

Case Study | Govt. of Manipur selects Nelito as System Integrator for the implementation of the e-District project



The Department of Information Technology, Government of Manipur was bifurcated from the erstwhile Department of Science & Technology and Information Technology, Government of Manipur during September, 2009. The IT Department, Manipur is presently functioning under the Administrative control of the Commissioner (IT), Government of Manipur.

The Information Technology Department is located at 4th floor, Western Block, New Secretariat, Imphal West. The IT Department is responsible for implementing all IT related Project/Schemes, including e-Governance in the State. The Department has been acting as the State Nodal Department in respect of all National e-Governance Plan (NeGP) Projects.

Key facts

- **Organisation:** The Department of Information Technology, Government of Manipur
- **Location:** Imphal, Manipur, India
- **Supplier:** Nelito Systems
- **Solution implemented:** E-District Project

Nelito was awarded the project as System Integrator for the implementation of the e-District project.

Nelito Systems Ltd. is an Indian financial technology company, that provides software technology solutions and services for Banking, Financial Services, Micro-Finance and Government verticals globally. Formed in the year 1995, Nelito has over 400+ Banking Clients and 25+ Microfinance and Non-Banking Finance Clients in 19 countries across 4 continents.

DIT approached with the following set of **key requirements** for the project;

- Development of applications to be hosted at the SDCs for delivery of services
- Data migration from various legacy software's to a single platform
- District level Readiness, total 192 locations in all 9 Districts
- Complete automation of 35 B2C services and digitization of last 5 years data

The project also had few **implementation challenges**;

- Lack of network connectivity in all District Offices
- Non-Standardize format of application form and required supporting documents to issue certificates
- Lack of co-ordinations between each District HQ
- Regional Language barriers
- Collection of non-digitized data and migrate it in application post digitization

Some of the **Implementation highlights** of the project were:

- Undertook backend computerization of district at tehsil level offices to ensure 35 services are electronically delivered of high volume citizen centric services to every nuke of the state
- Resolved issue of multiple legacy software migration by development of respective migration tools
- Delivery of services through CSCs by leveraging the common infrastructure of SWAN, SDC, and SSDG
- Provided Hand holding support & training in local language
- Efficient delivery of services with improved service levels by undertaking extensive Business Process Re-engineering (BPR) of identified services
- Technology: IBM DB2, IBM Web Sphere, RHEL, IBM Tivoli

Some of the benefits achieved by The Department of Information Technology, Government of Manipur were;

- Providing easy, anywhere and anytime access to government services (both information & transactional) to ensure reliability, efficiency, transparency and accountability
- Reducing number of visits of citizens to government offices/departments for availing the services and thereby eliminating dependencies
- Aims at providing support to the basic administrative unit that is “State Administration” to enable content execution of services, which would optimally leverage and utilize the three infrastructure pillars, the State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail safe data storage, and Common Service Centers/Kiosk/Department counters as the primary front-ends for service delivery to deliver services to the citizens at their doorstep
- Reducing direct interaction of citizen with the government and encourage, e-interaction and efficient communication through portal
- Enhancing perception & image of the Government and its constituent Departments

