LEGACY DATA PUBLICATION (Database of Old Records up to 1971):

- No. of Legacy Data Codes (LDCs) made available to the public: **2.01 crores**
- No. of **LDCs** downloaded by public Online for submission of NRC Form: **78.7 lakhs**
- No. of **LDCs** collected by public at the NSKs for submission of NRC Form: **66 lakhs**

NRC APPLICATION FORM RECEIPT:

- A total of **3.29 crore** Applicants applied in the NRC
- Number of Application Forms received: **68.31 lakhs families**
- 3 facilities were provided to the public for Application Form submission:

1. **NSK based:** Hard copy submission at NSK. The highest NSK receipt in a single day was on 10th August 2015: **1.93 lakhs**
2. **NRC Online Form:** Collected family based details in
   - **24 fields**
   - **2-3 pages** of scanned documents and one color photo per person
   - Also had facilities like tools for cropping, rotation, compressing conversion photos (including JPG to PDF)
   - Total NRC Online forms received: 3.1 lakhs
3. **Offline + Online (e-Form) facility –**
   - Designed for rural users having issues in accessing uninterrupted internet facility
   - Electronic Application Form with built in Validations downloaded and filled up offline and then uploaded/ submitted Online on completion of filling up the Application Form

- Number of **Supporting Documents** received along with Application Forms: **6.56 crores**
- **51.26 lakhs** hits recorded in the Official Website of NRC in a span of 6 months since the launch of the website
- Highest hits in a single day in the NRC Official Website (on 23rd June 2015): **1.30 lakh** hits
- No of public queries resolved through the **Online Grievance Redressal Portal** during the Application Phase: 8,494
- Number of calls received in NRC Call Centre **(15107)** during Application Phase in a period of **7 months**: **10.68 lakhs**

- Average call time per call to address the queries of the public: **3 minutes**. Time per call during peak time: **7 minutes**
- Highest calls received in a single day (on 24th June 2015): **27,015**

VERIFICATION PROCESS:

- All the **6.56 crore supporting documents** along with the **68.31 Lakhs** Application Forms submitted by the applicants were scanned, and digitized including adding metadata
- **16** rounds of **digitization** done till date
- **6.44 Crores of Documents were taken up for** Backend Verification
- **Documents sent for verification to 75,054 numbers of issuing authorities**
- 5.74 lakh unique documents sent to **Other States/ Central Agencies**
- 402 documents were received from issuing authorities spanning across 37 other countries
- A total of 83 categories of documents were received along with the Application Form



Office Verification of various departments under progress at the Deputy Commissioner's Office in Nagaon district- Dec 2016

- **Field Verification** was done by visiting house to house for 68.31 lakhs households



Field Verification

PUBLICATION OF PART DRAFT NRC:

- **Part Draft NRC** was published on the expiry of midnight of **31st December 2017** with the names of 1.9 crore applicants out of **3.29 crore** applicants
- Approximately **1 lakhs** results delivered through **Pre-registration SMS service**
- SMS results delivered through **On-demand SMS service** within **a week** from the date of publication of the Part Draft NRC was approximately **10.66 lakhs**
- The total number of hits on the **ARN Based Search** Portal for checking the results in **Part Draft NRC** was around **4.54 crores** within **10 days** of the launch of the online mechanism

POST PUBLICATION OF PART DRAFT NRC:

- **Family Tree Verification –** A unique methodology applied to verify the genuineness of the use of Legacy Data by the applicants which involves matching of all the family tree details submitted by applicants claiming descendance from the same ancestor
  - **Family Tree Verification carried out for 96.97 lakhs** applicants
  - **9.15 lakhs** number of **Family Tree Hearings** conducted across Assam in around **80 working days**, (17th Feb to 6th June 2018)
  - **Letter of Information (LOIs)** were generated centrally through Software wherein all the conflicting descendants spread across NSKs/ Circles/ Districts/ States were asked to appear before an Investigating Officer at the same **Venue, Date, and Time**
  - Total Number of Data Entry of visual matches between **Computerized Family Tree (CFT) and Manual Family Tree (MFT)** is: **17.98 crores**
  - Total Number of **Investigating Officers** involved in the Family Tree Investigation: **6,241**
  - **3935** venues for Family Tree hearing
- Total Number of **Special Verification Officers** involved in the Special Verification (for GP Secretary/ Lot Mandal/ Circle Officer Certificates issued to married women): **4,111**
- **Total number of Letters of Information (LOIs) / Notices served to applicants to appear for Family Tree or Special Verification hearings: 76.8 Lakhs**
- **1435** venues for Special Verification hearing

AN INTEGRATED ONE STOP GRIEVANCE REDRESSAL SOLUTION:

- A Total of **12,53,561** Calls Addressed at the **NRC Call Centre** during different phase:
  - Legacy Data Publication: **1,52,167**
  - Application Receipt Phase: **5,90,973**
  - Verification Phase: **2,28,343**
  - Post Publication of Part Draft NRC: **2,82,078**
- Call Centre of seating capacity of **102** manpower set up
- Total Grievances Addressed through **Online Mechanism** till date: **14,331**

DEPLOYMENT OF HUMAN RESOURCE (HR):

- **62,614 Human Resources** worked for Project NRC
  - **52,038** Statutory & Government Officials which includes: DRCR, ADRCR, CRCR, ACRCR, LRCR, State level Verification Team, DRCR and CRCR Verification Team Members, Local officer, Field Level Officers etc.
  - **1201** Contractual Personnel under NRC – State, District and Circle Project Management officials. Bulk selection through transparent written examination system

- **9375** Outsourced personnel working through Vendors for data entry, call centre etc. works

- The Statutory & Government Officials were selected from almost all government departments like Education, Election, Power, Office of the Deputy Commissioners and so on
- Identification of the best resources, capacity building of these resources were some of the major challenges
- Around **30** rounds of training conducted at state level, **1632** rounds at **district and circle level** for NRC updation. Training materials like PPTs, Videos for easy understanding, Booklets, Flip Charts with pictorials etc. were developed and shared with all Officials
- **6470** participants attended the training including the Deputy Commissioners, Superintendent of Police, Additional SPs, ADCs, Circle Officers, LRCRs, DPS, CPS, and District Master Trainers

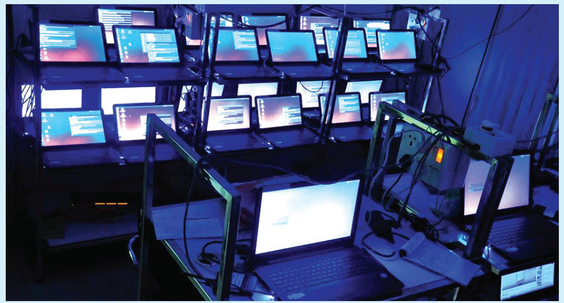


SOFTWARE APPLICATIONS DEVELOPED FOR NRC UPDATION

- A total of more than **51 Software Applications** developed exclusively for the NRC Updation:
  - **28 Major Software Applications developed**
  - **23 Small-Scale Software Applications** developed

MILESTONES AND ACHIEVEMENTS
DURING DIFFERENT PHASES OF
NRC UPDATION PROCESS

- **DASHBOARD: AT A GLANCE PERFORMANCE INDICATOR OF NRC UPDATION PROCESS**
  - **Daily Performance Dashboard** developed to track, monitor, analyze and display Key Performance Indicators (KPI)
  - Data being spread out at different level viz. NSK, Circle, District, State, different Departments' etc., tracking the progress of the work at a Real Time was one of the biggest challenges
  - **The dashboard** gives –
    - A real-time update on **Targets, Performance, Run Rate, Bottlenecks, and Backlogs**
    - Compared data from different sources and difference in variables are highlighted for correction flags issues needing immediate attention
    - Created in a **Single Pane View** and shared with field functionaries
    - It brought out competitiveness in districts and circles
    - Daily sharing through Whatsapp and email
    - **Colour Coding** to show the progress of Task **Completed/ Pending/ Progress** in **Volume, Numbers, Percentage** etc.
  - Around **60** different types of **Dashboard** developed until now which includes **49 daily, 2 weekly, 6 bi-weekly, 2 monthly and 1 ad-hoc** dashboards. As per the need, at times the Dashboard was also prepared and shared on an hourly basis



OUR NRC, FAIR NRC

MILESTONES AND ACHIEVEMENTS
DURING DIFFERENT PHASES OF
NRC UPDATION PROCESS

STATE-OF-ART DATA CENTRE TO STORE DATA PROVIDED BY APPLICANTS IN YEARS TO COME

- Installation of an **In a Box Fluid Solution State Data Centre (DC)** of **119 TB** Storage Capacity

PUBLICITY PLATFORMS TO REACH OUT THE MASS REGARDING THE NRC UPDATION

Leaflets: Sharing Information & Educating People about NRC Updation:

- 12 different types of **Leaflets** created in different phases
- Total Number of **Leaflets** Printed: **1.06 crores**

Community Level Meetings (CLMs): Direct Communication at Grass Root Level

- For awareness generation and trust building, the entire process of NRC updation needed to be conveyed to the public through **Community-Level Meeting (CLMs)** at various levels but not limited to:
  - Gaon Panchayat Level (Gram Sabha)
  - Anchalik Panchayat Level
  - Ward Level (for urban areas)
  - Thana level and other local entities level
- Total number of Community-Level Meetings (CLMs) held across Assam: **17,241**

Print Advertisements were circulated in various leading newspapers in different languages viz. English, Assamese, Bodo, and Bengali

- Total number of **Print Advertisements** till date: **2360**

Total **Electronic Media** spots: **46,050** which include **25,188 TVC** spots and **19,862 Radio Jingles** broadcast

Total number of **Screenings** of **Electronic Production** at **48** Cinema Halls: **31,335**

Total number of **Media Responses** addressed: **114**

Awareness created through **Social Media Posts, Complaints** and **Grievances** related to NRC Process:

- No. of Post on **Facebook**: **1310**
- No. of Tweets in **Twitter**: **1800**
- **Grievances** Addressed: **236**
- **Complaints** Addressed: **59**

Exclusive/NRC-07-18

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MILESTONES AND ACHIEVEMENTS

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NRC

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