

Kanniyakumari

Explorer in e-Governance

Edited by **NISSY GEORGE**

At India's southernmost tip, Kanniyakumari is not just where three seas meet—it's where tradition meets transformation. Since 1989, the NIC District Centre has been the driving force behind the district's digital evolution.

With over 20 major e-Governance initiatives—ranging from land record digitization to real-time dashboards and disaster response systems—NIC has streamlined workflows, enabled data-driven decisions, and ensured 24/7 access to citizen services.

Quietly efficient and deeply integrated, NIC continues to power Kanniyakumari's shift toward faster, smarter, and more transparent governance.

Promoting Tourism through Technology

While Kanniyakumari is celebrated for its breathtaking landscapes and cultural heritage, NIC has played a crucial role in digitally enhancing its appeal as a tourist destination. With a focus on accessibility and user experience, a dedicated tourism section was designed and integrated into the official district website.

Key Features:

- Visually engaging index page of top tourist spots
- Clickable cards with Google Maps, transport info, and photo galleries
- Detailed guides with highlights, bus routes, and travel tips
- Smooth navigation across desktop and mobile devices

This digital initiative empowers both domestic and international tourists to explore Kanniyakumari confidently and plan their trips with ease.

Featured attractions include Thiruvalluvar Statue, Vivekananda Rock Memorial,



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Kanniyakumari, where three seas meet, blends natural beauty with digital progress. While renowned for its spiritual landmarks, the district is also emerging as a model of e-Governance. Since 1989, NIC Kanniyakumari has powered 20+ digital initiatives—enhancing public services, tourism access, and administrative efficiency through technology.



Padmanabhapuram Palace, Glass Bridge, Vattakottai Fort, Thirparappu Waterfalls, Muttom Beach, Sunset viewpoints, Pechiparai Dam, Mathoor Aqueduct, Suchindram Temple, and Adikesava Perumal Temple

ICT Initiatives in the District

The NIC Kanniyakumari District Centre supports a wide range of ICT-based services that directly impact governance, public safety, legal administration, and citizen welfare. Below is a snapshot of key initiatives across domains:

Land Records Management

NIC digitized Agriculture, Natham, and Town Records, enabling citizens to access clean, validated Record of Rights (RoR) via Common Service Centres. Intensive efforts included cleansing physical records, stakeholder training, and backend validation to ensure accurate data migration.

Court Case Monitoring System (CCMS)

All district departments were onboarded onto

the CCMS portal. NIC facilitated regular training sessions to streamline legal process tracking and inter-departmental communication.

ICT Support During General Elections

As the nodal agency for ICT operations, NIC managed end-to-end election tech services—Nomination, Permission Modules, FST/SST Monitoring, CVigil, Web Streaming, SMS tracking, Control Room setup, and real-time Result Publication—ensuring smooth digital coordination during elections.

e-Sanad Verification Services

NIC enabled secure, digital attestation and apostille services, benefiting citizens and academic institutions through transparent certificate verification.

Citizenship Portal

The District Administration effectively leveraged the portal for verification and recommendation processes related to citizenship, supported by continuous NIC assistance.

Social Welfare Schemes (OAP Automation)

NIC provided technical support for automating the Old Age Pension (OAP) sanction and disbursement process, ensuring timely benefits through transparent, digital workflows.

Integrated Road Accident Database (iRAD)

More than 100+ training sessions for police and 50+ inter-departmental review meetings were conducted. NIC coordinated onboarding of nodal officers and ensured smooth rollout of this critical data-driven road safety initiative.

Patta Transfer Appeal Management System (PTAMS)

NIC ensured effective use of PTAMS by RDOs and DROs through continuous support and training, enabling transparent and efficient management of patta transfer appeals.

e-Procurement & e-Auction

NIC supported seamless adoption of e-Procurement for Arasu Rubber Corporation

Limited, Nagercoil, and extended training and tech support to ensure transparent procurement and auctioning processes.

Network Services

Video Conferencing

As part of broader digital initiatives, NIC supported the setup of high-speed network infrastructure and video conferencing facilities across key government offices. Around 60 systems were configured and integrated with secure, high-speed connectivity, enabling seamless communication, virtual meetings, and enhanced access to digital services for administrative coordination.

Email & Communication Services

The district team facilitated secure email operations with Two-Factor Authentication (2FA) via the Kavach app, resolving user issues and coordinating with the Chennai email support unit for escalations.

Events & Digital Innovations

Thiruvalluvar Statue Silver Jubilee

In 2025, Kanniyakumari celebrated the 25th anniversary of the Thiruvalluvar Statue, a towering symbol of Tamil pride, culture, and philosophy. NIC Kanniyakumari played a central role in the digital planning and execution of this landmark event—ensuring smooth coordination, real-time communication, and wide public reach through a suite of smart ICT solutions.

Dedicated Event Web Portal

A specialized section was created on the district website featuring:

- Detailed cultural programme schedules
- Dignitary profiles and press releases
- Live streams of major events

- Daily photo and video updates
 - Archives of speeches and media coverage
- Guest Logistics App – Control Centre Support**

NIC developed and deployed a custom mobile application to manage VIP logistics and departmental coordination. Features included:

- Pickup/drop schedules with live tracking
- Department-wise updates from Protocol, Police, and Transport
- Centralized dashboard access by the Collector's Office
- Real-time alerts and communication tools for quick decisions

NIC provided backend configuration, user training, and 24/7 technical support during the entire event window.

Social Media Integration + Online Gallery

To maximize public engagement and digital presence:

- Live feeds from Instagram, Facebook, and X (Twitter) were embedded on the event site
- A dynamic photo gallery was updated daily with high-resolution images of celebrations
- Citizens could relive event highlights through an online archive of visual and media content

By blending cultural pride with digital precision, NIC ensured the Silver Jubilee celebrations were not just memorable—but digitally inclusive and efficiently managed.

NIC also extended ICT support during the Kanniyakumari Book Fair 2025, inaugurated by District Collector Smt. R. Alagumeena, IAS. The event was live-streamed with end-to-end technical assistance from NIC, ensuring smooth digital coverage and wider public outreach.

Accolades

NIC Kanniyakumari's sustained efforts

In recent years, we have witnessed a remarkable digital transformation where technology has played a pivotal role in enhancing citizen engagement and streamlining government services. More than 20 e-Governance applications were upgraded which includes the successful execution of the Silver Jubilee Celebration of the Thiruvalluvar Statue—an event that highlighted the district's ability to seamlessly blend heritage with innovation.

We have also made dedicated efforts to digitize the tourism sector by providing real-time information on travel routes, location details, and local connectivity. This initiative empowers visitors and effectively showcases the finest attractions of Kanniyakumari to the world.

Looking ahead, we remain committed to leveraging technology to make district administration more efficient, transparent, and accessible to all citizens. I extend my heartfelt congratulations to the NIC team for their consistent and dedicated support in driving this digital journey forward.



R. Alagumeena, IAS
District Collector, Kanniyakumari

▼ Fig 4.1 : During a hit-and-run case review, the IRAD system was effectively used to generate reports for victim compensation under the 2022 Hit and Run Accident Scheme. It streamlined data collection and report generation, proving its value in real-time case handling.



in strengthening e-Governance have been widely acknowledged at the district level. In 2024, the District Centre was honoured with the Independence Day Award by the District Collector for outstanding contributions to digital governance and public service delivery.

Way Forward

NIC's initiatives have significantly enhanced digital governance in Kanniyakumari district by promoting smart infrastructure, improving citizen services, and increasing administrative efficiency. These efforts will continue to drive a more connected, responsive, and transparent district administration.

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