Department of

Information & Communication Technology

(Government of Mizoram)

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Introduction

The Department of Information and Communication Technology (ICT) has been established in the year 2008 for framing policy, planning, implementation and monitoring of Information & Communication Technology and e-Governance projects. The Department has a vision to use Information & Communication technology to make available information and government services related to basic needs of common persons accessible to them near their locality throughout their lives through minimum procedural formalities thereby pursuing economic development.

ICT Department had received Skoch Award in Smart Governance for the year 2016, and received Skoch Platinum Award for e-District Project and Content Management System (CMS). The department also received Skoch Award in Inventory Management System, which is implemented in Secretariat.

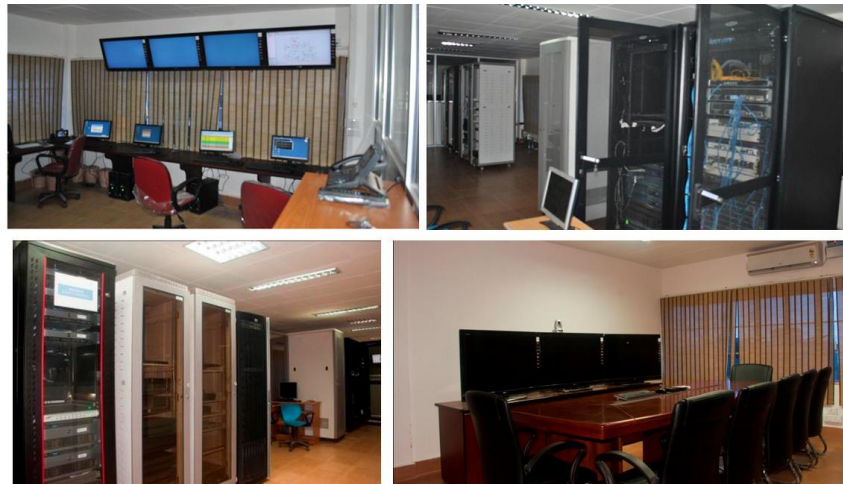# Initiatives under National e-Governance Plan (NeGP)

The following are the projects taken up by the Department of Information & Communication Technology under NeGP:

1. Mizoram State Wide Area Network
2. E-District
3. Mizoram State Data Centre
4. State Portal & State Service Delivery Gateway
5. Common Service Centre

1. Mizoram State Wide Area Network:

MSWAN is a project aimed at designing and implementing the information highway for the Mizoram State E-Governance applications. As part of implementing e-Governance initiatives it helps to provide a reliable communication corridor. It will be using the latest and state-of-the-art technology to improve the administrative efficiency. MSWAN is envisaged as the backbone network for data, video and voice communications throughout the state, for all Government Operations. MSWAN is an open standard based, scalable, high capacity network to carry data, voice and video traffic between the designated levels and offices of Government of Mizoram at State/District/Block or Sub-Division levels and for all Government Operations.

There are Point of Presence (PoP) in each District Headquarters and Block headquarters. The total number of PoPs (Point of Presences) is 42 within the State.

2. e-District:

The objectives of e-District include backend computerization of District Administration to enable efficient delivery of government services and to proactively provide a system of spreading information on the Government schemes, planned developmental activities and status of current activities.

E-District is a State Mission Mode Project under the National e-Governance Plan (NeGP). The project aims to target high volume services and undertake backend computerization to electronically enable the delivery of these services through Common Service Centre (CSC) and portal. Districts are the primary delivery channels for government administration to deliver large number of services to the citizens; therefore e-governance can significantly improve government service delivery.

Mizoram state is aiming ahead of 'reaching the un-reached' and 'bridging the digital divide.'

Government of Mizoram envisions that e-district delivers majority of the services through the district administration with use of Information and Communication Technology (ICT).

This project is of paramount importance to the State as it would help in creating an automated workflow system for the district administration and help in providing efficient department services through CSC.

3. Mizoram State Data Centre:

Mizoram State Data Centre (SDC) is one of the key infrastructure pillars that is being set up to consolidate citizen services, e-Governance applications and supporting infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services. These services shall be rendered through a common delivery platform supported by other core infrastructure elements i.e. SWAN and CSC with connectivity extended up to the block level. The SDCs shall therefore enable aggregation of IT Infrastructure (Hardware, Storage, Networking and Software) and Management Resources to ensure better Operations, Standardization of Systems & management control leading to faster application deployment and reduced costs, offering dynamic scalability as their demand grows including security related requirements and uptime of the 99.749%.
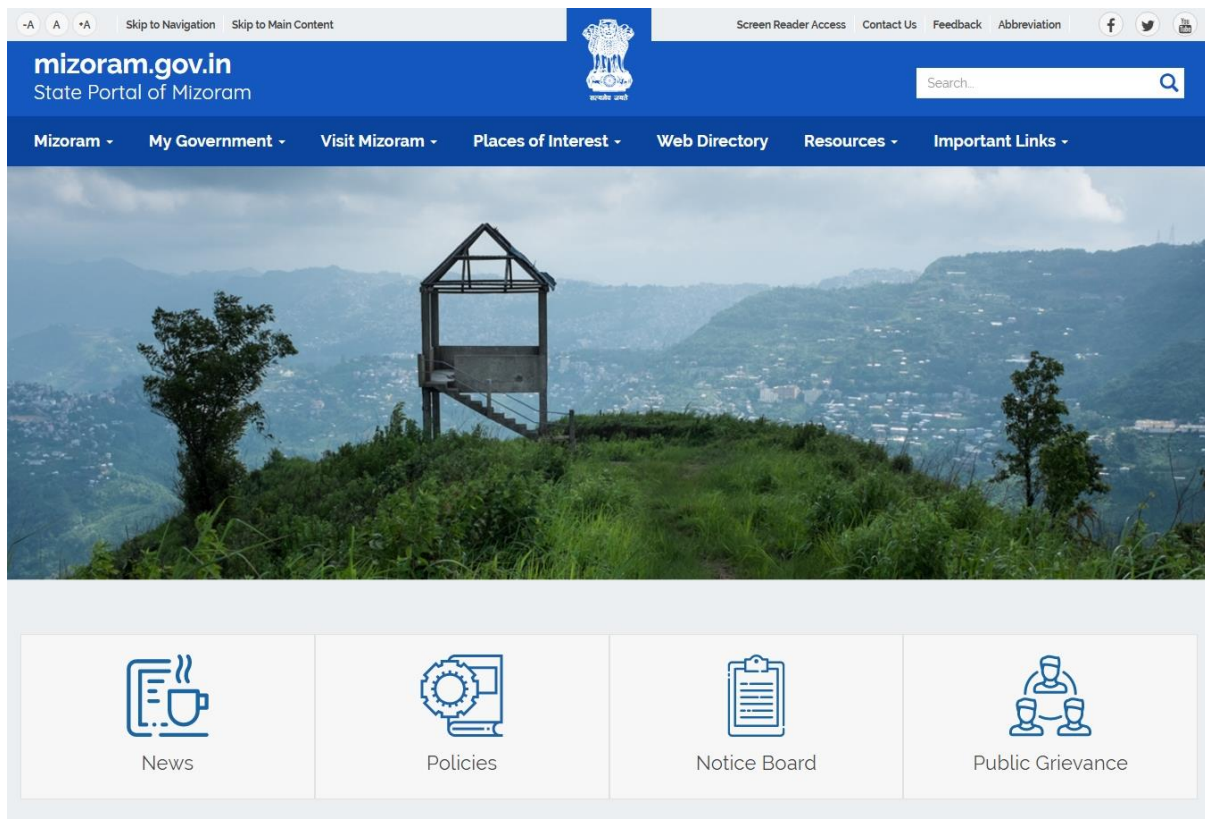
Thus, different line department would get a seamless, highly reliable/robust, shared, secured Data Centre infrastructure with reasonable/scalable capacity for their e-Governance application hosting requirements. SDC provides better operations & management control and minimize overall cost of Data Management, IT Management, Deployment and other costs.

4. State Portal & Service Delivery Gateway:

The SSDG and e-Forms on State portal application will enable citizens to download forms and submit their applications electronically with the help of Electronic Forms hosted on the State Portal (SP) and routed by a common State Services Delivery Gateway (SSDG). This initiative facilitating Electronic Service Delivery will provide significant benefits to the citizens, especially in the form of a single gateway to citizen for service delivery. In line with the NeGP strategy, the e-Forms project has been planned centrally and implemented at the State level. So, State Service Delivery Gateway (SSDG) will act as standards-based messaging middleware and provide seamless interoperability and exchange of data across the departments.

And, State Portal (SP) will act as front end interface to state level e-Governance initiatives and services. The State Portal shall host all the forms for various Government Services accessible to citizens in the state.

5. Common Service Centre:

CSCs are front-end service delivery points for Government, private and social sector services to urban and rural citizens of Mizoram. There will be 136 CSC locations spreading in all the 8 districts of Mizoram and all 136 CSCs has been roll-out. Citizens will be able to get government services online though these CSC. All the CSCs are operating by VLE (Village Level Entrepreneurs). Various services are made available through Mizoram online includes Income Certificate, Residential Certificate, Schedule, Caste/tribe Certificate, etc.

Other Initiatives:

1. E-Office:

Department of ICT has initiated the e-Office implementation in Government of Mizoram, and Urban Development & Poverty Department is first to use e-Office in Government of Mizoram on 15th November, 2016 which was inaugurated by Hon'ble Minister UD&PA. The Government of India has included e-Office as a core mission mode project (MMP) under the National e-Governance Plan (NeGP). e-Office alms at significantly improving the operational efficiency of the Government by transitioning to a "Less Paper Office". Implementation of e-Office will improve efficiency, consistency and effectiveness of government responses, and reduce turnaround time and to meet the demands of the citizens charter. It will also provide effective resource management to improve the quality of administration and reduce processing delays by establishing transparency and accountability. e-Office is also implemented in ICT Department and Governor Secretariat.

2. Digital Class Room for Development of Science and Mathematics:

Interactive Digital Class Room for Development of Science and Mathematics is a project designed to assist Department of School Education through NEC fund. It aims to make learning more appealing, interactive and significant with help of new technology in classroom. This will supplement the conventional system of training and education and bring uniformity in technical education for improvising on the quality of education. With this application one can create a virtual classroom in which live lectures can be given to the students. Digital Classroom was implemented in 5 schools in the first phase. During 2016, Digital Classroom is implemented in 10 schools of Mizoram.

3. Implementation of e-Procurement (GePNIC)

Department of ICT has taken up a step to implement e-Procurement in Government of Mizoram. Council of Minister has mandated e-Procurement for all departments/ PSU/ Societies under Government of Mizoram with tender value more than 1 Crores. e-Procurement is one of the Mission Mode Project aims at making government procurement simplified, transparent, and result-oriented. It will cover all aspects of procurement from indent of tender-to-tender preparation, bidding, bid evaluation and award of contract. In light of the CVC mandate that all Departments publish their tenders on the Internet, the MMP will deploy extensive security features for encryption and decryption of bids, and digital signatures.

4. Government of Mizoram - Content Management System

The Government of Mizoram - Content Management System (GoM-CMS) is a state initiative project taken up by the Department of Information & Communication Technology. The GoM-CMS is developed in-house by technical team of the Department of ICT and the system is based FOSS (Free Open Source Software System). Hence the Government did not spend any amount for the development of software. The system is developed as per the Government of India Website Guidelines.

The GoM-CMS was launched on 20th July 2012 and implemented across 141 departments/PSUs/Societies/Institutions till date. The department of ICT did not charge any license fees nor domain registration and hosting charges. The GoM–CMS compliance with the Government of India Website Guidelines adopted by the *Department of Administrative Reforms and Public Grievances, Government of India*. The GoM-CMS also complies with a Web 2.0 standard that allows users to interact and collaborate with each other in a Social Media dialogue as creators of user-generated content in a virtual community, in contrast to websites where people are limited to the passive viewing of content. The System also compliances with Web Content Accessibility Guidelines (WCAG) 2.0 which covers a wide range of recommendations for making Web content more accessible. This

ensure content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity through a screen reader access software etc.

Due to the successful implementation of the project, this project was awarded SKOCH Platinum Award in e-Governance in 2016 which is one of the most prestigious award in e-Governance in the country.

5. Inventory Management System

Inventory Management System (IMS) is a project initiated by the Department of ICT and Mizoram State e-Governance Society (MSeGS) for Secretariat Administration Department (SAD), Government of Mizoram. Under this project, it has been envisaged to provide better inventory system and enable the approval of certain indent items to the concerned department's officer through appropriate automated system. This project aims to create an integrated IT platform for all government departments, to use IT primarily to maximize the efficiency in management and requisition of inventory by providing tools to assist in automating the process, which would otherwise have to be performed manually. The focus of the project is mainly monitoring and maintenance of the inventory within the department. It is important to reiterate that emphasis of this initiative by the department is on the services and not on mere computerization. The program helps the concerned officer in overseeing the management of inventory from a back end. It provides a means of eliminating uncontrolled indents and keeps track of items so that frequent losses are reduced. This application is hosted in Mizoram SDC. The project cost will be approximated of ₹ 96,480,000.00 but the Department of ICT/MSeGS created this system at free of cost for SAD.

This project has won the Skoch-Order-Of-Merit 2016 under the category 'service delivery'. Skoch Smart Governance Award is an initiative recognizing top performing government organizations and organizations working with the government, operating at

local, state and national level in the area of Health, Education, Rural Development/Panchayati Raj, Urban Development, Finance, and Security. It is a step towards recognizing the best practices and models of governance for excellent and efficient implementation of programmes and services delivery.

6. CM Online

Chief Minister Online is a project by Chief Ministers Office, Government of Mizoram initiated by Mizoram State e-Governance Society (MSeGS). The project aims to simplify the interactions by the public and undertake back end computerization to enable IT for the approval or rejection of these grievance reports. This project create an integrated IT platform for Chief Minister Online through IT primarily to increase efficiency, transparency and processing along with convenience in operations and promotion of good governance. Citizens can now interact with Chief Minister Office by sending query through SMS and by filling up web form wherein a unique tracking code is given. Status of query can also be tracked from the website using tracking code.

7. Governor's Website

Governor Online aims to create an integrated IT platform to use IT primarily to increase efficiency, transparency and processing along with convenience in operations and promotion of good governance. Some of the broad objectives of Governor Online is as follows:

- To provide easy access to the services to other Individuals/Public/Departments.
- To know the Governor's Programme.
- To view recent news about the Governor.
- Information dissemination.

Website: https://rajbhavan.mizoram.gov.in/

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