



**North East  
Award 2011**

Celebrating best practices in ICT for  
Development in North East India

**2<sup>nd</sup>**

**eNorth East Award Summit 2011  
& North East India Digital Festival**

'Empowering communities in North East with inclusive ICTs'



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# **Session Report on**

## **'Citizen Services Delivery, e-Governance & e-Infrastructure'**

Session supported by



**November 25, 2011**

**Venue: Academic Building, RIELIT, Kohima, Nagaland**

**Time: 11:30 AM – 1:00 PM**

## I. Introduction

The eNorth East Award Summit is an annual multi-stakeholder dialogue and consultation platform towards networking, congregation in the field of Information Communication Technology and Internet for Development and Governance in North East India. The focus is to exchange ideas, knowledge, and best practices, demonstrate examples and share experiences from mainstream India and from the region for better learning and replication in the region. The Award Summit, launched in the year 2010, annually recognises best practices in ICT for Development in the region in as many as 12 categories.



The second edition of the eNorth East Award Summit & North East Digital Festival concluded on 25<sup>th</sup> November, 2011 at Kohima, Nagaland, centered on the theme **“Empowering communities in North East with inclusive ICTs”**. The summit was organised by North East Development Foundation, YouthNet, Dept of IT (Nagaland) & Elysium Tech.

“The increasing focus around the world is on how to leverage ICTs to enhance development and growth, leading to better governance and public delivery system. In this regard, Internet technology is seen as a panacea to address social, economic and administrative challenges and e-governance is becoming a new thrust area in policy programmes”, said **Mr. T R Zeliang, Minister for Planning & Coordination, Government of Nagaland**, and Chief Guest during 2<sup>nd</sup> eNorth East Award Summit 2011, co-organised by Department of Information Technology & Communication, Govt of Nagaland.

The focus of the 2<sup>nd</sup> eNorth East Award Summit 2011 was to dialogue, consult and share ideas and experience in ICT for development to improve development and governance in North East. It focused on bringing forth ideas, programmes, and practices towards learning and experience sharing in relevancy for the State of Nagaland and other NE states. The aim was to enable policy consolidations and partnership understandings and agreements on areas of convergence among stakeholders – government, industry, civil society and academia. Held in Nagaland (Kohima), the focus of the 2011 Congress was on various aspects of ICT for development in this State. It also focused on the ‘Kohima Declaration’ to identify challenges and chalk out action plans to introduce, sustain and operation sustainable ICT and technology policy and practices benefiting the region.

The 2<sup>nd</sup> eNorth East Award Summit 2011 recognised 8 winners, 14 Jury Special Mentions & 7 Special mentions in as many as 11 categories. The North East Digital Festival witnessed participation of 21 industries, government, and other agency stakeholders.

### **Parallel Sessions:**

Post Inaugural Power Session, three Parallel Sessions were conducted. Each session was theme based with presentations from organizations and Nominees of the eNorth East Award 2011.

Post lunch, there were 3 more parallel tracks conducted on identified themes & presentations.

## **II. Summary Report on Internet Society (ISOC) supported Parallel Session I: 'Citizen Services Delivery, e-Governance & e-Infrastructure'**

**Session Chair & Moderator:** K T Sukhalu, Secretary, IT, Nagaland

**Session Co-Chair:** Ankur Garg, Secretary, Planning, Govt. of Arunachal Pradesh

### **Summary:**

North-East India being a unique place, geographically, culturally and resource-wise, penetration of e-governance and computerization is much more challenging than rest of the country as computer trained manpower, sufficient hardware, software, consultants etc. are not available. Therefore, the national e-governance policies for this region have to be framed specifically keeping these challenges in mind. Various



stakeholders must engage the Govt. of India accordingly. The role of other stakeholders from the industry, academic set ups & civil society must be pro-active to promote IT, ICT, e-infrastructure including Internet in the region on partnership mode.

The **Session chair, Mr. K.T. Sukhalu, Secretary IT&C, Govt of Nagaland**, remarked that the Governments are evolving to become more customer-oriented in the delivery of their services. The move towards customer centric service in the private sector has provided citizens with a set of comparative expectations. People are seeking simpler ways of dealing with government and increased responsiveness to their individual needs and concerns.

The introduction of the Right to Information Act has led to a higher level of critical scrutiny of government programmes by the public. This factor increases the need for the government to keep pace with citizen expectations. The role of information technology &

related infrastructure & delivery platforms via the Internet then becomes extremely important.

Citizen centric service delivery offers huge opportunities to reduce cost or similarly achieve better outcomes with the same resources. Technology acts as a catalyst for enabling citizen centric service delivery.

The **Session Co-Chair, Mr. Ankur Garg, Secretary, Planning, Govt of Arunachal Pradesh** opined that a major prerequisite for citizen-centric government service delivery is to have the necessary ICT infrastructure in place. With poor infrastructure in rural areas, service delivery becomes a formidable task, especially in Northeast Region. However, he remarked that service delivery channel through Mobile Phone can be leverage which has wide penetration even in remote rural areas despite the much known hurdles like lack of connectivity and electricity and low level of literacy.

The session showcased the following presentations:

**1. Complete Transparency in Elections using Information & Technology: Live Telecast of Election Proceedings over Internet – Dept of Planning, Arunachal Pradesh –**

**Ankur Garg, Secretary, Planning, Govt. of Arunachal Pradesh**

The initiative – ‘Complete Transparency in Elections using Information and Technology’ was implemented in Arunachal Pradesh during the Parliamentary and Assembly Elections



2009 with an objective of devising a system for addressing electoral mal-practices and ensuring complete transparency at all levels by providing first hand visual data in real time – in a cost-effective, scalable and replicable fashion.

**2. m-Gov Project, Nagaland – Lishoy Bhaskar, VP – Enterprise Business, MobME Wireless solution Pvt Ltd, Gurgaon**

The mGov project was aimed at delivering government services over the mobile phones by establishing mGovernance Services Delivery Platform for Nagaland. The focus is to build a centralized platform into which the service for each and every department can be integrated, to avoid duplication of efforts by individual departments.

**3. e-Infrastructure & Service Delivery in North East– Amitabh Singhal, Director, Telxess Consulting Services Pvt. Ltd, New Delhi & Former CEO, NIXI**

e-Infrastructure is a fundamental change factor in the manner that public services administration, management and information can be delivered better. It is very much required that efforts at e-governance & e-infrastructure involves redesigning current working practices and developing a host of digital services & platforms that will support service delivery & service users' daily practices and contribute to positive change.

**4. Smarter Government & Transportation Solutions - NSN Murty, General Manager & Sales Leader, India/ South Asia, IBM**

Technology innovation & smart practices are required for progress. While at the industry level the inventions are around integration of hardware, software and services to help forward-thinking enterprises, institutions and people everywhere, the role of the public agencies & departments is critical to provide a great complimentary factor to gain advantages from the Smart age. Agencies like IBM is willing & have ready solutions to support government efforts with relevant research, consulting, solutions, services, systems and software, towards better financial services, healthcare, government, automotive, telecommunications and education, among others.

**5. Dharitree - web-enabled land records Computerization project – Ashok Barman, Deputy Secretary, Revenue & DM Department, Govt. of Assam**

The objective of the project is to provide a Land Records computerization system to the Revenue and Disaster Management Department of Government of Assam for online mutation, efficient delivery of citizen-centric services, up-to-date maintenance of records, and prompt decision making. In addition, it also helps in automatic correction of records through online mutations and to generate and print various MIS reports. Till date Dharitree has been implemented in 22 districts of Assam.

**6. Wipro presentation - Naveen Prakash, Regional Practice Head , Wipro Consulting Services**

Government agencies are striving to maintain a streamlined process in delivering services to their citizens, as they widen their scope of work. The need for responsiveness and transparency is quite high in this sector and there needs to be a mechanism through which every need of the citizen can be met in the shortest possible time. Wipro Government Consulting practice helps government agencies and government advisory boards enhance their service delivery with respect to national security, educational systems, social welfare programs and archiving of land titles through Government IT Solutions. It also addresses the growing need for technology like e-governance and Government IT, by the various government departments through its Business Process and Systems Integration services.

**7. DNCIndia.com - Drishti-Soft Solutions Pvt. Ltd – Vishal Chandra**

DNCIndia.com is a web interface for telemarketing companies to easily manage TRAI regulations related to UCC. Currently in the beta stage, the website provides DND/ DNC scrubbing of the calling lists as a free service to its registered users. The

Telecom Regulatory Authority of India (TRAI) and the DoT (Department of Telecommunications) have laid out certain regulations that restrict any outbound communication to phone numbers registered as Do-Not-Call (DNC) or Do-Not-Disturb (DND). People in general continue to receive unwanted SMSes in bulk daily and also those pestering telemarketing calls. The obvious gap is in compliance of the regulations set by TRAI & DoT. To address this problem, DNCIndia.com equips the senders of these unwanted communications with a free & easy tool to filter out any DND/ DNC number from their calling lists.

#### **8. Unique Identification in North East – Mitun Chakraborty, IEC Manager, Regional Office, UIDAI**

Unique identification project was initially conceived by the Planning Commission as an initiative that would provide identification for each resident across the country and would be used primarily as the basis for efficient delivery of welfare services. It would also act as a tool for effective monitoring of various programs and schemes of the Government. The challenge for the project in a region like North East India is how to ensure greater & willing participation of the communities in the region, many of whom are residing in complex terrains & circumstances.



### **III. Recommendations of the session 'Citizen Services Delivery, e-Governance & e-Infrastructure':**

1. The national e-governance policies for this region have to be framed specifically keeping the various geo-physical, cultural & economic limitations & challenges in mind. The Govt. of India should be approached accordingly. The role of traditional socio-cultural agencies in implementing national programmes cannot be ignored.
2. There is no point in creating islands of excellence - once an initiative has proved successful; all efforts have to be made to replicate it. Inter & intra project ideation, implementation & replication in the region must be promoted by common sharing of expertise, knowledge, skills and resources. For example, the Tripura Eye care project needs to be reviewed and considered by other Health Departments in the region.
3. Agencies playing a sterling role in promoting the online presence and cause of local communities in the region are very poor. The North-east India has numerous such local communities who produce local handicrafts of very high quality and design but

are not able to market them to the extent required. Their online presence is next to nil. Regional, national & international agencies like Internet Society (ISOC) should take up the cause of such communities in North East as a social commitment. There should be more of ICT pilots in the region which is currently very nominal. For example, project like 'Internet Clubs in North East India: Strengthening information & peer networking in Public High Schools' can be promoted.

4. The mobile governance experiment of Govt. of Nagaland should be examined for replication in all States of NE.
5. Industry bodies like IBM should again take up projects of social commitment in NE, irrespective of their commercial viability. They have done some good work in helping making some cities, 'smart cities'. An important component of this project is 'early warning system for disaster management'. NE is a disaster prone area where disasters like floods, landslides and earthquakes are quite common. IBM should help in setting up early warning systems in such areas free of cost.
6. The holistic e-environment in the region will lag behind unless grassroots & community representation institutes & agencies like Schools, NGOs, Self Help Groups, rural enterprises, Panchayats, Church organisations, local traditional governing bodies are roped in various ICT & Internet programmes on frequency basis. These are the first layer of public, community & citizen involvement bottom up that needs greater ICT & Internet awareness, orientations, workshops, interactions. In the absence of this, the larger e-Governance & e-Infrastructure thrust with heavy investment of resources will be futile.
7. The role of the State governments in the region is still much desirable on pro-active front to push for IT & ICT led growth paradigm. IT & ICT is yet to find centre stage on State governments' policy & programmes. The note of caution is unless State governments in the region are IT pro-active the region will suffer from digital poverty which is essentially linked to overall economic & social growth & development. There is extreme need to push for department IT thrust in every State in the region.
8. Each year, the eNorth East Award Summit event should be organized in a different State of the NE region covering all the States to carry forward this holistic campaign & movement forward.

**Annexure:**

**AGENDA|**

<b>11:30 AM – 1:00 PM</b>	<b>Parallel Session I : e-Governance , Citizen Services Delivery &amp; e-Infrastructure</b>
<p>This session will have key case study presentations on ICT usage in citizen services delivery. The focus will be on citizen participation and user satisfactions. The role of e-infrastructure in developing North East will be deliberated.</p> <p><b>Chair &amp; Moderator :</b> K T Sukhalu, Secretary, IT, Nagaland</p> <p><b>Co-Chair:</b> Ankur Garg, Secretary, Planning, Govt. of Arunachal Pradesh</p> <ol style="list-style-type: none"><li>1. m-Gov Project, Nagaland – Lishoy Bhaskar, VP – Enterprise Business, MobME Wireless solution Pvt Ltd, Gurgaon</li><li>2. e-Infrastructure &amp; Service Delivery in North East– Amitabh Singhal, Director, Telxess Consulting Services Pvt. Ltd, New Delhi &amp; Former CEO, NIXI</li><li>3. Smarter Government &amp; Transportation Solutions - NSN Murty, General Manager &amp; Sales Leader, India/ South Asia, IBM</li><li>4. Complete Transparency in Elections using Information &amp; Technology: Live Telecast of Election Proceedings over Internet – Dept of Planning, Arunachal Pradesh – Ankur Garg, Secretary, Planning, Govt. of Arunachal Pradesh</li><li>5. Dharitree - web-enabled land records Computerization project – Ashok Barman, Deputy Secretary, Revenue &amp; DM Department, Govt. of Assam</li><li>6. Wipro presentation - Naveen Prakash, Regional Practice Head , Wipro Consulting Services</li><li>7. DNCIndia.com - Drishti-Soft Solutions Pvt. Ltd – Vishal Chandra</li><li>8. Unique Identification in North East - Mitun Chakratborty, IEC Manager, Regional Office, Unique Identification Authority of India (UIDAI)</li></ol>	