GIST of i-CoSC PROJECT

- ## Background

Integrated Community Service Centre (*i-CoSC*) will provide one-stop shop information resource and service centre for the common man. **By and large the concept of e-Sewa in Andhra Pradesh is being taken a step further by adding more services and by providing services at a Centre closest to the place of residence of a citizen. The unique feature of this Project is that the submission of documents and collection of required certificates/ licences etc. can be done even at a place other than the one where sanction is to be done (except where physical presence is necessary as per law).** Some services including status of all applications and information pertaining to all departments (schemes etc.) will also be available through a web portal, touch screen kiosks and even mobile phone.

The Integrated Community Service Centre (*i-CoSC*) will also act as a tool for development. It aims to empower the masses by providing access to community-based information and communication resources and ICT-based applications - particularly on health, education, agriculture/ natural resources, and rural enterprise development.

- ## Objectives

  - ✓ **Improvement in the quality of services by re-engineering the administrative processes** (and not merely computerisation of existing processes) in the IT enabled applications.
  - ✓ **To ensure greater transparency, efficiency, objectivity, accountability and speed** by ensuring delivery on the same day or a definite date.
  - ✓ Better dissemination of information through web portal and **online status of applications submitted online or through post or by hand.**
  - ✓ **Advice to the farmers and villagers** regarding their problems, new technologies etc. from a group of experts in the fields of agriculture, horticulture, animal husbandry, health, fisheries etc.
  - ✓ Updated and latest information regarding public distribution system, **list of beneficiaries under different programmes, information regarding government grants given to PRIs and urban local bodies.**
  - ✓ To provide Internet / E-mail and word processing facilities.

- ## Implementation Strategy

  - ➢ While every attempt will be made to run these Centres with the staff already providing these services in manual system, trained IT professionals can be hired from suitable agencies to do the front end operations at the counters for a

limited period. Every counter will be multipurpose with backend support from the departmental officials.

- A group of locations will be put up for tenders as far as recurring expenses including manpower/consumables and a small part of civil infrastructure are concerned. Pre-determined amount (arrived at after tender process) per transaction will be paid to the short listed agency.
- Hardware, software and other resources of all the departments providing services will be pooled to avoid wastage of money and to provide single window service.
- **These Centres will be run and managed by the District e-Governance Society with State wide support** (including WAN and standardisation of processes, data entry, development of software and providing hardware, wherever needed) **from SITEG** (Society for promotion of IT and e-Governance)**/** Department of IT.
- **One time data entry and relevant application software packages will be completed with the help of IT Department/ SITEG** before i-CoSC Centres are made operational.
- **SITEG and the State Government will be given a pre-determined share out of the service charges in lieu of the services rendered by them.**
- The application forms, web-interface and contents for touch screen kiosks will be developed, as far as possible, in Hindi.
- All the Centres will be interconnected using leased lines with 'anywhere deposit/ service' in some cases. The entire concept has been pictorially depicted on the last page.
- **All the participating departments will identify a nodal officer/ official at all levels for this project for coordinating implementation of services pertaining to them.**
- Scanned copies of documents will be sent by email (if a service is actually provided at higher level) for telling the applicant whether papers are complete.
- One touch screen kiosk will also be installed at each *i-CoSC* Centre to give free access to information. Only actual cost of printing through a coin operated printer will be charged.
- The Project Implementation Team will be headed by the Deputy Commissioner at the district level and by the Secretary IT at State level.
- The concept will subsequently extended to Panchayat level in a truncated form as all services cannot be provided there directly.

- ### Project Services

  - ❖ **Certificates (**Birth/ Death Certificate, Caste Certificate, Other Backward Class Certificate, Domicile Certificate, Handicapped Certificate, Marriage Certificate, Nationality Certificate, Non-Encumbrance Certificate, Solvency Certificate, Surviving Members Certificate, Income Certificate**)**
  - ❖ **Registration (**Birth/ Death, Marriage**)**

- ❖ **Revenue (**Property registration, certified copy of Khatauni/ Jamabandi/ Khasra/ Girdawari)
- ❖ **Licenses/ Permits [**Driving License, Registration Certificates of new vehicles, Token Tax of Commercial Vehicles, Change of Address (Non-Transport only), Transfer of Ownership of Non-transport Vehicles, Issuance of Conductor License, Ration Cards].
- ❖ **Agriculture/ Horticulture (**Information about Mandi rates in respect of identified commodities in important Mandis, Remedy for crop diseases from experts through remote assistance).
- ❖ **Utilities (**Application for an electricity connection/additional loads, Electricity Bill payment, Water & Sewerage Bill payment, Telephone Bill payment, Property Tax, House Tax).
- ❖ **Application Forms and Affidavits** of all Government departments and autonomous organisations
- ❖ **Government to Business (**Registration of Contractors, Tender Forms, Sales Tax/ Vat)
- ❖ **Social Services (**Family pension, Old age pension)
- ❖ **Grievances (**General complaints, Complaint status & Reminder, Suggestions)
- ❖ **Public Information/ Utility (**Employment Exchange Registration, Employment Opportunities, Examination Results, Road Transport Time Tables, Reservation of HRTC Tickets, Government Notifications, Tourism related information, Filing Passport Applications, Right to Information, Citizen charter)
- ❖ **Electronic Filing of Returns (**Income Tax, Sales Tax)
- ❖ **Information** about various Government Schemes, release of funds to PRI/ ULB and their accounting, and list of beneficiaries in different schemes

Internet Access
- ❖ *i-CoSC* will facilitate faster communication and easier access to information by giving people access to the Internet. This enables rural people to have access to surf the World Wide Web and various departmental websites of Himachal Pradesh Government (like health, education, agriculture, social justice and women welfare, rural development etc.)
- ❖ E-mail facility will also be provided to the citizens.

Miscellaneous Services
The centre will also offer various administrative services, printing, and scanning facilities at nominal charges.

- ▪ ## Hardware/ Software Requirement

Each centre will be equipped with one Server, Database and Application Software, 4 Clients at Tehsil Centre (3 for front-end operations and 1 for backend use)/ 5 at Sub-Division level (4 for front-end operations and 1 for backend use)/ 8 at District level (5 for front-end operations and 3 for backend use), Touch Screen Kiosk, one A3 and two A4 size Laser Printer, one DMP, one Inkjet, one Scanner, one WebCAM, Two Biometric Devices, one UPS, Office Automation Softwares and Leased line/ Dialup connectivity.

- **Organisational Chart for the Project**
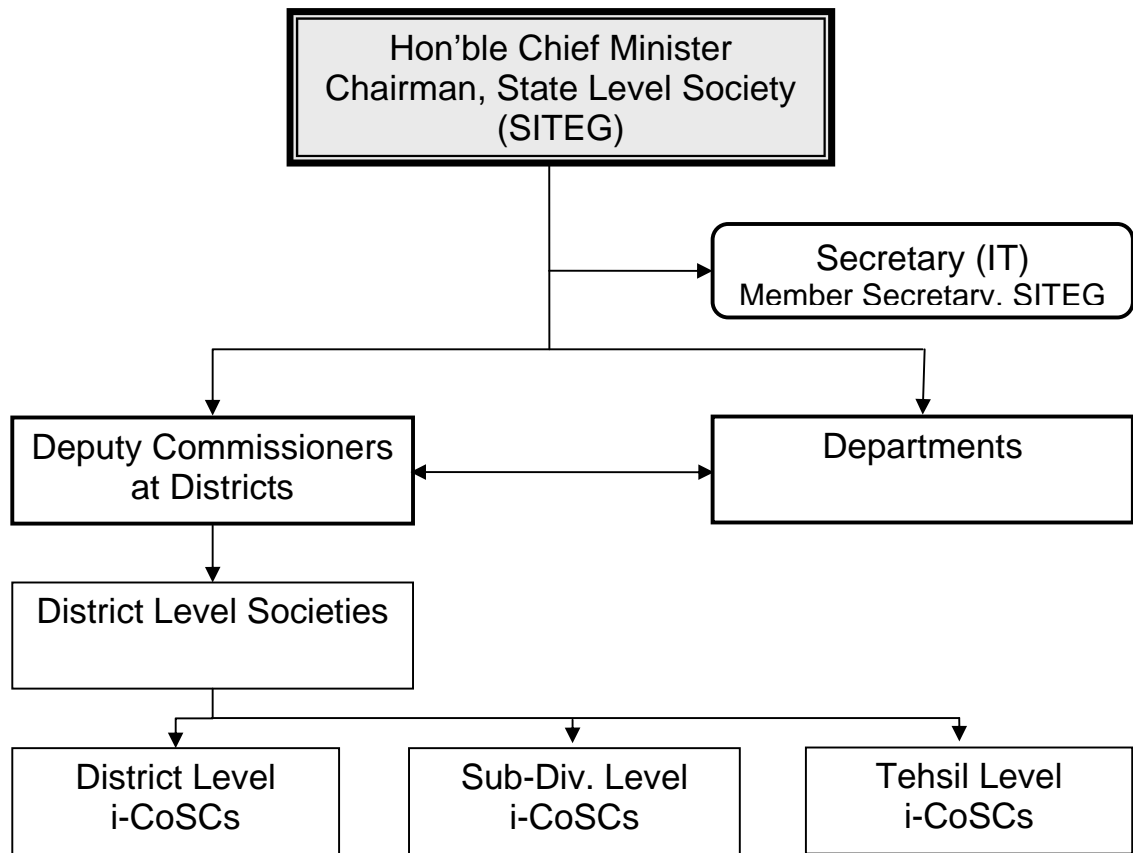
- **Time Schedule**

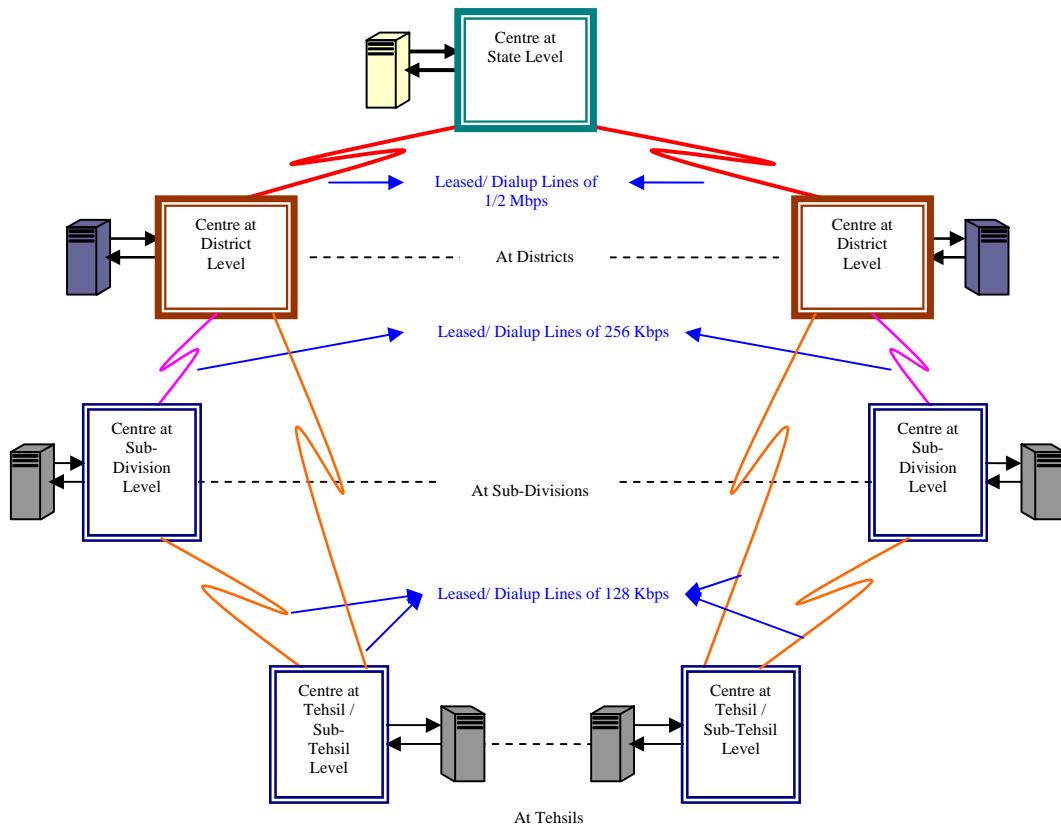| Sr. No.	Activity	No. of Months Reqd.
1.	Backend hardware purchase	1 Month
2.	Study, Design and Development of Software and Web portal for i-CoSC project	8 Months
3.	Identifying the location and building i-CoSC centres	3 Months
4.	Procurement of Hardware/ Software for i-CoSC	2 Months
5.	Installation of Hardware	1 Month
6.	Installation of leased line connectivity & testing for backbone connectivity performance right from tehsil centres to state headquarter	3 Months

7.	Testing of s/w with connectivity from departmental servers	2 Months
8.	Training & Implementation	3 Months
9.	Identifying Local Entrepreneurs	2 Months

Activity Chart for i-CoSC Project
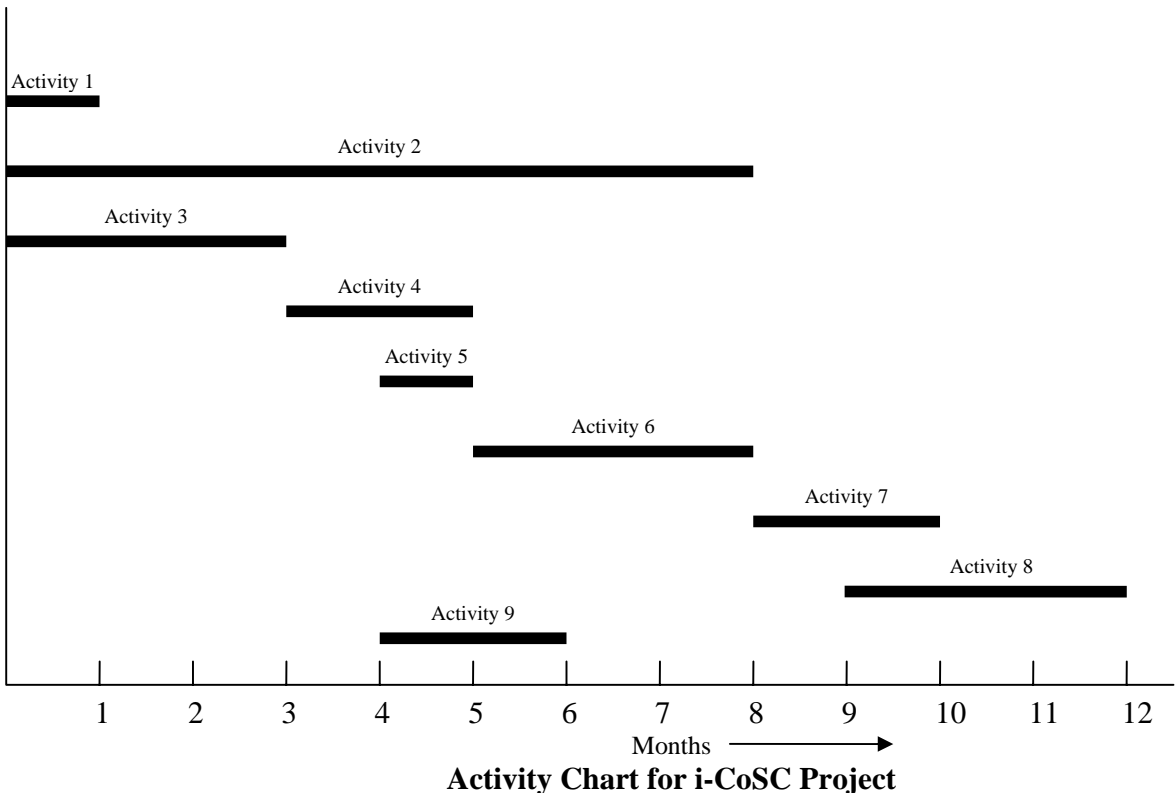
- ## Traditional e-Governance Concept
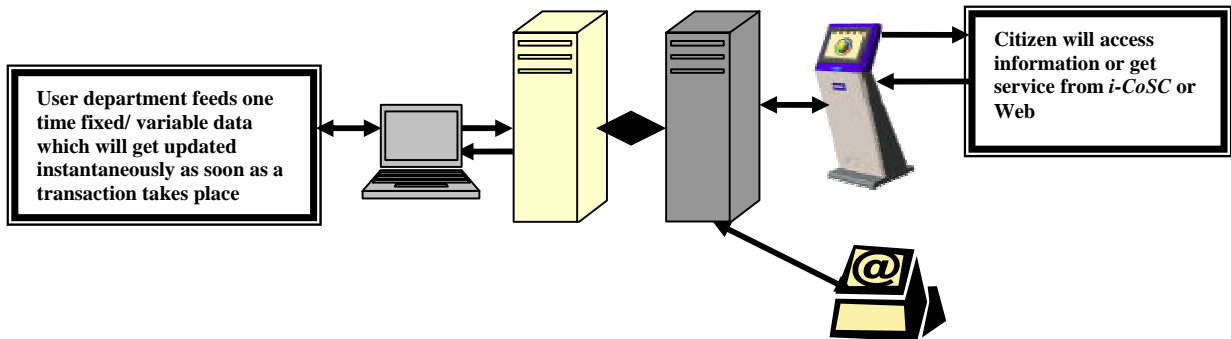
▪ **Proposed Architecture of i-CoSC in the State**

▪ **Proposed Work Flow in i-CoSC**