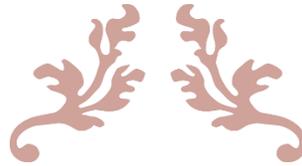## 22nd National e-Governance Conference, 2019

Jointly organised by

Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions, Government of India	Government of Meghalaya	Ministry of Electronics and Information Technology (MeitY), Government of India

SHILLONG DECLARATION

Digital India: Success to Excellence

8-9 August 2019

Shillong, Meghalaya

Shillong Declaration

The Department of Administrative Reforms & Public Grievances (DAPRG), Ministry of Personnel, Public Grievances & Pensions and Ministry of Electronics & Information Technology (MeitY), Government of India in collaboration with the Government of Meghalaya organized the 22nd National Conference on e-Governance at Shillong during 8-9 August 2019.

The Conference has unanimously adopted the Shillong declaration outlined below after intensive deliberations during the sessions held over two days.

The Conference resolved that Government of India and State Governments shall collaborate to:

1. Improve the citizen's experience with Government services by promoting timely implementation of India Enterprise Architecture (IndEA) and implementing a single sign-on for interoperability and integration among e-Government applications throughout the country

2. Consolidate the plethora of successful State level e-Governance projects and domain-based projects with a focus to replicate them as a common application software with configurable features

3. Ensure improvement in ease of living and ease of doing business by making a big shift in the role of government from Service Provider to Service Enabler, thus moving from development of applications to making available public digital platforms where multiple competitive applications can be developed

4. Take steps to further improve connectivity in North Eastern States by addressing the issues and challenges of telecommunications connectivity at grassroot level and formulate and implement a comprehensive telecom development plan

5. Take steps to enhance the activities of Electronics Sector Skill Council in North Eastern States and explore the possibility for opening an electronics skill center in Shillong
6. Promote use of e-Office and move towards less paper State Secretariats in the North-Eastern States and in the District level offices
7. Improve the quality of delivery of e-Services in the North East to fulfil the vision of improved citizen experience
8. Develop India as a global cloud hub and facilitate development of Government applications and databases on Cloud by default
9. Adopt emerging technologies for finding e-Governance solutions
10. Promote the Digital India Projects with focus on Smart Cities and Smart Villages through Startups and Smart Entrepreneurship

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