D.O. no. IT-F (10)-3/2004
Dated: Shimla-2, the 5th November, 2007
(IT)

Secretary,
Government of Himachal Pradesh
Shimla-171002

Sanjeev Gupta, IAS

You may recall vide letter no. IT-F (10)-3/2004 dated 4th August, 2005, decision of the State Government to set up Integrated Community Service Centres down to tehsil / sub-tehsil level had been conveyed to all the Deputy Commissioners. This Project, taken up on pilot basis with the name SUGAM in Shimla District and funded by UNDP & NISG, is nearing completion. All Deputy Commissioners have taken an excellent initiative to provide citizen centric services (like Vehicle Registration, Issuance of Driving Licence, Computerised of Land Records, e-Praman etc.) under a single roof at sub-divisional level. **However, these centres are currently known by different names such as *Pehal, Suvidha, Lokmitra* etc. leading to non-standardization and lack of brand image and recognition and actual services being provided vary from one place to another.** In addition to this, as already conveyed vide letter no. DIT(CSCs)20/2005-11-6921 dated 17th April, 2007; 3361 Community Service Centres (CSC) are being set up at Panchayat / Village level (one for every 6 census villages) in Public Private Partnership (PPP) mode.

While finalising RFP for CSC Projected, it has been decided by the Government that all the centers set up at District / Sub-division / Tehsil / Sub-tehsil level shall be subsumed under a common brand name *Sugam* with an identical logo and common sign board and those at the Panchayat / Village level shall be christened *Gram Sugam*. The name *Sugam* highlights easy accessibility to efficient citizen related services for citizens in a transparent and time-bound manner. Copy of the logo (**Annexure-I**) and list of services (**Annexure-II**) to be provided under *Sugam* located at various levels of administrative hierarchy are being enclosed herewith this letter**. Software applications for most of these services have been finalised and a *Sugam* Portal for tracking receipts at various *Sugam* Centres is also ready.** Each *Sugam / Gram Sugam*

center will also be given a unique code that will be helpful in standardising the applications and facilitating proper reporting and referencing. The coding scheme is at **Annexure-III**.

I hope that site preparation for these centres at District / Sub-division / Tehsil / Sub-tehsil levels in your district has been completed as per letter no. IT-F (10)-3/2004 dated 4th August, 2005 referred to above. You are also aware that the Department of Information Technology has pooled resources from various departments / organisations and also procured computer hardware at such aggressive rates that all these centres have sufficient computers and accessories for running the citizen centric services listed in **Annexure-II**. Moreover, IT Department has also provided additional hardware like computers, servers, touch-screen kiosks, printers etc., besides hardware for backend computerisation of various line departments. If a shortfall is still felt on this account or for improving civil / electrical infrastructure at site, you may approach the Department of Information Technology. **While these over-the-counter services are being offered as of now, this Project also envisages submission of applications at *Sugam* centres closest to the place of residence of citizen (irrespective of administrative level at which the job can be got done) and delivery of services at the doorstep.** For this purpose, a role based workflow application is under preparation.

You are, therefore, requested to brand these e-Governance Centres as *Sugam*, for which glow sign board and other relevant display board can be provided to you after dimensions (size and shape) are conveyed to the Department of Information Technology. Detailed guidelines for making these *Sugam* Centres fully operational are being sent separately.

Yours sincerely,

(Sanjeev Gupta)

**All the Deputy Commissioners
in Himachal Pradesh**

SUGAM logo

Integrated Community Services Centre

सुगम
समन्वित सामुदायिक सेवा केंद्र

Integrated Community Service Centre
.... more than 50 services under one roof

Sr. No.	Service	Lowest level where service can be made available
1.	Copy of Land Records - Online	Tehsil
2.	HIMRIS- Property Registration	Tehsil
3.	Saarthi- Driving License	Sub-division
4.	Vehicle Registration	Sub-division
5.	E-Praman-Certificates (15 types) : Use of BPL & Land Records Databases	Tehsil/ Sub-Division
6.	Birth & Death Registration	Tehsil
7.	Voter e-Registration	Tehsil
8.	Computer Maintenance	Tehsil
9.	e-Shastra Arms Licenses	District
10.	Passport Applications	District
11.	Employment-Job Portal	Tehsil
12.	Grievance Redressal	Tehsil
13.	Utility Bill Payment (Electricity, Water and Telephone)	Tehsil
14.	Online Hotel Reservation	Tehsil
15.	HRTC - Online Bus Tickets	Tehsil
16.	Police - Online Complaints	Tehsil
17.	Police – Challan Payment & Identity Card	Tehsil
18.	Disabilities Senior Citizen / Handicapped Identification Card	Tehsil
19.	REFNIC File Tracking	Tehsil
20.	High Court – Cause List	Tehsil
21.	Vidhan Sabha – List of Business	Tehsil

22.	**Secretariat Information**	**Tehsil**
23.	**TCP Permissions Status**	**Tehsil**
24.	**Retired Employee Helpline (e-Pension)**	**Tehsil**
25.	**Government Notifications & e-Gazette**	**Tehsil**
26.	**Development Schemes**	**Tehsil**
27.	**RTI Information**	**Tehsil**
28.	**Welfare Pensioners Detail**	**Tehsil**
29.	**National Portal of India**	**Teshil**
30.	**Telephone / e-Mail Directory**	**Tehsil**
31.	**HRTC - Time Table**	**Tehsil**
32.	**Tenders / Vacancies**	**Tehsil**
33.	**AGMARKNET (Mandi Rates)**	**Tehsil**
34.	**Examination Results**	**Tehsil**
35.	**Essential Commodities Rates**	**Tehsil**
36.	**Blood Donors**	**Tehsil**
37.	**Online Hotel Reservation**	**Tehsil**

All other informatory services available over internet can be provided at all levels.

List of i-CoSC (SUGAM) Centers in Himachal Pradesh with Codes

Name of District	i-CoSC Center	Code No.
Bilaspur	Bharari	00001
	Ghumarwin	00002
	Jhandutta	00003
	Namhol	00004
	Sadar	00005
	Sri Naina Devi Ji	00006
Chamba	Bharmour	00007
	Bhalie	00008
	Chamba	00009
	Chowari	00010
	Dalhausie	00011
	Holi	00012
	Padi	00013
	Saloono	00014
	Sihunta	00015
	Tissa	00016
Hamirpur	Bijhari	00017
	Barsar	00018
	Bhoranj	00019
	Hamirpur	00020
	Nadaun	00021
	Sujanpur-Tira	00022
Kangra	Baijnath	00023
	Baroh	00024
	Dharamshala	00025
	Dehra	00026
	Fatehpur	00027
	Harchakiyan	00028
	Indora	00029
	Jaisinghpur	00030
	Jaswan	00031
	Jawali	00032
	Kangra	00033
	Khundian	00034
	Multhan	00035
	Nurpur	00036
	Palampur	00037
	Rakker	00038
	Shahpur	00039
	Thural	00040
Kinnaur	Hang-Rang	00041

	Kalpa	00042
	Moorang	00043
	Nichar	00044
	Pooh	00045
	Sangla	00046
Kullu	Ani	00047
	Banjar	00048
	Kullu	00049
	Manali	00050
	Nirmand	00051
	Sainj	00052
Lahaul-Spiti	Kaza	00053
	Keylong	00054
	Lahaul	00055
	Spiti	00056
	Udaipur	00057
Mandi	Baldwara	00058
	Bali Chowki	00059
	Chachyot	00060
	Dharampur	00061
	Gohar	00062
	Jogindernagar	00063
	Karsog	00064
	Sarkaghat	00065
	Kotli	00066
	Lad-Bharol	00067
	Mandi	00068
	Nihri	00069
	Padhar	00070
	Sundernagar	00071
	Sandhol	00072
	Thunag	00073
Shimla	Chirgaon	00074
	Chopal	00075
	Dodra-Kwar	00076
	Jubbal	00077
	Junga	00078
	Kotkhai	00079
	Kumarsain	00080
	Kupvi	00081
	Nankhari	00082
	Nerwa	00083
	Rampur	00084
	Rohru	00085
	Shimla	00086
	Sunni	00087

	Theog	00088
	Tikkar	00089
Solan	Arki	00090
	Kandaghat	00091
	Kasauli	00092
	Kuthar	00093
	Nalagarh	00094
	Ramshehar	00095
	Solan	00096
Sirmour	Kamrau	00097
	Paonta Sahib	00098
	Nohra	00099
	Nahan	00100
	Rajgarh	00101
	Renuka	00102
	Ronhat	00103
	Shillai	00104
Una	Amb	00105
	Bangana	00106
	Bharwain	00107
	Haroli	00108
	Una	00109

Note: *Sugam* and *Gram Sugam* Centres will respectively start with digit 0 and 1 and the remaining 4 digits shall be used to signify the serial number of the Centre. Any new / additional *Sugam* Centre after the above list is exhausted will end with digits 110.