

Chittoor, Andhra Pradesh

Driving Digital Governance Through Innovative ICT Solutions

Edited by **SUSHMA MISHRA**



Located in southern Andhra Pradesh, Chittoor is an important administrative and pilgrimage district bordering Tamil Nadu and Karnataka. NIC Chittoor provides ICT support to the district administration through the implementation of e-Governance platforms, development of innovative digital solutions and delivery of technology-enabled services. Its initiatives have strengthened administrative efficiency, transparency and citizen-centric governance across Chittoor and Tirupati districts.

ICT Initiatives in the District

Tirumala Citizen Verification and Surveillance System (TCVSS)

<https://tcvss.ap.gov.in>

To strengthen security management in Tirumala, NIC Chittoor developed the Tirumala Citizen Verification and Surveillance System (TCVSS) for the Police Department. The platform maintains a verified database of establishments and individuals residing or working in Tirumala, including hotels, mutts, shops, service providers, workers and local residents.

TCVSS enables real-time verification, monitoring and surveillance through a centralized repository of authenticated information. Integrated dashboards support preventive policing, crowd management, VVIP security and other law enforcement operations by providing actionable insights for informed decision-making.

The platform has improved the efficiency of verification processes, strengthened security management and enhanced situational awareness through faster identification and verification of individuals.

Impact

- Verified database of establishments, workers and residents in Tirumala



Venkateswara Rao Nakka

Scientist-D & DIO
venkat.rao@nic.in

NIC Chittoor is strengthening digital governance through innovative solutions such as the Tirumala Citizen Verification and Surveillance System (TCVSS) and the File Pendency Monitoring System (FPMS), while supporting key national and state e-Governance initiatives including eOffice, iRAD/eDAR, eHospital, RTIMIS and Webland. These technology-driven interventions have enhanced administrative efficiency, transparency and citizen service delivery across Chittoor and Tirupati districts.

- Real-time verification and monitoring
- Strengthened surveillance and preventive policing
- Enhanced support for VVIP security operations
- Data-driven decision-making through dashboards and reports
- Faster identification and verification of individuals

File Pendency Monitoring System (FPMS)

The File Pendency Monitoring System (FPMS), developed by NIC Chittoor, enables online tracking and monitoring of pending files and administrative issues across departments and field offices. The platform facilitates electronic file movement, real-time status updates and centralized monitoring through integrated dashboards.

By providing visibility into pendency levels across administrative hierarchies, FPMS has improved transparency, accountability and decision-making. The success of the application has led to its adoption in other locations, including GVMC Visakhapatnam and Krishna district.

Impact

- Online monitoring of pending files and administrative issues

It gives me immense pleasure to put on record the good ICT Support services being extended by NIC Chittoor District Centre to the District Administration. The support of District NIC Team in development and maintenance of District official portal, continuous support to local and general elections, many Central and State projects and cybersecurity are commendable. I appreciate the role of NIC Chittoor District Centre in making e-Governance initiatives successful across the district.

Smt. Sumit Kumar, IAS

Collector & District Magistrate, Chittoor



- Improved transparency and accountability
- Real-time status tracking and reporting
- Centralized dashboards for administrative review
- Better monitoring of grievances and departmental activities
- Replication in other districts and local bodies

District Websites and Digital Platforms

NIC Chittoor manages the official websites of Chittoor and Tirupati districts, the district police departments and the Extension Training Centre (ETC), Srikalahasti. These platforms provide access to government services, public information, citizen services, training resources and departmental updates, enhancing transparency, digital outreach and citizen engagement.

Other Key Initiatives in the District

iRAD/eDAR

NIC Chittoor supports the implementation of iRAD and eDAR systems for digital accident reporting and road safety management through stakeholder training and technical support, strengthening data-driven decision-making and accident analysis.

NextGen eHospital

NextGen eHospital has been implemented across major government healthcare institutions in Chittoor and Tirupati districts, enabling digital management of patient registration, clinical services and electronic health records, and improving healthcare delivery.

Webland

NIC Chittoor provides technical support for Webland, Andhra Pradesh's digital land records management system, facilitating transparent and efficient land administration across revenue offices in Chittoor and Tirupati districts.

RTIMIS

NIC Chittoor supports the implementation of RTIMIS, enabling online submission and processing of RTI applications, appeals and complaints, thereby improving transparency and citizen access to information.

eOffice

NIC Chittoor has implemented eOffice across 153 State and Central Government offices, facilitating over 4.47 lakh eFiles and 5.69 lakh electronic receipts. The platform has streamlined workflows, reduced paper-based processes and improved administrative efficiency.

Network and Email Services

NIC Chittoor provides network, email and video conferencing services to government departments, ensuring reliable digital communication and uninterrupted ICT operations across the district.

Important Events and Outreach Activities

NIC Chittoor actively promotes cyber security awareness and digital literacy through workshops,



▲ Fig 4.1 : Training Conducted on Irad/Edar and PM RAHAT Scheme

training programmes and outreach initiatives. As part of Safer Internet Day 2026, the district centre conducted an awareness programme highlighting safe internet practices, cyber hygiene, online fraud prevention and the responsible use of emerging technologies such as Artificial Intelligence.

The district centre also provides technical support for national, state and district-level events by facilitating video conferencing, network connectivity and IT infrastructure. NIC Chittoor regularly supports administrative meetings, conferences and high-level visits, ensuring seamless digital communication and coordination across government departments.

Accolades

The ICT support services provided by NIC Chittoor have been widely acknowledged by district administration and various government departments. In recognition of its contribution to digital governance and implementation of e-Governance initiatives, the district centre and its officers have received certificates of appreciation and commendations during state and district-level events.

Way Forward

NIC Chittoor remains committed to strengthening digital governance through innovative local ICT solutions and continued support for existing state and central digital platforms. In the future, the TCVSS may be enhanced through integration with national systems such as CCTNS for criminal record verification, ICJS for court case information, VAHAN and SARATHI for vehicle and driver-related details, and other authorized government databases, subject to applicable legal and privacy requirements. The system will also include mobile applications to support citizen verification, visitor management, and public safety for individuals working, serving, or residing in the holy town of Tirumala.

Contact for more details

District Informatics Officer
NIC Chittoor District Centre
2nd Floor, New Collectorate,
Chittoor District, Andhra Pradesh - 517001
Email: dio-chi@nic.in, Phone: 08572-242666

It gives us immense pleasure to appreciate the valuable support extended by the NIC, Chittoor District Centre, in developing and maintaining the "Tirumala Citizen Verification and Surveillance System (TCVSS)" at Tirumala. The application has greatly strengthened the verification and monitoring of Tirumala residents, workers, and shop owners, while assisting in identifying offenders and absconding accused persons as well as missing persons. The continuous technical support provided by the NIC team, including during major events such as Srivari Brahmotsavams and Vaikunta Ekadasi etc., is highly commendable. We sincerely appreciate their commitment and contribution towards enhancing security and e-Governance in Tirumala.

Shri L. Subbarayudu, IPS
Superintendent of Police, Tirupati

