Digital India
A programme to transform India into digital empowered society and knowledge economy

ডিজিটেল ভারত
নতুন উন্নতি প্রকাশের নতুন পথ

Digital India Week

Celebrating Jointly by

সত্যমেব জয়তে

Department of Electronics & Information Technology, Ministry of Communications & Information Technology, Government of India

&

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Digital India & E-Governance Initiatives in Tripura

Government of India (GoI) accords the highest priority to the Digital India (DI) programme that is an umbrella programme for transforming India into a digitally empowered society and knowledge economy. e-Kranti (NeGP 2.0) is an integral part of DI to ensure government wide transformation by delivering all govt. services electronically to the citizens through integrated and interoperable systems via multiple modes, while ensuring efficiency, transparency and reliability of such services at affordable cost. The common branding of DI for various Mission Mode Projects (MMPs) will highlight their transformative impact at national level. DI has been initiated with three (3) major objectives as:

• Digital Infrastructure as a utility to every citizen

• Governance & Services on Demand

• Digital Empowerment of Citizens

In Tripura, IT activities have been initiated in a serious manner in April, 1999, by setting up a separate Directorate of Information Technology (DIT) and Tripura State Computerisation Agency (TSCA). DIT and TSCA are working meticulously with NIC, BSNL and other state departments to achieve the key objectives of e-governance programme and made significant progress to modernize the state digitally.

Digital Infrastructure

Govt of Tripura (GoT) has taken several initiatives to build Information Technology (IT) infrastructure and harness technology for the efficient delivery of e-services to all the citizens and business of Tripura. Following are the details of IT infrastructure initiatives undertaken:

Tripura State Wide Area Network (TSWAN): SWAN is a State-wide computer data/ voice/ video network set up upto the block level for running the e-governance applications across

the state. This implementation connects the State HQ, District HQs, Sub-divisional HQs and Block HQs to bring the speed, efficiency, reliability and accountability in overall system of G2G/G2C functioning. There are 69 Points of Presence (POPs) including State HQ. IP Phones for voice communication have been installed in PoPs. Apart from many hurdles to maintain the network, average up-time for SWAN is around 95%.The Project has been implemented through NIC and BSNL is the bandwidth provider. Tripura was 6th state in the country and 1st state in the Eastern & North Eastern Region to complete SWAN.

Agartala City Area Network (ACAN): Agartala City Area Network (ACAN) has been setup to connect different offices within Agartala through optical fiber cable (OFC) that is fully integrated with SWAN. ACAN is envisaged as the major network for delivering various e-Governance applications to citizens. 23 office complexes have been connected.

State Data Centre (SDC): State Data Center (SDC) is one of the key elements of the IT infrastructure for delivering services to the citizens with greater

reliability, availability and serviceability. SDC is the central repository for all e-Governance applications and data of different State Government departments. The Data Centre was commissioned on 24.12.2010 and provisioned SAN Storage system with 130 TB RAW capacity. Currently, around 100 applications and websites of around 50 different State Govt. Departments/ organizations are hosted and operational in TSDC. Disaster Recovery (DR) site of TSDC is planned at National Data Center (NDC), New Delhi. TSDC is manned by 24/7 basis for operations & maintenance. TSDC is

ISO 27001 (ISMS- Information Security Management System) certified for its security practices and ISO 20000-1 (SMS - Service Management System) certified for its operation management.

Common Service Centres (CSC): Common Service Centers (CSCs) are kiosk/delivery outlets at the Gram Panchayat and ADC village level by which govt. services are being delivered to the citizens along with B2C services.

Around 219 CSCs are operational in Tripura under the day-to-day control of Village Level Entrepreneurs (VLE). Currently, more than 30,000 transactions take place through CSCs every month. Each CSC caters 5 or 6 GP/ADC villages.

State Service Delivery Gateway (SSDG) & State Portal (SP): This project was implemented for delivering the govt. services through online portal by leveraging the common infrastructure (CSCs, SWAN, SDC etc). This project enabled the citizens to download e-forms and submit their applications electronically and check the status of their applications online that would be routed through SSDG platform to the respective department(s). Under the SSDG project, Implementing Agency (IA) has developed e-Forms for 21 citizen centric services of different departments and supplied the necessary GAP infrastructure at Data Center and to the departmental field offices for the project. In first phase, Eight (8) services of 5 departments have been launched in a limited manner. In second phase, Four (4) services of 4 departments have been launched state wide.
The Content Management System (CMS) based State Portal (**https://tripura.gov.in**) has been implemented for easy access of information through a single portal.

Capacity Building: Govt. of India is providing support for Capacity Building (CB) to the states for building their own capabilities. Different Training Programmes is being conducted under this project for capacity building of Govt. Employees. Under this scheme, GoT has appointed an advisory body called State e-Governance Mission Team (SeMT) to assist the state in Capacity Building. This project has been further extended up to March 2017.

E-Governance Services & Applications

Govt. of Tripura has developed and implemented various e-Governance applications for delivery of e-services to common citizens.

Computerization of Land Records and Registration: The project for computerization of land records was initiated in 1991-92 in North District under scheme of M/o Rural Development, Department of Land Resources and the same was extended to other districts in 1993-94. Currently, JAMI Version 3.0 has been implemented in all 45 DC circles. Also, the process of digitization of maps has been completed. Regarding computerization of Registration, the project was initiated in 2006 in 4 registration offices of West District, namely, Bishalgarh, Sadar, Khowai and Sonamura, with application called 'CORD' that has been implemented in all registration offices now. More than Ten (10) lakhs Khatians have been computerized and uploaded in website.

Vahan & Sarathi (Transport): The functioning of all Eight (8) district Transport Offices has been computerized in Tripura through this project of M/o Road Transport & Highways, GoI. 100% Smart card based Driving Licenses and Registration Certificates (RCs) are being issued besides various other e-services covering modules like Issuing Road Permit, Issuing Vehicle Fitness Certificate, Road Tax, etc.

Tele-Medicine Centres: Govt. of India, sanctioned a project in 2005 for connecting 17 Sub-divisional Hospitals/ CHCs/ PHCs to AGMC (formerly GBP Hospital) at Agartala through Tele-medicine infrastructure to avail the consultation of Specialist Doctors. Over 56,565 patients have been treated in last nine years at all 26 Tele-medicine centres including 3 Referral and 23 nodal centres in Tripura. The major disciplines covered under this service are medicine, radiology, orthopedics, pediatrics, gynecology, surgical, dermatology etc. The state was awarded for "Telemedicine for Healthcare in Rural Areas of Tripura" in 4th eNorth East Award, 2013 Summit, organised by Dept. of IT, Govt. of Arunachal Pradesh and North East Development Foundation at Itanagar, Arunachal Pradesh on December 13, 2013.

Tele-ophthalmology Centres (Vision Centres): Vision Centres has been set up at block levels to provide eye-care to the patients at door-steps. These centres are linked with IGM Hospital to avail the consultation of Specialist Doctors. Around Four (4) lakhs patients have been screened across all the 40 Vision Centres in Eight (8) districts of the state. This project got National e-Governance Gold Award for 2009, e-India Award for 2010, Manthan Award South Asia 2010, Web Ratna Award, 2012, etc.

e-District: The objective of e-District project is to deliver the government services (G2C) to the citizens in an effective and transparent manner through the District Administrative set-up coordinated by the District Collector / Magistrate including Subdivision/ Block / Tehsil level units responsible for service delivery. State is implementing the project through IT Department and District e-Governance Society (DeGS) has

been formed in each district. In total, 21 online services have been identified under e-District project and 13 services have been launched in phase-I on 31-Mar-2015.

Crime and Criminal Tracking Network System (CCTNS): CCTNS project has been implemented by home department to make their activities more transparent and citizen friendly. This system helps the department to collect, store, retrieve and analyzing the data. This also helps to transfer and sharing of data between police stations, the State Headquarters and the Central Police Organisations. Besides this, all the historical case records from 2008 onwards have been digitized and 5000+ police personnel have been trained in Information Technology and CCTNS application.

PRIASoft (Panchayati Raj Institutions Accounting Software): Department of Panchayat has implemented PRIASoft for financial and inventory management of the department upto the Gram Panchayat Level. The initial level product framework has been prepared under the sponsorship of Ministry of Panchayati Raj, Government of India. The State Auditor General (State AG) would define the mapping of State Scheme and creation of object heads. It follows the cash-basis of accounting and single-entry system of book keeping. This software will be used for complete inventory / stock register management of the Gram Panchayats.

Digital Empowerment of Citizens

Over the years, a significant progress has been made in the field of IT education in the state. A number of IT courses have been introduced by universities, colleges, govt. organizations as well as private institutions.

National Institute of e-Learning and IT (NIELIT): NIELIT Agartala centre was

inaugurated on Feb'09 with an aim to facilitate the youth of Tripura to have easy access to education and training in the field of Information technology. NIELIT is well-equipped with state-of-the-art training infrastructure with qualified & trained faculty members. This institute will provide us quality and employable IT manpower. NIELIT Agartala will be shifted soon to its permanent campus coming up at 15 acres land in Bodhjungnagar near Agartala.

Software Technology Park (STP) at Agartala: Government of Tripura is setting up Software Technology Park (STP) at Lichubagan Market Complex and another at IT Complex cum STP at Indranagar, Agartala. Objective of this initiative is to promote IT Industries in the State and also to create employment avenues to the IT educated youths. Memorandum of Understanding (MoU) for setting up STP in Tripura has been signed between Software Technology Park of India (STPI) and Department of IT on 25th Sep'14.