e-Governance Initiatives in Leh District: A Way Forward

Leh with an area of 45110 Sq Km and part of Ladakh region is one of the largest districts in the country. With Pakistan occupied Kashmir in the West and China in the north, it is also known as the Hermit Kingdom due to its remoteness and inaccessibility. Road connectivity to Leh is cut off during winters for 7 months.

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NIC District Centre was established in 1990 thus ushering the area into ICT revolution. Video Conferencing facility has also been established which was the only mode of communications with outside world during recent cloudburst/flash floods. In 2004 a major initiative of establishing Community Information Centre at each block of Leh was taken, which extended the reach of ICT to the remotest areas of Leh.

Ministry for New & Renewable Energy GOI has sanctioned solar Power Plants for NIC District Centre and one each at five blocks HQ for CIC Centres to provide uninterrupted power. NIC District Centre Leh provides 24x7 uninterrupted internet connectivity using 2Mbps lease line connectivity backed up by VSAT based links.

SUCCESSFULLY RUNNING PROJECTS

- **Computerisation of GPF accounts -** GPF data of all employees since 2005 has been computerized and is available on the department's website, which

Applicant photo being captured for driving License

10Kwp Solar Power Plant installed at NIC Leh (IT Enclave)

can be accessed by any employee.

- **Computerisation of ARTO office -** SARATHI (for issuance of Learner and Permanent Driving License) and VAHAN (for registration of vehicles) have been implemented at ARTO office Leh. The data is uploaded to the State Register and National Register.

- **Integrated Disease Surveillance Project -** The software to check the spread of diseases and helpful in collecting important statistical data. The rapid flow of information from district to state headquarter, where it is available on portal, is facilitated by NIC-NET.

- **E-Literacy -** Under this project NIC conducts training programme for all the Government Officers & Officials through all the Block CIC Centres LAHDC provides funds for conducting training programme. During the year 2009-10 total 500 employees have been given basic Computer training and Internet exposure

Training Session at CIC Centre Kharu Block

- **Common Integrated Police Applications-** Implemented in Leh Police Station, it facilitates the duty officer in registering cases by capturing details, records the events of case progress by Investigating Officer, also capturing the criminal's record etc.

- **E-court -** Computerization of court is a Mission Mode Project being implemented by the NIC and monitored by the Apex Committee constituted at National as well as State level.

- **Election -** Electoral Rolls has been fully computerized in Leh. The software has been designed and developed by the NIC J&K State Centre. The data entry is done in Urdu, while the electoral rolls are generated in Urdu, Hindi and English using transliteration. The software supports regular and continuous updation of electors data and generation of final electoral Rolls in pdf format.

Services provided during Lok Sabha, State Assembly and LAHDC election are: deployment of Polling Staff duty, Transport Plan, Randomization of EVM, Report generation, GENSYS, etc.

- **Ladakh Autonomous Hill Development Council (LAHDC) Wi-FI Extended Project -** LAHDC

has sponsored this project and executed by the NIC Leh for establishing Wi-Fi to cover the whole Leh town so that all the Government Departments would be brought under Wi-Fi connectivity for providing online information in respect of the Central Sponsored Schemes being implemented in Leh district. Solar unit provides uninterrupted power supply and essential security measures ensure restriction to unauthorized persons.

- **National Animal Disease Reporting System (NADRS) -** A central project in which 6 Block Animal Husbandry Offices have been taken and hardware is being installed. Online transmission of Animal Diseases information would be through Broadband/NIC-NET. Training of officials shall be through NIIT in Jammu/Srinagar, for which schedules are being prepared.

- **Mother & Child Tracking System (MCTS) Project:** MCTNS has been recognized as a priority area for providing effective healthcare services. It is name based pregnant mother and child tracking system which provides a management tool to reduce MMR/IMR/TFR and track the health service delivery at the individual level.

- **Official Website:** http://leh.nic.in is the official website of the Ladakh Autonomous Hill Development Council. In view of its popularity, the site is being given a complete facelift and information is being collected from different departments. Information of interest to general public include Festivals, Tenders, Elections & Recruitments.

- **National e-Governance Plan (NeGP) -** Under project JKSWAN (JK State Wide Area Network), the only District PoP site is functional

for the last 2 years. Block PoPs and CSC are under implementation by the executing agency identified by state government.

- **LAHDC Portal -** A Portal has been designed for Ladakh Autonomous Hill Development Council through which all online applications would be made available. Some of the applications are -
  - **Protected Area Permit Online.** Some areas of Leh require Protected Area Permit, procuring which can be very inconvenient due to sheer number of tourists, estimated around 80,000 during peak season. An online application facilitates convenience for the visiting tourists and helps the department to plan and manage better.
  - **Online Grievance Redressal -** An initiative to sort the problems being faced by citizens by lodging their complaints online. The complaints are then forwarded to the CEC-LAHDC and the concerned head of the department for redressal. Unattended complaints are accorded high priority until some measures are taken. Complainant can track the status of their complaints and even enter a comment, thus increasing the effectiveness of the system.
  - **LAHDC Funds Compilation Project -** The project to make LAHDC Funds Accounts online is under development. In October, 2010, one month of trial compilation was submitted and examined by the Principal AG Office.

For further information

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