Digital Transformation for citizen centric delivery in Nagaland

Presented by

Shri. K.D. Vizo
Commissioner & Secretary
Information Technology & Communication
Government of Nagaland

KVQA

Certificate of Registration

(Quality Management System)

KVQA CERTIFICATION SERVICES PVT. LTD.

This is to certify that the Quality Management System of

NAGALAND STATE e-GOVERNANCE SOCIETY (NSeGS)

Directorate of Information Technology & Communication (IT&C), Thizama Road, Kohima, Nagaland–797004, India

Has been found to be of the Quality Management System Standard

AS/NZS ISO 9001:2015/ISO 9001:2015

This certificate is valid for the following product or service range

Implementation of e-Governance Projects for the Overall Benefit of the Citizens.

1st Surveillance Due On: 28/06/2017: Done On:
2nd Surveillance Due On: 28/06/2018: Done On:

Certificate No: IQSC201607071
Date Of Issue: 28, July, 2016
Valid Until: 27, July, 2019*

Issued by ---------

Authorised signatory KVQA

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Accredited by a member of IAF's MLA for Quality Systems

GOVERNMENT OF NAGALAND
DEPARTMENT OF INFORMATION TECHNOLOGY & COMMUNICATION
NAGALAND::KOHIMA

No. IT&C/13-19/08   Dated Kohima, 14th October 2015

NOTIFICATION

Subject: -   **Development of all Department Websites and hosting of all the Government Websites in the Nagaland State Data Centre.**

With a view to disseminate information and deliver services efficiently in electronic form in the State, the Department of IT&C has set up the State Data Centre and the State Portal.

2. All Government Departments in the State of Nagaland shall have their Departmental website hosted in the Nagaland State Data Centre.

3. All Government websites which are already hosted in other domain shall be migrated to the Nagaland State Data Centre.

4. This is issued with the approval of the Cabinet vide Memorandum No. CAB-2/2013 dated 22nd September 2015.

Sd/ **Pankaj Kumar,** *IAS*
Chief Secretary, Government of Nagaland

No. IT&C/13-19/08   Dated Kohima, 14th October 2015
Copy to:-

1. The Commissioner & Secretary to the Hon'ble Governor, Nagaland.
2. The Principal Secretary to the Hon'ble Chief Minister, Nagaland.
3. The P.S. to Hon'ble Minister, IT&C.
4. The OSD to Chief Secretary, Nagaland.
5. The Additional Chief Secretary & Development Commissioner.
6. The Commissioner, Nagaland / Home Commissioner / Principal Secretaries / Commissioner & Secretaries, Government of Nagaland.
7. All Administrative Heads of Department / Heads of Department / SIO, NIC for information and compliance.
8. The Publisher, Nagaland Gazette, with a request to publish in the Nagaland Gazette.
9. The Director, IPR for publicity.
10. Office copy.

(K.D. Vizo), *IFS*
Commissioner & Secretary to the Government of Nagaland

eDistrict Ranking of the States / UTs – July 2016

| # | State / UT Name | No. of Non Pilot Districts (A) | Services launched in Non-Pilot Districts | | No. of e-District services | | | DeGS formed in Non-Pilot Districts | | DPMs Deployed in Non-Pilot Districts | | Score for SI Selection (K) | Total Score (C + F + H + J + K) | Rank |
			No. of districts (B)	Score (C = B/A)	Approved (D)	Launched (E)	Score (F) = (E/D)	No. of districts (G)	Score (H = G/A)	No. of districts (I)	Score (J = I/A)			
1	Andaman and Nicobar Islands	3	0	0.00	78	0	0.00	3	1.00	0	0.00	1.00	2.00	31
2	Andhra Pradesh	13	13	1.00	55	50	0.91	13	1.00	13	1.00	1.00	4.91	9
3	Arunachal Pradesh	16	0	0.00	69	0	0.00	16	1.00	16	1.00	0.00	2.00	31
4	Assam	25	25	1.00	53	47	0.89	25	1.00	25	1.00	1.00	4.89	10
5	Bihar	34	0	0.00	71	0	0.00	25	0.74	0	0.00	0.00	0.74	36
6	Chandigarh	1	1	1.00	35	13	0.37	1	1.00	1	1.00	1.00	4.37	17
7	Chhattisgarh	27	27	1.00	46	42	0.91	27	1.00	27	1.00	1.00	4.91	8
8	Dadra and Nagar Haveli	1	1	1.00	68	20	0.29	1	1.00	1	1.00	1.00	4.29	19
9	Daman and Diu	2	0	0.00	76	0	0.00	1	0.50	2	1.00	1.00	2.50	29
10	Delhi	11	11	1.00	28	14	0.50	11	1.00	11	1.00	1.00	4.50	15
11	Goa	2	0	0.00	29	0	0.00	2	1.00	2	1.00	0.00	2.00	31
12	Gujarat	33	33	1.00	49	49	1.00	33	1.00	33	1.00	1.00	5.00	1
13	Haryana	20	20	1.00	110	110	1.00	20	1.00	20	1.00	1.00	5.00	1
14	Himachal Pradesh	12	12	1.00	44	31	0.70	12	1.00	12	1.00	1.00	4.70	14
15	Jammu and Kashmir	22	0	0.00	60	0	0.00	22	1.00	0	0.00	0.00	1.00	35
16	Jharkhand	23	23	1.00	30	24	0.80	23	1.00	22	0.96	0.50	4.26	21

17	Karnataka	30	0	0.00	346	0	0.00	29	0.97	30	1.00	0.50	2.47	30
18	Kerala	12	12	1.00	44	39	0.89	12	1.00	12	1.00	1.00	4.89	11
19	Lakshadweep	1	0	0.00	38	0	0.00	1	1.00	1	1.00	0.00	2.00	31
20	Madhya Pradesh	46	46	1.00	101	101	1.00	46	1.00	46	1.00	1.00	5.00	1
21	Maharashtra	32	32	1.00	70	52	0.74	32	1.00	32	1.00	1.00	4.74	13
22	Manipur	9	9	1.00	35	3	0.09	9	1.00	9	1.00	1.00	4.09	22
23	Meghalaya	11	11	1.00	23	6	0.26	11	1.00	8	0.73	1.00	3.99	24
24	Mizoram	7	7	1.00	35	15	0.43	7	1.00	7	1.00	1.00	4.43	16
25	Nagaland	11	11	1.00	30	30	1.00	11	1.00	11	1.00	1.00	5.00	1
26	Odisha	28	28	1.00	29	7	0.24	28	1.00	28	1.00	0.00	3.24	26
27	Puducherry	4	0	0.00	73	0	0.00	4	1.00	4	1.00	1.00	3.00	27
28	Punjab	20	20	1.00	42	42	1.00	20	1.00	20	1.00	1.00	5.00	1
29	Rajasthan	31	31	1.00	114	105	0.92	31	1.00	0	0.00	1.00	3.92	25
30	Sikkim	4	1	0.25	38	2	0.05	4	1.00	4	1.00	0.50	2.80	28
31	Tamil Nadu	26	26	1.00	92	27	0.29	26	1.00	26	1.00	1.00	4.29	20
32	Telangana	10	10	1.00	50	18	0.36	10	1.00	10	1.00	1.00	4.36	18
33	Tripura	8	8	1.00	21	16	0.76	8	1.00	8	1.00	1.00	4.76	12
34	Uttar Pradesh	69	69	1.00	57	57	1.00	69	1.00	69	1.00	1.00	5.00	1
35	Uttarakhand	12	12	1.00	28	15	0.54	12	1.00	12	1.00	0.50	4.04	23
36	West Bengal	16	16	1.00	28	28	1.00	16	1.00	16	1.00	1.00	5.00	1

CSC

e-GOVERNANCE SERVICES INDIA LIMITED

Position of e-transition of CSC Etaal North Eastern Region		
1	Meghalaya	32,699
2	Assam	29,098
3	Nagaland	*16,795
4	Manipur	9,400
5	Tripura	7,307
6	Arunachal Pradesh	5,972
7	Mizoram	665

*Nagaland growth is 50% from the previous number, which is highest growth across Northeast.

CSC Services

Government to Citizen	Business to Citizen	Business to Business
Birth & Death Registrations	DTH Recharges	Surveys
Nagaland Public Service Commission Applications	Mobile Recharges and top-ups	Advertisements
Scholarship Applications for Matric and Post Matric Students	Postpaid Mobile and Data Card bill payment	
Employment Exchange registration	Microsoft Digital Learning	
PAN Card Application	Online Shopping	
AADHAAR Card Application	Railways and Flight Ticketing	
India Passport Application	Financial Inclusion Services	
All e-District Services are also extended through CSCs		

eDistrict Services-1

SL. No	Department / Office	Service
1	Office of the Commissioner Nagaland / District Administration / District Magistrate	Issue of Scheduled Tribe Certificate
2		Issue of Backward Tribe Certificate
3		Issue of Indigenous Inhabitant Certificate
4		Issue of Domicile Certificate
5		Issue of Permanent Residency Certificate
6		Issue of Succession Certificate
7		Issue of Affidavits and record maintenance
8		Registration of Societies under Societies Act
9		Issue of Income Certificate
10		Issue of Dependency Certificate
11		Issue of Permits
12		Issue of Citizen ID Cards
13		Issue of Sale Deed / Gift Deed
14		Application for renewal of Arms License
15	Dept. of Economics and Statistics	Issue of Birth Certificate
16		Issue of Death Certificate
17	Dept. of Social Welfare	Grant of Old Age Pension
18		Grant of Handicap Pension
19		Grant of Widow Pension
20		Grant of Handicap Scholarship

eDistrict Services -2

21	Dept. of Employment and Craftsmen Training	Registration in Employment Exchange
22	State Information Commission and all the e-District Departments	RTI Application
23		RTI Appeal
24		RTI Complaints
25	Nagaland Board of School Education	Issue of Duplicate Marksheets for IX and XII
26	Dept. of Food and Civil Supplies	Issue of Ration Card for AAY / ANNAPURNA Category
27		Issue of Ration Card for BPL Category
28		Issue of Ration Card for APL Category
29	Nagaland Public Service Commission	One Time registration of candidates for NPSC
30		Application for examination under NPSC

State Service Delivery Gateway(SSDG) Services Live Status

Sl No	State	Go-Live Date	No. of Dept. Operational	No. of Services Operational	Transactions [15-Oct-14]
1	Andhra Pradesh	01-Jul-13	7	41	1942122
2	Arunachal Pradesh	29-Aug-13	4	11	21
3	Assam	31-Mar-13	2	13	5046
4	Bihar	19-Feb-14	2	8	2893
5	Chhattisgarh	01-Oct-13	2	2	0
6	Goa	08-Jul-11	16	50	3486
7	Himachal Pradesh	01-May-12	7	26	1609
8	Jammu & Kashmir	28-Aug-12	2	7	2100
9	Madhya Pradesh	18-Sep-13	5	40	236
10	Manipur	26-Jan-12	7	40	7098
11	Meghalaya	03-May-12	2	4	0
12	Mizoram	15-Mar-13	1	2	6
13	Nagaland	30-Mar-12	8	25	3948086
14	Puducherry	11-Feb-13	15	37	323
15	Rajasthan	26-Sep-13	5	26	59720
16	Sikkim	18-Mar-13	9	45	4885
17	Tamil Nadu	28-Feb-11	2	10	481212
18	Tripura	01-Mar-14	2	8	4
19	Uttar Pradesh	01-Aug-12	8	26	13469873
20	Kerala	05-Jun-14	3	6	8
21	Andaman	15-Aug-14	4	18	0
			113	445	1,99,28,728

Brief Achievements

Nagaland is the first in India to take over State Portal and State Services Delivery Gateway (SP&SSDG) core infrastructure project.

Nagaland is the only State in India where the State IT Department is running the State Data Centre without engaging private Data Centre Operator (DCO).

Nagaland is the only State in India where the State is acting as Service Centre Agency (SCA) for running Common Service Centre(CSC).

Nagaland is the first State in North Eastern Region to start the pilot project for National Information Infrastructure(NII).

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Nagaland is the only State in North East to achieve level 1 position in e-District MMP.

Digital Transformation Vision - I

To make Nagaland an Information Technology hub through setting up of world class Business Process Outsourcing(BPO) / Knowledge Process Outsourcing(KPO) for North Eastern Region and South East Asia.

To provide High Internet Bandwidth to every Village Panchayat.

To transform Nagaland into a digital society through transparency and accountability.

To enable all Government Departments to have e-Office to deliver services promptly to citizens through online system.

To bring about a comprehensive IT literacy initiative throughout the State.

To generate direct and indirect employment for atleast 1(one) lakh local youths in IT and e-Governance related activities by the year 2030.

Digital Transformation Vision - II

To promote knowledge economy and increase the GDP of the State through the use of Information Communications Technologies and IT services.

To promote electronic financial transactions using virtual bank branches operating from Customer Activated Terminals, Smart Phones and other electronic accessories.

To ensure cyber security, information security, prevention of data corruption and fraudulent practices.

To promote Telemedicine, Telemarketing, and market supply chain through networking for retailers, distributors, warehouses, transporter, manufacturers, material suppliers etc.

To ensure digitization of all records and promote use of demographic database for determining age and sex composition, income levels, distribution of resources, regional disparities, incidence of diseases, life expectancy etc.

Digital Transformation Vision - III

To train various Departments, Schools, Colleges, entrepreneurs and general citizens in IT related matters for improving their skills to meet the challenges of knowledge economy and promote economic growth.

To make the State a major software exporter in South East Asian Region and make Nagaland one of the richest State in the Country.

To promote high bandwidth data applications and electronic services to rural areas through Common Service Centres (CSC).

To integrate all Government Departments on a single platform through enterprise architecture and enable modern electronic systems like e-Cabinet, e-Legal, e-Education, e-mobile classroom, e-Hospital, e-Dashboard, Single window e-Business, e-Naga Village etc.

To strengthen core infrastructures like State Data Centre, State Wide Area Network, e-District, National Information Infrastructure(NII), Common Service Centres(CSC) etc.

Digital Transformation Vision - IV

To strengthen networking infrastructure using terrestrial, wireless, aerial OFC and satellite technologies.

To enable centralized electronic integrated security systems using electronic equipments such as electric field perimeter protection system, micro-wave co-axial cable system, vehicle identification system, biometric system, electronic scanner system, electronic explosive detection system, electronic jammers system, CCTV surveillance system with centralized common control, IP based surveillance system, advanced video analytic system etc.

To bring up a world class e-Governance Academy in the State to cater to the needs of North Eastern States and South East Asian Countries.

To encourage research related works in IT sector for the youth by bringing up a robust Research and Development facility.

The Face of life is Changing...

Bringing Public Services Closer Home

Government of Nagaland
Department of Information Technology & Communication

www.itngl.nic.in