

# Meghalaya State

## Empowering Governance, Enabling Growth

Edited by KAVITA BARKAKOTY

Meghalaya, often referred to as the “Abode of Clouds,” is renowned for its breathtaking natural beauty, featuring lush green hills, cascading waterfalls, and picturesque valleys. This serene landscape fosters a profound connection to nature and provides the perfect backdrop for progress. The Government of Meghalaya is steadfast in its vision to embrace technology as a cornerstone of sustainable development and digital empowerment.

At the forefront of this transformation is NIC Meghalaya, an invaluable partner in driving the state’s digital journey. Through its collaboration with the state government, NIC has spearheaded the development and implementation of various e-Governance initiatives aimed at enhancing public service delivery, ensuring transparency, and promoting digital inclusivity. By leveraging innovative applications and tailored solutions, NIC has enabled government departments to streamline operations, boost efficiency, and improve citizen access to services.



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NIC Meghalaya has been a cornerstone in driving digital innovation and e-Governance across the state, bridging gaps between technology and public service delivery. Through initiatives like e-District, e-Prisons, and Meghalaya Sign Bank, it has revolutionized access to services, enhanced transparency, and fostered inclusion. With a robust infrastructure and a commitment to excellence, NIC Meghalaya continues to empower governance and uplift the lives of citizens.

### ICT Initiatives in the State

As a vital contributor to Meghalaya’s digital evolution, NIC continues to create a more connected and accessible governance system. Below is a list of some key home-grown applications implemented by NIC in Meghalaya.

#### Online Recruitment Application System

NIC Meghalaya has developed an online recruitment portal (<https://megrecruitment.nic.in/>) to streamline government job applications through District Selection Committees (DSCs), the Meghalaya Public Service Commission (MPSC), and departmental boards. This portal enables

candidates to apply for various posts, track application status, download admit cards, and receive updates, ensuring convenience and accessibility.

The system has significantly reduced paperwork, expedited the application process, and enhanced transparency and efficiency in recruitment. A robust backend supports administrative tasks such as initializing forms, managing advertisements, scrutinizing applications, generating roll numbers, allocating venues, and issuing admit cards and call letters.

Implemented across 32 departments in Meghalaya and the Sikkim Public Service Commission, the portal has facilitated 945 job postings, received 12,53,733 applications from 2,92,101 registered users, and revolutionized the hiring process.

#### OBPS

The Online Building Permission System (OBPS) is a mission-mode project under the Ministry of Housing and Urban Affairs, designed to simplify and expedite the building permit process as part of the Ease of Doing Business initiative. OBPS provides an end-to-end solution, enabling citizens to scrutinize building plans, submit applications, and receive building permission certificates entirely online.

Citizens can verify if their building plans comply with city-specific bye-laws within seconds. Any required corrections are highlighted in a scrutiny report generated upon uploading the plan.

Developed by NIC with eGov Foundation providing the core scrutiny engine, OBPS is tailored to state-specific bye-laws. Currently operational in Gangtok and Imphal Municipal Corporations, the system is set to expand to Itanagar and Guwahati Municipal Corporations, aiming for implementation across all urban local bodies in the Northeast.

#### Meghalaya Enterprise Architecture (EA)

The Government of Meghalaya, with IT support from NIC, has implemented the Enterprise Architecture-Finance Solution to digitize and streamline financial services using the State API

Gateway. This unified platform integrates budgeting, fund allocation, bill preparation, treasury operations, revenue collection, and e-employee services such as pay slips, GPF, salaries, and pensions. Centralized financial transactions enable advanced analytics for actionable insights.

### Key Components of Meghalaya's Finance Solution Architecture

#### 1. Budget Estimation Allocation & Monitoring System (BEAMS)

BEAMS is an online system for fund proposals, release, and allocation, integrated with applications like TreasuryNET and e-Billing. It centralizes budget distribution, enabling expenditure authorization and validation through API calls during treasury transactions. It is accessed at <https://megbeams.nic.in/MeghBeams/BudgetMVC/index.jsp>

#### 2. TreasuryNET 2.0

This system digitizes treasury operations, enabling real-time payments via RBI's e-Kuber system. Integrated with BEAMS and e-Billing, TreasuryNET facilitates seamless workflows and instant access to receipts and payments.

#### 3. e-Billing System

This solution allows Drawing and Disbursing Officers (DDOs) to prepare, process, and submit bills online, ensuring streamlined integration with BEAMS for expenditure authorization. Over 1,200 DDOs statewide use this system for efficient financial processing.

#### 4. Megh-ePayment System (GRAS)

GRAS enables citizens and taxpayers to make 24/7 online payments via multiple modes, such as net banking, debit/credit cards, and UPI. It supports both registered and unregistered users, offering instant receipts and transaction tracking.

#### 5. Pensioner's Life Certificate Verification App

This AI-driven mobile app enables pensioners to update their life certificates using face verification and liveness detection. Designed for convenience, it eliminates the need for physical visits to the treasury. A chatbot, MEDA, provides additional support and guidance.

Download:

<https://play.google.com/store/apps/details?id=com.plc.meg>

<https://apps.apple.com/in/app/govt-of-meghalaya-pension-app/id1578867309>

#### 6. Meghalaya Employees Information System (MeghEIS)

This e-HRMS solution automates salary generation and maintains an employee database covering personal details, salary data, and service history. Integrated with TreasuryNET, BEAMS, and e-Billing, it supports 99% of state employees, processing over 9,500 salary bills monthly.

### MeghAbility

The MeghAbility portal (<https://meghability.megscpwd.gov.in/>) is a groundbreaking platform developed for the Office of the State Commissioner for Persons with Disabilities (SCPwD).

It streamlines the management and analysis of data for Persons with Disabilities (PwDs) holding a Unique Disability ID (UDID) card. Designed to collect vital information, the portal tracks UDID enrollment, assistive aids, education, and access to government schemes, underscoring Meghalaya's commitment to inclusive growth.

At the heart of this initiative are Disability Empowerment Facilitators (DEFs), who have meticulously gathered comprehensive data from every block and district in the state. This extensive repository provides a detailed overview of PwDs, enabling targeted and impactful interventions.

More than a data management tool, MeghAbility empowers the government to make evidence-based decisions. By leveraging this platform, policymakers can plan targeted interventions, monitor resource allocation, and address service delivery gaps to ensure that no one is left behind. This innovative integration of community-driven efforts and technology sets a benchmark for inclusive and equitable governance in Meghalaya.

The MeghAbility portal is a testament to the state's vision of fostering empowerment and accessibility for all.

### Meghalaya Sign-Lex

The Meghalaya Sign-Lex initiative is a groundbreaking effort to document and preserve sign language, spearheaded by the Office of the Commissioner for Persons with Disabilities, NIC Meghalaya, and linguistics experts from NERIE NCERT. Focused on Meghalaya Sign Language (a variant of Indian Sign Language), this project emphasizes capturing rural and semi-urban varieties to ensure inclusivity and linguistic diversity.

#### Key Highlights

- **Meghalaya Sign Bank:** Launched in 2019, this mobile app bridges communication gaps for the deaf community in education and public domains.
- **Collaborative Documentation:** Sign-Lex enables native users to contribute signs, fostering a diverse and representative database.
- **Standardization Support:** Aligns with NEP 2020 goals to standardize Indian Sign Language across India.

#### Features

- **Video Uploads:** Users can submit YouTube links with metadata, including meaning, region, and context.
- **Multilingual Translation:** Facilitates translation of gestures into English, Khasi, and Garo.
- **Search & Filter:** Allows users to find signs by keywords, language, or categories.
- **Interactive Dictionary:** A searchable database of signs categorized alphabetically or by common phrases.
- **Collaborative Tools:** Users can rate, comment, and suggest corrections for accuracy.
- **API Integration:** Seamlessly connects with the Meghalaya Sign Bank app.

NIC played a pivotal role in digitising the processes in Meghalaya which ensured seamless integration of all procedures related to financial management. The systems were robust and secure and end-to-end integrated which reduced the processing time for financial releases from more than a week to less than a day.



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Joint Secretary, Finance Department  
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### Meghalaya Sign Bank Mobile App

The app preserves sign language by providing searchable videos for words, with translations in Khasi and Garo, empowering the deaf community and promoting accessibility.

#### How to Contribute

Linguists, educators, and researchers can email [megsignlex@gmail.com](mailto:megsignlex@gmail.com) to request access and contribute to the sign language corpus. Once approved, login credentials will be provided.

This initiative is a testament to Meghalaya's commitment to inclusivity, setting a benchmark for linguistic preservation and empowerment.

### TMIS

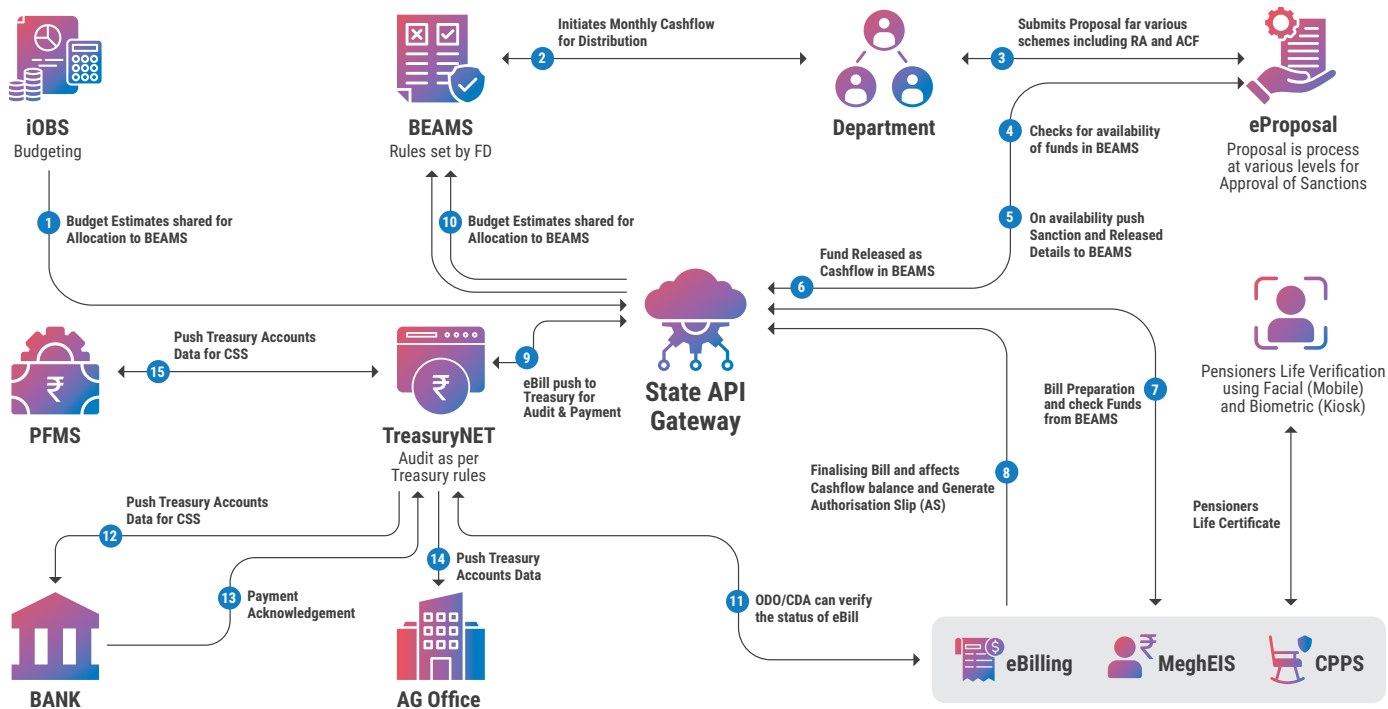
The Training Management Information System (TMIS) is a digital platform designed to streamline training programs at the Meghalaya Administrative Training Institute (MATI). It centralizes scheduling, participant registration, resource allocation, and feedback, enhancing the efficiency of six specialized cells:

- Case Development & Documentation
- Disaster Management
- e-Governance
- Good Governance
- Management Development
- Professional Development

Each cell is managed by an Assistant Director and Dealing Assistant under the Director's leadership.

#### Key Features

- **Training Calendar:** Drafted annually by Dealing Assistants, verified by Assistant Directors, and approved by the Director.
- **Participant Registration:** Options include self-registration with a 6-digit PIN, government nominations, spot registration, or QR-based registration.
- **Lifecycle Support:** Facilitates attendance



▲ Fig 3.1 Integration diagrams of Meghalaya Enterprise Architecture (Finance Solution)

tracking, program material management, feedback collection, report generation, and certificate issuance.

● **Real-Time Insights:** Enables stakeholders to monitor progress, assess program effectiveness, and make data-driven decisions.

**Benefits**

- Digitized participant tracking and resource management.
- QR-based attendance and automated certificate generation.
- Centralized feedback and detailed reporting for enhanced decision-making.
- Streamlined processes reduce administrative workload, improving coordination and focus on strategic tasks.

**Future Enhancements**

- Advanced analytics for deeper insights.
- Expanded learning management capabilities.
- Integration with government platforms.
- Online room booking for participants and resource persons.
- Mobile accessibility for real-time updates.

TMIS revolutionizes training management at MATI by enhancing transparency, reducing manual workloads, and enabling data-driven optimizations for improved outcomes.

**Meghalaya State Public Services Delivery Commission Portal**

The Meghalaya State Public Services Delivery Commission Portal (<https://msspsdc.meghalaya.gov.in>), officially launched on 15th July 2022 by Hon'ble Chief Minister Shri Conrad Sangma,

represents a transformative step in delivering citizen-centric services. Aligned with the RTPS Act 2020, this initiative focuses on efficiency, transparency, and accountability, eliminating middlemen and reducing time and travel costs for citizens. By streamlining processes, the portal enhances the government's public image while ensuring seamless service delivery.

**Key Features**

- **Access to Services:** Citizens can avail themselves of 190 online services notified under the RTPS Act 2020.
- **Appeal Mechanism:**
  - File appeals online if services are delayed or denied.
  - Unsatisfied with the first appeal? Submit a Second Appeal to the Commission.
- **Information Hub:** The portal provides essential details on the RTPS Act, related rules, official notifications, and commission contact information.
- **Integrated Communication Channels:**
  - **SMS and Email Notifications:** Real-time updates for all workflow stakeholders.
  - **Video Conferencing:** Applicants can participate in online hearings conveniently.
  - **Single Window Access:** Offers a unified platform for both online and offline applications, allowing citizens to track and manage requests efficiently.
  - **Dashboards for Accountability:** Dedicated dashboards for the Commission, Appellate Authority, Designated Officers, and Deputy Commissioners ensure streamlined workflow and accountability.

This initiative reinforces Meghalaya's commitment to improving governance through citizen empowerment, transparency, and efficient public service delivery.

**Meghalaya eDistrict Project**

Launched on 21st January 2016 by Hon'ble Chief Minister of Meghalaya, the Meghalaya eDistrict Project (<https://megedistrict.gov.in>) revolutionizes public service delivery across all districts and sub-divisions of the state. As of 9th December 2024, the platform offers 30 services, issuing 13,14,325 digitally signed certificates to date.

**Key Objectives**

- Provide anywhere, anytime access to government services with efficiency and transparency.
- Minimize citizen visits to government offices by promoting online interactions.
- Enable real-time application tracking and digital certificate verification.
- Ensure seamless issuance of digitally signed certificates, verifiable by QR codes or online URLs.

**Features**

- **Notifications:** SMS updates at every stage – submission, delivery, rejection, or call to service unit.
- **Streamlined Dispatch:** Fully online certificate processing and issuance.
- **Mobile App:** Dedicated app for citizens and officials ensures seamless interaction on the go.
- **Feedback Mechanism:** Encourages citizen input for continuous service improvement.
- **Citizens can apply for services via:** Direct online submission, Public Facilitation Centres (PFCs) and Common Service Centres (CSCs). Aligned with

the Digital India initiative, the Meghalaya eDistrict Project ensures secure, accessible, and efficient public services, empowering citizens and promoting accountable governance.

**e-HRMS**

e-HRMS is an ICT solution designed to address personnel management needs for state government employees, offering a centralized electronic system to enhance governance efficiency. By maintaining comprehensive service records, e-HRMS supports workforce planning, recruitment, retirement projections, and resource allocation. It tracks key data such as retirement patterns, seniority lists, ACR/Property Return status, and surplus employee reallocation, enabling top management to make data-driven decisions.

Initially launched in 2022 for select offices in the Personnel & AR Department and the Directorate of Local Fund Audit, e-HRMS scaled to the Health & Family Welfare Department in 2023. The backlog entry of employee service records is currently underway. Looking ahead, the leave module is set to roll out for the Establishment of Deputy Commissioner, East Khasi Hills, in 2025. Additionally, the system is being customized for the Health & Family Welfare Department to include training management and a module to assist Transfer Authorities in decision-making.

With its focus on efficiency, transparency, and strategic planning, e-HRMS is transforming government personnel management.

**MEGRSSA**

The Government of Meghalaya, in collaboration with NIC Meghalaya, has introduced a digital registration system under the Meghalaya Resident Safety and Security Act (MEGRSSA). This initiative streamlines the registration of landlords and tenants with local authorities and police, ensuring a comprehensive database to enhance safety and security in the region.

The online system (<https://megrssa.nic.in/>) is designed for flexibility, allowing registration by tenants, landlords, local authorities, and police

personnel, facilitating seamless verification. Built using open-source technologies like React, Springboot, and PostgreSQL, the platform is mobile-responsive for easy access via smartphones. It has undergone rigorous security audits by the NIC Cyber Security Division and is hosted on the Meghalaya State Data Centre.

Currently, the project covers 16 localities within Shillong City as part of its first phase, with plans for statewide expansion. This initiative represents a significant step toward ensuring safety and security for residents across Meghalaya.

**Online Booking and Reservation System for Meghalaya Houses**

The Government of Meghalaya has launched an Online Booking and Reservation System for convenient accommodation and conference hall reservations at Meghalaya Houses across various cities. This digital platform simplifies the reservation process for government officials and citizens, offering a seamless, paperless experience.

**Key Features**

- **End-to-End Management:** From application to checkout, including stay extensions and cancellations.
- **User-Friendly Access:** Available via mobile apps and web browsers for anytime, anywhere bookings.
- **Secure Transactions:** Automated billing and online payments through GRAS ensure transparency and accountability.
- **Real-Time Updates:** SMS notifications keep users informed about application statuses and changes.
- **Operational Flexibility:** Features like cancellation management and extension requests.
- **Robust Data Security:** Includes SMS OTP, password protection, JWT tokens, and HTTPS hosting.

This system empowers government officials to efficiently manage room allotments and offers detailed reporting for full accountability, enhancing operational efficiency and user convenience.

Working with the us, the office of the Commissioner for Persons with Disabilities, NIC Meghalaya has been instrumental in transforming our vision for inclusivity into reality. From the MeghAbility App to revolutionary tools like Meghalaya Sign Lex and Meghalaya SignBank, their innovations empower persons with disabilities to access opportunities and services seamlessly. Through their work on accessible websites and the use of AI to bridge the gap between text and sign language, NIC is setting new benchmarks in inclusive technology for Meghalaya.



**Camelia Doreen Lyngwa MCS**  
Joint Secretary & Director

Social Welfare Department and Commissioner for Persons with Disabilities, Govt. of Meghalaya

**STEMS**

Launched by the Government of Meghalaya under the Sustainable Transport and Efficient Mobility Society (STEMS) on January 11, 2023, the STEMS School Bus Tracking System promotes sustainable public transport and enhances safety, comfort, and punctuality for schoolchildren in Shillong. This pilot project, inaugurated by Chief Minister Shri Conrad K. Sangma, introduces the “Shared Mobility” concept, aiming to reduce traffic congestion and encourage a shift from private cars to public transport.

**Key Features**

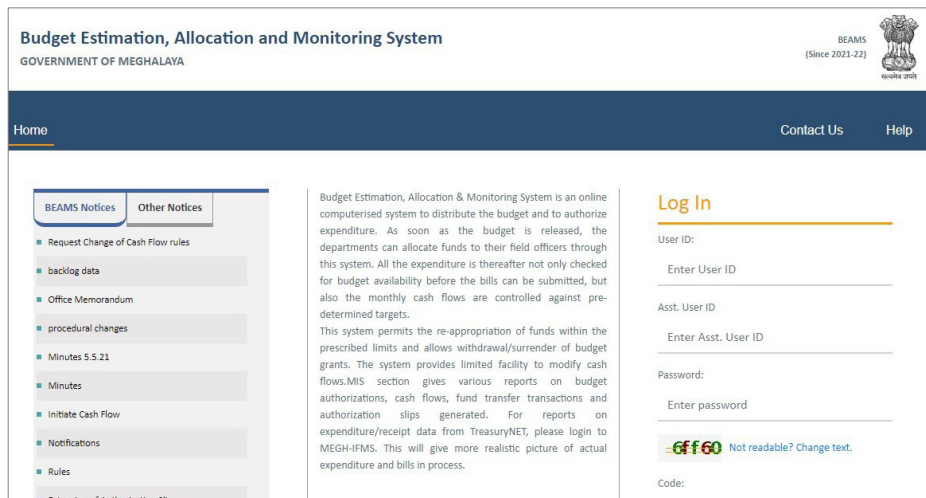
- **STEMS App:** Available on Google Play and iOS App Store, the app enables registration, bus pass purchases, and real-time bus tracking.
- **Caretaker App:** Ensures SMS updates to parents about their child's boarding and de-boarding.
- **Online Bus Passes:** Convenient purchase for specific routes and periods with integrated payment options.
- **Live Bus Tracking:** Real-time monitoring for parents and students.
- **Efficient Management:** Web application with dashboards for STEMS and schools, seat allocation, crew duties, and route management.

Supported by NIC Meghalaya and NIC Uttarakhand, this initiative represents a step forward in sustainable and safe school transportation, benefiting students, parents, and the community.

**Other Initiatives in the State**

Meghalaya has implemented diverse e-Governance initiatives to enhance public services,

▼ Fig 3.2: Budget Estimation, Allocation and Monitoring System Dashboard



The Meghalaya State Public Services Delivery Commission (MSPSDC) Web Portal has been developed by NIC Shillong in collaboration with the MSPSDC and with funding from National eGovernance Division (NeGD), Ministry of Electronics and Information Technology, Government of India.

Since its launch in July 2022, MSPSDC Web Portal has recorded as on December 11, 2024, an impressive 2,43,217 visitors, reflecting its growing relevance and engagement with citizens.

The portal's impact is further exemplified by its inclusion in the "Best Practices – Right to Services Portal" section of the 14th Monthly Report by the Department of Administrative Reforms and Public Grievances (DARPG)'s National e-Governance Service Delivery Assessment. This accolade highlights the Commission's dedication to setting high standards in service delivery, ensuring citizens have access to reliable and efficient services.

The MSPSDC Web Portal continues to play a pivotal role in transforming public service accessibility, aligning with the broader vision of Digital India to empower every citizen through technology.



**M.S. Rao** IAS (Retd.)  
Chief Commissioner  
Meghalaya Public Services Delivery Commission

transparency, and digital inclusion. Covering sectors like agriculture, health, education, and public distribution, these projects streamline operations, ensure accessibility, and empower citizens. Tailored to address Meghalaya's unique challenges, these innovations drive sustainable development and foster digital inclusivity.

### NEGP AGRISNET Meghalaya State Agricultural Marketing Portal

The portal provides market information on 79 commodities across 39 markets, with 2.4 million SMS alerts sent. It collects data from 62 rural primary markets and two daily markets in the state capital. It can be accessed at <https://megamb.gov.in/>

### Registration of Farmers and Digital Farmer ID Card

Launched on October 26, 2019, this project uses Service Plus for farmer registration and dig-

ital ID issuance. Of 392,777 applications, 264,582 IDs were issued. It can be accessed at <https://megedistrict.gov.in/getServiceDesc.html?serviceId=11140004>

### State Farmers' Portal

This portal offers comprehensive agricultural services, including crop cycle management and farmer achievements. It has verified 97,928 farmers and issued 92,294 digital IDs. It can be accessed at <https://megfarmer.gov.in/>

### Online Reporting System for DGROS

Launched on February 25, 2022, this system allows District Grievance Redressal Officers to report on food grain distribution efficiently under the National Security Act 2013.

### Computerization of Election Department

Begun in 2007, this initiative digitizes electoral rolls and voter services, including voter enrollment, updates, and ID issuance. It also manages election logistics like polling personnel and LAN setup for counting halls.

### Excise Permit & Revenue Tracking System (EXPERT)

Operational since 2014, this system manages excise permits and revenue tracking, integrated with GRAS for online payments. It has issued 3,254 permits and collected ₹37.31 crore. It can be accessed at <https://excise.meghalaya.gov.in>.

### Disability Portal

A barrier-free platform offering maximum accessibility with assistive technologies. It complies with WCAG 2.0 and GIGW guidelines. It can be accessed at <https://megscpwd.gov.in>.

### eHospital Management System

Enhances patient care and record management across government hospitals. It supports OPD registrations, lab reports, and discharge summaries. It can be accessed at <https://ehospital.gov.in>.

### Computerization of Employment Exchange

Digitizes employment services, including online registration and job card issuance. As of November 2024, it recorded 67,504 entries and 4,370 renewals. It can be accessed at <https://dectmeg.nic.in>.

### Skilled Hands Portal

Connects skilled unemployed individuals with jobs across 69 skill categories. It has 1,187 registered users and is accessible via mobile and employment exchanges. It can be accessed at <https://megskillhands.gov.in>.

### Meghalaya State Portal

The official government website provides access to information and services in health, education, and employment sectors. It received 18.4 million visitors as of November 2024. It can be accessed at <https://meghalaya.gov.in>.

### MegPGRAMS

A grievance redressal system integrated with CPGRAMS, it offers dashboards, notifications, and

NFSA data integration for efficient resolution. It can be accessed at <https://megpgrams.gov.in>.

### Online RTI Application

Allows Indian citizens to file RTI requests and appeals online, integrated with GRAS for secure payments. It has processed 3,189 applications and 145 appeals. It can be accessed at <https://megrti.gov.in>.

### e-Prisons

Provides real-time inmate data and visitor management systems to streamline prison operations. It can be accessed at <https://eprisons.nic.in/>.

### e-Challan for Traffic Police

An Android app for on-the-spot fine collection, integrated with Vahan and Sarathi. It has issued 99,301 challans, collecting ₹8.87 crore since March 2021.

### Faculty & Student Management Systems under NERIE

These systems manage academic materials, assignments, attendance, and evaluations for faculty and students. It can be accessed at <https://nerie.nic.in/>.

### e-Litigation

Tracks court cases and sends SMS notifications for hearings, covering cases from district courts to the Supreme Court.

### VAHAN and SARATHI

VAHAN manages vehicle registration and permits, generating ₹835.246 crore from 556,692 vehicles. SARATHI supports driving license issuance, generating ₹45.03 crore from 311,445 licenses.

### Tourism Information System

Tracks tourist data through hotel entries, recording over 7.1 million domestic and 112,971 foreign tourists. It can be accessed at <https://megtouristinfo.nic.in/Public/TouristHome.aspx>.

### Horticulture Approved Rates Software

Streamlines rate comparison and entry for quick publication of approved rates.

### Vehicle Condemnation Web Application

Enables data submission for vehicle removal, simplifying transport department processes.

### Meghalaya E-Cabinet Portal

Automates Cabinet meeting processes, ensuring security with two-factor authentication.

### Online Mining and Quarry Permit Systems

Streamlines applications for mining leases, quarry permits, and reconnaissance permits, improving transparency.

### Mineral Gallery and Demurrage Systems

Provides a virtual gallery of Meghalaya's minerals and tools for calculating demurrage charges.

### Natural Resource Accounting

Tracks mineral lease data, generating detailed reports verified by district offices.



▲ Fig 3.3 Key features of MSPSDC Portal

### TPDS Computerization

Digitizes the Public Distribution System, integrating ePoS devices and supporting the 'One Nation One Ration Card' scheme.

### Central Government Projects

Several central government projects have been successfully implemented in Meghalaya, enhancing governance and service delivery across various sectors. These include e-Office for digital administration, e-Court Project for judicial efficiency, and the National Database of Arms Licenses (NDAL) for secure arms management. The Confonet Project (<http://confonet.nic.in/>) supports consumer forums, while the Health Management Information System (HMIS) (<http://nrhm-mis.nic.in/>) improves health data management. Social welfare initiatives like Mission Vatsalya, Indira Gandhi National Disability Pension Scheme, and National Family Benefit Scheme ensure targeted support for vulnerable populations.

Projects like e-Granthalaya digitize library systems, and SPARROW (Smart Performance Appraisal Report Recording Online Window) streamlines performance appraisals. Housing initiatives such as Indira Awaas Yojana (IAY) and Pradhan Mantri Awaas Yojana – Gramin (PMAY-G) enhance rural housing development, while the Farm Mechanization Application benefits the agriculture sector.

Ease of Doing Business (EODB) reforms by the

Labour Department and projects like Interoperable Criminal Justice System (ICJS) and IRAD (Integrated Road Accident Database) boost efficiency in law enforcement and road safety. Additionally, the National e-Vidhan Application (NeVA) digitizes legislative processes, supporting transparent and efficient governance. These projects demonstrate a comprehensive approach to leveraging technology for socio-economic development in the state.

### Infrastructure and Network

#### NKN/NICNET Services

NIC Meghalaya is equipped with two 10 Gbps core links, integrating NICNET and SWAN for seamless data sharing and virtualization across the state. This extensive network connects over 20,000 nodes across 238 offices and buildings. Additionally, 11 NIC District Centres are linked via NICNET/NKN with bandwidths of 1 Gbps, 100 Mbps, or 34 Mbps. Central WiFi access supports over 1,000 users, and 15 prominent institutions, including IIM, NIT, NEIGRIHMS, and NEHU, are connected to NKN. The network has handled more than 1,500 calls and incidents, ensuring prompt and reliable support.

#### NIC Mini Cloud

In 2022, the NIC Mini Cloud was deployed, featuring advanced network infrastructure, HCI

nodes, VMware, backup solutions, and load balancers. The 500-square-foot data centre hosts three racks for Mini Cloud, deploying 200-2,000 virtual machines with standard configurations.

### Video Conferencing Services

NIC Meghalaya provides Video Conferencing Studios at the State Centre, 11 District Centres, Governor's House, Main and Additional Secretariats, NEC Secretariat, Meghalaya High Court, District Courts, and District Prisons. Over 900 video conferencing sessions were conducted in the past year.

### Messaging Services

More than 80,000 email accounts have been created for state and central government officers and staff, supporting efficient communication across departments in Meghalaya.

### Awards

NIC Meghalaya has been recognized for its outstanding contributions to digital innovation and governance through several prestigious awards, highlighting its commitment to leveraging technology for citizen-centric services.

#### Winner at 8th North East Award 2023 (Guwahati):

- e-Prison
- Meghalaya Sign Bank
- Pensioner's Life Certificate Verification Mobile Apps

#### Special Mention at 8th North East Award 2023 (Guwahati):

- Digital Fish Farmer Identity Card
- Crop Pest & Disease Surveillance and Advisory Portal

#### Digital India Awards 2018 (Special Mention Category) (India Habitat Centre, New Delhi):

- Meghalaya e-District Project
- Awarded on 22nd February 2019.

### Way Forward

NIC Meghalaya envisions a future where emerging technologies drive smarter and more inclusive governance. The focus is on enhancing citizen engagement through intuitive mobile apps and real-time service portals while strengthening cybersecurity to protect sensitive data. By integrating AI, machine learning, and big data analytics, the aim is to enable predictive and efficient decision-making. Efforts will also prioritize digital inclusion, ensuring accessible interfaces for all citizens, especially in remote areas. Collaborations with academic institutions, industries, and startups will foster innovation, creating a robust digital ecosystem. NIC Meghalaya is dedicated to establishing the state as a benchmark for digital governance and sustainable development in the North-East region.

#### Contact for more details

#### State Informatics Officer

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▼ Fig 3.4: Meghalaya Employees Information System (Megh-EIS) Dashboard