INFORMATION AND COMMUNICATION TECHNOLOGY POLICY
(ICT Policy 2011)

This policy will govern the vision of state to implement and govern the IT enablement in the state by providing guidelines

Department of Information Technology
Government of Bihar
2011

INFORMATION AND COMMUNICATION TECHNOLOGY POLICY 2011

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1. PREAMBLE

India's success in the export of Information Technology (IT) Software and Related Services over the past decade is well known. India now accounts for 65 percent of the global market in offshore IT and 46 percent of the ITES market. The growth of the sector has led to tremendous pay-offs in terms of wealth creation and generation of high quality employment.

However, this rapid growth and the associated developmental impacts have mostly been confined to a handful of IT-BPO hubs located in a few states. Bihar has largely been bypassed by these exciting developments. It is the intention of the State Government to provide good governance through IT enablement and encourage development of the state by investment of the IT/ITES industries in Bihar, so that the people of Bihar enjoy the benefits of better citizen centric services at their doorstep and economic prosperity.

2. ICT VISION OF STATE

The Government's vision is to develop Bihar are as follows:-.

➢ To endeavour for rapid expansion and growth of knowledge based economy in the state.

➢ To bridge the digital divide which separates the citizen in urban areas from those in rural areas by creating an unparalleled IT infrastructure & deliver online services to every citizen in the state

➢ To make Bihar the next destination of investment in the IT/ITES/EHM industries and fuel the development of the state

➢ To make Bihar the frontrunner state in good governance through ICT (Information and Communication Technology) enablement.

3. OBJECTIVES

To fulfill the ICT vision of the state by 2016, the following objectives need to be attained

1. **Human and Intellectual Capital Resource**: Create a talented pool of Human Resources by promoting computer literacy at the school level and IT enablement of employable youth by providing them appropriate training.

2. **Employment:** To create jobs for the local youths by attracting investments from IT/ITES/EHM units in the state

3. **IT Infrastructure**: To create a world class IT infrastructure in the state

4. **e-Governance**: Promote the e-Governance initiatives under NeGP and State Department of IT to bring maximum Government departments citizen services in interactive online mode.

5. **Investment:** Promote investment in the IT/ITES/EHM Units by Private industry to accelerate the pace of IT enablement of the state.

6. **Environment:** To provide a conducive environment of business for the IT/ITES/EHM Units by extending support from the Government and increasing opportunities in the state.

7. **Regulations:** Devise appropriate legal and regulatory framework for efficient administration of IT/ITES/EHM Units and prevent the misuse of IT and protect intellectual property rights, patents & trademarks.

4. DEFINITIONS

➢ **IT Service"** is defined as any service which results from the use of any IT software over a system of IT products for realizing value addition.

➢ **"IT enabled Services"** are human intensive services that are delivered over telecom networks or the internet to a wide range of business segments such as Medical Transcription, Legal Database processing, Digital content development / animation, Remote Maintenance, Back office operations – Accounts /Financial services, Data Processing and Call Centers etc

➢ **"IT Industry"** includes IT Hardware and IT/ITES units/companies. Where IT units/ companies include IT Applications, software & IT services and IT Enabled Services includes BPO/ KPO/Consulting /Animation & Gaming and other Knowledge Industry units such as Nanotechnology, Telecommunications etc.

➢ **"EHM Units"** means Electronic Hardware Manufacturing Units.

➢ **"Institutions"** offering specialized education & training for IT and Knowledge Industries such as finishing schools, Entrepreneurship Development Cells, Incubation Centers, Institutes of higher learning and other knowledge industries, will also be considered as part of an IT Industries under this policy.

5. CLASSIFICATION OF ICT POLICY

The ICT policy has been classified under the following heads for better understanding and focus.

❖ ICT Policy for Industries

❖ ICT Policy for Education

❖ ICT Policy for Governance

❖ ICT Policy for Citizen

5.1 ICT POLICY FOR INDUSTRY

IT/ITES/EHM Units will be eligible for all the incentives of the Industrial Incentive Policy 2011, Department of Industries, Govt. of Bihar. All incentives applicable to industries would also be automatically available to IT/ITES/EHM Units.

5.1.1 PRE-PRODUCTION FACILITIES

5.1.1.1 REGISTRATION / STAMP DUTY CONCESSION

a) IT/ITES/EHM Units which are to be established in the industrial area / shed / IT Park / Industries and outside the area of the authority will enjoy the full (100%) exemption in stamp duty and registration fee in lease / sale /transfer of land.

b) This facility will be granted only for the first time and thereafter will not be granted on subsequent lease / sale /transfer of land. The facility will be valid for new units only.

c) Those existing units, which shall undergo expansion or diversification to the extent of 50% increase in their production capacity and who have not availed any concession on stamp duty / registration fee previously, will also be entitled for expanded land only.

d) Those unable to avail of exemption will be entitled to reimbursement on a Post-production basis.

5.1.2 POST-PRODUCTION FACILITIES

The maximum limit of various reimbursements like incentive for project report preparation, incentive on land/shed, financial assistance on Technical know-how, capital subsidy etc. to be given to a unit after commencement of commercial production, will be Rs. 600 Lacs (excluding incentives given on Captive Power generation/DG set)

5.1.2.1 INCENTIVE FOR PREPARATION OF PROJECT REPORT

a) Reimbursement of the cost incurred in the project report preparation by the IT/ITES/EHM Units at the rate of 50% subject to a maximum of Rs.2 Lacs will be made available provided, the project report is prepared by any of the firms recognised by the IT Department.

b) Project reports for obtaining carbon credit reimbursable up to 50% (Max Rs.15 Lacs), provided carbon credit is obtained.

5.1.2.2 FINANCIAL ASSISTANCE ON FEES PAID FOR "TECHNICAL KNOW-HOW"

Entrepreneur who obtains "Technical Know-How" from any recognized National research centre / laboratory or institution to establish or to expand its unit / company / firm / venture, an amount of 30% (Max. Rs. 15 lakhs) of the fee paid to the institution/organization for the "Technical Know-How" will be reimbursed.

5.1.2.3 INCENTIVE ON QUALITY CERTIFICATION

a) Reimbursement of fee expenses on quality certification like ISI (or equivalent National / International institution) or and any other accredited certification required for industry will be funded by State Government as per the subsequent clauses.

b) The IT/ITES/EHM unit can claim this incentive only once.

c) Government shall reimburse 75% of the expense incurred by

   i. An IT company/Unit on securing quality certification of ISO/SEI CMM level 2/ and above/ STQC etc.

   ii. An ITES Company /Unit for achieving COPC (Customer Operation Performance Centre) and eSCM (eSourcing Capability Model) certification etc.

   iii. An Electronic Hardware Manufacturing (EHM) unit for achieving ISI / ISO / BS or Quality approvals granted by recognized international agencies like BVQI, DNV, LRQA, TUV) and STQC etc.

5.1.2.4 INCENTIVE GRANTED ON LAND

a) All the IT/ITES/EHM units/ Industries will be entitled for incentive / grant on the value of land / park allotted by Bihar Industrial Area Development Authority / Export Promotion Industrial Park / Food Park / Agri Export Zone / IT Park/Industries or Govt. in the following manner:

Industry	Grant
Small / Tiny Units (within prescribed financial limits)	50% or 15 Lacs (Max.)
All Large/medium/mega units (within prescribed financial limits)	25% or 30 Lacs (Max.)

b) Govt of Bihar will identify suitable Government Land and reserve it for large IT/ITES/EHM Units, wherever possible.

5.1.2.5 EXEMPTION FROM AMC / MINIMUM BASE ENERGY CHARGE/ DEMAND CHARGE

Existing units as well as the new IT/ITES/EHM units shall get AMC/ Minimum Base Energy charge/Demand charge concession under the new ICT policy from the date of announcement of the New ICT Policy. This facility will be valid for next five years.

5.1.2.6 INCENTIVE / GRANT ON PLANT & MACHINERY FOR CAPTIVE POWER GENERATION

The Incentives / Grants on Plant & Machinery for Captive Power Generation/ Diesel Generating Set / Solar Power Unit installation will be provided as follows:-

a) The unit shall be eligible for a grant of 50% on the plant & machinery cost in setting up a Captive Power generation/Diesel generating set unit. There is no max limit for this.

b) The existing units will also be entitled as per [a] in case of setting up a new Captive Power generation / Diesel generating set unit. This facility will be available after the implementation of ICT Policy 2011 for 5 years.

c) This grant will also be available to SPVs formed for the purpose of setting up Power Units for supply of Power to Industrial area/Group of Industries, provided majority of the members of the SPVs are from that industrial area/group

d) A grant of 60% on the expenses incurred on purchase of Plant & Machinery for setting up unit for production of energy from Non conventional sources (with no maximum limit)

5.1.2.7 SUBSIDY ON CAPITAL INVESTMENT

a) New IT/ITES/EHM units shall get a reimbursement of 20% on the capital investment made on Hardware & IT equipment, Software, Network equipments etc.(Max. limit Rs.75 Lacs), after enforcement of this policy and will be paid only after commencement of commercial production by that unit.

5.1.2.8 BENEFIT ON ENTRY TAX

During the post production stage of a new IT/ITES/EHM unit, in case of output tax being adjusted under entry tax, the amount paid under the head of Entry tax will be included within the 80% reimbursement of VAT amount.

5.1.2.9 CENTRAL SALES TAX

Only 1% CST will be payable on the items produced by the registered MSME of IT/ITES/ EHM units in Bihar. Note: In case of GST implementation above mentioned facilities will be applicable in similar way.

5.1.2.10 REIMBURSEMENT OF VAT

a) The IT/ITES/EHM unit will get a passbook (paper/electronic) from the State Government in which the details of the tax paid under Bihar VAT would be entered and verified by the Commercial Taxes Department in the prescribed Form.

b) Commercial Tax Dept. will be authorized to release the incentive amount on the basis of the above verification.

c) New units will be entitled for reimbursement of 80% against the admissible VAT amount deposited with State Government, for a period of ten years.

d) The maximum amount of reimbursement will be 300% of Capital investment.

e) The existing IT/ITES/EHM unit shall get 25% reimbursement of VAT / Luxury tax on the amount deposited in Govt. Account against the admissible VAT amount, for a period of 5 years.

5.1.2.11 EXEMPTION ON ELECTRICTY DUTY, CONVERSION FEE AND LUXURY TAX

New IT/ITES/EHM units after coming into commercial production shall be entitled for the following benefits:-

a) 100% exemption on Luxury tax for a period of 7 years

b) 100% exemption on Electricity duty for a period of 7 years

c) 100% exemption on Land Conversion fee

5.1.2.12   EMPLOYMENT GENERATION GRANT

After the implementation of this policy, if any IT/ITES/EHM unit creates direct employment for over 100 persons, will be entitled for an incentive amount equivalent to the EPF amount paid by them to the New employees for a period of 1 year from the date of employment.

5.1.2.13   S.C. / S.T. /WOMEN / DIFFERENTLY ENABLED PERSON

a) The entrepreneurs under this category will avail 5% additional grant / exemption / subsidy than the limit fixed under this policy. This will be applicable solely to the fully owned by any one person of this category or a group /mix of the person defined in this category only.

b) Such Scheduled caste / scheduled tribe / women / Differently Enabled Person class entrepreneurs, who set up IT/ITES/EHM units and whose turn-over is up to Rs. 30 Lacs per annum will get 100% VAT reimbursement against the admissible VAT amount for a period of 10 years.

5.1.2.14   VENTURE FUND

State will create a Venture Fund with a corpus of around Rs. 100 Crores to promote entrepreneurs to set up their innovative IT/ITES/EHM units in Bihar.

5.1.2.15   FACILITIES TO THE UNITS ON EXPANSION / MODERNIZATION

Those existing IT/ITES/EHM units which shall undergo expansion / modernization of their capacity, will get the facilities on their incremental production as explained in post production facilities.

5.1.2.16   SPECIAL INCENTIVES FOR INNOVATIVE IT/ITES /EHM UNITS / PROJECTS

A special package of incentives will be offered for innovative & indigenous IT projects and IT/ITES/EHM units. Such projects/units will be defined as projects/units creating employment of more than 100 citizens in EHM units, 500 citizens in case of IT projects/units and 1000 citizen in case of ITES projects/units or attracting an investment of Rs. 50 Crore or more.

The following additional special package will be available:-

✓ Limit of Capital subsidy will be 20% but the limit will be raised from Rs. 50 Lacs to Rs. 3 Crores.

5.1.2.17   PRICE PREFERENCE FOR PUBLIC SECTOR AND STATE SUPPLIERS

a) A maximum of 10 percent price preference will be given to the IT/IETS/EHM Units (including Public Sector Undertakings) located and registered in Bihar over the IT/IETS/EHM Units registered outside of Bihar.

b) While giving price preference, no relaxation is to made in terms of quality and specifications. However, after receiving the purchase order, if they fail to supply the

goods /services, without any appropriate reason, they will be blacklisted and debarred /disqualified to participate in any of the future Government assignments. A database of the blacklisted vendors will be made available Online.

5.1.2.18   SINGLE WINDOW CLEARANCE SYSTEM

a) The State Investment Promotion Board (SIPB) will serve as the Single Window Agency for providing approvals & clearances for setting up new IT/ITES/EHM units in the State.

b) An escort service would be started to assist the entrepreneur in pre and post SIPB approval activities An On-line Clearance & Support Network (OCSN) linking all the related Departments/ organizations shall be created for facilitation of entrepreneurs.

c) It would be supported by state-of-the -art centralized helpdesk call centre on 24x7 basis.

5.1.2.19   INCENTIVES RELATED TO STATUTORY REGULATIONS

➢ **There would be a provision of self certification and IT/ITES/EHM units would be exempted from the following:**

  ✓ Pollution Control Act to be effective only as per Government of India guidelines

  ✓ Legal Power Cuts

  ✓ Zoning Regulations in respect of location

➢ **The following exemptions under the relevant Acts will be applicable to the IT/ITES/EHM units :**

  ✓ The IT/ITES/EHM units will be added in schedule-1 of the Bihar Shops and Establishment Act 1953 and concessions under sections 7,8 and 12 (I) shall be extended to it. By this the unit would be given exemption from the provisions relating to the hours of business and weekly closure.

  ✓ The hours of work for women employees would be relaxed under section 66 of the factories Act, 1948. Accordingly for IT/ITES/EHM establishments, Women would be able to work between 5 AM and 10 PM instead of 6 AM to 7 PM in such establishments.

  ✓ The IT/ITES/EHM units will be added as an independent employment in the schedule of minimum wages Act 1948 so that the workers may be classified separately

  ✓ IT/ITES/EHM Units will be permitted to self certify that they are maintaining the register and forms as contemplated under various following Acts viz

    • Payment of Wages Act , Minimum Wages Act , Workermen's Wages Act, Employees State Insurance Act , Payment of Gratuity Act , Maternity Benefit Act, Equal Remuneration Act, Water & Pollution Act, Employment Exchange Act, Factories Act, Employees' Provident Fund & Misc. Provisions Act, Contract Labor (Regulation and Abolition) Act

  ✓ IT & ITES companies would be exempted from Pollution Control Act. While EHM units must have to follow the Pollution Control Act.

✓ The labor laws would be relaxed for IT/ITES/EHM units and they would be allowed 24 X 7 operations with 3 shifts per day.

5.1.2.20 OTHER INCENTIVES /BENEFITS

➢ State would help IT/ITES /EHM Units by keeping all the computer equipments, spare parts, computer peripheral devices, other connectivity devices, network cables, etc. under Common Sales Tax which would be lower than the Uniform Floor rate.

➢ In order to promote the participation in international events, by the emerging IT/ITES/EHM units (registered in Bihar only and turnover does not exceed Rs 10 Crore in the preceding year), the Department of IT will provide a 30% subsidy to those IT/ITES/EHM units in respect of the stall rent payable for participation in international events as notified by the IT Department.

➢ IT/ITES companies that use power up to 5 KVA will be permitted to be established without any location restrictions.

➢ **Cyber Crime and Cyber Act** -The State shall provide a high level of security for the operation of IT/ ITES/EHM units set-up in the state. Offences pertaining to the violation of data security, confidentiality of documents and non disclosure of agreements will be dealt seriously. State will set up a Cyber Crime Detection Cell in Patna for the same.

➢ **Special awards** will be given to IT/ITES/EHM Units giving substantial employment opportunities to the **differently enabled persons.**

➢ IT/ITES/EHM Units will be encouraged to participate in **community and social development activities**.

➢ The Government of Bihar will actively pursue tie-ups with counterpart agencies in other states and countries to explore the possibilities of investments by companies seeking to set up ICT investments in more than one state / country.

5.2 ICT POLICY FOR THE EDUCATION

5.2.1 ICT AT SCHOOL LEVEL

➢ CAL under Serva Siksha Abhiyan (SSA) has been envisioned to give benefit of interactive education to children of classes VI-VIII through computers. Currently 619 middle schools, are taking the benefit of this scheme. This will be extended to total 1000 schools in 3 to 5 years in phased manner.

➢ Under the aegis of ICT@School, all Government and Govt. aided Secondary and Higher Secondary Schools will provide basic computer literacy courses through a computer lab with broadband internet connectivity. Presently being implemented in 1000 schools and expected to be launched in 1350 schools by 2012. All Government and Govt. aided Secondary and Higher Secondary Schools will be covered through ICT @School project by 2013.

➢ The State Government shall take up intensive computer training of at least 10% of teachers in Higher Secondary Schools and progressively train at least 2-5 teachers in all other schools.

➢ Courses on IT would be introduced in all branches of study starting from Higher Secondary Level. Specific courses would be launched to provide project management, project development and software skills.

➢ School and College curriculum will focus on soft skills like communication skills and personality development. The government shall identify knowledge partners to develop the content for the new curriculum.

➢ Special preference in terms of admission to IT courses started in Government Schools and Colleges will be given to the Girls and to the differently enabled persons. Also Govt. of Bihar will consider the requirement of special infrastructure and other special facilities for various categories of differently enabled persons to be made available.

5.2.2 ICT AT COLLEGE LEVEL

➢ Under National Programme on Technology Enhanced Learning [NPTEL], about 400 e-courses & content generated by IITs and IIS Bangalore faculty in the field of IT. This course content can be accessed in form of Virtual Classroom for interactive lectures & learning for students at University level through 1GB connectivity under National Mission on Education through Information & Communication Technology [NME-ICT].

➢ Computer labs are being set up in Universities & Constituent Colleges. Till date colleges affiliated to 14 University has been identified by HRD and Affiliated Colleges will be taken up in the next phase. Rest all the colleges/ universities will be connected under NME-ICT project by 2015.

➢ The State will facilitate partnership between educational institutes and industry to identify specific areas of research in the ICT area.

➢ To promote scholars and researchers, the state will give scholarships to deserving candidates from Bihar for undertaking R&D in IT and provide incentives for students from Bihar to take up Doctoral and Post Doctoral research in the ICT area.

5.2.3 BIHAR KNOWLEDGE SOCIETY (BKS)

Through BKS the Government of Bihar will endeavor to develop 5 IT Training centre per district for imparting computer literacy and other short-term (6 months) certificate courses for training the unemployed educated youth in various IT skills in PPP Mode. These centers would receive appropriate grants/ concessions from the Government.

5.2.4 CENTRE OF EXCELLENCE FOR IT

A task force will be set up for developing technical institutes in the State into centers of excellence under Technical Education Quality Improvement Program (TEQIP). Each Centre of excellence would adopt neighboring ITIs and Polytechnics. 46 colleges have been identified for converting them into centre of excellence (CoE).

5.2.5 OTHER THRUST AREA

➢ Sufficient enabling environment for teaching foreign languages like German, French, Spanish, Japanese, Persian and Arabic etc. will be created, so that opportunities in major markets of non- English speaking countries could be tapped.

➢ State Government will design IT courses/training modules for the accounts, commerce and any graduates can be eligible for employment in high end Knowledge Process Outsourcing Industry.

➢ State Government will promote the institutes providing domain specific courses for HR, Finance and accounts processing, Medical Transcription, etc.

➢ The state would endeavor to establish an international level institute for IT Education and Training to assure rapid development of IT in the state.

➢ The state would endeavor to setup EDI & SME knowledge & Technology Centers to create skill developments.

5.3 ICT POLICY FOR GOVERNANCE

5.3.1 E-GOVERNANCE FRAMEWORK

The Government shall endeavor setting up of Electronics Governance and Citizen Facilitation to provide better services and improved quality of governance and citizen facilitation. BSWAN under NeGP core infrastructure initiative aims at providing 4 Mbps vertical connectivity between State Headquarter & District Headquarter and 2 Mbps between District Headquarter & Block Headquarter. DIT is also taking steps to connect all the departmental offices across Bihar to the nearest BSWAN PoP through Horizontal Connectivity (BHSWAN). BHSWAN will become a useful tool to ensure the participation of Panchayat level official machinery for MNREGA, IAY and other high impact schemes.

Every department shall endeavor to put all Government regulations, schemes, forms, tenders etc. on the Internet on a common web portal.

5.3.2 E-GOVERNMENT INTEROPERABILITY FRAMEWORK AND OPEN STANDARDS

DIT would take steps to develop and implement IT standards uniformly across the State. It would be ensured that these standards are not hardware-centric and vendor dependent. These standards, templates and data formats would be designed carefully by teams of experts drawn from government, IT companies, academia, R & D institutions and users/stakeholders. The Government of Bihar will develop an interoperability framework.

5.3.3 CAPACITY BUILDING & CHANGE MANAGEMENT

Capacity Building has been identified as the prominent precursor for the implementation of the e-Governance Plan. DIT will ensure that the outcome of the Capacity Building programme justifies the following:

➢ Ensuring provision of necessary training across various levels to the identified stakeholders

➢ Creation of institutional capacities across the State for implementing the e-Governance plan at the State level by constituting the State e-Governance Mission Teams.

➢ All Government Departments will prepare 5 year IT plans with yearly deliverables containing details of investments envisaged in the IT infrastructure, training of personnel, etc.

➢ Government Departments providing high volume of citizen centric services will earmark 3% percentage of its planned budget and one Nodal IT Officer to coordinate with the IT Department for conceptualization and implementation of State IT Projects.

5.3.4 ADOPTION OF M-GOVERNANCE

Extensive adoption of M-Governance by State Govt. Departments for making all G2G, G2C and C2G transaction information real time so as to facilitate instant citizen services through SMS in Automatic, Anywhere – Anytime – Anyone mode. Govt of Bihar envisages adopting the M-governance platform on the managed service model which can be made to go-live very quickly in a short duration.

5.3.5 PROMOTION TO GREEN-IT

Government of Bihar is well aware with its environmental responsibility and hence committed for Promotion of Green IT by:-

➢ Reducing e-waste by recycling of IT hardware and providing incentive for project Reports in compliance to gain carbon credit.

➢ Use of Renewable energy resources like solar, wind etc for solving power crisis of State.

➢ Promotion for Energy Efficient IT Hardware/Software/ Network Architecture

5.3.6 E-GOVERNANCE MONITORING

➢ Department of IT will render all necessary assistance to other departments for implementation of the e-Governance programme.

➢ District e-Governance Society (DeGS) will be constituted in each District under the chairmanship of the District Magistrate with representation of various departments including NIC to formulate, monitor and implement IT schemes/ programmes at the district level.

➢ Bihar State Electronics Development Corporation Ltd. (BSEDC) is would form JVs with private agencies with a view to facilitating e-Governance implementation and rendering IT services.

➢ **State e-Governance Project Steering Council** - SeGP Steering Council is an Apex body constituted under the chair of Honourable Chief Minister of State for providing over all vision, broad policy directions and guidance to the state. Members of this council shall

be officials from State Government, IT professionals and person nominated by Chief Minister, Government of Bihar.

➢ **State e-Governance Project Apex Committee -** SeGP Apex Committee constituted under the chair of Chief Secretary for Strategic directions and decisions regarding IT in the state. All departments shall be required to submit comprehensive reports on the execution of IT projects to this Committee on regular basis. Members of this Apex Committee are as follows:

➢ Chief Secretary– Chairman

➢ Principal Secretary Planning & Development – Member

➢ Development Commissioner – Deputy Chairman

➢ Principal Secretary IT - Member

➢ Principal Secretary Finance – Member

➢ SIO, NIC – Member

➢ Principal Secretary Personnel Dept – Member

➢ Technical Advisors – Member

5.3.7 OTHER GOVERNMENT INITIATIVES

➢ Government of Bihar has amended the rules and has made computer skills compulsory for promotion & upgrade in higher scale for Class I to III cadres in State.

➢ Government of Bihar would endeavor to develop High standard Incubation centre with state-of-the-art computation facilities and services of experts and facilitate the same on cost basis to the prospective IT entrepreneurs to begin with. This facility will be developed by State on its own or through PPP initiatives.

➢ Government of Bihar recognizes the importance of using digital certificates for ensuring the legal validity of e-transactions.

➢ Government of Bihar recognizes the importance of the digitization of public library and record room data of almost all the departments; this will be initiated in a phased manner based on criticality & priority of data. All the departmental data such as employee records, citizen specific records, financial details, etc. would be digitized over a phase manner completing the whole activity by 2016.

➢ DIT will contribute Rs.10 Lakhs per annum for creation of Library and making available material on trends in technology, market intelligence, research reports and analysis etc.

➢ Government of Bihar will take effective steps to create "Brand Equity" for state by participating in National and International Seminar.

➢ A particular day will be earmarked as the IT day for Bihar, when DIT, GoB will organize Seminar, conference / conclave etc. to invite IT visionaries to guide the state and future road map for Growth.

➢ Government of Bihar will constitute a CM Task Force comprising noted non-political leaders from IT industries comprising noted figures.

➢ Government of Bihar will target paperless office by 2016.

5.4 ICT POLICY FOR CITIZENS

➢ Govt. of Bihar is setting up Common Services Centers in all 8,463 panchayats across the State.

➢ A dedicated state portal would be created to provide information about all the state departments, their schemes, orders, circulars, tenders, notices, grievance handling, results publication, etc.

➢ Govt. of Bihar is keen to promote e-Literacy amongst the masses through appropriate citizen e-Literacy programmes.

➢ Government will promote the use of National language Hindi & Urdu across all software and websites, so as to facilitate the citizens to use these systems effectively.

➢ The Government of Bihar shall endeavor to launch pilot projects for use of IT in RD. Areas like development marketing and popularization of IT for rural applications shall be promoted.

➢ Government will develop a very comprehensive Geographical Information System (GIS). The GIS system will be used as a Decision Support system by various Departments for long term planning of the development of the State.

➢ Government will develop the following systems to aid farmers:

  o Database on different Agro-climatic variables like rainfall, water availability and soil nutrient status.

  o Database Management Systems and Management Information System for land use management, agriculture operation, public health status.

  o Providing Multimedia facilities for educational and training activities in the area of agriculture extension and other awareness generation programs.

➢ The Government of Bihar shall endeavor to organize IT 'Fairs' in various parts of the state to demonstrate the benefits of IT to the people within the state.

➢ The State Government would pursue with BSNL an aggressive plan to connect rural areas under the National Broadband Plan which envisages in its Phase-I to connect those locations through ADSL where BSNL has its Exchange in and around the block. In Phase II, Wireless Towers would be used by BSNL to cover the rural areas. In Phase III, Pre-Wi-MAX/Wi-Max scenario would be leveraged to cover the rural areas.

➢ A Database of all the IT literate students will be prepared in consultations with the IT institutions, Universities, Colleges and IT companies. This database will be shared with the IT companies set up in the state to facilitate the employment of eligible candidate. This policy envisions providing employment opportunities to 1,00,000 employable

youths in the IT sector in the next three years. It is expected that 3,00,000 more indirect jobs will be created in due process in next three years

6. IMPROVING BUSINESS AND SOCIAL INFRASTRUCTURE

Adequate availability of infrastructure is another essential requisite for facilitating business activity. Overcoming this deficit in Bihar requires significant investments in basic, business as well as social infrastructure.

From the perspective of the IT/ITES/EHM units, the core elements of infrastructure including a robust telecommunications back-bone, world-class office space, warehouses, container depots supported by regular / uninterrupted supply of basic utilities (power, water, etc.) and Multi-Modal connectivity (Air/Rail/Road etc) will be developed. The key initiatives planned in this regard are as follows:-

6.1 AIRLINE CONNECTIVITY

Airline connectivity is essential for the State to be a destination of IT/ITES/EHM units. State would encourage domestic airlines to enhance connectivity of Patna and Gaya with major national and selected international destinations. Investment would be made for upgrading the facilities at these airports. Air Taxi service between major towns of the state by private operators would be encouraged.

6.2 ROAD CONNECTIVITY

Access roads will be built from Airports and other points of commute such as Railway Stations to the designated IT parks, which minimize travel time. Value added services and international standard amenities such as logistics, hotel and restaurant, petrol pumps, retail, emergency services, etc. to support and enhance road networks would be developed.

6.3 POWER SUPPLY

New power projects would be promoted both in public and private sector to meet additional demand forecasts of the IT/ITES/EHM Units. IT/ITES/EHM Units which would like to set up captive power plants would be encouraged and incentives would be offered to them.

6.4 RELIABLE COMMUNICATION LINKS

The State Government would encourage presence of multiple telecom service providers offering high-speed telecommunication links with several levels of built in redundancy for all IT Parks/ Industries. Permission to set up base stations and telecommunication network equipment in earmarked areas would also be given on priority. Single window interface would be established for securing Right of way for laying optic fibers and erecting towers.

6.5 RESIDENTIAL REAL ESTATE

Private developers would be encouraged and facilitated to build quality housing complexes with open spaces, playground and parking. Residential Units will be created around IT Parks/Industries to house the employees and their families.

6.6 RETAIL AND ENTERTAINMENT HUBS

Setting up of large departmental stores and malls, 5 and 7 star hotels, cafes, multi-cuisine restaurants, modern cinema halls and multiplexes would be encouraged. These facilities would be needed to provide recreational amenities the employees of IT/ITES/EHM Units

7. IMPORTANT INFORMATION

➢ Benefits under this policy will be available to only those who have not availed such benefits under any other policy.

➢ All concerned Depts. will issue relevant notifications immediately after this policy in any case not later than 1 month after the announcement of the policy.

➢ Mid-term review based on wide consultations will be undertaken for any course corrections

➢ All doubts/disputes arising out of any interpretation of any provision of this policy will be decided by the committee headed by Principal Secretary, DIT.

➢ Special emphasis will be laid on simplification of rules & procedures for availing any facility under this policy and transparent systems will be introduced.

➢ On verification, if information furnished in any claim for Exemption / Reimbursement / Concession etc. found incorrect then claimed amount with penalty will be recovered by Govt. of Bihar under **Public Demand Recovery Act.**