

GOVERNMENT OF TRIPURA
DIRECTORATE OF INFORMATION TECHNOLOGY
ITI Road, Indranagar, Agartala - 799 006

No. F.17(46)/DIT/ITeS Policy/2022/8713-23 21st September, 2022

NOTIFICATION

Subject: Introduction of Tripura IT/ITeS Policy-2022

The Governor is pleased to accord sanction to the introduction of the Tripura IT/ITeS Policy- 2022 for IT Park Developers and IT/ITeS enterprises to be set up in the State of Tripura on or after 1st April, 2022, as per the details appended with this Notification.

The Tripura IT/ITeS Policy-2022 shall be considered to come into effect w.e.f. 1st April, 2022 and shall remain in force for a period of 5 (five) years ending on 31st March, 2027.



(Puneet Agarwal)
Principal Secretary, IT
Govt. of Tripura

To

1. The Principal Secretary, Revenue, Govt. of Tripura.
2. The Secretary, Finance, Govt. of Tripura.
3. The Secretary, Power, Govt. of Tripura.
4. The Special Secretary, Industries & Commerce, Govt. of Tripura.
5. All IT/ITeS Industry Associations and IT/ITeS Industries.
6. All the Chambers of Commerce and Industries in Tripura.
7. State Portal Team, DIT for placing the Policy in the Tripura State Portal.

Copy for kind information to:

1. The Secretary, Ministry of Electronics and IT, Govt. of India
2. The Secretary, Department of Promotion of Industries and Internal Trade, Govt. of India
3. The Director General, STPI, Govt. of India
4. The Manager, Tripura Govt. Press, Printing and Stationeries Department, Government of Tripura, for publication of the Notification in the next issue of the Tripura Gazette.



GOVERNMENT OF TRIPURA

TRIPURA IT/ITES POLICY 2022

**DIRECTORATE OF INFORMATION TECHNOLOGY ,
GOVERNMENT OF TRIPURA**

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SECTION 1: Introduction

1.1 Vision

“Development of infrastructure and human capital for one-stop-service delivery in a simplified and convenient manner for the benefit of citizen and catalyzing IT based employment generation by positive interventions”.

1.2 Mission

To foster excellence in e-governance by positioning ICT as a solution provider through:

- Improvements in government structures and processes.
- Promoting citizen-centric simplified governance services.
- Innovations in end to end e-Governance workflow services.
- Documentation and dissemination of good e-Governance practices.
- Positioning the State as an attractive location for Investment in IT/ITeS Segment.

There are four strategic thrust areas supported by various e-Governance activities. The four areas include Digital Transformation of Government Services, Development of Digital Infrastructure, IT Education and Promotion of IT Industry. The vision and mission statements clearly articulate four major key themes for the State. The directions are:

1.2.1 Digital Transformation of Government Service

The Government of Tripura is focusing with the vision of providing all Government Services in an integrated manner at the doorstep of the citizen, at an affordable cost. One of the models for delivery of “Web-enabled services anytime, anywhere access” to information and services in rural area under the project Common Services Centers (CSCs).

- i. To engage and map all the government organizations for digitization with end to end online citizen centric services through a common workflow environment.
- ii. To establish the process for the secured and structured digital repository for all the departments at the SDC.
- iii. To go for “Paper Less Office” through e-Office, e-File, in all the Government organizations. Digital signatures / e-Signature will be provided to all the officials for this purpose.

- iv. To integrate e-Payment service to all the government organization through a common platform.
- v. The State Government plans to adopt e-Auction facility in all the government organization.
- vi. The State Government plans to adopt e-Procurement facility to all the Government organizations.
- vii. Government will encourage use of digital lockers, digital certificates and will identify existing certifying authorities and service providers and strive to keep the prices affordable for common use.
- viii. The State Government shall ensure at least one CSC is being functional at every Gram Panchayat (GP) Level to facilitate citizen centric services.
- ix. The State Government targets to adopt the Mobile Governance in various Government organizations.
- x. The State Government targets to promote the GPR activities (Government Process Reengineering) at State level so that the IT/ITeS framework layer can be more efficient by eliminating unwanted checkpoints and activities.
- xi. The State Government targets to adopt the Aadhaar-based Direct Benefit Transfer of various schemes in all the 8 districts.
- xii. The State Government targets to adopt and integrate the public grievance and redressal module (PGRM), also known as Helpline, an e-governance intervention set up as the single window clearance and grievance redressal system for timely resolution of grievances at higher authority and regulatory level.

1.2.2 Development of digital Infrastructure

Creation of a connectivity backbone is the foundation on which the building blocks of e-Governance initiatives will be placed within the state. A State-Wide Area Network (SWAN) is already in place for connectivity across the state with 85 numbers of POPs across the state.

- i. State targets to provide the high-speed internet broadband connectivity to all the government organizations.
- ii. State targets to achieve high speed internet broadband connectivity till Gram Panchayat (GPs) level.

- iii. State targets to provide the Infrastructure as a Service (IaaS) to all the government organization in the state through the state's private cloud infrastructure. It will enable automatic scale-up and scale-down of services hosted in the cloud to ease Infrastructure Management, Application Management, consolidate resources, agnostic to the underlying hardware, storage, network, operating system, hypervisor and interoperable across multiple enclosures.

1.2.3 Capacity Building, Training and Skill Development

Government of Tripura shall focus upon creating an IT driven and knowledge based society in the state through building core competencies in human resource development and government departments with substantial IT knowledge. This mechanism shall nurture the necessary skills in IT space to open up new horizons of opportunity and improve standard of life for all citizens of Tripura.

- i. Government of Tripura will promote IT Education in the Schools and Colleges. Computer education shall be provided to the High Schools, Higher Secondary Schools and Colleges.
- ii. Government of Tripura shall encourage existing skill development institutions like Agartala NIT, Polytechnic and ITI's to collaborate with reputed institutions for capacity building and skill development.
- iii. Govt. of Tripura shall focus on Capacity building in ICT using state of the art eLearning by inviting the top publications in Tripura for developing online content in local as well as English language.
- iv. The State Government targets to provide online skill assessment and online recruitment platform by the year.
- v. Government of Tripura shall develop a database of IT experts and trendsetters in Tripura and forecast IT manpower demand.
- vi. Adequate training of government officials shall create a competitive advantage in integrating the various departments knowledge bureau at common platform to leverage agile and modular approach of e-Governance.

- vii. In Skill Development, IT awareness programmes shall be launched to cover all the sections of the society especially rural areas with the help of Panchayati Raj institutions and District administration.
- viii. Innovative tools like touch screens, Interactive Voice Response Systems (IVRS), etc. shall be used for training programmes, government-citizen interfaces.
- ix. IT vocational training shall be given for unemployed youths for meeting the market demands.

1.2.4 Positioning Tripura as an attractive location for investment in IT/ITeS Segment

To develop an enabling ecosystem for IT/ITeS Industry within the state, the Government is focusing on creation of necessary IT infrastructure, development of human resources, and effective implementation of IT/ITeS policies to enhance the quality of life of citizens of Tripura state.

- i. To position Tripura state as an attractive investment hub for IT/ITeS industry development by providing Industry friendly environment, proactive industry development approach, supporting ICT infrastructure and facilities, providing pool of skilled manpower at affordable cost, by setting up the single window clearance and grievance redressal system for timely resolution of the issues.
- ii. Incentivize the IT/ITeS promotional schemes for promoting STP within the state. This will create IT/ITeS investor friendly environment within the state and also will encourage the employment of the local talents within the state.
- iii. To setup the Rural BPO for the generation of employment in rural and semi urban areas by leveraging the strengthened CSCs across the state.
- iv. A Software Technology Park (STP) cum IT Complex was constructed at Indranagar, Agartala with minimum floor area of approximately 8295 square meters. This STP Park entails most of the cutting edge technological IT Infrastructure like Optic fibre connectivity, Broadband connectivity, Wi-Fi access, Video Conferencing and various other incubation facilities.

- v. The STP Park area is dedicated for IT activities by IT and ITeS companies to have 24x7 operations (to run in three shifts) and employment of women in all three shifts. STP Park is operated on independent reliable feeders to receive uninterrupted power supply from Tripura State Electricity Corporation.
- vi. Also, this IT Complex shall house the Tier III State Data Center (TSDC) based on Government of India guidelines and TIA-942 standards, Agartala City Area Network (ACAN), Offices of IT Directorate and Tripura State Computerization Agency (TSCA) etc.

Section 2: The Tripura IT/ITeS Policy 2022

2.1 Short title

The policy shall be called the “Tripura IT/ITeS Policy 2022” for IT/ITeS Enterprises (hereafter referred to as “enterprises”) to be set up in the State of Tripura.

2.2 Commencement and Duration

Unless specifically mentioned against the respective items of incentives sanctioned under the Tripura IT/ITeS Policy 2022, it shall come into effect from the first day of April, 2022 in the whole of Tripura and shall remain in force up to 31st March, 2027.

Provided that wherever an incentive is being allowed to an IT/ITeS Enterprise for a specified period reckoned from the date of commencement of commercial production of the enterprise or any other prescribed date, such benefit will continue to be available till the expiry of the specified period for that particular enterprise, even beyond 31st March, 2027.

2.3 Definitions

In Tripura IT/ITeS Policy – 2022, unless the context otherwise requires:

- i. **“IT/ITeS Enterprises”** means the Companies operating in the activities, which includes as follows: Software development and application including programming, IT enabled services call centres (BPO & KPO), data encoding, transcribing, processing, directories, content development, multimedia, animation, IT based support services, Hardware, E-commerce, IT research and any other IT related services.
- ii. **“IT Industry”** includes IT Hardware and IT/ITeS units/companies. Where IT units/ companies include IT applications, software and IT services & IT enabled services includes BPO/ KPO/Consulting/ Animation, Gaming and other Knowledge Industry units such as Nanotechnology, Telecommunications etc.
- iii. **“IT Services”** is defined as any service which results from the use of any IT software over a system of IT products for realizing value addition.

Explanation:

IT Services including but not limited to the following:

- a. Application Software
- b. Internet Service Provider

- c. E-mail Service Provider
 - d. World wide web Service Provider
 - e. E-commerce and content development
 - f. Electronic Data Interchange (EDI) Services
 - g. Video conferencing
 - h. V-SAT, ISDN services
 - i. Electronic Data Centre activities
- iv. **“IT Enabled Services (ITeS)”** include processes and services that are delivered over telecom networks or the internet to a wide range of business segments such as medical transcription, legal database processing, IT education and training, legal process outsourcing, intellectual property rights services, digital content development/animation, remote maintenance, back office operations – accounts/financial services, electronic, medical and health consultancy, Bio informatics, data processing and call centres etc.
- v. **“IT Park/ IT Hub”** means integrated IT/ITES facility constructed with minimum floor area of 15000 sq. mtr. or above as an exclusively described or earmarked site managed and developed / to be developed with IT office space and other amenities of international standard and made available on lease basis for IT Industry, to provide “Floor Space” and “plug & play” facilities.

Explanation:

IT Park shall be constructed with minimum floor area of approximately 15000 square meters. It may or may not include public utility offices/ facility in the said premises. The area allotted for IT activities shall be 75% of the total area. The IT Park contains most of the technological infrastructure like optic fibre connectivity, broad band connectivity, Wi-Fi access, video conferencing facilities etc. The Developer, IT/ITES Company shall have the responsibility to create and maintain sewage collection and treatment system within the IT/ITES Park, as per the norms stipulated by the State Government.

- vi. **“Developer”** means the Infrastructure developer, private entity or a builder, registered under Indian Companies Act 1956 or Indian Companies Act 2013, or a firm registered under Indian Partnership Act 1932 or equivalent foreign law or STPI having core competency in

constructing Office space (including IT) for sale/lease or for lease-cum-sale to IT Industry for the purpose of IT activities by the IT Industry.

- vii. **“BPO”**: Business process outsourcing (BPO) is the delegation of one or more IT-intensive business processes to an external provider that, in turn, owns, administrates and manages the selected processes based on defined and measurable performance metrics.
- viii. **“STP”**: Software technology parks are a cluster of software export units, in which software technology companies develop and export computer software and other professional services.
- ix. **“ISO”**: The International Organization for Standardization (ISO) is an international nongovernmental organization made up of national standards bodies.
- x. **“CMMi”**: The Capability Maturity Model (CMM) is a methodology used to develop and refine an organization's software development process.
- xi. **“BIS”**: Bureau of Indian Standards (BIS) is the National Standard Body of India. BIS is responsible for the harmonious development of the activities of standardization, marking and quality certification of goods and for matters connected therewith or incidental thereto.
- xii. **“STQC”**: Standardisation Testing and Quality Certification (STQC) Directorate is an attached office of the Ministry of Electronics and Information Technology, Government of India, provides quality assurance services in the area of Electronics and IT through countrywide network of laboratories and centres..
- xiii. **“EPF”** means Employees Provident Fund.
- xiv. **“ESI”** means Employees State Insurance.
- xv. **“MSME”** means Micro Small and Medium Enterprise.
- xvi. **“Central Government”** means Government of India.
- xvii. **“Designated Authority”** means an authority designated for a particular purpose.
- xviii. **“Fixed Capital Investment”** means investment made in building, IT equipment and allied items required for setting up of suitable IT/ITeS working place of the enterprise for commencement of commercial

production on or after first day of April, 2022, but before 31st March, 2027. **Explanation**

“Fixed capital Investment” shall be calculated as follows:

- a) **Building:** The actual expenditure incurred for construction of the office building and boundary wall as necessary for the enterprise but not including residential quarters. This is only applicable for development of IT Park/ IT Hub.
- b) **IT Equipment & Allied Items:** The fixed capital investment in IT equipment shall also include the cost of IT Hardware, installation of Hardware, procurement and installation of electric equipment, office furniture, security equipment, swage and drainage system, drinking water facility provided that they have not been otherwise reimbursed by the State or Central Government.

- xix. **“Large Enterprise”** means an enterprise other than a micro, small or medium enterprise, as defined by Central Government, from time to time; or in absence of such definitions as may be defined by the State Government.
- xx. **“Micro Enterprise”** means a very small-scale enterprise, with an investment ceiling as may be prescribed by the Government of India, from time to time; or in absence of such prescription, as may be defined by the State Government.
- xxi. **“Medium Enterprise”** means a medium-scale enterprise, with an investment ceiling as may be prescribed by the Government of India, from time to time; or in absence of such prescription, as may be defined by the State Government.
- xxii. **“Small Enterprise”** means a small-scale enterprise, with an investment ceiling as may be prescribed by the Government of India from time to time; or in absence of such prescription, as may be defined by the State Government.
- xxiii. **“Standard Certification”** means certification given by a competent authority, after due inspection/ testing on standard of services/ products produced/processed followed by the concerned enterprise.
- xxiv. **“State Government”** means the Government of Tripura.

- xxv. **“TSECL”** means the Tripura State Electricity Corporation Limited.
- xxvi. **“Goods and Service Tax”** means net of input tax actually paid to the State Government by the industrial enterprises through debit in electronic cash ledger account in the term of Sub-Section (1) of Section 49 of Tripura GST Act, 2017.
- xxvii. **“Year”** means unless otherwise specifically Stated and not repugnant to the context, the financial year; commencing from the first day of April and ending on the thirty-first day of March following.
- xxviii. **“Applicable Laws”** means all laws, brought into force and effect by the Govt. of Tripura (GoT) including rules, regulations, policies and notifications made there under, and judgements, decrees, injunctions, writs and orders of any court of record, as applicable and the exercise, performance and discharge of the respective rights and obligations of the Parties hereunder, as may be in force and effect.

2.4 Applicability of the Tripura IT/ITeS Policy 2022

- 2.4.1 The IT/ITeS Policy 2022 shall be applicable to all IT/ITeS Enterprises which commence their commercial production/ services in the State, on or after the first day of April 2022, but before 31st March, 2027, for any IT/ITeS business unit registered under appropriate Company law/ Act enacted by Govt. of India.
- 2.4.2 IT/ITeS enterprises which commence their commercial production during the scheme period will be provided one time capital investment subsidy for substantial expansion.
- 2.4.3 Wherever an incentive under Tripura IT/ITeS Policy 2022 is being allowed to an enterprise over a period of 5 years reckoned from an appropriate date, such benefit will continue to be available till the expiry of such period for that particular incentive for that particular enterprise, even beyond 31st March, 2027.
- 2.4.4 Provided that if a newly set up enterprise is sold or otherwise transferred to a new owner during the period of five years, the benefit of the incentive, shall be available to such transferee or the new owner, only for the un-expired portion of the said period of five years.

2.5 Non-applicability of the Tripura IT/ITeS Policy 2022

Unless specifically mentioned otherwise, the Tripura IT/ITeS Policy 2022 shall not be applicable to the enterprises that have commenced or expanded its commercial production or service prior to the first day of April 2022.

2.6 Eligibility for Incentives under the Tripura IT/ITeS Policy 2022

Any IT/ITeS enterprise to which the Tripura IT/ITeS Policy 2022 applies shall be considered for grant of incentives as per the Tripura IT/ITeS Policy 2022 only on securing an “Incentives Eligibility Certificate” in such format and from the Directorate of Information Technology (DIT), Govt. of Tripura. The Incentives Eligibility Certificate shall not be issued unless:

- i. The Tripura IT/ITeS Policy 2022 shall be applicable to all IT/ITeS Enterprises which commence their commercial production/ services in the State, on or after the first day of April 2022, but before 31st March, 2027, for any IT/ITeS Enterprise registered under appropriate Company law/ Act enacted by Govt. of India.
- ii. The unit has gone into commercial production/ services.
- iii. The enterprises issued Incentives Eligibility Certificate shall be liable to submit required documents as may be required by Directorate of Information Technology (DIT), Govt. of Tripura to enable consideration of the claims for incentives under the Tripura IT/ITeS Policy 2022.
- iv. All incentives payable under the Tripura IT/ITeS Policy 2022 shall be paid through the Financial Institution financing the project or in case of self-financed projects, into a bank account; the requisite account and other formal arrangements for which have to be tied up by the entrepreneurs in agreement with the concerned financial institution or bank and intimated to the Directorate of Information Technology, Govt. of Tripura.
- v. The enterprise applying for incentive under the Tripura IT/ITeS Policy 2022 shall not avail any other incentive from any other scheme operated by Government of India/ State Government.
- vi. The issue of an Incentives Eligibility Certificate in favour of any enterprise shall not entitle the enterprise to claim the release of incentives under the Tripura IT/ITeS Policy 2022 as a matter of right,

which shall, inter alia, be subject to the unit having submitted their claims as per the format, the procedure and within timeline mentioned in this scheme to which the claim relates and further subject to the unit being in operation.

Section 3: Incentives available under the Tripura IT/ITeS Policy 2022

3.1 The Capital Investment Subsidy

- I. Capital Investment subsidy will be provided to eligible IT/ITeS enterprises at the rate of 40% on capital investment for IT/ITeS equipment and other allied items required for setting up of suitable IT/ITeS working place subject to an aggregate ceiling of Rs. 125 lakhs per enterprise other than construction of building and land cost. In any enterprise where 50% or more partners/stakeholders are women, ST, SC, and PH will be eligible for an additional subsidy at the rate of 5% on fixed capital investment per enterprise within the prescribed ceiling amount.
- II. State Capital Investment Subsidy shall be provided to eligible Private Sector Infrastructure “Developers” for creation of “IT Park/IT Hub” in the State. The floor area of the IT Park/ IT Hub should be minimum of approximately 15000 Sq. Mtr. or more. The subsidy shall be provided @ 30% of the investment made for this purpose excluding the cost of land with an upper ceiling of Rs.500 Lakhs. The subsidy will be released to the developer only after completion of the project with 30% occupancy of the IT Park/ IT Hub developed and further subject to the condition that at least 30% of the allotted units are in operation.

3.2 Reimbursement of “Floor Space” and “Plug and Play Seat” Rental

3.2.1 Partial reimbursement on floor space rentals

IT/ITeS Units established in the State Government or Private premises shall be allowed to claim reimbursement of 50% floor rental charges paid based on the approved rate of Public Works Department, Government of Tripura or any other Govt. of Tripura recognized mechanism, subject to ceiling of Rs. 12 Lakh per year per enterprise. The enterprises will be eligible for maximum space of 50 Sq. Ft. per employee. In case of built up space owned by the enterprise itself shall also be eligible for above space rental.

3.2.2 Partial Reimbursement of Plug & Play Seat Rental

IT/ITeS Enterprises occupying “Plug & Play Seat” in STP/ IT Park established by Government of Tripura or Govt. of India or Private Developer will be eligible to claim reimbursement of 50% of rent paid per seat.

3.3 Procurement Preference

- I. Subject to their meeting the quality, delivery and other specifications of the purchasing State Government Agencies, Procurement Preference will be given on all purchases by State Government Agencies – including Departments/ Corporations/ Public Sector Enterprises/ Autonomous Bodies/ Aided Institutions of the State Government – on Services/ Products developed in Tripura by eligible IT/ITeS enterprises.
- II. The procurement preference would be applicable in case of items being procured through tendering process by the State Government Agencies. For extension of procurement preference, the price of the Services/ Products being procured shall be calculated for all the eligible tenderers at the destination specified by the purchaser before imposition of all kinds of taxes as applicable under Goods and Services Tax Acts.

The Procurement Preference for enterprises in Tripura shall operate as follows:

- a) In cases where after comparison of the landed price of all eligible tenderers, one or more local IT/ITeS enterprise(s) emerge as the first lowest tenderer, the said enterprise(s) shall be eligible to get supply order for 100% of the tendered quantity of Services/ Products being procured by the State Government Agencies.
- b) In cases where after comparison of the landed price of all eligible tenderers, the first lowest tenderer is an enterprise other than local IT/ITeS enterprise; but the price of one or more local IT/ITeS enterprise(s) is not over 15% of the price quoted by the first lowest tenderer, the said local IT/ITeS enterprise(s) shall be eligible to get supply order for 50 % of the tendered quantity of the Services/ Product being procured by the State Government Agencies wherever feasible, provided that they shall be ready to provide services/ product by matching the price offered by the first lowest tenderer.
- c) In cases where the quoted price of a local IT/ITeS enterprise falls within the margin and lowest amongst the local IT/ITeS enterprises where quoted rates are not over 15% of the L1, then 50% order shall be given to that local IT/ITeS enterprise whose quote is lowest subject to matching the L1 price wherever it is feasible. In case the local IT/ITeS enterprise does not agree to match the L1 price or accepts lower

quantity or fails to execute the contract then the quantity shall be awarded to the next higher local supplier and so on.

- d) Notwithstanding anything contained in Clause 2.4, 2.5 and 2.6 of the Tripura IT/ITeS Policy 2022, the incentive under this clause shall be available to all the IT/ITeS enterprises irrespective of their date of commencement of commercial activity; i.e., enterprises who started commercial activity, prior to 1st April, 2022 shall also be eligible for benefit under this clause, subject to fulfilment of other eligibility conditions.

3.4 Industrial Promotion Subsidy

- I. All the eligible IT/ITeS enterprises shall be entitled to an “Industrial Promotion Subsidy” equal to the net amount of the Goods and Services Tax actually paid by them to the State Government on sales of Service/ Software products through debit in electronic cash ledger account in the term of sub-section (1) of Section 49 of Tripura GST Act, 2017.
- II. The subsidy shall be given to the eligible enterprises commencing commercial activity on or after the first day of April, 2022 but before or on 31st day of March, 2027 and shall be provided for a period of 5 years from the date of commercial production.
- III. IT/ITeS entrepreneurs shall receive reimbursement 100% of SGST (net of input tax, if applicable) for 5 years.
- IV. Each claim is to be submitted financial year-wise, quarterly/ half-yearly/ annually. The first claim/ last claim of the unit may be preferred for part of the financial year, depending on the date of commencement of commercial production.

3.5 Special concessional Power Charges

All eligible IT/ITeS enterprise will be offered a concessional power tariff of Rs.5 per unit for initial 5 (Five) years. Provided further that the enterprise is not in default of payment of power charges or any other liabilities to TSECL. This shall be applicable to all eligible IT/ITeS enterprises irrespective of location of the units.

3.6 Partial Reimbursement of Interest on Working Loans

- I. All eligible IT/ITeS enterprises will be entitled to reimbursement of interest paid to banks/ financial institutions, at the rate of 5% on the Term Loans availed by them, for 5 years from the date of commencement of commercial activity, provided that the enterprises have no interest liabilities overdue to the banks/ financial institutions; and subject further to a ceiling of Rs.12 Lakhs per year per enterprise and if that enterprise did not avail similar reimbursement from any other scheme.
- II. Each claim is to be submitted for a complete financial year. The first claim/ last claim of the unit may be preferred for part of the financial year, depending on the date of commencement of commercial activity.

3.7 Reimbursement of standard certification charges

- I. All eligible IT/ITeS enterprise will be eligible for reimbursement of 100% of the total cost for getting Standard certificates like ISO: 9000, ISO 20000-1, ISO 27001, Software Engineering Institute (SEI) certification, CMMi and Quality Assurance Institute (QAI), STQC certification, ISO-14000 Environmental Management System, ISO-18000 Occupational Health and Safety Standards, BIS Certification, Bureau of Energy Efficiency Certificate, etc. for the local IT/ITeS units. All eligible enterprises will be allowed for full reimbursement of fees/ charges/ other expenses on account of obtaining a standard certification.
- II. This shall also be applicable for reimbursement of fees/ charges on account of yearly renewal of standard certifications in the areas specified above for 5 years.
- III. In addition, One-time full reimbursement of fees payable for getting Technical Know-how/ Technology Transfer from any recognized national/ international research laboratories/ Technical Institutes/ University, Institutions like Indian Space Research Organization (ISRO), Defence Research & Development Organization (DRDO) etc. by eligible unit, shall also be provided under this clause.

3.8 Employment Cost Subsidy

Employment cost subsidy shall be provided to the local IT/ITeS enterprises in the form of reimbursement of the contribution made towards Employees'

Provident Fund (EPF) and Employees' State Insurance (ESI) Schemes for a period of 5 years. 100% reimbursement of expenditure to micro, small and medium enterprise shall be provided on account of contribution paid towards EPF and ESI Schemes subject to employment of 20 or more people who are domiciled of the State.

3.9 Exemption of Earnest Money and Security Deposits

- I. Notwithstanding anything contained in clause 2.4 and 2.5 of the Tripura IT/ITeS Policy 2022, all local eligible IT/ITeS enterprises shall be given 100% exemption from payment of earnest money / security deposits to participate in any tender floated by the State Government/ Agencies (including undertakings/ Corporations/Autonomous Bodies of the State Government). The incentive under the clause shall be available to all the enterprise irrespective of the time / year of their setting up, subject to fulfilment of the eligibility conditions mentioned in the tender document.

3.10 Subsidy on fees paid for Credit Guarantee Trust Fund for MSME

100% reimbursement of one time guarantee fee and service fees paid every year by Micro and Small enterprises for CGTMSE coverage taken on loan granted by Banks/ NBFCs shall be provided for 5 years.

3.11 Reimbursement on Stamp Duty

Eligible Private Sector Infrastructure Developers for creation of IT Park/ IT Hub shall be provided @ 30% stamp duty paid with an upper ceiling of Rs.5 Lakhs.

3.12 Bandwidth cost subsidy

Reimbursement of 50% charges on Internet Bandwidth connectivity to IT Services paid to ISP shall be available for a period of 3 years from the date of going into commercial production/operation subject to a maximum of Rs.5.00 Lakhs per annum.

Section 4: Special Incentive to IT/ITeS Enterprise continue to operate for 5 years

Additional subsidies/ incentives shall be provided to the IT/ITeS enterprises continue to operate for 5 years from the date of commencement of commercial production. Subsidies shall be provided to such IT/ITeS enterprises for a further period of 5 years. The provisions for providing additional subsidy to IT/ITeS Enterprises after 5 years shall operate as follows:

4.1 Industrial Promotion Subsidy

Industrial promotion subsidy (re-imbursment of SGST) shall also be allowed @ 25% of SGST actually paid by the units after 5 years of their operation. The subsidy shall be provided for a further period of 5 years subject to the condition that the aggregating payment of subsidy to any unit from the date of its commencement of production shall not exceed to the amount of 100% of investment in plant and machinery/ equipment.

4.2 Special Concessional Power charges

Eligible IT/ITeS enterprise will be given a concessional power tariff of Rs.5 per unit for another 5 (Five) years. Provided further that an enterprise is not in default of payment of power charges or any other liabilities to TSECL.

4.3 Employment cost subsidy

Employment cost subsidy in the form of re-imbursment of employer contribution towards payment of EPF and ESI to Regional Provident Fund Commissioner shall be provided @50% of payment made by MSME units with employment of 20 or more persons for a further period of 5 years.

Section 5: Implementation of the policy

5.1 Issuance of Eligibility Certificate under the Scheme

All IT/ITeS Enterprises, desirous of claiming subsidy under the Scheme shall obtain Incentive Eligibility Certificate from the Directorate of Information Technology (DIT), Govt. of Tripura. Director, Directorate of Information Technology (DIT), Govt. of Tripura shall be the competent authority to issue Eligibility Certificate.

5.1.1 All desirous IT/ITeS Enterprises must obtain the required clearance/ license from the notified authorities as and when notified.

5.1.2 Once an IT/ITeS Enterprise obtains Eligibility Certificate, it shall be entitled to submit application for availing incentives under individual components of the Scheme.

5.1.3 In case of units willing to avail special incentives, which are offered under this Scheme for continuing operation for more than 5 years, shall mandatorily require to obtain a fresh Eligibility Certificate from the Director, Directorate of Information Technology, Govt. of Tripura.

5.2 Submission of Claims under the Scheme

5.2.1 The IT/ITeS unit claiming subsidy under the Scheme shall submit its claims in prescribed application form to the Director, Directorate of Information Technology (DIT), Govt. of Tripura along with requisite documents as indicated in the respective application form.

5.2.2 The eligible IT/ITeS Enterprises to submit their claims as per the format and procedure within one year from the date of incurring expenditure for operational subsidies.

5.2.3 In all cases, where the incentives is linked to certain payments to be made by the unit to various Government Agencies/ Financial Institutions/ Government Undertakings (reimbursement of power charges, for instance), the incentive shall be sanctioned only after the unit has actually made payment to the concerned Department/ Undertaking. No incentives will be granted to the defaulting units.

5.2.4 It is further subject to the unit being in operation.

5.2.5 Cash Payments shall not be considered for calculation of incentives under this scheme. The payments through Cheques/ Drafts/ Other

Banking Mechanism only shall be taken into account.

5.3 Timeline for Submission of Claim Application

The eligible IT/ITeS Enterprises have to submit their claims as per the format, the procedure and frequency as mentioned below:

- I. Capital investment subsidy has to be submitted within one year from the date of commencement of commercial production.
- II. In case of Industrial Promotion Subsidy and Employment Cost Subsidy, the claim is to be submitted half-yearly/ annually and within one year from the date of incurring expenditure to which the claim relates.
- III. In case of Partial Reimbursement of Interest on Term Loans, Subsidy on fees paid for Credit Guarantee Trust Fund for MSEs, the claims have to be submitted annually and within one year from the date of incurring expenditure to which the claim relates.
- IV. In case of Reimbursement of Standard Certification charges and subsidy for participation in Fares & Exhibitions, claims is to be submitted annually/ onetime and within one year from the date of incurring expenditure to which the claim relates.
- V. The first claim/ last claim of the unit may be preferred for part of quarter/ half-year/ annual, depending on the date of commencement of commercial production.

5.4 Clarification and Interpretation

In case of any doubt or dispute regarding the provisions of this policy, only the State Government shall be competent to clarify or interpret these and such clarification or interpretation shall be final and binding on all concerned.

5.5 Power to amend and repeal any or all provisions

Notwithstanding anything contained in any of the provisions of the policy, the State Government may at any time:

- 5.5.1 Make any amendment to this policy or repeal it, but the commitments already made for an eligible enterprise shall not be affected by any such amendment or repeal;
- 5.5.2 Issue instructions and guidelines to facilitate implementation, to remove anomalies and to clarify the interpretations of the provisions of this

policy.

5.6 Governance: Executive Committee

The Tripura IT/ITeS Policy 2022 will be governed by an “EXECUTIVE COMMITTEE”. The Executive Committee will be formed under the chairmanship of Secretary-in-Charge, IT and other members will be as:

- i. Additional / Joint Secretary (Finance)- Member
- ii. Director (Industries & Commerce) – Member
- iii. Director (Higher Education) – Member
- iv. Commissioner (Labour)
- v. Joint Transport Commissioner (Transport)
- vi. Director (IT) – Member Secretary
- vii. Members - from stakeholder including representatives from industry, academia, Apex Industry Associations, regional Industry Associations etc. as felt necessary.

The Executive Committee shall perform the following functions including but not limited to:

- i. The committee shall periodically monitor the Tripura IT/ITeS Policy 2022.
- ii. The committee may issue directive/ suggestions / amendments, as the case may be, for effective implementation of the policy.
- iii. The committee will approve and sanction subsidies to the eligible units.
- iv. The committee may sit as and when required.
- v. The Chairman may co-opt any member/ expert for any meeting.

-:The End:-