

E District MMP

2nd Meeting of the Empowered Committee



**Department of Electronics and Information Technology
(DeitY),
Government of India, New Delhi**

29th March 2012

Agenda

- Background
- Status of Pilot Project
- Scheme of National roll-out
- DPR Approvals for next 10 States
- Current Key Issues

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Mission Mode Projects (MMPs)

Central (10)

- Banking
- Insurance
- Income Tax
- Central Excise
- MCA 21
- Pensions
- Passport
- e-Office (Pilot)
- National ID / UID
- Immigration and Visa
- Posts

Integrated (7)

- India Portal
- NSDG
- CSC
- e-Courts
- EDI
- e-Biz
- e-Procurement

State (14)

- Land Records /NLRMP
- Transport
- Commercial Taxes
- e-District
- Treasuries
- Municipalities
- Police – CCTNS
- Agriculture
- Gram Panchayats
- Employment Exchange
- Health
- Education
- PDS

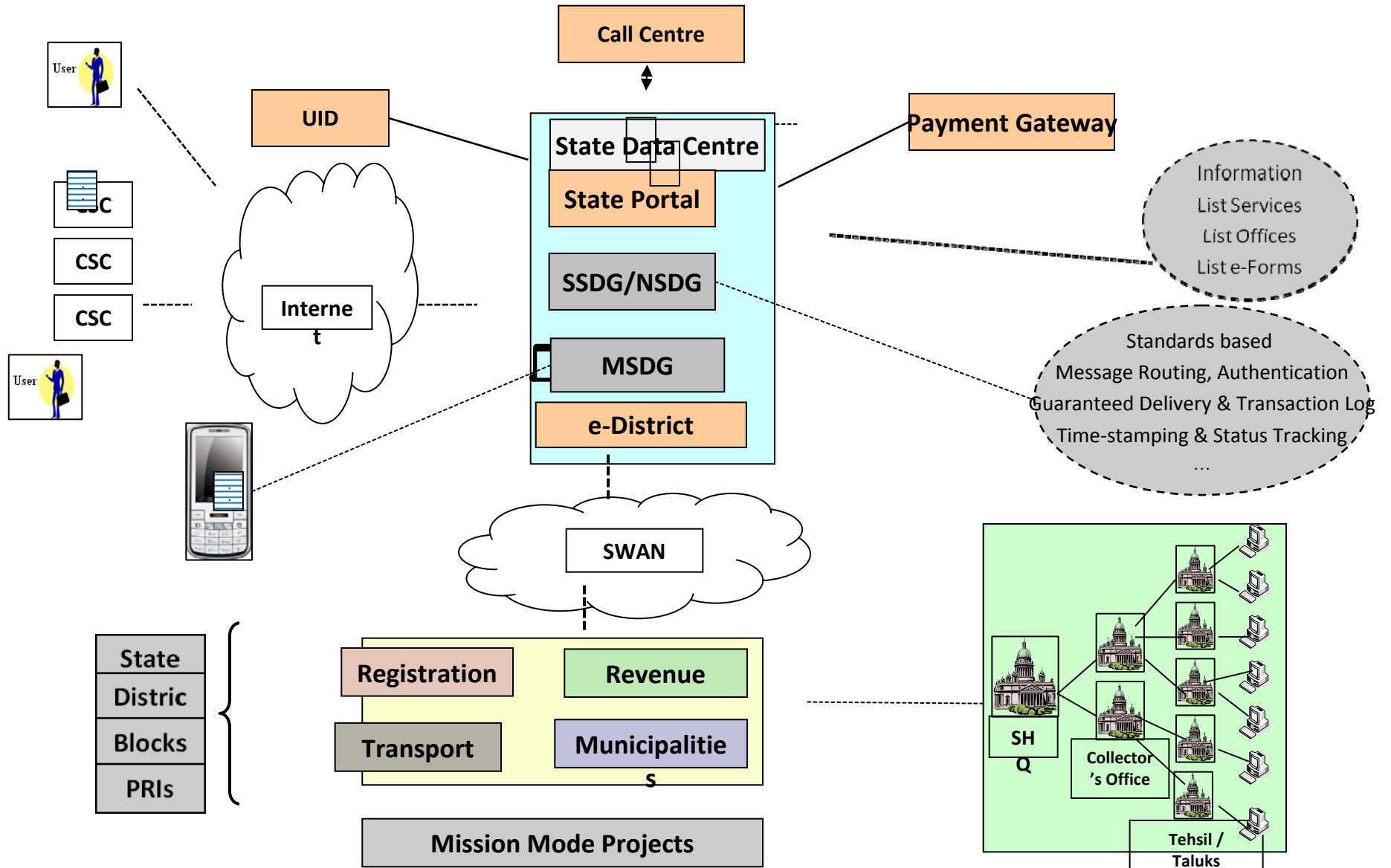
Background: e-District Project (1/2)

- ❑ Approved by CCI on 20th April 2011
- ❑ Outlay of Rs 1663.08 Crores
- ❑ High volume citizen centric services at district & sub-district level
- ❑ To be implemented in all Districts in four years
- ❑ 10 categories of Services
 - 5 Mandatory (National)
 - 5 Optional (State to choose)

Background: e-District Project (2/2)

- ❑ SWANs, SDCs, SSDGs and CSCs to be leveraged
- ❑ Centralized architecture at the State level
- ❑ Common application software to be hosted in the SDC
- ❑ Backend Computerization for end-to-end e-service delivery
- ❑ Business Process Re-engineering and Service Levels
- ❑ Focus on capacity building, training & change management
- ❑ Digitization of legacy data

Service Delivery Platform



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Implementation of Pilot e District MMP

- ❑ Pilot projects in 41 districts across 16 States
- ❑ Approved Cost Rs 126 crores
- ❑ Mandatory service categories – 6 ; Optional : 4
- ❑ e-Services launched in 37 districts of 13 states – UP, Assam, TN, Bihar, West Bengal, Mizoram, Orissa, Haryana, MP , Maharashtra, Jharkhand, Punjab, and Kerala (Financials)
- ❑ Under implementation in Uttarakhand and Rajasthan
- ❑ Puducherry being subsumed with National Rollout

Transactions – E-District Pilot Project

S No.	States	Start Date of Services	Total Transaction	Per District Per Month Transactions
1	Assam	Nov-09	21313	484
2	West Bengal	Nov-10	2744	137
3	Bihar	May-10	122738	1705
4	Kerala	Dec-10	104531	5807
5	Mizoram	Mar-11	1779	297
6	Uttar Pradesh	Dec-08	2653522	13402
	Grand Total		2906627	21832

Baseline study by IIM Ahmedabad

- ❑ More than 70 percent of the respondents in each state had applied for Certificates
- ❑ The selection of core services proposed to be delivered under the e-District program is justified →
- ❑ The design of computerized systems needs to carefully consider the value of every step and every signature
- ❑ User participation in the design of the delivery system, prior to its implementation, is extremely important
- ❑ Redesign of forms needs to be one of the key areas of process reforms

Impact Assessment by IIM Ahmedabad

- ❑ Carried out in Sultanpur and Ghaziabad of UP in Dec '09
- ❑ Interviews with stakeholders at District, Tehsil & Village level
- ❑ Transaction volumes have gone up after computerization
- ❑ Computerized e District system preferred by citizens
- ❑ Electronic systems must totally phase out manual systems
- ❑ Rollout of CSCs - critical to enable citizens to access e services

Agenda

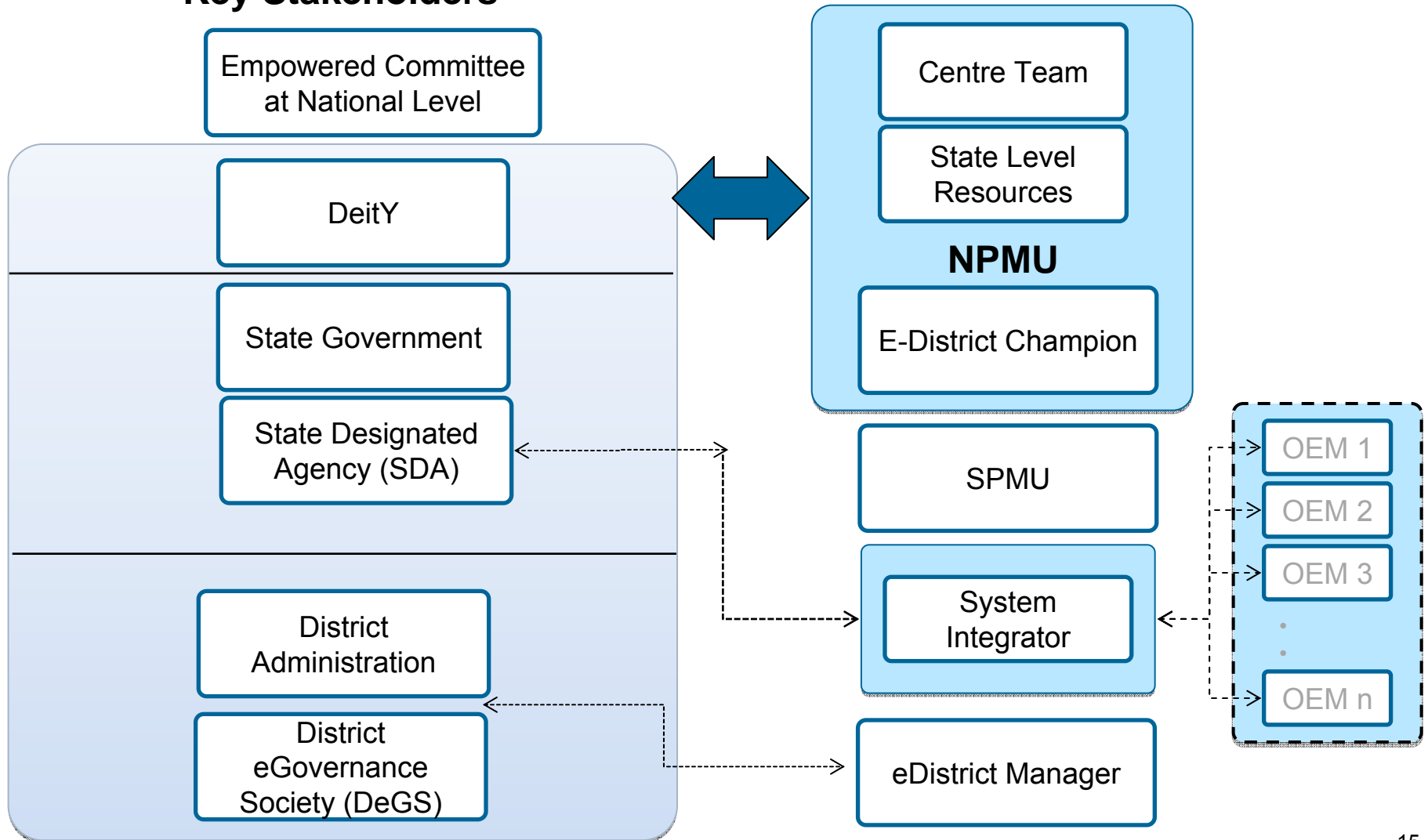
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National Rollout of e-District MMP

- ❑ Two Phase Implementation:
 - ❑ Phase I - for districts with at least 70% CSCs operational
 - ❑ Phase II – remaining districts
- ❑ Business Process Re-engineering - Essential
- ❑ States to issue GOs / Notification for Electronic Service Delivery
- ❑ States to define a cut-off date for stopping manual services
- ❑ Extensive Training, Capacity Building and Change Management planned at all levels

Implementation Structure

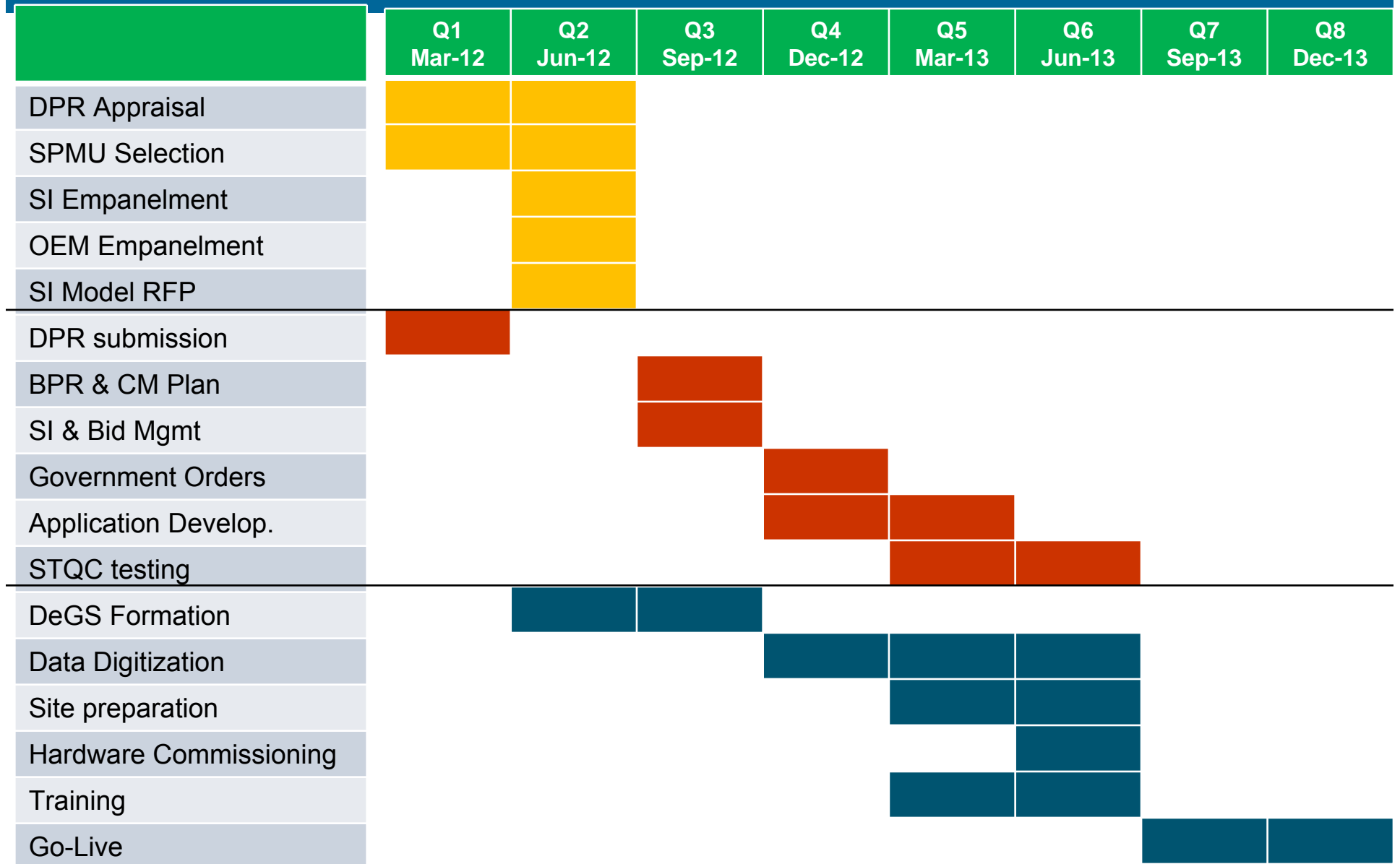
Key Stakeholders



Key Project Activities

S. No	Milestones	DeitY (GOI)	State DIT	DeGS	NPMU	SPMU	SI
1	DPR Appraisal						
2	SPMU Selection						
3	SI Empanelment						
4	OEM Empanelment						
5	SI Model RFP						
6	DPR submission						
7	BPR & CM Plan						
8	SI & Bid Mgmt						
9	Government Orders						
10	Application Develop.						
11	STQC testing						
12	DeGS Formation						
13	Data Digitization						
14	Site preparation						
15	Hardware Commissioning						
16	Training						
17	Go-Live						

Project Timelines



Implementation Strategy

- ❑ Activities taken up Centrally for speedy & standardised implementation
 - Selection of NPMU (to assist DeitY)
 - Selection of SPMU
 - Empanelment of SI
 - Empanelment of OEMs (rate empanelment)
 - Drafting of SI Model RFP
 - Selection of Impact assessment agency/ies
- ❑ Activities to be taken up in each States
 - SPMU to “design” the project as per DeitY Guidelines (including BPR, GOs, Technology component, Change Management, Capacity Building etc.)
 - Finalize the RFP as per the state specific requirements using OEM rates
 - Project Management

E-District Application Strategy

- Guidelines for developing a generic workflow engine
 - Allow easy creation of workflow for new services with minimum technical programming support
- Generic RFP for the SI Software includes integration with other initiatives of DeitY like:
 - Portal Services, Citizen Contact Centre, Mobile Platform/ Mobile Service Delivery Gateway (MSDG), Gateway Services / National Service Delivery Gateway (NSDG) / State Service Delivery Gateway (SSDG), National Service Directory, Payment Gateway, Language Switch, Open Data, E-authentication including Aadhaar
 - Geographical Information System/ Global Positioning System, E-Gov Application Store, Document Repository, Certifying Authority etc.

Costs Budgeted for e-District: Rs.1663 Cr

Component (National)	Cost (Rs. Lakhs)
Program Management	28,08
Contingency	84
Fund approved	28,92

Component (State)	Cost (Rs. Lakhs)
DPR Preparation	2,00
Systems at SDC	61,25
Systems Support	25,20
Software for Pilot	2,25
Software for Non-Pilot	11,00
Third Party/ STQC Testing	12,25
Application Support	18,90
Awareness and Communication	7,00
Assessment	5,25
Program Management at State	27,36
Contingency @3 % of State-level cost	5,17
Funds approved at state level	177,63

Component (District)	Cost (Rs. Lakhs)
Hardware	528,00
Data Digitization	300,00
Training	90,00
LAN Networking and Horizontal Connectivity	150,00
Site Preparation	180,00
Seed Money to eGov Society	60,00
Project Manager for 3 years @ 3.60 lakhs per year	64,80
Technical Support for 3 years @ 2.4 Lakhs per year	43,20
Awareness and Communication	64
Contingency @3 % of all District-level costs	39,89
Fund approved for the districts	1456,53

Funds Release Plan

1st Installment

- Rs. 10 lakhs per District for DeGS formation
- DPR preparation (Rs. 10 Lakhs) per State for non-pilot States

Rs. 39.40 Crores being released

2nd installment release

- **20% OF THE PROJECT COST**
- approval of the DPR by the Empowered Committee

3rd installment release

- **50 % OF THE PROJECT COST**
- Utilization of released funds
- Issue of Government Orders
- Formation of DeGS
- Milestone Approvals at the State

4th installment release

- **30 % OF THE PROJECT COST**
- Utilization of released funds
- Testing of application by STQC, I
- Launch of 20 services in at least 50 % of the districts

Plan for Post Project Revenues to meet costs

- States to adopt PPP model for sustenance of services as per the defined SLAs
- Revenue sharing model between CSC / E-District Service Centres to be finalized at State level:
 - Sharing to be based on ownership of service and volume
 - Focus on up gradation and maintenance

Meeting of Empowered Committee

- ❑ First Meeting of Empowered Committee of e-District convened on 28th December 2011
- ❑ Key Decisions taken :
 - ❑ Pilot States need to submit application for STQC testing to avail the 2nd instalment.
 - ❑ Need to obtain STQC certification to avail the 3rd instalment
 - ❑ For non pilot States, the 4th instalment subject to STQC testing and launch of 20 services in at least 50 % of the districts of the state.
 - ❑ Funding to be released for only those Districts that have achieved more than 70% rollout of CSCs.

E-District Status

- ❑ Released National Rollout Guidelines
- ❑ Selection of NPMU – Accenture - NPMU office operational at 1st floor
- ❑ SPMU EOI / Technical Evaluation completed
- ❑ Work in progress
 - ❑ DPR appraisal – 10 approved by EC, submitted for release of 2nd installment.
 - ❑ Appraisal of next 10 DPRs completed – submitted to EC for approval
 - ❑ OEM empanelment RFP in process
 - ❑ SPMU RFP (being retendered)
 - ❑ DeGS e-District Manager hiring guidelines
 - ❑ Implementation of PMIS

Approved in 1st EC

	Name of State	Pilot	Total Budgeted	Total Approved Amount	1st		2nd	
					Installation	Released	Installation	Released
1	Assam	Y	6588	6588	250	1068	970	
2	Kerala	Y	3389	3389	140	538	538	
3	Mizoram	Y	2173	1889	60	318	237	
4	Orissa	Y	7317	7111	160	1262	602	
5	Tamil Nadu	Y	6831	6686	40	1297	178	
6	Andhra Pradesh	N	6153	6144	10	1219	441	
7	Daman & Diu	N	957	934	10	177	83	
8	Meghalaya	N	2225	1927	0	385	238	
9	Sikkim	N	1444	1098	50	170	170	
10	Tripura	N	1444	2214	50	299	299	
	Total		38521	37980	770	6733	3757	

(Rs. Lakhs)

Status of 10 DPRs Approved in 1st EC Meeting : Release Status

	Name of State	Total Approved Amount	2nd Instalment	ACA Share	Central Share	Normal Plan	TSP fund	SC sub plan fund
1	Assam	6588	970	330	641	641	0	0
2	Kerala	3389	538	172	366	366	0	0
3	Mizoram	1889	237	69	168	0	168	0
4	Orissa	7111	602	201	401	283	118	0
5	Tamil Nadu	6686	178	43	135	135	0	0
6	Andhra Pradesh	6144	441	100	341	341	0	0
7	Daman & Diu	934	83	0	83	83	0	0
8	Meghalaya	1927	238	72	167	0	167	0
9	Sikkim	1098	170	57	112	84	29	0
10	Tripura	2214	299	63	236	209	27	0
	Total	37980	3757	1106	2650	2140	510	0

(Rs. Lakhs)

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DPR proposed for approval

	Name of State	Total Approved Amount	2nd Installment	ACA Share	Central Share	Normal plan	TSP fund	SC sub plan fund
1	Maharashtra	7059	271	119	152	123	14	15
2	Puducherry	1163	47	51	0	0	0	0
3	Punjab	4848	230	43	187	133	0	54
4	Arunachal Pradesh	4272	272	100	172	60	110	2
5	Chhattisgarh	5997	572	152	420	235	134	50
6	Goa	950	160	29	131	128	0	3
7	Lakshadweep	686	82	0	82	0	82	0
8	Manipur	2386	377	129	248	156	84	7
9	Rajasthan	7784	0	0	0	0	0	0
10	Gujarat	6878	1106	373	733	572	110	51
	Total	42023	3117	996	2125	1408	534	183

(Rs. Lakhs)

STQC Certification status in Pilot States

S No	States	STQC Certification		Remarks
		Functional	Non-Functional	
1	Maharashtra	✓	✗	Live in 5 Districts
2	Punjab	✓	✗	Live in 2/2 District
3	Rajasthan	✗	✗	E-District pilot was approved in March 2010. Application development under progress
4	Puducherry	✗	✗	Not operational – Pilot subsumed with National Roll out

✓ Implies completed or in progress

✗ Implies not started

CSC Operational Status

*“The implementation in the States is proposed to be carried out in 2 phases:
In the first phase, districts in which at least 70 per cent of the CSCs are operational would be targeted for the rollout and in the second phase, rest of the districts would be selected for the e-District rollout “ – As per Cabinet*

Note

S No	States	No of Non Pilot Districts with more than 70% CSCs operational/ Total Non Pilot Districts**
1	Maharashtra	21/30
2	Gujarat	31/31
3	Manipur	9/9
4	Arunachal Pradesh	7/17
5	Chhattisgarh	4/18
6	Goa	2/2
7	Lakshadweep	0/1
8	Rajasthan	0/23
9	Punjab	3/18
10	Puducheery	0/3

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Current Key Issues

- 70 % rollout of CSCs – a challenge!
- Non readiness of SDC and Uptime of SWAN (Issues in Bihar, Kerala, UP etc.)
- STQC testing & Integration with SSDG
- National Rollout – 23 States have submitted DPRs
 - Yet to be received from Bihar, D & N Haveli, Delhi, Haryana, Madhya Pradesh, Nagaland, Uttar Pradesh, Andaman and Nicobar, Chandigarh, Jammu & Kashmir, Karnataka and Uttarakhand
- E District Pilot timelines ending on 31st March 2012 – UCs yet to be received from 3 States in full (and partial in balance States)
- Selection of e District Champions →
- SPMU e Procurement rebid
- Goa – Daman- Dadra – MoU →
- Increase in the number of districts in Tripura and Chhattisgarh

Guidelines of Secretary

S No.		
1	Feasibility of designing a centralized software for the measurement of services, which are uniform across states	
2	Target delivery of services across the counter (ATC) by creating digitally signed repositories	
3	Issue guidelines and firm up the no. of services to be put on line and the no of transactions effective per month per date	
4	Creation of real time online monitoring features upto transaction level	
5	Method / system to ensure that the services of other MMPs are dovetailed with e-District MMP as also the CSC scheme for delivery of those services also in an integrated manner	

Guidelines of Secretary

S No.		
	The DPRs / guidelines / conditions of approval / release of funds may be suitably modified, bringing specificity to the broad outcomes mentioned in the page 35 of guidelines for national rollout	
	Scrutiny of DPRs, includes ensuring that	
	a) The e-District Project utilizes only SDC . SWAN and CSC infrastructure	
	b) The suite of applications is firmed up so as to cater to maximum no of citizens/ transactions	
	c) Special focus including CV is laid on tribal district	
	d) Proper framework for M & E is envisaged / provisioned	

Guidelines of Secretary

S No.		
	Enabling legal framework for proliferation of e-services under the project. This could include, issuing Rules either Centrally or State initiatives	
	Integration of e-District with e-Seva and Meeseva for AP	
	Future proposals for releases beyond 1st May 2012 may be linked to compliance of outcome measures, including those suggestions above	



Thank You !

Status of Pilot States (Go-Live and Financial)

Rs. In Lakhs															
Financials of e-District Pilot Project															
S.No	State	Approval Date	Total Amount Approved (Lakhs)	Released			UC received			UC pending			Amount to be released		
				SDA	NICSI	Total	SDA	NICSI	Total	SDA	NICSI	Total	SDA	NICSI	TOTAL
1	Uttar Pradesh	6-Mar	1892	0	1892	1892	0	1722	1722	0	170	170			0
2	Assam	6-Jul	657	160	497	657	160	468	628	0	29	29			0
3	Tamil Nadu	8-Feb	1476	998	249	1247	968	124	1092	30	124	154			229
4	Bihar	8-Feb	1422	711	0	711	259	0	259	452	0	452			711
5	Madhya Pradesh	8-Mar	1620	1318	302	1620	797	135	931	521	167	688			0
6	Orissa	8-Mar	616	372	144	516	104	40	144	268	104	371			100
7	Maharashtra	8-Mar	1022	532	196	728	366	154	520	166	42	208			294
8	Kerala	8-Mar	599	419	143	562	417	71	488	3	71	74			37
9	Punjab	8-Mar	600	229	143	371	0	71	72	228	71	300			229
10	Haryana	8-Mar	332	242	80	322	116	40	156	126	40	166			9
11	Mizoram	8-Mar	316	118	80	198	118	40	158	0	40	40			118
12	Jharkhand	8-Mar	320	120	80	200	54	40	94	66	40	106			120
13	West Bengal	8-Mar	579	353	143	496	260	71	331	94	71	165			83
14	Uttarakhand	8-Mar	279	194	40	234	94	40	135	99	0	99			45
15	Rajasthan	10-Mar	642	352	0	352	107	0	107	246	0	246			290
16	Puducherry	10-Sep	291	145		145	0		0	145		145			145
Grand Total			12662	6263	3988	10252	3820	3018	6837	2444	971	3414			2410
Total								6837			3414				



eDistrict Champion

- ❑ E-District Project multi department and multi stakeholder in scope
- ❑ 24 e-District Champions to be appointed in States for overall guidance and supervision
- ❑ Champions to be Retired officers of same State Cadre
 - ❑ Would have held positions of the level of Secretary to GoI or Chief Secretary
- ❑ States to recommend names for e-District Champions
- ❑ Guidelines for remuneration of e-District Champions formulated
 - ❑ Overall cap of Rs. 1,50,000 per month
 - ❑ Will cover – Consultancy fees, travel to States
 - ❑ State Government to provide logistics support



District Project Manager

- ❑ In addition to National PMU and State PMU, provision for District level PMU
- ❑ District PMU to coordinate work for eDistrict Project at the District-level and sub-District level
- ❑ Will be part of District e-Governance Society (DeGS) – work under the directions of District Collector
- ❑ Essential Qualification Criteria
 - Must be 21 – 30 years old as on 01st January, 2012
 - BCA / BIT / BE / B.Tech / MCA or must be a graduate (any discipline) with 1 year computer diploma
 - Knowledge of English and a local language of the State for which the candidate has applied
- ❑ As per Cabinet Note on eDistrict, man-month rate of Rs. 30,000 has been defined
- ❑ Will increase ownership of the Project by the DeGS

OEM RFP

- ❑ Empanelment of OEMs / Resellers for hardware
 - ❑ – mainly in DHQ offices, and also Block & Tehsil offices.
- ❑ Empanelment and Rate registration centrally to bring out standardization in technical specifications, O&M and to get benefit of volume discount.
- ❑ Conflict of Interest clause to apply for OEMs
- ❑ DeitY will share the rates, terms and conditions of this empanelment with SIs who will respond to State's SI RFP
- ❑ OEM's participation restricted to a maximum of 2 Bids for a particular hardware item. The possible combination: (a) OEM & 1 Resellers or (b) 2 Resellers

Type and Indicative Quantity of H/W

S N	Items	Estimated quantities required / district	Estimated quantities required across the country
1	PC	144	86,400
2	Laptop	29	17,400
3	Digital Web camera	46	27,600
4	Scanners	2	1,200
5	Network Printer cum fax	20	12,000
6	Laser Printer	29	17,400
7	Other Printer	14	8,400
8	UPS (1 KVA)	72 to 144	43,200 to 86,400
9	9 U Rack	39	23,400
10	24 Port Switch*	41	24,600
11	Leased Line Modem (pair)	1	600

OEM RFP

❑ Pre-Qualifications Criteria

- Should be a Company registered under the Indian Companies Act, 1956 & in operation for the last 5 years.
- Should have been profitable in India in each of the last 3 FYs ending 31st Mar 2011 or later.
- OEM should have authorized Service Centers in at least 4 of the North Eastern States.
- OEM Must have authorized Service Centers in at least 20 States or have the service support facility that covers at least 20 States in the country.
- Average Annual Turnover over the last 3 FYs ending 31st Mar 2011 or later must be:

Category	Items	Average Annual Turnover in India (in Indian Rupees)
A	Desktops and Laptops	965 crores
B	Printers and Scanners	215 crores
C	UPS	345 crores
D	Switches	165 crores
E	Racks	65 crores
F	Modems	5 crores

SI RFP (1/2)

- ❑ Selection in two phases:
 1. Empanelment of SIs at centre
 2. Tendering process in respective states
- ❑ Current Status:
 - SI Empanelment RFP draft is ready and TEC formation in process
- ❑ Key points are as follows:
 - Empanelment would be done at 4 different tiers as mapped in the table below

S. No	Tier	Empanelled to bid for State Category
1	Tier 1	Category A
2	Tier 2	Category A and B States
3	Tier 3	Category A, B and C States
4	Tier 4	Category A, B, C and D States

- Bid responses should be submitted through e-Procurement portal only
- Empanelment contract that may result from this Government procurement competition will be issued for a term of 2 years

SI RFP (2/2)

❑ Key Pre Qualification Criteria:

S. No	Requirement	Tier Specific Requirements				Documents Required
		Tier 1	Tier 2	Tier 3	Tier 3	
1	Sales Turnover in System Integration	Rs. 50 Crores	Rs. 100 Crores	Rs. 150 Crores	Rs. 200 Crores	Certificate from the statutory auditor
2	Company experience in implementation of integrated turnkey projects around application development as a SI for any State Government	One 10 Crores Project OR Two 5 Crores Projects OR Three 4 Crores Project	One 20 Crores Project OR Two 10 Crores Projects OR Three 8 Crores Project	One 40 Crores Project OR Two 20 Crores Projects OR Three 16 Crores Project	One 80 Crores Project OR Two 40 Crores Projects OR Three 32 Crores Project	

Key Issues : Background to Puducherry DPR

- **Pilot Status**

- Request to merge with the national roll-out
- Rs. 290.54 lakhs approved under pilot e-District
- Rs 145.27 lakhs released under e-District pilot

- **Current Status :**

- DPR submitted, request to merge with the National roll-out

- **Decision to be taken :**

- Approve Rs. 1162.72 as part of National roll-out of e-District
- Amount approved under Pilot project to be subsumed under National roll-out
- Unspent amount to be adjusted as part of release for National roll-out

Goa : MoU signed with DNH & DD

• Background

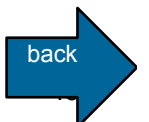
- Government of Goa has signed an MoU with UT Administrations (reference is for Daman & Diu and Dadar & Nagar Haveli) for availing the IT Infrastructure and managed services of e-Governance initiatives of Goa
- Goa seeking permission to revise DPR of Goa in case DeitY agrees that Goa should implement the project on behalf of the UTs

• Current situation

- DPRs received from Goa and D&D (independent of the above MoU)
- Goa making DPR on behalf of DNH

• Proposed way forward

- UTs to send DPRs directly to DeitY(GoI)
- UTs may decide their own approach to implement the project



Arunachal Pradesh: State Information

Item	Status
Pilot State	No
Districts	17 (1 New District has been added recently. State has requested fund for 16 districts only in their DPR)
Services	<ul style="list-style-type: none"> • Mandated - 4 • Optional – 6
CSC	<ul style="list-style-type: none"> •120 out of 187 (64%) CSC are operational •7 districts have more than 70% CSCs
SDC	Not operational. The SDC RFP for the project has been approved by DeitY. The expected date of completion is 34 months from date of commencement
SWAN	SWAN is operational in 15 DHQs. Only one SHQ at Itanagar is live
SSDG	SSDG is not operational. Vendor has been selected for Implementation
STQC	NA

Arunachal Pradesh: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		517.00	681.86	517.00
Hardware	88	1408.00	1399.81	1399.81
Data Digitization	50	800.00	841.12	800.00
Training	15	240.00	268.80	240.00
LAN Networking and Horizontal Connectivity	25	400.00	394.82	394.82
Site Preparation	30	480.00	476.99	476.99
Seed Money to eGov Society	10	160.00	160.00	160.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	172.80	288.00	172.80
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	115.20	0.00	0.00
Awareness and Communication	0.1	1.60	2.40	1.60
Contingency @3 % of all District-level costs	7.083	113.33	114.96	109.38
Fund approved for the districts		3890.93	3946.90	3755.40
Total Funds		4407.93	4628.76	4272.40

Goa: State Information

Item	Status
Pilot State	No
Districts	2
Services	<ul style="list-style-type: none">• Mandated - 5• Optional – 4
CSC	All planned 31 CSCs are operational
SDC	Commissioned. DRS is not available
SWAN	Goa Broad Band Network (GBBN) is operational. All planned PoPs are connected
SSDG	Operational. 28 Services have been already implemented
STQC	NA

Goa: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		464.07	590.50	464.07
Hardware	88	176.00	450.74	176.00
Data Digitization	50	100.00	100.00	100.00
Training	15	30.00	30.00	30.00
LAN Networking and Horizontal Connectivity	25	50.00	50.00	50.00
Site Preparation	30	60.00	60.00	60.00
Seed Money to eGov Society	10	20.00	20.00	20.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	21.60	21.60	21.60
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	14.40	14.40	14.40
Awareness and Communication	0.1	0.20	0.20	0.20
Non-approved Items	0	0.00	30.00	0.00
Contingency @3 % of all District-level costs	7.083	14.17	22.41	14.17
Fund approved for the districts		486.37	799.35	486.37
Total Funds		950.43	1389.85	950.43

Lakshadweep: State Information

Item	Status
Pilot State	No
Districts	1
Services	<ul style="list-style-type: none">• Mandated - 5• Optional – 6
CSC	21 CSCs are identified and under implementation
SDC	Not operational. RFP released and Prequalification completed Technical Bid Evaluation has to be initiated
SWAN	LSWAN has connected Block centers comprising 11 PoPs. 250 horizontal locations are connected and the rest are in progress
SSDG	SSDG is not operational
STQC	NA

Lakshadweep: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		463.96	507.37	462.18
Hardware	88	88.00	70.10	70.10
Data Digitization	50	50.00	50.00	50.00
Training	15	15.00	15.00	15.00
LAN Networking and Horizontal Connectivity	25	25.00	24.00	24.00
Site Preparation	30	30.00	30.00	30.00
Seed Money to eGov Society	10	10.00	10.00	10.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	10.80	10.80	10.80
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	7.20	7.20	7.20
Awareness and Communication	0.1	0.10	0.10	0.10
Non-approved Items	0	0.00	0.00	0.00
Contingency @3 % of all District-level costs	7.083	7.08	7.08	6.52
Fund approved for the districts		243.18	224.28	223.72
Total Funds		707.15	731.65	685.90

Maharashtra: State Information

Item	Status
Pilot State	Yes
Districts	35 (which includes : 3 Pilot Districts + 2 funded by State)
Services	Services – 25 (Uncategorized)
CSC	6757 out of 10461 (65%) CSCs operational in 30 Districts 21 Non pilot districts have more than 70% CSC
SDC	Already commissioned, DR Site is yet to be decided
SWAN	278 out of 323 PoPs are operational. Except Ratnagiri and Sindhudurg, majority of the SWAN PoPs are operational
SSDG	M/s Tata Consultancy Services is selected for implementation of SSDG. Contract was to be signed tentatively by 30 Nov, 2011
STQC	<ul style="list-style-type: none"> • STQC has carried out testing of the application for 10 services • STQC certification will only be issued once application is complete for all 25 services

Maharashtra: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		508.15	912.81	453.93
Hardware	88	2640.00	3098.77	2640.00
Data Digitization	50	1500.00	1500.00	1500.00
Training	15	450.00	512.16	450.00
LAN Networking and Horizontal Connectivity	25	750.00	446.96	446.96
Site Preparation	30	900.00	532.40	532.40
Seed Money to eGov Society	10	300.00	300.00	300.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	324.00	324.00	324.00
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	216.00	267.00	216.00
Awareness and Communication	0.1	3.00	3.00	3.00
Contingency @3 % of all District-level costs	7.083	212.49	209.90	192.37
Fund approved for the districts		7295.49	7194.19	6604.73
Total Funds		7803.64	8107.00	7058.66

Manipur: State Information

Item	Status
Pilot State	No
Districts	9
Services	<ul style="list-style-type: none">• Mandated – 5• Optional – 5
CSC	All planned 399 (100%) CSCs are operational
SDC	Already commissioned, DRS work is yet to be initiated
SWAN	Out of 31 planned PoPs, 19 PoPs are already connected Remaining PoPs are not covered in first phase
SSDG	Accenture selected as the IA for SSDG implementation in the State of Manipur. Designing of State Portal is under progress and it is expected to be complete by November 2011.
STQC	NA

Manipur: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		516.28	668.27	491.72
Hardware	88	792.00	658.44	658.44
Data Digitization	50	450.00	498.96	450.00
Training	15	135.00	180.00	135.00
LAN Networking and Horizontal Connectivity	25	225.00	72.66	72.66
Site Preparation	30	270.00	293.05	270.00
Seed Money to eGov Society	10	90.00	90.00	90.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	97.20	97.20	97.20
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	64.80	64.80	64.80
Awareness and Communication	0.1	0.90	0.90	0.90
Non-approved Items	0	0.00	0.00	0.00
Contingency @3 % of all District-level costs	7.083	63.75	58.68	55.17
Fund approved for the districts		2188.65	2014.69	1894.17
Total Funds		2704.93	2682.96	2385.89

Puducherry: State Information

Item	Status
Pilot State	Yes
Districts	4 (1 Pilot District)
Services	<ul style="list-style-type: none">• Mandated - 4• Optional – 6
CSC	Not operational, Identified SCA (M/s. Tera Software) and approval process for 66 CSC locations is in progress
SDC	State Data Centre (SDC) was inaugurated in Feb 2011
SWAN	Vertical Backbone network connecting UT centres with the Block centres through District centres comprising 12 PoPs is completed
SSDG	Implementing Agency (Infosys) completed the SRS and developed the eForms Application. Awaiting STQC clearance for the application developed
STQC	Not done

Puducherry: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		464.27	506.00	460.77
Hardware	88	352.00	211.10	211.10
Data Digitization	50	200.00	200.00	200.00
Training	15	60.00	50.00	50.00
LAN Networking and Horizontal Connectivity	25	100.00	18.00	18.00
Site Preparation	30	120.00	90.00	90.00
Seed Money to eGov Society	10	40.00	40.00	40.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	43.20	43.20	43.20
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	28.80	28.80	28.80
Awareness and Communication	0.1	0.40	0.40	0.40
Contingency @3 % of all District-level costs	7.083	28.33	28.00	20.45
Fund approved for the districts		972.73	709.50	701.95
Total Funds		1437.00	1215.50	1162.72

Punjab: State Information

Item	Status
Pilot State	Yes
Districts	20 (2 Pilot Districts)
Services	<ul style="list-style-type: none">• Mandated - 5• Optional – 4
CSC	400 out of 2112 (19%) planned CSCs are registered Only 3 Districts have more than 70% CSC registered
SDC	Not operational, RFP for SDC is under review at DeitY, GOI level
SWAN	198 PoPs are operational
SSDG	SSDG is not operational. LOI has been issued to selected bidder
STQC	Documents related to the project have been shared with the regional STQC centre located at Mohali. The source code will be provided to the STQC team soon.

Punjab: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		471.07	949.50	471.07
Hardware	88	1584.00	4028.66	1584.00
Data Digitization	50	900.00	1831.35	900.00
Training	15	270.00	758.64	270.00
LAN Networking and Horizontal Connectivity	25	450.00	542.07	450.00
Site Preparation	30	540.00	680.15	540.00
Seed Money to eGov Society	10	180.00	200.00	180.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	194.40	216.00	194.40
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	129.60	144.00	129.60
Awareness and Communication	0.1	1.80	2.00	1.80
Contingency @3 % of all District-level costs	7.083	127.49	213.04	127.49
Fund approved for the districts		4377.29	8615.91	4377.29
Total Funds		4848.36	9565.41	4848.36

Chhattisgarh: State Information

Item	Status
Pilot State	No
Districts	27
Services	<ul style="list-style-type: none"> • Mandated - 5 • Optional – 7
CSC	<p>2500+ out of 3385 (>74%) planned CSC are operational in addition to existing 98 CHOICE (CHhattisgarh Online information system for Citizen Empowerment)</p> <p>9 Districts have more than 70% CSC registered</p>
SDC	Not operational, In Progress – Civil works completed, “Go-Live” tentatively in 2012
SWAN	Operational, Implemented in all District HQ and 131 Blocks
SSDG	Information has not been given in DPR
STQC	NA

Chhattisgarh: Break up of Budget & amount proposed to be approved

		Unit	Per unit cost	Permissible (18 districts)	Proposed for 27 districts	Amount Recommended for 27 districts	Comments
1	DPR Preparation	1	10.00	4.80	10.00	5.70	
2	Hardware /Computing	27	88.00	1584.00	2376.00	2086.62	Addl. Amt. is for new 9 Districts, 50 Tehsils
	Systems at SDC	1	174.35	174.35	175.00	174.35	
	Systems Support	1	72.00	72.00	72.00	72.00	
	Networking & Horizontal Connectivity	27	25.00	450.00	675.00	592.79	Addl. Amt. is for new 9 Districts, 50 Tehsils in the same proportion as h/w
3	Software for non Pilot	1	55.00	55.00	55.00	55.00	
	Third Party/STQC	1	35.00	35.00	35.00	35.00	
	Application Support	1	54.00	54.00	54.00	54.00	
4	Training	27	15.00	270.00	405.00	270.00	No additional funds
5	Seed Money for e-Gov	27	10.00	180.00	270.00	270.00	Additional amount is for new 9 Districts
6	Site preparation	27	30.00	540.00	810.00	711.35	Addl. Amt. is for new 9 Districts, 50 Tehsils in the same proportion as h/w
7	Technical Support	27	7.20	129.60	194.40	194.40	Additional amount is for new 9 Districts
8	Data Digitization	27	50.00	900.00	1350.00	900.00	No additional amount
10	Project Management	3	12.00	72.00	72.00	72.00	Project Management is essential component
10	Project Manager	27	10.80	194.40	291.60	291.60	Additional amount is for new 9 Districts
11	Citizen Awareness @ District	27	0.10	1.80	2.70	2.70	Additional amount is for new 9 Districts
	Citizen Awareness @ State	1	20.00	20.00	20.00	20.00	Additional amount is for new 9 Districts
12	Assessment	1	15.00	15.00	15.00	15.00	
13	Contingency	1		142.56	191.16	174.68	
	Non Approved items				87.50	0.00	
	TOTAL			4894.50	7161.36	5997.18	61

Gujarat: State Information

Item	Status
Pilot State	No
Districts	26
Services	<ul style="list-style-type: none"> • Services – 28 (Uncategorized) • Additional 135 ATVT services also to be incorporated
CSC	13685 eGram Centers (More than planned) are operational
SDC	SDC operational since October 2008. 3 Mini Data Centres at Baroda, Rajkot & Mehsana
SWAN	SWAN is operational in all Districts and Talukas
SSDG	SSDG is not operational. The DPR has been approved by Gol and RFP is being prepared. The services for the portal are identified and the RFP of the State Portal is under finalization.
STQC	NA

Gujarat: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		555.11	762.00	555.11
Hardware	88	2288.00	2654.08	2288.00
Data Digitization	50	1300.00	1300.00	1300.00
Training	15	390.00	416.00	390.00
LAN Networking and Horizontal Connectivity	25	650.00	728.00	650.00
Site Preparation	30	780.00	780.00	780.00
Seed Money to eGov Society	10	260.00	260.00	260.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	280.80	374.40	280.80
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	187.20	249.60	187.20
Awareness and Communication	0.1	2.60	5.20	2.60
Contingency @3 % of all District-level costs	7.083	184.16	160.00	184.16
Fund approved for the districts		6322.76	6927.28	6322.76
Total Funds		6877.87	7689.28	6877.87

Rajasthan: State Information

Item	Status
Pilot State	Yes
Districts	33 (2 Pilot Districts)
Services	<ul style="list-style-type: none"> • Mandated - 5 • Optional – 6
CSC	1984 out of 6626 (30%) CSCs are operational across 33 Districts 13 Non pilot districts have more than 70% CSC
SDC	The DPR has mentioned two SDCs in state – old SDC and new SDC. OLD SDC is commissioned in 2005 and hosting more than 200 application and websites. New SDC is commissioned in December 2010 and it is partially functional. Both the SDCs do not have DRS
SWAN	RajSWAN is under implementation stage
SSDG	No Status is given
STQC	NA
Total Budget as per Guidelines (in Crores)	No details are given for status of STQC testing

Rajasthan: Break up of Budget & amount proposed to be approved

Items	Amount approved per District	Total funds permissible (Rs. Lakhs)	Total amount proposed (Rs. Lakhs)	Total amount for approval (Rs. Lakhs)
State Level Costs		508.15	545.25	433.99
Hardware	88	2728.00	2545.16	2545.16
Data Digitization	50	1550.00	1550.00	1550.00
Training	15	465.00	500.00	465.00
LAN Networking and Horizontal Connectivity	25	775.00	775.00	775.00
Site Preparation	30	930.00	945.00	930.00
Seed Money to eGov Society	10	310.00	310.00	310.00
Project Manager for 3 years @ 3.60 lakhs per year	10.8	334.80	558.00	334.80
Technical Support for 3 years @ 2.4 Lakhs per year	7.2	223.20	334.80	223.20
Awareness and Communication	0.1	3.10	3.10	3.10
Contingency @3 % of all District-level costs	7.083	219.57	219.48	214.09
Fund approved for the districts		7538.67	9696.44	7350.35
Total Funds		8046.82	10241.69	7784.33

Tripura DPR : Additional Districts (As a reference - *Already approved in last EC*)

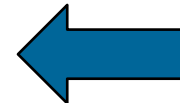
		Unit	Per unit cost	Permissible (4 districts)	Proposed for 8 districts	Amount Recommended for 8 districts	Comments
1	DPR Preparation	1	10.00	10.00	3.40	3.40	
2	Hardware /Computing	4+4	88.00	352.00	659.09	496.05	Additional amount is for new 4 Districts, 6 SD and 5 Blocks
	Systems at SDC	1	160.35	160.35	227.50	160.35	
	Systems Support	1	72.00	72.00	144.00	72.00	
	Networking & Horizontal Connectivity	4+4	25.00	100.00	114.14	114.14	Additional amount is for new 4 Districts, 6 SD and 5 Blocks
3	Software for non Pilot	1	55.00	55.00	72.00	55.00	
	Third Party/STQC	1	35.00	35.00	35.00	35.00	
	Application Support	1	54.00	54.00	54.00	54.00	
4	Training	4+4	15.00	60.00	80.46	60.00	
5	Seed Money for e-Gov	4+4	10.00	40.00	80.00	80.00	Additional amount is for new 4 Districts
6	Site preparation	4+4	30.00	120.00	220.37	150.37	Additional amount is for new 4 Districts, 6 SD and 5 Blocks
7	Technical Support	4+4	7.20	28.80	57.60	57.60	Additional amount is for new 4 Districts
8	Data Digitization	4+4	50.00	200.00	408.00	200.00	No additional amount
10	Project Management	1	36.00	36.00	0.00	36.00	Project Management is essential component
10	Project Manager	4+4	10.80	43.20	86.40	86.40	Additional amount is for new 4 Districts
11	Citizen Awareness @ District	4+4	0.10	0.40	0.80	0.80	Additional amount is for new 4 Districts
	Citizen Awareness @ State	1	20.00	20.00	20.00	20.00	
12	Assessment	1	15.00	15.00	15.00	15.00	
13	Contingency	1		42.05	70.14	50.88	
	Non Approved items			NIL	60.00	NIL	
	TOTAL			1443.80	2407.89	1746.99	



Hyperlinked slides

Evaluation parameter – Baseline study of e-District by IIMA

- **Cost of Availing Service Measured Directly**
 - Number of trips made for the service
 - Average travel cost of making each trip
 - Average waiting time in each trip
 - Estimate of wage loss due to time spent in availing the service
 - Total time elapsed in availing service
 - Amount paid as bribe to functionaries
 - Amount paid to agents to facilitate service
- **Overall Assessment**
 - Preference for manual versus computerized systems
 - Composite score: Measured on a 5-point scale factoring in the key attributes of a delivery system that are seen as being important by users
- **Quality of Service:** Interaction with staff, complaint handling, privacy, accuracy measured on a 5-point scale
 - Satisfaction with the location of the service delivery center/office
 - Convenience of working hours of the service delivery center/office
 - Overall attitude of the functionaries in terms of courteousness and friendliness
 - Timeliness of response to queries by clients
 - Satisfaction with the mechanism for complaint handling and problem resolution



National Mandated Services for Nationwide Rollout

S.no	Category	Sub-Services
1	Issue of Certificates	<ul style="list-style-type: none"> - Birth - Death - Domicile - Nationality - Caste - Marriage - Income - Employment
2	Revenue Court	<ul style="list-style-type: none"> - Case listing - Case adjournment - Stay orders - Final orders - Status of execution of orders - Tracking - Filing of miscellaneous applications - Dues and recovery (Revenue)

S.no	Categor	Sub-Services
3	Social Welfare Schemes	<ul style="list-style-type: none"> - Pensions <ul style="list-style-type: none"> - Old age - Widow - Handicap - Destitute - Scholarships - Other Social welfare Schemes
4	Ration Card	<ul style="list-style-type: none"> - Change of address, - Additions - deletions of members, - application for issue of duplicates
5	RTI services and Grievances	<ul style="list-style-type: none"> - Application - Tracking - Monitoring - Redressal - Appeals, etc

Configurable Service engine for designing new services

back 

State Optional Services

Category			
1	Education	6	Travel / Serai
2	Marriage	7	Utility Services
3	Health	8	Grants / Loans
4	Employment	9	Collection of Tax/ Dues
5	License	10	Industries

National Mandated Services for Pilot

S.no	Category	Sub-Services
1	Issue of Certificates	<ul style="list-style-type: none"> - Birth - Death - Domicile - Nationality - Caste - Marriage - Income - Employment
2	Revenue Court	<ul style="list-style-type: none"> - Case listing - Case adjournment - Stay orders - Final orders - Status of execution of orders - Tracking - Filing of miscellaneous applications
3	Dues and recovery	<ul style="list-style-type: none"> - Dues and recovery (Revenue)

S.no	Categor	Sub-Services
4	Social Welfare Schemes	<ul style="list-style-type: none"> - Pensions <ul style="list-style-type: none"> - Old age - Widow - Handicap - Destitute - Scholarships - Other Social welfare Schemes
5	Ration Card	<ul style="list-style-type: none"> - Change of address, - Additions - deletions of members, - application for issue of duplicates
6	RTI services and Grievances	<ul style="list-style-type: none"> - Application - Tracking - Monitoring - Redressal - Appeals, etc