

Kohima, Nagaland

Taking ICT to the Grassroot

Edited by **KAVITA BARKAKOTY**

NIC Kohima District Centre was first established as a sub-office under NIC Nagaland State Centre in 1989. However, since then, the NIC Kohima District Centre has carved out its own niche and now functions as a separate entity to the NIC Nagaland State Centre.

In a way, the NIC Kohima District Centre twinned the story of Nagaland as a whole, which was once a part of Assam at the time of Independence of India and later became a fully fledged state in its own right on 1st December, 1963 with Kohima as its capital city.

The main indigenous inhabitants of Kohima were the Angami Nagas and the Rengma Nagas, but Kohima being the capital city of a state has acquired the status of being a cosmopolitan city with a cultural potpourri of all the people of Nagaland as well as the rest of India residing here.



J.G. Lorin Rengma
Sr. Technical Director &
DIO
lorin@nic.in



Temsunaro
Scientist-C & ADIO
naro@nic.in

NIC Kohima District Centre has also established itself as a state of the art communication system provider to various departments and stakeholders under the District Administration for enabling the transparent Government to Government and Government to Citizen services by the District Administration. It is also actively engaged in developing various citizen services by using various emerging technologies in different socio-economic sectors.

As of now, 115,283 people call Kohima their home and are proud to be known as Kohimians.

NIC Kohima District Centre has pioneered in designing, developing, and implementing Information Communication Technology (ICT)

programmes and projects in a scientific manner in order to serve the general public of Kohima District.

NIC Kohima District Centre is currently supporting the Kohima District Administration in the implementation of various flagship eGovernance programmes of both the Central and State Governments in the district. Some of them are iRAD (Integrated Road Accident Database), ServicePlus (Online Municipal Services), ILP (Inner Line Permit), NDAL-ALIS (National Database of Arms Licence Issuance System), CONFONET (Computerisation and Computer Networking of Consumer Commissions in Country), eCourts (for Kohima District), IDRN (India Disaster Resource Network) and TreasuryNet.

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ICT Initiatives in the District

Jeevan Pramaan

NIC Kohima District has taken initiative on the issue of Jeevan Pramaan (Digital Life Certificates to Pensioners) in collaboration with the Zila Sainik Board of Kohima in order to capture the biometric details of the ex-servicemen from the



▲ Fig. 3.1: Inauguration of Online Municipal Services at Kohima Municipal Council Office by Hon'ble Advisor for Urban Development & Municipal Affairs, Nagaland, Dr. Nicky Kire, in presence of state officials.

army and other allied defence services drawing their pension benefits. The exercise to capture the biometric details of the ex-servicemen has been carried out covering pensioners from the districts of Kohima, Phek and Zunheboto in Nagaland.

Fight Against COVID-19

NIC Kohima District Centre has played a pivotal role in providing ICT services in terms of Internet Connectivity, bulk email and SMS services, alongside Video Conferencing facilities to the District Administration and District Task Force 24 X 7 in the fight against the COVID-19 pandemic.

Most virtual meetings and discussions were facilitated through the NIC Video Conferencing facility and other Video Conferencing tools using NIC infrastructure to all the stakeholders in the fight against the ongoing pandemic.

The District Centre ensured the smooth functioning of web and mobile based applications and portals for capturing and displaying the data related to COVID pandemic.

The registration of authorised Sample Collection Centres and Sample Collectors for the Kohima district through Indian Council of Medical Research (ICMR) portal was handled by the NIC Kohima District Centre diligently and efficiently.

The Standard Operating Procedures (SoPs) of COVID-19 were translated into local languages

Angami, Rengma, and Nagamese in the form of Infographics and Pamphlets and distributed to the general public to create awareness for effective control of the spread of the virus.

IT Support towards Conduct of State Assembly / Lok Sabha Elections

NIC Kohima District Centre renders extensive support to the Election Commission and the District Administration towards the conduct of Vidhan Sabha and Lok Sabha Election in all the stages of the election processes. NIC plays an important role in the capacity building of all ICT enabled applications as a master trainer alongside handholding the user data on various web or mobile-based applications. Some of them are Polling Personnel Randomisation Software, Electronic Voting Machine Management Application, Booth Level Officer Management Application, Voter Helpline, eSuvidha, c-VIGIL, Service Voters Application, and Encore.

Online Municipal Services

Under the initiatives of the Ministry of Housing and Urban Development, Government of India, the District Centre took the role as program coordinator in collaboration with the Department of Municipal Affairs, Government of Nagaland, for developing citizen-centric services on ServicePlus Framework. (Refer Fig. 3.1)

NIC District Centre, Kohima has been playing a pivotal role in implementation of various ICT projects in the district ever since its inception. With the fast changing development in digital technology today, the presence of NIC in the district with its state of art infrastructure, technical know-how and cooperation from the officers plays an indispensable role in enabling government businesses, leveraging uninterrupted facilities like internet, email and video conferencing services on 24/7 basis apart from many other services delivered through web/portal/mobile based applications. NIC extends exceptional services and supports during conduct of State Assembly and Parliamentary Election in the district which is commendable. I hope the centre continues to render its services harnessing ICT tools for the benefit of the citizens.



Gregory Thejawelie, IAS
Deputy Commissioner
Kohima

Under this framework two services for the Kohima Municipal Council were configured:

- **KMC Utility Booking Services**
(<https://serviceonline.gov.in/getServiceDesc.html?serviceld=24390002>)

KMC Utility Booking Services module will allow online booking for utility services like cesspool, water tanker, Excavator, trucks and tipper trucks by a nominal fee online.

▼ Fig. 3.2: iRAD training to Police Officials in the Nagaland Police Headquarters, Kohima



● Public Grievance and Redressal Application

(<https://serviceonline.gov.in/getServiceDesc.html?servicelid=24370001>)

Through Public Grievance and Redressal Application, anyone can lodge complaints of any type within the KMC jurisdiction for redressal in the interest of the general public.

Integrated Road Accident Database (iRAD)

iRAD, an initiative of the Ministry of Road Transport & Highways, is being implemented in the district. The initial training has been given to the stakeholder departments, viz. the Police, Transport, Highways and Health Departments. (Refer Fig. 3.2)

iRad mobile app allows a person to capture accident details on the spot. This data will provide indicators for strengthening the Road Safety Act as well as its implementation at the ground level.

Other Key Initiatives

Since its inception, NIC Kohima District Centre has been providing necessary ICT support to the Kohima District Administration.

The District Centre has been engaged in undertaking capacity building training and computer awareness programs regularly to facilitate effective implementation of eGovernance projects / applications.

Under the District eGovernance project, two persons from each village were given basic computer training for a total of 96 villages by the District Centre.

The District Centre has also successfully implemented Central Government projects such as ILP, NDAL-ALIS, CONFONET, eCourt, IDRN, Integrated Road Accident Database, Online Municipal Services, and TreasuryNet. The Centre also facilitates Aadhaar Enrolment.

All network connectivity issues in the District Offices as well as the Nagaland Commissioner's office are supported through NICNET and monitored by the Kohima District Centre.

Inner Line Permit (ILP)

ILP is an official travel document issued by the State Government of Nagaland to allow inward travel of Indian citizens or non-citizens into a protected area for a limited period.

It is obligatory for a person from outside Nagaland to obtain a permit for entering into the protected areas. The document is an effort by the Nagaland government to regulate movement to certain areas located near the international border of India.

A person can apply for an ILP pass online by uploading mandatory documents and paying a nominal processing fee. The person can track his application status, payment status, and



▲ Fig. 3.3: Kohima District Website Homepage

download ILP online. The person also gets facility to re-upload the document in case of any error/ mistake.

NDAL-ALIS

Arms Licence online is a web-based application, which is developed to facilitate arms licence related services to the general public, where applicants can apply for Fresh arms licence and subsequent allied services for different categories like manufacturer, individual etc.

CONFONET

CONFONET (Computerisation and Computer Networking of Consumer Commissions in Country) project has been implemented in the backdrop of The Consumer Protection Act, 1986.

Under the provisions of the Act, quasi-judicial machinery, namely, Consumer Commissions at the district level and Consumer Dispute Redressal Commissions at the State and National Level were set up.

The NIC Kohima District Centre in its full capacity is providing support to Kohima District Consumer Commission with linkages to respective state and national commissions.

TreasuryNet

TreasuryNet (Treasury Computerisation Project) is a web based system which caters to the online transactions in treasuries as well as generates compiled accounts. It provides various reports & queries to support decision making in financial matters.

eCourts

NIC Kohima Centre also maintains eCourts Services for Kohima District Court. Through eCourt Services, a person can avail information related to Cases filed in the Kohima District Court. It is useful to Citizens, Litigants, Lawyers, Police, Government Agencies and other Institutional Litigants.

India Disaster Resource Network

India Disaster Resource Network (IDRN) is a web based platform, for managing the inventory of equipment, skilled human resources and critical supplies for emergency response. Primary focus of IDRN portal is to enable the decision makers to find answers on availability of equipment and human resources required to combat any emergency situation. This database will also enable them to assess the level of preparedness for specific disasters.

Kohima District Website

(<https://kohima.nic.in>)

For all information on Kohima District, the district approved website has been designed and developed under Secure, Scalable and Sugamya Website as a Service (S3WaaS) platform. Regular updates are done as and when required and the website provides information on the history, demography, administrative set-up, tourism, public utilities, citizen services, quick links, helpline numbers and media gallery relating to the district. (Refer Fig. 3.3)

Way Forward

Bridging the digital gap, NIC Kohima District Centre endeavours to take forward ICT enabled services such as Government to Government, Government to Enterprise and most importantly Government to Citizen projects in collaboration with the District Administration and all stakeholders in the district.

Contact for more details

District Informatics Officer

NIC Kohima Centre
East Wing, 2nd Floor
DC Office Building, Upper D Block
Kohima, Nagaland - 797001
Email: lorin@nic.in, Phone: 0370-2292201