

The Citizen's Charter

Information Technology & Communications Department

Profile

The Government of Meghalaya (GoM) created the Information Technology (IT) Department in May, 2001 with a view to make available the benefits of Information & Communication Technology to all citizens, especially the poor and disadvantaged section of the population, businesses and Government employees and all other stake-holders. The GoM through the IT & C Department plans to realise its vision of transforming the state of Meghalaya into one of the most preferred and leading destinations for investments in Information Technology (IT) / Information Technology Enabled Services (ITES), high-end technology & electronics industry in the North East Region.

Information Technology & Communications Department (IT&C), Government of Meghalaya were merged on 26th February, 2016.

The Information Technology & Communications Department of the Government of Meghalaya is the nodal agency for all e-Governance programmes in the State of Meghalaya.

It coordinates and spearheads IT related initiatives within the State Government and endeavours to provide supportive environment for growth and development of IT based enterprises in the State.

Vision

"To make Information Technology, a tool for attaining all round development and to participate in the global IT revolution prosperity. The goal is creation employment and IT led economic growth"

In alignment with the above Vision of the IT & C Department it is envisaged to effectively leverage ICT (Information and Communication Technology) for the State's overall development and focus on IT dissemination and usage as a crucial engine of economic growth and as tool for increasing productivity, effectiveness, speed & transparency in governance leading to improved quality of life for the common man, businesses, and internal Governmental agencies.

The Information Technology & Communications Department, Government of Meghalaya.(GoM) aims to make Meghalaya an IT Destination and bring about an e-Governance culture in the state so that services are provided to all stake-holders in an efficient and transparent manner.

Mission

The Government will :

- (i) Use IT based applications to manage development Programmes,
- (ii) Take necessary steps to make the State a favoured destination for IT business, industries, education and services,
- (iii) Apply IT tools and infrastructure to aid the process of good governance and efficient administration

In alignment with the Mission of the IT & C Department as above, the key goals are:

Leverage ICT to make G2C (Govt. to Citizens), G2B (Govt. to Business), G2E (Govt. to Employee), G2G (Govt. to Govt.) services easily accessible to the common man and to ensure efficiency, transparency & reliability of such services at affordable costs.

- (i) Stimulate investment and growth in the IT/ITES and high-end technology Sector through suitable policy initiatives.
- (ii) Bridging the digital divide by ICT dissemination among the state citizenry.
- (iii) Developing Human Resources for IT & ITES

Services/Service Standards

Sl. No.	List of Services provided by IT&C Department
1.	G2G (Government to Government)
	<ul style="list-style-type: none"> (i) To provide Coordination in planning and implementation of IT Sector Project involving more than one Department (ii) To recommend suitable guideline and instructions to various Department for promotion of IT in the State (iii) To recommend guidelines on purchases of software and hardware's as well as after sales and services and maintenance and specification of ergonomic furniture (iv) To function as a highlevel/empowered Committee for clearance of Centrally Sponsored Schemes/Project (v) To increase efficiency and effectiveness of Government through e-governance initiatives (vi) Overall guidance and consistency in plan, policy and project implementation across the State Government Units through SeMT
2.	G2B (Government to Business)
	<p>To act as single window agency for clearance of IT projects in the State</p> <ul style="list-style-type: none"> (i) To promote knowledge based enterprises, e-commerce, IT enabled services and IT Education
3.	G2C (Government to Citizen)
	<ul style="list-style-type: none"> (i) To promote IT Education and training (ii) To make Government Services more accessible to common citizen and increase effectiveness and reduce turnaround times through various e-governance initiatives (iii) Sensitization of e-governance initiatives and Capacity building for citizens and various stakeholders
4.	G2E (Government to Employee)
	<ul style="list-style-type: none"> (i) To improve the efficiency and effectiveness of employees through IT interventions

Objectives of the Information Technology & Communications Department

In order to actualize the vision and mission, the Government's thrust is to make Information Technology the vehicle for productive growth in the State. Productive growth can be classified into three categories:-

- (i) IT for all round developmental growth (IT as an aid for Development)
- (ii) Improved performance in governance and administration
- (iii) Developmental activities leading to IT related growth (Development of IT Sector)

(i) IT for economic and all round developmental growth:

In order to make IT an engine for the growth and economic development in the State, the Government will strive to

- (i) Use IT to effectively manage the implementation of development programmes in the State.
- (ii) Make use of IT to enhance the performance and effectiveness of the development programmes in the State
- (iii) Use IT as a tool for bridging the digital divide and bringing economic prosperity to all sections of the society

(ii) IT in Governance and Administration:

Providing good governance and efficient administration in the fast growing and competitive world is a challenge. Information Technology infrastructure and tools would be utilised in overcoming the challenge by -

- (i) Making Government services accessible to the common man in his locality, through common service delivery outlets and ensuring efficiency, transparency & reliability of such services at affordable costs
- (ii) Addressing and managing security issues, cybercrimes, formulation of IT related rules & procedures and other matters relating to effective implementation of this policy.
- (iii) Evolving an effective model for process re-engineering which will guide and drive the future development of e-Governance projects and applications.
- (iv) Ensuring that a robust e-Governance back-end is established including establishing integrated e-Government systems.
- (v) Establishing a data hub and a data Centre for facilitating data exchange between Departments in a structured manner.

(iii) Development of IT Sector

Creation of an environment conducive to IT related activities:

The State Government would make an effort to create the right environment and atmosphere conducive for promoting the IT Industry in the State by way of the following:-

- (i) Provide special incentives to the entrepreneurs and investors and to remove bottlenecks and problem encountered by them.
- (ii) Establishing basic infrastructure for the development of IT industry in the State through its own resources or with the help of the Government of India, financial institutions and other IT Organisations.
- (iii) Promoting the growth of e-commerce and software export
- (iv) Facilitate the establishment of IT Enabled Service Delivery Centres in the State.

Human Resource Development:

In order to provide quality manpower for the growth of the IT industry in the State

- (i) The Government will encourage setting up of IT institutions of repute in the State.
- (ii) The Government would take steps to ensure that organisations / institutions imparting education meet technical and quality standards.

Powers and Duties of its Officers and Employees

These are governed by established rules and procedures of the Meghalaya Secretariat/Government as enumerated in the Meghalaya Secretariat Manual of Office

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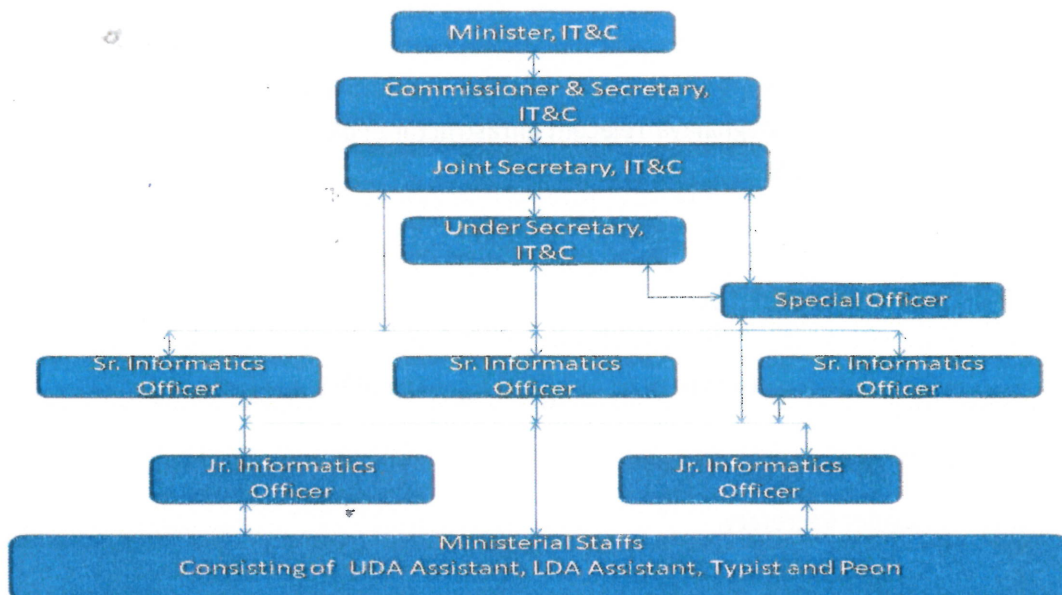
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Contact Details of the Department

Information Technology & Communications Department (Government of Meghalaya),
NIC Building, Secretariat Hills, Shillong-793001, Meghalaya.

Phone: 0364 - 2500400/2228376

Email id: dit-meg@nic.in

Website: www.ditmeghalaya.gov.in

Projects/ Schemes/Programmes

The Scheme-wise programme of the IT&C Department for the development of Information and Communication Technologies (ICT) in the State of Meghalaya are classified into the following categories:

- (i) Capacity Building
- (ii) e-Governance
- (iii) Meghalaya State Wide Area Network (MSWAN)
- (iv) Meghalaya State Data Centre (MSDC)
- (v) Common Service Centre - RAINBOW (CSC)
- (vi) Meghalaya State Portal
- (vii) IT Education Programme
- (ix) E-District
- (x) Meghalaya GIS
- (xi) Technology Park
- (xii) Setting up of Uniform Bar Coding & Weight in the State
- (xiii) ICT at School
- (xiv) Plan for Digital Literacy Scheme under the Rajiv Gandhi Digital Vidyarthi Yojana
- (xv) NEC Scheme
- (xvi) Digital learning Aids
- (xvii) IT Award Purchase of Laptop to Meritorious Students
- (xviii) Broadband Internet Charges
- (xix) Meghalaya State e-Governance Mission Team (SeMT)
- (xx) Setting up of Software Technology Parks of India (STPI) at Shillong

- (xxi) Release of Meghalaya Information Technology Policy, 2004
- (xxii) Framing of Meghalaya Cyber Cafe Rules, 2012
- (xxiii) Planned framing of Electronics Services Delivery Rules, 2013
- (xxiv) Release of Meghalaya Telecom Infrastructure Policy 2018.
- (xxv) Release of Meghalaya Vision 2020.

Availability of Information

Information on the below matters may be obtained from the officials listed below:

Nodal Officer for Citizen Charter:

Under Secretary,

IT&C Department

Phone no: 0364-2505193

Email: dit-meg@nic.in

Contact details of officials are as below:

Sl no	Type of Information	Name of Official / Designation	Location of Office	Contact
1	MITs, e-District, GIS, Digital payment etc.,	Shri. B.Tiwari, Special Officer	NIC Building, Ground Floor, IT&C Department	2228376/ 2500400
2	MSDC, NEC, IT Park etc.	Shri Shelter S War Sr Informatics Officer	NIC Building, Ground Floor, IT &C Department	2228376/ 2500400
3	Capacity Building, Telecom, CSCs etc.	Shri D. G. Dkhar, Sr Informatics Officer	NIC Building, Ground Floor, IT&C Department	2228376/ 2500400
4	SWAN, Video conferencing, Meghalaya State Portal ,etc	Shri T. J. R. Sangma, Sr Informatics Officer	NIC Building, Ground Floor, IT&C Department	2228376/ 2500400