

GOVERNMENT OF NAGALAND DEPARTMENT OF INFORMATION TECHNOLOGY & COMMUNICATION



ANNUAL ADMINISTRATIVE REPORT 2021- 22 Demand No – 81 DEPARTMENT OF INFORMATION TECHNOLOGY & COMMUNICATION

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 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 has adopted E-governance which is a unification of Information and Communication Technology (ICT) in all relevant operations to augment the potential of the government to satisfy 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, **"Towards promotion of International Trade through Information Technology".**

The Department of IT&C performs the function of the Secretariat for the IT Council and the State Level Coordination Committee for IT applications and the following are the executive business and duties:

- 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 e-Procurement and Tendering activities.

The Nagaland State e-Governance Society (NSeGS) is functioning under the Department IT&C and it is the designated nodal agency for implementation of National e-Governance Plan (NeGP) and Digital India initiatives. The core infrastructure projects under the National e-Governance Plan (NeGP) / Digital India consists of the State Data Centre, State Wide Area Network, State Portal & State Services Delivery Gateway, Capacity Building and Common Service Centre and the basic core infrastructures are now ready for full-fledged e-Governance activities to take off. The Department of IT&C is also facilitating various Departments in implementation of their respective electronic service-related Mission Mode Projects.

Core IT Activities and Projects

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 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. Presently, NSDC is hosting 130 (One hundred and Thirty) Government websites and applications including Mobile Applications providing information and e-Governance related services to the citizens.

3. State Portal & State Services Delivery Gateway

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. The Nagaland State Portal and State Services Delivery Gateway (SP&SSDG) was inaugurated in the year 2011 and is accessible at www.nagaland.gov.in.

The Department of IT&C has now completely upgraded the Nagaland State Portal 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 Department has also undertaken the process of completely revamping the Nagaland State Portal by doing its own in-house Software Development and adding new features as per the requirement of the State and is also now downloadable as a Mobile App.

The State Portal also provides ease of access to various online Government services for the Citizens and also facilitates the publishing of e-Gazettes and various utility forms for the Government officials and employees.



The Official State Portal of Nagaland accessible at https://nagaland.gov.in

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 and during 2021-22 a total of 16,527 (Sixteen Thousand Five Hundred Twenty Seven) Applications have been processed successfully.



The Nagaland e-District Portal accessible at https://edistrict.nagaland.gov.in

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 2021-2022 are mentioned below.

i. Digipay

The aadhaar enabled payments system Digipay has been a boon for the citizens, specially in the rural areas during the lockdown period as it facilitates the withdrawal of government entitlements like MGNREGA, social security pension, Handicapped and Old age pension etc. This system is based on demographic and biometric/iris information of an individual, which eliminates the risk of any frauds and non-genuine transactions. CSC VLEs of Nagaland have been tirelessly providing the Digipay services to the citizens of Nagaland in their respective areas and as a testimony some of them have been among the top performing VLEs in the number of Digipay transactions in the country.

Highlights of Digipay services during 2021-22: -

- Total number of VLEs providing Digipay services 331 (Three Hundred Thirty One).
- Total number of Digipay transactions 8279 (Eight Thousand Two Hundred Seventy Nine).



CSC Digipay Sakhi (SHG), Inaholi Yeptho, Kiyezu A village, Dimapur Nagaland

ii. Digipay micro-ATM (MATM)

CSCs across the country now act as a micro-ATM, which could be used by people with debit cards to withdraw cash from their nearest CSC center. This crucial service has enabled the citizens specially in far flung locations to withdraw money from any CSC center without the need to travel to towns or visit their bank branch. During the month of July and August 2021, two VLEs from Nagaland Mr. Putchong and Mr. N. Wanmai were placed in the Top 5 performing VLEs in Digipay mATM services pan India. Nagaland also achieved 20361 nos mATM transactions during 2021-22.



VLEs Mr. Putchong and Mr. N. Wanmei in top 3 and top 4 for the month of July 2021

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VLEs Mr. N. Wanmei and Mr. N. Putchong in top 1 and top 4 for the month of August 2021

iii. E-Shram

The Ministry of Labour & Employment developed and launched E-Shram portal for creating National database of 38 crore unorganized workers such as construction workers, migrant workers, street vendors, domestic workers, agriculture workers for optimum realization of their employability and extend the benefits of the social scheme to them. A 12-digit card will be provided to all the registered workers which will be valid across the country. Through CSCs in Nagaland, a total of 58,742 (Fifty Eight Thousand Seven Hundred Forty Two) unorganised workers has been registered in the state till date.



Registration drive of unorganized workers under e-Shram scheme in Tsukhao village, Noklak district

iv. Grameen E-Store

Grameen E-Store was started during the lockdown period to enable the citizens, both rural and urban, to meet their essential requirement of ration, fruits and vegetables. The citizens can place the order through an App using their mobile phone and get the goods delivered to his/her home by the CSC. CSC VLE, however, procures the goods locally and delivers them. This initiative will fulfill the vision of "Gram Swaraj" and create lot of local employment.

Highlights of Grameen E-store in Nagaland during 2021-22

- Number of E-store orders 18,684 (Eighteen Thousand Six Hundred Eighty Four).
- VLEs can also become distributors of various companies like Unibic, Cello, Whirlpool, Bajaj electric etc. Currently there are 17 (Seventeen) CSC E-store distributors in Nagaland.
- Through the E-store customers can also book Tata and Renault cars in Nagaland.
 Number of cars book till data in Nagaland through E-store 4 (Four).



FELICITATION OF CSC ENTREPRENEUR FOR OUTSTANDING PERFORMANCE BY SHRI.TONGTILIBA LONGKUMER, DIRECTOR, IT&C , NAGALAND

Mr.Mhasiselhou Thomas Kulnu, CSC Jakhama was awarded with an E-BIKE for his outstanding performance in Grameen E-Store by CSC-SPV

Shri. Tongtiliba Longkumer, Director, IT&C, Govt. of Nagaland , felicitates Mr. Mhasiselhou Thomas, VLE -CSC Jakhama who was awarded for outstanding performance by CSC-SPV, Government of India

7th Edition of the e-Naga Summit 2021

The 7th Edition of the e-Naga Summit 2021 was held on 21st December 2021 at the e-Governance Academy of Nagaland, Directorate of Information Technology & Communication under the theme "*Towards promotion of International Trade through Information Technology*". The theme of the summit was explored by experts from the Academia, Industry Leaders, Entrepreneurs, Senior Government Officials and the citizens impacted by the ever-changing Information & Communications Technologies.



Er. Sabou Yashu, Additional Director, IT&C giving the inaugural remarks



Shri Manpreet Singh, President, International Chamber of Indian Business on Potential of International Trade in North Eastern Region of India speaking at the e-Naga Summit 2021



Dr. Ao Toshi, Pro Vice Chairman of Delhi Public School & Chairman, Echahaba Tea Growers' Cooperative Society Ltd. Addressing the e-Naga Summit 2021



Shri. Kedo Nagi, CEO, Ramietech Solutions, representing the local entrepreneurs at the e-Naga Summit 2021



Participants of the e-Naga Summit 2021

Events, Trainings and Outreach Programmes during 2021-22

The Department of Information Technology & Communication had conducted and participated in various Events and outreach programmes during 2021-22. 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. Virtual inauguration of Directorate of IT&C Building along with Government High School Buildings and Minister's Residential Complex, Kohima

The Directorate of Information Technology & Communication Building, Kohima was Virtually inaugurated by Shri. M. Venkaiah Naidu, Hon'ble Vice President of India, in the presence of Shri. Jagdish Mukhi, Hon'ble Governor of Nagaland and Shri. Neiphiu Rio, Hon'ble Chief Minister of Nagaland, from the Rhododendron Hall, Chumoukedima on the 7th of October 2021.

Speaking on the occasion, Hon'ble Vice-President of India said that inaugurating these building and complexes marks an important milestone in the developmental journey of Nagaland.



Shri. M. Venkaiah Naidu, Hon'ble Vice-President of India, virtually Inaugurating the Directorate of IT&C, Government High School Buildings and Ministers Residential Complex, Kohima on 7th October 2021

2. Live Streaming of State Level function for Celebration of 73rd Republic Day 2022 Nagaland joined the rest of the nation in celebrating the 73rd Republic Day at the Nagaland Civil Secretariat Plaza, Kohima on 26th January 2022. The function was facilitated by the Department of Information Technology & Communication with the latest state of art technologies for Live Streaming the event. The entire Programme was streamed live on the MyGov Nagaland YouTube channel.



Live Streaming of State Level function for Celebration of 73rd Republic Day 2022 by Department of IT&C on the MyGov Nagaland Youtube channel



Shri. Neiphiu Rio, Hon'ble Chief Minister, Nagaland visiting the Stall of the Department of Information Technology & Communication during the 73rd Republic Day 2022

3. Live streaming of 75th Independence Day 2021

Nagaland joined the rest of the Country in celebrating the 75th Independence Day today. A state level programme was held at News Secretariat Plaza, which was live streamed on the Nagaland MyGov Channel.



Live Streaming of the Celebration of 75th Independence Day 2021 by Department of IT&C

4. Live streaming of the celebration of the 59th Nagaland Statehood Day

A state level programme was held at Civil Secretariat Plaza Kohima, on December 01, 2021 celebrating the 59th Statehood Day of Nagaland which was Live-Streamed on the Nagaland MyGov Channel.



Live Streaming of the Celebration of 59th Independence Day 2021 by Department of IT&C

Live streaming of the 9th International Tourism Mart for the North East region, Kohima, Nagaland 27th-29th November, 2021

The International Tourism Mart for the North East Region 2021 was organized by Ministry of Tourism, Government of India in association with Nagaland Tourism, State Government of Nagaland at Kohima from 27th to 29th November, 2021.

The inaugural ceremony was held at the State Banquet Hall with Shri. Neiphiu Rio, Hon'ble Chief Minister, Nagaland as the chief guest and the event saw presentations from various NE States, panel discussions on various theme-based topics including a high-level Round Table discussion of Secretary Tourism, Government of India with Diplomats of five countries and a Business to Business (B2B) session.



Shri. Neiphiu Rio, Hon'ble Chief Minister of Nagaland Inaugurating the 9th International Tourism Mart for North East Region streamed by the Dept. of IT&C

6. Training on Smartphone Filmmaking by Film and Television Institute (FTII)

As part of the country wide celebrations under AZADI KA AMRIT MAHOTSAV of Govt, of India, the Film and Television Institute India (FTII), Pune conducted online short courses to advance the cause of film education by providing free-of-cost trainings for Scheduled Tribe (ST) participants residing in Nagaland.

The training was held at the eGovernance Academy of Nagaland classroom at the Directorate of Information Technology & Communication, Kohima from 24th January to 29th January 2022 in collaboration with the Department of Information & Public Relations



Inaugural session of the training on Smartphone Filmmaking being held at the e-Governance Academy of Nagaland (eGAN) at the Directorate of IT&C, Kohima on 24th January 2022.

7. Live streaming of Inauguration of Tseminyu District Headquarter

The inaugural program of Tseminyu District Headquarter was held on 24th February at the Rengma Sports Association Ground, Tseminyu with Shri. Neiphiu Rio, Hon'ble Chief Minister Nagaland as the Special guest and Shri. R. Khing, Hon'ble Advisor for Animal Husbandry & Veterinary & Women Resources Development as the Host.

Also speaking on the occasion, Shri. Mmhonlumo Kikon, Hon'ble Advisor, Information Technology & Communication, Science & Technology, NRE, Government of Nagaland, said that the Rengma community truly deserves a separate district for which they have waited and tirelessly fought for as one. The momentous event was broadcast live on the MyGov Nagaland Youtube channel by the Department of IT&C.



Shri. Neiphiu Rio, Hon'ble CM of Nagaland speaking during the Inauguration of Tseminyu District Hq



Shri. Mmhonlumo Kikon, Hon'ble Advistor, IT&C, Science & Technology and NRE speaking during the Inauguration of Tseminyu District HQ.

8. Inauguration of Software Technology Park of India (STPI), Kohima

Nagaland's first and India's 61st Software Technology Park of India (STPI) centre was opened on 17th September 2021, in Kohima. The Center was inaugurated by Shri. Rajeev

Chandrashekhar, Hon'ble Union Minister of State for Skill Development & Entrepreneurship, Electronics and IT in the presence of Shri. Mmhonlumo Kikon, Hon'ble Advisor, IT&C, Science & Technology, NRE, Government of Nagaland.

Shri. K.D Vizo, Principal Secretary, IT&C, informed that in 2015, the Director General of STPI, during the e-Naga Summit had signed a Memorandum of Understanding to set up the Software Technology Park of India at Kohima, Nagaland.

The Union Minister Shri. Rajeev Chandrashekhar, while speaking on the occasion said that the inauguration of STPI in Nagaland was a part of the fulfillment of PM Modi's vision of creating a technology ecosystem in the Northeast by creating opportunities for the future generations of the region.

Shri. Mmhonlumo Kikon, Hon'ble Advisor of IT&C, NRE, Science & Technology, said that the new STPI centre would determine the future of Nagaland and necessary infrastructure for those who want to begin their start-up has been set up while encouraging innovators to make use of the opportunity.



Shri. Rajeev Chandrashekhar, Hon'ble Union Minister of State and Shri. Mmhonlumo Kikon, Hon'ble Advisor, IT&C inaugurating STPI in Kohima

9. Digitization of P&AR records

The Department of Information Technology & Communication had undertaken the digitization of important historical and administrative records of the P&AR Department. This project enabled the creation of a digital database of 1,64,106 (One Lakh Sixzty Four Thousand One Hundred and Six) pages and maps belonging to the Government of Nagaland.



Data Digitization for P&AR in progress

10. Launching of Nagaland Online ILP Portal for all categories

Shri. Neiphiu Rio, Hon'ble Chief Minister, Nagaland, launched the Inner Line Permit (ILP) portal for all categories of applicants on 17th December 2021. While the online issuance of ILPs for tourists was made operational in November 2019 the new modules will cover other categories such as businessmen, traders, labourers, priests, and students and it is a part of the government's effort for making public services available in a more efficient and user-friendly manner. A total of 11,776 (Eleven Thousand Seven Hundred Seventy Six) online ILP applications have been processed to date.



Launch of Nagaland Online ILP Portal for all categories of ILP Applications

11. Launching of Nagaland Covid-19 Information App

Shri. Neiphiu Rio, Hon'ble Chief Minister, Nagaland, launched the 'Nagaland COVID-19 Information App' on June 10, 2021 at the State 'COVID-19 War Room,' Civil Secretariat, Kohima.

The app, developed and maintained by the Department of Information Technology & Communication (DITC), Nagaland is aimed at providing information related to the ongoing COVID-19 pandemic in the State. Among others, the app is designed to serve data such as case status, availability of various types of beds, Emergency Contact Numbers at district and state level, hospital help desks, vaccination and testing sites, self-declaration form, FAQs and so on. The app is also directly linked to the Nagaland COVID-19 War Room dashboard.



Shri. Neiphiu Rio, Hon'ble Chief Minister, launching Covid-19 Information App



Shri. Neiphiu Rio, Hon'ble Chief Minister, along with Officers of the Department of Information Technology & Communication at the launch of the Covid-19 Information App

12. Security Audit for websites

In the age of Cyber threats and disruptions, the Department of Information Technology & Communication has undertaken the Security Audit of all Government Websites & Applications hosted in the State Data Center (NSDC) to ensure continuity of Government Policy and information flow to citizens. To this end all Departments have been trained on best practices for ensuring online security.



Training of Departments on Security Audit underway in the Directorate of Information Technology & Communication

13. Survey on Assessment & Analysis of IT eReadiness for implementation of Enterprise Architecture

The Department of Information Technology & Communication is of the view to setup Enterprise Architecture for the Government of Nagaland which would enable the Government to be digitally enabled and to create a digital workflow for all Government Process. To this end, the Department of IT&C had conducted a survey covering 68 (sixty eight) Government Departments to Assess & Analyze their IT e-Readiness for implementation of Enterprise Architecture and the coverage is as follows:-

No. of Departments / Agencies Covered	- 68 (Sixty Eight)
No. of Departments / Agencies Completed	- 63 (Sixty Three)

Survev	Analysis E	B: Process	Dimension

1. Describe where the IT section fits in the Department's overall organization structure?				
	2	2	2	2
2. Document below any issues, which are currently of importance to the IT section or will be in the ming year and beyond (e.g. <u>eBusiness</u> , capacity planning, new services, changes in systems, training quirement etc.). Indicate if any third parties are assisting you with any projects.	2	4	2	2
3. Do you have a written IT plan and strategy in place?	2	2	2	2
4. Do you have a Citizen's Charter?	2	2	2	5
5. Kindly give the details of the Department's citizen services provided?	1	5	2	5
6. Briefly describe the types of <u>etransaction</u> processing and approximate volumes. (e.g.; on-line,	2	5	2	2
atch, etc.)	2	2	2	2
7. Are Operations personnel staffed 24 hours a day, 7 days a week?	2	2	2	2
8. Does the IT section perform performance monitoring as well as short- and long-term capacity anning for the system and network infrastructure components?	15	24	16	22
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14. e-Tendering & e-Procurement

The Department of IT&C had trained 27 (twenty seven) Departments in e-Tendering. All Government Departments are actively using eTendering system for procurement and till date a total of 388 tenders were issued for a total value of Rs. 2247 (Two Thousand Two Hundred Forty Seven) Crore.

15. Evidence Based Policy Consultation on enabling Women Entrepreneurship

The Department of Information Technology & Communication had enabled the Online multi-stakeholder conclave on Evidence Based Policy Consultation on Enabling Women Entrepreneurship on 18th February 2022 at the Capital Convention Center, Kohima.



Consultative Workshop on Enabling Women Entrepreneurship, Capital Convention Center, Kohima

16. Workshop on Tax Deducted at Source (TDS) / Tax Collected at Source (TCS)

The Department of Information Technology & Communication, had facilitated the Income Tax Department, Govt. of India for conduct of a Workshop on TDS / TCS on 18th February 2022 in the Directorate Conference Hall wherein, representatives of all State Government Departments, Offices and Agencies were informed about various procedures and guidelines on TDS & TCS.



Workshop for all Departments on TDS / TCS at the Directorate of Information Technology & Communication

17. Nagaland Right of Way (RoW) Portal

The Department of Information Technology & Communication has setup an integrated Single Window for all Right of Way (RoW) applications for setting up of Overground Telecom / Telegraph Infrastructure in the State of Nagaland and during 2021-22 a total of Rs. 77,98,000 (Rupees Seventy Seven Lakh Nienty Eight Thousand only) has been collected and deposited to the State Treasury. This portal has been integrated with the Central RoW Portal through Application Program Interfaces (API's) for end-to-end data sharing and exchange.



Nagaland Right of Way Portal accessible at https://row.nagaland.gov.in 18. Common Scholarship Portal

The Department of Information Technology & Communication continues to manage and maintain the State's Common Scholarship Portal through which a total of 55,575 applications have been processed during 2021-22. The Department has also created a mobile app "e-Modop" which would enable applicants to access various Government Services including scholarships through the mobile platform.



Common Scholarship Portal accessible at https://scholarship.nagaland.gov.in

19. Virtual Training for NCS Probationers

The Department of Information Technology & Communication conducted Virtual Training for NCS Probationers was held on 5th March 2021 which aimed to impart information and training on e-Governance, Electronic Services (e-Services), e-Procurement & GeM and other ICT Technologies.



Virtual Training of NCS Probationers through Google Meet on 5th March 2021

20. Virtual Training of staff of DC Offices on eDistrict Applications

The Department of Information Technology & Communication, with the view to provide transparent and efficient access to Citizen Services had conducted a Virtual Training for the staff of the Deputy Commissioner's Offices to impart information on processing various e-Applications of the Government of Nagaland on





Participants during the Virtual Training imparted to staff of the DC Offices on e-District Applications

21. Virtual Training on CISCO & Oracle Technologies

The Department of Information Technology & Communication, with the view to provide practical knowledge and hands-on training had conducted a virtual Training on CISCO & Oracle Technologies based on existing infrastructure in the State from $10^{\text{th}} - 13^{\text{th}}$ August 2021.

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Oracle Database 11g Release 1 and earlier	All	No. Use another method	Kallol Chaudhuri
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Participants during the virtual Training on CISCO & Oracle Technologies

V | S | O N Responsive

to create a Simple Manageable Approachable Responsive Transparent Government

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Below State Museum Kohima : Nagaland