



Ministry of  
**Electronics &  
Information Technology**  
Government of India



**Digital India**  
Power To Empower

**NeGD**  
National e-Governance Division

## **Digital India Ask Our Experts Highlights Tripura's Digital Transformation Through IT Initiatives**

**First state-focused episode in the series showcases a comprehensive digital governance model at the state level**

**State emerges as a model for efficient governance, improved connectivity and citizen-centric service delivery**

**New Delhi:** The 44th episode of *Digital India: Ask Our Experts* focused on the IT initiatives undertaken by the Government of Tripura, showcasing how the state is leveraging technology to strengthen governance, enhance connectivity, and improve service delivery for citizens.

The *Digital India: Ask Our Experts* is a live interactive programme streamed on Digital India's YouTube channel. This episode hosted Shri Jeya Ragul Geshan B, IFS, Director IT & Head, Startup Tripura and can be watched at <https://www.youtube.com/live/NYhMx304kNk?si=iemvOrjDuGIJlo3p>.



The discussion highlighted Tripura's rapid adoption of digital governance tools, with the e-Office system implemented across state departments and panchayat levels in under two years. With over 55 Lakh e-files processed, the initiative has significantly improved transparency, accountability and efficiency in administrative functioning.

Further strengthening digital governance, Tripura has implemented a paperless e-Cabinet system, becoming one of the early adopters in the country. More than 30 cabinet meetings and over 500 decisions have been conducted digitally, enabling faster and more streamlined decision-making.

The episode also underscored the importance of robust digital infrastructure in enabling these services. The Tripura State Data Centre (TSDC) has been modernised to support scalable digital operations, while the Statewide Area Network (SWAN) and Horizontal SWAN (H-SWAN) have connected over 600 Government offices. Additionally, the 4G saturation project, with over 100 towers, has significantly improved last-mile connectivity in the state.

A key initiative discussed was the Beneficiary Management System (BMS), an in-house platform designed to ensure accurate and transparent delivery of government benefits. By leveraging validated databases, the system has helped eliminate over 12,000 ineligible beneficiaries, ensuring that benefits reach the intended recipients.

In terms of citizen engagement, the Chief Minister's Helpline (1905) was highlighted as a vital interface between the government and the public, maintaining a grievance resolution rate of over 98%, thereby enhancing trust and responsiveness.

The episode also shed light on Tripura's efforts to promote innovation and entrepreneurship. The state's sector-agnostic startup policy and the T-NEST incubation centre are supporting local startups, while plans for an AI Centre of Excellence and a dedicated IT park aim to further strengthen the technology ecosystem.

Recognising the importance of digital inclusion, initiatives such as the Yuva Yojana are enabling students to access digital tools, while the creation of specialised IT cadres is helping embed technical expertise within government departments.

The episode presented Tripura's approach as a comprehensive model of digital transformation—combining infrastructure, governance reforms and citizen-focused initiatives to deliver measurable impact.

For more information on upcoming episodes and Digital India initiatives, visit [www.digitalindia.gov.in](http://www.digitalindia.gov.in) and [www.negd.gov.in](http://www.negd.gov.in).