

Manipur : Adding another Jewel through ICT based e-Governance

Manipur as the name suggest is a land of jewels, surrounded by hills on all sides, endowed with innumerable beautiful flora and attractive fauna, has rich culture which excels in every aspects - martial arts, dance, theater and sculpture. The folks here have deep interest in art and culture, which beautifully reflects in its celebrations. Music and dance is an integral part of the lives of Manipuris. People of Manipur also love games & sports and a number of athletes from the state had represented the country at various sporting events. The charm of the place is the greenery with the moderate climate - making it a tourists' haven.



Kh. Rajen Singh
State Informatics Officer, Manipur
sio-man@nic.in



M. Buddhimala Devi
Senior Systems Analyst, Manipur
bmala@nic.in

Established in the year 1988 NIC, Manipur State Centre has nine district centers under its fold. Widely known for its prompt service in the field of IT for consultancy, software development, ICT Infrastructure provider, Project implementer, NIC Manipur, has taken many steps in ushering e-Governance in the state.

ICT Infrastructure and Services at NIC Manipur

- Network Services:** With state-of-the-art Network Operating Centre (NOC), 45 MBPS PGCIL link as primary Backbone and 45 MBPS BSNL link as backup between Imphal and Guwahati - the state NIC Centre provides a secure network and monitors the flow of network traffic. The latest hardware and software equipments like ISA Server, PIX Firewall and Intrusion Prevention Systems (IPS) have been deployed. Secretariat LAN and 62 RF networks have been set up to provide Internet at Secretariat complex and other government offices including Raj Bhavan, Assembly, Chief Minister's Secretariat etc. Of the nine NIC district centers, eight have been connected by 2 MBPS Leased Line. Further, 72 district level offices have been provided connectivity through Wi-Max.
- Video Conferencing Service:** An IP based VC studio is set up at Chief Minister's Secretariat at NIC State Center and DC's offices. Executive Video Conferencing Systems (EVCS) have also been installed in the chambers of the Chief Secretary and DGP of Manipur. DAMA VSATs have also been installed for uninterrupted video conferencing service.
- SWAN:** NIC is implementing Manipur SWAN in two phases. 42 POPs will be implemented in 1st phase and remaining in phase II. Manipur SWAN is slated to become operational by mid 2010.
- Data Centre and Web Sites:** NIC Manipur has set up a data centre with a capacity of 3 TB SAN Storage. Many applications and databases are hosted in the Data centre. Notable among them are Pension Payment System, CPIS, Transport, FTS etc. Several state government websites are hosted in the Data Centre. The official website <http://manipur.nic.in> designed & developed by NIC provides wide range of information about the state.

e-Governance Activities

- Computerised Personnel Information System (CPIS):** Updation of employees information in CPIS database has been made mandatory. Withdrawal of salary is not permitted if particulars are not entered and updated. CPIS records information for 61923 employees, 3215 offices and 87809 sanctioned posts for 38 government departments.

The Manipur Public Servants' Personal Liability (MPSPL) Act 2006 was also enacted to support the CPIS implementation. After introduction of CPIS, there is improvement in delivery of public services in remote and difficult areas of the state, prevents transfer and posting of incumbents along with posts, provides clear picture of vacant posts for new recruitment / promotions, checks improper transfer & posting of employees in an office in excess of sanctioned posts, helps annual budget preparation and weeding out irregular/ ghost employees.

The CPIS was conferred the Prime Minister's Award for Excellence in Public Administration on 21st April 2009 at Vigyan Bhavan, New Delhi.

- **Employment Exchange Computerisation:** Employment Exchanges in the state are linked to the national network, which was inaugurated by the Chief Secretary. The state employment portal <http://employmentservicemanipur.nic.in> provides for online registration by new job seekers, new vocational guidance seekers, registration for suitable candidates by an employer, vacancy notification, EMI, submission, vocational guidance along with employment statistical reports.



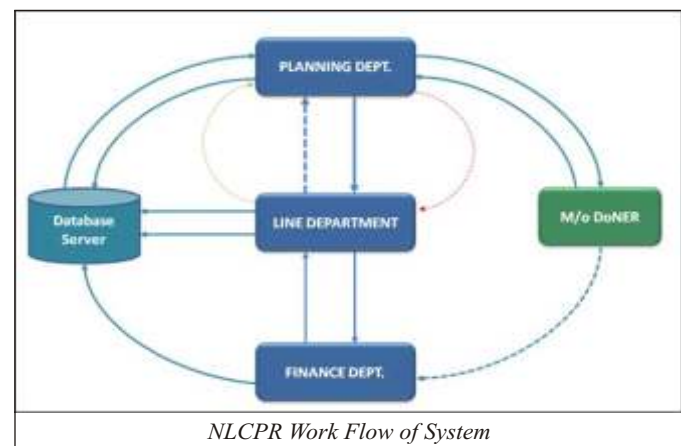
Online Registration at Imphal West - Employment Exchange

- **Computerisation of Registration of Documents (CORD):** CORD had been implemented at Sub-Registrar Offices (SRO) - Imphal West, Bishnupur, Imphal East and Thoubal since 2007-08. Online Services like preparation of non-encumbrance certificate, verification of documents and duplicate

issue of registered documents are provided. Real time monitoring of transactions, faster delivery of certificates to the citizens, quick retrieval of documents and proper repository and maintenance of data are some of the major benefits.

- **Loucha Pathap:** The Land Record Computerisation software is a full proof system equipped with finger print user authentication. It facilitates generation of ROR copy, Mutation, Query, Record correction, detailed history report and Revenue Tax collection for every land transaction, maintains land revenue clearance. The system supports workflow based mutation and partition cases with fact sheet authentication of records. The software is citizens friendly and facilitates enhanced transparency in Land Record maintenance System.
- **NLCPR:** Implementation of NLCPR scheme, Planning Department, Govt. of Manipur is the nodal Department and liaison with the Planning Commission, the Ministry of DONER, the NEC and state line departments.

NIC has developed a web based software for updation of Detailed Project Report (DPR), status of DPR, Fund Receipt Entry, Submission of Quarterly Progress Report (QPR) and Utilization Certificate (UC). The application is a useful tool to streamline the activities of line departments and monitor the progress of projects thus enforcing efficient implementation of the projects under NLCPR Scheme in Manipur.



- **Treasury Computerisation:** Computerisation of Treasuries was started in the state by adopting the

Pune model at all the 16 Treasuries/Sub-Treasuries of Manipur. Online Counters were opened for processing the bills submitted by departments. Bills are processed by authorized users only.



Bill Processing at Imphal Sub- Treasury

The computerisation has facilitated - Effective budget control & Proper classification of Head of Accounts, comprehensive State's revenue/receipts and expenditure report. Receipts accounting helps in the consolidation of government fund balances and Achieved transparency and helped in curbing malpractices.

- **Computerisation of Pension System:** Pension payment processing has undergone a major transformation. The system has provided both G2C and G2G services like Crediting of monthly pension to the pensioner's bank account, Check miscalculation and overpayment of pensions and Track pension payment and check fraudulent and irregular withdrawal of pension.



Pensioners at the Pension Office

Pensioner's data and the status of release of monthly pensions are made available on the web, which constitutes a major step towards promotion of e-Governance.

- **Council of Higher Secondary, Manipur:** The academic and examination processing system of Council of Higher Secondary, is fully computerised. The computerisation includes Enrolment, Registration, issue of Class XI examination forms, issue of mark sheets and certificates, examination processing and result declaration etc., for Classes XI and XII students of Manipur. All examination results are also being published on Web <http://manresults.nic.in>.
- **Energy Billing System:** The system has been successfully implemented at two sub-divisions of Imphal Electrical Division (IED-I). Computerisation has helped to closely monitor the billing & revenue collection system and take corrective measures to reduce commercial losses. Electric bills will be soon made available on Internet.



Staff of Electricity Department preparing bills

- **e-Courts:** This is an ICT initiative in the Judicial System to strengthen day to day functioning of the Courts. Under the project, Gauhati High Court, Imphal Bench is upgraded with ICT infrastructure. The administrative staffs are also now quite convergent with computers and usage of internet browsing. Setting up 14 Judicial Service Centres at district and block courts are in progress.

- **Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS):** The project has been implemented successfully in 9 districts. Till date, MGNREGS scheme has given employment to 42, 0818 households.
- **Computerisation of Consumer Forum Network (CONFONET):** ICT infrastructure has been set up at four Consumers Courts viz, Imphal, Thoubal, Bishnupur District Consumer Forum and State Consumer Forum at Sangaiparou. The project aims for providing transparency, efficiency and systematizing work culture in the consumer forum. Judgments are uploaded through the portal <http://confonet.nic.in>. The litigants are can see case status along with copies of Judgment on the web.
- **Transport Computerisation:** The VAHAN and SARATHI software have been implemented at the District Transport Offices. Issue of vehicle Registration Certificates and Driving Licenses have been successfully computerised. Smart card based RCs and DLs have been introduced in 3 DTO offices. Creation of State Registry of vehicles and driving licenses are in progress.



Inauguration of Smart Card by Hon'ble Transport Minister L. Jayantakumar

- **Gauhati High Court, Imphal Bench:** An initiative was taken up to computerise various activities in Gauhati High Court, Imphal Bench using LOBIS. The main features of the software are (1) Fresh filing (2) generation of Cause list and (3) uploading Cause list on the web. It facilitates the litigants for easy follow up of their cases by streamlining routine activity in judicial administration, speedy disposal of cases etc. The cause list is also made available to the public through website.
- **National Social Assistance Programme (NSAP):** Under the Computerisation program the list of Old

Age Pensioners, Handicapped and Widow Pensioners were created through the software. Date entry for IGNOAPS has been completed in all the districts and uploaded on the portal <https://nsap.nic.in>. Data entry for the remaining two schemes i.e IGWPS and IGNDPA are going on.

- **Sarva Siksha Abhiyan (SSA):** Under SSA Project, a web based application package called “Household Survey Village Education Registration” was developed to monitor efficiently the movement and attendance of children in schools for the last five years. It facilitates entry of Household data at the habitation/ward level and generates school level reports. The URL of the portal is <http://webmani/nic.in/ssachildcensus>.
- **File Tracking System:** The application was commissioned at Manipur Civil Secretariat and is being used by Principal Secretaries / Commissioners / Secretaries and their Section Officials. The system was extended to CM Secretariat also. The application enables the users to maintain a consistent watch over the movement of important documents, files and receipts at different levels during the process of decision making.
- **e-Tendering:** e-Tendering system of NIC was implemented under the national Project - PMGSY. Tenders are invited through this system and Bids are opened. The system incorporates digital signature certificates, which provides authentication and documents are encrypted to maintain confidentiality. The process includes reading of scanned files and showing over the projection screen. Manipur became the first state in North Eastern India to implement e-Tendering System for PMGSY.

Other e-Gov Projects implemented in the state are Integrated Disease Surveillance Program (IDSP), Agriculture Marketing Network (AGMARKNET), Common Integrated Police Administration (CIPA) and Payroll. **i**

For further information, contact:

State Informatics Officer
NIC, Manipur State Centre
Minister's Block, Secretariat Complex
Imphal
sio-man@nic.in

Edited by: Prashant Belwariar