

Snags in NRC website

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GUWAHATI, July 14: At a time when the Supreme Court-fixed deadline of July 31 for submission of NRC forms is fast approaching, the official NRC website has proved to be a dampener with the online form submission system not working properly.

In the last few days there have been complaints from people regarding slow speed of the website as well as frequent problems in filing up the online NRC form and its submission.

This is especially ironic since the State government and the NRC State Coordinator's office have been urging the people to use the online route for filling up and submitting the forms and supporting documents.

At times the relevant link would fail to open and in other instances even as a web user tries to save his or her uploaded information in the online form, the website would fail to respond.

Today, when attempts were made to go into the 'Online (See page 4)

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Application Form Submission' link, the page displayed a message stating, "This server will be temporarily unavailable for maintenance purpose. Regret the inconvenience caused."

On being contacted, State Coordinator for NRC Prateek Hajela told *The Assam Tribune* that engineers and experts at various locations were constantly working to upgrade the site.

He admitted that the online form submission through the website was not working, but assured that it would be sorted out in two to three days.

"Top experts are constantly working on our site and we

have bought software from major global firms like Microsoft and Oracle. Already the website has improved a lot since the time it was initially opened. The software that we are using is state-of-the-art and a bit complicated and we are running against time. We are sometimes forced to directly use them without going for a trial run. Besides, when the user traffic goes exponentially, sometimes the site may experience certain problems," he added.

Hajela said a team of experts from Wipro are in the city working to fix any problems. "In two days all problems will be taken care of," he said.

NRC data

Sir, - The last couple of weeks have witnessed a lot of discussion regarding the submission of NRC data. While many have raised doubts about the accuracy of the process, one must understand that preparing NRC data in a State like Assam is an extremely difficult task. I personally have submitted my NRC data as well as of my families' information online and would like to share the experience. It is quite interesting to search legacy data on the website. I have searched many legacy data for helping people who could not find their NRC Seva Kendras (NSKs). It is also worth mentioning that filling up of the application form and submitting link document online is quite easier. One who can browse internet should try to fill their application online as this will avoid standing in a queue.

The website contains important information which helped me submitting correct information in an easy way. The NRC website remains effective 24/7 despite thousands of people browsing the