



इलेक्ट्रॉनिक्स एवं
सूचना प्रौद्योगिकी मंत्रालय
MINISTRY OF
ELECTRONICS AND
INFORMATION TECHNOLOGY

neGD
National e-Governance Division



Government of Meghalaya

DIGITAL INDIA NORTHEAST REGIONAL WORKSHOP ON INDIA ENTERPRISE ARCHITECTURE (IndEA) AND MEGHALAYA ENTERPRISE ARCHITECTURE (MeghEA)

(18 March 2024 at Hotel Pinewood, Shillong, Meghalaya)

Organized By:

National eGovernance Division, Ministry of Electronics and Information Technology,
Government of India in Collaboration with Planning, Investment Promotion and Sustainable
Development Department, Government of Meghalaya



Digital India Northeast Regional Workshop on India Enterprise Architecture (IndEA) and Meghalaya Enterprise Architecture (MeghEA) was organized by National e-Governance Division, Ministry of Electronics and Information Technology (MeitY), Government of India, in collaboration with the Planning, Investment Promotion & Sustainable Development Department, Government of Meghalaya. The event was attended by senior officials of the MeitY, National e-Governance Division (NeGD), National Informatics Centre (NIC), Ministry of DoNER and representatives from the Northeastern states.

AGENDA

- **Welcome address and opening remarks by Commissioner & Secretary, Planning, Investment Promotion and Sustainable Development Department, Govt. of Meghalaya - Dr Vijay Kumar D, IAS** explained the overall objective of the session, envisaged benefits to the attendees, and thanked all dignitaries to take their time out and be present in the workshop
- **Context setting on workshop by Additional Secretary, MeitY and President and CEO, National Governance Division (NeGD), Government of India - Shri Abhishek Singh, IAS** gave a brief context on importance of Digital Services implementation and stressed on providing data for Bhashini and myscheme.gov.in portal in local languages and benefitting the citizens by availability of information in different languages.
- **Address by Chief Secretary, Government of Meghalaya - Shri Donald P. Wahlang, IAS** introduced the ambitious mission to make Meghalaya a \$10 billion economy and create 500,000 employment opportunities and highlighted the significance of Enterprise Architecture in driving digital transformation initiatives.
- **Keynote Address by Secretary, Ministry of Electronics and IT, Government of India, - Shri S. Krishnan, IAS**, explained the Importance of adoption of Technology in Gov Tech and the need of development of both front-end and back-end processes in Gov Tech.



- **Informative presentations about :**

- **Overview on India Enterprise Architecture (IndEA) by Shri Dr. Pallab Saha, General Manager (India), The Open Group – Presentation on IndEA and Agile IndEA, and Meghalaya as a case study for the implementation of Enterprise Architecture, explained Digital Service Standards and Benefits of post implementation.**
- **Overview on eProposal System by Shri Dr. Vijay Kumar D, IAS, Commissioner & Secretary, Planning, Investment Promotion and Sustainable Development Department, Govt. of Meghalaya – Explanation on Implementation architecture and milestones achieved like improvement in efficiency of file processing, Fund Disbursement etc. and future road map like implementation of HRMS and Key lessons learnt so far.**
- **Overview on Meghalaya ONE by Shri. Cyril V. Darlong Diengdoh, IAS, Secretary, Planning, Investment Promotion and Sustainable Development Department, Govt. of Meghalaya – Key objectives of Meghalaya ONE, WBG funding and other aspects, explained about Meghalaya Suited Implementation plan line offline App – app working at zero network and grassroot level data collection and benefit delivery with the help of Village Data Volunteers & future roadmap of Meghalaya ONE and Regulatory transformations post implementation.**
- **Write shop on IndEA & MeghEA – Sectoral Group based activity : Representatives from NeGD, NIC & MeghEA team an All-North State Govts - Self-Assessment and Prioritization of implementation of IndEA, institutional and resource requirements and Capacity Building, where write shops groups participated by choosing the SDG linked Service/Scheme of their respective state and Explained the KPI and Reusable building Block in line with IndEA.**





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“It's important to take the leapfrog in adoption even though we are late at adopting the technology in Government Tech”.

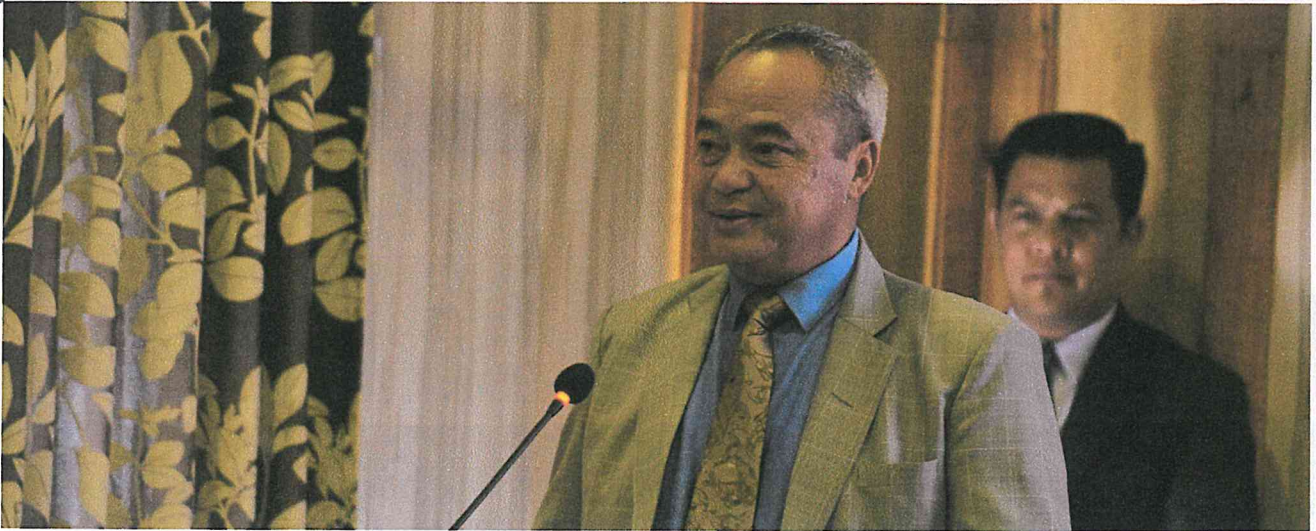
- Shri S. Krishnan, Secretary,
Ministry of Electronics and IT, Government of India

THE EVENT WITNESSED THE KEYNOTES OF DIGNITARIES :

Shri S. Krishnan, Secretary, Ministry of Electronics and IT, Government of India took notice of the remarkable developments in the State of Meghalaya since his last visit. He mentioned that India is being recognized the world over for its governance transformation and the quality of its digital governance systems. He further emphasized upon the technical advancement in back-end processes like approval of files and applications, citing the example of MeghEA. Mr. Krishnan also mentioned that currently the front-end process through which citizens and other stakeholders apply for or avail services is extremely developed and that similar efforts should be made to develop backend processes.

He congratulated the Government of Meghalaya for winning the United Nations WSIS Award for successful implementation of MeghEA and noted the entire nation is proud of this achievement.





“Northeastern states need not to look to big states like Karnataka or Maharashtra for the implementation of e-Governance initiatives like Kutumba but to Meghalaya as the state made extensive progress in transforming the governance.”

- Shri Donald P. Wahlang,
IAS, Chief Secretary, Government of Meghalaya

Shri Donald P. Wahlang, IAS, Chief Secretary, Government of Meghalaya expressed his gratitude to the Ministry of Electronics & IT (MEITY), Government of India, for organizing such a significant conference in Shillong. He also thanked NeGD & MEITY officials for their support and extended a warm welcome to participants from other states.

He recollected the journey that started with the first conference on India Enterprise Architecture in 2019 where Meghalaya was chosen as the pilot state for implementing the framework. Mr. Wahlang highlighted that in the last five years Government of Meghalaya has been able to double the state expenditure and tax revenue collection and leverage three times more grants from the Union Government. He pointed out that these achievements have led to significant push in service delivery to the residents of the state. He also mentioned the Government's ambitious mission of making Meghalaya a USD 10 billion economy by 2028 and creating 5,00,000 employment opportunities. He also emphasized upon the Meghalaya's potential to emerge as the technology hub of North-East India.





“Just as other nations seek to emulate India's achievements with UPI and DigiLocker, we must strive to replicate transformative projects like IndEA - MeghEA domestically.”

- Shri Abhishek Singh,
Additional Secretary at the Ministry of Electronics, Government of India

Shri Abhishek Singh, Additional Secretary, Ministry of Electronics, Government of India congratulated Meghalaya Government for the successful implementation of Enterprise Architecture. He pointed out that the international community is already looking up to India for innovations like the UPI and DigiLocker. Meghalaya's eProposal System according to him adds yet another feather in India's cap. He also mentioned the Bhashini Portal - a part of the National Language Translation Mission which ensures that more Indians are able to access global content in their own language. Mr. Singh requested the participating states to provide data and enrich the Bhashini Portal with different local languages of the North-East Region. He also emphasized upon the importance of uploading the details of schemes and services of each state on myscheme.gov.in portal so that the information is easily accessible to citizens throughout the country.





“IndEA recommends service transformation through regulatory changes, integration of systems and introduction of technology for ease of use”

- Dr. Pallab Saha,
General Manager (India), The Open Group

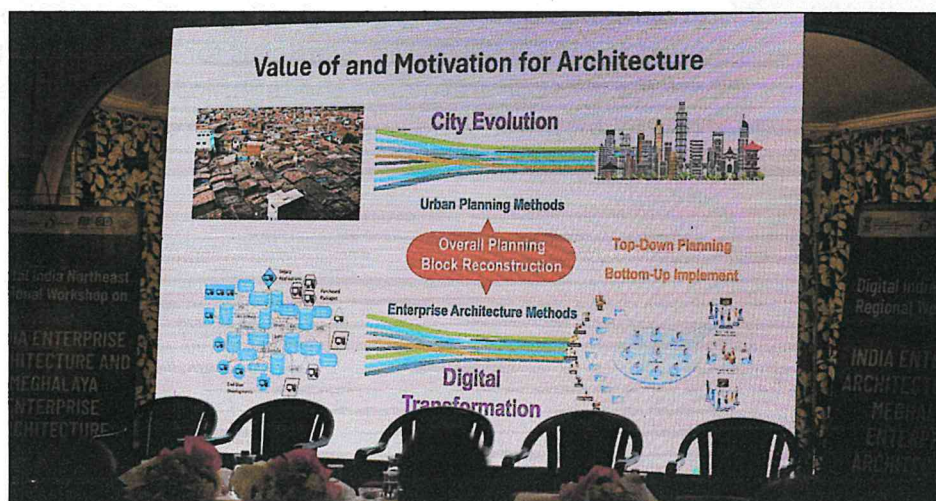
The Workshop witnessed the detailed and informative presentations on IndEA – MeghEA, Meghalaya State's eProposal System and Meghalaya One Platform.

TOPIC: INDIA ENTERPRISE ARCHITECTURE

PRESENTED BY: DR. PALLAB SAHA

Dr. Pallab Saha presented the details of India Enterprise Architecture mentioning Meghalaya as a case study. He described how the pandemic paved way for effective digital transformation across India and filled the digital divide in the country. He said, “IndEA recommends service transformation through regulatory changes, integration of systems and introduction of technology for ease-of-use”. He explained the difference between Architecture and Engineering and mentioned that the ONDC is a perfect example for a matured architecture providing a platform to different stakeholders.

Dr. Saha highlighted the advantages of using IndEA, such as common solution building blocks with reusable capabilities, API-based integrations, linkage with SDGs and state specific goals. He concluded by emphasizing that “the usage of currently available technologies under IndEA to transform the governance and attain SDGs”.





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“With the implementation of eProposal the efficiency of files creation, disbursal of funds has extensively increased, and the tracking mechanism acts as a nudging for the officials”

- Dr. Vijay Kumar D., IAS, Commissioner & Secretary, Planning Investment Promotion and Sustainable Development Department, Government of Meghalaya

TOPIC: ePROPOSAL SYSTEM

PRESENTED BY: DR. VIJAY KUMAR D., IAS, COMMISSIONER & SECRETARY, PLANNING INVESTMENT PROMOTION AND SUSTAINABLE DEVELOPMENT DEPARTMENT, GOVERNMENT OF MEGHALAYA

Dr. Vijay Kumar made a detailed presentation on the eProposal System. The presentation showcased how Meghalaya achieved the feat by leveraging digital technologies in line with IndEA. He gave a detailed overview of the eProposal System and described its architecture building blocks and key features. He mentioned the unique challenges faced by the state like the hilly terrain and dispersed settlements which make it difficult for citizens to avail the services and benefits provided by the state government. Against that context, Dr. Kumar highlighted the importance of IndEA – MeghEA initiatives. He also explained how expenditure tracking and outcome parameters in the eProposal system are linked with Sustainable Development Goals.

Dr. Kumar pointed out the success of the eProposal system in bringing sanction time down by 36%, in achieving a 100% increase in number of files created, a 10% increase in utilization of funds, and the ease of re-appropriation - all of which according to him acts as a nudging mechanism to the department officials. He offered a glimpse of the future implementation road map of the eProposal and its extension into a human resource management system.

He also explained the reason behind choosing the Planning Department as the nodal agency to implement MeghEA and applauded the department's officials for the hard work they had put in to make the system a success. He also congratulated the technical partner, the team of experts and NIC officials involved in the development and implementation of MeghEA.



“The CM-Connect, A Meghalaya Suited Digital service delivery platform aims to deliver the benefits of state government's Services and Schemes to the doorstep of the citizens even in the remotest villages of the state with help of Village Data Volunteers”.

- Shri. Cyril V. Darlong Diengdoh, IAS, Secretary – Planning, Investment Promotion and Sustainable Development Department, Government of Meghalaya.

In his address, Mr. Diengdoh introduced the newly operationalized CM-Connect, Digital Service platform providing snippets of its three components aligned to different needs of the citizenry.

- **CM-Connect Helpline:** A multilingual, omnichannel grievance redressal mechanism designed to fill the gap between the citizens and the government.
- **Service Delivery App:** A unified low code platform which includes the schemes, services and surveys of the Meghalaya Government. The data collection and data management systems of the app are designed inline with the India Government's Digital Personal Data Protection Act of 2023 and has salient consent management features.
- **Integrated CM Connect Dashboard:** Includes data ingestion from Central, State MIS, Advanced Analytics Feature, Tracking from State, District, Block till Household level which helps the government to rationalize the policies and to track the benefit delivery to the intended targets, the dashboard is also Integrated with Social Media Sentiments Analytics.

SECTORAL GROUP ACTIVITY, “WRITE SHOP” ON INDEA AND MEGHEA:

Write Shop activity aimed at capacity building and helping the invitees of workshop from different northeast states to understand IndEA – MeghEA and replicate the same in their respective states. Write Shop was held under the assistance and guidance of Dr. Pallab Saha and other guests.



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Write Shop groups had to choose a service/scheme of their particular state linked with sustainable development goals and identify the KPIs and reusable building blocks in line with India Enterprise Architecture and presented by explaining the reason behind choosing the particular service/scheme and helped the listeners to understand the building blocks and planned API integrations etc.

Different write shop groups representing each Northeast state choose different service/scheme and showed excellent involvement in write shop activity.

DETAILED NOTE ON SERVICE/SCHEME CHOSEN BY DIFFERENT WRITE SHOP GROUP IS AS FOLLOWS,

- **State: Manipur**

Service/Scheme Chosen: Development of IT industries in the State.

Sustainable Development Goal: Goal 9 - industry, innovation and infrastructure

Write Shop group representing Manipur state chose to develop the IT industry in the state with the aim of inflow large capital investment and employment generation in the state.

- **State: Meghalaya**

Service/Scheme Chosen: To extend the Internet to the rural Meghalaya through Fiber to the Home by engaging local entrepreneurs.

Sustainable Development Goal: Goal 9 - industry, innovation and infrastructure

Considering the low mobile network coverage in the state, the write shop group representing the Meghalaya chose the service to extend the FTTH by engaging local Entrepreneurs. The group explained the various KPIs and Building blocks in line with the IndEA.



- **State: Nagaland**

Service/Scheme Chosen: To decrease the school dropout in the state.

Sustainable Development Goal: Goal 4 – Quality Education - ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Write shop group representing the Nagaland state presented on the service to reduce the school dropouts in the state inline with IndEA.

- **State: Tripura**

Service/Scheme Chosen: Registration of Citizen for Public Distribution System of Food and Civil Supply.

Sustainable Development Goal: Goal 2 – Zero Hunger - end hunger, achieve food security and improved nutrition and promote sustainable agriculture.

Write shop group explained the reason behind choosing the service and presented a brief on building blocks, API integrations and the process flow of the service.

- **State: Sikkim**

Service/Scheme Chosen: Development of Tourism Sector.

Sustainable Development Goal: Goal 8 – Decent Work and Economic Growth

Write shop group explained the KPIs and Building blocks for the re-engineering of the service inline with IndEA.

The Digital India Northeast Regional Workshop on India Enterprise Architecture (IndEA) and Meghalaya Enterprise Architecture (MeghEA) concluded with interactions and Knowledge exchange among different representatives across the state and different stake holders with invaluable learnings and lessons learnt in the journey of implementation of IndEA – MeghEA which will help the other states to replicate the digital transformation in the Government sector in the line of India Enterprise architecture.





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