 00-91-1123913148, 23922132
 Fax : 00-91-1123922677
 Email : dirnicd@nic.in
 Website : www.ncdc.mohfw.gov.in
www.idsp.mohfw.gov.in



It is with great pleasure that I extend my congratulations to the IT Unit of NCDC on the release of the first volume of the **NCDC Digital Initiatives Report, Volume 1 (November 2025 – April 2026)**. This publication marks an important milestone in the Unit's journey and reflects its commitment to advancing digital innovation within the organization.

In today's rapidly evolving public health landscape, technology has become an indispensable enabler of effective disease surveillance, outbreak response, data management, and informed decision-making. The establishment of the IT Unit represents a forward-looking initiative that will strengthen NCDC's ability to harness digital solutions in support of its national public health mandate.

The achievements documented in this report demonstrate the dedication, technical expertise, and collaborative efforts of the team during its formative phase. Building a new unit from the ground up requires vision, perseverance, and adaptability, and I commend the IT Unit for successfully navigating these challenges while delivering meaningful contributions to the organization.

As we continue to strengthen public health systems across the country, I encourage the team to remain focused on innovation, quality, and continuous improvement. The opportunities offered by digital technologies are immense, and I am confident that the IT Unit will continue to play a vital role in enhancing institutional efficiency, fostering data-driven decision-making, and supporting NCDC's strategic objectives.

I congratulate all members of the IT Unit on their accomplishments thus far and convey my best wishes for their continued success. May this report serve not only as a record of achievements but also as an inspiration for even greater accomplishments in the future.

Dr. Ajit Dadaji Shewale
 Joint Director
 Centre for One Health & IT Unit



Antibiotic resistance Containment Stewardship: Our Role, Our Responsibility
 Judicious Use of Antibiotic: Key to Contain Antibiotic Resistance



NCDC IT Unit

PL

Ms. Pallavi Luthra
Team Lead

MS

Mr. Manish Kumar Singh
Open Source Programmer

SG

Mr. Sachin Goel
Open Source Programmer

S

Mr. Surjeet
Network Engineer

D

Mr. Deepak
IT Support

AG

Mr. Ankit Gautam
IT Support

SK

Miss. Shrishti Kumari
UI Designer

QUICK TIP

Use technology not just to collect data, but to turn information into timely action that improves community health outcomes.

"The future of public health belongs to professionals who can transform data into action, information into intelligence, and technology into better health outcomes for all."

— NCDC IT Team