Namchi, Sikkim
Bridging Tradition and Technology in the Land of Monasteries

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Namchi, meaning "Sky High," is not just a picturesque town in the lush hills of the young Himalayas but also a burgeoning hub for technological advancement. As the district headquarters of Namchi, Sikkim, the town has gained recognition for its forward-looking initiatives, underscoring its commitment to leveraging technology to enhance governance and improve the quality of life for its residents.

NIC Namchi District Centre, established in 1993, has been at the forefront of this transformation. From its inception, NIC Namchi has played a critical role in embedding technology into the district's administrative framework. By enabling e-Governance solutions, digital infrastructure development, and innovative IT applications, NIC has streamlined public service delivery and enhanced citizen engagement. Its efforts have firmly positioned Namchi as a leader in technology-driven governance within the region.

ICT Initiatives in the District

Certificate of Identification Management Software

The Certificate of Identification (COI) serves as a crucial document for citizens of Sikkim, verifying their domicile status. It is a mandatory requirement for securing permanent government jobs, conducting land transactions, and accessing various state government services.

The COI Management System is a client-server-based application developed using Microsoft Visual Studio 2008 in C#, with Microsoft SQL Server 2008 as the database. This software streamlines the end-to-end process of application submission, verification, approval, and delivery of the Certificate of Identification.

Objective

● Provide efficient citizen services through a Single Window System that ensures timely applica-

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NIC Namchi has been a pioneer in using technology to improve governance and citizen services. From automating document issuance with management software to revolutionizing disaster management with the Apada Sewa Mobile App, NIC Namchi has set a benchmark for efficiency, transparency, and innovation, establishing itself as a leader in regional e-Governance.

tion processing and certificate issuance.

● Maintain a comprehensive digital record of issued certificates and their associated police and special branch verification reports.

● Enhance transparency through real-time tracking of applications at every stage of processing.

Key Features

● **Role-Based Access:** Each user, including officials, is assigned specific roles and responsibilities within the system.

● **Unique Token Generation:** Every application receives a unique token number upon submission through the single window system.

● **Application Status Updates:** The system provides real-time status updates as the application progresses through various stages.

● **Document Upload:** Scanned photographs of applicants and required documents, including police and special branch verification reports, can be uploaded to the system.

● **Approval and Rejection Management:** Applica-

tions can be approved or rejected by the Additional District Collector (ADC), with provisions to reference rejected applications for future use.

● **MIS Reports:** The system generates various Management Information System (MIS) reports for monitoring and analysis.

Defined Roles

The software assigns specific roles to ensure efficient processing and accountability:

● Additional District Collector (ADC)
● Confidential Assistant
● Single Window Operator
● Dispatch Official

Impact

The implementation of the Single Window System, powered by the COI Management Software, has revolutionized service delivery:

● Applicants can now submit, track, and collect their certificates seamlessly from a single point of contact.

● The digital record-keeping system has improved the efficiency of tracking applications and accessing records.

● Officers can easily retrieve information during inquiries and respond to RTI requests with greater convenience and accuracy.

This system exemplifies how technology can simplify governance, ensuring transparency, efficiency, and improved citizen satisfaction.

Residential Certificate Management Software

The Residential Certificate (RC) is issued to individuals who do not possess a Certificate of Identification (COI) but fall under one of the following categories:

● **Category 1:** Applicants who can prove, beyond all reasonable doubt, that they were residents of Sikkim on or before April 26, 1975, and have continuously resided in the state since then.

● **Category 2:** Applicants who are natural legal descendants of individuals meeting the criteria in Category 1 and have continuously resided in Sikkim since birth.

To streamline the issuance process, the

Residential Certificate Management Software was developed. It is a client-server-based application built using Microsoft Visual Studio 2010 in C#, with Microsoft SQL Server 2012 as the database backend. This software automates the application receipt, processing, and certificate generation, mirroring the efficiency of the COI Management Software.

Roles and Responsibilities

The software simplifies the workflow by defining two primary roles:

● Additional District Collector (ADC): Responsible for reviewing and approving applications.

● Data Entry Operator: Handles the receipt of applications, their forwarding for review, and the printing of approved certificates.

This role-based structure ensures clear accountability and efficient processing at every stage.

Impact

The Residential Certificate Management Software has significantly enhanced the application process by:

● Ensuring a streamlined, role-based workflow.

● Reducing delays through efficient handling of application receipts and approvals.

● Providing a digital platform for record maintenance, enabling quick access and retrieval for future reference.

Apada Sewa Mobile App

The Apada Sewa Mobile App revolutionizes disaster reporting, surveying, and claims processing by introducing a digital solution designed for efficiency, transparency, and accuracy. Previously, disaster reporting relied on WhatsApp and mobile calls, with surveys and claim forms being manually filled for relief or restoration work. This method was time-consuming and lacked assurance that surveyors visited the disaster sites. Recognizing these challenges, the District Collector of Namchi proposed the development of a mobile app that integrates geotagging, photographic evidence, and digital reporting for streamlined claim processing and false claim mitigation.

Key Features and Functionalities

The Apada Sewa Mobile App addresses the shortcomings of traditional disaster management systems through the following advanced features:

● **Offline Report Saving:** Survey reports can be saved locally on the device when internet connectivity is unavailable. These reports are automatically submitted once connectivity is restored.

● **Draft Report Saving:** Users can save incomplete survey reports as drafts, allowing them to add missing details later before submission.

● **Geotagging:** Mandatory geotagging of disaster sites ensures authenticity and precise location mapping for each report.

● **Self-Reporting Module:** Users can independently report disasters and submit survey data without requiring a survey order if the calamity is created within the app.

● **Prefilled Sanction Orders:** The app auto-generates sanction orders based on correctly entered survey data, minimizing manual intervention and errors.

● **Application Tracking:** Real-time tracking of the status of submitted applications ensures transparency and keeps users informed throughout the process.

Process Flow

● **Disaster Reporting:** Surveyors or self-reporting users record incidents with geotagged photographic evidence.

● **Survey Assignment:** Survey orders are assigned and tracked digitally.

● **Data Submission:** Surveyors submit detailed reports, complete with photos and geotags.

● **Approval and Sanction:** Reports are reviewed, and sanction orders are auto-generated in a prescribed format.

▲ Fig 6.2 : Apada Sewa Mobile App

● **Offline and Draft Support:** Reports can be saved offline or as drafts for submission when conditions permit.

Impact

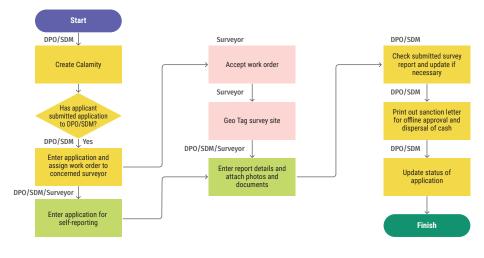The Apada Sewa Mobile App has modernized disaster site surveys and claims processing, delivering multiple benefits:

● **Enhanced Efficiency:** Automating the entire workflow has significantly reduced delays in disaster reporting and claim approvals.

● **Increased Accuracy:** Geotagging and photographic evidence ensure site authenticity and reduce the chances of false claims.

● **Transparency:** Real-time application tracking builds trust and eliminates ambiguity for users and officials alike.

● **Reduced Duplication:** Public submission of duplicate applications has been minimized, thanks to digital record-keeping.

By embracing a fully digital approach, the Apada Sewa Mobile App has set a new standard in disaster management, ensuring faster, more reliable relief efforts while simplifying the workload for surveyors and administrators.

Way Forward

The way forward for NIC Namchi includes adopting AI and Blockchain for secure, efficient services, expanding mobile-first solutions with multi-language support, and enhancing citizen engagement through feedback systems. It aims to digitize more public services and introduce advanced analytics for better decision-making. Capacity-building programs and advanced training for officials will ensure sustained innovation, fostering inclusive growth and a seamless digital experience for citizens.

▼ Fig 6.1 : Workflow Diagram