



GOVERNMENT OF NAGALAND  
DEPARTMENT OF  
**INFORMATION TECHNOLOGY  
& COMMUNICATION**

  
*Annual*  
**ADMINISTRATIVE REPORT**

**2020-21**







**ANNUAL ADMINISTRATIVE REPORT 2020- 21**  
**Demand No – 81**

**DEPARTMENT OF INFORMATION TECHNOLOGY & COMMUNICATION**

**Introduction**

In recent times, the Department of Information Technology & Communication (IT&C) has been playing an important role to transform the State of Nagaland into a modern State. The year 2020-21 saw the emergence of the COVID-19 Pandemic which has affected almost all countries and more than 50 million people around the world and has had governments at all levels operating in a context of radical uncertainty, faced with difficult trade-offs given the health, economic and social challenges it raises.

The Department of Information Technology & Communication is fully aware that during this crisis there is a need to bring quick change in governance and all other spheres of life and adopt E-governance which is a unification of Information and Communication Technology (ICT) in all the operations to augment the potential of the government to meet the requirements of its citizens.

The Department is now bringing the latest state of art technology to take the State of Nagaland to the next level through adoption of e-Governance and latest ICT based technologies and to this end, sincere efforts have been made to improve electronic public service delivery to citizens in a transparent, efficient and cost-effective manner.

The world is now looking up to India to drive the global economic growth and towards this end, the Department of IT&C is working on the theme, **“Emerging Technologies and its impact on future Society”**.

The following are the main executive business and duties of the Department of IT&C :

- Formulating State IT Policy.
- Planning & Coordination of IT related programmes and projects.
- Technical support to Government Departments for IT enabled services.
- Research & Development of new technologies and prescribe uniform standards.
- Pro-active promotion of Citizen Centric services
- Capacity Building and organizing of IT events.
- Planning, providing Internet access, Network security, Bandwidth management etc.
- Implementation of core infrastructure projects under the National e-Governance Plan (NeGP)
- E-governance initiatives.
- Co-ordinating Procurement and Tendering activities.



## **I. Core IT Activities and Infrastructure Projects of the Department**

### **1. State Wide Area Network (SWAN)& GSTN**

The Nagaland State Wide Area Network is the backbone network for data, voice and internet in the State and continues to provide connectivity with data, voice and video communications in the State. The NagaSWAN had also provided constant network during the pandemic ensuring Video Conferencing, Communications and Internet were available to the State Government at all times.

The NagaSWAN also continues to provide connectivity for Goods and Services Taxes Network (GSTN) in the State by providing connectivity from Nagaland State Wide Area (SWAN) Point of Presence (PoP) at the District Head Quarter to all Taxes offices at the districts, with the Network Operating Centre at NagaSWAN SHQ Kohima.

### **2. The Nagaland State Data Centre (NSDC)**

The Nagaland State Data Centre (NSDC) which is one of the most critical core technical infrastructure which the Department of IT&C has been managing by itself without engaging the support of other Data Centre Operators (DCOs). It is providing various consolidated services such as hosting applications and infrastructure to facilitate provisioning of efficient electronic service delivery of Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B) services etc.

The Covid-19 Pandemic had indirectly enforced the Government to utilize Digital Systems powered by ICT for information dissemination, contact-less access to services, analysis and focused implementation of its Schemes and Programmes. The NSDC which was upgraded to cater to the requirements of the State Government has acted as a secure, reliable and homegrown Data Centre for all of the Government's Digital Services, Websites and applications.

### **3. State Portal & State Services Delivery Gateway**

The Nagaland State Portal and State Services Delivery Gateway (SP&SSDG) was inaugurated in the year 2011 and is accessible at <https://nagaland.gov.in> and after a span of 7 (seven) years of highly fruitful operations, the need to upgrade the existing State Portal and State Services Delivery Gateway (SP&SSDG) with the latest in Digital Technologies had prompted the Department of Information Technology & Communication (IT&C) to start its own Software Development of the State Portal.

The Department of IT&C has now completely upgraded the State Portal & State Services Delivery Gateway using the latest state-of-art technologies in Web Applications, compliant with the WCAG 2.0 Guidelines for Web Accessibility, Web Security and is now completely mobile ready.

The Nagaland State Portal acts as the Single Window for information to various Government data like Notifications, Circulars, Press Releases, Tenders and other pertinent information of the State.



#### 4. eDistrict MMP

The eDistrict MMP aims to create an online platform to computerize the workflows of the end User Departments making the process of application and delivery of service transparent and efficient. The eDistrict Application has recently undergone a rigorous Software Testing and Security Audit by the Software Testing and Quality Control (STQC) Center, Government of India and has been found to be robust, secure and a scalable Software Application.

This platform provides 30 (Thirty) high demand e-Services from various Government Departments. The e-District Nagaland Online System had enabled the Nagaland Public Service Commission (NPSC) to introduced its One Time Registration (OTR) e-Service for all intending Civil Service Candidates which has been a grand success and is being actively used by the NPSC for conducting their Examinations.

#### 5. Common Service Centre (CSC)

The Common Service Centre's (CSCs) are the end delivery/access points for citizens of the State to avail electronic services. Common Service Center (CSC) have been providing services to the citizens both in the urban and rural areas in the State. Some of the activities during 2020-2021 are mentioned below.

##### i. Digipay

In the wake of the pandemic and particularly during the lockdown period, CSC VLEs proved indispensable in providing assistance for financial transactions. In testimony of this active service, 2(two) VLES, one each from Mon and Dimapur were acknowledged with gifts from the CSC head office for being the most transacting Digipay VLEs.



*DM Dimapur presenting Iris Scanner.*



*Mon VLE with gift hamper from CSC.*

##### ii. PradhanMantri Jan ArogyaYojana (PMJAY)

CSC centres played a crucial role in helping the citizen of the state, especially the rural citizens, to avail free medical treatment under the PMJAY Scheme. Various camps have been initiated in all the districts by the CSC team





*Pmjay drive in collaboration with Health & Family welfare at Mon town & Loaku village in Mon district*



*Pmjay camp at Elumyovillage, Wokhat Dis*



*PMJAY registration at Longleng district*

### iii. Tele Law

Under Tele Law, legal awareness and counseling is provided to the people free of cost. This service was welcomed with much appreciation in all the districts of the state. In October 2020 Nagaland state was awarded 2<sup>nd</sup> position in overall ranking in the country in performance under Tele Law.

### iv. CSC E-store Mega Contest

So far 3 (three) VLEs from Nagaland state has won in the Mega contest held Pan India. A VLE from Kohima won an Electric Scooter and two VLEs from Dimapur, won Whirlpool washing machine each.

The Common Service Center's (CSC) has also performed well in generating PAN Card and Nagaland state stands in the 2 (second) position in overall country ranking for PAN Card.

The 7<sup>th</sup> Economic Census of India which was conducted across the country, Mon district was the first district to complete the enumeration. In PradhanMantriShram Yogi Maandhan insurance scheme (PMSYM) a total of 4691 card has been issued till date through CSCs in Nagaland. CSC's has also been providing services like Health services, HDFC Banking services etc.



## II. The 6<sup>th</sup> edition of e-Naga Summit- 2020

The 6<sup>th</sup> Edition of the annual e-Naga Summit was held on 21<sup>st</sup> December 2020 at the newly created e-Governance Academy of Nagaland (eGAN) at Kohima with the theme “***Emerging Technologies and its impact on future Society***”. The e-Naga Summit 2020 was conducted purely in Virtual Mode due to the pandemic and this was the first Virtual e-Naga Summit.

The topics on discussion included Scenarios for a post pandemic future, Cyber Security, Cyber Hygiene, Artificial Intelligence, Future of Education, Emerging Technologies and Use of Technology for Digital Governance.

The 6<sup>th</sup> Edition of the e-Naga Summit 2020 was live streamed on YouTube MyGov Nagaland Channel and was made accessible to all wherein subject specialists from Denmark, Portugal, Estonia, UK, Singapore and India had joined and presented their views to 16000 viewers from Nagaland as well as abroad.

The e-Naga Summit 2020 being an annual event of the Department was graced by Shri Mmhonlumo Kikon, Hon’ble Advisor, Information Technology & Communication, Science & Technology, New and Renewable Energy. The Summit, envisages to provide a common platform for distinguished law makers, speakers, industry specialists, stakeholder departments, entrepreneurs and most importantly citizens of the State under one roof to bring about collaboration and deliberation on Technological matters that impact our society.





***Shri. Mmhonlumo Kikon  
Hon'ble Advisor, IT&C addressing the  
6<sup>th</sup> Edition of the e-Naga Summit 2020***



***Shri. K.D. Vizo  
ITS, Principal Secretary, IT&C  
giving the introductory remarks***





**Ms. Liselotte Lyngsø, Founding Partner, Future Navigator, Denmark presenting on Scenarios for a post pandemic future**



**Message from Dr. Omkar Rai, Director General, Software Technology Parks of India (STPI)**



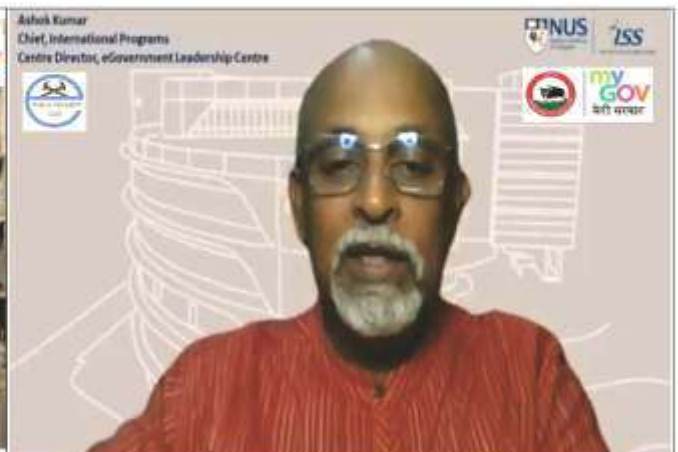
**Mr. Nigel Eastwood, Founder and CEO of New Call Telecom, UK presenting during e-Naga Summit 2020**



**Ms. Merle Maigre, Sr. Expert on Cyber Security, Estonia presenting on Cyber Hygiene**



**Ms. Sara Fernandes, International Consultant on e-Gov, Cyber Security and Smart Cities, Portugal**



**Mr. Ashok Kumar Seetharaman, Center Director, eGov Leadership Center, Singapore presenting on Use of Technology in Digital Governance**



**III. Events, Trainings and Outreach Programmes during 2020-21**

The Department of Information Technology & Communication had conducted and participated in various Events and outreach programmes during 2020-21. The Department aimed at reaching the unreached with electronic services and also empowering the various Government Departments and Citizens with ICT Technology & Tools to usher in an era of responsiveness, transparency and efficiency in Nagaland. A brief of these activities are as follows:-

**1. Participation in the State COVID-19 WarRoom**

In response to the raging COVID-19 Pandemic across the globe, the Government of Nagaland had constituted the State High Powered Committee headed by Shri. Neiphiu Rio, Hon'ble Chief Minister and established the State COVID-19 WarRoom under the able leadership of Late. Shri. Temjen Toy, IAS, Former Chief Secretary Nagaland. The Department of IT&C had actively participated and provided technical support and expertise to the State Covid-19 WarRoom.

The State Covid-19 WarRoom among its various other activities was primarily tasked to collect information on Stranded Citizens across the State as well as from different parts of the country, analysed deficiencies in the availability of essential commodities in the State and ensure its availability, prepare and strengthen the readiness of the State Machinery in combating the spread of Covid-19 in the State, provide Financial Assistance to stranded persons, plan and take measures to re-locate stranded citizens back to the State, prepare and issue Standard Operating Procedures (SoPs), Rules and Guidelines for managing the pandemic in the State.



***State Covid-19 War Room***



## 2. State Official COVID-19 Dashboard

The Department of IT&C has designed, developed and deployed the Official State Covid-19 Dashboard <https://covid19.nagaland.gov.in>, to act as a Single Window for all information pertaining to the Covid19 Pandemic in the State. This Portal / Dashboard provides information like Notifications, SOPs, Guidelines, Advisories, Statistics etc. collected from various Central and State Government Departments and Agencies and presents the information in a concise and user-readable format in real-time. Data Analytics has also been incorporated in the State Covid-19 Dashboard to enable the Government Machinery in better decision making and management of the pandemic in the State and apart from the above services, the Dashboard acts as a Quarantine Center Management System (QCMS), Portal for Returnee Self Declaration e-Forms and access to the e-PASS System for movement of vehicles and persons across the State.

The Department of IT&C had ensured that only the latest in Open Source Web Technologies and Frameworks were utilized for the State Covid-19 Dashboard thereby ensuring the security, reliability and availability of all information on the Dashboard. The Dashboard also automated sharing of information with other Portals and Systems like National and State Disaster Management Portal, Kohima Smart Cities Portal etc. using Application Programming Interfaces (APIs) and till date a total of **18,39,292 visitors** have utilized the services of the Covid-19 Dashboard.



State Official Covid-19 Dashboard – <https://covid19.nagaland.gov.in>

The screenshot shows the 'Quarantine Center Management System (QCMS)' interface. It features a table with columns: 'Quarantine Center', 'Current No. of Inmates', 'Total Capacity', 'EID', and 'Status'. The table lists several centers with their respective inmate counts and capacities. For example, the 'Kohima Quarantine Center' has 10 inmates and a capacity of 100. The 'Dispur Quarantine Center' has 10 inmates and a capacity of 100. The 'Mokokchung Quarantine Center' has 10 inmates and a capacity of 100. The 'Wokha Quarantine Center' has 10 inmates and a capacity of 100. The 'Zunheboto Quarantine Center' has 10 inmates and a capacity of 100. The 'Dimapur Quarantine Center' has 10 inmates and a capacity of 100. The 'Jalajdi Quarantine Center' has 10 inmates and a capacity of 100. The 'Kohima Quarantine Center' has 10 inmates and a capacity of 100. The 'Dispur Quarantine Center' has 10 inmates and a capacity of 100. The 'Mokokchung Quarantine Center' has 10 inmates and a capacity of 100. The 'Wokha Quarantine Center' has 10 inmates and a capacity of 100. The 'Zunheboto Quarantine Center' has 10 inmates and a capacity of 100. The 'Dimapur Quarantine Center' has 10 inmates and a capacity of 100. The 'Jalajdi Quarantine Center' has 10 inmates and a capacity of 100.

Quarantine Center Management System of the State Official Covid-19 Dashboard

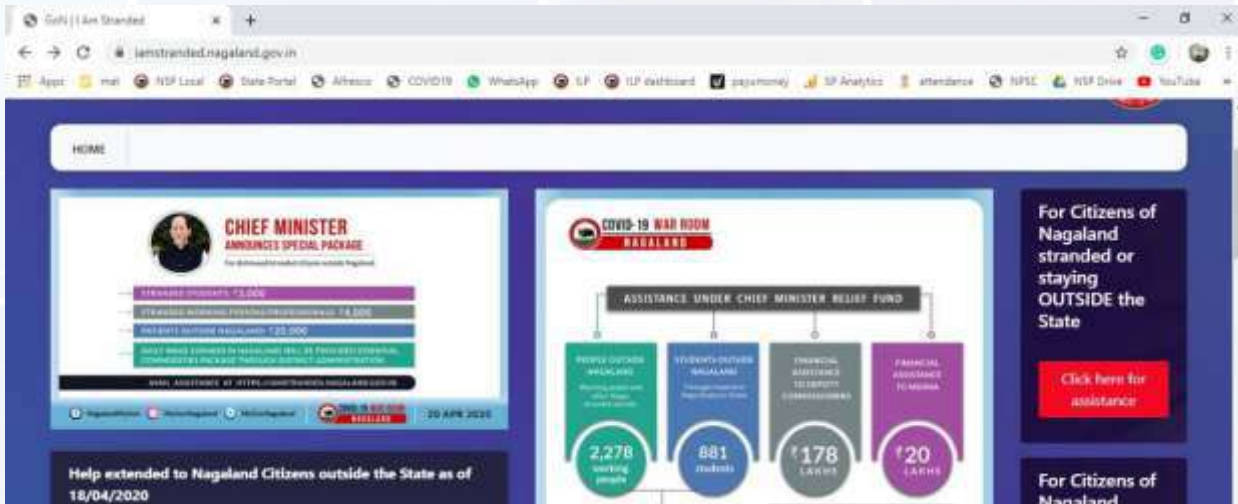
The screenshot shows the 'SELF DECLARATION & UNDERTAKING FOR RETURNES AND TRAVELLERS ENTERING NAGALAND FOR THE PURPOSES OF QUARANTINE' form. It includes fields for 'First Name', 'Last Name', 'Self Declaration Status', 'Date of Birth', 'Gender', 'Marital Status', 'Emergency Contact No.', 'Report No.', and 'Declaration Address'. There is a 'Submit' button at the bottom.

The Self declaration Form for Returnees and Travellers available on the State Covid-19 Dashboard



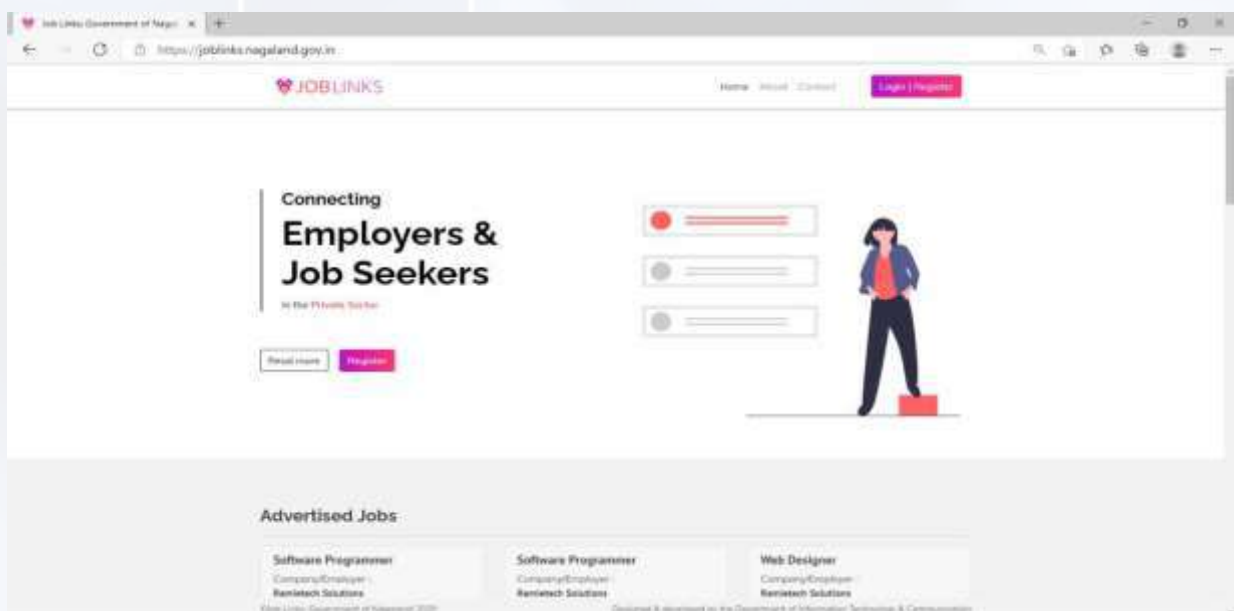
### 3. IamStranded Portal for Government Financial Assistance

The Department of IT&C had also developed the Iamstranded Portal at <https://iamstranded.nagaland.gov.in> to enable the Government to monitor and assist stranded citizens during the Covid-19 Lockdown. This Portal also enabled the Government to plan for the safe return of stranded citizens from outside the State. A total of 37,932 Beneficiaries have received Financial Assistance under various packages through the portal.



### 4. JobLinks Portal

The Nagaland Job Links Portal (<https://joblinks.nagaland.gov.in>) was developed by the Department of Information Technology and Communication and launched on 26th June 2020 by Shri. Imnatiba, Hon'ble Advisor, Employment Skill Development & Entrepreneurship. The Portal aims to connect Job Seekers and Employers in the State for effective engagement and placement in the Private Sector of the State. This Portal also aims to provide a platform for Citizens to enroll in Up-Skilling, Re-Skilling and other Training Programmes provided by various Agencies.



The JobLinks portal is accessible at <https://joblinks.nagaland.gov.in>



## 5. Common Scholarship Portal

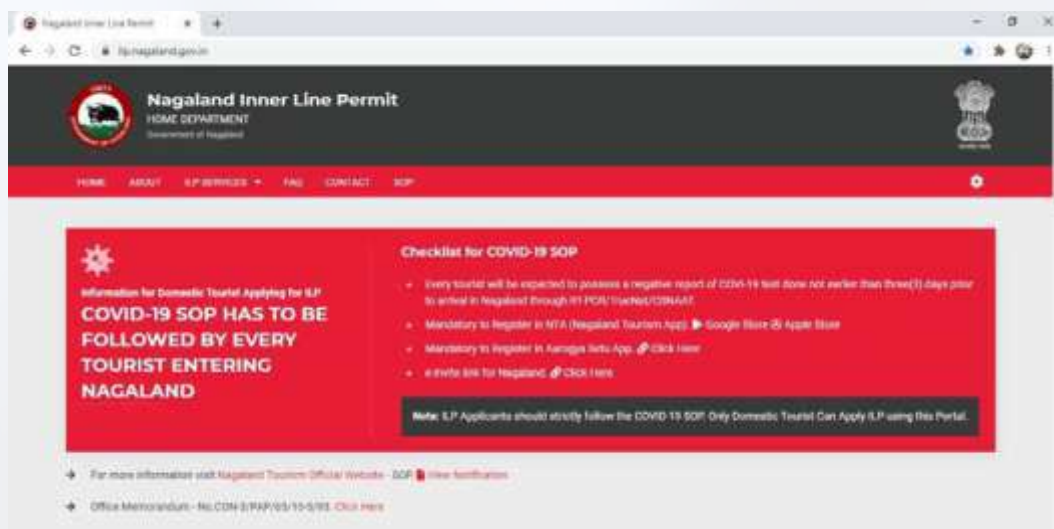
The Common Scholarship Portal was designed, developed and deployed by the Department of IT&C to bring all State Scholarships under a single Platform for ease of access, central information sharing and transparency in the Scholarship system. The Common Scholarship Portal enables online applications for State Post Matric Scholarship(ST), State Merit Scholarship, State Research Scholarship, NEC Scholarship, Pre-Matric Scholarship for ST(Class IX and X), State Technical Scholarship and State Medical Scholarship and a total of 41680 Scholarship applications have been received through this system during 2020-21.



The Common Scholarship Portal is accessible at <https://scholarship.nagaland.gov.in>

## 6. Online ILP Portal

The online ILP Portal was developed by the Department of Information Technology & Communication for the Home Department to enable easy, efficient and transparent issue of Inner Line Permits (ILPs). The online ILP portal was launched to ease the ILP registration process for any tourist visiting the State. All concerned enforcement agencies or the government will have an access to real time information of the applicants, the number of approvals obtained, the duration of visits and the places of visit. A total of 3590 ILP's have been approved through the online portal till date.



Online ILP Portal can be accessed at <https://ilp.nagaland.gov.in>



## 7. Development of API's for COVID Information System.

The Department of Information Technology & Communications had developed numerous Application Program Interfaces (APIs) to enable seamless automated data sharing between different Portals and Systems. API's to share COVID-19 related information are being actively used by the Department of Health & Family Welfare, National and State Disaster Management systems, Kohima Smart City Systems etc.

## 8. Live Streaming of various State Level Events

### • Virtual Inauguration of State Banquet Hall.

The Department of Information Technology & Communication had enabled the Live Streaming of the Inauguation of the New State Banquet Hall at Chief Minister's Residential Complex Kohima. The Virtual inauguration was the first of its kind in the State and was streamed live on MyGov Nagaland Youtube & Facebook Channels. The State Banquet Hall was inaugurated by Chief Minister Neiphiu Rio on 29<sup>th</sup> July 2020 in the presence of Deputy Chief Minister Y Patton and Housing & Mechanical Minister Tongpang Ozukum.



*The newly constructed State Banquet Hall, Kohima was inaugurated through Virtual Mode on 29<sup>th</sup> July 2020*

### • Virtual Celebration of 74<sup>th</sup> Independence Day 2020

Nagaland joined the rest of the nation on 15th August 2020 to celebrate India's 74th Independence Day at Secretariat Plaza, Kohima. ***In a first of its kind, the State hosted a Virtual Independence Day celebration which was streamed live at MyGovNagaland Facebook and MyGovNagaland YouTube Channel to ensure safety protocols amidst the Covid-19 pandemic.*** The event was facilitated by the Department of Information Technology & Communication with the latest state of art technologies for Live Streaming the event.





***Shri. NeiphiuRio, Hon'ble Chief Minister Nagaland speaking on the 74<sup>th</sup> Independence Day Celebrations at the Civil Secretariat, Kohima***



***Staff of the Department of IT&C setting up equipment during the Virtual Independence Day Celebrations 2020***



***State Band playing the National Anthem***



- **Virtual Unveiling of Bust of Dr. ImkonglibaAo at Raj Bhavan, Kohima**

The Department of IT&C had facilitated the Virtual Unveiling of Bust of Dr. ImkonglibaAo at Raj Bhavan, Kohima which was Live streamed on the MyGov Nagaland Channel on YouTube.



*Shri. R.N Ravi, Hon'ble Governor Nagaland, inaugurating the Bust of Shri.ImkonglibaAo at Raj Bhavan, Kohima*



*Dept. of IT&C personal managing the live streaming*



### 9. Publicity of Government Policies through MyGov Nagaland.

The government of India launched MyGov, a unique citizen engagement and collaborative governance initiative on 26th July 2014. The MyGov Instance for Nagaland was launched on 20th November 2019 and the key aspects of MyGov are the 'Discuss', 'Do', 'Disseminate' which help facilitate dialogue, discussion and deliberation between citizens and government.





**10. Video Conference Facility at Chief Minister's Secretariat.**

The Department of IT&C had set-up a state-of-art integrated Video Conferencing System was set up at the Chief Minister's Secretariat at the Civil Secretariat, Kohima and the system was actively utilized for various meetings with both the Center and the State Government Agencies during 2020-21.



*Shri. Neiphiu Rio, Hon'ble Chief Minister Nagaland, attending a Video Conference with Dedication to Nation & Foundation Stone Laying of NH Projects in the State of Nagaland on 4<sup>th</sup> December 2020*

**11. Video Conference Facilities extended to various Departments & Agencies.**

The Department of IT&C had set-up a dedicated Video Conferencing Studio at its Directorate in Kohima, filled with the latest technologies for enabling seamless Video Conferencing across multiple Online Platforms like Zoom, Google Meet, Cisco WebEx, Microsoft Meet etc.

This facility was utilized by various Departments and Agencies to attend Webinars, Interviews and communicate with each other.





**Shri. ToshiWungtung, Hon'ble Advisor, Information & Public Relations ,SCERT and Village Guards attending a Webinar on Harnessing the Demographic Dividend at the Directorate of IT&C.**



**National Teachers Award interview at Directorate of IT&C over Video Conferencing**



**National Broadband Mission Video Conference at the Directorate of IT&C**



## 12. Technical Trainings & Support for various Government Departments.

- **Portal Training for Nagaland State Commission for Women**

The Department of IT&C had conducted an indepth training on 26<sup>th</sup> June, 2020 for Nagaland State Commission for Women. The training was conducted to impart knowledge about the Online Complaint Portal of the Women Commission



*Portal Training being imparted to the personnel from the Nagaland Commission of Women*

- **Training for DIET Centers.**

The Department of IT&C had conducted a technical training for website maintenance from 10<sup>th</sup> -11<sup>th</sup> September, 2020 with 8 (eight) DIET Center's under SCERT Department with an aim to impart basic knowledge about the Content Management System of the DIET Websites and how to maintain and update the website on a day to day basis. A total of 17 personnel from 8(eight) DIET Centres attended the training program.



**DIRECTOR, SCERT KEYNOTE ADDRESS**



**THEORY SESSION**



*Technical Training for DIET Centers*



- **Domain Registration for DIET Centres.**

The Department of IT&C had provided technical assistance to the SCERT for hosting all Educational Websites under the .ac domain in compliance to the directives of the Government of India. A total of 8 DIET Websites are hosted under the academic/educational domains:-

- dietmokokchung.ac.in
- dietpfutsero.ac.in
- dietmon.ac.in
- dietchiechama.ac.in
- diettuensang.ac.in
- dietzuheboto.ac.in
- dietwokha.ac.in
- dietdimapur.ac.in

- **Training for website maintenance for Nagaland Information Commission.**

The Department of IT&C had conducted a training held on 23<sup>rd</sup> September, 2020 with Nagaland Information commission (NIC). The training was conducted to impart basic knowledge about website updation and content Management System of the NIC website.



*Website training for Nagaland Information Commission*



#### IV. New IT Infrastructure Projects

##### 1. E-Governance Academy of Nagaland (eGAN), Kohima.

The Department of IT&C had setup an e-Governance Academy of Nagaland in collaboration with the e-Governance Academy of Estonia (eGA) with an aim to impart quality education on the best practices, eGov Systems and Technologies to the various Government Agencies and Entrepreneurs in the State of Nagaland.

The e-Governance Academy of Nagaland has been set-up in the Directorate of IT&C, Kohima,



*e-Governance Academy of Nagaland VC Room*

##### 2. Nagaland Secretariat Local Area Network (SecttLAN).

Nagaland Civil Secretariat, Local Area Network (LAN) equipment are more than 15 years old and are obsolete and the need to replace the existing LAN connectivity to provide reliable connectivity and internet access to all the Departments / Offices in Nagaland Civil Secretariat building was felt and therefore, with the approval of Chief Secretary, Request for Proposal (RFP) was floated through e-tendering and procurement system for supply, installation and commissioning for implementation of Nagaland Civil Secretariat Local Area Network (SecttLAN) during 2019-2020 by the Department of IT&C.

The SecttLAN has now been fully established and is providing services to all the State Government Departments at the Civil Secretariat.







# VISION

to create a  
**Simple**  
**Manageable**  
**Approachable**  
**Responsive**  
**Transparent**  
Government

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DEPARTMENT OF  
INFORMATION TECHNOLOGY & COMMUNICATION  
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Below State Museum  
Kohima : Nagaland