

GOVERNMENT OF MEGHALAYA

Information Technology Department

Citizen Charter

1. The Information Technology Department, Government of Meghalaya

(a) Profile

The Government of Meghalaya (GoM) created the Information Technology (IT) Department in May, 2001 with a view of making 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 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 East India or the North East Region.

The Information Technology Department of the Government of Meghalaya is the nodal agency for all National e-Governance Plan (NeGP) 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.

(b) 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 of wealth, generation of employment and IT led economic growth.”

In alignment with the above Vision of the IT Department, the Meghalaya ‘IT Vision 2020’ states:

“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 a 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 Department, Government of Meghalaya (GoM), in its “IT Vision 2020”, has laid the foundation for making 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.

(c) 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 Department as above, the Mission of the Meghalaya ‘IT Vision 2020’ states:”

(i) 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.

(ii) Stimulate investment and growth in the IT/ITES and high-end technology Sector through suitable policy initiatives.

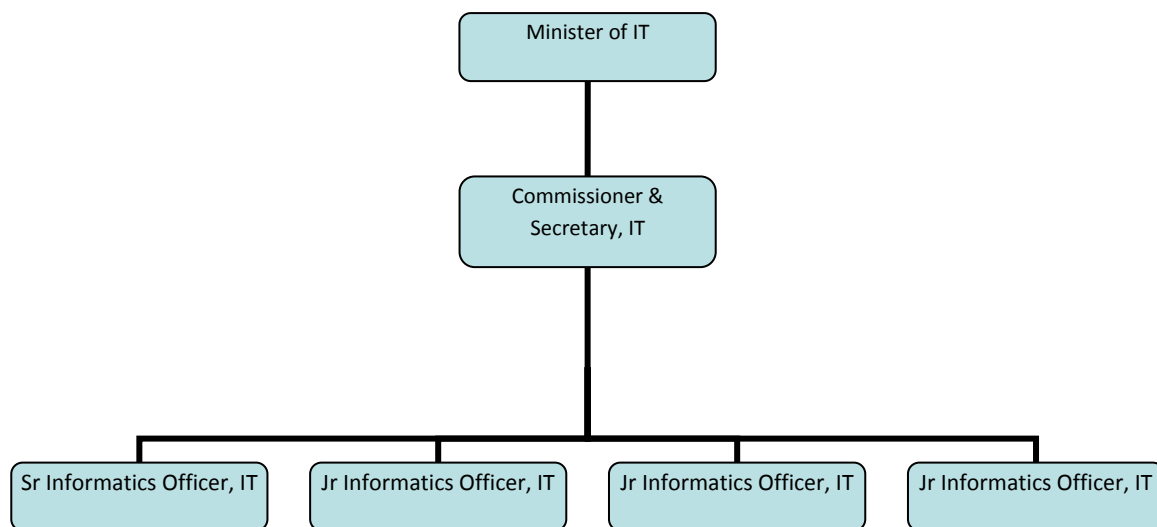
(iii) Bridging the digital divide by ICT dissemination among the state citizenry.

(iv) Developing Human Resources for IT & ITES.

(d) Organizational Structure

The IT Department, Government of Meghalaya, functions as an Administrative Department within the State Government. There is no Directorate or any office attached to the Department at the District, Sub-Divisional or Block level.

An IT Society named “Meghalaya Information Technology Society” (MITS) has been registered in August, 2005 for which the IT Department is the nodal department.



(e) Objectives of the Information Technology 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)

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

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, cyber crimes, 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.

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.

(f) 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 Procedure, Rules of Executive Business and various others relevant rules such as the Meghalaya Financial Rules/Delegation of Financial Power Rules, Fundamental Rules and Subsidiary Rules, Handbook of General Circulars as well as other instructions and circulars issued by State Government from time to time.

The IT Department does not hold any exclusive manuals or instructions other than those which are common to all Government Departments in the State of Meghalaya as mentioned above.

(g) Contact Details of the Department

Information Technology Department (Government of Meghalaya),
NIC Building, Secretariat Hills, Shillong-793001, Meghalaya.
Phone: 0364 – 2226352/2500400/2228376
Website: www.ditmeghalaya.gov.in, www.meghdit.nic.in

2. Functions of the Information Technology Department

The current functions of the Information Technology Department are as under:

- (i) Policy matters relating to IT, such as design review and monitoring of the IT Policy for the State and implementation of the relevant Provisions of the IT Act, 2000.
- (ii) Promotion of knowledge based enterprises, e-commerce; IT enabled services and IT Education.
- (iii) Development of Microelectronics, IT Standardization, Computer Software Exports etc.
- (iv) Provision for infrastructures and training for e-governance such as connectivity across Departments, Information Kiosks to the people etc.

(v) To liaise with the Ministry of Information Technology, Govt. of India and its various organizations.

(vi) Any other functions, which have a bearing on the newly used technologies in this area.

Services Provided by IT Department:

- **G2G (Government to Government)**

(i) To provide coordination in planning and implementation of IT Sector Projects involving more than one Department

(ii) To recommend suitable guidelines and instructions to various Departments for promotion of IT in the State.

(iii) To recommend guidelines on purchases of software and hardware as well as after sale services and maintenance and specification of ergonomic furniture.

(iv) To function as a high level/empowered Committee for clearance of Centrally Sponsored Schemes/Projects.

(v) To increase efficiency and effectiveness of Government through e-Governance initiatives

(vi) Overall guidance and consistency in plan, policy and project implementation across State Govt. Units through SeMT.

- **G2B (Government to Business)**

To act as a single window agency for clearance of IT projects in the State.

(i) To promote knowledge based enterprises, e-commerce; IT enabled services and IT Education

- **G2C (Government to Citizens)**

(i) To promote IT education and training

(ii) To make Government services more accessible to common citizens 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 other stakeholders

- **G2E (Government to Employees)**

(i) To improve the efficiency and effectiveness of employees through IT interventions

3. Projects Undertaken

(a) e-Governance Initiatives

(i) Common Services Centres (CSC)

The Meghalaya CSCs are called Rainbow CSCs due to a variety of reasons which are enlisted below”

- Meghalaya is the ‘abode of clouds’
- Rainbow- the most spectacular spectrum of light on earth
- Symbolizes Positive Energy
- 7 Colors represent the 7 Thematic Services offered namely:
 - (i) Government to Citizen Services
 - (ii) Micro Savings
 - (iii) Micro Insurance
 - (iv) Micro Credit
 - (v) Desktop Publishing (DTP, Photography and Internet Services
 - (vi) Agri and Business Development Services
 - (vii) Institutional Development Services

The District-wise break-up of the commissioned CSCs as on date are as follows:

District	Commissioned CSC
East Garo Hills	8
East Jaintia Hills	6
East Khasi Hills	72
North Garo Hills	9
Ri Bhoi	27
South Garo Hills	8
South West Garo Hills	5
South West Khasi Hills	14
West Garo Hills	25
West Jaintia Hills	26
West Khasi Hills	25
Total	225

(ii) Meghalaya State Data Centre (MSDC)

The Meghalaya State Data Centre (MSDC) was inaugurated and dedicated to the people of Meghalaya on the 17th of August 2011, by the Hon’ble Chief Minister of Meghalaya, Dr. Mukul Sangma in the presence of the IT Minister, Shri. A.L. Hek and Chief Secretary, Shri. W.M.S. Pariat. The 1800 square feet (approx) facility is located at NIC Building, 2nd Floor. The MSDC is connected to the Meghalaya State Wide Area Network (MSWAN) and provides access to the e-Governance applications and services to the Government employees through intranet and to the citizens through public internet or Common Service Centers (CSCs), etc. It is continuously monitored by surveillance mechanisms and administered by 24×7 operations and management staff.

MSDC acts as a mediator and convergence point between open unsecured public domain and sensitive Government environment. It enables various State Departments to host their services/applications on a common infrastructure leading to ease of integration and efficient management thus ensuring that computing resources and the support connectivity infrastructure (SWAN/NICNET) are adequately and optimally

used. The SDC is equipped to host/co-locate systems (e.g. Web Servers, Application Servers, Database Servers, Storage Area Network (SAN), and Network Attached Storage (NAS) etc.). The centralized computers/servers can be used to host multiple applications. Through such a Shared Service Centre implemented in the State and managed by a competent Implementation Agency, the individual departments can focus more on the service delivery rather than on the issues surrounding the infrastructure.

(iii) Meghalaya State Wide Area Network (MSWAN)

The SWAN acts as the backbone for effective communications providing a converged network that allows not only better information exchange between various government departments but also improves the delivery of citizen services.

MSWAN (Meghalaya State Wide Area Network) was launched on the 17th of August, 2011, by the Hon'ble Chief Minister of Meghalaya, Dr. Mukul Sangma in the presence of Shri A.L. Hek, IT Minister and Shri. W.M.S. Pariat, Chief Secretary, to support the various e-Governance initiatives being planned by the State as well as the Central Government. The MSWAN has been implemented on Build-Own-Operate and Transfer (BOOT) model, spread over a period of five years to provide Data, Voice and Video services to various offices of the Government of Meghalaya (GoM) and other locations as identified by GOM. It has been designed to establish a reliable horizontal and vertical communication corridor. The Meghalaya Information Technology (MITS) had been nominated by the Information Technology Department, GOM, as the nodal agency for setting up and operating the Meghalaya State Wide Area Network (MSWAN).

(iv) State Service Delivery Gateway (SSDG) & State Portal

The State Portal along with State Service Delivery Gateway (SSDG) was launched on the 3rd of May, 2012, by the Hon'ble Chief Minister of Meghalaya, Dr. Mukul Sangma in the presence of the IT Minister, Shri A.L. Hek. On this day, four e-forms were also made available to the citizens.

The objective of the State Portal & SSDG scheme is to ensure the following:

- Providing easy, anywhere and anytime access to Government Services (both Information & Transactional)
- Reducing number of visits of citizens to a Government office / department for availing the services
- Reducing administrative burden and service fulfilment time & costs for the Government, Citizens & Businesses.
- Reducing direct interaction of citizen with the Government and encourage 'e'-interaction and more efficient communication through portal
- Enhancing perception & image of the Government and its constituent Departments.
- Promotion of uniform web-interface across Government and build in synergies with the National Portal of India (NPI) using the National Service Delivery Gateway (NSDG).
- Delivery of services through Common Service Centres (CSCs) by leveraging the common infrastructure (SWAN, SDC etc.) and development of the

applications and infrastructure required for deployment of State Portal and State Service Delivery Gateway (SSDG) for the State.

- Publishing the static data and all information of the State departments in line with guidelines for necessary integration with National Portal of India

Other major initiatives and projects include:

(v) GIS

- Administrative Map of Meghalaya showing District Boundary, District HeadQuarters, Subdivision, Block HeadQuarters, Block Boundaries along with approachable road network.
- Administrative Map of Meghalaya indicating health infrastructure (functional, non-functional, under construction & upgraded to hospital).
- Map showing distribution different Bank Branches in Meghalaya.
- Block Boundary Map of Meghalaya.
- District Map of East Khasi Hills showing forest cover along with few important villages and major roads.
- Map showing different co-operative societies in Meghalaya
- Road Information Management System

(vi) Launch of India's Param Super Computing Facility at North east Hill University (NEHU) campus

(vii) Launch of Common Integrated Police Application (CIPA)

(viii) Launch of Crime and Criminal Tracking Network & System (CCTNS)

(ix) Release of Meghalaya IT Vision 2020

(x) Release of Meghalaya Information Technology Policy, 2004

(xi) Framing of Meghalaya Cyber Cafe Rules, 2012

(xii) Formation of Meghalaya State e-Governance Mission Team (SeMT) in Aug-2008.

(xiii) Planned framing of Electronic Services Delivery Rules, 2013

(xiv) Planned Information Technology Park (IT Park)

(xv) Setting up of Software Technology Parks of India (STPI) at Shillong

4. Programmes and Schemes

The Scheme-wise programme of the IT 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) IT Training for Govt.'s Employees

- (iv) Meghalaya State Wide Area Network (MSWAN)
- (v) Meghalaya State Data Centre (MSDC)
- (vi) Common Service Centre – RAINBOW (CSC)
- (vii) State Service Delivery Gateway (SSDG) / State Portal
- (viii) IT Education Programme
- (ix) E-District
- (x) ICT at School
- (xi) Plan for Digital Literacy Scheme under the Rajiv Gandhi Digital Vidyarthi Yojana

5. Availability of Information

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

Nodal Officer for Citizen Charter:
Deputy Secretary, IT Department
Phone no:
Email: dit-meg@nic.in

Contact details of officials are as below:

S no	Type of Information	Name of Official / Designation	Location of Office	Contact
1	SWAN, SSDG, Video conferencing	Shri T. J. R. Sangma, Jr Informatics Officer	NIC Building, IT Department	2228376/2500400
2	Capacity Building, SDC, NEC	Shri D. G. Dkhar, Jr Informatics Officer	NIC Building, IT Department	2228376/2500400
3	e-District, IPv6, Cyber Crime	Shri B. Tiwari, Sr Informatics Officer	NIC Building, IT Department	2228376/2500400
4	MSDC	Shri Shelter S War Jr. Informatics Officer	NIC Building, IT Department	2228376/2500400

6. Availability of Forms

All the relevant forms are available at the IT Department's website at:
www.ditmeghalaya.gov.in
www.meghdit.nic.in

7. Grievance Redressal Mechanism

In case of any complaints regarding the delivery of services by this Department or to submit any suggestion/feedback, citizens may send them by any of the below routes:

(a) May be directly addressed to the following officer:

Shri P. Ch. Sangma
Deputy Secretary IT Department
Email: dit-meg@nic.in

(b) May be e-mailed at : dit-meg@nic.in

8. The Department is committed to revise and improve upon the delivery of services being offered in the Charter and the citizen's cooperation towards the success of this Charter is highly solicited.
