

Draft IT/ITeS Policy and Roadmap - 2016
Directorate of Information Technology, Government of Tripura

Vision

"Development of infrastructure and human capital for one-stop-service delivery in a simplified and convenient manner for the benefit of citizen and catalyzing IT based employment generation by positive interventions"

Mission

To foster excellence in e-governance by positioning ICT as a solution provider through:

- Improvements in government structures and processes
- Promoting citizen-centric simplified governance services
- Innovations in end to end e-Governance workflow services.
- Documentation and dissemination of good-Governance practices.
- Positioning the State as an attractive location for Investment at IT/ITeS Segment

There are four strategic thrust areas supported by various e-Governance foundations. The four areas include Digital Transformation of Government Services, Development of Digital Infrastructure, IT Education and Promotion of IT Industry. The vision and mission statements clearly articulate four major key themes for the State. The directions are:

1. Digital Transformation of Government Service

The Government of Tripura is focusing with the vision of providing all Government Services in an integrated manner at the doorstep of the citizen, at an affordable cost. One of the models for delivery of "Web-enabled services Anytime, anywhere access" to information and services in rural area under the project Common Services Centers (CSCs).

- 1.1 To engage and map all the government organizations for digitization with end to end online citizen centric services through a common workflow environment.
- 1.2 To establish the process for the secured and structured digital repository for all the departments at the SDC.
- 1.3 To go for "Paper Less Office" through e-Office, e-File, in all the Government organizations. Digital signatures / eSignature will be provided to all the officials for this purpose.
- 1.4 To integrate e-Payment service to all the government organization through a common platform.

- 1.5 The State Government plans to adopt e-Auction facility in all the government organization.
- 1.6 The State Government plans to adopt e-Procurement facility to all the Government organizations.
- 1.7 Government will encourage use of digital lockers, digital certificates and will identify existing certifying authorities and service providers and strive to keep the prices affordable for common use.
- 1.8 The State Government shall ensure at least one CSC is being functional at every Gram Panchayat (GP) Level to facilitate citizen centric services.
- 1.9 The State Government targets to adopt the Mobile Governance in various Government organizations.
- 1.10 The State Government targets to promote the GPR activities (Government Process Reengineering) at State level so that the IT/ITeS framework layer can be more efficient by eliminating unwanted checkpoints and activities.
- 1.11 The State Government targets to adopt the Aadhaar-based Direct Benefit Transfer of various schemes in all the 8 districts
- 1.12 The State Government targets to adopt and integrate the public grievance and redressal module (PGRM), also known as Helpline, an e-governance intervention set up as the single window clearance and grievance redressal system for timely resolution of grievances at higher authority and regulatory level.

2. Development of digital Infrastructure

Creation of a connectivity backbone is the foundation on which the building blocks of e-Governance initiatives will be placed within the state. A State-Wide Area Network (SWAN) is already in place for connectivity across the state with 71 number of POPs across the state.

- 2.1 State targets to provide the high-speed internet broadband connectivity to all the government organizations.
- 2.2 State targets to achieve high speed internet broadband connectivity till Gram Panchayat (GPs) level
- 2.3 State targets to provide the Infrastructure as a Service (IaaS) to all the government organization in the state through the state's private cloud infrastructure. It will enable automatic scale-up and scale-down of services hosted in the cloud to ease Infrastructure Management, Application Management,

consolidate resources, agnostic to the underlying hardware, storage, network, operating system, hypervisor and interoperable across multiple enclosures.

3. Capacity Building, Training and Skill Development

Government of Tripura shall focus upon creating an IT driven and knowledge based society in the state through building core competencies in human resource development and government departments with substantial IT knowledge. This mechanism shall nurture the necessary skills in IT space to open up new horizons of opportunity and improve standard of life for all citizens of Tripura.

- 3.1 Government of Tripura will promote IT Education in the Schools and Colleges. Computer education shall be provided to the High Schools, Higher Secondary Schools and Colleges.
- 3.2 Government of Tripura shall encourage existing skill development institutions like Agartala NIT, Polytechnic and ITI's to collaborate with reputed institutions for capacity building and skill development.
- 3.3 Govt. of Tripura shall focus on Capacity building in ICT using state of the art eLearning by inviting the top publications in Tripura for developing online content in local as well as English language.
- 3.4 The State Government targets to provide Online skill assessment and online recruitment platform by the year.
- 3.5 Government of Tripura shall develop a database of IT experts and trendsetters in Tripura and forecast IT manpower demand.
- 3.6 Adequate training of government officials shall create a competitive advantage in integrating the various departments knowledge bureau at common platform to leverage agile and modular approach of e-Governance
- 3.7 In Skill Development, IT awareness programmes shall be launched to cover all the sections of the society especially rural areas with the help of Panchayati Raj institutions and District administration.
- 3.8 Innovative tools like touch screens, Interactive Voice Response Systems (IVRS), etc. shall be used for training programmes, government-citizen interfaces
- 3.9 IT vocational training shall be given for unemployed youths for meeting the market demands.

4. Positioning Tripura as an attractive location for investment in IT/ITeS Segment

To develop an enabling ecosystem for IT/ITeS Industry within the state, the government is focusing on creation of necessary IT infrastructure, development of human resources, and effective implementation of IT/ITeS policies to enhance the quality of life of citizens of Tripura state.

- 4.1 To position Tripura state as an attractive investment hub for IT/ITES industry development by providing Industry friendly environment, proactive industry development approach, supporting ICT infrastructure and facilities, providing pool of skilled manpower at affordable cost, by setting up the single window clearance and grievance redressal system for timely resolution of the issues.
- 4.2 To grow the IT/ITeS Employment within the state to a significant high value, the urban BPOs will be promoted to generate urban youth employment in the state. Newly built STP provides incubation facility as well as office space at a very reasonable cost of Rs 10/ per sqft and per seat cost mere Rs 3000 per month including Power, Internet and a desktop machine.
- 4.3 Incentivize the IT/ITeS promotional schemes for promoting STPI within the state. This will create IT/ITeS investor friendly environment within the state and also will encourage the employment of the local talents within the state.
- 4.4 To setup the Rural BPO for the generation of employment in rural and semi urban areas by leveraging the strengthened CSCs across the state.
- 4.5 A Software Technology Park (STP) cum IT Complex was constructed at Indranagar, Agartala with minimum floor area of approximately 8295 square meters. This STP Park entails most of the cutting edge technological IT Infrastructure like Optic fiber connectivity, Broadband connectivity, Wi-Fi access, Video Conferencing and various other incubation facilities.
- 4.6 The STP Park area shall be dedicated for IT activities by IT and ITeS companies to have 24x7 operations (to run in three shifts) and employment of women in all three shifts. STP Park shall be operated on independent reliable feeders to receive uninterrupted power supply from Tripura State Electricity Corporation.
- 4.7 Also, this IT Complex shall house the Tier III State Data Center (TSDC) based on Government of India guidelines and TIA-942 standards, Agartala City Area Network (ACAN), Staging Servers Center, Offices of IT Directorate and Tripura State Computerization Agency (TSCA) etc.

5. Proposed Promotional Schemes for IT and ITeS: Service Industries

In addition to the existing "Tripura Industrial Investment Promotion Incentive Scheme", the following IT Incentive Scheme – 2016 shall be adopted. The Government of Tripura recognizes the potential of the IT industry to transform the economy of the State. The Government also realizes the need to accelerate the growth of this industry by offering an incentive package that is simple to participate in, and that which rewards excellence in operations, marketing, human resources development, and process quality.

- 5.1 The developer of IT/ITeS Park will be eligible for 50% reimbursement of Stamp Duty/Registration Fee/Conversion Fee paid on sale/lease/transfer of land and office space for first transaction.
- 5.2 Reimbursement of 30% charges on Bandwidth connectivity to IT Services up to 2 Mbps paid to ISP shall be available for a period of 3 years from the date of going into commercial production/operation subject to a maximum of Rs. 5.00 Lakhs per annum.
- 5.3 Reimbursement of Rental for Incubation Space
Upto 250 Sqtr Ft.: 60% reimbursement on giving direct employment to 10 nos. or more people
Upto 500 Sqtr Ft.: 50% reimbursement on giving direct employment to 20 nos. or more people
Upto 1000 Sqtr Ft.: 40% reimbursement on giving direct employment to 40 nos. or more people
Above 1000 Sqtr Ft.: 30% reimbursement on giving direct employment to 50 nos. or more people
- 5.4 Incentive for promoting local entrepreneurs in IT Services: Special Incentive (5% of eligible capital support) for units setting up BPO/ITES operations as a consortium with local entrepreneur (Domicile of the State where BPO/ITES operations are being established)
- 5.5 Reimbursement of 50% of the total cost for getting ISO:9000, Software Engineering Institute (SEI) certification, CMMi and Quality Assurance Institute (QAI), STQC certification etc. for the local IT/ITeS/ESDM units shall be subject to a overall ceiling of Rs. 6.00 lakhs in 5 years.
- 5.6 Power Tariff in IT Service industries: Eligible IT/ITeS units will be given power tariff subsidy at the rate of Re. 2 per unit in the billed amount of the utility as promotional incentive for initial 1 (one) year.

- 5.7 Incentives for focused sectors: BPO and Call centre ventures in rural and semi urban area: provision of 20% subsidies on capital investment subject to a maximum of Rs. 25 lakhs.
- 5.8 Local IT/ITES Companies will be awarded a price difference of 10% in Government tenders. Price preference of 10% will be available to local IT Companies participating in the e-Governance projects of the State Government.