



VOLUME 2

NCDC Digital Initiatives Report May 2026 - September 2026

PREPARED & PRESENTED BY

DIVISION OF DIGITAL TECHNOLOGY &
STRATEGIC COMMUNICATION

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Certificate of Website Content of Division of NCDC

NCDC Leads the way - Successful Website Migration to NHA AWS under ABDM

A milestone under the “One Health, One Cloud” initiative

1 What made it Challenging

NIC cloud Infrastructure Limitation

02 June 2026: The NCDC website was taken offline by NIC due to the absence of the required Hosting Clearance Certificate. The certificate was promptly provided by the IT Unit; however, NIC subsequently confirmed that the existing cloud infrastructure was obsolete and could not support the required cloud upgrades on NCDC website. The Unit was therefore advised to explore alternative cloud infrastructure for hosting the website.

NIC Advises NCDC to Explore Alternative Cloud Hosting Options

From: Cloud Support <support@cloud.gov.in>
To: "Consultant IT IDSP" <idsp@nic.in>
Cc: "ncdcmohfwunit" <ncdc.mohfw.unit@gmail.com>
Date: Fri, 03 Jul 2026 14:36:50 +0530
Subject: Fwd: Re: Fwd: Re: Fwd: NIC Service Desk [Ticket#20260624101253790125] - Note Added (E)

Dear Sir/Madam,

Upgrading the server is not possible. As already notified by us the physical server infrastructure on which these VMs are running are now either obsolete or not supporting the latest cloud version. New server hardware is augmented under the Enhancement of National Cloud/Infrastructure and applications need to be migrated to a new cloud infrastructure. Thus, due to the obsolescence of hardware and software, Cloud users need to migrate their applications to new cloud infrastructure which are having latest versions. Please refer the mail with subject "NIC Cloud Services: (Important) Regarding Migration of Cloud applications to a newly augmented Cloud Infrastructure" dated 01 Nov 2025 for more details.

The new cloud services can be accessed from <https://ncc.gov.in> Please refer <https://ncc.gov.in/services> to know more about services being offered. Please use Cost calculator at <https://ncc.gov.in/cost-calculator> to get an estimated cost of your services.

Regards,
(85)
NIC Cloud Support Team

2 Finding the Way Forward

Solution – One Health, One Cloud

NHA's communication paved the way for hosting the NCDC website on NHA Cloud, providing the required platform for its migration.

Vide the Ministry's Office Memorandum, F.No. 62/NCDC/CEOH&CCH/2020-21/DigitalARISurv (Computer No. 8056023), all Ministry divisions were directed to migrate to a single cloud infrastructure managed by NHA.

CEO, NHA's Direction: Onboarding All Ministry Divisions onto NHA Cloud

Note # 307

The ministry vide its OM dated 08/12/2025 (attached below) has directed that all the division in the ministry shall be onboarded onto the a single cloud to be managed by NHA. The rationale behind the proposal was to take advantage of common services such as firewall, load balancer, Security Operations Center and the capabilities of a Hyper scalar cloud provider already onboarded by NHA. In view of the above, the proposal to procure cloud services separately seems avoidable. The division can in fact start migrating to the NHA's cloud as the process for many other divisions has already commenced. This will also ensure that they will have access to a hyper scalar cloud. For kind consideration.

[Ministry OM for One Health Cloud.pdf](#)

15/07/2026 12:28 pm

सुनील कुमार वर्णवाल | Sunil Kumar Barnwal
मुख्य कार्यकारी अधिकारी | CEO

3 Cloud Journey: NCDC Website “Lift & Shift” | Legacy NIC Cloud to NHA Cloud

02nd June
2026

Unexpected
NCDC Website
Down Without
Prior
Notification
from NIC

03rd June
2026

Emergency
Hosting and
Restoration of
the NCDC
Website

02nd & 3rd July
2026

Resolution of
ESM Issues –
Ubuntu Pro
Upgrade
Assessed but
Not Feasible on
the Existing NIC
Server

06th July
2026

Initiation of
NCDC Website
Migration from
NIC Cloud to
NHA AWS Cloud
and Submission
of Website and
Server Details
to the AWS
Team

10th August
2026

NDA
Submission and
AWS Access
Provisioning

17 Aug
2026

The NCDC CMS
production
application and
database have
been
successfully
deployed on
AWS.

18 Aug
2026

Transfer of the
NCDC Website
Address to the
New Hosting
Platform and
Completion of
the Required
Registration
Formalities

21 Aug
2026

Obtaining
Official
Approval for the
NCDC Website
Address under
the NHA Hosting
Environment

4



22 August 2026: NCDC Website Successfully Migrated to NHA AWS

Transitioned

Modern infrastructure | Greater scalability | Secure and resilient



NIC SERVER



NHA AWS CLOUD



First NCDC website
migrated under “One
Health, One Cloud”

22 August 2026

NCDC IT Helpdesk: Simplifying IT Support & Service Requests

93
Registered
Users

The NCDC IT Helpdesk Portal has been developed in its initial phase to provide a centralized and efficient platform for managing IT support requests across the organization. The portal is accessible within the NCDC internal NIC network and is designed to streamline communication between NCDC Officers/Staff and the IT Team.

Through the portal, Officers/Staff can easily raise IT service requests, track the status of their tickets, and receive timely assistance from the IT Team.



Centralized IT Support

- Raise service requests
- Unique Ticket Number



Collective Support

- Ticket Assignment
- Faster & Status Tracking



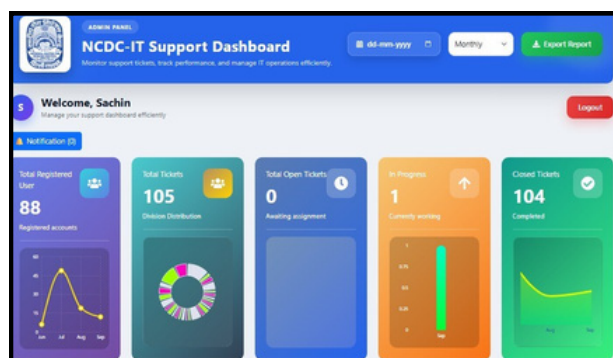
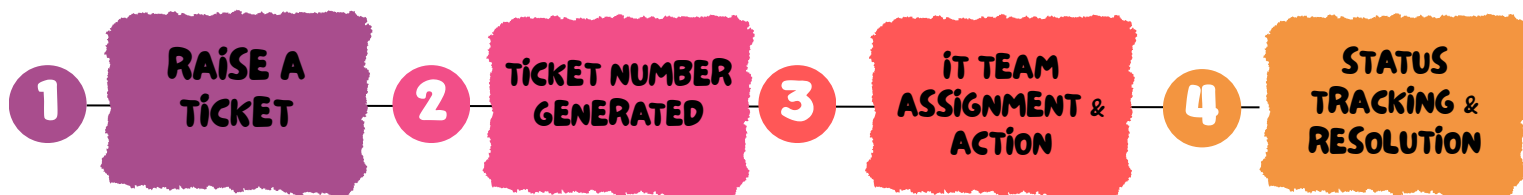
Easy Ticket Tracking

- Track & timely resolution
- Faster & Status Tracking



IT Team Resolution

- Faster ticket resolution
- Transparency & Accountability



During the reporting period, the portal recorded **93 registered users** and **124 support tickets**, of which **124 tickets were closed**, **0 ticket was in progress**, and **no tickets remained open** for assignment. The dashboard also provides graphical insights into ticket distribution and support status, enabling efficient monitoring and timely resolution of IT-related requests.

Unit conducted demonstrations of the NCDC IT Helpdesk Portal for Officers and Staff to explain its features, ticket-raising process, status tracking, and overall working flow.



IT Unit: Support Activities & Assignments



BRICS Meeting

12 June 2026 | MINI SHOC | IDSP

A bilateral technical meeting was held 12.06.26 with Brazil at @NCDC_MoHFW India under India's 2026 #BRICS Chairship. The session focused on aligning action plans for Fighting Diseases Driven by Social Determinants of Health (#DDSDH) and the BRICS Network of National Public Health Institutes (#NPHI). #BRICS2026 #PublicHealth



IAE Meeting

25 May 2026 | NCDC Auditorium

Provided technical and digital support for the IAE meeting on “Contemporary Leadership in Epidemiology & Public Health Practices and Road Ahead”, including presentation setup, audio-visual arrangements, and meeting coordination support.



National Action Plan on Infection Prevention and Control

06 August 2026 | NCDC Auditorium

Provided technical and digital support for the National Consultation on the “National Action Plan on Infection Prevention and Control”, including presentation, audio-visual, and technical coordination support for the smooth conduct of the programme.



Meeting under the Chairpersonship of Director, NCDC

31 July 2026 | Central Seminar Room, NCDC, Delhi

A meeting was held under the chairpersonship of Dr. Sandhya Kabra, Director, NCDC, at the Central Seminar Room, NCDC, Delhi.

IT Unit: Support Activities & Assignments



Annual Day of NCDC

30 July 2026 | NCDC Auditorium

Provided technical and digital support for the Annual Day programme, including audio-visual arrangements, presentation support, and technical coordination to ensure smooth conduct of the event.



National Orientation Meeting of States & UTs on Disease Surveillance & Public Health Programme

16–17 July 2026 | Yashobhoomi, Delhi

Provided technical and digital support, including presentation, audio-visual arrangements, and technical coordination for the smooth conduct of the meeting.



IFETP Mentors Orientation Workshop

22–24 June 2026 | NCDC Auditorium

Provided technical and digital support, including presentation, audio-visual arrangements, and technical coordination for the smooth conduct of the workshop.



QR Code and Technical Support – Annual AMR Review Meeting

21 July 2026 | NCDC Auditorium

Developed and implemented a QR code scanning facility for the Annual AMR Review Meeting and provided technical and digital support throughout the meeting to ensure its smooth conduct.

Phase-Wise Lease Line Deployment | Expanding Network Connectivity

PHASE I - PHASE IV...

Phase IV Progress		Phase III Completed		Phase II Completed		Phase I Completed	
Division	Building & Floor	Division	Building & Floor	Division	Building & Floor	Division	Building & Floor
L1 Building	L1 building 2nd Floor	Epidemiology	Dry-Lab (2nd & 3rd Flr)	PBA	Admin Block (1st Flr)	COH Hub	Heritage (Gr. Floor)
L1 Building	L1 building 3rd Floor	CME&VM	L-3 (5th Floor)	CAZD	L-3 (2nd Floor)	Enterovirus	L-3 (4th Floor)
Admin	Admin building	CARD	L-3 (3rd Floor)	Lib & Audit.	Library (Gr. & 3rd Flr)	CBDDR	L-3 (1st Floor)
Store	Store block	RV Lab	L-3 (3rd Floor)	NCD	Dry-Lab (4th Floor)	CEOH	Dry-Lab (Gr. Floor)
		DPD	Heritage (Gr. Floor)	IT Unit	Dry-Lab (5th Floor)	SHOC Room	Dir. Office (Gr. Floor)

TECHNICAL WORKSTREAMS

01

Technical Evaluation & IT Procurement

The IT Unit provided technical support for procurement and vendor evaluation, undertaking detailed technical evaluation of bids and proposals for CCTV, networking, and IT assets. The Unit reviewed technical specifications, compliance requirements, and infrastructure compatibility, and provided expert technical inputs to support informed procurement and vendor selection.

02

Setting Up Intranet & LIMS Infrastructure

The IT Unit set up, deployed, and implemented the LIMS server infrastructure, ensuring system readiness and availability for pilot operations. The Unit also monitored infrastructure performance and addressed technical issues to ensure smooth and reliable LIMS functioning.

03

Network Monitoring & Management

The IT Unit undertook **proactive monitoring and management of IT infrastructure, servers, storage systems, and network connectivity**, promptly identifying and resolving performance, availability, and connectivity issues to ensure **reliable and uninterrupted IT services**.

04

Network Issues: Resolution & Service Continuity

The IT Unit **managed and resolved escalated network infrastructure incidents and service requests**, ensuring timely resolution of critical issues and minimising disruption to NCDC’s IT services.

05

IP Address Segmentation & NIC Lease Line Management

The IT Unit **designed and implemented new network segments within the NIC network**, configuring VLANs, IP addressing, routing, and connectivity to meet NCDC’s evolving infrastructure and operational requirements.

06

NICNET Infrastructure Management

The IT Unit **managed and maintained NCDC’s LAN, WAN, leased-line, and NICNET infrastructure**, including network equipment, IP address management, Wi-Fi, and network configurations. The Unit also **implemented and managed leased-line and NICNET connectivity across Phase I, II, and III**, strengthening network coverage and connectivity across NCDC.

Phase IV NICNET Leased-Line Connectivity is under approval and will be taken forward as per plan upon approval.

Digital Services Support

Core Government Services

01 Official Government Email Services

The IT Unit facilitated the creation and management of **official government email accounts** for NCDC officials and staff, ensuring secure, reliable, and seamless official communication through designated government email services.

02 NIC VPN Access Management

The IT Unit facilitated the creation, activation, and management of **NIC VPN accounts** for authorised NCDC officials and staff, enabling secure remote access to essential government digital services and resources.

02 EOffice Account and User Management

The IT Unit facilitated the creation and management of **eOffice accounts**, including user ID creation, post generation, employee mapping, and assignment of appropriate roles and responsibilities, ensuring smooth and efficient functioning of the eOffice system.

03 Digital Signature Certificate (DSC) Management

The IT Unit completed the procurement of **Encryption and Digital Signature Certificates (DSCs)** for concerned personnel through the e-Mudhra portal. The received DSC has been successfully installed and configured, while the remaining certificates will be installed upon receipt.

Core Communication Services

01 Digital & Social Media Management

The IT Unit supported the management and maintenance of **NCDC's official social media platforms**—X (formerly Twitter), Facebook, Instagram, and LinkedIn—facilitating the dissemination of official updates, health information, announcements, events, and key organisational activities.

02 Conference Room & Virtual Meeting Support

The IT Unit provided **end-to-end technical support for conference room meetings**, including setup and configuration of audio-visual systems, displays, microphones, speakers, cameras, and presentation equipment. The Unit also supported **Webex and Zoom meetings**, ensuring seamless connectivity and uninterrupted technical assistance throughout the proceedings.

03 Webinars, Webex & Zoom: From Meeting Setup to Recording

The IT Unit provided **end-to-end technical support for Webex and Zoom meetings and webinars**, from link creation, meeting setup, and participant coordination to technical support, session management, and recording. The Unit ensured **seamless connectivity, uninterrupted proceedings, and complete recording of online meetings, webinars, and events**.

04 Ensuring Continuity: IT Operations & Systems Support

Infrastructure | Network | Systems & Applications | User Support | IT Security & Continuity

NCDC Website: Division-wise Certification of Updated & Verified Content



**NATIONAL CENTRE FOR DISEASE CONTROL (NCDC)
MINISTRY OF HEALTH & FAMILY WELFARE, GOVERNMENT OF INDIA**

CERTIFICATE OF WEBSITE CONTENT VERIFICATION & UPGRATION

This is to certify that the Enteropathogen Database, National Centre for Disease Control, NCDC, has reviewed and verified the content pertaining to the Database available on the official NCDC website.

This content has been checked with respect to its accuracy, completeness, relevance and currency, and necessary amendments have been suggested, have been communicated to the content provider by the NCDC IT Unit.

The Database confirms that, to the best of its knowledge, the information pertaining to the Database available on the NCDC website is updated and accurate as on 08-03-2016.

The Decision further confirms that the content displayed on the website has been reviewed and is approved for publication.

Name of Database: Enteropathogen Database

Name of MOD/DO: Dr. Prakash Desai

Designation: Joint Director

Date of Verification: 08-03-2016

Signature: Arvind Kulkarni

Official Seal: 



Enterovirus Division

 NATIONAL CENTRE FOR DISEASE CONTROL (NCDC) MINISTRY OF HEALTH & FAMILY WELFARE, GOVERNMENT OF INDIA CERTIFICATE OF WEBSITE CONTENT VERIFICATION & UPGRADE	
This is to certify that the <u>NCCH</u> National Centre for Disease Control (NCDC), has reviewed and verified the content pertaining to the Division available on the official NCDC website. The content has been examined with respect to its <u>accuracy, completeness, relevance and currency</u>, and necessary <u>corrections/upgrades</u>, wherever required, have been communicated throughout by the NCDC IT Unit. The Division confirms that, to the best of its knowledge, the <u>information pertaining to the Division</u> available on the NCDC website is <u>updated and accurate as on 18/09/2026</u>. The Division further confirms that the content displayed on the website has been reviewed and is approved for publication.	
Name of Division: <u>NCCH</u>	
Name of HOD/CHC/IN-CHARGE: <u>Dr. Anurag Saxena</u>	
Designation: <u>Deputy Director</u>	
Date of Verification: <u>18/09/2026</u>	
Signature: <u>[Signature]</u>	
Official Seal:	National Centre for Disease Control Ministry of Health and Family Welfare Government of India Plot No. 1, Sector-3, Connaught Place, New Delhi-110008



Centre for Climate
Change & Health



NATIONAL CENTRE FOR THE DISSEMINATION OF CONCEPTS (NCDC)
MINISTRY OF PUBLIC RELATIONS, GOVERNMENT OF INDIA

CERTIFICATE OF WEBINTE CONCEPT VERIFICATION & UPGRADE

This is to certify that the 11/02/2020 NCDC/NCD National Centre for Disaster Control (NCDC) has reviewed and verified the information appearing in the Certificate available on the official NCDC website.

The material found pertinent with respect to accuracy, comprehensiveness, relevance and timeliness and necessary corrections/modifications, wherever required, have been incorporated accordingly by the NCDC IT Unit.

The Director confirms that to the best of his knowledge, the information appearing in the Certificate accords with the NCDC website, material and records as on 11/02/2020.

The Director further confirms that the content appearing on the website has been reviewed and is approved for publication.

Name of Director: <u>NIVEDA BANERJEE</u>	(Representing the Director of NCDC)
Name of DIRECTOR: <u>Dr. Dimple Kulkarni</u>	(Representing the Director of NCDC)
Designation: <u>Additional Director</u>	
Design of Verification: <u>11/02/2020</u>	
Signature: <u>[Signature]</u>	
Official Seal: <u>[Seal]</u>	

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Microbiology - Respiratory
Viruses & TB Division

Division of Digital Technology & Strategic Communication

HC

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Additional Director & NPO, IDSP
Head IT Unit

AS

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Team Lead

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Open Source Programmer

SG

Mr. Sachin Goel
Open Source Programmer

S

Mr. Surjeet
Network Engineer

SK

Miss. Shrishti Kumari
UI Designer

D

Mr. Deepak
IT Support

AG

Mr. Ankit Gautam
IT Support



QUICK TIP

Your IT Helpdesk is Just a Ticket Away

For network, email, system, software, hardware, or access-related issues, raise a ticket through the NCDC IT Helpdesk Portal instead of relying on informal requests.

Protect your passwords, keep systems updated, use only authorized software, think before you click, and report anything suspicious promptly.

Be Cyber Smart | Zero Trust | Stay Alert | Stay Secure | Stay Responsible

— NCDC IT Team