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# 1. Preamble

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- 1.1 Assam has witnessed significant growth in ICT sector in the past one decade, due to the proactive initiatives taken by the Government in terms of creation of state-of-the-art physical infrastructure, provision of basic amenities such as roads, water, sewerage and power to the doorsteps of IT Layouts, availability of large English speaking and technical talent pool, lower cost of operation and innovative e-Governance programmes. Today, Assam is poised on the threshold of becoming a valued destination for ICT Industry, and acknowledging this aspect, the State has decided to go ahead with a new ICT Policy 2016 to promote Assam as one of the pioneer ICT hubs. The state desires to become a leading destination for investment in Information and Communication Technology (ICT) industry and to become a major partner in the Information Economy.
- 1.2 The basic ICT infrastructure in Assam has already been built up viz., a mini State Data Center, Assam State Wide Area Network with POPs , State Portal & State Service Delivery Gateway (SP-SSDG) , the Arunodoy Kendras (CSCs), the emphasis is on bridging the digital divide through e-literacy programs and Capacity Building initiatives etc.
- 1.3 The Government of Assam had announced the first (Information & Communications Technology) ICT policy in June 2000 followed by the second policy in August 2009 for promoting the growth of Information Technology (IT) sector, generation of employment, augmenting the Gross State Domestic Product (GSDP) and for overall socio-economic development of the State.
- 1.4 Government of Assam shall endeavour to support industries in the sector by way of single window clearance, developing “Brand Assam” and incentivizing the investors.

## 2. Vision

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The vision of the IT Policy 2016 is:

- 2.1 To “Plan, develop and market the state as one of the most preferred IT/ITES/Electronics investment and business destinations in India” through Good Governance, effective use of the talent pool, skill enhancement, promotion of innovation & future technologies and creation of excellent infrastructure.
- 2.2 To empower Assam with ICT and Electronics as engines of growth and good governance.

## 3. Objectives

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The key objectives and deliverables of the ICT Policy 2016 are:

- 3.1 e-Industry: Create enabling environment for growth of IT, ITeS and Electronics industries in the State
  - 3.1.1 Achieve up to at least 10,000 direct employment in the ICT sector by 2022
  - 3.1.2 Attract at least 10 leading IT/ITeS companies and 5 leading ESDM companies to the State by 2022
  - 3.1.3 Create a built up space of at least 5 Lakhs sq. m. in the State in IT sector.
- 3.2 e-Service: Deliver services electronically in an easy, effective, efficient, transparent and inclusive manner
  - 3.2.1 Ensure electronic delivery of services to citizens and business across all departments and functions to achieve the objective of transparency and efficiency
  - 3.2.2 Enable 'SMART' (Simple, Measurable, Accountable, Responsive and Transparent) governance through digital work flow and automation systems
- 3.3 e-Government: Develop core ICT infrastructure for delivery of e-services and promote use of ICT in governance
  - 3.3.1 Have the best in class ICT and allied infrastructure thereby ushering in efficient and effective development within the government and in the sector as such
  - 3.3.2 Provide broadband connectivity to all Government offices up to Block/Panchayat/villages by 2022
  - 3.3.3 Promote and set up critical ICT infrastructure such as communication networks, IT Parks, Incubation centers and peripheral services through government and private partnerships
- 3.4 e-Transformation: Build and enhance capacities and impart ICT skills
  - 3.4.1 Re-engineer the Government business practices and rules to suit the delivery of electronic services

- 3.4.2 Put in place programs and schemes in IT sector both in terms of employment and entrepreneurship.
- 3.4.3 Enable the state to reach an eminent position in the Information Technology sector and create “Brand Assam” for IT/ITeS/Electronics industries across the globe
- 3.4.4 To make efforts so that at least one member of each household and every student in the State-run schools becomes digitally literate.

## 4. Competitive Advantage

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- 4.1 Assam has Ten universities including Central & Private Sector Universities, one specialized Agriculture University including one Open University. There are 590 colleges at Graduate level for studies in Arts, Science, Commerce, Law, Sanskrit & Arabic. There are 5 Medical colleges, one Ayurvedic College, two Veterinary Colleges, one College of Aquaculture, one Regional Dental College, three Homeopathy Colleges and one Nursing College in the Government sector. The state has also Industrial Arts & Craft School and State College of Music to offer professional education for under graduate.
- 4.2 With regard to Technical Education, the state has one Indian Institute of Technology (IIT), One Indian Institute of Information Technology (IIIT), Nineteen Engineering Colleges/Universities (Govt. & Private Sector including NIT) offering Twenty one graduate courses with an intake capacity of more than 3500 students per annum. The State has Eight polytechnics and Twenty Three industrial training institutes (ITI). These institutes offer specialization options in various disciplines. In addition, Central Institute of Plastic Engineering & Technology (CIPET) & National Tool Room offers Diploma and Certificate courses.
- 4.3 The state literacy rate is 73.18 percent against the national average of 74 percent as per 2011 Census. Out of which male literacy figures at 78.81 percent and female literacy at 67.27 percent. Urban and Rural literacy rate is at 88.88 percent and 70.44 percent respectively. A large portion of the population in the age group of 15 to 30 in the major towns is computer literate while a large section of educated people can also read and write English.
- 4.4 The Telecommunication network is one of the fastest growing sectors in the state. Both State and Central Government are making all efforts to further improve the connectivity in the State. The citizen and business today have access to required bandwidth on demand in most of the areas
- 4.5 A Software Technology Park of India is under operation adjacent to the LGB International Airport in Guwahati.
- 4.6 Assam possesses cost effective and highly skilled human resource base with lowest attrition in India (less than 5%).

## 5. Strategies

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### 5.1 E-Governance

The Government aims to be at the highest level of maturity in e-Governance i.e., by transforming itself into a fully integrated e-Government and to become the best e-Governed state on all fronts by taking following measures:

- 5.1.1 Subject to technical feasibility Government shall endeavour to provide all the services coming under the Assam Right to Public Service (ARTPS) Act, 2012 electronically.
- 5.1.2 A minimum of 3% of plan funds shall be pooled by all departments and placed with the IT Department for e-Governance initiatives both in procurement of hardware and development of software applications.
- 5.1.3 Provide 24 X 7 delivery of services to the citizens through CSCs and other delivery channels.
- 5.1.4 Focus will be given to Government Process Re-engineering and Change Management for the effective delivery of citizen centric (G2C) services.
- 5.1.5 Open standards guidelines be adopted in all e-Governance solutions.
- 5.1.6 The State will structure its e-Governance projects aligned to the Digital India and ensure compliance with applications within the state and also across the country.
- 5.1.7 The Government is committed to curb software piracy and to protect the IPR of software companies and will encourage and support the use of Genuine and Legitimate Software in the State.
- 5.1.8 The Government will give high priority for upgrading the e-Government infrastructure and online services to the latest Internet Protocol Versions.
- 5.1.9 The Government will enter into strategic partnerships with public and private network providers to ensure adequate bandwidth in the remotest places in the State.
- 5.1.10 Government will promote wider adoption of mobile governance across government services.
- 5.1.11 Unicode compatible local language would be adopted in e-Governance initiatives in the State.

5.1.12 A comprehensive system of impact assessment of all e-Governance initiatives and other investments made by the State Government departments in ICT projects etc. shall be done through independent agencies from time to time to evaluate the socio-economic benefits and outcome of such investment.

## 5.2 Policy initiatives

- 5.2.1 **Data sharing:** The Government will facilitate sharing of data across departments to establish a connected government and thereby providing citizens with hassle free services.
- 5.2.2 **Data Security:** Government will ensure highest level of security and privacy of citizen data, security and quality audit shall be mandated in all e-Governance applications prior to deployment.
- 5.2.3 **ESDM:** Electronic System Design and Manufacturing (ESDM) for design and manufacturing of electronic goods and items in the State would be encouraged.
- 5.2.4 **E-waste:** The Government affirms its commitment to environmental protection by ensuring proper e-Waste management. The disposal of obsolete ICT equipments shall be made in accordance with e-waste management rules of Government of India.
- 5.2.5 **ICT in School:** Include “ICT” in the school curriculum from the post-primary level to ensure that all the students of the state are digitally literate.
- 5.2.6 **Inclusiveness:** Government web content shall be made accessible to the differently-abled by ensuring that all government websites comply with the WCAG 2.0 Level AA. All departmental websites would be standardized for easy availability of authenticated and updated information
- 5.2.7 **Government Process Re-engineering (GPR):** The Government will redesign the Government processes wherever required to achieve improvement in efficiency of governance and will ensure that proper change management is affected for the delivery of citizen centric (G2C) services with the participation of the Industry.
- 5.2.8 **New Technologies:** The Government will promote the increased use of new and evolving technologies such as cloud computing, wireless technologies and next generation networks etc. to enhance the public service delivery and to ensure optimal use of resources and maximizing public value.
- 5.2.9 **Social Media:** Government departments/organizations will have an active presence in the social media and a social media guideline will be put in place.



5.2.10 **Unified Connectivity (UC):** Assam State Wide Area Network (ASWAN) has been the backbone for various e-Governance initiatives in the State so far. Government shall scale-up the existing ASWAN network to a state-of-the-art secured and scalable information highway by integrating it with other networks, such as, BharatNet and National Knowledge Network (NKN) to provide seamless connectivity to deliver G2G, G2B and G2C services across the State by connecting various Government offices. The horizontal network connecting various departmental offices would also be integrated

### 5.3 Transparency initiatives

5.3.1 **e-Procurement:** The government will ensure a single unified end-to-end electronic platform for the procurement of Goods, works and services through PKI enabled workflows in procurement transactions. This e-Procurement solution will help transparency and efficiency in procurement in all departments.

### 5.4 Service Delivery initiatives

5.4.1 **State Portal:** Any time anywhere transactional e-services portal integrated with e-Forms and e-Payment gateway will be made available to the citizen through the state portal and Service Services Delivery Gateway.

5.4.2 Government will give priority to development of technologies for enabling local language solutions and promote the same while delivering government services online.

5.4.3 Service levels will be formulated for all e-services and monitored for its strict compliance to ensure effective delivery of services.

5.4.4 Integration of existing e-governance applications with that of NPR/UID will be implemented in a phased manner.

5.4.5 Government would make provisions for “On Demand” availability of IT Infrastructure, Platforms and Common Applications using Cloud and similar technologies for the government departments for rapid deployment of their application

## 6. Digital Empowerment Initiatives

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- 6.1 Specific ICT Programs will be developed to cater to the needs of different sections of society. Appropriate interventions will be taken up in this direction, which includes;
  - 6.1.1 Needs and grievances of differently-abled and disadvantaged population
  - 6.1.2 Programs aimed at Gender equality
  - 6.1.3 Digital Literacy
- 6.2 Make sharable government data available to public for genuine uses like analysis, research, legal purposes etc. through APIs, Web Services etc.
- 6.3 Government will strive to assist needy organizations by providing ICT equipments
- 6.4 Government will setup an Integrated Government Call Center (IGCC) to enable the citizen to interact with the Government for accessing various services and to expedite grievance redress. It will also act as a centralized help desk providing the citizens with guidance/information on various services and scheme offered by the Government.

## 7. Business Initiatives

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- 7.1 To become forerunner and to develop the state as one of the most preferred IT destinations in the country, Government is committed to create a sustainable ecosystem conducive for sustained growth of IT in the state.
- 7.2 Thrust will be given for creation and improvement of civil infrastructure, connectivity among IT Hubs and ancillary facilities.
- 7.3 Government will ensure that IT Parks established in the State will be equipped with green , eco-friendly , energy efficient layouts and interiors to provide world class, cost effective work space to target small, mid-size and large Indian and multi-national IT/ITeS companies to set up their operations within IT Parks.
- 7.4 The Government will aggressively market through media campaign, road shows, with specific focus given to trade development and branding, in the international and National IT markets to popularize the locational advantages of Assam to the prospective investors.
- 7.5 The Government envisages removing the infrastructure bottlenecks which can hamper the growth of IT industry. Encouraging development of the supporting infrastructure will be a way towards it. The Government will encourage investment in PPP mode.
- 7.6 To bolster growth and investment in IT, it is necessary to continue with the current financial incentives schemes offered to IT companies by the Government and also add new schemes with special financial incentives.
- 7.7 Government shall augment the business promotion efforts of IT MSMEs / SMEs by facilitating group business promotion trips to various destinations, within and outside the country, and participate in National and International trade fairs.
- 7.8 The Government wants to promote the growth of micro IT firms at grass root level as a rural industry can percolate down to village level. Necessary mentoring mechanism will be set up to guide the people in setting up small scale IT firms and handhold them so that it will encourage social entrepreneurship. The promotion of such micro IT industries will result in

equitable development of the State.

- 7.9 In order to reap the benefits out of the Central Government's plan to give a big push to the hardware manufacturing sector by way of attractive incentives and other packages, State's Industrial & Investment Policy-2014 encourages the establishment of eco-friendly manufacturing units that churn out of hi-tech products.
- 7.10 The Government shall work closely with industry associations like NASSCOM, MAIT, CII, and FINER and others to ensure a coordinated and smooth industry-Government interface on all matters of common concerns for the vibrant development of the IT industry in the State.

## 8. Information Technology Parks

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To cater to the growing demand of IT space from IT industry for starting operations from the State, the Government will facilitate and encourage private initiatives to set up IT parks. Government shall support developing IT parks.

### 8.1 Government Owned IT park

- 8.1.1 IT Park in Guwahati is promoted by the Government of Assam. This park would have world-class facilities and excellent growth prospects.
- 8.1.2 IT Park shall operate in Hub and Spoke model and continue to construct more built up space through a transparent process.
- 8.1.3 Assam Electronics Development Corporation Ltd (AMTRON) is the apex company formed under Government of Assam for pioneering the development of IT Parks in the state.
- 8.1.4 Government IT Park shall strive for solar/wind power generation in their buildings and introduce rainwater harvesting in their parks

### 8.2 Certified Private IT parks

- 8.2.1 In order to increase the availability of IT infrastructure government shall promote IT Parks in the Private Sector (Private IT Parks) outside the government owned IT parks.
- 8.2.2 The Government shall frame the guidelines and standards for private IT Parks certification.
- 8.2.3 Private IT Parks that meet the certification shall be governed by the same set of industry enabling regulations that are applicable to Government owned IT Parks unless otherwise specified by the Government.
- 8.2.4 The certified private IT parks shall have the following benefits:
  - 8.2.4.1 All certified Private IT Parks shall be brought under the purview of Single Window Clearance.
  - 8.2.4.2 Maximum FAR/FSI as prescribed in the Govt. owned IT Parks shall be available.
  - 8.2.4.3 At least 35% of the built up area shall be used for IT/ITES purpose.
- 8.2.5 IT Investment Region: It will be endeavour of the government to identify and promote IT investment region in clusters having

close concentration of economic and educational establishments.

- 8.2.6 In order to improve the attractiveness of remote/rural locations, which often lacks connectivity and living facilities, locations outside Hubs (Spoke locations) shall create provisions for living, housing, working women's hostel, etc within the area earmarked for commercial amenities.

## 9. Electronic System Design and Manufacturing

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Electronic System Design and Manufacturing (ESDM) is the fastest growing segment of the Information and Communications Technology (ICT) sector. As per the National Electronics Policy-2012 (NEP-2012), ESDM is expected to grow to USD \$400 Billion by the year 2020 and will generate a total employment of over 28 million.

While Assam has certain advantages for the conducive growth of the ESDM sector, this will not be enough as different States will enjoy all the benefits from the Government of India Policy. In order to attract investments to Assam as compared to other States, it is necessary for Assam to have a Policy which has additional incentives to encourage the growth of ESDM sector. Hence, it is necessary to include ESDM incentives in the State ICT Policy.

The State Government has taken a holistic view of the challenges and fiscal disabilities faced by the ESDM industry and these are addressed using a combination of promotional initiatives, post-performance incentives, fiscal measures, capital subsidies and other capacity building measures.

Government of Assam hereby outlines the following Promotional initiatives under this Policy, which will enable the State to be a leading contributor in India's ESDM sector and make the State a preferred destination for investments in ESDM.

### 9.1 Promotional Initiatives

9.1.1 Preferential Market Access (PMA) Policy: Preferential Market Access shall be given to "Assam ESDM Companies" (Make in Assam) for the ESDM products procured by all Government Departments of Assam. The year wise PMA and value addition thresholds for each product shall be in line with the National Electronics Policy and National Telecom Policy as shown below. This Policy shall be applicable from the date of notification and shall remain in force till 2022.

For the purpose of becoming eligible under the PMA domestically manufactured Electronic products are those that are manufactured by Companies registered and established in Assam and engaged in manufacturing, including contract manufacturers, but excluding traders. These Electronic products shall meet the following graded domestic value addition in terms of Bill of Material (BOM) for domestic

manufacturers:

Electronic Products	
Year	Percentage domestic value addition in terms of Bill of Material (BoM)
Year 1	25 %
Year 2	30 %
Year 3	35 %
Year 4	40 %
Year 5	45 %

The formula for Value-Addition is:

- Product Price (Ex-factory) : A
- Cost of Bill of Material (BOM) in 'A' : B
- BOM sourced from domestic Manufacturers : C
- Value Addition in terms of BOM :  $(C/B)*100$

9.1.3 The establishment of a free trade & warehousing zone (FTWZ) for Raw Materials, Components, Consumables, Parts and packing Materials required for Electronics hardware manufacturing will be suitably facilitated in the State for easy access to input/raw material for local Industry.

9.1.4 ESDM Innovation Center: Assam will set up three ESDM innovation centers that will provide complete infrastructure to entrepreneurs and companies who want to take their product concept and implement a working prototype. Such innovation centers will have all the requisite design tools such as VLSI design tools, prototype development facilities, testing facilities, characterization labs, compliance and certifications labs along with requisite manpower and component stocks. The first such center shall be housed at ESDM Facility at Guwahati and subsequent centers will be setup in other parts of the state.

9.1.5 Electronics Manufacturing Cluster: Assam will promote the creation of high-class ESDM Manufacturing Clusters (EMC) to provide world class infrastructure facilities necessary to attract investment into the ESDM sector including EMS and component manufacturing. The State will encourage participation of the private sector in a PPP mode, wherever practical, in developing such infrastructure.



9.1.5.1 The policy endeavours the development of at least 3 (three) ESDM Manufacturing Clusters (EMC) in the State by 2022. The EMCs shall provide internal and external infrastructure, inclusive of advanced logistics, shared testing and training facilities. Support of Government of Assam for infrastructure development in EMCs shall not exceed 20% of the total infrastructure cost.

9.1.5.2 The EMCs will be laid out keeping in mind the latest international standards of town and country planning and being made environment-friendly with proper segregated disposal mechanism and landscaped lung space.

**9.1.6 Innovation Promotion:** Government will promote innovation in the ESDM Sector through Awards by way of grants. The best innovations in the ESDM sector will be selected by a Screening Committee comprising of Industry and Academia representatives.

## 10. HR Development for IT

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- 10.1 Human resource constitutes to be the single most important resource in the IT industry. The linear growth of IT industry over the last 3 decades created a huge demand for highly skilled manpower and demand-supply gap. This has also resulted in reduced employability of fresh graduates as well.
- 10.1.1 Assam has been the producing skilled human resources for many industries across the country. Government has realized the importance HR in IT industries and has come up with many initiatives
- 10.1.2 Government will establish Innovation Fund to foster research in ICT and Electronics in the institutions of higher learning in the State.
- 10.1.3 Government will provide incentives to ICT companies for acquiring ISO:9000, Software Engineering Institute (SEI) certification and Quality Assurance Institute (QAI) certification and other industry standard certification etc.

## 11. Nurturing Innovation & Entrepreneurship

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- 11.1 Government will promote Technology Business Incubation Centers in IT Park Guwahati and at Cyber Tower to promote entrepreneurship by providing suitable ready-to-use facilities that would create an ecosystem for converting job seekers into job and wealth creators. Private participation in PPP would be also considered by Government.
- 11.1.1 The Government will promote 'Host Institutes' for setting up Technology Business Incubation Centers in the State.
- 11.2 Government proposes to establish an "Innovation Zone" in Institutions of higher learning, focusing on specific technology verticals viz. Telecom, Gaming, VLSI, Robotics, 3D Printing, Business Analytics etc. The Innovation Zone shall have the entire spectrum of private partner networks and will create innovation and entrepreneur zones. This Zone shall have all Technology Business Incubation facilities like furnished space, mentoring support, networking opportunity, Lab Facility and Innovation and Entrepreneurship Development Centres (IEDC).

## 12. Incentives

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The State Government will play a proactive role in promoting vibrant IT/ITeS industry in Assam. In order to promote the same, following incentives to eligible IT/ITeS units/Parks are proposed, in addition to any incentives that they might be entitled to avail from Government of India during the currency of this policy:

### 12.1 Value Added Tax (VAT) Reimbursement

All new units and existing units undergoing expansion/diversification shall be reimbursed Value Added Tax (VAT) on sale of finished products, value added products and purchase of capital goods and raw materials for the following period.

- i. New units 10 years from the date of commercial production.
- ii. Existing units 5 years from the date issue of eligibility certificate.

Notwithstanding anything in the above clauses, it is stated that under the GST regime, as and when it comes into operation, unit shall be reimbursed GST paid in sales of the specified goods.

### 12.2 Power Subsidy

12.2.1 Eligible IT/ITeS units will be given power tariff subsidy at the rate of Re. 2 per unit in the billed amount of the utility as promotional incentive on reimbursement basis for a period of five years.

12.2.2 Existing units undertaking expansion/diversification will be entitled for power tariff reimbursement @ Rs.2 for a period of three years under this policy.

12.2.3 Above assistance will be available to eligible IT/ITeS units on power purchased from the State electricity distribution companies or power distribution licensees. The eligible IT/ITeS units either generating power from its captive power plant or getting electricity through open access will not be eligible for the incentive.

12.2.4 Reimbursement of Electricity Duty for EMC: New Electronic Hardware design/manufacturing units in the EMC, after coming into

commercial operations, will be entitled for 30% reimbursement on power tariff for a period of 5 years.

### **12.3 Interest Rate Subsidy Reimbursement**

Eligible IT/ITeS MSMEs will be provided reimbursement of interest subsidy as under:

12.3.1 @ 10% for micro enterprises with a ceiling of Rs. 25 lakhs per annum.

12.3.2 @ 7% for small and medium enterprises with a ceiling of Rs. 50 lakhs per annum.

12.3.3 Such interest subsidy shall be eligible for a maximum duration of five years.

12.3.4 Eligible IT/ITeS MSMEs will be entitled to interest reimbursement of assistance from the date of making application or when actual interest repayment to the lending financial institutions, after moratorium, if any, begins based on the choice of Eligible IT/ITeS MSMEs. However, the unit will be entitled for interest assistance only if the interest repayment has begun during the operative period of the current policy.

### **12.4 Reimbursement of charges on Bandwidth for connectivity**

Reimbursement of 30% charges on Bandwidth connectivity up to 2 Mbps paid to ISP shall be available for a period of 3 years from the date of going into commercial production/operation subject to a maximum of Rs. 5.00 Lakhs per annum. The unit shall have minimum 10 nos. employees on its permanent pay roll with EPF nos. etc.

### **12.5 Rental for Incubation Space**

IT/ITeS/ESDM units will get reimbursement on the rental of Incubation Space for a maximum of 3 years as follows:

Up to 250 sq. ft. of Space	80% reimbursement on employing 10 nos. people
Up to 500 sq. ft. of Space	70% reimbursement on employing 20 people
Up to 1000 sq. ft. of Space	60% reimbursement on employing 40 people
Above 1000 sq. Ft. of space	50% reimbursement on employing more than 50 people

The reimbursement will be applicable in all Government owned facilities as well as designated IT Parks and Incubation Centres.

For Start-ups in non- Government owned facilities or outside Incubation Centres or outside designated IT Parks, this reimbursement will be for a period of 3 years.

### **12.6 Incentives for Lease Rentals**

IT/ITeS/ESDM units with maximum 50 employees and completing 2 years of operation will get reimbursement on the lease rental of built up space for a period of maximum 2 years as follows:

From 500 sq. ft. to 1000 sq. ft.	60% reimbursement on employing more than 50 nos. people
From 1001 sq. ft. to 3000 sq. ft.	50% reimbursement on employing more than 100 nos. people
From 3001 sq. ft. to 6000 sq. ft.	40% reimbursement on employing more than 150 nos. people
From 6001 sq. ft. to 10000 sq. ft.	30% reimbursement on employing more than 200 nos. people
Above 10000 sq. ft.	30% reimbursement on employing more than 250 nos. people

The reimbursement will be applicable in all Government owned facilities as well as designated IT Parks.

### **12.7 Outright Purchase of Built Up Space**

The Government would encourage use of built up space instead of allotment of land. In order to achieve this, a higher percentage of total available space would be kept aside for long term lease to IT/ITeS/ESDM units at affordable rates.

### **12.8 Special Incentives for the Differently-abled and Challenged**

Special one-time incentive of Rs. 5,000 per candidate subject to a upper limit of Rs. 3 lakhs offering employment lead courses on IT/ITeS/ESDM etc. shall be provided to the candidates from differently-abled and challenged segments of the society in the State subject to 50 % employment guarantee.

### **12.9 Special Incentives Scheme for AMTRON/AIIL**

The Government would provide a special package of incentives for reimbursement of VAT remitted by AMTRON and its wholly owned subsidiary AMTRON Informatics (India) Ltd. (AIIL) for manufacturing of

electronics, white goods, and other ICT hardware and products, by way of making adequate budget provision in the annual budget.

#### 12.10 Manpower Development reimbursement

Reimbursement on Manpower development would be provided in respect of training/technical up gradation/Skill up gradation of local persons in a registered training organization / institution or in house training subject to following ceiling:

<b>Investment in fixed capital</b>	<b>Total Ceiling</b>
Up to Rs. 20.00 lakhs	Rs. 1.50 lakhs
Rs. 20.00 lakhs to Rs. 25.00 lakhs	Rs. 2.00 lakhs
Rs. 25.00 lakhs to Rs. 50.00 lakhs	Rs. 3.00 lakhs
Rs. 50.00 lakhs to Rs. 100.00 lakhs	Rs. 5.00 lakhs
*Above Rs. 100.00 lakhs	Rs. 10.00 lakhs

The above amount shall be available for a period of 5 years from the date of commercial production / operation of the unit only.

#### 12.11 Reimbursement on Quality Certification

Reimbursement of 50% of the total cost for getting ISO:9000, Software Engineering Institute (SEI) certification, CMMi and Quality Assurance Institute (QAI), STQC certification etc. for the local IT/ITeS/ESDM units shall be subject to a overall ceiling of Rs. 6.00 lakhs in 5 years.

#### 12.12 Large and Mega Projects

For Large and Mega Projects, the Government would consider special incentives on a case by case basis in addition to the benefits already provided. A Mega project may be defined as one having investment of 100 crores and more or one employing over 1000 skilled manpower in IT sector or one employing over 1500 skilled manpower in ITeS/ESDM sector.

#### 12.13 Special Incentives for IT Enabled Industries and Electronic/IT hardware manufacturing industries:

In addition to the benefits provided to IT Industries the following benefits shall be provided for IT enabled services and Electronic/ IT hardware manufacturing industries:-

##### I Fiscal

- The developer of IT/ITeS Park will be eligible for 100% reimbursement of Stamp Duty/Registration Fee/Conversion Fee paid on sale/lease/transfer of land and office space for first transaction.

II Non Fiscal

- Permission for 24x7 working.
- No restrictions on employing women workers at late hours.
- Unlimited captive and backup power generation would be permitted.
- These units would be treated as Independent Power Producers.

III The Eligibility Criteria for the above for IT Industry and IT Software Industry are as follows:

- a The unit should have office in the State and provide employment to the people of the State.
- b To claim incentives, the value addition has to be carried out in the State

**12.14 Promotion of IT/ITES/ESDM Incubation Facilities**

There are large numbers of engineering colleges/universities/other educational institutions geographically dispersed across the State. It is proposed to encourage their participation in the growth of local economy through involving local talent. The institutions creating Business Incubation Labs/R&D Centres/IT/ITES operations, in their Campus, are encouraged by the Government with the following incentives:

- i Admissibility of Industrial Power category tariff on power connection of the Business Incubation Labs
- ii 50% reimbursement on power bills consumed on the Power Meter of the Business Incubation Labs for a period of 5 years from the date of commencement of commercial operations.
- iii 50% Exhibition stall rental cost will be reimbursed for participating in the notified national/international exhibitions limited to 9 sq.mts of space.

**12.15 Incentive for Capital Investment in IT/ITeS/ESDM sector:**

The eligible IT/ITeS/ESDM units will be entitled to following incentives in addition to any incentives that they might be getting under Government of India schemes:

- 12.15.1 To attract investments in ESDM sector, Government will provide capital subsidy @ 25% of fixed capital investment in buildings and infrastructure facilities, excluding the cost of land, subject to a ceiling of Rs. 25 crores to IT Park / ESDM companies (both for ESDM manufacturing as well as R&D units) in Greenfield Cluster.



12.15.2 Eligible IT/ITeS units will be entitled to capital subsidy @ 25% of capital expenditure for one time purchase of Computers, networking and related hardware, subject to a ceiling of Rs. 1 crore.

#### **12.16 Incentives for Patents and IPR:**

High-value-added ESDM manufacturing requires creation of Intellectual Property (IPR) which needs to be protected in the form of Patents, both in India as well as abroad. This is an activity that needs to be actively encouraged so that Assam becomes a leader in IPR and knowledge economy, which in turn will result in significant commercial success.

The Government shall reimburse up to 50% of the actual costs (including filing fees, attorney fees, search fees, maintenance fees) with a maximum of Rs 100,000 for filing a domestic patent and up to Rs 500,000 for filing an international patent. This reimbursement shall be payable 75% after the patent is filed and the balance 25% after the patent has been granted.

The patent filing incentives provided by Government of Assam shall be in addition to any existing scheme of Govt. of India.

#### **12.17 Marketing development incentives to IT/ITeS/ESDM companies:**

For export promotion of IT/ITeS/ESDM products and building brand equity of Assam based companies as credible players internationally, the Government shall provide reimbursements of 50% of the actual costs (including travel) incurred in international marketing, states promotion, trade show participation, market research etc. This reimbursement will be subject to a maximum of Rs 10 Lakhs per year per company.

#### **12.18 Export incentives:**

To increase the competitiveness of the State IT/ITeS/ESDM industry against global competitors, the Government of Assam would formulate a 'Duty Drawback Scheme' in respect of the State Taxes that do not get refunded to the exporting units in the normal course of implementation of the State Tax Laws, and as a result get embedded in the exports. The guiding approach in formulation of such a scheme would be that the State Taxes do not get exported, as far as practical.

**12.19 R&D Grant:**

It is essential to encourage R&D investments in ESDM so as to create a culture of innovation and IPR creation in Assam. The State Government shall give R&D grants in the form of reimbursement equalling up to 20% of the actual R&D expenses (including manpower costs) incurred annually by Assam ESDM Companies, subject to a maximum of 2% of their annual turnover. The R&D grant shall be subject to a maximum of Rs.1 Crore per company per year and shall be in addition to any similar benefits announced by the Government of India.

**12.20 Single Window Clearance System:**

12.20.1 IT Department shall facilitate 'Single Window Clearance System' for granting approvals & clearances, delivery of incentives and monitoring as required under this policy for New and existing Units in the State.

12.20.2 It will be supported by a state-of-the-art portal.

**12.21: Revision of Incentive etc.**

The rates of incentives of various categories can be revised by the State Government in Public Interest as well as for the promotion of industry from time to time.

## 13. Definitions & Eligibility

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### 13.1 Definitions

- a **Government means** the Government of Assam, unless the context otherwise specifies it to mean the Government of India or any other government
- b **Information Technology** includes Information Technology, electronics, communications e-Governance and m-Governance initiatives, e-Commerce and m-Commerce.
- c Information Technology industry includes computer hardware, networks and accessories industries, software industries, and electronics/IT hardware manufacturing industries.
- d IT software industry includes IT software, IT and IT enabled Services including registered training Institutions.
- e IT Infrastructure companies mean the real estate infrastructure developer(s) or a builder(s) constructing IT Office space for sale/lease or for lease-cum-sale to IT Industry/ Financial Institution for the purpose of IT activities by the IT Industry defined above.
- f Telecommunication companies include Basic Telecom Service Providers (fixed), VSAT, cellular (Mobile) companies, Telecom Infrastructure companies, ISPs and any other value added services licensed by Ministry of Communication & IT, Government of India.
- g Date of commencement of commercial operation, in respect of a product, goods or services, is the date on which commercial operations of the company has commenced for that particular operation i.e., the date of the first commercial sale bill/ invoice raised by the ICT company concerning a particular product, goods or services.
- h **Micro, Small and Medium Enterprises (MSMEs)** in IT Industry shall be construed as per the definition in the MSME Act, 2006 (as amended from time to time) of the Government of India
- i **Eligible Units:** Any IT/ITeS/ESDM unit with minimum 10 employees on its payroll, setting up its operations in Assam during the operative period of this policy or an existing IT/ITeS/ESDM unit in Assam undertaking expansion and/or diversification will be eligible for availing incentives under this policy.
- j **NEW UNIT means** an IT unit in the State, which has commenced commercial production on or after the date on which this policy is being notified.

- k **EXISTING UNIT means** an IT unit in the State, which is or was in commercial operation at any time prior to the date on which this Policy is being notified.
- l 100% Export Oriented unit means an IT unit in the State, which undertakes to export its entire value added goods and services subject to relaxation as permitted by the Government of India from time to time.
- m Fixed Capital means and includes cost of land & its development, building including operational space, godown, laboratory, plant & machinery, furnishing, hardware, software and other fixed assets required to produce IT/ITeS/ESDM product or services & its installation cost, pre-operative expenses capitalized, electrical and such other equipment, which are directly related to operational activity.
- n Expansion on an IT unit means additional fixed capital investment exceeding at least 25% of the capital investment of the existing unit. For the purpose of calculation gross value of all capital investment made on building and plant and machinery, furnishing, hardware, software and other fixed assets of the existing unit will be taken into consideration. Expansion shall also imply an increase of 25% in the existing installed Capacity as well as increase an in additional employment by at least 10%.
- o Modernization means separately identifiable investment made by an industrial unit involving new/improved technology having definite advantages in reduction of Cost of Production provided the additional investment in fixed assets should not be less than 25% of the gross fixed capital.

### **13.2 Investor Facilitation**

The role of the Government of Assam will primarily be that of a facilitator. An empowered 'Single Window Clearance Mechanism' will be set up and operationalized for granting approvals and clearances for establishing new and expansion of IT/ITeS/ESDM Units in the State.

An office notified by the IT Department will act as a Nodal Agency for hand holding and providing effective liaising with various Government Departments/agencies/bodies.

### **13.3 Policy Implementation**

13.3.1 An office notified by the IT Department will implement this policy in consultation with the IT Department.

13.3.2 The State Government will constitute Empowered Committee(s) for evaluating proposals and granting approvals for eligible assistance to applicants under this policy.

- 13.3.3 To act as a single point interface, the State Government will appoint Competent Authority(s) for receiving and processing applications for Government.
- 13.3.4 Any eligible IT/ITeS/ESDM unit or IT/ITeS Park will have the option of availing incentive either under the current IT/ITeS Policy or the Industrial and Investment Policy of Government of Assam in force. However, eligible IT/ITeS/ESDM unit or IT/ITeS Park will be entitled to incentives under only one Policy out of the two and not out of both policies for individual items.
- 13.3.5 Any duly filled up application form meeting the eligibility criteria, in whatever form, received by the Department of Information Technology or Industries and Commerce Department or by the Office of Industries Commissioner or their subordinate offices after 01/04/2016 till the notification of this policy will be deemed to be a new application made under this policy.
- 13.3.6 Any issue of interpretation of this policy will be dealt by the IT Department and the decision of such shall be final.

#### **13.4 Policy Implementation Guidelines**

A set of guidelines including application forms and procedures for getting various incentives will be issued separately. The guidelines will include definite time frame for sanction and disbursement of the declared incentives and subsidies to avoid inordinate delay and lay the mechanism to recover any subsidy and incentives, if drawn irregularly or fraudulently.

#### **13.5 Operative Period of Policy**

This Policy shall come into force with effect from the date of notification of the policy and shall remain in force for a period of five years or till the declaration of a new or revised Policy, whichever is earlier. Only those IT/ITeS/ESDM units or IT/ITeS Parks which commence operations either during the operative period of this Policy or having applied for assistance under this policy during the operative period, within one year from coming to an end of this policy, shall be eligible for incentives.

#### **13.6 Eligibility**

All industries defined as IT industries in the state shall be eligible for the incentives enumerated. The units undergoing expansion/modernization shall be eligible for incentives for the increased capacity created after

expansion/modernization of the existing unit, provided the units fulfil the criteria enumerated in this Policy.

### **13.6.1 Eligibility Certificate**

- a In order to avail the concessions and subsidies the concerned unit shall have to obtain an Eligibility Certificate.
- b Eligibility Certificate is a certificate for claiming concessions and subsidies by any unit under the IT Policy.
- c No right or claim for any Incentives under the scheme shall be deemed to have been conferred by the scheme merely by virtue of the fact that the unit has fulfilled on its part the conditions of the scheme.
- d The incentives under the scheme cannot be claimed unless the Eligibility Certificate has been issued under the scheme by the implementing agency and the unit has complied with stipulations / conditions of the Eligibility Certificate.
- e The decision of the implementing agency, subject to such direction as Government may issue from time to time in this regard shall be final and binding.

### **13.7 Procedures for Implementation and Application**

- a IT Department will notify an office for implementation of this policy.
- b The applications for issuance of Eligibility Certificate and claims for concessions and subsidies shall be submitted to the notified office(s).
- c The applications for issuance of Eligibility Certificate shall be made as per prescribed format.
- d Claims for concessions and subsidies shall be submitted as per prescribed format.
- e Separate guidelines for issuance of Eligibility Certificate & submission of claims for incentives would be issued.
- f **Interpretation:**  
The decision of the Information Technology Department, Government of Assam, as regards interpretation in this policy resolution/incentive scheme shall be final. The state Government reserves the right to increase or decrease incentives or frame new guidelines, amend and provision (s) including withdrawal of any of the incentives/subsidies provided in this policy.

### **13.8 Rights of the State Government**

- 13.8.1 The State Government reserves the right to amend any provision(s) including amendment or withdraw any of the incentives/ subsidies as and when necessary for development of ICT Industries and in the interest of the general people of the State from time to time under the provision of this Policy.
- 13.8.2 The State Government reserves the right to review the matter regarding sanction/ disbursement of subsidies/ incentives to the eligible industrial unit(s) and in this connection, the State Government's decision shall be final and binding.
- 13.8.3 The State Government reserves the right to make/ amend the necessary rules for implementation of this policy as and when required.

**ANNEXURE – I**  
**ABBREVIATIONS AND ACRONYMS**

For the purpose of this Policy, the following abbreviations and acronyms have been used:

<b>Abbreviation</b>	<b>Full form/name</b>
AEDC	Assam Electronics Development Corporation Ltd
AiIL	AMTRON Informatics (India) Limited
AMTRON	Assam Electronics Development Corporation Ltd.
ARTPS	Assam Right To Public Services
ASWAN	Assam State Wide Area Network
BPO	Business Process Outsourcing
BSNL	Bharat Sanchar Nigam Limited
CII	Confederation of Indian Industries
CIPET	Central Institute of Plastic Engineering & Technology
CMMi	Capability Maturity Model Integration
CSC	Common Services Center
eSCM	e-Sourcing Capability Model
ESDM	Electronic System Design and Manufacturing
EMC	Electronic Manufacturing Cluster
EOU	Export Oriented Unit
FAR	Floor Area Ratio
FINER	Federation of Industries in NE Region (of India)



<b>Abbreviation</b>	<b>Full form/name</b>
FSI	Floor to Space Index
G2B	Government to Business
G2C	Government to Citizen
G2G	Government to Government
GoA	Government of Assam
GSDP	Gross State Domestic Product
GoI	Government of India
ICT	Information and Communication Technology
IEDC	Innovation and Entrepreneurship Development Centre
IIT	Indian Institute of Technology
IIIT	Indian Institute of Information Technology
IS	Information System
ITI	Industrial Training Institute
ISO	International Organization for Standardization
ISP	Internet Service Provider
IT	Information Technology
ITeS	Information Technology Enabled Services
KPO	Knowledge Process Outsourcing
MAIT	Manufacturers' Association of Information Technology

<b>Abbreviation</b>	<b>Full form/name</b>
MCIT	Ministry of Communication & Information Technology
MDP	Manpower Development Programme
MMP	Mission Mode Project
MSME	Micro, Small & Medium Enterprises
NASSCOM	National Association of Software and Services Companies
NEDFi	North East Development Finance Corporation Ltd. (GoI)
NeGP	National e-Governance Plan
NISG	National Institute for Smart Governance
NIT	National Institute of Technology
NPR	National Population Register
OFC	Optical Fiber Cable
PKI	Public Key Infrastructure
PPP	Public Private Partnership
QAI	Quality Assurance Institute (Orlando, USA)
SDC	State Data Center
SEI	Software Engineering Institute (Carnegie Mellon)
SEMA	Software Engineering Measurement and Analysis
SME	Small and Medium Enterprise
STP/STPI	Software Technology Park (of India)

<b>Abbreviation</b>	<b>Full form/name</b>
SWAN	State Wide Area Network
UID	Unique Identification
VAT	Value Added Tax
VLSI	Very Large Scale Integration
VSAT	Very Small Aperture Terminal
WCAG	Web Content Accessibility Guidelines
Wi-Fi	Wireless Fidelity – a local area wireless technology

**ANNEXURE – II**  
**LIST OF INSTITUTIONS OF HIGHER LEARNING**

1. North East Institute of Science & Technology , Jorhat
2. Indian Institute of Information Technology, Guwahati
3. Indian Institute of Technology, Guwahati
4. Electronics & ICT Academy, IIT-G
5. Toklai Experimental Tea Research Centre, Jorhat
6. Central Institute for Plastic Engineering Technology (CIPET), Guwahati
7. Tool Room Training Centre , Amingaon , Guwahati
8. Soalkuchi Institute of Fashion Technology, Soalkuchi
9. Indian Institute of Entrepreneurship (IIE), Guwahati
10. Assam Science & Technology University, Guwahati
11. Standardization Testing and Quality Certification (STQC), Guwahati
12. Assam Agriculture University, Jorhat
13. Gauhati University, Guwahati
14. Tezpur University ( Central University), Sonitpur
15. Dibrugarh University, Dibrugarh
16. Assam University ( Central University), Silchar
17. Central Institute of Technology (CIT), Kokrajhar
18. Kokrajhar University, Kokrajhar
19. Kaziranga University, Jorhat ( Private university)
20. Donbosco University , Guwahati ( Private university)
21. Jorhat Engineering College, Jorhat
22. Assam Engineering College, Guwahati
23. National Institute of Technology, Silchar, etc

**ANNEXURE – III****BROAD CLASSIFICATION OF VERTICALS / PRODUCTS & SERVICES COVERED FOR ELECTRONIC  
HARDWARE SECTOR**

<b>SL. No.</b>	<b>Particulars</b>
1.	Electronics Manufacturing Services
2.	Fabless Companies providing services related to manufacture of sub-assemblies and parts including integration services to the Original Equipment Manufacturers (OEMs)
3.	Electronic Gaming and Electronic Toys, etc.
4.	Telecommunication Equipment and Cellular infrastructure equipment including Base stations, transceivers and associated systems, etc.
5.	Mobile phones, Landline phones, Fixed wireless terminal and Fixed cellular terminals, Telephone answering machines, etc.
6.	Information and Broadcasting electronic equipment, including Cable & DTH Set top box, etc.
7.	Computing devices such as Laptops, Desktops, Servers, Storage Media and Tablet PCs, etc.
8.	Computer peripherals such as Printer, Mouse, Webcam, Keyboards, Speakers, etc.
9.	Medical Electronics
10.	Industrial Electronics
11.	Automotive Electronics
12.	Avionics and Naval/ Maritime Equipment
13.	Atomic Electronics
14.	Power Electronics, Grid connecting equipment, etc.
15.	Consumer Electronics, including Personal Media, Music Players, CD & DVD players, etc.
16.	Communication and Networking devices, Routers, Modems, Devices related to 'Internet of things', etc.

<b>SL. No.</b>	<b>Particulars</b>
17.	Strategic electronics, including assembly and components
18.	Homeland Security devices
19.	Biometric electronic equipment
20.	Camera and Imaging Equipment
21.	e-Waste Recycling equipment and process
22.	Electronic Testing and measuring instruments, Weighing instruments and microprocessors/ controllers and electronic displays, etc.
23.	Memory and Memory Devices
24.	Office Automation equipment, like Scanner, printers, scanners, etc.
25.	Power backup/ management systems including Invertors, SMPS, UPS and Power Stabilizers, etc.
26.	Electronic ballasts, Electronic energy meters, other electronic Meters, Electronic transformers. Chocks, CILs, Inductors, Electronically-operated vending machines, ATM Machines, etc.
27.	Electronic active/ passive components
28.	PCB, its design and manufacturing ecosystem
29.	R&D, Prototyping, Testing and Certification
30.	Nano Electronics
31.	Electronic teaching aids, education equipment, etc.
32.	LED Fab, intermediaries and LED products
33.	Liquid crystal devices, Electronic display devices including Flat panel display devices , etc.
34.	Traffic control equipment
35.	Electronic equipment for Railways, signalling, interlocking systems for railways, LED, Lights, etc.
36.	Software services for electronic devices

<b>SL. No.</b>	<b>Particulars</b>
37.	Solar photovoltaic cell/ modules and panels, systems/devices, Solar lanterns/ lamps
38.	Space application for satellites, etc
39.	Electronic Accessories of various products including mobile phones, automotive, communication devices, etc., power adaptors/ chargers, Home electronic fixtures like door locking system, door closers, etc., Biometric readers, Smart card readers/writers, RFID readers/writer, RFID tags & Smart cards turnstiles. Electronically-controlled boom barriers, etc.

Note:

- Entire value chain of above mentioned Verticals/ Products/ Services are addressed by this policy.
- Entire value chain of all electronics verticals/ products covered under National Policy on Electronics and related notifications issued by Government of India are also covered under this policy.
- Value chain includes conception of a Product Idea, Innovation, R&D, Product Design, Components, Assembly, Testing and Fabrication.
- In case any Vertical/ Products/ Services is not mentioned/ covered above, same may be referred to a high level committee.