



**Information Technology Policy  
for Manipur State – 2022**

**Government of Manipur  
Prepared by Department of IT, Manipur**



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## **FOREWORD**

Government of Manipur is cognizant of improvements in information technology and its impact in improving lives and livelihoods of people. Manipur is a land locked state and high number of highly educated people, hence IT has been identified as a priority industry that can be engine of growth for Manipur. The Government realizes the need to update the Manipur State IT Policy 2015 published by the Government of Manipur, given the pace at which technology, and the macro and microengagements of doing business and discharging governance have changed.

The Manipur State IT Policy will focus on two key areas:

1. **Improve Infrastructure and Ecosystem:** The core of this policy is to ensure that IT penetration in the state increases, adequate infrastructure is developed for industry to thrive, capacity building in terms of entrepreneurship, skilling, promotion to attract business etc.
2. **Improving Standards of Living:** Transform Manipur into a digitally empowered society and knowledge economy. Through this the policy aims to ensure Ease of doing business, ease of living, ease of Governance, data based decisions etc, with a strong focus to improve the livelihood and standards of living in the State.

Further, the Government is also cognizant of the developments and breakthroughs that have been achieved in the field of existing Information Technology and Emerging

Technology and is determined to work towards providing Capacity Training in the same domain. The IT industry has been the backbone for work from home, e-commerce and other relief related services being provided during the wake of Covid-19 Pandemic. The pandemic specifically has shown the world that the world can effectively work from anywhere. Manipur wants to establish Information Technology strength and become the hub of IT in the North East to cater to different services in the region.

Acknowledging this aspect, the State has decided to notify a new Information Technology Policy. Hence the Government of Manipur is pleased to announce the Manipur State IT Policy 2022

(hereafter to be referred as Policy) for digitization of Government, individuals and business and IT/ITES/ESDM sectors. The tenure of this Policy is five years after which it will be modified in accordance with the emergence of demands, opportunities and challenges that are now latent in the tectonic interactions of the present. The Government reserves the right of improving the policy through mid-term reviews.

The Policy is also aimed to:

- Fast-track enhancement of tele-density, so that all the corners of the State are connected.
- Promote and position Manipur to be the most preferred destination for IT/ITeS related services, R&D, Product and Service Hub in the North-East region and for the neighboring countries.
- To drive investments from private sector for IT business growth and creation of job opportunities

ensuring an inclusive and conducive business climate environment.

- Develop Manipur as one of the best e-Governed States, along with appropriate infrastructure and an ecosystem conducive for industries.
- Foster a practice of Continuous Capacity Building, for availability of skilled and employable talent pool.
- To promote digitization of MSMEs across Manipur's economy to drive economic growth<sup>1</sup>

## INFORMATION TECHNOLOGY POLICY FOR MANIPUR STATE

### 1. 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 Government of Manipur 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 units meeting eligibility criteria for availing of incentives under this Policy.

### 2. VISION

**The Vision of the Manipur Policy 2022-2026** is to transform Manipur into a sustainable and innovative society of excellence in ICT with focus on enhancing the quality of governance for the benefit of common citizens through digital empowerment and deployment of emerging technology solutions in all aspects of socio-economic life, enhancing

<sup>1</sup> 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.

the capacity and skill sets of new generations for employment in IT/ITeS/ESDM sector, promoting innovation and start-ups and also 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 Manipur and to contribute to the overall economy and prosperity of the State to ensure Ease and Living.

[is it possible to add some link here to a state-level plan or economic development strategy?]

### **3. MISSION**

#### **1. Imbibing Information Technology as an enabler for economic opportunity and social inclusion for all sections of society. It is aimed:**

- i. To leverage Information Technology as an enabler and catalyst for the socio-economic development of the State.
- ii. To attract and promote IT and ITeS companies that provide product or services for different markets to ensure that overall regional balance is achieved and maintained, thereby effectively bridging the digital divide.

#### **2. Facilitating Micro Small and Medium Enterprises as key drivers of growth**

- i. To facilitate growth the success and growth of Micro, Small and Medium Enterprises (MSMEs) in IT/ITeS by providing them with the requisite support.
- ii. To aim for Excellence in Innovation,

R&D and Entrepreneurship in inter-disciplinary domains with IT as an enabling expedient.

- iii. To seed educational, technical and R&D institutions with required IT infrastructure for promoting innovation and excellence.
- iv. To promote entrepreneurship and to create equitable employment opportunities for different sections of the society across different geographical regions.

#### **3. Attracting Global Partnerships**

- i. To form partnerships in emerging technologies with leading IT/ ITeS Organizations / Agencies in the world to promote the sector in the State.
- ii. To establish engaging relations within the Manipur diaspora.

#### **4. Empowering the workforce with digital skills:**

- i. To significantly enhance quality and availability of IT skilled talent.
- ii. To support development of a knowledge-based economy in the State.
- iii. To upskill and reskill the workforce for resilience and productivity in a changing environment and supporting the structural transformation of the state's economy.

#### **5. Making Manipur a preferred destination for Global Knowledge Workforce and Industry**

- i. To achieve higher level of domestic and export revenue turnover
- ii. Enhanced productivity and augmentation of Gross State Domestic Product (GSDP).

- iii. To provide proactive, congenial and industry-friendly climate conducive for IT companies to flourish in a most competitive and efficient manner.
- iv. To undertake innovative Capacity Building schemes suited to the changing requirements of the Industry.
- v. Network connectivity to reach to all remote region of the state
- vi. Reliable and Sustainable Power Supply
- vii. Maximizing opportunities for Green and Climate-Smart Technology development, including in systems of production and manufacturing

#### **6. Creation of Entrepreneurial Ecosystem**

- i. To set-up Incubator and Accelerators in the state to support entrepreneurship and to foster more investment into the state
- ii. Strategic tie-up with existing Indian and international Incubators and Accelerators for knowledge sharing and support.

#### **4. BACKGROUND**

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 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 also been a consistent growth driver for the Indian economy. 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 hardware. ESDM manufacturing and the identification of manufacturing clusters is now therefore an integral component of technology inclusiveness. Additionally, this policy will also promote greener and more sustainable way of doing businesses.

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. Government realizes through the IT/ITeS a large part of the spend is on salaries and these tend to be spend on local economy creating a much larger trickle-down effect.

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 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 folds. Afterwards, the policy was modified for improved outcome in 2015 which helped in expanding many

aspects of IT and its involvement in many Government Departments. And now with the new emerging technologies again, there is a need to modify the policy to support Manipur to advance technologically.

It is apparent thus, that a new policy should be 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 flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy.

The focus is on being transformative, outcome oriented 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.

### **Digital Infrastructure as a Utility to Every Citizen**

1. Availability of high-speed internet as a core utility for delivery of services to citizens.
2. Cradle to grave digital identity that is - unique, lifelong, online and authenticable to every citizen.
3. Mobile phone & bank account enabling citizen participation in digital & financial space.
4. Easy access to a Common Service Centre.
5. Shareable private space on a public cloud.
6. Safe and secure cyber-space.

### **Governance and Services on Demand**

1. Seamlessly integrated services of departments and jurisdictions.
2. Services availability in real time from online & mobile platforms.
3. All citizen entitlements to be available on the cloud.
4. Digitally transformed services for improving ease of doing business
5. Making financial transactions electronic & cashless
6. Leveraging GIS for decision support systems & development.
7. Digital Empowerment of Citizen
8. Citizen centric services
  - a. Accessible digital resources universally.
  - b. All documents/certificates to be stored online
  - c. Available on cloud.
  - d. Availability of digital resources / services in Indian languages
  - e. Portability of all entitlements through cloud
  - f. Enable to reach the citizens and enterprises based out of remote villages for "Direct Benefit Transfer (DBT)," to ensure secure transactions and to support more inclusive and resilient delivery of services in the digital economy.

### **Manipur IT Scenario**

In the context of the vision of 'Digital India', Government of 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.

Some of the key initiatives that the Government of Manipur has taken are e-District with aim to provide services like tracking application for services for



certificates such as Permanent Resident, Domicile, SC, ST, Birth, Death Certificate, etc. Further, the government has also developed e-office File Management System to ensure moving towards functioning of Government offices with less paperwork and ushering in more efficient, effective and transparent inter-government and intra-government transactions. In addition to this, Government has also envisaged CM dashboard to bring in transparency & accountability in the functioning of the government as various data and reports will be available in public domain and to ensure a two-way communication between citizens and Government (through messages, feedback, suggestions, opinion polls etc.)

Government of Manipur has also launched Digital Application for Review by Public and Nation (DARPAN) and Anti-Corruption Cell (ACC). While DARPAN helps to keep track of progress of works undertaken by the different government departments /agencies. ACC website was set up to receive public grievance or information related to any incident of corruption.

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 ensure equitable and inclusive growth and development, in particular.

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 policy is aimed to be a step towards it. As a major step thus, the Government of Manipur will allocate necessary budgetary support to the IT sector to achieve the aims of the Government

## **5. INDICATIVE LIST OF IT/ITeS SERVICES TO BE DEVELOPED IN MANIPUR**

- Call Centers
- Medical Transcriptions & Tele-Medicines
- Back Office Operation/Business

- Process Outsourcing (BPO)/ Knowledge Process Outsourcing (KPO)/ Legal Process Outsourcing (LPO)
- Revenue Accounting and other ancillary operations
  - Geographic Information System
  - Insurance claim Processing
  - Graphic Designing
  - Animation
  - Web/Digital Content Development
  - Digitization / Document Archiving activities
  - Financial and Accounting Processing
  - HR & Payroll Processing
  - Bioinformatics
  - Any other new or existing services which require computers and other IT assets
  - IT enabled banking, non-banking services including insurance, pension, Asset Management and market related services.
  - Depository and Security registration and dematerialization services
  - To develop Manipur as one of the most preferred destinations in North-East region for the hub of IT/ITES services with focus on creating equal job opportunities for both male and female employees with required emphasis on training and upskilling of job seekers to make them job ready. s.

## 6. OBJECTIVES

As a State Sponsored Initiative,

Government of Manipur shall get substantial state Budget annually to DIT-Manipur to take up Citizen Centric e-Governance Projects under the aegis of 'Digital Manipur' Programme for the next five years. The following will be the representative Scope of Work to be taken up under the Policy.

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

to ensure creation, retention, use and re-use of Knowledge Assets.

Some of the key objectives under this Policy to be full filled by Government of Manipur are highlighted below:

### **6.1 Concept of Digital Manipur**

1. 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.
2. Setting up Cost effective Private Data centers.
3. Designing and Developing Citizen-Centric Mobile Applications.
4. Integrating e-services in e-Governance with m- Governance
5. Strong cybersecurity and data protection framework for personal data and related systems, in line with international standards.

### **6.2. Positioning, Branding and Promoting Manipur for Digital Manipur**

- i. Government of Manipur will institute a focused Task Force to develop a Target Oriented Roadmap for positioning 'Manipur – A State of Business Opulence'.
- ii. Government of Manipur will institute annual awards to facilitate outstanding and innovative companies and individuals.
- iii. Government of Manipur will also establish a 'Search Committee' to identify outstanding students and employees who have made

significant contribution in helping the state makes significant transformative strides.

### **6.3 Social Media to reach out and complete a Citizen Relationship Management System**

Government of Manipur will use 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.
- iv. 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.
- v. All the appropriate privacy protections and other safeguards will be take care of.

### **6.4 Data Security and Privacy of Government of Manipur**

Government of Manipur will publish Security and Privacy Policy for both Vendors

as well as Employees for handling of or dealing in Personal Information including sensitive personal data or information, based on the global best practices. Besides that, 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.

### **6.5 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 endeavor 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:

- Interoperability,
- Security,
- Openness,
- Flexibility and
- Scalability.

### **6.6 Security of Cyber-Space**

Government of Manipur will:

- Undertake policy, promotion and enabling actions for compliance to international security best practices and conformity assessment (product, process, technology & people) and incentives for compliance.
- Promote indigenous development of suitable security techniques and technology.
- Strive to promote a culture of adopting Cyber Security for responsible user behavior and actions including building suitable

capacities and awareness campaigns.

- To design and establish an 'Information Security Assurance Framework'.
- 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. le including all consumers of electronic items.

### **6.7 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 such me that they feel the need of incorporating state specific modifications. Govt. of Manipur will take initiative and control measures as may be required to ensure proper e- waste management in the State as a whole including all consumers of electronic items.

### **6.8 Right of Way Policy**

Manipur Right of Way (RoW) Policy, 2019 for Mobile Towers, OFC and Telecom Infrastructure has been implemented by Department of Information Technology, Government of Manipur.

### **6.9 Emerging Technologies**

Government of Manipur will promote the increased use of new and evolving technologies viz: Internet of Thing (IoT), supercomputing, Quantum Computing, Machine learning, Artificial Intelligence, Big Data, Virtual Reality, zero fault software, 4G/5G communication to enhance the public service delivery and to ensure optimal use of resources by making

Manipur a preferred destination in the global IT/ITeS/ESDM sectors.

### 6.10 Broadband for all

It will facilitate affordable, safe, universal, and equitable access to broadband services across the state of Manipur, especially in rural and remote areas; it will also aim to support measures that would significantly improve quality of services for mobile and internet. It will enable strengthening of technological infrastructure for education, health, entrepreneurship and development.

### 6.11 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 a 24x7 basis.

Government of Manipur will nominate a Nodal Agency, for hand holding and providing effective liaising with various Government Departments / agencies/bodies.

The entire process will be a single stop on-line process where the maximum processing period will be 45 working days.

### 6.12 Promotion of IT

- i. To increase the current investment in IT/ITeS sector by 10% from the current value, as on the date of publishing of the Policy.
- ii. To increase the turnover of local entrepreneurs so as to enhance their capacity of employment as per the following categories:

- Small Scale Enterprises (turnover less than 1 Cr.)
- Medium Scale Enterprises (turnover between 1Cr- 5 Cr)
- Large Scale Enterprises (turnover above 5 Cr)

- iii. To initiate IT service from the State to be leveraged on the national/international circuit.
- iv. To increase the employment by promoting and developing employment opportunities in the IT and ITeS sectors as per the following categories:

- Small Scale Enterprises
- Medium Scale Enterprises
- Large Scale Enterprises

### 6.13 E-Services

- i. Ensure electronic delivery of



services to citizens and business, across all departments, to achieve the objective of transparency and efficiency.

- ii. Enable "SMART" (Simple, Measurable, Accountable, Responsive and Transparent) governance through digital workflow and automation systems.

### 6.14 E-Governance & connectivity

- i. Develop core ICT infrastructure for delivery of e-services and promote the use of ICT in governance.
- ii. Creation of backbone for BharatNet

program to ensure the delivery of e-governance, e-health, e-banking and other services to rural parts of Manipur

- iii. Provide broadband connectivity to all Government offices up to blocks/gram Panchayats/villages in next coming years.
- iv. Promote and set up critical ICT infrastructure such as communication networks, IT Parks, Incubation Centers and peripheral services through Government and private partnerships.

#### 6.15 E-Transformation

- i. Leveraging the domestic IT capacity in the State to create a virtuous cycle of development
- ii. Re-engineer the Government processes to suit the delivery of electronic services.
- iii. Put in place programmes and schemes in IT sector, both in terms of employment and entrepreneurship
- iv. To undertake digital literacy program for making rural citizens of the State digitally literate by the next coming years and to provide computer education to every student in the State-run schools.

#### 6.16 Promotion of Electronic System Design and Manufacturing

ESDM 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. Creation of Complete Ecosystem:

The Government will focus on establishing a complete market for the ESDM companies registered and established in Manipur. These companies will be supported with incentives and support for creation of market. Policy shall be applicable for the next 5 years, extendable thereafter. The incentives and support for ESDM and benchmark for quantifying for the same will be published separately at a later date.

##### b. Setting Up of ESDM Innovation/ Design Centers:

The Government of Manipur will encourage establishment of ESDM innovation Centers under suitable Government of India programmes viz. Make in India, as well as Government of Manipur schemes viz. Startup Manipur, 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 Centers at the IIIT, Manipur campus.

##### c. E-Service Convergence Platform:

'Digital Manipur' on a Build and Operate mode under the Public Private Partnership Model. This is in line with one of the visions of the National Digital India programme: Governance &

Services on Demand.

### 6.17 General Reforms

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

Human Resources: The Government of Manipur will:

- 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.
- Formally institutionalize an Industry-Academia forum to discuss emergence of technologies, challenges, and requirements etc. once every quarter.
- 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.
- Ensure optimal utilization of the State e- Governance Mission Teams to drive Programmes under the National e-Governance Plan.
- To leverage National Skill Development Corporation (NSDC) for skill development.

Administrative: The Government of Manipur will:

- Consider declaration of Awards to Departments for achieving Citizen-Centric paperless electronic interfaces.

- 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:
  - Potential Business Lines from Incubation to Commercial Production.
  - Research and Development.
  - The cause of Continuing Business with a good potential of making an impact.
  - The Cause of Starting Up Business.
  - The Cause of the Society at large under the Corporate Social Responsibility Scheme.
- Revisit Procurement Policy to examine how best 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.
- 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.
- Galvanize co-ordination with 'Employment Exchange' department to ensure efficient and gainful placement of workforce in Manipur.

- Formulate an institutional mechanism to support and facilitate implementation of various schemes and programmes proposed by the Government of India from time to time

### **Identification of Key Priority Areas**

Government of Manipur, for its next five-year plans has envisaged following:

- Education at all levels.
- Health with an intention of providing access to Health Services for all.
- Supply Chain with a specific focus on Retail and Distribution.
- E-Commerce to enhance trade of products produced in the State with a special focus on Cottage Industries.
- 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.
- Design Activities using local resources.
- Tourism promotion using one-stop services portal linking sites, tour operators, travel agencies in one window.
- Agriculture.
- Data Sharing and Accessibility

For the successful implementation and execution of the plans by Government of Manipur, IT/ITeS services will play a critical role as a source of information, DBT, application of grants, etc.

## **7. KEY PROVISIONS UNDER POLICY**

### **Policy Implementation and Monitoring**

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 and Central level or any other incentive which overlaps with existing incentive already availed. The interpretation of this Policy by the DIT-Manipur shall be final.

### **Policy Implementation Guidelines**

The Department of Information Technology, Manipur will issue detailed implementation guidelines and monitoring plan in consonance with The Industrial and Investment Policy of Manipur, 2013 (IIPM 2013) in order to achieve the goals and objectives of this Policy. IT industry development requires multiple, parallel inputs and enablers to be developed. This includes future-ready skills, business climate, infrastructure, access to financing, and an enabling environment for innovation and entrepreneurship. The guidelines will identify measures to be taken to create and support these inputs and enablers, and the following will be the cornerstones for the Implementation Guideline:

- Process and Procedural Support Mechanism – Establishing an on-line integrated work-flow for a one-stop hassle free experience.
- Investment and Trade Promotion – To encourage opening up chapters of organizations like NASSCOM, CII,

- FICCI, etc.
- Key Components of Growth Led IT Ecosystem – physical infrastructure like Roads, transport, housing complex, shopping facilities, Energy supplies, telecom connectivity, skills development, education and training facilities, healthcare facilities, etc.
- Growth of Rural Manipur Hinterland by using IT as a key driver to promote Social inclusion and gender inclusion, including via geographic diversity
- Structure of Programme Management.
- Identification of Key Performance Indicators.
- The Framework of Performance Audit & and Performance Reporting.

### **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 are in operation during the operative period of this Policy shall be eligible for incentive.

### **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 in IT/ITeS Industry subject to availability, fulfillment of eligibility criteria as determined by the State Government from time to time.

### **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 be offered for Mega IT/ITeS Projects.

## **8. INCENTIVES/SUBSIDIES UNDER THIS POLICY**

### **8.1 Common Fiscal Incentives for all companies setting up office in IT domain in State of Manipur**

Drawing on national programs including Digital India that are in effect, the Government of Manipur would aim to attract private investment through various transparent and competitively neutral incentives provided per pre-defined eligibility criteria. This would include:

#### **1. Employee Subsidy**

- a. For start-ups / SC / ST / Women entrepreneurs** to get additional subsidy or/and relaxation in norms to avail subsidy.
- b. Training Subsidy:** A fixed sum to be provided as subsidy to the employer, per employee, per year for training purposes. The subsidy to be provided as reimbursement on completion of the training and on submission of certificate only for locally placed employees.

#### **2. Marketing Support**

IT/ITeS companies setting up office in the State of Manipur shall be eligible for reimbursement of funds spent on Marketing, as mutually agreed upon by the Government and Company.

### **3. Quality Certification**

Start-ups / SC / ST / Women Entrepreneurs to be eligible for reimbursement of certain component of expenditure incurred for obtaining quality certifications, as mutually agreed upon by the Government and Company.

### **4. Patent Filing Costs/Copy Right/Trademark:**

The Government of Manipur is keen to encourage the filing of patents by companies located within the State. The Government will, therefore, reimburse the cost of filing patents/Copy Rights to companies having their R&D units in Manipur for successfully receiving patents/Copy Rights from Competent Statutory Authority. Reimbursement of such cost, to a maximum limit, shall be considered by the Government for National or International Patent/Copy Right, as the case may be.

### **5. Incubation/Accelerator Support**

The Government of Manipur is extremely keen on promotion of Entrepreneurship in the state and in line with the same, special incentives/subsidies to be offered to companies setting up Incubator/Accelerators in the State of Manipur.

### **6. Skills Development Support**

The Government of Manipur shall be providing skill development training, especially in the field of BPO, to the Manipur youth, to take up jobs for BPOs.

**Benefits under different Central Government Schemes, existing or to be launched eventually, will also be**

**applicable to everyone eligible in the IT sector in State of Manipur.**

## **8.2 Simplification of Labour Laws**

IT/ITeS Industry will be declared as an Essential Service under Manipur Essential Services Maintenance Act. Department of Skill, Labour, Employment, & Entrepreneurship would make necessary amendments in the ESMA to include IT/ITeS Industry in the List of Essential Services.

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. Barriers pertaining to employment of women at night have been removed. Companies will be obliged to offer their women employees and workers with adequate security to them during their work and for transportation to and from.

Companies will have to make all arrangements as per the provisions under the Manipur Shops and Establishment (Regulation of Employment and Conditions of Service) Ordinance, 2021 regarding women's safety.

In line with promotion of Ease of Doing Business in the State, the IT & ITeS companies will be permitted to self-certify, where applicable, that they are maintaining the registers and forms as contemplated and prescribed under the following Acts:

- IT Act 2000 and IT amendment Act 2008
- The Payment of Wages Act, 1936 and rules thereunder
- The Minimum Wages Act, 1948
- The Workmen's Compensation Act,

1923

- The Contract Labour (Regulations and Abolition) Act, 1970
- Employees State Insurance (Amendment) Act, 2010
- Manipur Shops and Establishment Rules, 1963
- The Payment of Gratuity Act, 1972
- The Maternity Benefit Act, 1961 and
- rules thereunder
- Equal Remuneration Act, 1976
- Water (Prevention and Control of Pollution) Act, 1974
- Employment Exchange Act, 1959
- The Factories Act, 1948 and Manipur Factories Rules, 2021
- Employees' Provident Fund & Miscellaneous Provisions Act, 1952

***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.***

## **Manipur IT SEZ Policy Note**

The ITSEZ in Manipur Note is drafted towards providing incentive support to the IT SEZ being developed in the State of Manipur. This shall be applicable to any such unit being developed in the state. IT SEZ Mantripukhri is envisioned to be the first of its kind Sector-Specific Special Economic Zone in the North East Region of India. Its' establishment is estimated to bring an additional Rs. 4,600 crores to GDSP (~15% of Manipur GDSP 2019-20), and provide direct and indirect employment opportunities to approximately 44,000 people. Thereby leading to a substantial increase in the average standard of living while providing middle-income job opportunities for skilled workers. Through its Skilling and Training centers, the ITSEZ, will provide upskilling opportunities for the local residents, helping them be job-ready in the 21<sup>st</sup> century with hands-on training with world-class technologies. The 5 buildings envisioned for the processing zone will have approximately 900,000 sq. ft. of built-up area for businesses in the IT and ITES industry. These buildings will be supported by the infrastructure in the Non-Processing Zone, which will include a 190 unit Residential Complex, a Hotel, a Multi-Specialty Hospital, and a Cultural and Recreational Centre; fulfilling all basic needs of the workers and residents of this SEZ. The Manipur IT SEZ Policy Note is a subset of Manipur IT Policy which focuses on providing incentives to stakeholders investing in or setting up office in the IT SEZ. The Government is determined to provide improved communication systems including 5G and fiber, special package for data centre, uninterrupted power supply, and other infrastructure facilities. In addition to this, some specific incentives which are envisaged are given below:

### **A. Common Fiscal Incentives for all companies setting up office in IT SEZ/IT-Park in State of Manipur**

Drawing on national programs including Digital India that are in effect, the Government of Manipur would aim to attract private investment through various transparent and competitively neutral incentives provided per pre-defined eligibility criteria. This would include:

#### **1. Capital Subsidy**

Government of Manipur to provide a capital subsidy to an IT/ITES company setting up operations in IT SEZ Manipur. This capital subsidy shall support the company in setting up the office and internal infrastructure, etc..

#### **2. Employee Subsidy**

- a. Recruitment Subsidy:** Recruitment assistance, per employee, for initial employees to be provided to the company providing a minimum commitment of job creation.
- b. Employment Subsidy:** Companies to be provided subsidy for the local residents of Manipur, employed with IT/ITES companies to be provided addition subsidy, per individual, per month.
- c. For start-ups / SC / ST / Women entrepreneurs** to get additional subsidy or/and relaxation in norms to avail subsidy.
- d. Training Subsidy:** A fixed sum to be provided as subsidy to the employer, per employee, per year for training purposes. The subsidy to be provided as reimbursement on completion of the training and on submission of certificate only for locally placed

employees.

### **3. Lease/Rent Subsidy**

Lease/rents for the IT/ITES firms setting up operation in processing zone of IT SEZ will be determined at an attractive rate for a period of 5 years. Additionally, lease/rent subsidy would be given to the IT/ITES companies based on the floor area occupied by the company in the Processing Zone of IT SEZ.

### **4. Power**

Eligible units, after coming to commercial operation in Processing Zone and Non-Processing zone would be eligible for reimbursement of the duty component of the power consumption as finalized by the CCML, Electricity Department, Government of Manipur and Joint Electricity Regulatory Commission for Manipur and Mizoram.

### **5. Marketing Support**

IT/ITeS companies setting up office in the IT SEZ shall be eligible for reimbursement of funds spent on Marketing, as mutually agreed upon by the Government and Company.

### **6. Quality Certification**

Start-ups / SC / ST / Women Entrepreneurs to be eligible for reimbursement of certain component of expenditure incurred for obtaining quality certifications, as mutually agreed upon by the Government and Company.

### **7. Patent Filing Costs/Copy Right/Trademark:**

The Government of Manipur is keen to encourage the filing of patents by companies located within the State. The Government will, therefore, reimburse the cost of filing patents/Copy Rights to companies having their R&D units in Manipur for successfully receiving patents/Copy Rights from Competent Statutory Authority. Reimbursement of such cost, to a maximum limit, shall be considered by the Government for National or International Patent/Copy Right, as the case may be.

### **8. Incubation/Accelerator Support**

The Government of Manipur is extremely keen on promotion of Entrepreneurship in the state and in line with the same, special incentives/subsidies to be offered to companies setting up Incubator/Accelerators in the IT SEZ.

### **9. Skills Development Support**

The Government of Manipur shall be providing skill development training, especially in the field of BPO, to the Manipur youth, to take up jobs for BPOs being set-up in the IT SEZ.

### **10. Support for 24x7 operations**

With an aim that the units in the IT SEZ will operate 24x7, the Government aims to provide transportation of employees that may include items that reduce capital and running cost, electric charging, security, special pass for operating 24x7.

## **11. Aiding of Transport Subsidy**

Government to provide support to transport providers viz. Taxi Services, Bus Services, etc. operating in and for the IT SEZ. The support to be provided in terms of special incentive package in order to boost better connectivity and advance transport services in the IT SEZ and State.

### **B. Incentives for co-developers for Infrastructure Development at Non-Processing Zone in IT SEZ Manipur**

- **Leasing of land**

The co-developers setting up the infrastructure in Non-Processing zone should meet all the eligibility requirements. On successful selection, the land area as demarcated by Government of Manipur, shall be allotted to the successful bidder against minimal revenue share model;

- **Registration/Stamp Duty Concession**

With an aim to promote the social infrastructure, units in Non-Processing zone will qualify for reimbursement of Stamp Duty and Registration Fee on sale/lease/transfer of land at the IT SEZ.

**Benefits under different Central Government Schemes, existing or to be launched eventually, will also be applicable to everyone eligible in the IT SEZ Manipur.**

### **C. Simplification of Labour Laws**

IT/ITeS Industry will be declared as an Essential Service under Manipur Essential Services Maintenance Act. Department of Skill, Labour, Employment, & Entrepreneurship would make necessary amendments in the ESMA to include IT/ITeS Industry in the List of Essential Services.

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. Barriers pertaining to employment of women at night have been removed. Companies will be obliged to offer their women employees and workers with adequate security to them during their work and for transportation to and from.

Companies will have to make all arrangements as per the provisions under the Manipur Shops and Establishment (Regulation of Employment and Conditions of Service) Ordinance, 2021 regarding women's safety.

In line with promotion of Ease of Doing Business in the State, the IT & ITeS companies will be permitted to self-certify, where applicable, that they are maintaining the registers and forms as contemplated and prescribed under the following Acts:

- IT Act 2000 and IT amendment Act 2008
- The Payment of Wages Act, 1936 and rules thereunder
- The Minimum Wages Act, 1948

- The Workmen's Compensation Act, 1923
- The Contract Labour (Regulations and Abolition) Act, 1970
- Employees State Insurance (Amendment) Act, 2010
- Manipur Shops and Establishment Rules, 1963
- The Payment of Gratuity Act, 1972
- The Maternity Benefit Act, 1961 and rules thereunder
- Equal Remuneration Act, 1976
- Water (Prevention and Control of Pollution) Act, 1974
- Employment Exchange Act, 1959
- The Factories Act, 1948 and Manipur Factories Rules, 2021
- Employees' Provident Fund & Miscellaneous Provisions Act, 1952

***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.***