

# Shillong Declaration

May 11, 2020

**What was the Shillong Conference about?**

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

**Features of the declaration**

- Government of India and State Governments shall collaborate to:
- Improve the citizen's experience with Government services by promoting timely implementation of **India Enterprise Architecture** (IndEA). [India Enterprise Architecture (IndEA) is a way to establish Unity in Diversity in the domain of e-Governance. It is a framework that enables the development and implementation of Enterprise Architectures independently and in parallel by all governments and their agencies across India, conforming to the same models and standards].
- Ensure improvement in ease of living and ease of doing business by making a big shift in the role of government from **Service Provider to Service Enabler**, thus moving from development of applications to making available public digital platforms where multiple competitive applications can be developed.
- Take steps to further **improve connectivity in North**

**Eastern States** by addressing the issues and challenges of telecommunications connectivity at grassroots level.

- Take steps to enhance the activities of the Electronics Sector Skill Council in North Eastern States.
- Promote use of e-Office and move towards **less paper State Secretariats** in the North-Eastern States and in the District level offices.
- Develop India as a **global cloud hub** and facilitate development of Government applications and databases on Cloud by default.