IT & ESDM Policy 2017

Department of Electronics and Information Technology
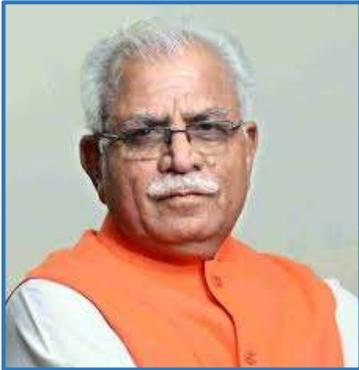
Government of Haryana

Foreword by Chief Minister

I aspire to develop a State which is known for its socio-economic progress, equitable growth and enterprising people. I am certain that IT and ESDM will be the two core pillars of Haryana's economy in the next decade.

Through the concerted efforts of the Government and the contribution of its hard-working people, Haryana is destined to unfurl itself on the Global IT and Electronics map. I hope that the new IT and ESDM policy enables the State government in achieving the ambitious goal of making Haryana as the leader in the sector.

This policy not just offers best in class fiscal incentives but intends to do away with myriad regulations and intricate federal structure of the government to harness the economic potential to its fullest. In lockstep with the Central government, the policy unveils several reforms and initiatives that have the potential to propel the sector growth to a completely new territory.

In line with the PM's clarion call to 'Make in India', this policy aims to increase the contribution of the Manufacturing sector by creating the next ESDM hub in the State utilizing the huge talent pool of the State. The policy encourages and supports research and innovation through several key initiatives specifically for entrepreneurs, innovators and researchers.

I am confident that this policy will act as the blueprint of growth. I welcome you all to come and invest in Haryana and together script the next IT revolution in the country.

Manohar Lal

Chief Minister Haryana

Foreword by Principal Secretary, E&IT

IT Policy 2000 catapulted the growth of IT sector in Haryana and enabled the State in becoming one of the leading technology hubs of the country. In the last fifteen years, the Indian companies have transformed from being a low cost service delivery companies to companies thriving on research, innovation and delivery excellence. Realizing the winds of change, the State government has launched the policy for IT & ESDM sector in order to attract private sector investments in the State.

Though the fiscal incentives in the policy are unparalleled, but government lays equal emphasis on Simplified regulatory regime, infrastructure augmentation and human capacity development. With the launch of this policy, the government intends to develop an all-round ecosystem by providing SMART infrastructure including plug & play infrastructure for Electronics industry, Integrated IT Townships, Innovation Campus, etc., ready talent pool and a conducive business climate.

Further, the policy also aims to harness the entrepreneurial potential and therefore propose multiple benefits and a robust support system to the young companies. We realize that entrepreneurs start early, and therefore propose targeted interventions to promote Student entrepreneurship in the State.

I am of the belief that these policy interventions will scale up the investment inflow in Haryana, create better livelihood and also foster culture of innovation and excellence.

Devender Singh, IAS

Principal Secretary, Electronics and Information Technology Department, Haryana

Foreword by Managing Director, HARTRON

The Government envisions to make the IT and ESDM as the fulcrum of sustainable and inclusive growth. I firmly believe that growth in the IT and Electronics sector is sine qua non or essential to achieve socio economic prosperity and solidarity.

Our new policy of IT and ESDM aspires to catalyze the sector growth with special emphasis on ESDM and sunrise sectors in IT and ITeS such as AVGC etc. The policy also aims at reducing the digital divide and targets to develop an equitable digitally equipped society.

HARTRON, the nodal agency to make this policy, engaged industry associations, investors, academia, and sector experts to make a policy which is in line with industry demand and expectations. My team has made sure that the incentives and sops are best in class and enables in creating a futuristic blueprint of the sector growth.

Vijayendra Kumar, IAS

Managing Director, Haryana State Electronics Development Corporation Ltd. (HARTRON) & Special Secretary (E & IT)

Preamble

Haryana has emerged as one of the most prominent industrial States of India. The State has made impressive strides over the years to carve out a niche for itself in the fields of engineering, automobiles, information technology, electronic hardware and hi-technology industries.

With a contribution of close to 10% to State's GDP and 54% to Haryana's exports and giving direct and indirect employment to over 10 Lacs people, IT and ESDM sector has proven to be the epicenter of State's economic growth. Gurgaon emerged as the central pillar of growth in IT and ESDM sector. The city known as World BPO hub employs 5% of global BPM workforce and 13% of total Indian BPM workforce. More than 450 companies employing 4000 foreigners have established their base in Gurgaon.

The State government has been proactively sensing the needs and growth drivers of the economy, and accordingly launching targeted policy measures. To target accelerated growth in IT and ESDM sector, the State government launched a dedicated IT policy in 2000, which proved to be the driving force to propel the sector to a global scale and size. The policy, at that point of time, served as the perfect catalyst for growth in the sector. Further, interventions suggested for IT and ESDM sector in the State's Industrial policy in 2011 gave the required momentum boost. The recently launched Enterprise Promotion Policy 2015 exemplifies State's commitment and effort to achieve an inclusive and equitable growth.

The industry now requires another policy push to ensure fast paced growth in IT and ESDM sector. Indian IT Industry has been undergoing a transformation and IT companies are striving to move up the value chain. Focus of industry is shifting from mass, cost-arbitrage based services model to innovative product development and intellectual property creation. The same is true with electronics manufacturing sector which is nascent not only in the region but in the country as a whole. This calls for a paradigm shift in the focus that needs to be brought into both these sectors to evolve sustainable value chains across multiple industries and organizations. Further, there is a focus on increasing the transparency, responsiveness and reducing administrative rigmarole by increased adoption of technology in the functioning of the Government. The change that is envisaged is transformational in nature and not simply output oriented. As such, it becomes imperative to provide critical interventions to renew the thrust on existing electronic service delivery initiatives and to make them relevant to suit requirements of all stakeholders by following the principle of 'Minimum Government Maximum Governance'.

The State government envisages next five years as a period for accelerating growth and all-round, inclusive development, especially by expanding opportunities for employment, entrepreneurship and empowerment. Haryana 'IT-ESDM Policy, 2017' endeavors to give the required impetus to achieve the goals set by the leadership and met the aspirations of people of Haryana. While the previous policies for IT and ESDM sector have offered attractive fiscal incentives for sector promotion, but, this policy targets an all-round development of the sector in the State by laying an equal emphasis on providing the right talent, smart infrastructure and conducive business climate. New drivers of growth including AVGC, and ESDM have been given due emphasis in the policy. Further, additional interventions are suggested for MSMEs to build an inclusive growth story of Haryana. Haryana 'IT-ESDM Policy, 2017' shall prove to be the stepping stone to redefine the benchmarks of growth for IT and ESDM sector in the State and in the country.

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1 Definitions

a. IT, ITeS (IT Industry)

IT industry comprises IT Software and ITeS companies, AVGC, BPO, Call centres, internet and E-mail Service Providers, E-commerce and EDI Services, Electronic Data centre Services, IT Education training and digital media and any other IT enabled service which results from the use of any IT system for realizing value addition. Further NASSCOM recommendation will be considered while evaluating the eligibility of company before availing incentive.

b. ESDM Industry

The entire value chain of all electronic verticals/ products covered under the National Policy on Electronics and related notifications issued by the Department of Electronics & Information Technology (DeitY), Ministry of Communication & Information Technology, Government of India and will also include computer system hardware, communication devices, electronic manufacturing services, strategic electronics and its components, industrial electronics, automotive electronics, telecom electronic equipment, information and broadcasting electronic equipment, medical electronics, electronic gaming and electronic toys, Nano electronics, Solar Photo Voltaic including thin film, polysilicon, industrial electronics, LEDs, embedded software of these.

The entire value chain will include Designing, testing, manufacturing, of electronic components and assemblies for OEMs.

c. AVGC Units

Units engaged in carrying out at-least one or more of the below mentioned activities:

I. Animation

Creation of moving images or movie using a series of drawings or photographs (2D animation) or through various software applications (3D animation)

II. Visual effects (VFX)

Process of creating imagery without a live shoot or enhancing a live shoot using various software applications to exhibit sequences which would not be otherwise feasible to shoot live.

III. Gaming

Electronic games that includes human interaction with a user interface to generate visual feedback on a device (2D, 3D, video, hand-held devices, mobile, virtual, console etc.).

IV. Comics

Visual medium defined to express ideas through a combination of both text, sound and images. It can be in printed form and/or digital form.

Note: Units in job work of content editing of films / movies / serials / cartoons which will be publically broadcasted on movie halls / TV channels etc. will also eligible for AVGC incentives.

d. Anchor units

Units with investments at least INR 100 Cr. and setting up unit along with at least 5 vendor units coming in the same clusters shall be treated anchor unit.

e. Vendor units

Units which are located in the same cluster as Anchor unit and supply at-least 75% of its end product to the Anchor units.

f. Mega Projects:

Mega projects are the projects involving fixed capital investment (excluding land) of over INR 100 Cr. and above, or generating direct employment of more than 500 persons in the State.

g. Ultra Mega Projects:

Iconic Projects in IT/ ITeS and ESDM sector which bring in mega investments minimum of US$ 1 billion (Rs. 6000 Cr.) on land area of minimum 500 acres and have a cascading impact on the local economy in particular and the State economy in general and generate huge employment opportunities.

h. Large, Micro, Small and Medium Enterprises (MSMEs) shall be as per the definition in the MSME Act, 2006 (as amended from time to time) of the Government of India.

i. Local employee

Any employee who holds a domicile of the state of Haryana shall be considered as a Local employee for the purpose of this policy.

j. Backward and Most backward regions shall be as prescribed in Haryana Enterprise Promotion Policy – 2015.

k. IoT - Internet of Things:

IoT is a seamless connected network system of embedded objects/devices, with identifiers, in which communication without any human intervention is possible using standard and interoperable communication protocols. IoT involves three stages

I. The sensors which collect data (including identification and addressing the sensor/device),

II. A software application/ programme/ product which collects and analyses this data for further consolidation and

III. decision making and the transmission of date to the-decision making server, analytical engines, actuators and big data used for decision making process

l. Fixed Capital Investment – FCI:
As defined in Haryana Enterprise Promotion Policy – 2015

m. Blocks such as 'A', 'B', 'C', 'D'
As defined by Haryana State Industrial Infrastructure Development Corporation - HSIIDC (as amended from time to time).

n. Transit Orientation Development - TOD:

Transit Oriented Development is essentially any development, macro or micro that is focused around a transit node and facilitates complete ease of access to the transit facility, thereby inducing people to prefer to walk and use public transportation over personal modes of transport. (As defined by Town

and Country Planning Department (as amended from time to time) by notification of No. CCP(NCR)/TOD/2014/1826)

2 Vision, Mission and Goals

Enterprise Promotion Policy 2015 sets the following vision for the State:

> **To position Haryana as a pre eminent investment destination and facilitate balanced regional and sustainable development supported by a dynamic governance system, wide scale adoption of innovation and technology, and skill development for nurturing entrepreneurship and generating employment opportunities**

The Haryana IT and ESDM Policy aims to develop IT and ESDM sectors as key growth drivers for achieving the State's Vision.

Our Mission is to:

✓ Make Haryana a clear destination of choice for investments in IT and ESDM sector

✓ Make IT and ESDM sector as the key enabler of equitable growth to spread prosperity and development across the State

✓ Develop MSMEs as the growth engine of economy

✓ Become recognized leaders in availability of high quality talent pool in the sector

✓ Foster a culture of excellence in pioneering research, innovation and entrepreneurship

✓ Make technology as the enabler for door step delivery of citizen services

Our 5 year Goal

Attract investments of INR 20,000 Cr. in IT & ESDM sector

Promote equitable development across the State with 25% increase in contribution of tier II & III cities to State's workforce in the sector

Employment for 1.2 lac people in IT & ESDM sector in next 5 years

Make delivery of citizen services efficient, effective and equitable using technology as a key enabler

- Target to deliver 75% of the of the services to citizens using the Mobile Service Delivery Platform-MSDP by 2019
- State wide digital network (Optical Fiber Cable) in each Gram Panchayat of Haryana by 2018
- One Atal Seva Kendra in each Gram Panchayat by 2017
- Integration of all the e-Governance services with State Resident Database – SRDB by 2019

Increase IT & ESDM sector contribution to State's GDP from 9.4% to 15%

3 Eligibility

a. This policy shall come into effect on the date of its notification in the Government of Haryana official gazette and will remain in force till it is amended or superseded by the Government

b. Units for which any package of incentives has already been sanctioned under Enterprise Promotion Policy - 2015 or earlier policies, shall not be eligible to avail benefits under this policy

c. Units (except Startups as defined in definition section) which will commence commercial production / operations post the date of notification of this policy will be eligible for availing of incentives under this Policy

d. Units which invest 50% of existing investment in plant & machinery on expansion/technical upgradation (as per FCI definition) of existing units shall be eligible for incentives at par with new units.

4 IT / ITeS

The IT Industry has led the economic transformation of India and put the country on the global map. The cost effective IT solutions & services continue to lure the world to India's shores. The contribution of the IT sector to India's GDP rose to approximately 9.5 per cent in FY15 from 1.2 per cent in FY98. The growth in the sector has been well supported by an inclusive and progressive policy regime with introduction of various national programs such as Digital India, Make in India, Skill India etc.

Govt. of India's National Policy on Information Technology, 2012(NPIT -2012) envisages to strengthen and enhance India's position as the Global IT hub and to use IT and cyber space as an engine for rapid, inclusive and substantial growth in the national economy. NPIT-2012 has set the following major objectives:

✓   To increase revenues of IT & ITeS Industry from the present USD 100 billion to USD 300 billion by 2020 and expand exports from the present USD 69 billion to USD 200 billion by 2020.

✓   To create a pool of 10 million additional skilled manpower in ICT to gain significant global market- share in emerging technologies and services.

With Gurgaon becoming the global BPM hub, Haryana is best poised to deliver on the goals set by the central Government. The State boasts of a well-established IT -BPM industry that contributes 9.4% of state GDP and forms 54% of the total exports. With Haryana-based IT-firms employing close to 3 Lacs people, Haryana has a rich existing base of IT skilled workers. Gurgaon alone contributes 5% of total worldwide BPM employees. Further, Haryana has a flourishing base of skilled human resources with IT Education facilities available in all the State run and private sector Universities, Engineering institutions, Polytechnics & ITIs in the State.

The State government is keen to build on these positives and aspires to redefine the benchmarks of growth in the sector. Realizing the new growth drivers such as AVGC, Startups, Mobile Apps, etc. and changing trends of IT and ITeS industry, the State government is launching the new Haryana IT and ITeS Policy 2017. The policy not only focuses on giving attractive fiscal incentives to the private sector investors, but also aims to develop an all-round ecosystem through appropriate governance mechanism interventions to improve existing industry infrastructure and build world class talent.

4.1   Fiscal Incentives

a. Stamp Duty:

IT Industry shall be eligible for 100% reimbursement of stamp duty paid on sale / lease deeds paid on the first transaction for setting up units in notified IT Parks, IT cities, Technology Parks / STPIs or any land earmarked by the State Government for IT industry.

Units setting up in Block 'B', 'C', 'D' shall also be eligible for 100% reimbursement of Stamp duty.

b. Electricity Duty Exemption:

100% exemption for a period of 7 years from commercial operations.

c. Power Subsidy:

IT/ ITeS industry shall be eligible for getting power @ INR 5.49 per unit* provided the investor signs Memorandum of Understanding - MoU with Government of Haryana for investments in the State.

*Subsidy is restricted up to a certain level of consumption of per industrial unit which shall be decided separately with approval of Hon'ble Chief Minister, Haryana.

d. Property Tax at industrial rates:

Property Tax on IT / ITeS units shall be at par with the industrial rates and further definition of IT / ITeS industry as specified in chapter 1 of this policy shall be applicable for identification of IT / ITeS industry.

e. SGST Reimbursement:

100% reimbursement (net tax) for a period of 10 years subject to maximum of 100% of Fixed Capital Investment – FCI for units setting up in 'C' & 'D' Blocks.

f. Mega Projects:

Mega projects shall be eligible for Special package of incentives over and above of the standard package for IT industry shall be considered by the empowered committee on case to case basis.

g. Ultra Mega Projects:

Ultra Mega Projects shall be offered special package of incentives by Haryana Enterprise Promotion Board including such as mixed land use, allotment of land at a price to be decided by the Government etc.

4.2 Simplified Regulatory Regime

In its endeavor to create a conducive business climate for IT industry, the Government of Haryana shall be implementing some landmark reforms for regulatory simplification. These reforms are aimed at improving the Ease of Doing Business in the State and ensuring hassle-free experience for the investor.

a. Dedicated Single Roof

Government of Haryana has constituted Haryana Enterprise Promotion Board (HEPB), which will provide one stop shop clearances to companies willing to invest in the State. The governing council of the board is headed directly by the Chief Minister to ensure clearances are given in a time bound manner.

A dedicated team headed by GM, HARTRON shall work from Haryana Enterprise Promotion Board (HEPB) to assist investors throughout the investment lifecycle spanning from proposal application to approval of licenses/clearances and finally incentives disbursement in IT / ITeS sector.

b. International Desk:

Government of Haryana is keen to attract foreign investments in the IT sector. To enable an investor friendly experience to the foreign investors, the State government shall be setting up International Desks for focus countries to facilitate global investors.

c. Policy Implementation Unit (PIU):

Government shall constitute a PIU headed by the Additional Chief Secretary (Information Technology) along with sector experts and industry professionals for targeted implementation of the IT & ESDM policy. PIU will work closely with all the stakeholder departments to enable timely notification of the interventions suggested in the policy. Further, PIU will conduct regular dialogue with industry to assess the evolving industry demand and assist the department to address the demands in timely manner.

d. No CLU/Auto CLU:

I. Government has identified 31 'No CLU' blocks and 75 'Auto CLU' blocks with an automatic dispensation of deemed clearance for setting up of Industrial Units. The Government shall endeavor to earmark some of these blocks to set up IT and ITeS units.

II. 100% exemption of CLU charges to IT / ITeS units setting up in notified land / IT Parks and further these units will be exempted from the procedure of change of Land.

III. 50% exemption of CLU charges to IT /ITeS units setting up outside notified IT parks.

IV. Government notified land / IT Parks shall be pre-cleared with all the necessary approvals such as NOC from Pollution, Power, Land Use, Forest, Industries etc.

e. Time bound clearance:

The Government of Haryana has made a provision for time bound clearance for 119 services by notifying in Right to Service Act.

f. Self-Certification:

The Government of Haryana will allow Self-certification, 3rd party verification for Labour related clearances and approvals under 13 acts of Labour department in Haryana. Self-certification / 3rd Party verification shall be allowed for below mentioned acts of Labour:

    I.   Factories Act, 1948 and Rules framed thereunder.

    II.   Minimum Wages Act, 1948 and Rules framed thereunder.

    III.   Payment of Wages Act, 1936 and Rules framed thereunder.

    IV.   Contract Labour (Regulation & Abolition) Act, 1970 and Rules framed thereunder.

    V.   Payment of Bonus Act. 1965 and Rules framed thereunder.

    VI.   Payment of Gratuity Act, 1972 and Rules framed thereunder.

    VII.   Maternity Benefit Act, 1961 and Rules framed thereunder.

    VIII.   Child Labour (Prohibition & Regulation) Act, and Rules framed thereunder.

    IX.   Shops & Commercial Establishments Act, 1958 and Rules framed thereunder.

    X.   The Inter-State Migrant Workmen (RECS) Act, 1979 and Rules framed thereunder.

    XI.   The Equal Remuneration Act, 1976 and Rules framed thereunder.

    XII.   Motor Transport Workers Act, 1961 and Rules framed thereunder.

    XIII.   Punjab Industrial Establishments (National & Festival Holidays & Casual and Sick Leave) Act, 1965.

g. Online single return for various Acts pertaining to Department of Labour

The Ministry of Labour, Govt. of India has combined forms of 12 central labour laws, under which returns are to be filed, into a single format. The Government of Haryana will expedite the process of implementing the system for filing of online returns for labour compliance using single application form and will make a provision to keep labour related records in electronic form.

h. Relaxation in Inspection from various Departments for IT/ITeS units:

I.   Department of Labour: There shall be no inspection by Labour Inspector and the Factory Inspector without the prior approval of Head of the Department.

II.   Department of Boilers: There shall be no inspection from Boilers inspector. Self-Certification / 3rd party inspection to be allowed

i. Exemption from Pollution NOC:

IT/ITeS units shall be exempted from the purview of NOC and consent regime except in respect of power generation sets of more than 10 KVA Capacity.

j. Allowing three shifts and night shifts for Women:

IT / ITES Units shall have general permission for 3 shift operations with women allowed to be working in the night, subject to the units taking the necessary precautions in respect of safety and security of women employees.

k. Essential Service:

The Government will be declaring IT/ITeS Industry and non-hazardous hardware manufacturing industry as essential service under Haryana Essential Services Maintenance Act.

4.3   Infrastructure Augmentation

The Government shall endeavor to create world class infrastructure to provide an enabling ecosystem to the IT and ITeS units.

a.   Development of Integrated IT Townships

  I.   3 integrated IT Hubs (including Integrated Townships, Walk-to-Work Campus, etc.) shall be developed in the next 5 years. The State Government will earmark land parcel of 500 acres for the IT Townships. At-least 1 of the 3 to be developed across KMP expressway. The Government will provide infrastructure support including road access, electricity, water, bandwidth and master sewerage with no EDC charges for these IT Hubs.

  II.   In order to provide adequate support infrastructure in the Townships, there shall be reservation of 25% of land in each of the IT Townships for common social infrastructure such as housing facilities, medical and sports facilities, schools, recreation facilities, etc.

  III.   Capital Subsidy for developers: Further in order to encourage private sector participation in infrastructure development, the Government shall provide assistance of up to 50% of fixed capital investment in buildings & infrastructure facilities, excluding the cost of land with a ceiling of INR 2.5 Cr. for private developers of each of the IT Townships for development of common industry specific infra such as R&D Labs, ETPs etc. or social infra such as housing, medical facilities, schools etc., for districts outside Gurgaon.

  IV.   The developer shall be eligible for exemption from payment of Stamp Duty/Registration Fee/Conversion Fee on purchase of land in accordance with the Governments prevailing policy as per the standing orders of the State Revenue Department on the subject.

  V.   Earmarked space for e-commerce Warehouse: The Government endeavors to earmark 5 Lac sq. ft. of area on pre cleared land parcels for developing e-Commerce warehouses in / around district Gurgaon, allowing e-commerce companies to reduce the project gestation time for setting up warehouses.

b.   Development of IT / Cyber Parks for self-use:

For obtaining licence for development of IT/Cyber park for self-use, the required minimum area shall be of 1 - 5 acres subject to the applicability of other norms defined by Department of Town and Country Planning for development of IT/Cyber Park:

  I.   The location of the site should be on a sector peripheral road in residential or industrial sector in the Development Plan. In case of residential sectors the permissible area for IT Park/ Cyber Park will not exceed 5% of the sector area.

  II.   The permissible ground coverage is 40% and FAR is 250.

  III.   In case of Cyber Parks only 4% of the area can be utilized towards commercial uses. No group housing is permissible.

  IV.   The parking requirement is one car space for every 40 sq. mtrs area achieved.

V.   Three level basement is permissible for parking and service. No storage is to be allowed.

VI.   In the area designated for IT activities, no other use is permissible.

VII.   In case of Cyber Park, the colonizer is required to complete at least 30% of the IT area within three years of grant of licence.

c.   Relaxation of FSI / FAR:

A.   Units setting up in areas up to 500 meter in TOD zone to get FAR of 500%, while units setting up between 500 meter and 800 meter, will get an FAR of 350%.

   I.   *Subject to fulfilment of applicable rules of Airport Authority of India, other rules stated by Government of India and State Government wherever applicable

   II.   *State Government will augment the necessary infrastructure like water, transmission lines, roads, drainage etc. owing to the increase in population density and demand of required infrastructure

   III.   Further, buildings with additional FAR covered under this policy shall only be allowed to use for IT / ITeS industry as specified under "point a, chapter I" of this policy.

B.   Iconic buildings* shall be free from FAR / FSI subject to fulfillment of provisions of byelaws of common building code such as parking, setbacks, with minimum width of access road and other safety norms / parameters, Air force restrictions prescribed by local body / regulating authority.

   An iconic building is a building that has a unique architecture with innovative design. Further for determining Iconic Buildings a Competent Authority at state level shall be constituted and a detailed list of parameters will be defined as required.

   Parameters for construction of Iconic Buildings:

   I.   Such buildings shall be allowed with minimum height of 130 meters

   II.   Maximum ground coverage shall be 25%

   III.   Such buildings shall be permissible on roads having minimum width of 2000".

   IV.   Such buildings should be Eco-friendly with Five Star rating, provision of water harvesting, energy efficient with carbon foot print as per 5 star rating and should have certification from Bureau of Energy Efficiency or from GRIHA (Green Rating Integrated Habitat Assessment) of Ministry of Non Renewable Energy Source and Energy, Government of India or any other recognized central / State level agency for certification of green buildings

   V.   Mixed land use shall also be permissible in such buildings

   VI.   Land use wise parking norms shall be applicable to different land uses proposed in the building

d.   Sale / Registration of Independent floors in HSIIDC blocks:

Sale / Registration of Independent floors shall be allowed in case of buildings developed for IT/ITeS units in HSIIDC blocks. Owner of each 'Independent Floor' shall be entitled to get separate utility connection such as water supply, electricity connection subject to building

regulations/ rules of power utilities. Further, the detailed guidelines/rules shall be prepared by the HSIIDC.

e. Uninterrupted Power Supply:

IT/ITeS units shall be exempted from the purview of statutory power cuts. Further, for IT Parks and Townships, dedicated industrial feeders shall be provisioned.

f. Setup a private university:

Education is considered to have a strong correlation with social and economic development. In contemporary times when the focus is on the 'knowledge economy' the role of education becomes all the more important in the development of human capital. The government, therefore, makes policies and programmes to promote education among people by providing assistance and opening new institutions for teaching the modern professional courses.

Gurgaon may have pioneered the tech boom, but it's not the only tech hub. Bursts of technological hubs are forming all over the world. Therefore, the Government of Haryana envisages to develop world class private university in Gurgaon district to spearhead research & development, new product design, and innovation activities in the state and help develop & nurture talent & entrepreneurial skills thus inspiring youth to enhance their existing skill set and to have a global edge. This institution will be bringing academic and industry minds together in one space which will eventually form a "knowledge driven educational system". This system will help in producing the best knowledge driven talent thus helping Gurgaon in rising as the Technology Hub of the world.

The State Government to facilitate aggregation of land and provide infrastructure support including road access, electricity, water, bandwidth and master sewerage with no EDC charges for development of world class private university in the State.

g. Assistance in Business Development:

The Government shall promote and encourage participation from industry in various national and international events, exhibitions and conferences. Government would also undertake various promotional events and road shows at various locations from time to time.

The Government shall conduct at least one annual focused conference / business event to facilitate B2B interaction, match making of Investors, attracting international participation and promote Brand Haryana.

4.4 Human Capital Development

The progress of the IT/ITeS industry is highly dependent on the availability of high quality manpower. While Haryana is home to several Engineering Colleges, training institutions specializing in IT and Computer Science courses, it is essential to create a talent pool of individuals which lives up to the industry expectations. To facilitate the same, Government of Haryana has taken some key steps to support Human capital development in the State.

a. Employment Generation Subsidy:

For units setting up 'C' & 'D' blocks shall be eligible for employment generation subsidy of INR 36,000 per year per employee for a period 5 years for capacity building of persons (Skilled/ semi-skilled) belonging to Haryana.

b. Skilling:

In order to provide the desired skill to the Industry as per required standards, Haryana State Electronics Development Corporation Limited (HARTRON) will closely work with various Industries and Industry Associations to analyze the gap and assess the on ground demand of Job Role.

HARTRON will further align the detailed study with State Skill Mission and Skill Universities in Haryana and will design a specialized curriculum as per the requirement ensuring that the youth is getting benefitted by acquiring the right skill set.

Further, in line with National Skills Qualifications Framework, the State aims to train at-least 15,000 manpower annually for the next 5 years for IT/ITeS industry through certified courses.

Government shall encourage private sector participation in skill development by exploring potential collaboration with industry to deliver training on industry certified courses in select ITI/Polytechnics.

Further, the State Government will make targeted efforts to develop or align ITI / Polytechnic around the IT parks.

c. Faculty Training:

The State Government aims to train and certify at-least 500 trainers annually for the next 5 years for IT/ITeS industry through certified courses. The courses at Training institute shall be aligned to the skill gap assessment report of NSDC and the new courses pertaining to training of trainers shall be introduced as per the industry need.

Further, the State Government will reimburse up to INR 1 Lacs for travel and stay of international guest faculty max.5 guests in a year per university invited by State Technical Universities for conducting tainting sessions for faculty on advance courses.

d. Curriculum Alignment:

The State to align curriculum of State board schools and universities, ITIs and Polytechnics with Industry needs in association with NASSCOM and NSDC especially on skills where gaps have been identified by Skill gap assessment report 2013 by NSDC. Further, all the State Technical Universities will upgrade or add new courses in consultation with industry.

e. Mandatory Apprenticeship:

All educational institutions offering under-graduate courses in software engineering, electronics and computer sciences shall implement a mandatory scheme to allow students to take up industry aligned courses to improve their employability.

f. Skill Development Subsidy for Training providers:

Government of Haryana shall channelize the available GoI skill development schemes and also promote skill development mission in the State for creating IT skilled labour pool in Haryana. In order to incentivize the training providers and achieve the desired results of employment generation in the State. Government of Haryana will give Matching Grant to training providers who have availed incentive under any one of the GoI Scheme. 50% of the State grant to be disbursed after 6 months of the placement of the candidate.

g. Infrastructure Support to training providers:
I. The Government will provide space and infrastructure in existing Government ITIs and Polytechnics to training providers on 'off working days and weekends' at a nominal payment of INR 100 p.a. to run industry focused courses for IT / ITeS sector. To avail the said benefit the training provider to ensure 70% placement from these focused courses.

II. A bank guarantee of an amount equivalent to the prevailing annual rent of the ITI / polytechnic space will be submitted by the provider.

4.5   Encouraging Greener Measure of Production

I.   **E-Waste Management:** Realizing the rising ecological concerns over e-waste generation, management and disposal, the Government of Haryana has developed an e-waste management policy and procedures.

   i.   The Government of Haryana will promote the development of comprehensive e-waste collection and recycling systems and their use by the State as well as the private agencies for the disposal of IT, electronic products

   ii.   While procuring IT products, Government will give preference to firms that have an expressed end-of-life product take-back policy and e-waste recycling processes.

   iii.   Government Departments and agencies would give preference to 'green' and energy- efficient IT products in their procurement.

II.   **Energy Conservation:** Government of Haryana shall encourage demonstrated efforts towards efficient natural resource management adopted by companies in the State through awards as per the scheme on State level energy conservation awards developed by   HREDA.

5 Electronics System Design and Manufacturing - ESDM

The Indian Electronic System Design and Manufacturing (ESDM) industry is one of the largest growing market in the world with an annual CAGR of around 66%. The task force on ESDM estimates the industry to achieve a turnover of about USD 400 Bn by 2020. A host of factors like higher disposable income of Indian middle class, increased awareness and adoption of technology, rollout of advanced telecom network infrastructure such as 3G and 4G for faster data transfer, and increasing acceptance and usage of smart phones in rural India are expected to propel the ESDM industry to a higher growth trajectory.

India's share in the world production is only 1.5%. The low contribution of India to the total world production presents immense opportunity for the growth of the domestic industry. Realizing the potential, the Government of India, in the National Electronics Policy 2012 has set a vision to transform India into a global ESDM hub. The policy envisages an investment of about USD 100 billion and employment to around 28 million people at various levels by 2020.

Haryana, one of the leading automobile and engineering hub of the country, is best poised to significantly contribute to the national vision for ESDM. Given its proximity to NCR, abundance of local labour, and availability of maximum number of notified Brownfield Clusters provides an unmatched ecosystem for industry.

Government of Haryana realizes the potential of ESDM sector, thus the State has decided to launch a dedicated ESDM Policy for a fast paced sector growth. The policy focuses to attract private sector investment in the sector by offering lucrative incentives, ready talent pool, SMART infrastructure and above all a simplified regulatory regime

5.1   Fiscal Incentives

a. Capital Subsidy:

State to provide 50% top up of Capex support provided by DEITY to units setting up in notified EMCs under M-SIPS of GoI. The support shall be provided to first 10 Anchor units limited to maximum INR 10 Cr. per unit

b. SGST Reimbursement:

100% reimbursement (net tax) subject to maximum of 100% of Fixed Capital Investment – FCI for a period of:

- A Block – for 5 years

- B, C & D Block – for 10 years

c. Stamp Duty:

ESDM units shall be eligible for 100% reimbursement of stamp duty paid on sale / lease deeds paid on the first transaction for setting up units in notified EHTPs or land earmarked by the State Government for ESDM industry.

ESDM units shall be eligible for 100% reimbursement of stamp duty paid on sale / lease deeds paid on the first transaction for setting up units in B, C, D blocks.

d. Electricity Duty Exemption:

100% exemption for a period of 7 years from commercial operations.

e. Power Subsidy:

ESDM industry shall be eligible for getting power @ INR 5.49 per unit* provided the investor signs Memorandum of Understanding - MoU with Government of Haryana for investments in the State.

*Subsidy is restricted up to a certain level of consumption of per industrial unit which shall be decided separately with approval of Hon'ble Chief Minister, Haryana.

f. For Mega Projects:

Mega projects shall be eligible for Special package of incentives over and above of the standard package for ESDM units shall be considered by the empowered committee on case to case basis.

g. ULTRA MEGA PROJECTS:

Ultra-Mega Projects shall be offered special package of incentives by Haryana Enterprise Promotion Board including such as mixed land use, allotment of land at a price to be decided by the Government etc.

5.2 Simplified Regulatory Regime

a. Dedicated Single Roof:

Government of Haryana has constituted Haryana Enterprise Promotion Board (HEPB), which will provide one stop shop clearances to companies willing to invest in the State. The governing council of the board is headed directly by the Chief Minister to ensure clearances are given in a time bound manner.

A dedicated team headed by GM, HARTRON shall work from Haryana Enterprise Promotion Board (HEPB) to assist investors throughout the investment lifecycle spanning from proposal application to approval of licenses/clearances and finally incentives disbursement in ESDM sector.

b. International Desk:

Government of Haryana is keen to attract foreign investments in the ESDM sector. To enable an investor friendly experience to the foreign investors, the State government shall be setting up International Desks for focus countries to facilitate global investors.

c. Policy Implementation Unit (PIU):

Government shall constitute a PIU headed by the Additional Chief Secretary (Information Technology) along with sector experts and industry professionals for targeted implementation of the IT & ESDM policy. PIU will work closely with all the stakeholder departments to enable timely notification of the interventions suggested in the policy. Further, PIU will conduct regular dialogue with industry to assess the evolving industry demand and assist the department to address the demands in timely manner.

d. Intellectual Property (IP) Value Cell:

IP Facilitation Centre under Haryana State Council for Science and Technology shall be strengthened with an objective to raise awareness of IPR among startups and assist them in protection and commercialization of innovative and emerging technologies. This cell will help startups in understanding different types of IPRs, filing and disposal of IP applications related to patents, trademarks, etc.

e. No CLU/Auto CLU:

Government has identified 31 'No CLU' blocks and 75 'Auto CLU' blocks with an automatic dispensation of deemed clearance for setting up of Industrial Units. The Government shall endeavor to earmark some of these blocks to set up ESDM units.

f. Time bound Clearance:

The Government of Haryana has made a provision for time bound clearance for 119 services by notifying in Right to Service Act.

g. Self-Certification:

The Government of Haryana will allow Self-certification, 3rd party verification for Labour related clearances and approvals under 13 acts of Labour department in Haryana. Self-certification / 3rd Party verification shall be allowed for below mentioned acts of Labour:

I. Factories Act, 1948 and Rules framed thereunder.

II. Minimum Wages Act, 1948 and Rules framed thereunder.

III. Payment of Wages Act, 1936 and Rules framed thereunder.

IV. Contract Labour (Regulation & Abolition) Act, 1970 and Rules framed thereunder.

V. Payment of Bonus Act. 1965 and Rules framed thereunder.

VI. Payment of Gratuity Act, 1972 and Rules framed thereunder.

VII. Maternity Benefit Act, 1961 and Rules framed thereunder.

VIII. Child Labour (Prohibition & Regulation) Act, and Rules framed thereunder.

IX. Shops & Commercial Establishments Act, 1958 and Rules framed thereunder.

X. The Inter-State Migrant Workmen (RECS) Act, 1979 and Rules framed thereunder.

XI. The Equal Remuneration Act, 1976 and Rules framed thereunder.

XII. Motor Transport Workers Act, 1961 and Rules framed thereunder.

XIII. Punjab Industrial Establishments (National & Festival Holidays & Casual and Sick Leave) Act, 1965.

h. Online single return for Acts pertaining to Labour

The Ministry of Labour, Govt. of India has combined forms of 12 central labour laws, under which returns are to be filed, into a single format. The Government of Haryana will expedite the process of implementing the system for filing of online returns for labour compliance using single application form and will make a provision to keep labour related records in electronic form.

i. Relaxation in Inspection from various Departments for ESDM units:
I. **Department of Labour:** There shall be no inspection by Labour Inspector and the Factory Inspector without the prior approval of Head of the Department.

II. **Department of Boilers:** There shall be no inspection from Boilers inspector. Self-Certification / 3rd party inspection to be allowed.

j. Allowing three shifts and night shifts for Women:

ESDM Units shall have general permission for 3 shift operations with women allowed to be working in the night, subject to the units taking the necessary precautions in respect of safety and security of women employees.

k. Essential Service:

The Government will be declaring ESDM Industry as Public Utilities under Industrial disputes Act 1947.

l. Subleasing of land:

Anchor units shall be allowed to sublease maximum of 10% of the land to vendor units and manufacturing support services including R&D, distribution / warehousing, design / 3D printing, provided value of services availed by the anchor unit is at-least 75% of the total revenue generated by support service entities.

5.3   Infrastructure Augmentation

a. Development of Electronic Manufacturing Clusters:

   I.   Government of Haryana shall earmark dedicated land parcels for Electronics Industry in Gurgaon district and across the KMP expressway.

   II. Further, the State intends to create infrastructure highly suited to electronics units by providing reservation of 25% of land earmarked for Electronics industry for common social infrastructure such as housing facilities, medical and sports facilities, schools etc.

   III. **Fiscal assistance for developers:** The State shall provide fiscal assistance up to 50% of the project cost with a maximum of INR 25 Cr. Project cost to include development of basic infrastructure, essential service, welfare services, support services such as Centre of Excellence (R&D, incubation and consultancy services),Training Facility, IT infrastructure etc, Manufacturing support infrastructure such as Tool Room, CAD/ CAM design house, Plastic Moulding, Sheet Metal Stamping, Packaging / Epoxy Suppliers, Testing and Certification Facility, Component testing etc. The benefit of the State contribution shall be passed by the developing agency to the allottees.

   IV. EDC* Charges: The applicable rate shall be internal rate of HSIIDC. Further, HSIIDC may extend External Development Services to plots / land parcels adjoining to HSIIDC land by charging applicable HSIIDC EDC.

        *EDC to include last mile connectivity for road, water, power and bandwidth.

   V.   The developer shall be entitled to get 100% reimbursement of the stamp duty as well as registration fee paid by them to the Government of Haryana, towards lease/sale/transfer of land earmarked electronics industry.

b. Uninterrupted Power Supply:

   ESDM units shall be exempted from the purview of statutory power cuts. Further, for providing 24x7 quality power on earmarked land parcels for Electronics Industry, two dedicated industrial feeders shall be provisioned.

c. Conducting focused Marketing events/Roadshows:

   I.   The Government shall promote and encourage participation from industry in various national and international events, exhibitions and conferences. Government would also undertake various promotional events and road shows at various locations from time to time.

   II. The State shall be conducting roadshows to attract private sector investments from target countries in the next 2 years.

5.4 Human Capital Development

a. **Employment Generation Subsidy:**

For units setting up 'B', 'C' & 'D' blocks shall be eligible for employment generation subsidy of INR 36,000 per year per employee for a period 5 years for capacity building of persons (Skilled/ semi-skilled) belonging to Haryana.

b. **International Research and Innovation Scholarship Program:**

Government to reimburse 50% of expense of at-least 50 research scholars every year with maximum of INR 10 lac per student from premier institutes and universities of Haryana for research fellowship in electronics with globally renowned institutes such as A* STAR, ITRI, etc.

c. **Skilling:**

In order to provide the desired skill to the Industry as per required standards, Haryana State Electronics Development Corporation Limited (HARTRON) will closely work with various Industries and Industry Associations to analyze the gap and assess the on ground demand of Job Role.

HARTRON will further align the detailed study with State Skill Mission and Skill Universities in Haryana and will design a specialized curriculum as per the requirement ensuring that the youth is getting benefitted by acquiring the right skill set.

Further, in line with National Skills Qualifications Framework, the State aims to train at-least 15,000 manpower annually for the next 5 years for ESDM industry through certified courses.

Government shall encourage private sector participation in skill development by exploring potential collaboration with industry to deliver training on industry certified courses in select ITI/Polytechnics.

Further, the State Government will make targeted efforts to develop or align ITI / Polytechnic around the Greenfield and Brownfield clusters.

d. **Faculty Training:**

The State Government aims to train and certify at-least 500 trainers annually for the next 5 years for ESDM industry through certified courses. The courses at Training institute shall be aligned to the skill gap assessment report of NSDC and the new courses pertaining to training of trainers shall be introduced as per the industry need.

Further, the State Government will reimburse up to INR 1 Lac for travel and stay of international guest faculty max.5 guests in a year per university invited by State Technical Universities for conducting tainting sessions for faculty on advance courses.

e. Curriculum Alignment:

The State will to align curriculum of State board schools and universities, ITIs and Polytechnics with Industry needs in association with NASSCOM and NSDC especially on skills where gaps have been identified by Skill gap assessment report 2013 by NSDC. Further, all the State Technical Universities will upgrade or add new courses in consultation with industry.

f. Mandatory Apprenticeship:

All educational institutions offering under-graduate courses in software engineering, electronics and computer sciences shall implement a mandatory scheme to allow students to take up industry aligned courses to improve their employability.

g. Skill Development Subsidy for Training providers:

Government of Haryana shall channelize the available GoI skill development schemes and also promote skill development mission in the State for creating IT skilled labor pool in Haryana which is at present a major hardship. Since skilled women working can be employed in large numbers in ESDM sector, skill development for this sector is in collaboration with National Skill Development Mission, GOI, must be undertaken in every district.

In order to incentivize the training providers and achieve the desired results of employment generation in the State. Government of Haryana will give Matching Grant to training providers who have availed incentive under any one of the GoI Scheme. 50% of the State grant to be disbursed after 6 months of the placement of the candidate.

h. Infrastructure Support to training providers:

I. The Government will provide space and infrastructure in existing Government ITIs and Polytechnics to training providers on 'off working days and weekends' at a nominal payment of INR 100 p.a. to run industry focused courses for ESDM sector. To avail the said benefit the training provider to ensure 70% placement from these focused courses.

II. A bank guarantee of an amount equivalent to the prevailing annual rent of the ITI / polytechnic space will be submitted by the provider.

5.5 Encouraging Greener measures of production

I.   **E-Waste Management:** Realizing the rising ecological concerns over e-waste generation, management and disposal, the Government of Haryana has developed an e-waste management policy and procedures.

   i.   The Government of Haryana will promote the development of comprehensive e-waste collection and recycling systems and their use by the State as well as the private agencies for the disposal of IT, electronic products

   ii. While procuring IT products, Government will give preference to firms that have an expressed end-of-life product take-back policy and e-waste recycling processes.

   iii. Government Departments and agencies would give preference to 'green' and energy- efficient IT products in their procurement.

II. **Energy Conservation:** Government of Haryana shall encourage demonstrated efforts towards efficient natural resource management adopted by companies in the State through awards as per the scheme on State level energy conservation awards developed by HREDA.

III.

6 MSME

As India gears up to retrace the high growth path, its MSME sector assumes a pivotal role in driving the growth engine. With 3.6 Cr. units spread across the country, that employ 8.05 Cr. people, Micro, Small and Medium Enterprises (MSME) have a contribution of 37.5 per cent to the country's GDP.

The significance of MSMEs is attributable to their caliber for employment generation, low capital and technology requirement, promotion of industrial development in rural areas, use of traditional or inherited skills, use of local resources, mobilization of resources and exportability of products.

The State has about 1670 Large and Medium Enterprises which have approx. investments of INR 49,000 Cr. and generated employment for 3.36 Lac persons. Besides, there are around 90,000 MSMEs with total investment exceeding INR 15,000 Cr. and employing more than 8.90 Lacs persons. It is evident that the bulk of employment is generated by MSMEs. With unemployment rate at 4.8%, it is imperative to focus on the MSMEs for creation of employment opportunities and to revitalize economic growth.

With a view to providing focused attention on the MSMEs, the need of inclusion of a separate chapter on MSMEs has become imperative.

6.1   Fiscal Incentives:

a. Mother-Vendor unit linkages:

Vendor units will be treated at par with Anchor units for availing incentives under this policy, provided Vendor is located on the same earmarked land as Anchor unit, and supplies 75% of its end product to Anchor unit. This benefit is only for ESDM enterprises.

b. Interest Subsidy:

@ 6% for Micro, Small & Medium Enterprises on term loan or maximum up to INR 10 Lacs per year for 8 years across State & shall not exceed amount of net SGST paid during the relevant year.

c. Access to Finance:

I.   Credit Rating expenses exemption (fiscal): Reimbursement of the expenses incurred towards the credit rating to the extent of 75% or maximum of INR 2 Lacs for Micro and Small enterprises carried out by SIDBI /Govt. accredited credit rating agency.

II.   The State Government shall contribute an amount of INR 100 Cr. in CGTMSE fund, which will provide window opportunities to new as well as existing Micro and Small Enterprises for availing collateral free loan to the extent of INR 1 Cr. from Lending Institutions.

d. Property Tax exemption:

The MSME units shall be exempted from payment of Property Tax for a period of 10 years.

e. Technology Acquisition:

50% of cost for adopting technology from recognized National Institutes, maximum of INR 1 Cr. The benefit can be availed only once in a period of three years.

f. Testing Equipment Assistance:

In order to ensure 'Zero Defect' in the quality of products to make globally competitive, the financial support of 50% as subsidy or maximum of Rs. 5 lac for the purchase of testing equipments shall be provided to Micro and Small Enterprises.

g. Energy Audit:

75% reimbursement or maximum of INR 2 Lacs for conducting energy audit. Also 50% subsidy on cost of capital equipment required for undertaking measures to conserve energy, subject to maximum of INR 20 Lacs. This benefit is only for ESDM enterprises.

h. Water Audit:

75% reimbursement of cost of Water audit subject to maximum of INR 1 Lacs. Also subsidy up to 50% or maximum of INR 20 Lacs on the cost of capital equipment required for Water Conservation/ Harvesting System. This benefit is only for ESDM enterprises.

i. Safety Audit:

75% reimbursement of expenses incurred on safety audit subject to maximum of INR 1 Lacs for conducting safety audit. Also 50% subsidy on cost of capital equipment required for undertaking safety measures, subject to maximum of INR 5 Lacs. This benefit is only for ESDM enterprises.

j. Business Development Support:

Government will encourage the MSMEs to participate from industry in various national and international events, exhibitions and conferences for enhance awareness and exposure to leading business practices.

    I.   For select exhibitions within the country - complete reimbursement of participation charges for space of maximum size up to 9 sq. m.

    II.   For select international fairs - 75% space charges, shipment of exhibits, cost of product literature, display material or maximum up to INR 5 Lacs and air fare by economy class up to INR 1 Lacs per year.

h. Patent Fee Reimbursement:

50% assistance in cost of filing of patents subject to a limit of INR 10 Lacs for domestic patents awarded and INR 25 Lacs for international patents awarded.

i. Quality Certification Fee Reimbursement:

50% reimbursement of cost of quality certification fee within the overall ceiling of INR 6 Lacs in 5 years (with maximum of 3 industry standard quality certifications).

j. Assistance in Participation of Fair/Exhibition:

Assistance to Industry Associations for participation in International Trade Fair as Haryana Pavilion outside India @50% of total rent and subject to a maximum limit of INR 10 Lacs.

k. Awards for Outstanding Contribution:

Outstanding Entrepreneurship State Awards shall be provided to Micro and Small Enterprises of Rs. 3 Lacs each separately for growth in production and profit, for innovation & development of new products, quality products and lean manufacturing techniques in ESDM sector. The unit once selected for award shall not be considered again during next 5 years.

The State Government will develop a rules / mechanism to assess the performance of entrepreneurs.

7   AVGC

The Animation, Visual effects, Gaming and Comics - AVGC is a sunrise sector having immense potential for wealth creation and employment generation. It has shown a tremendous growth in the last 5 years and also a steady rise in the number of companies in the sector in India.

India's animation industry generated revenue worth INR 4,490 Cr. in 2014, a 13% increase from the previous year. The industry is expected to double in size to INR 9,550 Cr. within five years, as Hollywood studios tap a large pool of low-cost, English-speaking animators who are familiar with Western culture.

VFX, as having a major contribution in AVGC sector, achieved a growth rate of 18% in 2014 and has grown at a CAGR of 26% between 2010 and 2014. The VFX Industry is undergoing a change. Initially VFX in India had been used for creating special effects such as fire, sunsets, double roles etc. However, industry has started acknowledging the potential of VFX and adopting visual effects in a big way producing high quality work on ads, movies and even TV shows.

Early age usage of mobiles and tablets in India has created a huge market for Mobile gaming and digital comics. The social acceptance of PCs and Mobiles as the medium for edutainment has provided further impetus to the sector.

AVGC sector has a huge potential and is expected that over the next 5 years (till 2020) there will be more than 32,000 additional jobs created in the AVGC sector and till 2025, an additional 80,000 jobs will be created in the AVGC sector.

The expected percentage increase in employment base for 2020 of the overall AVGC sector based on their revenue growth from 2015 to 2020:

Industry	CAGR Market growth (2015 20)	Expected Employment Growth (2015 20)
Animation	7.44%	04.09%
VFX	19.30%	10.61%
Gaming	14.28%	07.85%
Comics	12.01%	06.60%

Source: NSDC M&E Sector skill report, KPMG Analysis

The Government of Haryana realizes the potential of AVGC as sunrise sector and is fully committed to make 'Gurgaon' as the AVGC hub of north India.

To give the required impetus to AVGC sector/ industry Haryana has made a special provision of incentives under the new 'IT & ESDM Policy 2017'. AVGC is essentially an ITES activity and shall be eligible for the benefits in addition to the benefits admissible to ITES.

The new policy, also envisages an environment that promotes growth of indigenous digital content, education and entertainment for masses, and the setting up of a Center of Excellence with state-of-the-art facilities. These efforts will act as a catalyst for the AVGC industry.

7.1 Fiscal Incentives:

a. Entertainment Tax exemption:
    I. Exemption of payment for entertainment tax in the state for animation films `produced in Haryana and released in the cinema halls / multiplexes in the State.
    II. The films fully converted in Haryana from 2D to 3D in stereoscopy and released in the cinema halls/ multiplexes in the state will be refunded 50% of the entertainment tax paid or INR 2.5 Cr. whichever is lower.
    III. The live action films with its final edited length without the opening and end credits having a minimum of 50% duration of running length created with the help of animation or visual effects and if completed in Haryana and the film is released in the cinema halls multiplexes in the state will be refunded 50% of the entertainment tax paid or INR 2.5 Cr. whichever is lower.

b. Production Subsidy:

    Animation films produced in the State will be given a capital subsidy equal to 50% of cost of production of the film subject to a ceiling of INR 50 Lacs.

c. Capital Subsidy:

    AVGC unit with a minimum investment of INR 50 Cr. and & creating a minimum employment for 100 people, shall be entitled to get capital subsidy equal to 50% of the Fixed Capital Investment - FCI, with a maximum of INR 5 Cr..

d. Refund of certification charges:

    All AVGC Export Oriented Units (EOUs) will get refund of expenses incurred for compulsory marking like Conformity European (CE), China Compulsory Certificate (CCC) to the extent of 50% expenses subject to maximum of 2 Lacs per unit.

7.2   Infrastructure Augmentation:

a. Animation & Gaming Centre of Excellence:

To increase creative capacity and develop a competitive advantage for Haryana AVGC industry, the Government shall facilitate the establishment of common facilities etc. and shall explore the possible opportunities to develop AVGC Centre of Research and Innovation in PPP mode for which Government would provide financial assistance towards capital expenditure and purchase of equipment, up to INR 100 Cr..

The Centre will facilitate the companies based in Haryana to undertake research by providing access to advanced technology equipment/studio facilities, researchers and tie ups with Universities.

b. AVGC Park:

Realizing the potential of Gurgaon to become an AVGC hub of north India, the Government of Haryana shall earmark at-least 50 acre of land in Gurgaon from the pre cleared land parcels to establish AVGC Park.

7.3 Human Capital Development:

a. Curriculum Alignment:

Government of Haryana will take necessary steps to align the curricula as per the industry needs and explore possibility to introduce industry recognized certificate courses in degree colleges and universities in Haryana in association with leading institutes such as NID etc. with an annual intake   capacity   of   1,000.

8 Startups

India is currently placed 3rd on the global list of the top five startup communities. The country has been able to establish a strong footprint in becoming a globally recognized Startup Nation. Several Indian companies that started as humble startup have been able to make a mark in the global investor fraternity.

India is a young country having considerable population in the age bracket of 25-35 years. It is the energy and enthusiasm of this youth which is the real driving force behind the entrepreneurial and Startup success. The perfect blend of rising aspirations of youth, courage to pursue their interest and the enterprising bent of mind is helping the country to emerge as the leaders of new age entrepreneurship. The government is keen to channelize this energy by providing the right ecosystem, proactive policies and ready talent pool to the budding entrepreneurs.

It is observed further that the focus of these startups tends to be on information technology enabled products and services including e-commerce, mobile applications, market aggregators, analytics, Internet of Things, health-tech, and digital wallets, etc. Therefore, it is imperative for the policy makers of IT-ESDM sector to place Startups and entrepreneurship at the core of policy making.

Haryana is the home land of various new age entrepreneurs and is birth place of the most successful business persons and large industrial houses of India. Gurgaon the IT city of Haryana, has evolved as a technology startup hub of India and has nurtured many successful startups, which now have become big brands.

The Government of Haryana is keen to further harness the potential of young entrepreneurs by developing infrastructure and maximum convergence by linking initiatives with the larger perspectives of GoI initiatives including Digital India, Make in India, Standup & Startup India and Skill India.

State will come up with exclusive 'Innovation & Startup Policy' shortly.

8.1 Ecosystem Development

a. Gurgaon an Entrepreneurial Hub:

The Government of Haryana's efforts at creating Gurgaon a Millennium City with world class business facilities have been successful at large. The geographical location advantage of Gurgaon needs to be further accentuated/augmented by creating a complete ecosystem for Startups at Gurgaon with a potential to drive the next wave of innovation in the State.

The Government of Haryana in close coordination with Government of India (GoI) and Industry has envisaged to work towards making Gurgaon as entrepreneurship hub of the country. The integrated State-of-the-art infrastructure, centers of Excellence and a complete ecosystem would be developed keeping in view the national agenda to strengthen the nation by making a head-start and compete globally.

I. **Global Startup Destination Centre at Gurgaon:**

The Government strives to develop a Global Startup destination centre at Gurgaon with an aim to provide a favorable ecosystem with world class facilities for startups used for co-working spaces, meetings, mentoring, networking sessions, conferences and provide access to mentors, investors and academia under one roof.

The proposed setup will be developed in a phased manner and Government of Haryana has already identified approx. 5 acres of space in Gurgaon to be developed in first phase and which will be further supplemented in different phases as per the requirement. The core responsibilities of Global Startup Destination Centre at Gurgaon shall be to provide the necessary infrastructure, learning mechanism for building & scaling an innovative product, conducting state wide workshops / seminars in collaboration with private players, educational institutions, partner with reputed institutions and companies from across the globe to create an ecosystem that attracts more new economy players to establish base in the State.

The Proposed centre to provide plug and play infrastructure to startups cutting across different sectors and in different locations of the State.
- Execute partnerships with global accelerators, private companies, trade associations, foreign governments, think tanks and non-government organizations for building a model mentorship platform offering a range of expertise that can make Centre a creative and innovation powerhouse.

- Execute partnerships with globally recognized startups that based in the state and in an endeavor to create learning systems that help local startups scale globally.
- Attract the best startups and entrepreneur organizations from across the world to Gurgaon.

II.   Further to promote Gurgaon as Startup hub, the Government of Haryana has identified approx.30,000 sq.ft. which is to be further supplemented and envisages to develop multiple state-of-the-art Centers of Excellence of international standards suiting to the requirements of the IT / ITES and ESDM Industry. The idea is to connect, co-locate & interlink the centers for convergence, maximum utilization & productive outcomes.

In line with the aim to make Gurgaon as Startup hub, the policy proposes to develop Centers of Excellence for NASSCOM startup warehouse, mobile application development, Internet of Things (CoE-IoT), ESDM Incubation, Mobile Designing etc. at Gurgaon.

i) **Startup Warehouse Incubation Centre at Gurgaon:**

Startup Warehouse Incubation Centre cum innovation campus in Hub and Spoke Model at Gurgaon shall be setup in collaboration with NASSCOM with an investment of INR 4 Cr. and operational expenditure of INR 1 Cr. per annum for 3 years. The Government will endeavor to create world-class shared infrastructure for technology startups to operate at nominal cost till it achieves self-sufficiency. The Government shall setup up a Startup warehouse incubation centre with following objectives:

- To reduce the cost burden of the Startups by providing office space for carrying out their operations during initial stages;
- To provide access to various other stakeholders of the startup ecosystem, most importantly, VCs and PEs to help the startups secure requisite funding support;
- To build and encourage growth of entrepreneurial and innovation capabilities in the State by providing effective mentoring and guidance support especially to the student startups in the State;
- To establish an avenue responsible for liaisioning with the Government of India's Startup India initiative;
- To construct a vibrant community to effectively link various stakeholders of startup ecosystem such as investors, mentors, entrepreneurs, incubators, etc.;
- To create substantial awareness about tech-entrepreneurship as a rewarding and preferred career option; and

- To offer affordable co-working space to the aspiring entrepreneurs thereby enabling Gurgaon to become one of the preferred destinations for the startups in the country.

The proposed setup would provide an all-encompassing avenue to the stakeholders such as Startups, Incubators & Accelerators, Investors, Industry and Regulatory Bodies, Educational Institutes, Financial Institutions etc. to address their startup ecosystem related needs and challenges. It shall provide handholding support such as advisory, funding, networking & access to market, legal, regulatory & compliance and infrastructure support to startups / entrepreneurs in ideation, prototyping and commercialization of their ideas. It shall provide services across IT & ITeS sectors and various related sub-sectors such as Data analytics, Cloud Computing, Internet of Things, Document processing, Data Entry and processing, Data Warehousing, IT Help Desk services, Enterprise Resource Planning, Telecommunication service, Telemarketing services etc. to MSMEs / startups.

The Government would facilitate the creation of support infrastructure for the development of the innovation ecosystem to attract new entrepreneurs. The Startup warehouse shall be set up to offer shared office space to startups and entrepreneurs in a plug and play format which will include physical space, meeting space, operational facilities including 24*7 & 100% power backup, Leased internet line, Clean drinking water, Air- conditioning etc., common facilities including Lecture room, classrooms, rooms for administrative activities of the Warehouse, fully equipped labs, Cafeteria, Reception/ waiting area etc.

ii) Further, the **State government shall be identifying 7 universities** as Host institutes and setting up incubators in each of these 7 universities, with a financial assistance of INR 30 lacs per university for a period of 3 years. For high performing university incubators, the government may consider to extend the opening grant for additional 2 years. A transparent evaluation matrix shall be developed in consultation with the stakeholders for purpose of assessment of performance of incubators. The Incubation Centres housed in some of the well-known Universities would provide following benefits to the budding student entrepreneurs:
- Customized content on entrepreneurship;
- Meaningful insights supported with well documents reports and data;
- Personalized and interactive learning;
- Awareness and Knowledge building on entrepreneurship;

- Access to Industry experts;
- Hands on experience on OLMS (Online Learning Management System) on latest technology platforms on Cloud; etc.

It shall offer the following to the students as well as faculty members-
- Designing and organizing training activities, capacity building workshops for different target groups and undertaking research in the relevant fields of IT and ITeS;
- Improving the efficiency, effectiveness and delivery of the change agents and development practitioners i.e. trainers, support organizations, ex-students, etc.;
- Provide consultancy service to the prospective and existing student entrepreneurs and faculty members; and
- Increasing the outreach of activities of the institute through collaborative activities and increasing their effectiveness through use of different tools of IT/ ITeS.

iii) **Mobile Application Development Center** shall be set up in collaboration with Internet and Mobile Association of India at Gurgaon, with a financial assistance of INR 4 Cr. for capital expenditure and yearly support of INR 1 Cr. for operational expenditure for three years.

In order to provide a phenomenal boost to entrepreneurial talent to skilled youth, the Government of Haryana is keen to establish Mobile Applications Development Centre in Gurgaon with an objective to train and enable more than 500 Application Developers and incubate them into entrepreneurship in the next three years.

The proposed mobile application development centre will act as one-stop shop for all app-related requirements where Start-ups, entrepreneurs and developers can incubate, train, test design in a collaborative approach and rub-off effect of working alongside with people who share a passion towards solving some of the problems faced by society, consumers, business etc. and get exposed to investors, mentors and specialists. The key objectives for setting up mobile application development centre are as follows:
- Create awareness about development of apps as a preferred career and entrepreneurial option by effectively using media and other outreach activities towards building Haryana as the apps hub of India in the next 3 Years;
- Build capability at scale through various formats training, enablement, testing and designing support workshops, hackathons a massive community of well-trained apps developers who would be capable of developing world class apps for Indian as well as overseas users of start-ups events (hackathons, workshops, startup

showcase, investor connects, whitespace discussions), online learning centre and by creating a vibrant online community to link investors, mentors and start-up entrepreneurs; and

iv) **Centre of Excellence for Internet of Things –CoE - IoT:**

Government of Haryana endeavors to develop a Centre of Excellence for Internet of Things (CoE - IoT) to encourage the startups to work on technical design to product prototyping by way of democratizing innovation in collaboration with academic / industry partners. In proposed setup different programs for Startups/entrepreneurs to incubate, prototype creation and validation of IoT products shall be run and Enterprises under CoE programs will be connected to Virtual Corporate Accelerator and an External innovation lab. The CoE-IoT Incubation Program will act as a catalyst to accelerate the efforts of the startups for growth.

The salient features of Centre of Excellence – IoT are as follows:

- To "to trigger, transform and develop, IOT product ecosystem including start-ups, SMEs to convert innovative research in public and private sector into viable and competitive products and enterprises to support the stated and unstated need".

- To promote entrepreneurship & employment with strategic nucleation of Engineering and R&D Industry in IOT space including providing education/training in high-end platform technologies.

- Democratize innovation through collaborative IOT research & entrepreneurship to develop new high-end technologies and create products for both domestic and international market.

- Act as an Innovation Accelerator by providing Industry-Academia-Entrepreneur Networking.

- To emerge as an umbrella organization for all IOT related research, incubation activities.

v) **ESDM Incubation Centre:**

The Policy proposes to setup a State-of-the-Art ESDM Incubation Centre at Gurgaon with an aim to enhance the competitiveness of Startups / MSMEs by improving their access to technology and business advisory services.

The ESDM Incubation Centre propose to provide services across the value chain for ESDM sector for all sub-sectors, with a key areas for specialization such as Medical Electronics, Industrial Electronics, etc. Assembly, prototyping, testing, and calibration of electronics; Consultancy services for product design and development, manufacturing, and innovations in process and productivity; Manufacturing incubation services; and

training would be the prominent activities to be undertaken by the proposed incubation centre.

Proposed services of the Incubation Centre across value chain:
- Innovation and Design– Support for concept creation, product design, patent registration and harvesting along with related consultancy services for entrepreneurs, MSMEs and other large players in the ESDM sector
- Prototyping, Testing and Calibration– Facilities for additive manufacturing, electronic assembly, testing and calibration for electronic products
- Manufacturing Incubation– Shell infrastructure, business facility centre and machinery and equipment for entrepreneurs/MSMEs to rent
- Training Centre- Number of long, medium and short term courses on embedded system design, PCB Design and Assembly, hardware maintenance and repair and computer hardware and software

Facilities to be provided in the ESDM Incubation Centre:
- Affordable and accessible space with Plug & play services
- Mentor support & Exchange Program
- Opportunities to explore and co-create business
- Co-working space shared with fellow entrepreneurs
- World class laboratory with latest equipment and tools
- Ready access to the supply chain that will ensure providing various components required in smaller volumes for design and development purposes
- Creation of a pool of mentors in technical and business areas
- Access to the funding ecosystem.

vi) Centre of Excellence for Mobile Designing:

The Government of Haryana envisages to develop first of its kind in the country, the State-of-the-Art Centre of Excellence for Mobile Designing at Gurgaon. The Centre to have world class facilities including plug and play infrastructure, R&D labs, testing labs, latest equipment and tools, Training Centre, mentor support and exchange program etc.

Through the centre various high-end mobile design courses covering design architecture, Hardware anatomy, Software design and protocols, Product design, internal modules, components, and circuits etc. would be executed.

III.   The State Government will dovetail Government of India - GoI Scheme to setup knowledge warehouses and incubation centres in the State and aim to replicate internationally successful mentoring and funding models in the incubator.

b. **Access to Market:** Access to markets have been identified as the most important factor to the growth and success of entrepreneurs. The Government of Haryana is fully committed to promote the Startup / entrepreneurship culture in the State and shall strive to develop the eco-system by taking following initiatives:

    I.   **Friends of Startups - Single Portal:** A Start-up portal shall be rolled out by the Government of Haryana which shall provide a single interface to the Start-ups to interact closely and effectively with other stakeholders in the ecosystem. The portal will link up all the incubators within the State and encourage sharing of ideas and discussion among budding entrepreneurs. The portal shall be supplemented by a mobile app providing access to information to the Start-ups on the go.

    II.   **Brand Haryana Start-up:** The Government shall strive to promote the State as a Start-up destination through organizing mega events such as Electronics Bazar once in two years and other annual IT/ ITeS and Electronics fests at various levels. The fests shall register participation of academia, investors, Start-ups, regulatory authorities, etc. providing a wider platform to the Start-ups to showcase their work and interact with fellow Start-ups.

c. Student Entrepreneurship

    I.   The student/student teams who apply to the University incubator for incubation support (at any of the 7 incubators set up by Government or the 2 Lacs sq. feet incubation space being developed by the Government), provided the application is duly accepted, shall be given 20% relaxation in attendance every year.

    II.   For projects to be undertaken as part of the graduating course curriculum including internships, students may take up projects at these incubators itself. Mentors at these incubators would evaluate the projects for purpose of awarding marks/credits.

    III.   **State Student Entrepreneur Award:** Top 25 student entrepreneurs shall be given an award of INR 50,000 each.

d. Curriculum Alignment:

Government will work with Universities to align their curriculum to requirements of the Startup world by introducing courses on emerging technologies, entrepreneurship etc. Government will facilitate getting top class faculty including Industry experts, successful entrepreneurs to teach these courses and mentor students.

These courses will be considered essential part of university curriculum and a method of assigning credits to students who take up these courses will be formalized. The Universities will be advised to give credits to the students successfully completing notified online courses as well.
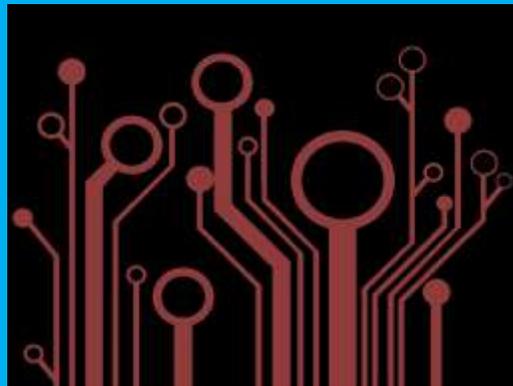
e.   Leveraging schemes of GoI:

To promote the spirit of innovation and provide the smart ecosystem of entrepreneurship among the youth, the Government of Haryana shall channelize the available Government of India's schemes such as ASPIRE by MoSME, Technology Business Incubators - TBI an initiative by Science & Technology, Technology Acquisition and Development Fund - TADF by DIPP, NITI Ayog schemes for establishing Atal Tinkering Labs, incubation centres, Scheme for Facilitating Startups Intellectual Property Protection - SIPP etc. in timely and effective manner. Further, Government of Haryana shall channelize the available GoI skill development schemes and also promote skill development mission in the State for creating IT skilled labour pool in Haryana.

f.   Special provisions for Startups and incubators:

The State Government proposes to partner with Indian and globally successful Incubators in order to replicate the successful Funding and Mentoring Models. Also the space would be provided to incubators and startups on priority basis and special dispensation for startups backed by PE / VC funding has been created under this policy.

Digital Governance

9 Digital Governance

Government of India has recently launched Digital India, the flagship programme for technology enablement, with a vision to transform India into a digitally empowered society and knowledge economy. Among the nine pillars of the programme e-Governance, e-Kranti, Universal Access to Mobile connectivity, Information for all are the pillars which are going to redefine the way government services are delivered to the citizens.

The State of Haryana has always been at the forefront of the IT transformation in the country, and is once again making targeted efforts towards the implementation of Digital India vision in the state. In 2015, the state has bagged the prestigious 'Skoch Order-of-Merit' national award in implementation of following six e-governance and IT initiatives. Haryana will partner GoI in its Digital India programme. The state has the right ecosystem to become Digital Haryana on the lines of Digital India. The Haryana Government has provided sound infrastructure to administrators; they have been provided computers in offices and Local Area Network (LAN) is established in both Haryana's Civil and New Secretariat. The state government has implemented 100% IT literacy programme in the Secretariat, providing training to each official so that he/ she is IT literate. This has significantly enhanced efficiency in delivering services to citizens and businesses with the help of computers.

To support its eGovernance initiative and self service delivery of G2C services, the state is building State-wide digital infrastructure by laying of Optical Fiber Cable (OFC) for National Optic Fiber Network (NOFN) in each Gram Panchayat (GPs) of Haryana. Haryana is on its way to achieve this prestigious goal by March 2017.

The State government now aims to set new benchmarks for service delivery to citizens. Service shall be delivered cost efficiently with an effective and

administration. Efforts shall be made to reduce the citizen disputes and grievances, standardize the process of service delivery, and implement a mechanism for timely delivery and issue resolution.

The government will be taking measures to streamline the internal processes of the departments and ways of delivering services to citizens. Interventions subsequently proposed in the policy, are going to go the long way in reducing the digital divide, creating digital demographic dividend and empowering the citizens with the power of information.

1   State wide digital network (Optical Fiber Cable) in each Gram Panchayat of Haryana by March 2018:

The National Optic Fiber Network (NOFN) a project initiated by Government of India to provide broadband connectivity to two lac and fifty thousand (250,000) Gram panchayats of India. Under this initiative more than 3,800 Gram Panchayat's of Haryana are already connected through Optical Fiber Network (OFC) and the State is targeting to lay OFC for National Optic Fiber Network (NOFN) with 100 MBPS broadband speed in each Gram Panchayat (GPs) of the State by March 2018 and provide citizen services along with value added services such as tele-medicine, tele-health etc.

2   Wi-Fi zone in all Gram panchayats, at important public places in all towns / cities and Public Wi-Fi hotspots.

The State aims to provide Wi-Fi connectivity to all villages, educational institutions, hospitals along with government institutions and establish Public hotspots. The Government is targeting to -
-   provide broadband to every household and Wi-Fi zone at important public places in all towns / cities of Haryana in the next 3 years

-   connect all State run schools / educational institutions with broadband and provide Wi-Fi in next 3 years.

-   develop at-least one Wi-Fi zone in all 6078 Gram panchayats within two years

    Under Phase I, Haryana State is being considered by Govt. of India where all the villages are to be covered by Bharatnet in the year 2017 itself as per the traditional linear network. In Phase II, ring network will be provided to supplement the linear network created under Phase I. A pilot for 1000 villages to be covered under the ring network is being envisaged by Haryana State.

3   4G services in every village in next 3 years:

To ensure universal phone connectivity and provide 4G services in every village in next 3 years, Haryana Government is proactively collaborating with service providers. State has signed MoUs with key service providers at the recently concluded Happening Haryana Summit. These service providers will be expanding their presence in the State of Haryana and ensure network coverage to all areas in the State.

4   Connect all government offices to all District HQ and Sub Districts with High Speed OFC Connectivity:

Government of Haryana, in next 2 years will connect all its offices with High Speed Giga bit OFC Network providing at least 10 Gbps speed to all District Head Quarters, 2 Gbps to Sub District, 100 mbps speed per Gram Panchayats. The project will help in bridging the digital divide between the urban and rural part of the state. Some of the key services that will be offered are digital Content, Telemedicine, Agriculture Information Services, etc.

The Government of Haryana shall make a provision for easy accessibility of applications/services on mobile/tablet to the key department's field staff like Patwari's, Food Inspector, booth level officers and other field officers for field verification and real time updates of reports.

5   Target to deliver 75% of the services using Mobile Service Delivery Platform (MSDP) in next 3 years:

State will setup a Mobile Service Delivery Platform (MSDP) which would be used to deliver public services through the various channels available on mobile phones. The State government targets to deliver at-least 75% of the services to citizens using the MSDP in the next 3 years. The platform would also be used to communicate about new government initiatives, policies and programs to citizens and also citizens can reach out to the Government with their views / suggestions.

6   One Atal Seva Kendra in each Gram Panchayat by December 2017:

Under Haryana e-Seva Scheme the Government of Haryana (GoH) is fully committed to provide citizen-centric services to the people at their doorsteps in electronic mode and has planned to open one Atal Seva Kendra in each Gram Panchayat by March 2017.
The State has more than 3600 Atal Seva Kendras (as on December, 2016) to serve as key public interface points for delivery of electronic services to the people from government departments and agencies (G2C), private sector services (B2C) and a variety of other related services.
Presently, these Seva Kendras are offering 170 G2C e-Services of various departments such as health, labour, revenue, education, etc. These centers help the citizens, especially from the rural areas, in accessing government services without having to travel up to government offices.

To Streamline G2C services delivery and to enable effective, efficient and equitable regime of service delivery, the State Government is targeting to further strengthen the Seva Kendras to work as multifunctional end-points and act as banking correspondent / Micro ATM for various banks and perform the function for delivery of services such as collection of biometric and other details, provide card (ID Card, Debit, Card, Credit Card, PIN), provide transaction facility, deposit of money in an account with a bank, withdrawal of money from an account with a bank, remittances from an account with a bank to an account with the same, balance enquiry and issue Receipts/ Statement of Accounts. Disbursal of credit facilities to borrowers involving small amounts etc. to rural citizens.

7   Integration of all the e-Governance services with State Resident Database – SRDB by December 2019.

The Government of Haryana has conceptualized, developed and operationalized the *'One State integration framework'* for delivery of citizen services. This is based on a technology neutral architecture for multiple/diverse IT systems to work together for delivery of citizen services. This architecture has created a new platform for the delivery of the next generation of citizen services that is aligned with the Digital India Vision. SRDB acts as a single, unified source of resident data which enables the various IT systems to realize the futuristic service delivery model. SRDB is a smart, centralized data-hub that facilitates convergence and consolidation of data of the state's residents

from various participating Departments and Agencies of Haryana Government. State is targeting to integrate all the e-Governance services with State Resident Database – SRDB by December 2019.

8   At least one person digitally literate from each household by 2020:

In line with National Digital Literacy Mission - NDLM, the State Government has mandated that at least one person from each household shall be made digitally literate. More than 1,48,000 candidates have been registered under NDLM in the State. The training is being provided to the eligible families at the Common Service Centres (CSCs), Hartron Workstations etc. all across Haryana. The citizens are getting trained in Basic Computer Course (BCC) and a certificate is awarded after successful qualifying the online test.

Further, State Skill Universities will align the curriculum as per the requirement to make at-least one person digitally literate from each household by 2020.

9   Training and Capacity Building of all the Government officials of the State in next 2 years:

Government of Haryana (via its nodal agency Hartron) has already imparted ICT training to its 35,000 officers/officials of various Departments, Boards and Corporations. In next 2 years, Government of Haryana targets to train all its employees on NIELIT Course on Computer Concepts (CCC) or equivalent. The State Government shall make NIELIT CCC certification mandatory for any promotions and increments due after 2 years of notification of this policy.

10 **E-Office:** Business Process re-engineering and process automation of all Government departments having citizen interface in next 2 years.

Government of Haryana aims to use ICT as the tool to improve the Accountability, Transparency & Effectiveness in Government administration. The Integrated Workflow and Document Management System (IWDMS) provides the same through automating the government functions and processes at all levels of the administrative hierarchy. This System will be implemented in all the Government offices having public interface in next 2 years, to achieve following objectives:

✓   Effective, efficient and transparent administration

✓   Centralized knowledge base consisting of various Circulars, Acts, Precedents, Document, Reports, etc., thus enabling a robust decision support system

✓   Collaborative work environment

✓   Use of Aadhaar based e-Sign for digital signatures

✓   Paperless office through electronic files with e-file number and tracking

✓   Automated routine tasks – Work flow / Business rules / Reports Generation

✓   24*7 access to office

11 Information on State Portal and department websites:

The newly launched Haryana State Portal will act as one-point access for all information regarding Government departments, schemes and initiatives. The user friendly portal will act as a gateway to all other Government websites and can also be accessed from mobiles or tablets.

Further, the State Government will ensure that the departmental information on the procedures with defined timelines and a comprehensive list of all the documents, forms, etc. are available on the department's website.

12 Mechanism to improve service delivery:

The Government of Haryana has recently launched CM e-Dashboard to improve the efficiency of the departments and to eliminate delays in service delivery through monitoring at highest level. More than 156 key performance indicators (KPIs) of 19 online departments and more than 100 offline KPIs of 21 departments have been incorporated in the dashboard to improve service delivery.

13 Mechanism for Grievance Redressal.

CM Window, Harsamadhan for public grievance and Invest Haryana for industrial grievance has been launched in the State with an objective to eliminate the gap between government and public. The citizens are allowed to register their complaints through dedicated helpline number or through a web portal. The complaint is addressed in a time-bound manner.

14 Government to create IT cadre for efficient delivery of Government services by December 2018:

Government of Haryana will create a special IT cadre for the efficient and quick delivery of government services. Haryana IT and Electronics department will act as a nodal agency for the constitution of the virtual IT cadre. The Cadre would have the set of layers such as Project Management, Software Personnel, Hardware & Networking specialists and Field managers, etc. The proposed IT Cadre would address the IT staffing needs of the departments and assist them in rolling out their initiatives in a planned manner. The experts will ensure improvement in internal proceedings, hassle free file movement, process re-engineering of service delivery of their respective departments. The cadre will also work for capacity development for successful implementation of e-governance initiatives along with monitoring of government policies, standards and orders.

15 Telemedicine Facility in every village of the State by 2020:

Telemedicine is an emerging field in healthcare arising out of the synergistic convergence of Information Technology with Medical Science having enormous potential in meeting the challenges of healthcare delivery to rural and remote areas besides several other applications in education, training and management in health sector. Telemedicine makes it possible to connect health specialists from one end of the world, to patients in the remotest corners - anywhere and anytime.

The State is giving special thrust to cover every village through telemedicine and provide healthcare facilities to the people at their doorsteps. The Government of Haryana through Common Service Centres – CSCs by use of telemedicine services are providing expert health services in the remotest parts of the State and aims to provide telemedicine services in every village of the State by 2020.

16 Each Department, Board and Corporation of Government of Haryana to earmark a dedicated budget for IT applications:

Each Department, Board and Corporation of Government of Haryana shall earmark 5% of its budget for IT applications and shall be spent for e-Governance transition. The allocated budget shall be used for procurement of hardware, systems software, establishing IT centers, networking, web technology, development of applications software, training and technical consultancy, etc. The budget shall also be used towards compliance with the security requirements of the IT Act 2000, and utilize the same for meeting the cost associated with inter alia preparation and implementation of cyber security plans and security management systems.

Acronyms

ACS	Additional Chief Secretary
ASPIRE	A Scheme for Promoting Innovation, Rural Industry & Entrepreneurship
AVGC	Audio, Visual effects, Gaming and Comics
B2B	Business to Business
BCC	Basic Computer Course
Bn.	Billion
BPM	Business Process Management
BPO	Business Process Outsourcing
CAGR	Compound Annual Growth Rate
CCC	Course on Computer Concepts
CLU	Change of Land Use
CM	Chief Minister
CoE	Centre of Excellence
Cr.	Crore
CSC	Common Service Centre
CST	Central Sales Tax
DEITY	Department of Electronics & Information Technology
DIPP	Department of Industrial Policy and Promotion
EDC	External Development Charges
EHTP	Electronic Hardware Technology Park
EMC	Electronic Manufacturing Cluster
EPP	Enterprise Promotion Policy of Haryana
ESDM	Electronic System Design Manufacturing
ETPs	Effluent Treatment Plant
FAR	Floor Area Ratio
FCI	Fixed Capital Investment
FSI	Floor Space Index
FY	Financial Year
G2C	Government to Citizen
Gbps	Gigabit per second

GDP	Gross Domestic Product
GIS	Geographic Information System
GM	General Manager
GoH	Government of Haryana
GoI	Government of India
GPs	Gram Panchayats
HEPB	Haryana Enterprise Promotion Board
HSIIDC	Haryana State Industrial Infrastructure Development Corporation
HUDA	Haryana Urban Development Authority
ICT	Information Communication Technology
Infra	Infrastructure
IoT	Internet of Things
IP	Intellectual Property
IT	Information Technology
ITeS	Information Technology enabled services
ITI	Industrial Training Institutes
ITRI	International Technology Research Institute
IWDMS	Integrated Workflow and Document Management System
KMP	Kundli-Manesar-Palwal
KPI	Key Performance Indicator
KVA	kilo-volt-ampere
LAN	Local Area Network
Max.	Maximum
Mbps	Megabit per second
Mn.	Million
MoU	Memorandum of Understanding
MSDP	Mobile Service Delivery Platform
M-SIPS	Modified Special Incentive Package Scheme
NASSCOM	The National Association of Software and Services Companies
NCR	National Capital Region
NDLM	National Digital Literacy Mission
NIELIT	National Institute of Electronics and Information Technology

NITI Ayog	National Institution for Transforming India
NOC	No Object Certificate
NOFN	National Optical Fiber Network
NPIT	National Policy on Information Technology
NSDC	National Skill Development Corporation
OFN	Optical Fiber Network
OLMS	Online Learning Management System
p.a.	Per annum
PCB	Printed Circuit Board
PE	Private Equity
PIU	Policy Implementation Unit
R&D	Research & Development
SEZ	Special Economic Zone
SGST	State Goods and Services Tax
SIPP	Startups Intellectual Property Protection
sq. ft.	Square feet
STPI	Software Technology Park
TADF	Technology Acquisition and Development Fund
TIN	Taxpayer Identification Number
VAT	Value Added Tax
VC	Venture Capitalist