

**Presentation on
Use of Technology for Good Governance**

By :

**Shri KD Vizo
Commissioner & Secretary (IT and Power)
Government of Nagaland**

Good Governance

1. Good Governance ensures that political, social and economic priorities are based on broad consensus in society and that the voices of the poorest and the most vulnerable are heard in decision making over the allocation of development resources.
2. If governance includes the exercise of authority in managing the resources of a country or state, then good governance is about making sure that this exercise of power helps improve quality of life enjoyed by all citizens.



Pillars of Good Governance

Three institutions are considered to be pillars of Good Governance :

- The government
- The private sector
- The civil society



How to determine whether governance is good?

Although list is long, the important factors are:

- – **Accountability & Transparency**

Allow Citizens to keep track of Government promises and information are to be made public

- – **Effectiveness**

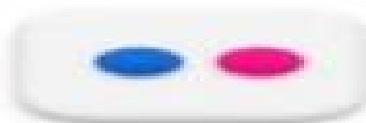
Making policies and Managing public funds for the benefit of all

- – **Fairness**

Improve of Trust between citizens and Government, trust between citizen and institutions and reduction in corruption.

Use of technologies and tools for Good Governance

- Social Media, Biometric Attendance System and Websites
- Public Grievance Redressal System
- E-Tendering System
- Mobile seva
- E-Office
- Direct cash transfer & Aadhaar enabled payment system



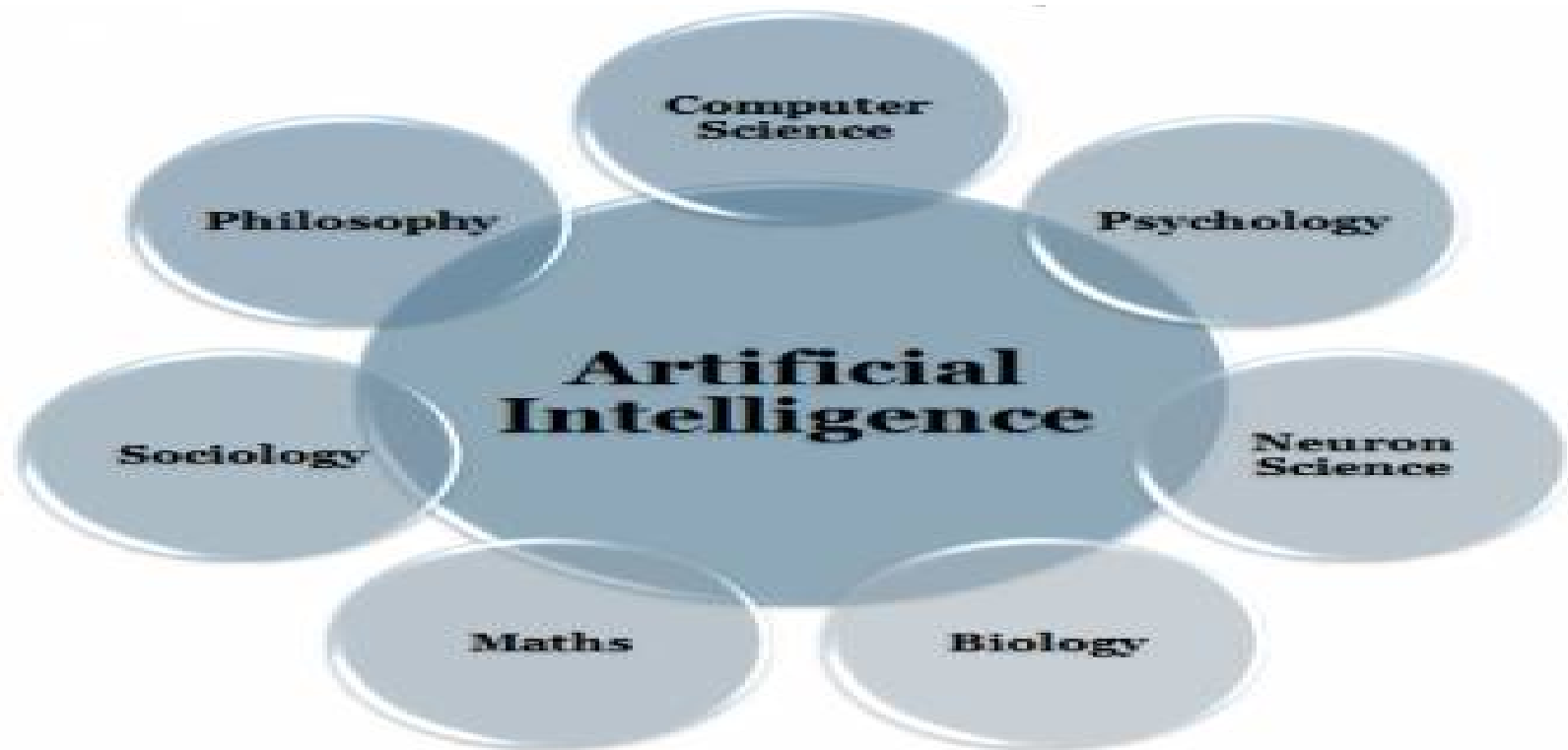
Use of technologies and tools for Good Governance

- Immigration, Visa and Foreigners Registration & Tracking
- Artificial Intelligence and video analytic
- Crime and Criminals Tracking Network and Systems (CCTNS)
- Interoperable Criminal Justice System (ICJS)
- Enterprise Architecture



Artificial Intelligence for Good Governance

- **Artificial intelligence (AI)**, sometimes called **machine intelligence**, is intelligence demonstrated by machines
- **Artificial Intelligence** is a way of making a computer, a computer-controlled robot, or a software to think intelligently, in the similar manner the **intelligent** human being thinks.



Landmark achievements in IT and eGovernance

- Nagaland is the first in India to take over State Portal and State Services Delivery Gateway (SP&SSDG) core infrastructure project.
- Nagaland is the only State in India where the State IT Department is running the State Data Centre without engaging private Data Centre Operator (DCO).
- Nagaland is the only State in India where the State is acting as CSC Service Centre Agency (SCA) without engaging private companies.
- Nagaland is the first State in North Eastern Region to start the pilot project for National Information Infrastructure(NII).
- Nagaland is the first State in North Eastern Region to introduce Aadhar based Biometric Attendance System in the State Civil Secretariat.
- Nagaland State e-Governance Society (NSeGS) which is functioning under the Department of IT&C has got ISO Certification.
- Ranked among the top 1 in eSitrict Mission Mode Project alongwith 6 other States (Harvana, West Bengal, Gujrat, Puniab, Andra Pradesh, Madhva Pradesh).

Broad vision of IT 2030 - I

- To make Nagaland an Information Technology hub through setting up of world class Business Process Outsourcing(BPO) / Knowledge Process Outsourcing(KPO) for North Eastern Region and South East Asia.
- To provide High Internet Bandwidth to every Village Panchayat.
- To transform Nagaland into a digital society through transparency and accountability.
- To enable all Government Departments to have e-Office to deliver services promptly to citizens through online system.
- To bring about a comprehensive IT literacy initiative throughout the State.
- To generate direct and indirect employment for the unemployed youth through various IT related services.
- To promote knowledge economy and increase the GDP of the State through the use of Information Communications Technologies and IT services.

Broad vision of IT 2030 - II

- To promote electronic financial transactions using virtual bank branches operating from Customer Activated Terminals, Smart Phones and other electronic accessories.
- To ensure cyber security, information security, prevention of data corruption and fraudulent practices.
- To promote Telemedicine, Telemarketing, and market supply chain through networking for retailers, distributors, warehouses, transporter, manufacturers, material suppliers etc.
- To ensure digitization of all records and promote use of demographic database for determining age and sex composition, income levels, distribution of resources, regional disparities, incidence of diseases, life expectancy etc.

Broad vision of IT 2030 - III

- To train various Departments, Schools, Colleges, entrepreneurs and general citizens in IT related matters for improving their skills to meet the challenges of knowledge economy and promote economic growth.
- To make the State a major software exporter in South East Asian Region and make Nagaland one of the richest State in the Country.
- To promote high bandwidth data applications and electronic services to rural areas through Common Service Centres (CSC).
- To integrate all Government Departments on a single platform through enterprise architecture and enable modern electronic systems like e-Cabinet, e-Legal, e-Education, e-mobile classroom, e-Hospital, e-Dashboard, Single window e-Business, e-Naga Village etc.

Broad vision of IT 2030 - IV

- To strengthen core infrastructures like State Data Centre, State Wide Area Network, e-District, National Information Infrastructure(NII), Common Service Centres (CSC) etc.
- To strengthen networking infrastructure using terrestrial, wireless, aerial OFC and satellite technologies.
- To enable centralized electronic integrated security systems using electronic equipments such as electric field perimeter protection system, micro-wave co-axial cable system, vehicle identification system, biometric system, electronic scanner system, electronic explosive detection system, electronic jammers system, CCTV surveillance system with centralized common control, IP based surveillance system, advanced video analytic system etc.
- To bring up a world class e-Governance Academy in the State to cater to the needs of North Eastern States and South East Asian Countries.
- To encourage research related works in IT sector for the youth by bring up a robust Research and Development facility.

E-Governance tools in Nagaland-I

(Social Media, Aadhaar based Biometric Attendance System and Websites)

1. The State of Nagaland became the first state in North Eastern Region to implement the **Aadhaar** based Biometric Attendance System in 2017 for employees of the Nagaland Civil Secretariat. Now all the Directorate Offices in the State are having Aadhaar based Biometric System.
2. All Government Departments (72) are having facebook and twitter accounts.
3. All Government Departments / Offices (72) are having their own website and all are hosted in the Nagaland State Data Centre.

E-Governance tools in Nagaland-II

e-Procurement and e-Tendering :

The State of Nagaland has notified the adoption of e-Tendering and Procurement, 2017 as a State Policy for all procurement .

Nagaland State Data Centre (NSDC)

The NSDC is equipped to host / co-locate systems (e.g. Web Servers, Application Servers, Database Servers, SAN and NAS etc.) to host Government Websites/applications and currently NSDC is hosting 72 State Government Websites and 7 applications.

Nagaland State Wide Area Network (SWAN)

Nagaland State Wide Area Network (SWAN) act as a backbone network for data, voice and video communications throughout the State. It consist of 48(forty eight) Points of Presence - 1(one) State Headquarters, Kohima, 10(ten) District Hqs and 37(thirty seven) Administrative Hqs.

E-Governance tools in Nagaland-III

Goods and Services Taxes Network (GSTN)

The Dept. of IT&C provides a secure connectivity between GST system and IT system of Tax Department of the State and stable connectivity has been provided to all the offices of Taxes Department.

State Portal & State Services Delivery Gateway (SP&SSDG)

Providing the following online services and notifications:

- a) NCS, NPS, NSS and Allied Services Examination under the Dept. of NPSC
- b) Combined Technical Services Examination under Dept. of NPSC
- c) Merit Scholarship under Directorate of Higher Education.
- d) NEC scholarship under Directorate of Higher Education.
- e) Result verifications for Nagaland Board of School Education.
- f) Technical Scholarship under Dept. of Technical Education.
- g) Tender Notice and Tender Documents.
- h) Aadhaar Enrollment Form.
- i) Provide link to various State Depts. websites and link for grievances.
- j) Circulars and Notifications, Transfers and postings of bureaucracy.
- k) Publishing of advertisements related to jobs for various state Departments.
- l) State Public Grievance Redressal System

E-Governance tools in Nagaland-IV

E-District

e-district is a state mission mode project. Under this project, high volume citizen centric services are being provided to the citizens of the State (Birth, Death, ST, Indigenous Inhabitant Certificate, Domicile Certificate, Permanent Resident Certificate Arms License Renewal, Issue of Ration Cards, Issue of Pension cards, NPSC Examinations etc).

UMANG and DIGILocker which are national level applications are also integrated with e-District.

Common Service Centers

Following services are being delivered through 268 CSCs :

Indian Passport application, PAN Card application, Train & Flight Ticketing, Online Scholarships, NPSC Application, Electricity Bill payment, PMGDISHA, Aadhaar Correction, e-Recharge of Mobile, DTH etc.

CSC Outlets



CSC Thahekhu, Dimapur



CSC New Market, Kohima



Other Services

1. NKN (National Knowledge Network)
2. NIC-NET (NIC Network)
3. Wi-MAX Connectivity
4. NIC Cloud Infrastructure
5. CM Dashboard
6. Integrated TreasuryNET
7. Online VAHAN & SARATHI
8. Online GPF
9. E-Court
10. Targetted PDS (TPDS)
11. Jiban Praman
12. Online Trade License Application and Issuance System

Projects in pipeline-1

Wifi-Kohima

- Creating wi-fi hotspots will enable the citizens to access seamless internet connectivity thereby empowering the people towards achieving the vision of creating a 'Digital India
- To make Kohima an e-Governance City

Projects in pipeline-II

(Ready for commissioning)

STPI Kohima : Software Technology Park India

1. Cater to the needs of entrepreneurs and software industries.
2. Acts as interface between Government and industry.
3. Incubation facility for start-up , Small and medium company.
4. Incubation programs - support, mentors, know how.
5. Acts as a resource center for the IT industry/entrepreneur by offering ready to use built up space, centralized computing and High Speed Data Communication(HSDC) facilities.
6. Can be used as a platform for software development export.

PLUG & PLAY INCUBATION LAYOUT

16,850 Sq.Metre Built Up Space



Projects in pipeline-III

(Foreign collaboration)

- Nagaland State Enterprise Architecture in collaboration with e-Governance Academy of Estonia.
- It is be the first foreign collaboration project for the Department of IT&C, Government of Nagaland and it will incorporate the most robust e-Highway called X-Road.

Projects in pipeline-IV

(eGovernance Academy of Nagaland (eGAN))

- To Promote knowledge sharing at international level
- To establish a platform for foreign collaboration
- To create awareness on International best practices on e-Governance
- To promote latest ICT technologies through foreign collaboration
- To create training infrastructure using the latest state of art technology.
- To establish BPO / KPO to promote employment opportunities for the unemployed youth

(Already approved by NITI Aayog under Development Support Service for States programme)

Projects in pipeline-V

(National Information Infrastructure (NII))

National Information Infrastructure (NII) is to create a unified e-Governance infrastructure by integrating existing ICT infrastructure, providing internet connectivity till the village level for delivery of services to the public at their door steps.

Status:

- Peren District in Nagaland is one of the seven Pilot District selected along with the State of **Gujarat, Karnataka, Chandigarh, Kerala, Pondicherry, Uttrakhand** in the Country for the implementation of NII Project.
- NII Project in Peren District is the 1st NII Project to be launched in the country on 6th January 2017, providing internet connectivity to all the administrative Headquarters and recognized villages under Peren District.

Way forward:

- Extension of National Information Infrastructure (NII) Pilot Project to entire State of Nagaland on PPP mode.
- Draft concept Plan and pre feasibility Report has been prepared under Development support services to States for Infrastructure Projects (D3S-i) an Initiative of NITI Aayog.

Projects in pipeline-VI

(Free Space Optical Communication)

- **Free-space optical communication (FSOC)** is an optical communication technology that uses light propagating in free space to wirelessly transmit data for telecommunications or computer networking. "Free space" means air, outer space, vacuum, or something similar.
- Present wireless technologies have only bandwidth in Mega Byte but FSOC can have bandwidth in Giga Byte and if successful we can transform the communication system in hilly areas.
- Ministry of Electronics & IT, GoI is implementing this project on pilot basis in selected States.

NII Launching



Inauguration of NII Pilot Project on 6th January 2017 by Hon'ble Chief Minister in presence of Chief Secretary, Nagaland and Joint Secretary (MeitY), GoI, New Delhi



Receiving the award for the **best performing State** in e-Governance & IT sector in North Eastern from Computer Society of India

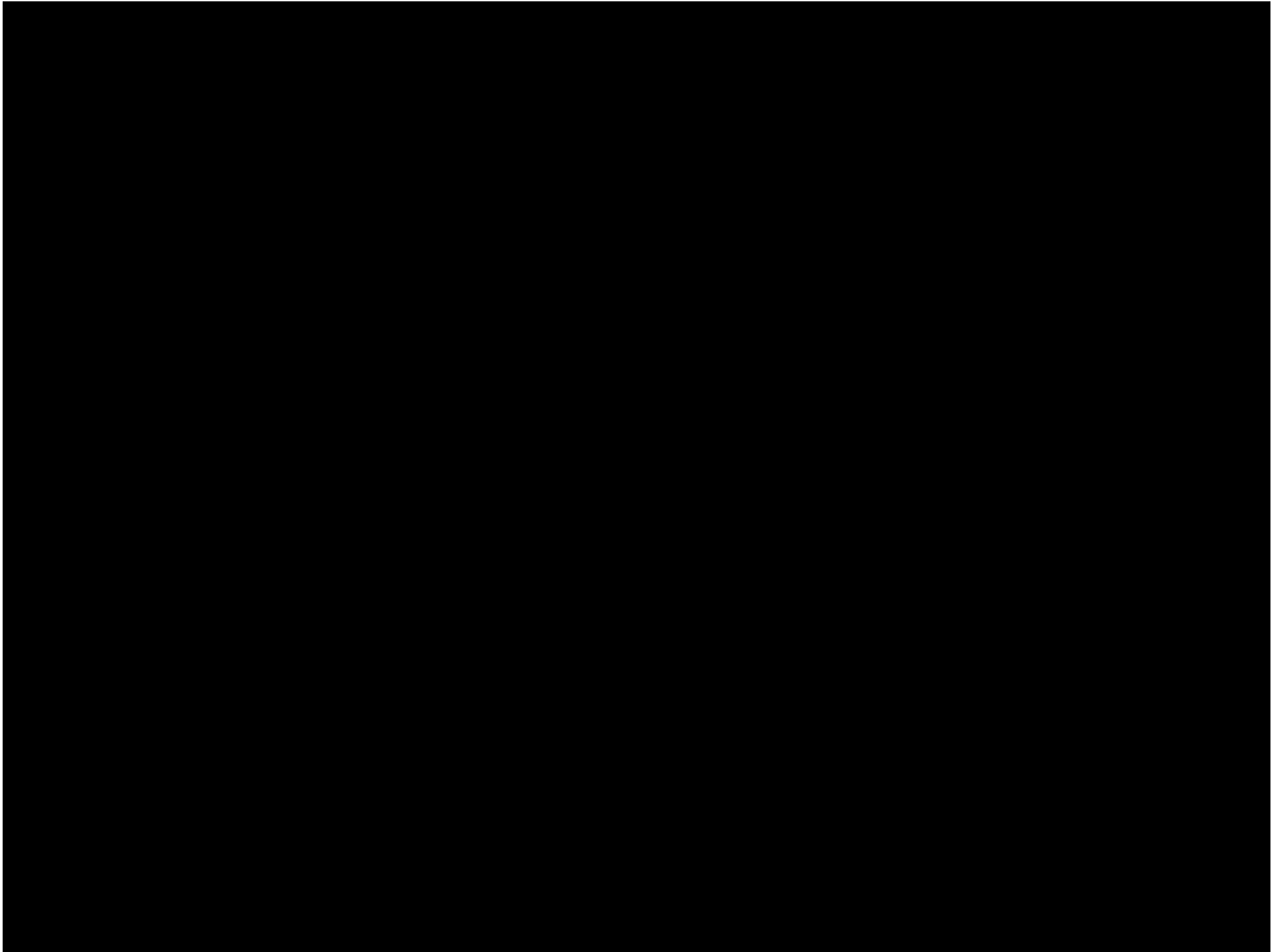
BPO-Kohima

SI	Details	
1	Date of initiation	January 2017
2	Date of Completion	On Going
3	Present Status	1. BPO operated by a Consortium a) M/s Infinity Infomatic Pvt Ltd. b) Nagaland State eGovernance Society (NSeGS) c) M/s Viu Angami & Sons
4	Services provided through this project	Employment generation of youths through promotion of BPO in the State. Total sanctioned capacity 400 seats



BPO-Agents taking international calls at BPO-Kohima





*Thank
you*

