

Tirap : Spearheading e-Governance in Arunachal Pradesh

Tirap, a tribal majority district situated in the southeastern part of Arunachal Pradesh, shares a long international border with Myanmar. The district derives its name from the river Tirap, which originates in the district and flows through Changlang. A large portion of the district comprises the Patkoi Hills, which consists of the Namdhapa National Park. The park hosts a wide variety of wildlife species, from Mithun to the Himalayan black bear, locally known as takin, to the wild goat. The entire terrain is very tough, marked with high hills and deep gorges. All the parameters which measure the 'difficulty index' rank high in the District.

Much of the tribal population consists of the Naga related Nocte, Wancho & Tutsa though Nocte is the most populated tribe and have the majority in the area. The vibrant folk-culture of the indigenous tribes has attracted many tourists to visit Tirap.



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NIC district Unit has taken rapid strides in using ICT for promoting e-Governance and improving citizen service delivery in the district. Besides providing support to the District administration the efforts has brought transparency & efficiency in governance. The Unit

has also made attempts to popularize IT amongst the masses especially the local youths. The district website and the Jan Suvidha (facilitation) centres are key medium which has helped citizens participation in governance and service delivery respectively.

Message from Deputy Commissioner Sh. Ankur Garg, IAS

I congratulate the entire District Unit of NIC Tirap, under the able leadership of Sh. Yogesh Yadav, DIO who has worked tirelessly and relentlessly providing support & services to the district administration. It is indeed heart-whelming to know that Tirap, which has been in the news only for law and order and insurgency related issues is today figuring as an e-governance success story in the flagship journal of NIC Informatics. Today, NIC is a household name in the District and due to its initiatives; computer literacy has taken a tremendous leap. The citizens have seen the power of IT in action and the various citizen centric services and their participation in the decision making process through the District website has definitely made them feel an active part of the development process rather than just passive beneficiaries.



Website of the District:

The official website of the District (<http://www.tirap.in>) has been designed & hosted by NIC which provides information related to people, land, climate, history, fairs & festivals besides gives information related to administration and latest news about the district. The citizen services section facilitates various form downloads, Jan suvidha centres, grievances redressal etc. The District development

plans are finalized after taking suggestions directly from the citizens through the website. Submission of feedback on various development schemes in the district, applications under RTI for inclusion / deletion of



Tirap official website

names in electoral rolls, appointment with government officials etc. can be sought online.

Jan-Suvidha Centres: Jan Suvidha centres provides a single-window platform for delivery of various citizen services (like licenses, certificates etc.) at DC office, Khonsa using an application software developed by NIC State Centre. The software has automated the process of issuance of various types of certificates and licenses. It provides one stop solution to the citizens, facilitating various services by the administration. The initiative has promoted transparency in the government functioning highlighting various reports on the web and monitoring of pending cases at the level of DC or ADC himself. The delivery of the documents have been made time-bound which has resulted in lowering of the average time for the processing of citizens application from earlier two months to about three days at present.



Jansuvidha Center at Khonsa, Dist HQ

Mobile Jan-suvidha: Under this model the existing Jan-suvidha set-up shifts to any remote village of the District for a day and provides services at the door-steps of the citizens. The mobile initiative of NIC Tirap has gained popularity amongst the villagers of the District as it saved precious time, money and energy, which was earlier wasted in making futile trips to the DC office. Certificates like Scheduled Tribe, Income, Residency etc are printed on the spot along with a digital photograph then laminated and handed over to the citizens on the same day.

Projects implemented are

Dhanvantri: An application software to computerize the process of OPD registration at District Hospital, Khonsa was developed and implemented. The software integrates the fee collection modules at various locations in the Hospital and tracks the flow of medicines from the Central Hospital Store to the dispensaries / CHCs / Individual patients etc. The application has helped in creating database of patients history thus facilitating diagnosis on subsequent visits. Further, it can generate reports to track particular medical problems prevalent in different parts of the District. Reports can also be generated to see which patients, were not provided free medicines by the hospital authorities. Since its launch approx. 25,000 patients have been registered through the software.

Personnel Management System: Computerization of pay-bills, Leave Management apart from creating personal database of the employees of DC office has been automated using the Personnel management software. Further, it is proposed to launch that a thumb impression based attendance system for all employees of the office.

*Besides these efforts, the NIC unit is giving free training to local tribal youth on using basic computer applications and also taking steps to popularize computer literacy amongst the masses. Given the difficult conditions under which this is being achieved, and that too in a part of the country where IT revolution is many years away, it is indeed a laudable and noble effort. **i***

For further informatics contact

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