Information Technology Policy of Manipur, 2003
Government of Manipur

Contents:

1. INTRODUCTION

Information Technology (IT) offers a new opportunity for economic growth, employment and knowledge based development for Manipur. The State has remained economically and industrially backward primarily due to its remote location and geographic disadvantage. Information Technology can overcome geographic disadvantages provided reliable and necessary telecommunication infrastructure along with power supply are in place. The State Government recognises that IT has the potential for bringing about significant progress in the socio-economic development of Manipur, for which the State Government has to evolve a dynamic and co-ordinated IT policy.

2. VISION STATEMENT

To transform Manipur into an Information Technology driven economy and society.

3. POLICY OBJECTIVES

The objectives of the policy are as follows:
1. To set up the Institutional Framework to implement and monitor the IT Policy.
2. To use E-Governance to upgrade the standard and quality of administration, and to provide citizen-oriented, efficient and cost-effective government.
3. To promote investments and growth in IT industry, and encourage private sector initiative in IT related infrastructure and services, so as to increase the contribution of IT in the economic growth of the State.
4. To provide adequate infrastructure in the State so that the IT sector can flourish.
5. To encourage percolation of IT literacy and education in the State.
6. To generate IT related employment opportunities for the educated youth.
7. To use the power of IT to enhance earning capacity of the citizens for a better quality of life.

4. INSTITUTIONAL FRAMEWORK

IT Advisory Council	The government shall set up an Information Technology Advisory Council with Chief Minister as Chairman and representatives from the industry, government and academia. The Council will review the implementation of the IT Policy and advise modifications as necessary from time to time.
High Powered IT Committee	The government has set up a High Powered IT Committee headed by the Chief Secretary which shall oversee Computerisation and application of IT in public domain, co-ordinate and monitor the implementation of the State IT Policy. This Committee will meet at least once every two months.
District Level IT Committee	Each District shall have a District Level IT Committee headed by the Dy.Commissioner as Chairman, for close co-ordination and monitoring of the implementation of the IT Policy and other IT related programmes in the District.
Department for Information Technology	The Department of Science & Technology, Manipur will be renamed as Department of Science & Technology and Information Technology, Manipur to act as a single window agency for successful implementation of the State IT Policy. The Department shall be headed by Secretary, Science & Technology and Information Technology
Core Groups	The government shall set up Core Groups in each of the key areas of the IT Policy such as E-Governance, IT Human Resources Development, E-Commerce, IT Enabled services, Software Industry Development and Telecommunication Infrastructure Development, which shall provide regular recommendations for successful implementation of the IT Policy in their specific areas. The Core Groups shall also assist the High Powered IT Committee.
IT Cell in each Department	Each Department shall create an IT Cell to be headed by Chief Information Technology Officer(CITO) / Officer-on-Special-Duty(IT) who shall co-ordinate and supervise implementation of e-Governance. One of the existing Officers of the Department may be designated as such Officer.

5. E-GOVERNANCE & CITIZEN INTERFACE

	Due to the undeveloped nature of Manipur State, the role of Government in the lives of the common man is extensive. The role of E-Governance and IT for the masses is therefore a key component in the IT Policy of Manipur.
Improving the administrative processes	The Government shall undertake major administrative reforms, redefining its role, and recasting the structure and functioning of its Administrative Departments to facilitate adaptation to IT. This exercise shall be carried out by removal of redundancies, resource optimisation and rationalisation of rules and procedures to bring about transparency in working and enhancing efficiency and productivity.
IT Budget	Each Department, Corporation etc. shall earmark 3% of its budget for IT applications. This budget shall be spent for complete transition to e-Governance by the year 2006. Individual organisation specific IT plans will be finalised by 31.3.2004. The allocated budget shall be spent on procurement of hardware, systems software, establishing IT centres, networking, web technology, development of applications software, training and technical consultancy, etc.
State-Wide Area Network	The State shall establish a backbone network Manipur State Wide Area Network (MAN-NET) for voice, data and video transmission and dissemination. The network shall be utilised for inter department connectivity, multi-user and multi-service facilities, video conferencing, file transfer facility, e-mail, on-line application processing, query and response etc. The MAN-NET shall enable better communication, information sharing, allowing officials to work together more effectively resulting in cohesive administration. Phased implementation of MAN-NET will cover strengthening the existing/ future intranets at State Secretariat, C.M.'s Secretariat, Government Departments in the State Capital and 9 Districts Head Quarters with NIC/ BSNL/ DoT infrastructure. The second phase shall extend MAN-NET to all intra District networks and integrate the Sub-Divisions and Block Head Quarters. Private sector will be encouraged to participate in developing this network. The State Government will work in close association with National Informatics Centre (NIC) in all E-Governance applications, setting up of the State-wide Area Network, etc.
	The MAN-NET shall be a secure Network for the State and will be through VSAT/Leased lines/ dedicated Optical Fibre Cables/ Radio Frequency Links. It will feature (a) Capability for Video-conferencing between Secretariat and District Offices (minimum 128kbps to begin with), (b) Network at District level and (c) Link to remote SDO/Block Offices to be connected by VSAT etc. This facility will improve supervision and monitoring of

District & Sub-Divisional HQs from State capital, save travelling time and costs, and speed up communication.

Departmental Local Area Networks	The State Government Departments shall establish departmental Local Area Networks/ Intranets.
Digitisation of Public Domain Information	All public domain information like Official Gazette Notifications, Acts, Rules, Regulations, Circulars, Policies and programme documents would be digitised and made available for electronic access on the Internet as well as in the form of CD-media. This process shall be introduced by the year 2003, and may be executed by the State DIPR as the Nodal department.
Flagship/Proof-of-concept Applications	Flagship applications will be developed as proof-of-concept applications for demonstration and building confidence in other Departments. The applications shall be finalised by the High Powered IT Committee. These could be started in Taxation, Treasury and Transport sectors.
Transaction automation and Information databanks	IT application in (a) Transaction automation and (b) Creation of Information databanks will be mandatory for all Departments, Corporations etc. to achieve accountability and efficiency in administration. This process will be started by the year 2004. The different phases of Transaction automation for Revenue Generating Departments shall be: 1) Transaction computerisation in the Departments and 2) Extend payment facility at a single point.
SMART Cards	The Government shall consider issue of Electronic SMART Cards to citizens with multi-functions that enable citizens to interact with services, make payments and serve as ration card, driving licence and identity card etc. This shall be introduced on pilot basis in association with the private sector by the year 2005.
Use of Manipuri	The State Government shall promote use of Manipuri in Information Technology to increase the outreach to the common man. For this purpose specific initiative will be taken for use of Manipuri in Computers and developing Web Applications.
Management Information System	An efficient Department-specific IT based Decision Support System/ Management Information System shall be evolved. Abstract on all developmental parameters, revenue collections, agricultural inputs, irrigation facilities, power generation and distribution, social infrastructure etc. will be integrated in this system. Wherever citizen interface is involved, Web enabled applications will be developed. This initiative shall be supported by the Department of Information Technology. Development of this system shall be completed by the year 2006.
Standardisation of IT Infrastructure, data and applications	It shall be mandatory for all Departments and Corporations to procure hardware, software, networking equipment etc. according to specifications and standardisation laid down by the IT Department. Standardisation of data shall also be carried out by organisations to the feasible extent. These steps shall enable integration of resources into the State Intranet, creation of centralised data warehouses and compatibility on all systems which will reduce future costs of IT applications.
Use of e-mail, bulletin boards and video conferencing	Internal communication will be improved by increasing use of e-mail, bulletin boards and video-conferencing in the government. Routine circulars, meeting notices, and minutes will be communicated through e-mail. Video-conferencing will be used particularly with the District Offices.
Use of GIS Technology	GIS shall be extensively used in integrating, analysing and visualising different types of data for spatial planning, environmental protection, utility management, traffic regulation etc. Digitised maps of Manipur already available with the Departments, Manipur University etc. will be utilised for providing GIS based services. Augmentation of digitised base maps shall be made as and when required.
Development of Portal Website	A Portal website of the State would be set up by the IT Department in association with NIC which will interconnect the website of every Department and organisation who in turn shall develop their own websites. The portal site developed by the IT Department with NIC shall be updated dynamically.
Government Notices on Website	All Government tenders, employment news, public domain information and notices issued by Government for general public shall compulsorily be published on the Government website.
IT Literacy in Government	The Government shall implement an IT Literacy Plan for its employees to achieve 100% IT literacy in the identified categories of Government employees by 2006. IT literacy will have a minimum level of defined proficiency which will include word processing, e-mail, data entry etc. Suitable incentive/disincentives shall be announced to achieve the desired level of proficiency. For all new employees, appropriate level of computer

literacy shall be made an essential requirement in the recruitment rules. This initiative will be supported by IT Department and NIC. Use of e-mail, internet and computers in general shall be maximised.

e-Citizen Interface	Public Information and Facilitation Counters in Government offices shall be set up so that public domain information is available without any delay and also for e-mail access into grievance and suggestion databases for citizens.
Delivery of Public Domain IT Services	The State Government shall establish electronic delivery of services in the public domain in its departments, and make available these services on transaction fee basis to be charged from the users. Quality assurance for such delivery shall follow well laid out norms.

6. IT BASED HUMAN RESOURCE DEVELOPMENT

Human Resource Development for IT is necessary both for providing the professional manpower to the IT industry and to improve the employability of the citizens in IT.

IT literacy in schools and colleges	IT literacy in schools and colleges shall be implemented jointly by the Education Department and IT Department along with private sector participation. The basic courses shall be so designed so as to provide ready employment opportunities in low end IT enabled services.
IT module in degree and diploma courses	IT module in Engineering and non-engineering Degree and Diploma courses shall be introduced. The intake of students in IT in technical institutions shall be increased in the next three years to meet the growing market demand.
Internet in educational Institutions	The Government shall encourage all educational institutions to have Internet connectivity and to set up Internet cafes/clubs for students through private sector.
Distance Education through IT	Distance Learning through IT will be promoted through use of electronic classrooms. Universities, other educational institutions, vocational training and technical education centres will be encouraged to create infrastructure throughout the State to achieve this objective. Private sector initiative and participation shall be encouraged.
Community Information Centres	For making the e-citizen interface successful, citizens will be trained in information retrieval and transmission, through the Community Information Centres (CICs). The CICs are being set up in every block of the State with MIT assistance.
Training of Teachers	For Training of Teachers, the Government shall sponsor IT Teachers in higher IT Institutions outside the State to upgrade them in front-line IT fields, so that the IT level in the State may be raised. The government shall start a Training programme for Teachers to upgrade their IT knowledge and skills on a regular basis. The Directorate of Education(S) will work out the details of this programme, and at least 10% of teachers in Secondary and Higher Secondary Schools should be trained by 2005. There shall be an incentive scheme to attract teachers to this programme and to encourage them to complete it successfully.
Computer Labs	The government will encourage the setting up of Computer laboratories in government schools in collaboration with private sector. The government will also encourage other schools to set up computer labs in collaboration with the private sector. In addition, the government will also request the NEC and MIT to assist in this effort.
Upgrading ITIs and Polytechnics	The government shall upgrade Industrial Training Institutes and Polytechnics for providing training of skills for IT Enabled services like data entry, marketing, transcription, call centres, content creation and data processing. Diploma courses in IT may also be introduced in Polytechnics.
Training centre for unemployed	The government will encourage private sector initiatives in setting up Training Centres for the Unemployed Educated youths. At least 3 Centres may be functional by 2004.
Digital library	A Digital media Library that would be a Central storehouse of digitised data containing government records, industry information and information on education, tourism, archaeology etc. shall be set up by the State.
Indian Institute of Information Technology (IIIT)	The State Government has already approached the Government of India for setting up of Indian Institute of Information Technology (IIIT) in the State. The Government is committed to provide necessary support like adequate land and other infrastructure for setting up IIIT in the Government or Joint sector. The State Government shall also encourage setting up of Advanced Institutes of Information Technology and specialised

schools of Information Technology by private promoters as Centres of Excellence in IT to provide high-end education in IT and upgradation of skills for the IT industry.

Cyber cafes and Information Kiosks	The government will encourage entrepreneurs to set up Information Kiosks all over the State. The kiosks shall provide access to a wide range of citizen-oriented information, and e-governance related information. They need not have Internet connection and could simply have data stored for access by the citizens. These kiosks will be encouraged to use touch-screens requiring no use of the keyboard or mouse. The government will assist the entrepreneurs in getting space in government/ public locations. In addition STD/ISD booth owners will be encouraged to convert them to Cyber cafes/ Cyber Communication Centres.
Certification / accreditations	Certification / accreditations of IT professional courses is proposed, for which the necessary modalities shall be worked out by a Committee.

7. IT INDUSTRY & IT INFRASTRUCTURE

The Government intends to use IT as a major instrument to provide new opportunities to all segments of society, particularly the educated unemployed youth. Establishment of good telecommunication infrastructure, which has been lacking in Manipur so far, is essential for development of IT industry. The IT infrastructure should be developed and the Centre should be urged to provide them. All incentives to Industrial units extended under the State Industrial Policy of Manipur shall also be applicable to the IT industry including the units in the IT Software development and IT Enabled Services sector.

State Wide Area Network	State Wide Area Network through VSAT covering State HQ and District HQ shall be set up. State Government will liaise with BSNL/DoT to increase number of Telephone Exchanges in State. All these should be connected with OFC for wide/high bandwidth Internet Service/traffic. The VSNL is to be urged to establish its second International gateway in Manipur for the NorthEast, so that leased line secure network could be provided to ISPs/IT industry. The Core Group on Telecommunication Infrastructure Development shall oversee and co-ordinate the creation of Telecommunication infrastructure which are currently in the Central Government sector.
Software Technology Parks of India	A Unit of the Software Technology Parks of India (STPI) should be established in Manipur to act as Incubation Centre for software development and export. This may require the State Government to provide land. NEDFI may also be requested to set up a STP unit in Imphal.
Internet over Cable	Internet over Cable and other new technologies for Internet penetration by the private sector shall be encouraged.
Promotion of IT Industry	The State Government recognises the need to give a fillip to investments by the private sector in IT Industry. The role of the State Government shall be to facilitate such investment by creating investor friendly environment, escort services, speedy clearance and reliable infrastructure. The IT industry shall be recognised as the major thrust area under the Industrial Policy. A special package of incentives, which provide opportunity for competitive growth under this IT Policy shall be worked out for the IT Industry
Electronic Commerce	The development of electronic market places is transforming the structure of global economy, and linkages through E-Commerce shall become necessary sooner than later. The State Government shall take action to promote E-Commerce.
Preferential allotment of land	The State Government shall give preferential allotment of land to the IT industries.
Uninterrupted power supply	The State Government shall endeavour to provide continuous and uninterrupted power supply for IT industries and shall exempt them from scheduled power cuts as far as practicable. Encouragement to captive power generation in IT Parks / IT locations shall be considered by reduction/exemption from payment of Local Sales Tax for power equipment. after examination of the case by State Finance Department.
Change of land use	Change of land use for IT industry shall be liberally permitted.
IT industries in residential localities	The State Government shall permit setting up of IT Software units/ IT Parks in residential areas and change of existing industry to IT units/ IT Parks.
IT Enabled Services	IT Enabled Services like Medical Transcription, Call Centres, Data Processing, Back-Office Operations, GIS, Revenue Accounting etc. which will provide employment opportunities to non-IT manpower will be encouraged.

Seminars, Workshops & Exhibitions	The Government shall encourage conduct of seminars, workshops and Exhibitions to disseminate information of IT to the public and local industries.
Village Telecom infrastructure for Internet	The government shall liaise with the DoT/BSNL to bring the Telecom Infrastructure in the State to a level where all villages will have a public PCO capable of Internet connectivity/data communication.
Floor Area Regulation (FAR) :	Relaxation in FAR shall be permitted up to 100% for IT units and in all IT Parks.
Clearances and Support :	Escort services and Single Desk Clearance for obtaining easy clearances and approval of various Government Departments shall be facilitated for the IT industries. The Department for IT shall co-ordinate approvals and facilitation.
Registration and Stamp Duty :	Rebate on registration and transfer of property charges and exemption from stamp duty shall be considered for sale/ lease of built-up space to the IT Industry establishing facilities in private STPs/Government STPs/IT Parks to the extent of 90% rebate, for facilities established and sold/leased before 1.12.2007.
Sales Tax Concession:	Sales Tax Concession to new units and for expansion/ diversification will remain same as already provided for in the Industrial Policy of Manipur.
Applicable rate of Sales Tax :	The State Govt. will endeavour to bring Zero Sales Tax on IT goods & services. The State Finance Department will examine the prevailing rates of Sales Tax on IT products in other States and issue necessary Orders.
IT as priority sector for lending:	IT Software and IT Services shall be considered as a priority sector by the State Level Financial Institutions for lending assistance.
ROW Clearance	The government shall assist in getting speedy clearance of Right of Way and use of infrastructure of Government utilities.
Permission for three shift operation	General permission is accorded, subject to such orders issued by the Police Department as necessary from time to time in public interest, to run a three shift operation to the IT Software and Services Industry.
Exemption from Pollution Control	IT Software industry shall be exempted from the purview of NOC and consent regime of the Manipur State Pollution Control Board, except in respect of power generation sets of more than 25 KVA Capacity.
Self-certification/ exemption from various Acts :	Self-certification/ exemption for the IT Software Industry and exemption from routine inspections shall be permitted as far as possible regarding requirement of the Factories Act, Employment Exchange (Notification of Vacancies Act), Payment of Wages Act, Minimum Wages Act, Contract Labour (Regulation and Abolition) Act , Workmen Compensation Act , Shops and Establishments Act and Employees State Insurance Act.
Awards of excellence	The State will declare awards of excellence for outstanding performance in exports/domestic segment/employment generation for the IT industry.

8. ACTION PLAN WITH MILESTONES

For all the above IT Policy programmes, feasibility study shall be carried out wherever possible to identify the ground realities and to be fully conversant with the pros and cons before implementation. All concerned Departments/ Organisations/Statutory bodies shall issue the necessary Orders to bring the relevant section of IT Policy into effect at the earliest and not later than 3(three) months of the announcement of the Policy.

Milestone One: July,2004.

IT Infrastructure in Government Depts.

1. All Government Departments shall be equipped with adequate computer hardware and software for computerisation of its important activities. Necessary IT personnel for the purpose should be in place.

Public domain information on Web

2.All public domain information like official gazette notifications, acts, rules, regulations, circulars, policies and programme documents would be digitised and made available for electronic access on Web as well as in the form of CD-media.. This process shall be introduced by the year 2004.

Citizen Interface

3. Citizens will be able to access information relating to transactions with the government through the Internet. Non-priced forms, details about eligibility, rules, documents required to be submitted along with various forms, forms of affidavits, information relating to tenders etc. filing of complaints and suggestions through the Internet will also be made possible.

E-mail communications

4. All routine communications between Secretariat and Departments and between departments themselves shall be done through email and bulletin boards.

Flagship IT Applications

5. Computerisation of Treasury, Land Records, Transport and Taxation applications.

Milestone Two :   July,2005.

Pilot Project on SMART Cards

1. Pilot project on use of SMART E-cards to serve the purpose of Identity card, driving licence, ration card etc. will be taken up.

IT Projects

2. Some important projects would be completed, including networking of Departments.

IT Budget

3. Each Department, Corporation etc. shall earmark 3% of its budget for IT applications. This budget shall be spent for complete transition to e-Governance by the year 2006. Individual organisation specific IT plans will be finalised by   December,2004.

Training Centre for Unemployed

5. The government will encourage private sector initiatives in setting up Training Centres for the Unemployed Educated youths. At least 3 Centres may be functional by   December,2004.

Training of Teachers

6. The government shall start a Training programme for Teachers to upgrade their IT knowledge and skills on a regular basis. The Directorate of Education(S) will work out the details of this programme, and at least 10% of   teachers in Secondary and Higher Secondary Schools should be trained by 2005.

Milestone Three :   July,2006

SMART Card

1. SMART Card based citizens ID with multi-functions that enable citizens to interact with services, make payments, act as a Voter ID, obtain ration card, passport, driving licence and vehicle registration etc. shall be introduced in association with the private sector by the year   2006.

Management Information System

2. An efficient and effective department specific IT based Decision Support System/ Management Information System shall be evolved. Wherever citizen interface is involved, Web enabled applications will be developed. The process shall be completed by the year 2006.

Transaction, Automation & Information Databanks

3. IT application in (a) Transaction automation and (b) Creation of information databanks will be mandatory for all Departments, Corporations etc. to achieve accountability and efficiency in administration. This process will be completed by the July,2006.

IT Literacy in Government

4. The Government shall implement an IT Literacy Plan for its employees to achieve 100% IT literacy in the identified categories of Government employees by 2006. IT literacy will have a minimum level of defined proficiency which will include word processing, e-mail, data entry etc. Suitable incentive/disincentives shall be designed to achieve desired level of proficiency.

Increase in intake of students in IT

5. The intake of students in IT in technical institutions shall be increased in the next three years to meet the growing market demand. Joint Ventures with the private sector shall be encouraged.

Categories of Industries included in the scope/ definition of Information Technology Industry

A) Computing devices including :
  Desktop
  Personal Computer
  Servers
  Work-station
  Nodes
  Terminals
  Network P.C.
  Home P.C.
  Lap-top Computers
  Note Book Computers
  Palm Top Computers/PDA

B) **Network Controller Cards/Memories including :**
  Network Interface Card (NIC)
  Adaptor – Ethernet/PCI/EISA/Combo/PCMICA
  SIMMs – Memory
  DIMMs – Memory
  Central Processing Unit (CPU)
  Controller – SCSI/Array
  Processors – Processor/Processor Power
         Module/Upgrade

C) **Storage Units including :**
  Hard Disk Drivers/Hard Drives
  RAID Devices & their Controllers
  Floppy Disk Drives
  C.D. ROM Drives
  Tape Drives – DLT Drives/DAT
  Optical Disk Drives
  Other Digital Storage Devices

D) **Others**
  Keyboard
  Monitor
  Mouse
  Multi-media Kits

E) **Printers & Output Devices including :**
  Dot Matrix Printers
  Laser Printers
  Inkjet Printers
  LED Printers
  Line Printers
  Plotters
  Pass-book Printers

F) **Networking Products including :**
  Hubs
  Routers
  Switches
  Concentrators
  Trans-receivers

G) **Software including :**
  Application Software
  Operating System
  Middleware/Firmware
 IT Enabled Services

H) **Power Supplies to Computer Systems including :**
  Switch mode Power Supplies
  Un-interrupted Power Supplies

I) **Networking/Cabling & related accessories (related to IT Industry)**
  Fibre Cable
  Copper Cable
  Cables
  Connectors, Terminal Blocks
  Jack Panels, Patch Cord
  Mounting Cord/Wiring Blocks
  Surface Mount Boxes

J) **Consumables including :**
  C.D. ROM/Computer Disk
  Floppy Disk
  Tapes DAT/DET
  Ribbons
  Toners
  Inkjet Cartridges
  Inks for Output devices

K) **Electronic Components :**
  Printed Circuit Board/populated PCB
  Printed Circuit Board/PCB
  Transistors
  Integrated Circuits/ICs
  Diodes/Thyristor/LED
  Resistors
  Capacitors
  Switches/(On/Off, Push button, Rocker, etc.)
  Plugs/sockets/relays
  Magnetic heads, Print heads
  Connectors
   Microphones/Speakers
  FUSES

L) **Telecommunication Equipment including**
  Telephones
  Videophones
  Facsimile machines/Fax cards
  Tele-printers/Telex machine
  PABX/EPABX/RAX/MAX – Telephone Exchange
  Multiplexers/Muxes
  Modems
  Telephone answering machines
  Telecommunication Switching Apparatus
  Antenna & Mast
  Wireless datacom equipment
  Receiving equipments like pagers, Mobile/Cellular Phones etc.
  VSATs
  Video Conferencing Equipments.

* Including Set Top Boxes for both Video and digital signalling

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