West Siang,
Arunachal Pradesh
Bridging Distance with Digital Governance

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Since its inception, NIC West Siang has functioned as the digital backbone of the District Administration, steadily bridging the gap between governance and the people through technology-driven services. Operating in remote and challenging terrain, the District Centre has successfully implemented numerous State and Central projects, ensuring that distance and difficulty do not become barriers to service delivery.

From imparting basic computer training such as MS Word to providing end-to-end technical support during Parliamentary and Assembly Elections, Informatics has remained present at every critical administrative touchpoint.

During the COVID-19 period, its role became even more vital. The District Unit supported the administration by creating databases of stranded citizens outside the state, disseminating online help information, and conducting awareness and training programs on the Aarogya Setu App—helping technology serve both governance and care when it was needed the most.

Key Digital Initiatives in the District

Several state and national projects are currently implemented and supported by NIC West Siang, forming the operational core of district-level e-Governance:

Sarathi–Vahan

The Sarathi–Vahan system has been successfully implemented in the Department of Transport for end-to-end digital services related to issuance and renewal of Driving Licences, registration of new vehicles, collection of road tax, and other transport-related services. The system has significantly streamlined citizen-facing transport services while ensuring transparency and efficiency.

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NIC West Siang functions as the quiet digital backbone of the District Administration, enabling seamless governance through reliable e-Governance platforms, ICT support, election management, and capacity building. Operating in a challenging terrain, it ensures that technology bridges the gap between the administration and the people—consistently, securely, and without disruption.

Arms License (ALIS)

ALIS has been implemented for the issuance, renewal, and digital record management of arms licenses. The system enables systematic maintenance of licensee and weapon details, strengthening regulatory oversight and administrative control.

TreasuryNET

This application supports the complete computerization of treasury operations. NIC West Siang provides continuous technical support to the District Treasury for monitoring financial transactions, supervising budgetary activities, and ensuring smooth day-to-day functioning of treasury services.

e-Services / Jan Suvidha

This framework is used for providing essential citizen services. Through e-Services and Jan Suvidha Centres, certificates such as ST, PRC, and TRC are issued digitally, reducing processing time and improving accessibility for citizens in remote areas.

Payroll Software

Payroll software has been implemented across the Accounts Section of the District Administration, hospitals, and various departments. The system ensures accurate and timely preparation of salaries, bringing uniformity, transparency, and efficiency to payroll management.

NIC, West Siang has played a pivotal role in bringing the Digital transformation in the district. It has been instrumental in successfully implementing and delivering many e-governance services. This shifting of work culture to digital technology has significantly increased the efficiency of the service delivery system in the district.

Shri Techu Aran, APCS (AG)
Deputy Commissioner, West Siang District

e-DAR

The project has been successfully implemented to improve road safety management. It has enabled structured collection and analysis of road accident data and is actively used by the Police, Transport, and Highway departments for coordinated action and reporting.

e-Prosecution

NIC West Siang provides necessary technical assistance and training support to Assistant Public Prosecutors and the Office of the Deputy Director of Prosecution. The initiative aims to strengthen digital adoption and efficiency within the prosecution system.

e-GRAS

Training and hands-on support are provided to various departments for processing online

challans and facilitating payment of government receipts through the e-GRAS portal. Citizens and officials are assisted to ensure smooth and secure online transactions.

IVFRT (Form C)

Training on Form C under the Immigration, Visa, Foreigners Registration and Tracking (IVFRT) system has been provided to hotel owners and lodging establishments. This ensures systematic collection of data related to foreign nationals entering the district, supporting administrative monitoring and national security requirements.

CPGRAMS

District officials are trained to effectively use the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for timely and structured resolution of public grievances, strengthening accountability and citizen trust.

District Website

The official district website (https://westsiang.nic.in) serves as a comprehensive information portal, hosting details related to government schemes, ongoing projects, events, tourist destinations, and important public notices. The website is regularly updated to ensure citizens have access to accurate and current information.

Infrastructure, Network and Web Services

General Election Support (2024)

During the simultaneous Parliamentary and Assembly Elections 2024, NIC West Siang provided comprehensive technical support for all critical online election-related activities. This included support for systems such as ENCORE for filing, scrutiny, and withdrawal of nomination papers; polling party management software; ETPBS; C-VIGIL; and other election applications, ensuring smooth and transparent conduct of the electoral process.

ICT Training and Capacity Enhancement

To improve work efficiency and digital proficiency, regular ICT training programs are conducted for officials of the District

▲ Fig 6.2 : West Siang District Website Homepage

Administration. In addition to physical training sessions, NIC also facilitates and assists departments in participating in various online training programs, strengthening overall digital capacity within the district.

Safer Internet Day Awareness Programme

As part of the Safer Internet Day celebration, an awareness session was organised for approximately 100 college students. The programme focused on promoting responsible online behaviour, cyber safety, and awareness about digital risks, reinforcing the importance of safe internet practices among young users.

Internet and Email Services

NIC West Siang District provides reliable internet connectivity to the District Administration and other line departments, ensuring uninterrupted digital operations. Technical support is extended for the creation and maintenance of official Government email IDs used for secure communication. Support is also provided for key platforms such as SPARROW and e-Office, enabling smooth adoption of digital workflows and official correspondence across departments.

Video Conferencing Services

NIC West Siang provides end-to-end Video Conferencing support to the District Administration and line departments for official meetings, reviews, and training programmes. VC facilities are extensively used for high-level administrative interactions, including election reviews of Returning Officers and Assistant Returning Officers with the Chief Election Officer, Arunachal Pradesh. Key VC sessions coordinated by NIC West Siang include

• e-PRAGATI meetings chaired by the Hon'ble Chief Minister

• review meetings led by the Chief Secretary on matters such as urban safety, NCORD, Swachhata Hi Seva, and environmental monitoring

• VC during Parliamentary and Assembly Elections; preparedness meetings for APCS/APSSB examinations; Panchayat Election coordination meetings; and refresher training programmes on transgender persons

• and VC sessions related to the National Award for e-Governance organised by DARPG, Government of India.

Way Forward

Across systems, services, and situations— routine administration, elections, emergencies, and public outreach—NIC West Siang District functions as a silent enabler of governance. Often working in the background, it ensures that technology remains dependable, secure, and accessible, allowing the administration to focus on service delivery and decision-making. In a district marked by geographical challenges, NIC's consistent support has transformed digital infrastructure into an instrument of trust, continuity, and connection between the government and the people.

▼ Fig 6.1 : DIO, West Siang, conducting a Safer Internet Day awareness session on responsible and safe internet usage

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