West Kameng: Building Confidence towards ICT Enabled Services

Located in a mountainous tract with altitude varying from 650 ft to 13714 ft - West Kameng District of Arunachal Pradesh derives its name from the Kameng river, a tributary of the mighty Brahmaputra that flows through the District. The district comprises five major tribes: Monpa (which makes up 78% of the district's population and includes Dirang, Bhut, Lish, and Kalaktang Monpa), Miji (Sajolang), Sherdukpen, Aka (Hrusso), and Khowa (Bugun). The district is divided into three subdivisions, Thrizino, Rupa, and Bomdila and twelve administrative circles. The four development blocks are Dirang, Kalaktang, Nafra-Buragaon, and Thrizino.

P.K.Thungon
District Informatics Officer, West Kameng
prem.khandu@nic.in

Bimal Chandra Borah
District Informatics Associate, West Kameng
bimal.borah@nic.in

Imparting ICT support to the District Administration since its establishment, NIC West Kameng District Centre has made its presence felt amongst the people through various activities in the district. It is assisting the administration in bridging the digital divide amongst the masses by implementing various citizens centric projects. The enhanced use of ICT has ensured citizens, a responsive administration providing quality services to its people in an efficient, effective and transparent manner.

Excerpt of the message from former Deputy Commissioner Smt. Swati Sharma, IAS, West Kameng District.

It is heartening to note that NIC, District Unit, West Kameng has been contributing towards ensuring delivery of quality services to the people in this remote part of the country. Since the District is located in a tough terrain, the NIC has been working hard along-with the District Administration to promote good governance in the District where people matter the most. The fact that the efforts are going to be featured in Informatics an E-Governance bulletin from NIC, gives further momentum to the team to complete the tasks ahead. I wish the team led by Sh. P.K. Thungon, DIO and Sh. Bimal Chandra Borah, DIA the best in their present and future assignments.

Hosting the district website, live web casting of assembly elections conducted in the year 2009 and implementing various e-Governance projects at the district level has given the administration the much needed confidence towards ICT enabled governance. The Jan Suvidha Centre launched recently, serves as a single point contact for providing utility services to the people of the district.

e-Governance activities

Live Web Casting of Assembly Elections, 2009: The District centre provided total ICT assistance to the District Election machinery in covering the voting process - 'LIVE' from 13 Polling Stations, designated as Critical, Hyper-sensitive or Sensitive. The polling, which was covered live, using web cams and laptops, raised the confidence of the people in the democratic process luring them to exercise their franchise freely. The remote and inaccessible location of the district was challenged with the use of ICT. BSNL Broadband connection was established along with the necessary software, facilitating the District Election Officer, Supdt. of Police, CEO Itanagar and the Chief Election Commissioner at Nirvachan Sadan, New Delhi, to watch the poll process - Live. On the counting day, the "Result Trend Application Software" was used to display the results after every round with graphs and figures.

Appreciating the efforts of the District Election Office and NIC, the Election Commission of India, New Delhi invited the Deputy Commissioner of the district to give a presentation on 'Live Web Casting in West Kameng District' at the Chief Electoral Officers Conference in Jaisalmer, Rajasthan, held early this year.

Web Site of the District: Designed & developed by the district centre, the official website *(http://westkameng.nic.in)* portrays the spirit of 'Right to Information' to the people besides giving necessary information about tourism and public distribution system. Special care was taken to choose the right color schemes to make it visually appealing, easy to use navigation systems and to make the website content rich in a professional manner. Details of activities of all Departments are uploaded to reveal the progress of the developmental schemes, which could also be monitored, thus increasing transparency and accountability by putting them in the public domain.

Official Website of West Kameng District

Pay Roll Software: The Pay Roll Software APPS 4.2 implemented at DC Office has drastically reduced the workload and time taken to prepare the Pay Bill, from fortnight to a day or two. Training was imparted to DDOs and Pay Bill staff enabling all the Departments to prepare pay bill through the software.

e-Swasthya: An Application Software designed & developed for District Hospital has Computerised the OPD Registration. The software has been incorporated with the billing modules for generating bills against all monetary transactions. It also generates reports for registered patients along with their medical problems.

Jan -Suvidha Center: Jan-Suvidha Centers, established in the Offices of the Deputy Commissioner, Bomdila and ADC, Singchung (27 kms from Bomdila) serves to deliver various types of Citizen Services Utility Certificates viz. ST, PRC, ILP, I Card and TRC using an application software redesigned and developed by NIC, Bomdila. The software has automated the process of issuance of all types of certificates thus bringing relief to the citizens. Any one can view the status of his/her application on the District Website.

Jan-Suvidha Centre

Transport Projects: SAARATHI and VAHAN software (launched in June, 2009 and Dec. 2009 respectively) have done away with the manual work and improved the efficiency of the Transport Department.

Wi-Max and Tele-Education Project: NIC District Unit has provided Internet connectivity to all the offices by LAN and by using Wi-Max project. Under Wi-Max project, Govt. Higher Secondary School, Bomdila is imparting Tele-Education to 20 students of Class-XII (Science) successfully.

The centre has won laurels from various quarters by promoting e-Governance activities especially in G2C and G2E areas. It is moving ahead with enthusiasm and vigor in this remote part of the country and has shown what can be achieved against all odds. **i**