

GOVERNMENT OF TRIPURA  
**DIRECTORATE OF INFORMATION TECHNOLOGY**  
ITI Road, Indranagar, Agartala – 799006

13<sup>th</sup> October '2020

To  
The Secretary  
Planning (Statistic) Department  
Government of Tripura

**Sub:** - Mid-term appraisal of “Three year Action Plan,2019-2020 to 2021-22” under SDG’s Vision-2030, 7 years Strategy, 3 Year Action Plan & Indicators Document.

Sir,

With reference to your Memo No.5 (100)/STAT/NI/2018/12761-80 dated 18/09/2020, I am sending herewith the reports of the “Three year Action Plan, 2019-2020 to 2021-22” under SDG’s Vision-2030 for your kind information and doing the needful please.

Yours faithfully

Enclo: - As stated.



(S. Das)  
Director, IT  
Govt. of Tripura

Copy to:-  
The Secretary, IT, Govt. for Tripura for kind information.

## INFORMATION TECHNOLOGY

### 1. Vision Statement: -

“Development of digital infrastructure and human capital for one-stop-service delivery for the benefit of citizens and catalyzing IT based employment generation through positive interventions”

### 2. Action Plan: -

- a) Digital Transformation of Government Services
- b) Development of Digital Infrastructure,
- c) Promotion of IT Education and
- d) Promotion of IT industry and to capitalize this sector for employment generation.

#### a) Digital Transformation of Government Services: -

Government services will be available in an integrated manner at the doorstep of the citizens at an affordable cost.

#### (I) Online service delivery:

- 24 numbers of high-volume services are being provided through Digital Seva/ e-District online platform (edistrict.tripura.gov.in).
- e-District services are integrated with Digital Signature (DSC), SMS gateway, email gateway, payment gateway, CSC, CSC eWallet, UMANG, DigiLocker, etc.
- Further, around 50 more services of different Department/ Directorates/Organisations are also available through online. Most of the services are delivered through Common Service Centre also.

#### Action Plan:

- 21 more services have been planned for on-boarding under Digital Seva / e-District online platform during FY 2019-20 to 2021-22.
- e-Sign facility would be integrated with Digital Seva / e-District online platform.

**Status:** - *Government Process Re-engineering (GPR)* of PRTC services has been placed for approval. E-Sign integration is in progress.

#### (II) eOffice Implementation:

Tripura eOffice platform (eoffice.tripura.gov.in) has been deployed in Tripura SDC. 11 Departments/ Directorates / Organizations were on-boarded on it.

**Action Plan:** 21 more Departments/ Directorates / Organizations under State Secretariat would be on-boarded by 2019-20 to 2021-22.

**Status:** - eFile implemented in DIT, Planning Dept, Finance Dept, PWD(R&B). FTS implemented in 6 Department in State Secretariat, I&C, Tripura Biodiversity Board.

#### b) Development of Digital Infrastructure: -

Creation of robust digital infrastructure is the building block of the foundation on an enabled State.



**(I) State Wide Area Network (SWAN):**

State Wide Area Network (SWAN) has been covered 100% across the State with connectivity extended to SHQ, TTAADC HQ, all 8 DHQs, all 23 SDHQs and all 58 BHQs.

**Action Plan:** SWAN equipment are old and need to be replaced immediately. Bandwidths at sites are being upgraded based on utilization report and fund availability.

**Status:** - RFP for SWAN equipment replacement and SWAN FMS service has been prepared and placed for approval of SPAB. Another RFP has been prepared for site wise rental rate discovery of SWAN leased lines.

**(II) Horizontal extension of SWAN (HSWAN):**

132 offices were connected under HSWAN.

**Action Plan:** 45 more sites would be covered in 2019-20 to 2021-22.

**Status:** - 22 more sites has been connected.

**(III) BharatNet:**

Connectivity has been extended to 598 Blocks/GPs/VCs.

**Action Plan:** Remaining uncovered GPs/VCs would be covered.

**(IV) Common Service Centre (CSC):**

1227 nos. of CSCs have been registered in Tripura and 782 nos GPs/VCs have been covered with at least 1 CSC.

**Action Plan:** Remaining uncovered GPs/VCs would be covered.

**Status:** - 1178 nos. of CSCs have been registered in Tripura and 1051 nos GPs/VCs have been covered with at least 1 CSC.

**(V) State Data Center (SDC):**

220+ applications and websites are hosted in SDC.

**Action Plan:** One new Data Centre need to be setup.

**Status:** - RFP has been floated for shifting "Tripura State Data Centre (TSDC) to new Data Center at IT Bhawan building & TSDC Operation & Maintenance (O&M) and facility management Services (FMS).

**c) Promotion of IT Education: -**

**Capacity Building (CB):**

A number of workshops were organized in each year. District ICT training centers have been set up in all districts.

**Action Plan:** Around 200 Government employees would be trained in each year.

**Status:** - Training on eOffice usage has been imparted to about 70 Government employees of various department of the State.

**d) Promotion of IT industry and to capitalize this sector for employment generation: -**

State Government issued Tripura IT Incentive Scheme, 2017. 2 IT Parks are operational; few small-scale IT industries are setup in the Parks.

**Action Plan:**

- The Start-up Policy would be implemented to attract entrepreneurs to set up start up Industries.
- Centralized BPO services for the line Departments would be setup.

**Status:** - Implementation of Startup is in progress. Seminar was conducted with the students of TIT, NIT and Local entrepreneurs. 3 rounds of Webinar were organized with the Students of NIT, TIT and local entrepreneurs and a Webinar was organized with NASSCOM.

A proposal to all Departments to identify suitable services for Centralized BPO has been put up.

**3. Key Deliverables**

The key deliverables are:-

- a) More Government services would be available at an affordable cost at the doorstep of citizen. Services are available at anytime from anywhere
- b) Promotion of paperless offices through eOffice, eProcurement, GeM, etc.
- c) Creation of robust IT infrastructure in the State (new Data Centre, CSC, BraratNet, etc).
- d) Implementation of Start-up policy and IT Incentive Scheme for increasing employment creation.