

Manipur IT-Policy 2015

Transactions to Transformation

Draft – Version 3

DIT-Manipur

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There is a need to revise and modify the IT Policy 2003 published by the Government of Manipur, given the pace at which the macro and micro engagements of doing business and discharging governance has changed. There is also a need to de-shackle the anachronistic regulations impeding faster industrial growth. Hence the Government of Manipur is pleased to announce the IT Policy 2015 for IT/ITES/ESDM sectors. The tenure of this Policy is five years after which it will be modified in accordance to the emergence of demands, opportunities and challenges that is now latent in the tectonic interactions of the present.

PRELUDE

In the last few decades, IT/ITeS industry has emerged globally as a key propellant of growth and is a large industry employing millions of people across the continents. Today, in a short span of time, Information Technology has become an integral part of strategic and operational functions in almost all industries and governance.

Indian IT & ITeS industry has been a consistent growth driver for the Indian economy over the last two decades. It has been increasingly contributing to the country's GDP, employment and exports. The present trend is to embed and achieve technology convergence in diverse disciplines of electronics and intelligent Hardwares. ESDM manufacturing and the identification of manufacturing clusters is now therefore an integral component of technology inclusiveness.

There has been an increasing recognition of the importance of policy initiatives, enabling legislation and simplifying regulatory environment in facilitating growth of economic activity. Simultaneously, there has been a growing realization that economic growth helps governments in achieving various objectives, including (but not limited to) poverty alleviation, skill development, employment generation and mobilization of financial resources for important programmes of the government in the social sectors comprising of education and health.

The IT & ITeS sector has also been a major contributor to the Service Sector of the Indian Economy. The trend is expected to grow provided the Government provides an enabling atmosphere for the Private Sectors to innovate, sustain and grow. Government of Manipur had published its first IT Policy in 2003 after which the State has undergone the natural processes of change – some radical some incremental so much so that the citizen's expectations in terms of deliverables from a systems environment has expanded several fold. It is apparent thus, that a new IT policy is planned to lay the foundation of development encompassing a broader gamut of disciplines, a wider ambit of opportunities and more citizen inclusiveness.

Digital India – A Flagship Programme of the Government of India

Digital India is a Programme to prepare India for a knowledge future. The focus is on being transformative and on making technology central to enabling change. It is an Umbrella Programme – covering many departments weaving together a large number of ideas and thoughts into a single, comprehensive vision so that each of them is seen as part of a larger goal. The vision of Digital India is centred on three basic components:

▶ Digital Infrastructure as a Utility to Every Citizen

- i. Availability of high speed internet as a core utility for delivery of services to citizens.
- ii. Cradle to grave digital identity that is. Unique, lifelong, online and authenticable to every citizen.
- iii. Mobile phone & bank account enabling citizen participation in digital & financial space.
- iv. Easy access to a Common Service Centre.
- v. Shareable private space on a public cloud.
- vi. Safe and secure cyber-space.

▶ Governance and Services on Demand

- i. Seamlessly integrated services across departments or jurisdictions.
- ii. Services availability in real time from online & mobile platforms.
- iii. All citizen entitlements to be available on the cloud.
- iv. Digitally transformed services for improving ease of doing business.
- v. Making financial transactions electronic & cashless and
- vi. Leveraging GIS for decision support systems & development.
- vii. Digital Empowerment of Citizens

▶ Digital Empowerment of Citizens

- i. Universal Digital Literacy
- ii. Accessible digital resources universally.
- iii. All documents/ certificates to be available on cloud.
- iv. Availability of digital resources / services in Indian languages.
- v. Collaborative digital platforms for participative governance and
- vi. Portability of all entitlements through cloud.

Manipur IT Scenario

Manipur has taken a few significant strides in the field of IT during the last few years, especially in the adoption of modern technology for governance. With the steady adoption of technology driven systems, Manipur is in pursuit of enabling Governance by introducing a participative collaborative framework. It seeks to address the current challenges in the fields of agriculture, education, healthcare, energy, industry, telecommunication, rural development, tourism, etc. in general and ensuring equitable and inclusive growth and development, in particular. The following has been the progress so far:

- ▶ Core Infrastructure
 - Substantial parts of the State networked through NICNET/ NKN/SWAN networks.
 - A State Data Centre under the National e-Governance Plan.

- ▶ E-Services
 - 40 Services through the State Service Delivery Gateway, State Portal and e-Forms.
 - 35 Services through the e-District

- ▶ Delivery Channels
 - 399 Common Service Centres

The following objectives will form the foundation for IT/ITES 'Programmes' in the coming 5 years:

- ▶ To develop Manipur as one of the most favoured States for Setting up Business Units.
- ▶ To fast track enhancement of tele-density, so that all the corners of the State is connected.
- ▶ To promote and position Manipur to be the most preferred destination for R&D and Product / Service Hub.
- ▶ To develop Manipur as one of the best e-Governed States, along with a strong infrastructure and an ecosystem conducive for industries.
- ▶ To foster a practice of Continuous Capacity Building, for availability of skilled and employable Manpower.

Note:As a major step thus, the Government of Manipur will allocate 1.5% of the State Budget for an overall push in IT and ITES activities within the State.

The prevailing industrial scenario calls for values to be established in an innovative structure. Business stagnation and obsolescence is a risk that must be collectively addressed both by the Government as well as the industry. It is imperative for the Government to provide the boost that is necessary for inclusive and participative social growth, and this IT policy is aimed to be a step towards it.

I. VISION

Realizing to the fullest possible extent the infinite potential of the Equation:

Innovative Thrusts (IT) + Information Technology (IT) = Improved Transformation (IT),

To create a future and build a vibrant and sturdy edifice of IT/ITeS/ESDM Eco-system on the basis of Innovation and Knowledge Capital, to utilize the huge talent pool of Young & Matured India and to contribute to the overall economy and prosperity of the State and the Nation.

II. MISSION

1) Imbibing Information Technology as an enabler for all sections of society. It is aimed:-

- a) To leverage Information Technology as an enabler and catalyst for the socio-economic development of the State
- b) To attract and promote IT and ITeS companies that provide product or services for urban and rural markets to ensure that overall regional balance is achieved and maintained, thereby effectively bridge the digital divide

2) Facilitating Micro Small and Medium Enterprises as key drivers of Growth

- a) To become a preferred IT/ITeS destination for Micro, Small and Medium Enterprises (MSMEs)
- b) To aim for Excellence in Innovation, R&D and Entrepreneurship in inter-disciplinary domains with IT as an enabling expedient.
- c) To seed educational, technical and R&D institutions with required IT infrastructure for promoting innovation and excellence.
- d) To promote entrepreneurship and to create equitable employment opportunities for different sections of the society across different geographical regions.

3) Forging powerful Global Partnerships

- a) To forge partnerships in emerging technologies with leading IT/ITeS Organisations /Agencies in the world to promote the sector in the state.
 - b) To establish engaging relations with the Manipur diaspora.
- 4) Empowering youth through ICT Skills
- a) To significantly enhance quality and availability of IT skilled manpower.
 - b) To establish knowledge based economy in the State.
- 5) Making Manipur a preferred destination for Global Knowledge Workforce and Industry
- a) To achieve higher level of domestic and export revenue turnover resulting in enhanced productivity and augmentation of Gross State Domestic Product (GSDP).
 - b) To provide proactive, congenial and industrial-friendly climate conducive for IT companies to flourish in a most competitive and efficient manner.
 - c) To undertake innovative Capacity Building schemes suited to the changing requirements of the Industry.

III. OBJECTIVES

The key objectives of this Policy during the policy period of five years are:

1. To increase the current investment in IT/ITeS sector many fold.
2. To increase the turnover up of 3 local companies to enhance their capacity of employment.
3. To initiate IT service from the State to be leveraged on the national/ international circuit.
4. To promote and develop employment opportunities in the IT and ITeS and provide direct and indirect employment to 50 thousand employees within the State in the next 5 years.
5. To focus, inter alia, on Financial Services, Mobile Applications, Animation, Health Services, Education Material & Digital Entertainment.

IV. DEFINITIONS

1. **"IT Software"** means any representation of instruction, data, sound, and image including source code and object code recorded in a machine, readable form and capable of being manipulated or providing interactivity to use by means of automatic data processing machines.

2. **"IT Service"** is construed as any service which results from the use of any IT software over a system of IT products for realizing the value addition.
3. **"IT Industry"** will include development, production and services related to IT products, IT Software, IT Hardware manufacture, IT consulting, IT security, IT audit and IT/ITeS service.
4. **"New Unit"** means a unit of IT Services or IT Industry, set up with minimum 10 direct employees on or after the date of this Policy and having obtained acknowledgement of filing Entrepreneur's Memorandum (EM) with Manipur IT Project Development Company (MIPDCO), a Government of Manipur initiative to provide single window facility for setting up business in the State or Industrial Entrepreneur's Memorandum (IEM) with Government of India.
5. **"Existing Unit"** means a unit which is in service with minimum 20 direct employees at the time of implementing expansion.
6. **"Expansion and/or Diversification"** means an existing unit taking up 'expansion and/or diversification – concentric and or conglomerate' with or without forward/backward integration, with investment more than 50% of its existing gross fixed capital investment on the date of initiating expansion/diversification and commencing operations of the said expansion/diversification during the operative period of the policy and, which shall also increase in additional employment by minimum 50% of existing direct employees or by 20 additional direct employees, whichever is minimum.
7. **"Eligible Units"** refers to new units eligible for availing of incentives under this Policy. Existing units carrying out expansion/ diversification during the operative period of this Policy will be eligible for one-time incentives.
8. **IT Enabled Services (ITeS) will include the following:**
 - a) Call Centres
 - b) Medical Transcriptions & Tele-Medicines
 - c) Back Office Operation/Business Process Outsourcing (BPO)/ Knowledge Process Outsourcing (KPO)/ Legal Process Outsourcing (LPO)
 - d) Revenue Accounting and other ancillary operations
 - e) Insurance claim Processing
 - f) Web/Digital Content Development
 - g) Digitization / Document Archiving activities
 - h) Financial and Accounting Processing
 - i) HR & Payroll Processing
 - j) Bioinformatics
 - k) IT enabled banking, non-banking services including insurance, pension, Asset
 - l) Management and market related services.

m) Depository and Security registration and dematerialization services

9. **Micro, Small and Medium Enterprises (MSMEs)** in IT Industry shall be construed as per the definition in the MSME Act, 2006 (as amended from time to time) of the Government of India.

V. INCENTIVES

1. Facilitation for Allotment of Land:

Government of Manipur will duly facilitate allotment of land for IT/ITeS units investing in the State. Allotment of Government lands will be in the IT-SEZ or any other suitable area to the applicant IT/ITeS Industry subject to availability, fulfilment of eligibility criteria as determined by the State Government from time to time.

2. Mega IT/ITeS Projects

Projects capable of creating new employment of more than 200 persons in the case of IT unit or 500 persons in the case of ITeS unit with new investment of Rs.20 Crores (excluding cost of land) and above will be construed as Mega IT/ITeS Project. A special package of incentive to the tune of 5% will be offered for Mega IT/ITeS Projects. This package will be available after the 2nd year of operation to a maximum of 2 Mega Projects.

3. Development of IT-SEZ and Information Technology Park

Financial Assistance to IT/ITeS Entities in the IT Park will be provided as follows:

- i. IT/ITeS Technology Park facilities will be provided to existing firms, local vendors, start-up companies as per their business needs specified in the Business Plan. The operational parameters of the Technology Park will be developed on a Public Private Partnership basis with at least 25% occupancy by a **'Marquee Tenant'**. The Marquee Tenant is expected to **generate employment of 100 local resources within the first one year** and subsequently ensure **employment generation of 100 more local resources in the next two years of operation**.
- ii. The Marquee Tenant will be offered the responsibility of taking up various Projects under the Scheme **"Manipur – Digitally Yours"** – envisaged as being a *Single Integrated Platform of convergence to deliver e-services to the citizens*.
- iii. The Marquee Tenant of IT/ITeS Technology Park will be eligible for bringing in eligible firms to occupy the rest of the IT Park as per availability. They will be expected to

partner with the State in developing Programmes in adherence to the spirit of “Digital India”.

Financial Assistance to IT-SEZ will be as per provisions of the IT-SEZ Act 2005 and IT-SEZ Rules 2006.

4. Registration/Stamp Duty Concession:

IT/ITeS units which intend to establish/expand will qualify for 100% reimbursement of Stamp Duty and Registration Fee on sale/lease/transfer of land at the IT-SEZ for the first transaction and 50% reimbursement subsequently.

5. Performance-based Lease Rental Subsidy

- i. Performance based subsidy to partially offset Lease rentals for the plug-and-play builtup work place located in IT parks to the extent possible will be provided for. The assistance would be provided in two stages, once after **completion of two years** of the commercial operations subject to a ceiling of **Rs. 10 lakhs per eligible unit** and second time after **5 years in commercial operation** subject to an **overall ceiling of Rs. 20 lakhs per eligible unit**. A **maximum of 10 units (apart from Marquee Tenant)** will be considered on merit, based on parameters like business plan, business growth in terms of turnover, growth of local employment, enablement of growth of secondary and tertiary business lines etc.
- ii. Scheme of Assistance to Micro and Small Enterprises (MSEs) for purchasing shed and plot in mini estates developed by Government of Manipur or by private developer and Assistance in rent to MSEs, as and when notified by State Industrial Policy would be applicable to MSEs in IT/ITeS sector as well.

6. Electricity Duty Exemption

Eligible IT/ITES units, after coming into commercial operation will be entitled to suitable exemption on Electricity at Industrial Tariff to be decided in consultation with the Electricity Department, Government of Manipur.

7. Special Economic Zone Status (SEZ)

The State will facilitate obtaining of SEZ status to Private IT parks subject to the provisions of SEZ Act/Rules.

8. Assistance to IT/ ITeS MSME Units

The incentives under Scheme for Assistance to Micro, Small and Medium Enterprises (MSME) as announced by the Government of Manipur vide Notification No.48/3/2010-COM & IND dated 13.05.2013 as amended and/or revised from time to time may be applicable to IT/ITeS MSMEs.

8.1. Interest Subsidy for IT/ITeS MSMEs for a period of 5 years

Eligible units will be entitled to avail interest subsidy as under:-

- a) @ 7% for micro enterprises with a **ceiling of Rs. 5 lakhs per annum** for a **maximum of 10 units** based on parameters of business plan, sustainability plan existing turnover, growth of employment and realized social benefit.
- b) @ 5% for small and medium enterprises with a ceiling of **Rs. 10 lakhs per annum for a maximum of 5 units** based on the aforesaid parameters.
- c) 1% additional interest subsidy to the youth less than 35 years of age in case of first project or to SC/ST/Women/Differently-abled persons with a ceiling of **Rs. 10 lakhs per annum for a maximum of 5 units** on a merit basis.

8.2. **Other conditions shall be applicable in accordance with the conditions mentioned in Notification No. 48/3/2010-COM & IND dated 13.05.2013 for availing Interest Subsidy Incentive.**

8.3. Skill Enhancement & Capacity Building

Skill Enhancement

- i. Assistance will be provided to selected MSMEs, based on the merit of their performance and/or project proposal in the event of start-ups, with minimum **10 on-roll employees** at the rate of 50% of fees, subject to maximum **Rs. 10,000 (Rupees Ten thousand only) per employee** on obtaining industry recognized certification such as .Net certifications, Networking certifications, Big Data & Analytics, Project Management, etc. after implementation of this policy. **The assistance under this category will be with a ceiling of Rs. 2 lac per year per unit to a maximum of 5 units.** If necessary obtaining help of ITIs/NEILIT for implementation of this incentive will be appropriately considered.

- ii. **Quality Certification:** Any IT/ITeS unit registered in Manipur will be granted assistance for a maximum of two industry standard quality certifications (CMMI, ISO etc.) at the rate of 50% of cost of quality certification (inclusive of fees charged by certification agency and consulting and training charges) subject to an overall ceiling of Rs. 12 Lakhs per unit per year for a maximum of 5 units per year starting from the 4th year.
- iii. **Technology Acquisition:** Assistance for acquisition of appropriate technology (to be chosen by a 'Select Committee') in any form to a group of 5 MSMEs for a specific product/platform will be provided by way of 50% grant subject to a maximum of Rs. 50 Lakhs per technology for a maximum of 5 technology acquisition programmes starting from the 4th year. The Acquisition however, should ensure technology advancement in terms of citizen-centric impact. Reselling or Franchisees will not be eligible for such an incentive.

Capacity Development

Capacity Development for the state will be in accordance with the policy framework of the National e-Governance Programme under the 'Digital India' initiative. Capacity Development Schemes will have the following distinguishing characteristics:

1. Outcome Oriented.
2. Role Based.
3. Programme/ Project Based.

Venerable agencies will be empanelled by DIT/MSITS to carry out domain specific Capacity Development programmes. The following shall be the fulcrum of Capacity Build-up, Capacity Retention and Capacity Application:

- a) Community Capacity Development using Digital Means for the next 5 years.
- b) Department Specific Capacity Development Programmes like:
 - i. Education: All School Teachers/ Para-Teachers to be trained in the digital Medium to use on-line digital resources to empower and enrich the classroom sessions.
 - ii. Health: All Health Workers to be empowered with the use of IT literacy so that the power of Applications can be used bottom up.
 - iii. Home: All Police Personnel to be scaled up to digital literacy for quick communication and information exchange.
- c) Capacity Development in Administrative Functions.
 - i. Training to be made mandatory at the entry level of Manipur Public Service Commission.
 - ii. Basic IT applications will be tested at the MPSC examinations.
- d) Capacity Development at the Block and Village Levels through the following mechanism:

- i. Selection of Trainers through an intensive screening process. These trainers can be drawn from Non-Government Development Organizations, capable and reputed individuals, CSC operators and from Co-operative societies.
 - ii. Train the Trainers and empanelment of the most capable.
 - iii. Fix up Target based coverage for each trainer with an objective of having at least one member from each family e-literate and trained in e-Governance Applications.
 - iv. Scale up 'Select Performing CSCs for the aforesaid purpose' and help them establish 'Labs of learning' with hardware and software provided for by the Government of Manipur.
 - v. Build up Employable Capacities for unemployed youth especially in ITES operations and ensure employment in areas like BPO/KPO/Digitization/ Data Entry Operations and IT application based activities like Programming and e-Commerce Activities.
- e) Develop at least one Model Digital Village in each district with a target of:
- i. 90% digital literacy.
 - ii. 80% Employed youth.
 - iii. 100% School going children proficient in the use of Advanced Applications.
 - iv. At least 2 Village Level Entrepreneurs providing Employment to at least 10 people in the Village for IT based activities.
- f) Government of Manipur would support all such Capacity Building Programmes by:
- i. Providing infrastructure to the extent possible,
 - ii. Providing Relevant Permissions,
 - iii. Providing Funds for the Training Programmes on the basis of a Training Calendar which will be published subsequently,
 - iv. Providing Seed Funds to a **maximum of Rs. 10 Lakhs for each entrepreneur per year for 5 years at the Village Level subject to a maximum of 1 per District** to implement the Business Plan on Capacity Development being selected by a 'Select Committee'. The State will encourage development of new innovative entrepreneurs each year and continuing support to the same entrepreneur will be strictly on the basis of recommendations of the 'Select Committee'.
 - v. Instituting Awards for Recognizing Outstanding Contributions in the field of Capacity Development.

Note: In addition to the funds earmarked under Capacity Development Programme of the Government of India, Government of Manipur will earmark **Rs. 1 Crore per year for the next 5 years apart from the seed funds earmarked for the Village Level Entrepreneurs** for the aforesaid purpose.

8.4. Support to R&D Institutions, Incubation Centres: In order to give impetus to the Research and Development, need-based support will be provided to R&D institutions set up with the approval of the State Government.

Merit based Incubation facilities (**maximum of 10 in number**) will be made available at the premises of the Indian Institute of Information Technology, Manipur with the following characteristics:

- i. Project Evaluation will be done by a 'Select Committee' drawn from the academia and DIT-Manipur under the Chairmanship of Principal Secretary – IT.
- ii. Each Incubation Space will have a maximum of 150 sq. ft. with 10 desktops on LAN networked on SWAN/NKN, seating spaces for 10 personnel on an open office structure. These facilities will be provided free for cost for the first 3 years of operation after which the incubators shall move out and take up spaces either at the IT Park or the IT-SEZ clusters. Continuation for a maximum of another 2 years may be considered on the basis of the recommendations of the 'Select Committee' where reasonable rentals, subsidized tariff on the basis of existing electricity rentals, internet connectivity etc. will be charged.
- iii. Maintenance of facilities within the Incubation Centre will be the sole responsibility of the Incubated Project Entities and any deviation from the prescribed standards (which will be specified at a later date) will result in penalties and exit from the campus.
- iv. The selected Incubated Projects will be provided with a seed working capital subject to a **maximum of Rs. 10 Lakhs in the initial year** of operation and to a **maximum of Rs. 5L in the subsequent two years**, subject to the Project Merit, Performance and Projected Benefits as per recommendations of the 'Select Committee'.
- v. Every year after the adoption of this Policy, Government of Manipur, based on the recommendations of the 'Select Committee' will award the best performing Incubated Project to a **maximum limit of Rs. 5 Lakhs per year**.

8.5. Market Development Support

a) Assistance to MSME and Incubation units for participation in International Trade Fairs within and outside India at the rate of 50% of expenditure towards (i) total rent of stall or rent of space and amount paid to organizer towards creation of stall and on rented space (ii) product literature/ catalogue and (iii) display material subject to **maximum ceiling of Rs.**

5 lakhs for 2 select units or consortiums each year. The assistance provided will be only twice during the operative period of the scheme. The assistance would be in the way of reimbursement. MSME units (Consortiums will be encouraged) shall have to apply within six months from the date of participation for the assistance.

b) Assistance to Industry Associations for participation in International Trade Fair as Manipur Pavilion outside India @ 50% of total rent up to **a maximum of Rs. 10 lakhs** each year up to 5 years. Minimum five industrial unit's participation is necessary to get assistance. Assistance shall be in the form of reimbursement.

c) Viability Gap Support to Industries Associations for organizing Seminars /Exhibitions in Manipur will be up to a **maximum of Rs.4 lakhs for national and Rs. 8 lakhs for international Seminar/Exhibition subject to a maximum of 2 such events** in each category each year for a period of 5 years.

9. Simplification of Labour Laws

- i. IT/ITeS Industry will be declared as an Essential Service under Manipur Essential Services Maintenance Act. State Labour and Employment Department would make necessary amendments in the ESMA to include IT/ITeS Industry in the List of Essential Services.
- ii. The regulatory regime of labour laws has been simplified to suit the needs of IT & ITeS companies. General permission is granted to all IT & ITeS companies to have 24x7 operations/to run in three shifts. Since the barriers pertaining to employment of women at night have been removed, the companies will be instructed to offer employment to women with adequate security to them for working at night.
- iii. The IT & ITeS companies will be permitted to self-certify that they are maintaining the registers and forms as contemplated and prescribed under the following Acts:
 - a) IT Act 2000 and IT amendment Act 2008
 - b) The Payment of Wages Act, 1936 and rules thereunder
 - c) The Minimum Wages Act, 1948
 - d) The Workmen's Compensation Act, 1923
 - e) The Contract Labour (Regulations and Abolition) Act, 1970
 - f) Employees State Insurance (Amendment) Act, 2010
 - g) Manipur Shops and Establishment Rules, 1963
 - h) The Payment of Gratuity Act, 1972
 - i) The Maternity Benefit Act, 1961 and rules thereunder
 - j) Equal Remuneration Act, 1976
 - k) Water (Prevention and Control of Pollution) Act, 1974
 - l) Employment Exchange Act, 1959
 - m) The Factories Act, 1948 and Manipur Factories Rules, 1963
 - n) Employees' Provident Fund & Miscellaneous Provisions Act, 1952

- iv. The Self Certification-cum-Consolidated Annual Returns Scheme will be issued by the Government of Manipur at a later date.

10. Setting up of Finishing/ Skill Building Schools

A Fund up to 20% of the cost or **Rs. 5 lakhs** whichever is lower will be provided for setting up of Finishing Schools in IIIT-Manipur, the State Academy of Training or any other suitable area allocated by the State. Government of Manipur will lend necessary support for the setting up of Finishing Schools, subject to a **maximum of 2 such initiatives per year for a period of 5 years**. Each initiative will be funded only once. Professional Agencies / Industry resources will be suitably involved.

11. Subsidy on Bandwidth for Connectivity (for BPOs/KPOs)

A subsidy on Bandwidth for connectivity paid to Internet Service Provider (ISP) shall be available for a period of two years from the date of starting commercial production/operation. The subsidy amount will be determined on the basic or Bench Mark prices to be declared by DIT-Manipur, separately.

VI. INVESTOR FACILITATION

The role of the Government of Manipur will primarily be that of a facilitator. An empowered 'Single Window Clearance Committee' for the sake of accomplishing 'Ease of doing Business' will be set up and operationalized for granting approvals and clearances for establishing New Units in the State. It will be supported by a 'state-of-the-art centralized helpdesk call centre on 24x7 basis. MIPDCO will act as a Nodal Agency, for hand holding and providing effective liaising with various Government Departments/agencies/bodies. For this purpose, MIPDCO will nominate one Investor Relationship Officer/ Manager for each IT Mega Project including IT Parks. The entire process will be a single stop on-line process where the maximum processing period will be 45 working days.

VII. PROJECT FORMULATION

Project formulation by the Government of Manipur will be in line with the spirit of 'Digital India' – a flagship 'Programme' by the Government of India. The following will be the key building blocks:

A. Institutional Re-Orientations

1. Formation of State Apex Council on Digital India headed by the Chief Minister.
2. Constitution of State / UT Apex Committees on Digital India headed by the Chief Secretary.

B. Infrastructure as Utility and Digital Empowerment of Citizens

1. To ensure Last Mile Connectivity for urban and rural citizens through NOFN/NKN/SWAN and Private Networks connectivity.
2. To expedite Electronic Delivery of Services to all the citizens under the e-Kranti Programme.
3. To modify enhance and amplify the ambit of operations of the existing Common Service Centres as well as to establish domain specific Information Kiosks.
4. To initiate Integrated IT-SEZ under the SEZ Act of 2005 and relevant SEZ rules of 2006
 - i. IT Park primarily to host IT/ITES activities like BPO/KPO/LPO, digitization, Application Development etc.
 - ii. Electronic System Design and Manufacturing Clusters with an objective of achieving zero imports as per 'Guidelines for the Operation of the Modified Special Incentive Package Scheme for Electronics' circulated by Department of Electronics and Information Technology, Government of India on 07.10.2012. To achieve the aforesaid objectives Government of Manipur, in line with the Government of India Policy, will adopt the following pillars to promote ESDM within the State. The State envisages 5 vibrant ESDM Greenfield Clusters to function within the state (in addition to the Incubated Project units) within the next 5 years.
 - A. Preferential Market Access (PMA) will be given to ESDM Companies registered and established in Manipur and operating out of Manipur. This Policy shall be applicable for the next 5 years, extendable thereafter. The benchmark for quantifying the PMA will be published separately at a later date.
 - B. Setting-Up of ESDM Innovation/ Design Centres: The Government of Manipur will encourage establishment of ESDM innovation Centres under suitable Government of India schemes as well as Government of Manipur schemes to be taken up later. The Government of Manipur envisages setting up of 10 (2 every year on the recommendations of a 'Select Committee') such Centres at the IIIT, Manipur campus.

Note: In addition to the above, fiscal incentives and concessions as per Industrial & Investment Policy of Manipur, 2013 vide Notification No. 48/3/2010-COM & IND dated 13th May 2013 will be extended to the ESDM units of Manipur.

C. E-Service Convergence Platform: ‘Manipur – Digitally Yours’ on a Build, and Operate mode under the Public Private Partnership Model

As a State Sponsored Initiative, Government of Manipur shall earmark **1.1% of the State Budget (out of a total allocation of 1.5% of the State Budget)** annually to DIT-Manipur to take up Citizen Centric e-Governance Projects under the aegis of ‘Manipur – Digitally Yours’ Programme for the next five years.

The model will be executed in partnership with a ‘Marquee Tenant’ who is expected to take up at least 25% of the space at the IT-Park. The IT Park is to be developed as an IT Knowledge Hub on the basis of which Business Development Activities will be taken up with neighbouring countries. The following will be the representative Scope of Work to be taken up under this ‘Programme’.

1. Identification of Critical Projects and their Convergence.
 - i. Scripting suitable Process Re-Engineering in the departments to reduce human touch points.
 - ii. Facilitating the convergence of all on-going e-Governance projects in one single State Knowledge Portal.
 - iii. Identification and Prioritization of Critical State Specific Projects.
2. Development of Inter-Operable Applications.
 - i. Publishing, Using and Developing Innovative Applications on Open-Data.
 - ii. Integration and/or Development of Integrated Geographical Information System.
 - iii. Establishing Physical and Cyber Security Applications to mitigate risks to critical data.
3. Digital Open Courses on e-learning platform for widespread education.
 - i. Teachers Training Courses for Montessori Education,
 - ii. School Level Open Courses through State Education Kiosks,
 - iii. Courses for Engineering Entrance Examinations,
 - iv. Skill Development and Awareness Programmes,
 - v. Professional Courses from Institutes of Higher Education like IIIT, Manipur.

4. Designing and implementing a '**State-Wide Knowledge Management**' paradigm to ensure creation, retention, use and re-use of Knowledge Assets.
5. Designing and implementing a '**State-Wide Data Ware-House**' programme to ensure data and information exchange and Data Analytics for Decision Making in the discharge of effective Governance.
6. Setting up Cost effective Private Data Centres.
7. Integrating e-services in e-Governance with m-Governance.
8. Designing and Developing Citizen-Centric Mobile Applications not covered within the ambit of Point 7.

D. Positioning, Branding and Promoting Manipur

1. Government of Manipur will institute a focussed Task Force to develop a Target Oriented Roadmap for positioning '**Manipur – A State of Business Opulence**'.
2. Government of Manipur will institute annual awards to facilitate outstanding and innovative companies and individuals.
3. Government of Manipur will also establish a 'Search Committee' to identify outstanding students and employees who have made significant contribution in helping the State make significant transformative strides.

Note: Awards will be with a maximum cap of Rs. 5L each for Points 2 & 3.

E. Social Media to reach out and complete a Citizen Relationship Management System

1. Government of Manipur will use the Social Media to:
 - i. Conduct Sensitivity / Sentiment Analysis of various Projects / Programmes from the Citizens.
 - ii. Collate Citizen Suggestions, complaints and ideas to be incorporated into State Policy and State Budgets suitably.
 - iii. Encourage Citizens to form Communities of Practice in various domains of engagement and select Communities of Commitment from them, to be involved in Policy Formulation and Implementation of Governance Schemes.

2. Government of Manipur, however, while being sensitive to Citizen Centric Interactions will have no tolerance for disruptive activities that hinder Governance and malign the Government under the provisions enumerated in Indian Penal Code, Information Technology Act and Indecent Representation of Women.

F. Data Privacy of Government of Manipur

Government of Manipur will publish Privacy Policy for both Vendors as well as Employees for handling of or dealing in Personal Information including sensitive personal data or information as mandated by Rule 4, and declarations under Rules 5, 6 and 7 of Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011. Besides the Government of Manipur will strive to incorporate provisions for suitable levels of encryptions and will strive to ensure end point Asset, Patch and Inventory Management.

G. M-Governance

M-government is largely a matter of getting public sector IT systems geared to interoperability with citizen's mobile devices. In this regard, Government of Manipur shall endeavour to develop a coherent m-Government framework and ecosystem in the public sector as a priority. The basic principle for such a framework shall be principle-driven. The common mobile public services based on which the Government of Manipur will script their M-Governance Policy subsequently, would be based on the following five principles:

1. Interoperability,
2. Security,
3. Openness,
4. Flexibility and
5. Scalability.

H. Security of Cyber-Space

Government of Manipur will:

1. Undertake policy, promotion and enabling actions for compliance to international security best practices and conformity assessment (product, process, technology & people) and incentives for compliance.
2. Promote indigenous development of suitable security techniques and technology.
3. Strive to promote a culture of adopting Cyber Security for responsible user behaviour and actions including building suitable capacities and awareness campaigns.
4. To design and establish an 'Information Security Assurance Framework'.

5. Adopt the provisions of National Cyber Security Policy – 2013 (NCSP – 2013) as notified by the Department of Electronics and Information Technology vide File No: 2(35)/2011-CERT-In dated 2nd July 2013.

I. General Reforms:

Government of Manipur will bring about the following reforms to facilitate expeditious growth using IT/ITES/Electronic Manufacturing as key enabling functions:

1. Human Resources: The Government of Manipur will

- i. Relook and modify if necessary the Technical Education Policy of the State to make it aligned to the needs of the Industry as well as oriented along the qualitative standards required for quality research work to be conducted.
- ii. Formally institutionalize an Industry-Academia forum to discuss emergence of technologies, challenges, and requirements etc. once every quarter.
- iii. Evaluate the existing Skill Development Programmes of the State and the Centre and bring in suitable interventions to enhance productivity of such programmes in terms of Quality (to be measured against pre-set benchmarks) and their resultant output.
- iv. Ensure optimal utilization of the State e-Governance Mission Teams to drive Programmes under the National e-Governance Plan.

2. Administrative: The Government of Manipur will

- i. Consider renaming the Department of Information Technology – Manipur to Department of Electronics and Information Technology thus encompassing ESDM within the ambit of formal duties. The Department will be strengthened substantially to cope up with the challenges of the deluge of times.
- ii. Strive to organize a forum of Angel Investors, Venture Capitalists, PE investors, Corporate Sponsors (including Corporate Funding under Corporate Social Responsibility Schemes) etc. to organize a prospective funding pool for furthering:
 - A. Potential Business Lines from Incubation to Commercial Production.
 - B. Research and Development.
 - C. The cause of Continuing Business with a good potential of making an impact.
 - D. The Cause of Starting Up Business.
 - E. The Cause of the Society at large under the Corporate Social Responsibility Scheme.
- iii. Revisit Procurement Policy to examine how best credible local manufacturers and developers are given a preference in participating

in Government procurement of Hardware and Software. The fulcrum of such a Policy is to ensure enhancement of Local Techno- Functional Competence as a Value Proposition and will not be available for firms engaged in the business of Reselling / Trading Brands as their channel partners.

- iv. Optimally use the resources available at the Manipur unit of the National Informatics Centre to ensure better collaborative co-ordination among the IT department and other State departments of the Government of Manipur.

J. Identification of Key Priority Areas

Government of Manipur, during the next five (05) years:

1. Education at all levels,
2. Health with an intention of providing access to Health Services for all,
3. Supply Chain with a specific focus on Retail and Distribution,
4. E-Commerce to enhance trade of products produced in the State with a special focus on Cottage Industries,
5. Banking and Insurance to ensure mitigating the risk of Capital being swindled out of the Economy, and to ensure that banking and insurance facilities are extended to the last mile.
6. Design Activities using local resources.
7. Tourism promotion using one-stop all services portal linking sites, tour operators, travel agencies in one window.
8. Agriculture.

K. Data Sharing and Accessibility Policy

The principles on which data sharing and accessibility need to be based include: Openness, Flexibility, Transparency, Legal Conformity, Protection of Intellectual Property, Formal Responsibility, Professionalism, Standards, Interoperability, Quality, Security, Efficiency, Accountability, Sustainability and Privacy. Government of Manipur will adopt National Data Sharing and Accessibility Policy (NDSAP – 2012) issued by Department of Science & Technology under the Ministry of Science & Technology, Government of India.

L. Ensuring Compliance

Government of Manipur will encourage Legal and Project Management Compliance by the use of IT/ITES applications.

M. E-Waste Management Policy

Government of Manipur will adhere to the provisions of the Policy issued by Ministry of Environment and Forests, Government of India vide Notification No. S.O. 1035(E) dated 12th May, 2011 till such time that they feel the need of incorporating state specific modifications.

VIII. POLICY IMPLEMENTATION

Department of Information Technology, Manipur (DIT-Manipur), will implement this Policy in consultation with the Department of Commerce and Industries, Manipur. Eligible units shall avail incentives either under the Industrial Policy in force, or this Policy. The incentives shall be claimed in such a manner so as to obviate duplication of any particular benefit at the State level. The interpretation of this Policy by the DIT-Manipur shall be final.

IX. POLICY IMPLEMENTATION GUIDELINES

The Department of Information Technology, Manipur will issue detailed implementation guidelines in consonance with The Industrial and Investment Policy of Manipur, 2013 (IIPM 2013) in order to achieve the goals and objectives of this Policy. The following will be the cornerstones for the Implementation Guideline:

1. Process and Procedural Support Mechanism – Establishing an on-line integrated work-flow for a one-stop hassle free experience.
2. Investment and Trade Promotion – To encourage the ‘Buy Local’ paradigm and by opening up chapters of organizations like NASSCOM, CII, FICCI etc.
3. Key Components of Growth Led IT Ecosystem – Physical infrastructure like Roads, Transport, Satellite townships etc.
4. Growth of Rural Manipur Hinterland by using IT as a key driver.
5. Structure of Programme Management.
6. Identification of Key Performance Indicators.
7. The Framework of Performance Audit & and Performance Reporting.

X. POLICY PERIOD / OPERATIVE PERIOD

This Policy shall come into force with effect from the date of issuance of Policy GR and shall remain in force for a period of five years or till the declaration of a new or revised Policy, whichever is earlier. Only those IT/ITeS units which commence operations during the operative period of this Policy shall be eligible for incentives.

