Chapter-II

Historical background of e-Governance

2.1   E-Governance in the international context

In late 90's, increased deployment of information technologies by the governments led the foundation of e-Governance throughout the world. With the advent of World Wide Web (w.w.w) people began to use internet and mobiles in large numbers. They have started expecting more and more information and services online from governments and corporate organizations to further their civic, professional and personal lives. Thus creating abundant evidences that the new 'e-citizenship' is taking hold.[1] In 2002, The UN addressing on e-Governance and signifies five categories for measuring progress towards e-Governancei.e (1) Emerging Web presence: one or a few websites offering static information (2) Enhanced Web presence: growing numbers of web pages offering dynamic information (3) Interactive Web presence: exchanges between users and governments (electronic forms) (4) Transactional Web presence: services such as purchases (licenses) and payments (taxes) (5) Fully integrated Web presence: combination of information, exchanges, and services[2] . Since then nations around the world began to develop their planning and strategies regarding e-Governance.In last few decades, e-Governancehas been widely used by the countries throughout the world.

Around late 90's IT projects related with governance began to make their mark in USA. The primary objects of these projects were to "Deliver service to the citizens". The USA Government conducted the National Performance Review(NPR) which suggested for Re-engineering the government through employment of Information and technology (February

1997) and it was for the first time the Federal government of USA addressing about e-government. In July 2001, The USA (United States of America) Government has initiated the process of 'Expanding Electronic Government' as a part of President's Management Agenda. The objective was to make use of information technology to eliminate wasteful federal spending, reduce governmental paperwork and improve government response time to citizens. The e-Government Act of 2002 emphasized on enhancement of website features and improved customer services. On 31st April, 2002 the USA government launched another programme "EZ Tax filling" which aimed at - Filling and refunding of taxes online, initial deployment of industry partnership free e-filling solution for 2003 season. Another ambitious project developed by the USA government on 1st July, 2002. It was known as "E-Authentication" which aimed at Initial authentication gateway prototype, Full deployment The "Federal Assets Sales" project started on 31st march, 2003 in order to develop pilot business integration and to Re-host the federal sales[3]. In 2009 the USA government launched Data.gov in order to make more data available to the public. By utilizing the services Citizens can also make apps, websites etc. Presently the federal government of USA has a board framework Government to Citizen (G2C) technology to enhance citizen access to government information and services. Likewise the United Kingdom government has launched a number of projects which provides e-Governance services to its Citizens. The transformational government-enabled by technology strategy published in November 2005 set the goal for e-governmental development throughout the country. The Cornwall Electronic Health Record Pilot project was started in April 2000. It provided service like-Connect all General Practitioners to NHS net (national-level NHS Virtual Private Network or intranet) ,24 hour emergency care record , Common information architecture The Plymouth Bus Project was developed Plymouth City Council to undertake a comprehensive study of the bus network and propose initiatives for its future development and investment.[4] The project was

completed in January 2009.   The Integrating Transport project was started in South West Hertfordshire. . It was Completed in October 2008 The goal of the project was to prepare a sustainable transport strategy for implementation over the next ten years[3]. The government of New Zealand produced its e-Government Vision Document in May 2000. Since then an 'E-Government Unit' was established by the State Services commission to look after the public affairs. France had an oldest history of e-government. The release of "Minitel Terminal" in 1984 provides the citizens and companies to access several public services and informations remotely. But later after a long period, in 1998, e-government was launched as a government policy. France government had announced the year of 2012 as "Digital France". In the Middle East, Jordan has developed e-Governance system for its citizens since 2002. Likewise, in Saudi Arabia, Iran has also developed e-Governanceof their own. Asian countries are not far behind in respect of providing E-Governance services to its citizens. Taiwan has top class online motor vehicle service system which provides 21 applications and payment services to its citizens. South Korea's Home Tax service (HTS) provides citizens with 24 hours online services as Tax Declaration. Singapore's Citizen Portal is an organized single access point to government information and services[4]. Countries like Malaysia, China, and Thailand have used advanced technologies to provide e-Governance to their citizens.

Implementation of e-Governance projects in developing countries helps the people in accessing government schemes. In 2003, Yangoon City Development Committee (YCDC) was launched by the Government of Myanmar to provide easy access between the government and the city's citizens via internet, to reduce paper usage,to reduce the city budget,to built the city's fiber ring, to provide timely public information, to store public data etc [5] .The Nepal government developed their e-Government concept, planning and infrastructure in an extensive support from

the government of Korea. The government of Pakistan, Sri Lanka, and Bangladesh has their own e-Government strategy and planning. Different web portals have been developed by the authorities to provide easy access of people to government activities.

2.2   E-Governance in India

The history of e-Governance goes back to the 1970s, when the government of India established the Department of Electronics, followed by the National Informatics Centre (NIC) in 1977. Till 1980's, a number of government officials used computers, but their applications were restricted to word processing. Gradually computerization process focused to the development of the in- house government applications in the areas of defence, economic monitoring, planning and the deployment of Information and technology to manage data intensive functions related to elections, census, tax administration etc. The first department to make wide use of e-Governance was the tax department at state and union levels in order to make their internal working more efficient.[6]

With the formation of The National Satellite Based Computer Network (NICNET) in 1987, e-Governance agenda in India gained momentum. In later period District Information Systems of the National Informatics Centre (DISNIC) was launched and state governments offered free hardware and software to computerize all district offices. In later period along with the centre, state governments also developed their e-Governance projects. Some important projects are given below:

The scheme of 'Computerization of Land Records' was started in the year of 1990-91 in Haryana. It helps the rural masses in getting their computerized land ownership certificates, in tracking any documents of land of circle office , updating etc. 'Gyandoot',an internet based

mechanism of Dhar district Administration of Madhya Pradesh started on 1st January 2000 which provides the rural people various information e.g Income certificate, Public grievance redressal, BPL(Below Poverty Level) family list, Domicile certificate, daily agricultural commodity rates (mandi bhav), Rural hindi email, Rural hindi newspaper etc. The 'Akshaya project' of Kerala was started in 2002. It involves setting up around 5000 multipurpose community technology centers called Akshaya e- Kendra's across Kerala. Run by private entrepreneurs, each e-Kendra set up within 2-3 kilometers of every household; cater to the requirements of around 1000-3000 families to make available the power of networking and connectivity to common man. Akshaya is a social and economic catalyst focusing on the various facets of e-learning, e-transaction, e-governance, information and communication.[7] In Kerala, the project 'FRIENDS' (Fast, Reliable, Instant, Efficient Network for the Disbursement of Services) acted as a multiple agency bill collection system or in other words provides citizens the means to pay taxes and other financial dues to the State Government. The project was launched in Thiruvananthapuram in June 2000 and now it is operated in all the 14 districts of Kerela.[8] The 'BHOOMI Project' of Karnataka started in 2002. It is an online service delivery mechanism which also manage the land records. Under the BHOOMI project there has computerized 20 milion records of land ownership of 6.7 million farmers in the state.[9] Since 2004, 'E-Seva' project of Andhra Pradesh is designed to provide online services to the citizens/customers regarding by connecting them to the respective government departments and providing required information. The 'Lokvani' a public-private partnership project at Sitapur District in Uttar Pradesh which was initiated in November, 2004. It helps the people to interact with the government without physical visit to any government office in regards of handling of grievances, land record maintenance and providing a mixture of essential services. The 'E-Mitra' Project was started in the Jaipur city of Rajasthan in October 2005 .It facilitates the urban and rural public by

providing them the various government departmental services through Lokmitra-Janmitra Centers/Kiosks.

The above mentioned e-Governance initiatives have created the base for the smooth running of e-Governancein India. But a united programme is not developed yet to assist the e-Governance in nationwide. To deal with this aspect central government has taken the major initiatives. The 11th report of administrative reform commission titled-"Promoting e-Governance-The Smart Way Forward" has imitated the process of setting base of e-Governance nationwide. The final report was submitted on 20th December 2008.To achieve the goal set by this commission, the "National e-Governance Plan" was formulated by the Department of Electronics and Information Technology (DEITY) and the Department of Administrative Reforms and Public Grievances.[10] The Government of India has allocated the subject of 'e-Governance' to The Department of Administrative Reforms and Public Grievances under the second schedule to Government of India Allocation of Business Rules 1961 . The department has been entrusted the role to promote e-Governance activities in consonance with the overall national objectives and priorities. This Task mainly involves conceptualization and overall coordination for governance related issues in collaboration with Department of Electronics and information Technology (DEITY) for technical expertise. [11]

In the initial stage, The Union Government approved the NeGP, comprising of 27 Mission Mode Projects (MMPs) and 10 components on May 18, 2006.

Table-2(i)

List of Mission Mode Projects

Central MMPs	State MMPs	Integrated MMPs
➢ Banking ➢ Central Excise & Customs ➢ Income Tax (IT) ➢ Insurance ➢ MCA21 ➢ Passport ➢ Immigration, Visa and Foreigners Registration& Tracking ➢ Pension ➢ e-Office ➢ Posts ➢ Unique Identification (UID**)**	➢ Agriculture ➢ Commercial Taxes ➢ e–District ➢ Employment Exchange ➢ Land Records(NLRMP) ➢ Municipalities ➢ e-Panchayats ➢ Police(CCTNS) ➢ Road Transport ➢ Treasuries Computerization ➢ Public Distribution System (PDS) Education ➢ Health	➢ e-Biz ➢ e-Courts ➢ e-Procurement ➢ EDI For eTrade ➢ National e-GovernanceService Delivery Gateway ➢ India Portal ➢ Common Service Centres(CSC)

Source- http://www.deity.gov.in/content/mission-mode-projects

The Mission Mode Project (MMP)s are individual projects within the National e-GovernancePlan (NeGP) that emphasis as on a particular aspect of e-governance. . Presently, NeGP includes 31 .MMPs, which are divided as central, state and integrated projects. In 2011, four projects namely -Health, Education, Public Distribution System (PDS) and Posts were included to make the list of 27 to 31 MMP. A number of other initiatives and policies has been taken by government of India to develop the infrastructures in this direction, e.g State Data Centre(SDCs),State Wide Area Network(S.W.A.N),Common Service Centres(CSC),National E-Governance Service Delivery Gateway(NSDG), State e-Governance Service Delivery Gateway(SSDG),Mobile e-Governance Service Delivery Gateway(MSDG) etc.[12]

In Accordance with provisions of NeGP, State governments have taken up various innovative steps to promote e-Governance services .It is mentionable that every State has the

flexibility of identifying upto five additional State-specific Mission Mode Projects (relevant for economic development within the State) [13]

The Government of Himachal Pradesh also took a number of projects to develop their e-Governance infrastructure. The Himachal Road Transport Corporation (HRTC) project is for online bookings, cancellation of seats, for enquiry about departure of buses, availability of seats and buses etc. 'The Lok-Mitra' was developed to offer services like information about vacancies, matrimonial services, tenders, market rates, village e-mail etc. To redress the genuine public grievances in a time bound manner, 'e-Samadha project' was developed. The Andhra Pradesh Government has taken the initiative of e-Governance by developing Andhra Pradesh State Wide Area Network, which is a network for data, voice and video communication (MIT, 2001c). Through this network, it launched the Twin Cities Network Services provide various services to citizens in two main cities (Hyderabad and Secunderabad) through onestop Integrated Citizen Services Centres (ICSCs). 'Citizen Friendly Services of Transport Department (CFCT)' provides services such as Issue of learner licenses, Renewal of driving licenses ,Issue of driving licenses , etc. The 'Prajavani' website was developed by the Government of Andhra Pradesh.[14] The Madhya Pradesh government has introduced its own e-Governance with modifications. The state has computerized the system for the payrolls, the budget, accounts, land records, official communications, public programmes and relief operations. It trains public servants in e-Governance at the academy of administration. Initiatives have also been taken to use Hindi as a popular medium to communicate among governments, provide information to the public, use email services and maintain government web pages (PC World, 2000). The state government also launches I-Geo Approach Internet geometrics to develop geometrics based web enabled decision support system for Rural Road Network within the state. A rural Intranet project

'Gyandoot' was adopted by the Dhar district which provides services including both e-Governance and ecommerce to rural areas In Maharashtra, the 'Warana Wired Village Project', executed by the National Informatics Centre, covers 70 villages: it allows internet access to cooperative societies and aims to deliver information relating to agriculture, health and education to the people by creating networked 'Facilitation Booths' in these villages (Dev, 1999).[15]

The other states which runs their e-Governance programmes are- The Tamil Nadu government developed the 'Vahan and Sarathi' for speeding the overall work flow in the transport department. The Orissa State Road Transport Corporation (OSRTC) project was started to provide transport related facilities online. Assam government has developed 'e-Panjeeyan' to deal with the computerization of the Document registration work at Sub Registrar Office. 'Rajnidhi' is a web enabled information Kiosk System developed by Rajasthan state agency for computer service.The Chandigarh government has started the 'e-JanSampark project' to provide Services & Information accessible to the common man in his locality to meet his basic need. 'Chetana' is a Disaster management system started in the state of Bihar to deal with natural disasters such as flood and earthquake. Uttar Pradesh government developed the 'Bhu-Lekh project' to computerize the land records. Karnataka Government has developed the 'Bhoomi' to manage the land Recods. Government of Uttarakhand has similar project named 'Devbhoomi' to keep land records. The state Government of Gujrat initiated 'e-GramViswa Gram Project' that connected 13716 Gram Panchayats and 6000 Citizen Common Service Centres as a part of the e-Gram connectivity.

Moreover with these efforts, since 2006, CSC has been created throughout the country. These are information & communication technology based access point that provides much

needed information and services (i.e agriculture services, Education & training services, Health services, Rural banking and insurances, entertainment services, commercial service etc) to the people of rural areas. The CSC scheme under National e-Governance Plan aims to cover 100,000 villages in the ratio of one CSC per six villages. The CSC project funding and implementation is done through Public Private Partnership (PPP)

To strengthen the process of developing of e-Governance in nationwide, National e-governance conferences convened every year in different parts of India since 1998 . These conferences provided a forum for discussion on e-government related issues among experts from administration, industry and academic leading to the formulation of regional as well as national e- governance strategies.[16] Participating in the 18th National e-Governance Conference, the Prime Minister of India MR. Narendra Modi twitted that e-Governance was an essential part of his ambitious 'Digital India' project and underlined that the scale and speed of India's development journey requires maximum and smart utilization of latest technology.[17]

In spite of these efforts, it is quite unfortunate that India stood in lower position (i.e 118th out of total 193 nations) in the UN e-Government Survey 2014. There is an urgent need that it should make the e-Governance projects in order to provide her citizens efficient, effective and transparent access to public services that the citizens deserve.[18]

2.3   e-Gvoernance in Assam

In its initial periods ,the induction of Informtion and Communication Technology (ICT) in governance has been more or less unorganised in Northeastern Region. The process was initiated by NIC (National Informatics Centre). NIC established its centre (which is known as

Assam State Centre of National Informatics Centre) in Guwahati in 1986. It was aiming at developing ICT based infrastructure, ICT based information system and ICT capacity building, particularly in the rural areas of this region. From 1990 onwards, NIC began setting up district units and now NIC has its district units in 27 districts of the State. The services delivered by NIC are-

1. Data Center
2. Domain Registration
3. ICT Training
4. Video Conferencing
5. Software Development
6. Network Services

NIC is responsible for maintainance of infrastructure, wider transparency in government functions, providing information and communication technology support to the officials of the districts and local level authorities, development and implementation of all State and district level computerization projects, monitoring district administration sponsored projects.

NIC sponsored projects that are running in presently in Assam are[19]-

1. MIS For Public Health Engineering Department, Assam
2. Planning And Development Department - Government Of Assam
3. DAK Management - Kamrup
4. Dibrugarh District Administration
5. File Management System - Assam Government
6. DAK Management - Kamrup Metro

7. Kamrup Mahanagar Zila

8. DAK Management - Sarba Siksha Abhijan

9. E Subidha - Community Information Centre

10. Telephone Information System

11. Secretariat Administration Department

12. DAK Management - Kamrup Metro

13. Guwahati High Court - Case Status Enquiry

14. File Management System - Assam Government

15. DAK Management - Dhemaji

16. ICT Solution - For Chief Secretary's Office

17. Court Case Monitoring System

18. Planning And Development Department - Government Of Assam

19. MIS For Public Health Engineering Department, Assam

20. Government Orders Secreteriat, Dispur

21. MIS Helpdesk

22. Assam Higher Secondary Education Council

23. Geographical Information System

24. Staff Selection Commission - Regional Office (NER)

25. Web-Gis Based Planning & Management System for NRHM Assam

26. GIS Application for SSA (Barpeta)

27. Emergency Management Information System For Assam (EMISA)

28. Personnel Management Information System

29. MIS For Small Tea Growers Database

30. Rain Forest Research Institute (RFRI), Jorhat

31. State Level Banker's Committee - Assam Arunachal Pradesh Manipur

   Mizoram Meghalaya Nagaland

32. Public Grivances Portal Government of Assam

33. MIS for e-Transactions & Other Activities

The Computerised Rural Information Systems Projects (CRISP) of NIC is monitored by The Ministry of Rural Development, Government of India.. The aim of this programme is to facilitate the monitoring and planning exercises of Department of Rural Development Agency (DRDA)s, State Rural Development Department (SRD)s and the Ministry of Rural Development (MORD) in the area of poverty alleviation. It is also known as "Rural Soft" which enables data to be collected either at DRDA level or Block level, depending on the availability of computing and communication infrastructure at these levels.

Adding to this Certain other programmes like- 'VIDHAN' or Magistracy case Management system (it manages various magistracy cases and generates reports), 'UDYOGRATNA' (it is an effectual tool for monitoring the district industries centers), 'PRITHVI GEOGRAPHICAL SYSTEM'- (all district boundaries of Assam have been digitized), 'PARISHODH' (computerized loan payment system), 'ANUSHARAWAN' (computerized circle office to DC office monthly reporting system), 'MANAB SAMPAD' (computerized personnel information management system), 'GRIHA-LAKSHMI' (computerized public distribution system), 'NATHI-AWASTHITI' (computerized file monitoring system-it"s a file monitoring system that tracks the movement of files in various government departments), 'SAPATH' (Affidavits Management system), etc have gained popularity.

Web enabled Land Records omputersation system, 'Dharitree' was started as a pilot project in Sonitpur District of Assam under NeGP and now it has been implemented in all the districts of Assam. The scheme of 'Dhartitre' takes care of up-to date maintanance of land records,workflow based automated mutation system efficient online delivery of quality services(mutation,copy of various land based certificates etc)to citizens generating various reports for faster decision making.

For more transperancy in judiciary, e-Court project is also being implemented in Assam. Under this project, laptop and laser painters are distributed to the judicial offices in Assam. Records of cases has been maintained. An official website has been introduced.

In order to help in speeding the overall workflow in the transport department "Vahan & Sarathi" project has been introduced in Assam. It has been implemented in 26 out of 27 districts. It is hoped that DTO (District Transport Office) will be facilitate in registration of vehicles, issuing of lisence etc.

Moreover e-Panchayats are introduced as Mission Mode Project to facilitate panchayati raj system at grassroot level. Introduction of reticulated LPG grid system isin multi-storied buildings in cities and towns helps in efficient use of enrgy in the state.

The Community Information Centres (CIC) established by NIC in various Blocks, are used the local people to access information, email training on computer and internet. It imparts IT training programme for students, staff of the Block Development Offices, elected representatives of 3 tire Panchayati Raj institutions and common people in rural areas. The Community Information Centres also offer services like exam results, farmer's tips, tender

notices, job advertisement, and education notification and so on. Under the patronage of Department of nformation Technology, Government of India these centres play a very crucial role in rural development process. Since 2006 , 218 CIC centres have been working in various Developement Block offices of the State[20]

Table-2(ii)

Number of Community Information Centres (CIC)

Assam	4348
Tinsukia	103
Dhemaji	108

Source-"*http://www*.egovindia.woedpress.com.2000/.06/18

There are about 4348 Common Service Centres (CSC) at present in Assam which promote rural livelihood through technology and financial inputs[21]. It also helps in opening bank accounts for people of BPL, small and marginal farmers. The CSC acts as a platform for promoting rural entrepreneurship and assists rural farmers and artisans to connect to the market.

Table-2(iii)

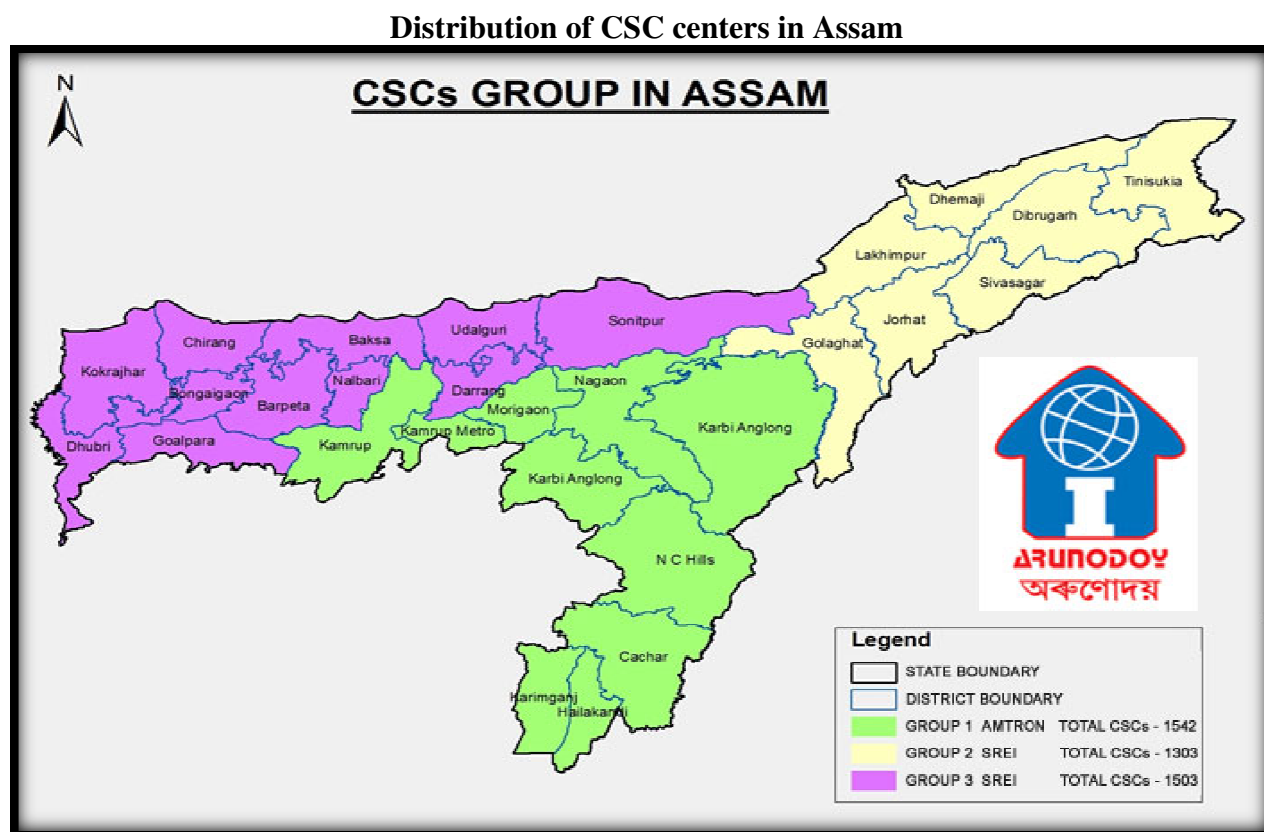**Number of Common Service Centre(CSC)**

Assam	218
Tinsukia	07
Dhemaji	05

Source-"http://www.csc.amatron.in

"Sanwad Kendras" are established throughout the state with a motive to ensure a reliable,time bound and transparent system that might be devoid of corruption, inconveniences, and harassment, with the help of private kiosks at a nominal fee.[22]

The 'e-District project' is an important enhancement of the states e-Governance implementation programme. This project is a Mission Mode Project (MMP) under National e-Governance plan (NeGP) founded by government of India. The government of Assam has chosen two districts Sonitpur and Goalpara for the pilot implementation of the project. E-District provides support to the district administration to enable the citizen centric services, which would optimally utilize the Assam state wide area Network (ASWAN) and state data center in Guwahati to deliver services to the stake holders.

Figur-2(a)

Distribution of CSC centers in Assam

Source-"Common Service Centre" csc.amrton.in

2.4 E-Governance in Tinsukia and Dhemaji

Rural e-Governance provides timely information to the citizens and have the potential to spawn innovative means of wealth generation in rural context (Singh, 2004, Malhotra et al., 2006). ICT can improve living standards in remote and rural areas by providing important commercial, social and educational benefits (Share, 1993; Madden et al., 1997). Electronic service centres have a pivotal role to play, especially in reaching out to the marginalized sections living in remote areas (Singh, 2000). As per the 2011 census report, 80.06% population of Tinsukia District and 92.96% population of Dhemaji District lives in rural areas.[23]. The e-Governance mechanism is running smoothly in the two Districts i.e Tinsukia & Dhemaji. The administration of the two districts trying to mobilize each and every e-Governance resources to provide the governmental Services to the needy persons of the far reaching areas.

Both the districts have the National Informatics centres(NIC) since the inauguration of the NIC in the state. People can get any information (i.e history, geography, demography, cultural heritage, wildlife, communication and about district administration) through the District Web portals developed by NIC. NIC also acts as data centers and also engaged in Software Development. It also provides the Network services and offers ICT trainings.

The Government of India launched the CIC project in the month of August,2002. The CIC has been implemented with the aim of bringing the multifarious benefits of information communication Technology to the grass roots in the relatively remote less & less developed regions of India .They are equipped with computer communication equipments and internet-enabled. The computer communication equipments are- A server and five clinents connected to V-SAT on a Local Area Network (LAN).A television has also been provided for edutainment

purposes.[24] The CIC have helped to accelerate IT usages in the rural areas of Tinsukia & Dhemaji. Internet is now emerging as the principal medium. Presently there are 7 communication. Community information Centres in Tinsukia while 5 in Dhemaji district. The CIC have provided innumerable benefits to the people in the two districts . Some of the popular usages have been career guidance , online admissions at various educational institutions, results of various examinations ,online railway reservation booking & status, email and chats, television viewing for entertainment & information, access to exam results, citizen centric services & access to government departments

The CSC is important medium of providing e-services to the people. In the field of agriculture, the some of the services rendered by the CSC are Adhar Card registration, Aadhar Enrolment, e-Aadhar letter download and print, various insurance services, passport, LIC, e-Nagarik, e-District services like birth and death certificate etc. In Tinsukia and Dhemaji these institutions offer services such as- Ration card application form, Pension, NIOS registration, pan card etc. In Tinsukia 103 and in Dhemaji 108 offer these services to the people of rural areas[25]. The Village Level Entrepreneur (VLE) is CSC operators. Specially in these two districts; they have performed a considerable amount of service on the part of CSC.

Table-2(iv)

Number of VLE in Tinsukia district

Sl.No	Area	Number
1	Guijan	17
2	Hapjan	29
3	Itakhuli	17
4	Kakopather	15
5	Margherita	28
6	Sadiya	6
7	Saikhowa	11
8	Urban Doom Dooma	3
9	Urban Tinsukia	18
Total		144

http://www.edistrict.assam.gov.in

Table- 2(v)

Number of VLE in Dhemaji district

Sl.No	Area	Number
1	Bordoloni	14
2	Dhemaji	54
3	Murkokchelek	34
4	Machkhowa	3
5	Sisiborgaon	39
Total		144

http://www.edistrict.assam.gov.in

The Assam 'e-District project' (SUGAM) is a mission mode project under National e-Governance plan which is monitored by the Department of Information and Technology, Government of Assam. It aims at delivering the Government to Citizen (G2C) Services in all the districts of Assam. It will make government services accessible to the common man in his

locality through internet, Common service centers and Public Facilitation Centers at DC, Sub Divisonal Office and Circle Offices.[26] In the table below showing peoples access into these e-Governance mechanism in the two districts.

Table-2(vi)

E-District application report

	Total	Unassigned	In process	Approved	Rejected	Reverted
Assam	400925	535	35917	319894	10895	33620
Tinsukia	28564	32	1899	24312	325	1992
Dhemaji	9204	3	1852	6813	125	411

http://www.edistrict.assam.gov.in (26-09-16)

In both the Districts almost all the government offices now have online sites, which are authentic and genuine and thus provide the accurate information to the general public.

Table-2(vii)

List of some official web portals of Tinsukia and Dhemaji

Tinsukia	Dhemaji
1) Government website of Tinsukia - http://www.tinsukia.nic.in 2) Tinsukia Judiciary website - http://tinsukiajudiciary.gov.in 3) Tinsukia Police- http://www.assampolice.gov.in/districts/tinsukia.php 4) Tinsukia Rural Development website- http://www.drdatinsukia.com/	1. Government website of Dhemaji - http://www.dhemaji.nic.in 2. Dhemaji District judiciary - http://www.dhemajijudiciary.gov.in 3. Assam police- Dhemaji - http://www.assampolice.gov.in>district>dhemaji 4. Dhemaji Zilla Parisad - http://www.dhemaji.assampanchayat.gov.in

http://www.m.tinsukiaonline>city-guide>(2016)

Recently, The District e-Governance Society (DeGS) is developed in the district of Dhemaji ; which will look after the resources at district level. It will be headed by district managers. In Dhemaji District , Managers were recruited on February 2016 .

Awareness and communication is an integral component of the national e-Governance plan. The CSC s of Dhemaji & Tinsukia districts regularly organized awareness generation camp.

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