



SECRETARIAT FOR INFORMATION TECHNOLOGY

AGENDA

FOR

13TH MEETING OF IT PRISM

Date	01.09.2005
Time	3.00 PM
Venue	Committee Room 4th Floor Haryana Civil Secretariat, Chandigarh
In Chair	Sh. G. Madhavan, IAS Chief Secretary to Govt. Haryana

AGENDA ITEM NO.3

Public Centric Governance in the State - Setting up of e-DISHA Citizen Service Centres

Now a days, the emphasis is on improving the quality of delivery of public services to its citizens through e-governance, which is efficient, speedy, simple and cost effective. Needless to mention that the IT Policy 2000 of the State Government proposes to establish electronic delivery of services in public domain in its Departments, Boards and Corporations using state-of-art technology.

In this direction, Haryana Government had also started the NAI-DISHA (New Agent of Information – District Level Integrated Services of Haryana for All) project for implementation over the District Network (D-NET). NAI-DISHA Ekal Sewa Kendra is an IT driven electronic interface between the Government and citizens. The result of initial pilot project at Kaithal has shown that the service delivery through Nai-Disha Ekal Sewa Kendra has resulted in improving the efficiency of delivery of these services and elimination of corruption and middlemen from the process. The State Government through District IT Societies is running the project.

There are already success stories of providing single window services through such Citizen Service Centres in the country, which include E-SEVA in Andhra Pradesh (more than 200 Centres have been established), Bangalore-One in Karnataka, SAMPARK in Chandigarh etc. Andhra Pradesh has gone one step ahead and is now converging the various efforts made so far, i.e., E-SEVA, AP Online Portal and Broadband Connectivity. They have already roped in private players in their e-Governance Venture to percolate the benefits of information technology to the last mile.

The service delivery convergence will go a long way in providing efficient and effective services to the citizens. It is important to note that it may not be viable to set up Department Based Citizen Service Centres, which would not only be a very expensive proposition but would also not address to the need of citizen convenience and satisfaction required, which can be achieved by establishing integrated, operator assisted, counters at citizen service centres. Since the pilot applications have already been tested in various states and the business model is in place, it is proposed that the model may be replicated in the whole of the state instead of pilot runs. The model in the villages would depend on the feasibility and the connectivity. Initially the model can be implemented in cluster of villages and more villages can be added in phases.

To achieve the growing public demand of speedy delivery of services across the State, there is a need to augment and strengthen the IT infrastructure in the State. It has been observed from the other similar experiences of States like Andhra Pradesh, Karnataka and even Chandigarh that the service delivery has been started through the private operators on BOOT basis. Andhra Pradesh has been quite successful in this direction and Karnataka is in the process of establishment of such service delivery centers in the State.

By creating the Citizen Service Centers (CSCs) the following advantages are expected to accrue in future.

1. Availability of longer hours of Service
2. Easy, hassle-free access at multiple locations
3. Improved quality of service
4. Transparent, efficient & effective delivery
5. Reduced delivery and opportunity costs
6. Elimination of 'touts' and exploitation
7. Citizen friendly environment
8. Strengthening of the back office operations for timely availability of information.

9. Consolidated information for effective decision-making
10. Integration of databases of Government departments and organizations
11. Creation of knowledge based jobs in the district.

In view of this the Department has prepared a proposal for Delivery of Public Domain Services through e-DISHA Citizen Service Centres placed at **Annexure-3.1**

The proposal was considered in 24th meeting of Technical Committee. The committee made the following recommendations:-

"The Committee approved the agenda with the following observations:

All the concerned project coordinators of NIC, HSU shall prepare the base paper on the services being offered on E-Disha for consideration of SSIT/FCIT and Director/Secretary of the concerned Department.

Meetings of IT Department with the Departments involved in E-Disha may be finalized after preparation of the base paper by 20th July in order to prepare depths of backend readiness."

The meetings with Revenue, Land Records, Urban Development, Health, Power, HUDA and PWD (Public Health) Departments were held to discuss the services to be provided and the readiness of backend.

The success of the model is based on coordination with various line departments. Therefore, the following milestones are essential for the readiness of the state to adopt the business model and for directions in this regard:

1. The Deputy Commissioners are to be asked to identify space of 1500 sq feet for the project at the district, sub division and block level. There would be at least four centres in big cities and at least two centres at small cities, at least one centre at the Tehsil and the block level and for bigger villages. The Kiosks are to be set up at the village level wherever feasible. The Departments/Corporations/Boards concerned may also be instructed to provide the space to

identified by the DCs for E-Disha project. The number of actual centres would be dependent on the feasibility study done by the consultant. The committee for appointing consultant may be Managing Director, Hartron, Special Secretary, Finance, representative of DSD, Power, Inquiry Officer Vigilance and NIC.

2. The project of E-Disha may be outsourced on private public partnership and mandate for outsourcing may be given to Hartron. The consultancy charges may be decided by the Task force committee.
3. Though the project would be implemented on the basis of business modeling, the state would require adequate funds for backend readiness, consulting, monitoring and other coordination activities. There is a budget provision of Rs. 3.50 crores under State IT Plan. The plan has been restructured and may further change to some extent after EOI. The Departments may be told to tie up with the IT Department and work for backend readiness. The Departments concerned may be instructed to do business process reengineering and issue necessary notifications etc to make it a success. The Finance Department may be requested to provide them necessary financial support to concerned department for backend support. The IT Prism may in principal approve any expenditure to be incurred for backend readiness. In case of those departments whose IT Plans has not approved from IT PRISM, the IT department may be authorized to approve the budget expenditure for their backend readiness and get post facto approval from IT PRISM.
4. A Task Force committee has been constituted to plan, monitor the progress fortnightly, backend computerization, tendering, finalize the business model, RFP, scrutinize the bids. The Task Force may appoint a Technical Committee for its assistance. The constitution of e-DISHA Task Force is at **Annexure-3.2**. The valid technical bids will

be finalized under the e-DISHA High Powered Committee headed by Chief Minister. The constitution of the e-DISHA High Powered Committee is at **Annexure-3.3**.

5. The concerned Departments/Boards/Corporations may also be told to decide on issue whether user charges will be paid by the citizens or by the State Govt./Corporations/Boards.
6. The business model and RFP will also be put up to IT PRISM and government for approval.

The proposal is submitted for consideration and approval of the IT PRISM please.