

District Level E-Disha Centre

Target Date: 01.03.2006

1. Project Background

- The IT-PRISM, in its 13th meeting held on 01/09/2005, has approved the Networking of District Secretariats, providing of Hardware & Software under D-NET/NAI-DISHA Project and establishment of IT Training Labs in District Secretariats, utilizing the funds available with IT Department under State IT plan fund and Society for IT initiative fund for e-Governance. Further, the IT-PRISM has also approved the establishment of e-DISHA Citizen Service Centres at Districts, Sub Divisions and Block level in a phased manner, wherein the Dy. Commissioners will identify a space of 1500 Sq. ft for each e-DISHA Centre.
- In the 13th meeting of IT-PRISM it was suggested by F.C. PWD (B&R) Sh. Dharamvir that the project may initially be run in three-four centres on pilot basis in respect of the services which can be provided straight away.
- The D-NET is expected to facilitate the general public to have information/status about transactions being done with the various Government departments at district and lower levels by having intra district communication backbone and to provide effective and timely services to the farmers and general public at large. The Network at the District Level is to act as the Backbone for all the locations at the District Headquarter interconnecting various departments and offices of the District Administration and integrating with NIC District IT Centres, which are the Network Control and Management Centre for District Network. D-Net has been established at Mini Secretariats of Sonipat, Rohtak, Hisar, Panchkula, and Kaithal.
- The e-DISHA is an IT driven electronic interface between the Government and citizens. The application software for various public services has been developed by NIC-HRSC as a Citizen interface on D-NET in collaboration with the Department of Information Technology for implementing at e-DISHA Centres.

2. Proposed Plan of Implementation

- It is proposed to establish and operationalize one District Level e-Disha Centre at every District HQ of the State before 01.03.2006. Each District Level e-Disha Centre (DLeDC) would be located in the District Mini Secretariat and would have around 10 public service counters opening in to a Corridor/Verandah/Open Space, where sitting arrangements can be made / queues can be formed. For this centre around 1500 sq. ft. constructed area would be required so that it can accommodate service delivery counters, Cabins for Server, Supervisor, UPS/Genset, Doctor and Helpdesk. The department of IT will create the infrastructure for DLeDC at all mini secretariats as an extension of the D-Net project. This infrastructure will be used to extend the citizen services to the public. Initially 10 service counters are proposed to provide the citizen services. These may be increased in future depending upon the requirement/workload. The District IT Society will implement the project. **Every DLeDC will have following:**

a) IT Infrastructure Requirement

Sr. No.	Item	Qty. per DLeDC
1	Server	2
2	Clients with Windows OS.	10
3	Laser Printer-cum-Scanner	8
4	Colour Desk Jet Printers	2
5	5 KVA online UPS	2
6	Web Camera	10
7	Signature Capturing Pad	10
8	Microsoft Small Business Server Premium with 15 CALS	1
9	Star Office/Open Office	10
10	Antivirus Software for Servers and PCs	Server base
11	24 Port Switch	01
12	LAN Accessories (I/Os, Cable, Conduit, Laying, etc.)	As per actual
13	2-Dimensional Bar Code Reader	02
14	Backup media DATs, CD/DVDs, USB data sticks	As per requirement

b) Site Preparation

- This will include following activities.
 - Air conditioners

- Electrical wiring
 - Partitioning
 - Flooring
 - False Ceiling
 - Furniture (including Store-well)
-
- The site preparation will be get done by DCs. An estimated amount of Rs. 5 lacs would be required for completing the site related activities. This expenditure will be incurred from funds of society. Wherever, no space will be available in the mini secretariat, additional Rs. 5 lacs will be provided for construction of the Hall at a place identified by the concerned DC.
 - As informed by DIOs mini secretariats of 12 district head quarters namely Kurukshetra, Panchkula, Faridabad, Hisar, Fatehabad, Jind, Bhiwani, Karnal, Sonipat, Jhajjar, Sirsa & Rohtak have adequate accommodation for housing DLeDC. Gurgaon, Yamunanagar and Kaithal have the accommodation as well as the site is also ready. Remaining five district headquarters namely Ambala, Mewat, Narnaul, Panipat & Rewari would need accommodation also. It is possible that we may have to construct the building at these places for DLeDC.

c) Manpower Requirement

- To provide services through the DLeDC, initially **one operator** would be provided **for every service window**.
- Besides, **one junior programmer** would be recruited who would **act as the supervisor** of the DLeDC. He shall be responsible to handle technical & operational issues during implementation under the overall control of the concerned DIO, including back up, maintenance of data and installation of Software and coordinating with District administration. Qualifications of the Jr. Programmers will be as per man power policy of IT department.
- One **operator** will be required for operating and manning the **Help desk** at DLeDC.
- **One regular Accountant in Govt. service** will be deployed at each DLeDC for additional duty, who would tally/receive the cash collected by the operators at service windows during the day, classify the receipts and deposit into the appropriate head of account of the service department on the following day. He will also be responsible

for reconciliation of accounts with the bank, treasuries and the service department.
He will be paid suitable honorarium as fixed.

- The payment of salary of these officials will be made through the District IT Societies which in turn will be refunded by the IT Department for first one year. In the meantime the DLeDC is supposed to generate enough resources by levy of service charges, so as to become financially viable.

d) G2C Services in Phase-I

The following services are being delivered to citizens at one or more districts under different names, as per the interest / motivation of individual DC. The time bound service delivery has resulted in improving the efficiency of delivery of these services and elimination of corruption and middlemen from the process. Therefore, in the first phase, every DLeDC will provide these services:

1. Driving License (Learners, Permanent, Duplicate, Renewal, addition etc)
2. Vehicle Registration (New, Transfer, duplicate RC etc)
3. Passport application acceptance & processing
4. Nakal / Jamabandi for District HQ Tehsil – Bar coded print outs will have to be declared legal by Revenue Department
5. Issuance of Certificates:
 - Residence/Domicile
 - Income
 - SC
 - OBC
 - Handicapped
6. Forms & Procedures – Downloadable forms will have to be declared valid along with payment of form purchase fee
7. Receipt of Applications for Social Welfare Schemes:
 - Old Age Pension
 - Widow Pension
 - Handicapped Pension
 - Financial Aid to Destitute Children
 - Scholarship for Handicap Children
 - Family Benefit Scheme

- Kanyadan Scheme
 - Widow Daughter Marriage
 - Indira Awas Yojna
 - Below Poverty Line
8. Services related with Arms Licenses
 9. Services related to House Tax for District HQ Municipal Committee
 10. Birth & Death Registration and issuance of these certificates for District HQ Municipal Committee

In implementation of services at serial number 7, it is proposed that the beneficiary will submit the application at the DLeDC and will get the receipt of his application. The data will be transferred to the concerned department for further necessary action. In future the updated status will be placed on the Intranet and Internet as and when SWAN (ADHAAR) comes into existence.

3. Responsibilities of the D.C. offices

The Deputy Commissioner shall be the Head of the DLeDC. The City Magistrate or One HCS officer may be appointed as Chief Executive officer of the DLeDC in the concerned district. The concerned D.C. office will provide services of one electrician and one Sweeper for the upkeep of Kendra, one peon-cum-messenger and will also make arrangements for the security of the equipment in the DLeDC. The concerned D.C. office, for account keeping of the Kendra will provide the services of the Accountant of DITS/Red Cross Society/DRDA on part time basis. Respective DC will ensure timely delivery of services as per the time lines fixed by the government.

4. Operation Timings

To start with the DLeDC will initially start providing Services in single shift from 9 A.M. to 5 P.M with half an hour lunch break (1.00 P.M. to 1.30 P.M.). These Kendras will have six day week i.e Monday to Saturday. In future depending upon the workload we may operate these Kendras from 8 A.M. to 8 P.M. in two shifts (from 8A.M. to 2 P.M. and 2P.M. to 8 P.M.).

5. Rollout Across the State

The successful implementation of above services at DLeDC in each district will help in standardization of the applications, strengthening of backend and in working out a rollout plan across the entire state on a PPP business model. The 1st phase implementation at DLeDC will also help in integration with proposed 1000 e-DISHA Common Service Centres in Haryana under the NeGP of GOI wherein, establishment of 1.0 lakh CSCs have been proposed across the entire country. These CSCs will also be integrated with the SWAN (AADHAAR), which will be in place within one year time.

6. Project Cost to be borne by IT Society

Sr. No.	Item Description	Approx Cost (Rs. Lacs)
1.	ICT Infrastructure 20 sites	130.00
2.	Site Preparation 17 sites @ Rs. 5 lacs, 3 sites @ Rs. 1 lacs	088.00
3.	Building Construction 7 sites @ Rs. 5 lacs	035.00
	CAPAX	253.00
4.	Manpower Salary (11 Operator @ Rs. 5000/- p.m., Jr. Programmer @ Rs. 8000/- p.m.), 20 sites	151.20
	Part Time Accountant Honorarium @ Rs. 1000/month 20 sites	002.40
	OPEX (Rs. Lacs.)	153.60
	Total Cost (Rs. Lacs)	406.60