**GOVERNMENT OF NAGALAND**

**DEPARTMENT OF**

**INFORMATION TECHNOLOGY & COMMUNICATION**

# ONE YEAR JOURNEY
# 2019-2020

**IT&C**

**ANNUAL ADMINISTRATIVE REPORT**

**ANNUAL ADMINISTRATIVE REPORT 2019 - 20**
**Demand No – 81**

**DEPARTMENT OF**
**INFORMATION TECHNOLOGY & COMMUNICATION**

# VISION

to create a
**S**imple
**M**anageable
**A**pproachable
**R**esponsive
**T**ransparent
Government

## Introduction

In recent times, the Department of Information Technology & Communication (IT&C) is instrumental in transforming the State of Nagaland into a modern State by way of introducing all forms of electronic transactions and services. Inspite of various challenges, the Department is bringing the latest state of art technologies to take the State of Nagaland to the next higher level. The Department of IT&C is fully aware that this is an era of knowledge led economy and there is a need to bring quick change in governance and all other spheres of life and 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 making the State of Nagaland the next IT Hub of South East Asia".**

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

- 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, Network security, Bandwidth management etc.
- Projects under Digital India Programme
- E-governance initiatives including Foreign Collaboration.
- Co-ordinating e-Procurement and e-Tendering activities.
- Co-ordinating Aadhaar based Biometric Attendance System, Online ILP System, Websites and Software Applications etc.

The Nagaland State e-Governance Society (NSeGS) is functioning under the Department IT&C and it is the designated nodal agency for implementation of 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 and Common Service Centre and the basic core infrastructures are now ready for full fledged e-Governance activities to take off.

## A. Core IT Infrastructure 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 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 central 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.

Currently, a total of 83 (eighty three) websites and 10 (ten) web applications of various Departments and Government Agencies are hosted in the State Data Centre. Furthermore, an additional 10 (ten) web applications are under development and the NSDC has also been upgraded to cater to the requirements of the State Government.

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

The State Portal and State Services Delivery Gateway (SP&SSDG) was inaugurated in the year 2011 and has since then it has acted as the Single Window for information to various Government data like Notifications, Circulars, Press Releases etc.

### 4. eDistrict MMP

The eDistrict MMP aims 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 been actively utilized by the Nagaland Public Service Commission (NPSC) for conducting their Examinations and many other Departments are also using this platform.

### 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. A total of 310 Common Service Centre's (CSCs) have been established across the State to cater to the needs of the Citizens. Through the CSCs the citizens can avail services like Online Mobile/DTH Top-up, Online Bill Payment, Online Applications for Government to Citizen Services like Scholarships, Marks Verification, Passport Application, Insurance Schemes etc. CSC is the front end e-Governance and it is now available even in remote areas and some of the activities of the CSCs are as follows:-

- Carrying out enrollment fo**r Pradhan Mantri Shram Yogi Maandhan (PMSYM)** which is a voluntary and contributory Pension Scheme for Unorganized Workers for entry age of 18 to 40 years with monthly income of Rs.15000 or less and a total of 2304 Beneficiaries have been enrolled under this scheme.

- Carrying out enrollment under **Pradhan Mantri Kisan Maan Dhan Yojana (PMKMY )** which is an old age pension scheme for all land holding Small and Marginal Farmers (SMFs) in the country. It is a voluntary and contributory pension scheme for the entry age group of 18 to 40 years with a provision of payment of Rs. 3000/- monthly pension on attaining the age of 60 years, subject to certain exclusion criteria and a total of 284 Beneficiaries have been enrolled under this scheme.

- Carrying out insurance cover under **Ayushman Bharat Yojana or Pradhan Mantri Jan Arogya Yojana (PMJAY)** which is a centrally sponsored scheme which offers an insurance cover of Rs. 5 lakhs per family and a total of 23521 PMJAY's have been approved through CSCs.

- Carrying out **CSC Banking through MoU with HDFC Bank** and enabling VLEs that are enrolled with CSCs to offer banking products and services in remote locations. The arrangement envisages making banking services available to people in rural areas who do not have access to formal banking and a total of 231 Accounts have already been opened and 7 Two-Wheeler Loans were issued by CSCs in Nagaland.

*CSC – HDFC Two Wheeler Loan customers*

- Carrying out **Electors Verification Program (EVP) 2019** of the the Election Commission of India (ECI) whereby initiatives were taken to improve the health of electoral rolls system and enable enrolment of all eligible citizens during special summary revision of the electoral rolls. The CSCs have verified 3920 Electors through this process.

**B. 5ᵗʰ edition of the e-Naga Summit- 2019**

Every year the Department of IT&C has been conducting e-Naga summit and the e-Naga Summit 2019 was held on 30ᵗʰ November 2019 at the Regional Centre of Excellence in Music and Performing Arts (RCEMPA), Jotsoma under the theme "***Towards making the State of Nagaland a leader in e-Democracy and Digital Society".*** The e-Naga Summit, being an annual Summit of the IT&C Department envisages to provide a common platform for distinguished law makers, speakers, industry specialists, stakeholder departments, entrepreneurs and most importantly citizens of the State to bring about collaboration and deliberation on Technological matters that impact our society. The topics on discussion included Role of Social Media in policy formulation for Government, Role of e-Democracy in the future of the State, Role of Technology in promotion of Digital Society and the workshop on social media for Government Officers was also conducted in collaboration with Facebook during the e-Naga Summit 2019.

The e-Naga Summit was graced by Ms. Katrin Kivi, Hon'ble Ambassador of Estonia to India as the Special Guest and various foreign dignitaries like Dr Liia Hanni, Senior expert on e-Democracy and former Cabinet Minister and Advisor to the President Estonia and others attended the Summit.



*Shri. Mmhonlumo Kikon, Hon'ble Advisor, IT&C addressing the e-Naga Summit 2019*

*Ms. Katrin Kivi, Hon'ble Ambassador of Estonia to India*
*addressing the e-Naga Summit 2019*



*Dr. Liia Hanni,  Sr. Expert on e-Democracy, e-Governance Academy (eGA)*
*of Estonia addressing the participants during the e-Naga Summit 2019*

*Resource persons and officials of the Department of IT&C during the 5ᵗʰ Edition of e-Naga Summit, 2019*



*Participants of the 5ᵗʰ edition of e-Naga Summit 2019*

**C.   Sharing the best practices of Nagaland with other States**

The Regional Conference on e-Governance are regularly being organized by the Ministry of Personnel , Public Grievances and Pensions, Department of Administrative Reforms and Public Grievances (DARPG), Government of India, New Delhi and on 15th November 2019 the conference was held at Jammu.  Shri. K. D. Vizo, ITS, Principal Secretary IT&C was requested by the DARPG, GoI, New Delhi to chair the Panel Discussion on the topic, " **Digital Governance**" and delegates from various States and Union Territories in India attended the Conference.



*Shri. K. D. Vizo, ITS, Principal Secretary, IT&C, Chairing the Panel Discussion on*
*the topic "Digital Governance" during the Regional Conference on Replication*
*of Good Governance Practices at Jammu on 15th November 2019*

**D.   Workshops and Outreach Programmes during 2019-20**

The Department of Information Technology & Communication, with the vision to make the State of Nagaland the next IT Hub in South East Asia   had conducted and participated in various workshops and outreach programmes during 2019-20.  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.   Outreach Programmes to Estonia.**

The Department of Information Technology & Communication visited Estonia from 12th – 19th October 2019. The delegation was lead by Shri. Mmhonlumo Kikon, Hon'ble Advisor, IT&C and comprised of officials of the Department of IT&C.   The Technical Visit was planned to learn about e-Governance, e-Democracy and the best eGovernance practices of Estonia. The Government of Estonia in general and the e-Governance Academy of Estonia (eGA) in particular have been global leaders in eGovernance and the Department of IT&C is also planning to replicate such highly successful systems in Nagaland to enable growth, transparency, efficiency and progress.

*Shri. Mmhonlumo Kikon, Hon'ble Advisor, IT&C leading the Departmental delegation to Estonia*



*Delegation from the Department of IT&C at the e-Governance Academy (eGA) of Estonia*

*Delegates from the Department of IT&C attending the*
*International e-Governance Conference in Estonia in May 2019*

## 2. 7th Economic Census 2019

The Common Service Centre (CSC) in Partnership with Ministry of Statistics and Programme Implementation (MoSPI) has been tasked with the responsibility of data collection and related activities of implementing the 7th Economic Census 2019. For the first time the MoSPI is using IT based mobile application for data collection, verification and supervision.

The 7th Economic Census was launched by the Principal Secretary, IT&C in the presence of the State Level Co-ordination Committee (SLCC) members on 26th August, 2019 in the Nagaland Civil Secretariat. The 7th EC is expected to be completed by the end of March, 2020.



*Shri. K.D. Vizo, ITS, Principal Secretary, IT&C launching the 7th Economic Census on 26th August 2019*

### 3. Common Scholarship Portal

The Department of Information Technology & Communication has developed the Common Scholarship Portal with an aim to develop and deploy portal for all beneficiaries of the State which will enable ease of maintenance and efficiency, improve transparency and provide a Centralized Online Single Window for all State scholarships. The Common Scholarship Portal was launched by Shri. Neiphiu Rio, Hon'ble Chief Minister on 15th August 2019.

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.

A total of 53666 Scholarship Applications have been submitted online till date.



*Screenshot of the Administrative Dashboard of Common
Scholarship Portal showing total Scholarship applications received.*

### 4. 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). This Portal was launched by Shri. Neiphiu Rio, Hon'ble Chief Minister, Nagaland on 8th November 2019.

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.

*Shri. Neiphiu Rio, Hon'ble Chief Minister of Nagaland launching the ILP Portal*



*ILP Dashboard showing ILP Transaction Statistics*

## 5. Startup Portal

The Department of Information Technology & Communication has developed the Starup Portal for the Department of Industries and Commerce. The Starup Portal was launched by Shri. Temjen Toy, IAS, Chief Secretary on the 16th of August 2019.

Nagaland startup portal has been developed to enable startups from the state to register online and apply for recognition under 'Startup Nagaland' by logging in to the portal which has been uploaded at www.startup.nagaland.gov.in. The portal would provide the youth with much needed mentorship and guidance and also provide incentives available under the state 'Startup policy'.

*Shri. Temjen Toy, IAS, Chief Secretary*
*Nagaland launching the Startup Portal on 16th August 2019*

**6. Nagaland e-Waste Management Policy 2019.**

While there has been an increasing growth of ICT infrastructures in all Government Departments and there is greater reliance on ICT for office automation in daily functioning of the Government offices, there has also been an increasing number of ICT products / equipment in Government offices across the State which are either becoming non-repairable / beyond economical repair / technologically Obsolete, primarily due to the fact that the average life period of ICT products / equipment is 3(three) years and the same is becoming obsolete depending upon the intensity of usage, serviceability, type of technology and other related factors.

Accordingly, the Department of Information Technology & Communication had issued the Nagaland e-Waste Management Policy 2019, stipulating a set of norms / guidelines in the State of Nagaland to act as a reference point for their disposal of Information and Communication Technology (ICT) related items. This Policy / Guideline is applicable to:-
  a)  All Government Departments under Government of Nagaland
  b)  All Autonomous Bodies/Local Bodies under Government of Nagaland
  c)  All PSU's under Government of Nagaland

**7. Guidelines for Granting Right of Way (RoW) for Installation of Telecom Infrastructure in the State of Nagaland.**

The Department of Information Technology & Communication has issued Guidelines for Granting Right of Way (RoW) for Installation of Telecom Infrastructure in the State of Nagaland in light of the fact that Telecom connectivity has admittedly become the most crucial infrastructure for transparency and speed in governance, development, security, concurrent monitoring etc. and the only means to overcome the geo-climatic obstacles to communications in the State. This Guideline provides a comprehensive standard and regulation for granting of permission for installation of Telegraph/Telecom infrastructure, both over ground (Mobile Towers, Arial OFC) and underground (Optical Fibre) within the territorial jurisdiction of Nagaland.

**8. Training on Networking, Mobile App and Software Development.**

A comprehensive Training on Networking, Mobile App (Android) Development and Software Development was held from May 2019 to July 2019 to the newly appointed Technical Assistants under the Department of Information Technology & Communication. The training has imparted the foundation for mobile app development, Networking and also hands on Software development of new projects to the Trainees. The Technical Assistants were also trained on management of existing Software, Portals and Websites which has enabled the Trainees to take up management of all existing infrastructure like State Portal etc.

**9. Training to NCS Probationers at Administrative Training Institute**

The Department of Information Technology & Communication had conducted a training for the NCS Probationers at Administrative Training Institute, Kohima on the topics – e-Governance, Importance of ICT, e-Governance Projects in the State, e-Tendering and Government e-Marketplace (GeM) on 5th June 2019.



*Shri. Chura Katiry, Sr. Program Officer training the NCS Probationers*

**10.  22nd National Conference on e-Governance (8th – 9th Aug 2019)**
The Department of Administrative Reforms & Public Grievances (DARPG), in association with Ministry of Electronics & Information Technology (MeitY), Government of India and the State Government of Meghalaya organized the 22nd National Conference on e-Governance (NCeG) 2019 on 8-9th August, 2019 at Shillong, Meghalaya. The theme of this Conference was **"Digital India: Success to Excellence"**.

At the end of the Conference, the **"Shillong Declaration"** on e-Governance was adopted after intensive deliberations during the sessions held over two days. The Department of Information Technology & Communication participated in the National Conference where topics like IndEA (India Enterprise Architecture), e-Office, Government Cloud, Cyber Security, AI and emerging Technologies were deliberated.



*Delegates from Department of IT&C and P&AR attending the*
*22nd National Conference on e-Governance, Shillong.*

**11.  Training on Website maintenance for Government Departments.**
Trainings ware conducted to impart basic knowledge about website updation and maintenance work. The following topics were covered during the course of the training.

- Dashboard overview and walk through
- Content Creation and Updation
- Uploading of Documents and Image files to the website
- Woking with Hyperlinks
- Slideshow and Gallery updation work.
- Basic HTML.

*Website Training for IFAD*



*Website Training for Nagaland Medical Council,*
*Health & Family Welfare Department*



**Website Training for SCERT**

## 12. Kohima WiFi City

The Department of Information Technology & Communication had provided Technical Support and Bid Management for the Kohima WiFi City project which is being implemented by the Kohima Smart City Development Limited (KSCDL). The 1$^{st}$ Phase of Kohima WiFi City was launched on 30$^{th}$ November 2019 by Dr. Neikiesalie Kire, Hon'ble Advisor, Urban Development in the presence of Shri. Mmhonlumo Kikon, Hon'ble Advisor, IT&C.



*Dr. Neikiesalie Kire, Hon'ble Advisor, Urban Development launching the 1$^{st}$ Phase of Kohima WiFi City on 30$^{th}$ November 2019, in the presence of Shri. Mmhonlumo Kikon, Hon'ble Advisor, IT&C during the eNaga Summit 2019*

**13.  Designing and development of the North East Dr. T. Ao Trophy 2020 Portal**

The 9th Edition of the North East Dr. T. Ao Trophy was hosted by the Government of Nagaland from 18th – 28th January 2020 at IG Stadium Kohima. Teams from all the 8 (eight) North Eastern States had participated in the grand event wherein the Team of Mizoram won the coveted Trophy.

The Department of Information Technology & Communication had developed and hosted the Official Portal www. drtaotrophy.nagaland.gov.in  at Nagaland State Data Centre for the trophy. This Portal provided information on results, teams, media gallery, emergency contacts all in real-time and visitors could also watch the matches via Live-Streaming through the portal. The Department of Information Technology & Communication also provided public WiFi at the event venue, technical support for Live Streaming and also managed the Social Media reports and promotions for the Trophy.

A total of 2,22,000 viewers watched the Live Stream of the event and had 1,22,703 site visitors.

**14.  e-Tendering & Government e-Marketplace (GeM)**

The Department of IT&C had trained 27 (twenty seven) Departments in e-Tendering. A total of 8 Departments have actively used eTendering system for procurement during 2019-20 with a total of 120 tenders issued for a total value of Rs. 129,674.16 Lakhs.

**15.  Launch of myGov Nagaland**

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. Activities and citizen feedback on Hornbill Festival, Organic farming and better road connectivity has been sought through the platform. Also, the Government's activities and achievements are highlighted through the social media platform.



*Shri. Neiphiu Rio, Hon'ble Chief Minister Nagaland launching the Nagaland myGov initiative at Nagaland House, New Delhi on 20th November 2019*

### 16. Aadhaar enabled Biometric Attendance System (AeBAS)

As an integral part of the Government Policy for implementing the Aadhaar enabled Biometric Attendance Systems (AeBAS) throughout the State Government Departments, the Department of IT&C had installed AeBAS devices for all Government Departments across the State. Presently there are 1810 employees registered in the Civil Secretariat. The AeBAS devices were also installed in a total of 64 (sixty four) Government Departments covering 8207 employees.

### 17. Training on use of AeBAS for Government Departments

Trainings were held throughout the year in the Directorate of IT&C, Kohima for all Departments in connection with the registration and use of the Aadhaar enabled Biometric Attendance System (AeBAS) installed in their respective departments.
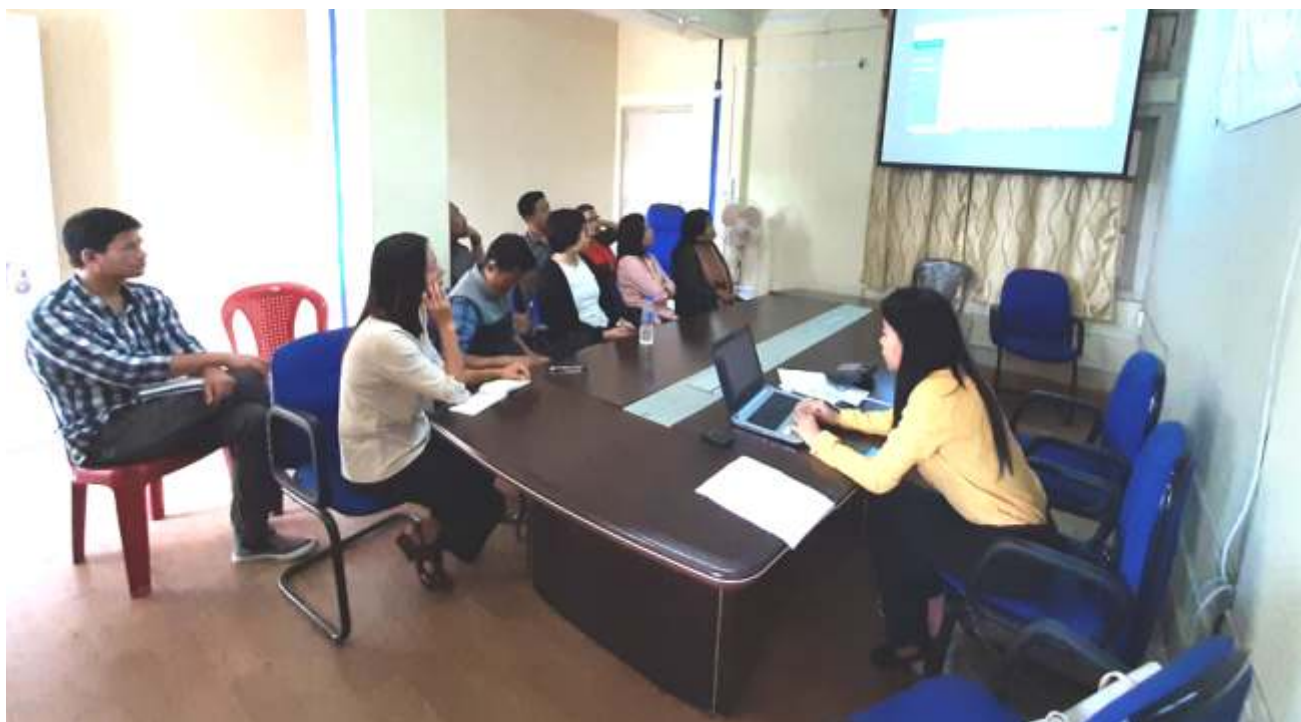


**Training on AeBAS for the Evaluation Department on 11<sup>th</sup> July 2019
at Directorate of Information Technology & Communication**

## 18. Nagaland Public Service Commission – One Time Registration (OTR)

One Time Registration (OTR) of candidates is a preliminary process of uploading the candidate's information and supporting documents to the Nagaland Public Service Commission through Nagaland eDistrict portal. Once a candidate is registered, he/she need not submit photocopies of supporting documents while applying for any examination conducted by the Commission. By this process the candidate can save the cost of making photocopies of supporting documents for multiple examinations in multiple years and since the process is done online, the candidate is saved of the conveyance expenditure of travelling to the Commission's office at Kohima for submission of application form and documents.

As a One Time feature, the Department of Information Technology & Communication had developed a dedicated portal for the NPSC during the NCS & Allied Services Examination 2019 wherein a total of 10,586 Applications were submitted by the NPSC Aspirants. This portal has also been linked with the Payment Gateway of eDistrict and it has enabled applicants to pay their exam fees online in a hassle free manner.
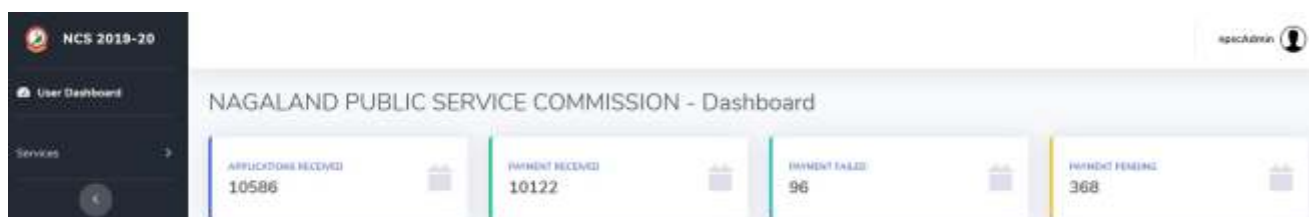


*NPSC Dashboard indicating applications statistics for the*
*NCS & Allied Services 2019-20 Examination*

## 19. Software Technology Park of India (STPI)

The Department of Information Technology & Communication has setup a state of art STPI at Kohima and the Government of India has also christened the Kohima STPI Centre as "Centre of Excellence for Graphic Design". The STPI Centre is now ready for commissioning and this STPI Centre will act as an interface between Government and Industry by catering to needs of entrepreneurs, Start Up, Small and Medium companies,  software industries  through Incubation programmes and also provide facilities for mentorship of entrepreneurs to build up their business. The STPI will also provides premium ready-to use and plug-n-play areas that can be utilized by entrepreneurs and startups.

*Centre of Excellence in Graphic Design, STPI Kohima ready for commissioning*

*Centre of Excellence in Graphic Design, STPI Kohima ready for commissioning*

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