



Government of Mizoram

**R F D**

(Results-Framework Document)  
for

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## Section 1: Vision, Mission, Objectives and Functions

### Vision

e-Development of Mizoram as the engine for transformation of Government and empowerment of society

### Mission

e-Development of Mizoram through creation of e-Infrastructure to facilitate and promote e-Governance, promotion of Information & Communication Technology, facilitate and promote Research & Development (R&D) for innovation, capacity building and empowerment of citizen, building knowledge network for Cyber Crime and Security.

### Objectives

- 1 e-Governance: Providing e-Infrastructure for delivery of services.
- 2 e-Industry: Promotion of Information & Communication Technology.
- 3 e-Innovation/R&D: Facilitate and promote Research & Development for innovation in emerging areas of technology.
- 4 e-Education: Providing support for Capacity Building and empowerment of citizen.
- 5 e-Security: Building knowledge network for Cyber Crime and Security.

### Functions

- 1 Policy matters relating to Information & Communication Technology.
- 2 Information Technology Acts and Rules.
- 3 Matters relating to IT Enabled Services (ITES) and Internet
- 4 Information Technology Infrastructure Development like Software Technology Park of India (STPI), State Wide Area Network (SWAN), Common Service Centre (CSC), State Data Center (SDC), Community Information Centre (CIC).
- 5 Promotion and Standardization of Information Technology Education.
- 6 Matters relating to e-Governance, e-Commerce, e-Medicine-Infrastructure, etc.
- 7 Matters relating to e-Security and cyber laws.
- 8 Co-ordination of Information Technology related matters with national and international agencies and bodies.
- 9 Telecommunication and its related matters.
- 10 Matter relating to ZENICS

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[1] e-Governance: Providing e-Infrastructure for delivery of services.	54.00	[1.1] Mizoram State Wide Area Network	[1.1.1] Video Conferencing Centre to be setup	Number	2.00	8	7	6	5	4
			[1.1.2] District's Office to be connected	Number	2.00	11	10	8	7	6
			[1.1.3] Block's Office to be connected	Number	2.00	61	55	48	42	36
			[1.1.4] Nodes to be connected	Number of PC	2.00	172	155	137	120	103
		[1.2] State Data Centre	[1.2.1] Completion of Final Acceptance Test (FAT) and starting of at least one service	Date	3.00	15/09/2014	01/10/2014	15/10/2014	31/10/2014	15/11/2014
			[1.2.2] Application to be hosted	Number	3.00	4	3	2	1	0.8
			[1.2.3] Data Centre uptime	%	2.00	110	99	88	77	66
		[1.3] Common Services Centres	[1.3.1] Operational CSCs	Number	1.00	122	110	97	77	66
			[1.3.2] G2C Services to be delivered	Number	2.00	11	10	8	7	6
			[1.3.3] B2C Services to be delivered	Number	2.00	16	15	13	11	10
			[1.3.4] Installation of Solar Power	Number	1.00	18	17	15	13	11
			[1.3.5] VLE Trained	Number of participants	1.00	122	110	97	85	73

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent	Very Good	Good	Fair	Poor	
						100%	90%	80%	70%	60%	
		[1.4] State Service Delivery Gateway/State Portal	[1.4.1] Application Service online	Number	2.00	34	31	27	24	20	
			[1.4.2] Computer & Accessories distributed	Number	2.00	122	110	97	85	73	
			[1.4.3] Departmental User's Training provided	Number of participants	2.00	66	60	53	46	40	
			[1.4.4] STQC Certification	Date	1.00	01/02/2015	15/02/2015	01/03/2015	15/03/2015	31/03/2015	
		[1.5] e-District		[1.5.1] Setting up of citizen facilitation centre	Number	4.00	8	7	6	5	4
				[1.5.2] STQC Certification	Date	2.00	01/02/2015	15/02/2015	01/03/2015	15/03/2015	31/03/2015
			[1.6] Rural Information Kiosk (RIK)	[1.6.1] Operational RIKs	Number	1.00	300	270	240	210	180
				[1.6.2] Installation of Solar Power	Number	1.00	55	50	44	38	33
				[1.6.3] VLE trained	Number of participants	1.00	300	270	240	210	180
				[1.6.4] Services delivered	Number	2.00	27	25	22	19	16
		[1.7] Website Management		[1.7.1] GoM CMS Department Template development	Number	1.00	4	3	2	1	0.8

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent	Very Good	Good	Fair	Poor	
						100%	90%	80%	70%	60%	
			[1.7.2] GoM CMS training for Departments	Number of participants	1.00	22	20	17	15	13	
			[1.7.3] District Website Template Development	Number	1.00	--	--	--	--	--	
			[1.7.4] Web Content Development for Districts	Number	1.00	--	--	--	--	--	
			[1.7.5] District Website Management Training	Number of participants	1.00	4	3	2	1	0.5	
			[1.7.6] Block Website Template Development	Date	1.00	01/02/2015	15/02/2015	01/03/2015	15/03/2015	31/03/2015	
			[1.7.7] Content Development for all Blocks	Number	1.00	5	4	3	2	1	
			[1.7.8] Block Website Management Training	Number of participants	1.00	5	4	3	2	1	
			[1.7.9] New domain registration & hosting	Number	1.00	--	--	--	--	--	
			[1.8] Secretariat Network Connection and maintenance of hardware	[1.8.1] Internet connection provided	Number	2.00	--	--	--	--	--
				[1.8.2] Maintenance of PC, Printer, Scanner, etc.	Number	2.00	--	--	--	--	--

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[2] e-Industry: Promotion of Information & Communication Technology.	8.00	[2.1] Awareness program of e-Governance & IT	[2.1.1] Talk show on Radio and Television	Number	2.00	5	4	3	2	1
			[2.1.2] Public Awareness Speech on e-Governance & IT	Number of participants	2.00	1100	1000	900	800	700
			[2.1.3] Publication in local newspaper and magazine	Number	2.00	17	15	13	12	10
		[2.2] To setup Software Technology Park of India in Aizawl	[2.2.1] Identification of Land, Signing of MoU, allocation of Built-up space, Site Preparation and Inauguration Programme	Date	2.00	15/12/2014	31/12/2014	15/01/2015	30/01/2015	27/02/2015
		[3] e-Innovation/R&D: Facilitate and promote Research & Development for innovation in emerging areas of technology.	10.00	[3.1] e-Learning Development	[3.1.1] Development of e-Learning Software package	Date	1.00	01/12/2014	15/12/2014	31/12/2014
[3.1.2] Course Content Development	Number				1.00	10	9	8	7	6
[3.1.3] Registered users	Number				1.00	100	90	80	70	60
[3.2] e-Examination Development	[3.2.1] Development of e-Examination Software package			Date	2.00	02/02/2015	16/02/2015	01/03/2015	16/03/2015	31/03/2015
	[3.2.2] Development of Question Bank			Number	1.00	10	9	8	7	6
[3.3] CMS Development	[3.3.1] Modules to be developed			Number	1.00	5	4	3	2	1

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		[3.4] e-Plan Software Development	[3.4.1] Development of e-Plan software	Date	2.00	30/04/2014	15/05/2014	30/05/2014	16/06/2014	30/06/2014
			[3.4.2] Development of Modules	Number	1.00	4	3	2	1	0
[4] e-Education: Providing support for Capacity Building and empowerment of citizen.	16.00	[4.1] Capacity Building	[4.1.1] Conduct e-Governance Project Lifecycle training	Number of participants	1.00	27	25	22	19	16
			[4.1.2] Conduct Project Management training	Number of participants	1.00	27	25	22	19	16
			[4.1.3] Conduct Business Model & PPP training	Number of participants	1.00	27	25	22	19	16
			[4.1.4] Conduct Government Process Reengineering	Number of participants	1.00	27	25	22	19	16
			[4.1.5] Conduct RFP training	Number of participants	1.00	27	25	22	19	16
			[4.1.6] Conduct DPR training	Number of participants	1.00	27	25	22	19	16
			[4.1.7] Seminar & Workshop to be held on e-Governance	Number of Number	1.00	55	50	44	38	33

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		[4.2] Government Employees (Non-Gazette) training	[4.2.1] Internet & Networking training	Number of participants	1.00	22	20	17	15	13
			[4.2.2] Office Automation training	Number of participants	1.00	22	20	17	15	13
			[4.2.3] DTP training	Number of participants	1.00	22	20	17	15	13
			[4.2.4] Fundamentals of Computer and Operating System	Number of participants	1.00	22	20	17	15	13
			[4.2.5] Presentation Skills	Number of participants	1.00	22	20	17	15	13
		[4.3] Citizen Training	[4.3.1] Social Media awareness & training	Number of participants	1.00	277	250	222	194	166
		[4.4] Establishment of Network Connection at ATI	[4.4.1] Installation & Commissioning of Wireless Access points, Wireless Adapter, OFC, UTP Cables, Switches, etc	Number	1.00	111	100	88	77	66
			[4.4.2] Internet connection	Number	2.00	150	135	120	105	90



## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
			provided							
[5] e-Security: Building knowledge network for Cyber Crime and Security.	2.00	[5.1] Website Security Auditing	[5.1.1] Government's website security to be audited	Number of participants	1.00	122	110	97	85	73
		[5.2] Citizen Training	[5.2.1] Cyber Crime & Cyber Security training	Number of participants	1.00	200	180	160	140	120
* Efficient functioning of the RFD System	5.00	Timely submission of Mid Term Achievement	On-time submission	Date	1.0	10/10/2014	11/10/2014	15/10/2014	25/10/2014	15/03/2014
		Timely submission of Results for 2013-2014	On-time submission	Date	2.0	01/05/2014	02/05/2014	05/05/2014	06/05/2014	07/05/2014
		Timely submission of Draft RFD for 2014-2015 for approval.	On-time submission	Date	2.0	05/03/2014	06/03/2014	07/03/2014	10/03/2014	07/05/2014
* Effective redressal of citizens' grievances	5.00	Timely disposal of citizens' grievances lodged through FAKSELNA BOX	Citizens' grievances disposed off from FAKSELNA BOX within 30 days	%	2.0	100	90	80	70	60
		Timely disposal of citizens' grievances lodged through www.mipuiaw.nic.in	Citizens' grievances disposed off through www.mipuiaw.nic.in within 30 days	%	3.0	100	90	80	70	60

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for null	Actual Value for null	Target Value for null	Projected Value for null	Projected Value for null
[1] e-Governance: Providing e-Infrastructure for delivery of services.	[1.1] Mizoram State Wide Area Network	[1.1.1] Video Conferencing Centre to be setup	Number	--	--	7	--	--
		[1.1.2] District's Office to be connected	Number	--	--	10	--	--
		[1.1.3] Block's Office to be connected	Number	--	--	55	--	--
		[1.1.4] Nodes to be connected	Number of PC	--	--	155	--	--
	[1.2] State Data Centre	[1.2.1] Completion of Final Acceptance Test (FAT) and starting of at least one service	Date	--	--	01/10/2014	--	--
		[1.2.2] Application to be hosted	Number	0	0	3	5	7
		[1.2.3] Data Centre uptime	%	0	0	99	99	99
	[1.3] Common Services Centres	[1.3.1] Operational CSCs	Number	0	102	110	120	136
		[1.3.2] G2C Services to be delivered	Number	0	5	10	15	20
		[1.3.3] B2C Services to be delivered	Number	0	10	15	20	25
		[1.3.4] Installation of Solar Power	Number	0	0	17	90	136
		[1.3.5] VLE Trained	Number of participants	0	102	110	120	136

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for null	Actual Value for null	Target Value for null	Projected Value for null	Projected Value for null
	[1.4] State Service Delivery Gateway/State Portal	[1.4.1] Application Service online	Number	--	--	31	--	--
		[1.4.2] Computer & Accessories distributed	Number	--	--	110	--	--
		[1.4.3] Departmental User's Training provided	Number of participants	--	--	60	--	--
		[1.4.4] STQC Certification	Date	--	--	15/02/2015	--	--
	[1.5] e-District	[1.5.1] Setting up of citizen facilitation centre	Number	0	0	7	8	8
		[1.5.2] STQC Certification	Date	--	--	15/02/2015	14/11/2014	28/11/2014
	[1.6] Rural Information Kiosk (RIK)	[1.6.1] Operational RIKs	Number	0	254	270	285	300
		[1.6.2] Installation of Solar Power	Number	0	0	50	150	300
		[1.6.3] VLE trained	Number of participants	0	254	270	285	300
		[1.6.4] Services delivered	Number	0	15	25	35	45
	[1.7] Website Management	[1.7.1] GoM CMS Department Template development	Number	0	1	3	3	3
		[1.7.2] GoM CMS training for Departments	Number of	57	13	20	20	20

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for null	Actual Value for null	Target Value for null	Projected Value for null	Projected Value for null
			participants					
		[1.7.3] District Website Template Development	Number	--	--	--	--	--
		[1.7.4] Web Content Development for Districts	Number	4	6	--	8	8
		[1.7.5] District Website Management Training	Number of participants	0	0	3	2	2
		[1.7.6] Block Website Template Development	Date	--	--	15/02/2015	--	--
		[1.7.7] Content Development for all Blocks	Number	0	15	4	22	24
		[1.7.8] Block Website Management Training	Number of participants	0	15	4	10	10
		[1.7.9] New domain registration & hosting	Number	70	102	--	130	140
	[1.8] Secretariat Network Connection and maintenance of hardware	[1.8.1] Internet connection provided	Number	250	300	--	400	450
		[1.8.2] Maintenance of PC, Printer, Scanner, etc.	Number	250	300	--	400	450

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for null	Actual Value for null	Target Value for null	Projected Value for null	Projected Value for null
[2] e-Industry: Promotion of Information & Communication Technology.	[2.1] Awareness program of e-Governance & IT	[2.1.1] Talk show on Radio and Television	Number	2	2	4	5	6
		[2.1.2] Public Awareness Speech on e-Governance & IT	Number of participants	250	300	1000	1250	1500
		[2.1.3] Publication in local newspaper and magazine	Number	10	10	15	20	25
	[2.2] To setup Software Technology Park of India in Aizawl	[2.2.1] Identification of Land, Signing of MoU, allocation of Built-up space, Site Preparation and Inauguration Programme	Date	--	--	31/12/2014	--	--
[3] e-Innovation/R&D: Facilitate and promote Research & Development for innovation in emerging areas of technology.	[3.1] e-Learning Development	[3.1.1] Development of e-Learning Software package	Date	--	--	15/12/2014	--	--
		[3.1.2] Course Content Development	Number	0	0	9	15	20
		[3.1.3] Registered users	Number	0	0	90	150	200
	[3.2] e-Examination Development	[3.2.1] Development of e-Examination Software package	Date	--	--	16/02/2015	--	--
		[3.2.2] Development of Question Bank	Number	0	0	9	15	20
	[3.3] CMS Development	[3.3.1] Modules to be developed	Number	0	2	4	7	9

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for null	Actual Value for null	Target Value for null	Projected Value for null	Projected Value for null
	[3.4] e-Plan Software Development	[3.4.1] Development of e-Plan software	Date	--	--	15/05/2014	--	--
		[3.4.2] Development of Modules	Number	0	0	3	2	3
[4] e-Education: Providing support for Capacity Building and empowerment of citizen.	[4.1] Capacity Building	[4.1.1] Conduct e-Governance Project Lifecycle training	Number of participants	0	0	25	25	25
		[4.1.2] Conduct Project Management training	Number of participants	0	25	25	25	25
		[4.1.3] Conduct Business Model & PPP training	Number of participants	0	25	25	25	25
		[4.1.4] Conduct Government Process Reengineering	Number of participants	0	25	25	30	45
		[4.1.5] Conduct RFP training	Number of participants	0	0	25	25	25
		[4.1.6] Conduct DPR training	Number of participants	0	0	25	25	25
		[4.1.7] Seminar & Workshop to be held on e-Governance	Number of Number	0	0	50	50	50

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for null	Actual Value for null	Target Value for null	Projected Value for null	Projected Value for null
	[4.2] Government Employees (Non-Gazette) training	[4.2.1] Internet & Networking training	Number of participants	--	--	20	--	--
		[4.2.2] Office Automation training	Number of participants	--	--	20	--	--
		[4.2.3] DTP training	Number of participants	--	--	20	--	--
		[4.2.4] Fundamentals of Computer and Operating System	Number of participants	--	--	20	--	--
		[4.2.5] Presentation Skills	Number of participants	--	--	20	--	--
	[4.3] Citizen Training	[4.3.1] Social Media awareness & training	Number of participants	0	150	250	250	250
	[4.4] Establishment of Network Connection at ATl	[4.4.1] Installation & Commissioning of Wireless Access points, Wireless Adapter, OFC, UTP Cables, Switches, etc	Number	0	0	100	100	100
		[4.4.2] Internet connection provided	Number	0	0	135	135	135

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for null	Actual Value for null	Target Value for null	Projected Value for null	Projected Value for null
[5] e-Security: Building knowledge network for Cyber Crime and Security.	[5.1] Website Security Auditing	[5.1.1] Government's website security to be audited	Number of participants	0	105	110	120	130
	[5.2] Citizen Training	[5.2.1] Cyber Crime & Cyber Security training	Number of participants	0	0	180	200	220
* Efficient functioning of the RFD System	Timely submission of Mid Term Achievement	On-time submission	Date	--	--	11/10/2014	--	--
	Timely submission of Results for 2013-2014	On-time submission	Date	--	--	02/05/2014	--	--
	Timely submission of Draft RFD for 2014-2015 for approval.	On-time submission	Date	--	05/03/2014	06/03/2014	--	--
* Effective redressal of citizens' grievances	Timely disposal of citizens' grievances lodged through FAKSELNA BOX	Citizens' grievances disposed off from FAKSELNA BOX within 30 days	%	--	--	90	--	--
	Timely disposal of citizens' grievances lodged through www.mipuiaw.nic.in	Citizens' grievances disposed off through www.mipuiaw.nic.in within 30 days	%	--	--	90	--	--

\* Mandatory Objective(s)



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## Section 4: Acronym

Sl.No	Acronym	Description
1	CMS	Content Management System
2	CSC	Common Services Centres
3	DPR	Detail Project Report
4	DTP	Desktop Publishing
5	FAT	Final Acceptance Test
6	G2C	Government to Citizen

## Section 4: Acronym

Sl.No	Acronym	Description
7	GoM	Government of Mizoram
8	ITeS	Information Technology Enabled Services
9	MoU	Memorandum of Understanding
10	MSWAN	Mizoram State Wide Area Network
11	NeGP	National e-Governance Plan
12	OFC	Optical Fibre Cable

null

## Section 4: Acronym

Sl.No	Acronym	Description
13	PC	Personal Computer
14	PPP	Private Public Partnership
15	RFP	Request for Proposal
16	RIK	Rural Information Kiosk
17	SDC	State Data Centre
18	SP	State Portal

null

## Section 4: Acronym

Sl.No	Acronym	Description
19	SSDG	State Service Delivery Gateway
20	STQC	Standardisation Testing and Quality Certification
21	UTP	Unshielded Twisted Pair
22	VLE	Village Level Entrepreneurs
23	ZENICS	Zoram Electronics Development Corporation Limited

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## Section 4: Acronym

Sl.No	Acronym	Description
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Section 4:  
Description and Definition of Success Indicators  
and Proposed Measurement Methodology

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## Section 5: Specific Performance Requirements from other Departments

null

## Section 6: Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	null	null	null	null	null
1 Delivery of services to citizens in electronic mode thereby improving efficiency and accessibility of public service delivery mechanisms	Departments implementing e-Governance projects, MSeGS and ZENICS.	Transactions recorded from various e-Governance services rolled out by the State.	Number	20000	25000	30000	35000	40000
2 Fast exchange of data and access to Government portals/websites and other information through network by citizens and government employees	Departments using GoM CMS, MSeGS and ZENICS.	Website uptime of round the clock secured services.	%	95	96	97	98	98
3 Required internet/intranet services for implementing e-Governance systems.	National Informatics Centre, BSNL	Network uptime of round the clock secured network services.	%	85	87	90	92	95
4 Providing value added services over the network such as Video Conference and VolP services.	National Informatics Centre, BSNL	Network uptime of round the clock secured network services.	%	85	87	90	92	95
5 Informed and well-aware local entrepreneurs for the growth of electronic industry.	Technical institutions and Zenics.	Number of programs conducted to promote electronic industry.	Number			5	7	10
6 Empowered citizen and government employees in the field of e-	DeitY, MSeGS and GAD	Number of citizen/govt. employees attending e-Governance & IT	%			1250	1500	1750



null

## Section 6: Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	null	null	null	null	null
Governance and Information Technology.		programmes.						