E-enabling the Citizens of Delhi

From Information Dissemination

To

Service Delivery

ADMINISTRATIVE REFORMS DEPARTMENT
GOVERNMENT OF NCT OF DELHI
SEPTEMBER, 2002

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Annexure

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EXECUTIVE SUMMARY

The Chief Secretary constituted a Committee on 24-6-2002 to examine website related issues of e-governance such as provision of dynamic website in a phased manner, online acceptance of taxes/fees, online submission of applications for various requests, dissemination of maximum information to the citizen's through the website etc.

The Committee reviewed the present status of websites of departments/agencies viz.-a-viz. the shortcomings therein. It also glanced through the websites of other State/Countries to have a first hand knowledge about the status prevailing there.

The Committee observed that the present status of information was not satisfactory and none of the websites of Delhi Government was dynamic one. NIC the nodal agency to do this work on for Delhi Government has not been able to deliver the services to the client satisfaction.

The committee proposes to achieve the following objectives in a phased manner: -

   i)   To set up dynamic websites for departments/agencies
   ii)   Provide on line services including services on e-application
   iii) Reduce citizens visits to offices and provide information electronically rather than over the counter
   iv)   Making Delhi a Cyber city

The Committee has identified the information to be placed on static website by various departments viz.-a-viz. dynamic information to be provided by each of the major public dealing departments/offices. It has also fixed time frame for achieving these objectives. Accordingly, action plan for all departments have been prepared including preparation of databases within a given timeframe.

It has identified the areas for online payment of taxes/fees and acceptance of electronic applications for each department/agency.

The Committee has recommended setting up of a portal of Govt. of Delhi as single point contact for citizen. From this portal access to websites of departments/agencies can be provided along with other services.

Dynamic website presupposes good level of computerization and success of computerization is directly related to availability of adequate I.T. manpower. The Committee has come to the conclusion that the states which have excelled in computerization had the advantage of either having their own PSUs or had outsourced the work. The committee has further concluded that outsourcing of these activities is preferable to achieve prompt and better results like those obtained in Andhra Pradesh, Maharashtra etc. The Committee has suggested that one of the existing PSUs may enter into agreement with reputed private players for providing web related services to Delhi Govt. including preparation of RFPs and selection of Software Solution Providers. The findings were discussed in a meeting under the Chairmanship of Chief Secretary where the following decisions were taken: -

a)   The setting up of static websites should be the responsibility of the concerned departments and they must complete it within the month.

b)   The roadmap should be prepared by all departments as suggested by committee.

c)   The departments should prepare database for setting up of dynamic websites initially in a few areas of importance to citizens at large.

d)   The existing committee should continue to work in identification of agency for outsourcing the work relating to setting up of dynamic website.

e) RFPs should be obtained from other states in respect of items outsourced to facilitate adoption of the same with appropriate modification.

The progress of work should be monitored in the fortnightly meetings of Secretaries held under the Chairmanship of Chief Secretary.

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Introduction

Information is government's biggest equity and it is essential that it be used for greater public good. Quick access to information is possible by throwing it in the public domain. Introduction of "Right to Information Act" in Delhi symbolizes the resolve of the government in this regard. The Act is to bring in required transparency in its working and to enable people to conduct social audit. It can be taken care of to a great extent by having information on a website which gets updated in real time.

1.1 Need to have a fresh look:

Delhi government prepared its IT policy in 2000. Its mid term appraisal reflected as follows :

- ➢ Inadequacy of present system
- ➢ Attempts made so far have been sporadic.
- ➢ There has been no uniform standards.
- ➢ Technology is not being used fully
- ➢ Departments are facing execution problems.

1.2 Constitution of Committee

Accordingly the Chief Secretary constituted a committee vide order No.F.4/28/02/AR/11256-11300 dated 24/06/2002 (Annexure-1), to examine the following issues relating to E-enabling the citizens of Delhi,

- ▪ The information which should be available on the website of the departments,
- ▪ The information which should be dynamic,
- ▪ Time frame during which this has to be done,
- ▪ Phases, if any, during which different activities may be taken up,
- ▪ The taxes, levies, fees etc. which could be paid through Internet,
- ▪ The services which could be provided to citizens on their electronic application,
- ▪ Ways to reduce physical interface between the citizen and the department,

- Names of Agencies that can easily help create the dynamic websites, at nominal cost.
- How do department proceed in this direction.

Methodology

The committee met on 26.06.2002, 28.06.2002, 01.07.2002, 04.07.2002 & 10.07.02 to deliberate on the various issues. The Secretary (IT) briefed the Committee about the aims, objectives and the role of the Committee. The committee went through the existing web sites of various departments of Delhi Government to acquaint itself with the information already available. It also surfed a number of other web sites including that of Govt. of India and other State Governments and Countries like UK, Singapore to have a birds eye view of the initiatives taken by them & progress made. The Committee had also the privilege to view a website prepared by IRIS Ltd. for Maharastra Govt.(www.maharashtra.gov.in).

2.1 The committee decided to have a list of major activities performed by various departments having direct interaction with the general public. A list of such activities was prepared and circulated amongst the members by A.R. Department to facilitate the decision making process. The committee deliberated upon these activities to take a final view.

2.2 The committee had informal discussions with the senior officers to ascertain their views about computerization and role of NIC in delivering services.

2.3 The draft report prepared by the committee was presented in the Secretaries meeting held on 12.8.2002 chaired by the Chief Secretary to ascertain the views of Secretaries and the Heads of department.

Examination of Present Websites

The committee found that the existing web sites of various departments of Delhi Government were providing static information, which needs to be updated frequently. In the absence of updating the information becomes outdated & stale. No dynamic information is available on Delhi websites. Most of the websites are electronic brochures. The committee observed that the remedy to this problem is to set up dynamic website where data/information get updated automatically, whenever linked database is updated in the department. While computerization (availability of a database at the backend) is not required for a static website, the same is essential for a dynamic website.

3.1 The Committee appreciated that today the role of website is not limited to providing information whether static or dynamic. The technology now enables payment through website (also called portals) and providing services hitherto provided through brick and mortar offices. Now the applications can be filed electronically and many services can be delivered at the doorstep of the citizen as well.

3.2 Thus, today, a vibrant and dynamic website is the one which:-
- Provides information on services offered by department.
- Provides information on schemes of the government.
- Provides application forms and instructions on how to fill them.
- Has arrangements to show the status of application filed.
- Has an arrangement to show the status of work/project etc. for social audit.
- Has arrangement for online payment of taxes/duties/fees etc.
- Enables citizens to get certificates/licenses/permits etc. by filing application from remote location and if possible without visiting the office.
- Allows filing of statutory forms etc.

3.3 In other words a website should not only have static & dynamic information, but should also have a provision of payment of taxes/utilities and for

providing services electronically. The diagram I shows possible ways in which a website can be used.
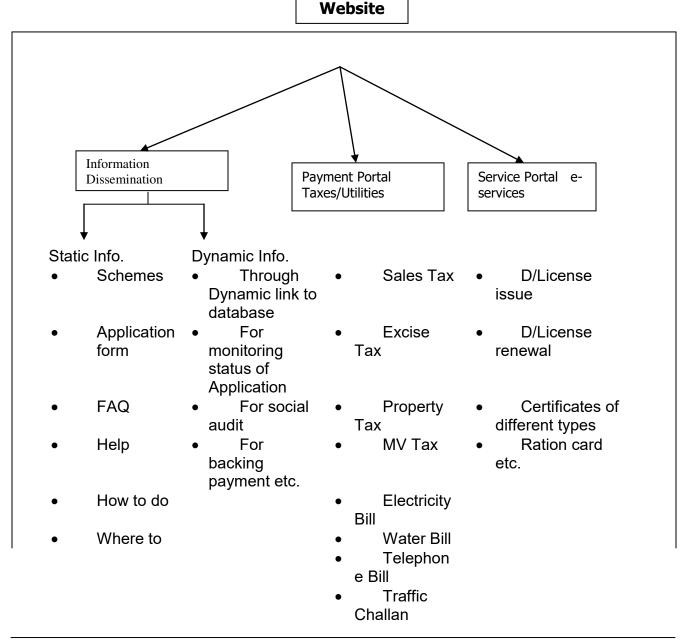
Website

Static Info.
- Schemes
- Application form
- FAQ
- Help
- How to do
- Where to

Dynamic Info.
- Through Dynamic link to database
- For monitoring status of Application
- For social audit
- For backing payment etc.

Information Dissemination

Payment Portal Taxes/Utilities
- Sales Tax
- Excise Tax
- Property Tax
- MV Tax
- Electricity Bill
- Water Bill
- Telephone Bill
- Traffic Challan

Service Portal e-services
- D/License issue
- D/License renewal
- Certificates of different types
- Ration card etc.

Diagram 1

3.4   The Committee found that dynamic information being provided by Vishakhapatnam Corporation (www.saukaryam.org or www.vishakhapatnammunicipalcorporation.com gave wide information to the citizens such as status of various applications filed, information about various projects in hand and their status, tax payment position, civic services provided, garbage lifted etc. Such a website not only serves as an effective tool for monitoring the progress for administrative controls of checks & balances but also

provides services to the citizens at their door steps. The citizens need not visit the municipal corporation for payment of taxes and dues or for knowing the status of their applications. They also get vibrant information about the developmental activities being undertaken in their respective areas for critical examination. This has also enabled citizen to be a watchdog and conduct social audit.

3.5   A review of the Delhi Government web site further shows that its web sites are both on NIC server as well as Private servers but none of the Web sites provides any dynamic information. Keeping in view the current stage of computerization it has been found that dynamic websites can soon be prepared for many public-dealing departments in a time bound pattern. Also payment gateway can be established for the government and some of the services can be offered through the net.

3.6   The committee aims at achieving the following objectives in a phased manner:

- ➢ To set up a dynamic website leading to E-governance
- ➢ Provide on line services
- ➢ Reduce citizens visits to offices
- ➢ Making Delhi a Cyber city

Website Content

4.   Static information

Most of the websites of Delhi Government are giving wide range of information but these lack common pattern. The static information though cannot be uniform for all departments due to variation in the activities performed by them, however, some common elements of interest to public and administrators must be placed in it. The following broad information needs to be placed on static website:

- Mission
- Functions as per Allocation of Business Rules
- List of Acts/Rules/Departments instructions administered and their updated version, downloadable (Pdf format).
- Services rendered/schemes operated
- Organization setup up to 3-4 levels
- Field units & their complete addresses/Tel. Nos.
- Functions assigned to field units
- Grant-in-aid schemes
- Processes and procedures
- Application & Non-statutory Forms (pdf or which can be filled & printout taken);
- Fee payable for services rendered and mode of payment
- Time frame for providing services
- Citizens' charter
- Future programmers such as admissions, issue of licenses etc.
- Annual Reports (This will be on GAD's Website)
- Grievances Redress Mechanism
- Statistics at a glance
- Budget & expenditure – Plan / Non-plan (on Planning Deptt's Website)
- Physical and financial targets /achievements;
- Sanctioned and working strength group wise. (Group A,B,C & D)
- Directory of Sr. Officers alongwith e-mail addresses (without names)
- Tenders awarded/Tender notices

- Success stories
- Designation & address or Competent Authority under DRI Act
- Provision for citizen's Feed Back/ Suggestions.
- Visitor's counter

4.1 Dynamic information

The information on a website is made dynamic by providing a link to a database. Any updation of database automatically gets reflected in a query mode on the website as the updated information gets uploaded from the database. The examples of dynamic information kept on a website are:

- Status of application
- Current value of a share as seen on website.
- Score of a cricket match kept on cricket websites
- Details of tax payable and paid in respect of a taxpayers
- Availability of blood of a particular type in blood bank etc.

4.2   This shows that availability of database is a must for having dynamic information on a website. The database concept has also been used to update information, which is static in nature.

4.3   The committee went through the services offered by the department and the status report on implementation of IT Policy submitted by them. Based on these, time frame has been worked out by the committee for all public-dealing departments. Another criteria used for providing time frame is the level of citizen to government (C2G) interface and the visibility of such areas/services. Annexure-2.1 to 2.44 list out dynamic information.

Payment of Utilities/Taxes and Delivery of Services through Net

The committee has also identified taxes/fees/utility bills of which could be paid through the government website by using Internet Bank Accounts/credit card/e-purse etc. Here again computerization of tax/fee bill generation and its payment system is a must. This has been done in may states and technology has almost stabilized. The identified utilities or taxes or fees of respective departments/agencies form part of Annexure-I and II and are also listed below. Here again existence of robust database is a must.

S. No.	Deptt./Agency	Identified tax/fee	Time frame suggested
1.	Agricultural Marketing Board	Taxes payable by dealers	+ 2 months
2.	Chief Electoral Office	Cost of copy of electoral roll on CD / paper, which could be sent by courier	+ 2 months
3.	Delhi Minority Commission	Payment of dues/installments	+ 2 months
4.	Delhi SCFDC	Payment of dues/installments	+ 2 months
5.	DFC	Payment of dues/installments	+ 2 months
6.	DJB	All bill payments	+ 12 months
7.	DKVIB	Payment of dues/installments	+ 2 months
8.	DPCC	Payment of dues/installments	+ 3 months
9.	DSIDC	Payment of dues/installments	+ 3 months
10.	Education	Payment of fees in Public Schools	+ 2 months
11.	Labour	Registration fee for online registration; fine/penalty	+ 3 months
12.	MCD	Property Tax and fee for Booking of Parks, Death and Birth Certificates	+ 6 moths

5.2 Services Through Electronic Applications

At present for availing the services offered by Govt. be it a certificate or license, one has to make an application where following are generally required:

- Details of applicant (which are filled on the form)

- Photograph (applicable in may cases for identification,)
- Fee (applicable in may cases)
- Supporting documents (attested copies of certificate of self or parents etc)
- Recommendation/NOC form other govt. deptt/agencies.

The first step made by the govt. was to keep downloadable forms on the website with detailed instructions on how to fill up the form, where to apply, time frame for disposal, who to approach in case of non-receipt of service etc. The second step is online filing of application and submission of supporting items. The issue of digital signature and e-purse has already been cleared by the Parliament in July 2002.

5.3   The question faced by the committee was of mode of submission of supporting documents photographs, fee, signature etc.

Fee: The payment through the website using credit card/e-purse/Internet Bank Account/Cyber café is possible. In case of Cyber Café, the owner may pay from his account and receive cash from users. He will also get the transaction fee. The other possibility is to use cards which could be filled by depositing fixed amount and payments could be made by cyber café owner. The card may need refill after the balance reaches a fixed percentage say 20%.

Copies of Certificates: The certificates could be scanned and attached with the application.

Photographs: Scanned photograph or a digital photograph could be attached. Cyber cafes have web cameras, which could be used for taking photograph while making application.

5.4   For those not having access to PC and Scanner could use services of cyber cafes for which rates could be prescribed for providing these services. While electronic filing will eliminate one trip to department, and related saving of time and travel cost, it will also eliminate typographical errors and delays involved on account of data entry.

5.5   Processing of e-applications.

Payment of fee, if applicable, should be part of the application. All enclosures along with photograph will be attachment to the application. On submission, the website will generate unique number, which could be used by the applicant in future for finding out the status of application or for making correspondence.

The application on receipt could be processed as it is done now and on completion of processing the applicant could be called by email/telephone/letter for verifying enclosure with original documents while issuing the certificate or license. Later when system stabilizes, personal appearance could be dispensed with.

5.5   With this concept the committee has short listed services which could be provided based on electronic application. Sensitive certificates have not been recommended as efficacy of the new system has to be established first on few simple services.

While generating computer number on submission of electronic application, it has to be ensured that it is numeric only so that applicants can use telephone (IVRS Interactive Voice Response System) for finding out the status without visiting any cyber café (as is done in case of passport application). The selected services   are given below and they also from part of Annexure-2 for departments and agencies/autonomous bodies respectively.

S. No.	Deptt./Agency	Services through electronic application	Time frame
1.	Chief Electoral Office	Supply of copy of electoral rolls	+ 2 months
2.	Chit Fund	Processing of refund of security. Password protected user ID given to all registered companies.	+ 2 months
3.	Commission for Other Backward	Online registration of application	+ 2 months
4.	Commission for Women	Online registration of complaints, telephone service for lodging complaints, telephone service for guidance	+ 2 months
5.	Delhi Minority Commission	Online registration of complaints, tele service for lodging complaints, tele service for guidance, online filing of application for loan	+ 2 months
6.	Delhi SC Fin. Dev. Corpn.	Online filing of application and documents	+ 2 months
7.	Delhi Financial Corporation	Online filing of application and documents	+ 2 months
8.	O/o the Divisional/ Dy. Commissioner's	Registration & Solemnization of Marriages Various type of certificates (SC / OBC / Domicile / Birth / Death / Surviving Members / Solvency / Income / Handicap / Freedom Fighter / Non-Encumbrance / Nationality) Right to Information to Citizens Prime Minister Rozgar Yojna	+ 2 months
9.	Delhi Jal Board	Online billing, on line payments and Tanker Requisition. Tenders and details of work	+ 12 months
10.	DKVIB	Online filing of application and documents	+ 2 months
11.	DPCC	Online filing of application and documents for NOCs	+ 3 months
12.	DSIDC	Online filing of application and documents for various purposes	+ 3 months
13.	Education	Grant of scholarships	+ 2 months
14.	Employment	Registration, renewal, sponsorship for daily wagers and others	+ 3 months
15.	Environment	▪ Setting up of Eco. Clubs in schools. ▪ Registration for seminar/workshop ▪ Reg. of NGOs for Financial Assistance.	+ 3 months
16.	Excise	Application status	+ 3 months
17.	Food & Supplies	▪ Ration card modifications/ preparations ▪ Return of Licensees	1 month
18.	General Administration	Indent from departments for	+ 3 months

		consumables items. Booking of conference halls Indent from departments for furniture etc. (non-consumable items)	
19.	Deptt. of Industries	Acceptance of various applications	+ 4 months
20.	Labour	Online registration under Shops and Establishment Act; On line booking of holiday homes.	+ 3 months
21.	MCD	Death and Birth certificates, booking of parks, renewal of municipal trade and factory license	+ 4 months
22.	Principal Accounts Office	Network and need based data inputs shall be made available to Planning/Finance Deptt. online basis.	
23.	Sales Tax	Online prelim registration, where basic data of prospective dealer could be provided for necessary check/inspections of premises.	+ 2 months
24.	Services	Training slotting	

Home Page Content

6.   The homepage of the departments/agencies may have buttons for the following:

- About us (mission, organizational setup)
- Citizen charter
- Competent Authority under Right to Information Act
- Application Forms/Schemes/Fees
- Processes and Procedures.
- Grievance lodging and redressal mechanism.
- Tender notices
- Contact us (field units, directory, email address etc.) field
- Statistics/Budget
- Service Delivery
- Tax/Fee payment (if applicable)
- FAQs

Development of Portal of Govt. of Delhi

7.   As the Citizen is to be the focus of computerization road map in respect of major public dealing departments, the development of the portal of Delhi Govt. needs to be citizen centric. These are to be created primarily for their use and hence designing has to be done keeping common man as the user. This is required as most of the websites designed so far have been department centric.

7.1   A portal for Govt. of Delhi needs to be developed, which will become the gateway to website of departments/autonomous bodies/agencies of Govt. of Delhi. The portal will also serve as payment gateway for taxed/fees/levies/utility bills etc and will also be the single window for providing services based on electronic application. In short it will become the single point for interaction with citizens, business, payment gateway, service gateway and information source for Government of Delhi. Even if some websites are hosted on other servers entry to them may also be through the portal of Govt. of Delhi. The Delhi Govt's portal will also provide single window to citizens for grievance redressal by bring in delhionline.nic.in under it, which is presently hosted separately. This could again be done by providing a link.

7.2   The committee went through such portal of Maharashtra Government, which is bilingual and provides dynamic information. Departments have been given access to update information pertaining to them and in most cases processes have been so designed that for getting an output, for example Government Order(GO) one has to use the programme which not only generates the GO but also updates the databases and the website. In Maharastra, a reputed private Company (M/s IRIS Ltd.) has been selected to develop the portal and the WebPages of departments. For automating the processes detailed study has been conducted by them, based on which application softwares have been developed to generate GOs/Transfer orders etc. This has also led to some business process re-engineering. They have also been entrusted with the responsibility of helping the departments in framing RFP for development of Application Software.

Website Development Methodology

8.   The development of dynamic websites of departments/agencies and that of the Delhi Government's portal along with creation of databases and connected application program needs to be undertaken in a time bound manner. One has to ensure that backend databases are created in time and procedures are put in place, which automatically update the database. NIC, the de-facto nodal agency for Govt. of Delhi, so far, has not been able to deliver results in a time bound manner and to the satisfaction of the client departments. In recent times demand for fund has been raised by NIC for creation of new websites of some of the departments. For maintaining the website of Govt. of Delhi also a demand has been made for Rs. 4 lakhs to defray the expenses to be incurred on hiring the required manpower. In short, NIC's services are no more free (for autonomous bodies it was never free) and time overruns and quality aspects remain, as they were earlier.

- The findings thus show that NIC has failed to deliver services to the clients satisfaction.
- Is unable to appreciate the clients requirements
- Service are no more free and it charges even from Govt. Departments.
- Services are slow and time consuming thus causing delay.
- Being not answerable to Delhi Govt NIC does not respond quickly
- Follows Bureaucratic Procedures-leading to hurdles.
- Has led us to the present status inspite of our having a clear policy and constant pursuing.

8.1   On the other hand, State Governments, which have excelled in this field, have either made use of their PSUs or hired private companies to do this job. The PSUs or Societies created under IT department have more freedom hand in hiring the services of outside expert agency on contract basis to complete the given task in a fixed time frame. Andhra Pradesh Technology Services, Keonics, Hartron, Rajcom etc are examples.

8.2   The committee felt that for effective and quicker implementation of IT policy departments need lots of hand-holding as they do not have adequate IT manpower. The non-availability of required IT manpower has been the biggest obstacle. This can be overcome by providing such manpower through one of the PSU. Alternatively out sourcing needs to be done for all web related work to third

party like Maharashtra which gave away the contract to one party Myiris.com. Amongst these two options, committee felt that the second is the preferred one where better control can be exercised. Setting up IT corporation mooted earlier was not agreed and in today's environment may not be required. As regards providing technical manpower to departments is concerned, the same could be made part of the RFP, for web portal development work for the whole of the government. Identifying and classifying the Technical Solution Providers (TSPs) will serve the purpose of quick development of application software for departments, on RFPs framed by the consultant selected for website designing. Lack of facilities like equipments, connectivity through WAN, problems in drafting RFPs and financial rates, absence of guidelines etc add to our vows, which need to be tackled by IT department quickly.

8.3   Selection of consultant for web/portal development and framing of RFPs and selection of TSPs for application software development could either be done by IT department or by one of the Delhi Govt. PSUs having some base in the field of IT like DSIDC. The selected PSU could empanel private agencies of repute to do this job. The selected agencies could also be assigned the responsibility of preparing RFP for development of Application Software and required databases which will provide dynamic information on the website. Andhra govt. uses APTS extensively for all such works. Maharashtra on the other hand has hired a private company for this purpose. Committee is of the view the flexibility of a PSU will be of great help here. Also IT Department having acute shortage of manpower. Hence, committee is of the view that this work may be given to DSIDC who would work closely with IT Department. The agency selected will setup website/portal of Delhi Govt. maintain it and carryout studies for reforming processes/procedures.

8.4   The TSP empanelled by IT Department will develop application software for various departments. Inviting proposal on RFPs prepared by main consultant does the selection of TSP.

8.5   The above findings were discussed thread bare in the secretaries meeting held on 12.8.2002 along with the past experiences and the following decisions were taken:

f)   The setting up of static websites should be the responsibility of the concerned departments and they must complete it by the end of August, as already directed during various meetings.

g)   The departments should prepare database for setting up of dynamic websites initially in a few areas of importance to citizens at large.

h)   The existing committee should continue to work in identification of agency for outsourcing the work relating to setting up of dynamic website.

i)   RFPs should be obtained from other states in respect of items outsourced to facilitate adoption of the same with appropriate modification.

8.6   The committee accordingly makes the above recommendations for prompt implementation.

Role of departments in Implementation;

9.   The Committee has evolved a template for reporting on all major public dealing deptts./agencies in which time frame has also been fixed. This template has been used in Annexure-I and II.

Template

1.   Name of the Department/Agency:

2.   Details of services provided by deptt//agency to IT Deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization

3.

Activity/work	Time frame for Preparation of database	Time frame for linking activity dynamically to website

4.   Suggested model (Any good working model of other state/UT or country, which could be replicated)

5.   Taxes/fee/utility be which could be paid through the portal

6.   Services, which could be offered, based on electronic application.

9.1   These templates will be forwarded to the concerned deptt. along with report of committee for adoption within the time frame fixed.

Departments will be required to: -
•Provide database.
•Spell out its requirement for development of software for various purposes.
•Provide latest information.
•Monitor updating of the portal

9.2   The progress of designing the website will be monitored through the fortnightly meeting of Secretaries from August on-wards till the things take a final shape.

Acknowledgements

10.   The committee is grateful to officers and staff members for their cooperation in completing the assignment.

(Arun Mathur)
Commissioner (Industries)
Chairman

(Prakash Kumar)
Secretary (AR)
Member

(R. K. Verma)
MD (DSIDC)
Member

(Rajendra Kumar)
Director (Education)
Member

(Dr. Ranbir Singh)
Addl. Secy. (Fin.)
Member

(B. K. Sharma)
Jt. Director (Planning)
Member

(Dr. K. B. Rai)
Dy. Director (AR)
Member

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No. F. 4/28/02/AR/   Dt.:24.6.2002

OFFICE ORDER

The Chief Secretary, Delhi is pleased to constitute a Committee of the following officers to examine the various issues relating to E- enabling the Citizens of Delhi:

i)   Sh. Arun Mathur, Commissioner Industries, Chairman
ii)   Sh. R.K. Verma, M.D., DSIDC
iii)   Sh. Prakash Kumar, Secretary (AR) and Spl. Secretary (IT)
iv)   Sh. Rajendra Kumar, Director (Education)
v)   Dr. Ranbir Singh, Addl. Secretary (Fin.)
vi)   Dr. B.K. Sharma, Jt. Director (Planning)
vii)   Dr. K.B. Rai, Dy. Director (AR)

2.   The Committee will identify: -

▪ The information which should be available on the website of the departments,
▪ The information which should be dynamic,
▪ Time frame during which this has to be done,
▪ Phases, if any, during which different activities may be taken up,
▪ The taxes, levies, fees etc. which could be paid through Internet,
▪ The services which could be provided to citizens on their electronic application,
▪ Ways to reduce physical interface between the citizen and the department,
▪ Names of Agencies that can easily help , create the dynamic websites, at nominal cost.

3.   A write up prepared in this regard as base paper is enclosed which is of indicative nature.

4.   The Committee will submit its report within two weeks for the consideration of Standing Committee on Administrative Reforms.

Encl: As above

(PRAKASH KUMAR)
SECRETARY (AR)

No.F.4/28/02/AR/   Dated: 24.6.2002

Copy to: -

1. Sh. Arun Mathur, Commissioner (Industries) with the request to indicate his convenience for the first meeting.
2. Sh. R.K. Verma, M.D., DSIDC
3. Sh. Prakash Kumar, Secretary (AR) and Spl. Secretary (IT).
4. Sh. Rajendra Kumar, Director (Education)
5. Dr. Ranbir Singh, Addl. Secretary (Finance)
6. Dr. B.K. Sharma, Jt. Director (Planning).
7. Dr. K.B. Rai, Dy. Director (AR)

Copy forwarded to All Pr. Secretaries/Secretaries/Special Secretaries with the request to send their suggestions within one week.

(Dr. K.B. RAI)
DY. DIRECTOR (AR)

Annexure-2.1

1. Name of the Department/Agency: **Agricultural Marketing Board**

2. Details of services provided by depts. /agency

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Daily prices of fruits and vegetables		✓	
Auction prices as and when this takes place		✓	
Status of arrival of goods category-wise		✓	
Daily revenue earned		✓	

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Daily prices of fruits and vegetables	2 months	+ 2 months
Auction prices as and when this takes place	2 months	+2 months
Status of arrival of goods category-wise	2months	+ 2months
Daily revenue earned	2 months	+ 2 months

4. Taxes/fee/Utility bill which could be paid through portal: Taxes payable by dealers

ANNEXURE-2.2

1.   Name of the Department/Agency: **Dte. of Audit**

2.   Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Internal Audit and settlement of audit paras	NIL	Pending audit paras and monitoring of follow up action.	
		Pending CAG reports	
		Institution-wise pendency of audit years	

3.   Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Pending audit paras and monitoring of follow up action.	6 months	+ 6 months
Pending CAG reports		
Institution-wise pendency of audit years		

ANNEXURE-2.3

1. Name of the Department/Agency: **Chief Electoral Office**

2. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Registration of voters	Nil	Registration of voters	
Voter's I. Card	Nil	Voter's I. Card	

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Voter list on website	Already available on website	None
Shifting of voter from one area to another	+1 Month	+1 Months
Checking names	Already exists	N/A
Online slotting for photo I-card	+2 months	+ 2months

4. Taxes/fee/Utility bill which could be paid through portal: Cost of copy of electoral roll on CD / paper, which could be sent by courier.

5. Services, which could be offered based on electronic application: Supply of copy of electoral rolls.

ANNEXURE-2.4

1. Name of the Department/Agency: **Chit Fund**

2. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Registration of chit fund companies	Computerised		
Grievance redressal of people who are members		Grievance redressal of people who are members	
Refund of security		Refund of security	

1. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Grievance redressal of people who are members	+4 months	+5 months
Refund of security	+ 4 months	N/A

4. Services which could be offered based on electronic application: Processing of refund of security. Password protected user id given to all registered companies.

ANNEXURE-2.5

1. Name of the Department/Agency: **Commission for Other Backward Classes**

2. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Inclusion of any clause in backward class list		✓	
Assistance to backward class community		✓	
Suggestion for remedial measures		✓	
Suggestions for amendment in laws		✓	
Monitoring of welfare activities		✓	
Awareness programme		✓	

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Status of request for inclusion of class in backward class list	2 months	+ 2 months
Monitoring of welfare activities	2 months	+ 2 months
Awareness programme	2 months	+ 2 months

4. Services which could be offered based on electronic application: Online registration of application;

ANNEXURE-2.6

1. Name of the Department/Agency: **Commission for Women**

2. Details of services provided by dept.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Adjudication of complaints		✓	
Assistance to women complainants		✓	
Suggestions for remedial measures		✓	
Suggestions for amendment in laws		✓	
Inspection of jails/home etc.		✓	
Awareness programme			

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Status of complaints	2 months	+ 2 months
Status of applications for assistance to women	2 months	+ 2 months
Status of inspections carried out in jails/home etc.	2 months	+ 2 months
Status of implementation of its recommendations	2 months	-
Annual action plan and its monthly progress	2 months	-

4. Services which could be offered based on electronic application: Online registration of complaints; telephone service for lodging complaints; telephone service for guidance

Annexure-2.7

1 Name of the Department/Agency: **Cooperative Societies**

2 Details of services provided by dept.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Status of Registration application		✓	
Status of other application		✓	
List of societies Registered with details of the office bearer		✓	
List of dissolved/ superceded societies		✓	
Membership of housing societies		✓	
Cooperative Banking status		✓	
Audit position of Cooperative Societies		✓	
Defunct societies		✓	
Status of arbitration cases		✓	

3 Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Status of Registration application	2months	+ 2months
Status of other application	2 months	+ 2 Months
List of societies Registered with details of the office bearer	3 months	+ 3 months
List of dissolved/ superceded societies	3 months	+ 3 months
Membership of housing societies	3 months	+ 3 months
Cooperative Banking status	3 months	+ 3 months
Audit position of Cooperative Societies	3 months	+ 3 months
Defunct societies	3 months	+ 3 months
Status of arbitration cases	3 months	+ 3 months

ANNEXURE-2.8

1. Name of the Department/Agency: **Delhi Minority Commission**
2. Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Adjudication of complaints		✓	
Assistance to minority community		✓	
Suggest remedial measures		✓	
Suggest amendment in laws		✓	
Monitoring of welfare activities		✓	
Economic upliftment			
Grant of loans for self employment			
Awareness programme			

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Adjudication of complaints	2 months	+ 2 months
Assistance to minority community	2 months	+ 2 months
Monitoring of welfare activities	2 months	+ 2 months
Economic upliftment	2 months	+ 2 months
Grant of loans for self employment	2 months	+ 2 months
Awareness programme	2 months	+ 2 months

4. Taxes/fee/Utility bill which could be paid through portal: Payment of dues/installments
5. Services which could be offered based on electronic application: Online registration of complaints; tele service for lodging complaints; tele service for guidance; online filing of application for loan

1. Name of the Department/Agency: **Delhi SC Fin. Dev. Corporation**

2. Details of services provided by deptt

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Grant of loans for small and medium sectors		✓	

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Status of loan application	2 months	+ 2 months
Grant-in-Aid cases, if any	2 months	+ 2months
Status of loan recovery	2 months	+ 2 months
List of defaulters	2 months	+ 2 months
Amount released as loan under various categories	2 months	+ 2 months
Changes in rate of interest	2 months	+ 2 months
Future plans schemes	2 months	+ 2 months

4. Taxes/fee/Utility bill which could be paid through portal: Payment of dues/installments

5. Services which could be offered based on electronic application: Online filing of application and documents

ANNEXURE-2.10

6.   Name of the Department/Agency: **Development Department**

7.   Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Status of Rural Development Projects	Nil	✓	
Grant-in-Aid	Nil	✓	
Schemes being implemented and their latest position		✓	

8.   Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Status of Rural Development Projects	Already available on website	None
Grant-in-Aid	+1 Month	+1 Months
Schemes being implemented and their latest position	3 months	+ 3 months

ANNEXURE-2.11

1. Name of the Department/Agency: **Delhi Financial Corporation**
2. Details of services provided by department.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Grant of loans for small and medium sectors	✓	✓	
Loan/Financing Schemes			
Project Counseling			
Special Schemes and Eligibility			
Loan Application/Status – On line		✓	
Loan Account Status – On line		✓	
Defaulters – On line		✓	
Recoveries		✓	
Complaints/Status – On line			
Enquiry – On line			
Interest Rate on loans – On line		✓	
EMI Computation – On line			
Sectoral break up of financing			

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Status of loan application	2 months	+ 2 months
Grant-in-Aid cases	2 months	+ 2months
Status of loan recovery	2 months	+ 2 months
List of defaulters	2 months	+ 2 months
Amount released as loan under various categories	2 months	+ 2 months
Changes in rate of interest	2 months	+ 2 months

4. Taxes/fee/Utility bill which could be paid through portal: Payment of dues/installments
5. Services which could be offered based on electronic application: Online filing of application and documents

ANNEXURE-2.12

1. Name of the Department : **O/o the Divisional/Deputy Commissioner's**
2. Details of the services provided by deptt.

Services Offered	Services computerized	Services identified for computerisation	Services not identified for computerisation
1) Mutation & certified copies of Khatauni, Jamabandi, Khasra Girdawari	1) **Following certificates** • SC • OBC • Domicile • Birth • Death • Surviving Members • Solvency • Income • Handicap • Freedom Fighter • Non-Encumbrance • Nationality	1) Land Acquisition.	
2) Registration of documents	2) Registration & Solemnization of Marriages	2) Mutation & certified copies of Khatauni, Jamabandi, Khasra Girdawari	
3) **Following certificates** • SC • OBC • Domicile • Birth • Death • Surviving Members • Solvency • Income • Handicap • Freedom Fighter • Non-Encumbrance • Nationality	3) Right to Information to Citizens	3) Registration of documents	
4) Registration & Solemnization of Marriages	4) Prime Minister Rozgar Yojna		
5) Right to Information to Citizens	5) Swarn Jayanti Sahari Rozgar Yojna		
6) Public Grievance Monitoring System	6) Public Grievance Monitoring System		
7) Prime Minister Rozgar Yojna			

8)	Swarn Jayanti Sahari Rozgar Yojna			
9)	Land Acquisition			

3.

	Activity / work	Time frame for preparation of database	Time frame for linking activity dynamically to website
1)	Land Records Management Information System.	4 months	
2)	Computerisation of Sub Registrar Offices.	4 months	
3)	Computerisation of Land Acquisition.	6 months	
4)	**Following certificates** • SC • OBC • Domicile • Birth • Death • Surviving Members • Solvency • Income • Handicap • Freedom Fighter • Non-Encumbrance • Nationality	2 months	1 month
5)	Registration & Solemnization of Marriages	2 months	1 month
6)	Prime Minister Rozgar Yojna	2 months	2 month
7)	Swarn Jayanti Sahari Rozgar Yojna	2 months	2 month

4. Services, which could be offered, based on electronic application

5. Registration & Solemnization of Marriages
6. Various type of certificates (SC / OBC / Domicile / Birth / Death / Surviving Members / Solvency / Income / Handicap / Freedom Fighter / Non-Encumbrance / Nationality)
7. Right to Information to Citizens
8. Prime Minister Rozgar Yojna

ANNEXURE-2.13

1. Name of the Department/Agency: **Delhi Jal Board**

2. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
➢ Water Treatment and Supply ➢ Sewage Treatment and Disposal ➢ Sale of Manure ➢ Sale of Biogas	➢ Preparation of Water bills ➢ Preparation of development charges bill (partially)	➢ Bill collection for all services ➢ SCADA System for Water & Sewerage Sector ➢ Internet/IVRS complaint monitoring and tanker requisitions ➢ Tender, detail of works on Website	Process controls related to Water and Sewerage sector.

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Bill collection for all services	8-10 months	15 months
SCADA system for Water and Sewerage Sector	2-3 years	4 years
Internet/IVRS Complaint monitoring and tanker requisitions	8-10 months	12 months
Tenders, details of work on website	10-12 months	15 months

4. Successful Model: Bill Preparation

5. Taxes/fee/Utility bill which could be paid through portal: All bill payments

6. Services which could be offered based on electronic application: On line billing, On line payments, and Tanker Requistion. Tenders and details of work

2. Name of the Department/Agency: **Delhi Khadi & Village Industries Board**

3. Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Grant of loans for small and medium sectors		✓	

4. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Status of loan application	2 months	+ 2 months
Grant-in-Aid cases	2 months	+ 2months
Status of loan recovery	2 months	+ 2 months
List of defaulters	2 months	+ 2 months
Amount released as loan under various categories	2 months	+ 2 months
Changes in rate of interest	2 months	+ 2 months
Future schemes	2 months	-

5. Taxes/fee/Utility bill which could be paid through portal: Payment of dues/installments

6. Services which could be offered based on electronic application: Online filing of application and documents

1. Name of the Department/Agency: DPCC

2. Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Status of complaint against polluting units		✓	
Inspection conducted		✓	
Violations detected		✓	
Prosecution		✓	
Daily information of pollution level		✓	
NOC		✓	
Consent to establish and operate		✓	

3. Suggested Time Frame

Activities	Time Frame for development of application software/database	Time Frame for providing dynamic information on the activity of kits website
Status of complaint against polluting units	3 months	+ 3 months
Inspection conducted	3 months	+ 3 months
Violations detected	3 months	+ 3 months
Prosecution	3 months	+ 3 months
Daily information of pollution level	3 months	+ 3 months
NOC	3 months	+ 3 months
Consent to establish and operate	3 months	+ 3 months

7. Taxes/fee/Utility bill which could be paid through portal: Payment of dues/installments
8. Services which could be offered based on electronic application: Online filing of application and documents for NOCs

1. Name of the Department/Agency: DSIDC
2. Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Relocation – Allotment of plot – area allotted, payment to be made, status of allotment, status of payment – on line		✓	
Transfer of sheds/plots – on line Appl/Status		✓	
Refunds Status of appl.- on line		✓	
Payment for plot/sheds – Act status – on line		✓	
Defaulters- amount in default – on line		✓	
Allotment of plot/sheds Status of appl.		✓	
Information of vacant plots/sheds		✓	
Eligibility/policy of allotment		✓	
Projects – Physical –financial information		✓	
Complaint/Status of complaint – on line		✓	
Enquiries/Status of enquiry- on line		✓	

3. Suggested Time Frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Relocation – Allotment of plot – area allotted, payment to be made, status of allotment, status of payment – on line	3 months	+ 3 months
Transfer of sheds/plots – on line Appl/Status	3 months	+ 3 months
Refunds Status of appl.- on line	3 months	+ 3 months
Payment for plot/sheds – Act status – on line	3 months	+ 3 months
Defaulters- amount in default – on line	3 months	+ 3 months

Allotment of plot/sheds Status of appl.	3 months	+ 3 months
Information of vacant plots/sheds	3 months	+ 3 months
Eligibility/policy of allotment	3 months	+ 3 months
Projects – Physical –financial information	3 months	+ 3 months
Complaint/Status of complaint – on line	3 months	+ 3 months
Enquiries/Status of enquiry- on line	3 months	+ 3 months

9. Taxes/fee/Utility bill which could be paid through portal: Payment of dues/installments
10. Services which could be offered based on electronic application: Online filing of application and documents for various purposes

Annexure-2.17

4 Name of the Department/Agency: **DSSSB**

5 Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Vacancies notified and their status		✓	
Qualification for each vacancy with tentative date of examination		✓	
Information about Roll Nos. for examination		✓	
List of examination centres with Roll Nos. (Dynamic)		✓	
List of successful candidates with Roll No.		✓	
E-mailing result of examination to all candidates		✓	
Requisitions pending		✓	
Recruitment test plan			
NOCs granted for departmental recruitment			

6 Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Vacancies notified and their status	2 months	+ 2 months
Qualification for each vacancy with tentative date of examination	2 months	+2 months
Information about Roll Nos. for examination	2months	+ 2months
List of examination centres with Roll Nos. (Dynamic)	2 months	+ 2 Months
List of successful candidates with Roll No.	3 months	+ 3 months
E-mailing result of examination to all candidates	3 months	+ 3 months
Requisitions pending	1 months	+ 1 months
Recruitment test plan	4 months	+ 4 months
NOCs granted for departmental recruitment	4 months	+ 2 months

1. Name of the Department/Agency: **Delhi Transport Corporation**

2. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
➢ Issue of bus passes ➢ Fare collection ➢ Information through website ➢ Passenger information through electronic display board ➢ Automatic vehicle tracking system using GIS/GPS ➢ Automatic ticketing machine for interstate buses.	➢ Issue of bus passes ➢ Information through website	➢ Fare collection through smart cards ➢ Passenger Information through electronic display board. ➢ Automatic vehicle tracking system using GIS/GPS ➢ Automatic ticketing machine for interstate buses.	

3. Suggested Time frame

Activity	Time frame for Application software/Database	Time frame for providing dynamic information
Fare collection through smart cards	6 months	+ 12 months
Passenger information through Electronic Display Board.	6 months	+ 12 months
Automatic vehicle tracking system using GIS/GPS	6 months	+ 12 months
Automatic ticketing machine for interstate buses	6 months	+ 12 months

1. Name of the Department/Agency: DTTDC

2. Details of services provided by deptt.

Services Offered	Service computerized	Service identified for computerization	Service not identified for computerization
Package Tours – on line booking		✓	
Ticketing – on line booking		✓	
Travel Assistance – on line booking		✓	
Festival & Fairs – On line information		✓	
Booking Accommodation – on line Information		✓	
Catering – on line Information		✓	
Conducted Tours – on line information		✓	
Regn. of Agents/Hotels/Guides etc.		✓	
Registration for participation in fair /festivals – on line		✓	

3. Suggested Time Frame

Activity	Time frame for development of application software/Database	Time frame for providing dynamic information on the activity on kits website
Package Tours – on line booking	3 months	+ 3 moths
Ticketing – on line booking	3 months	+ 3 moths
Travel Assistance – on line booking	3 months	+ 3 moths
Festival & Fairs – On line information	3 months	+ 3 moths
Booking Accommodation – on line Information	3 months	+ 3 moths
Catering – on line Information	3 months	+ 3 moths
Conducted Tours – on line information	3 months	+ 3 moths
Regn. of Agents/Hotels/Guides etc.	3 months	+ 3 moths

Registration for participation in fair /festivals – on line	3 months	+ 3 moths

1.   Name of the Department/Agency: **Dte. of Economics & Statistics.**

2.   Details of services provided by Deptt.

SN	Service Offered	Service Computerized	Service identified for computerization	Service not identified for computerization
1.	Organizational Structure	✓		
2.	Translation of Birth, Death Certificates into English	✓		
3.	Annual report on Registration of Births & Deaths-in Delhi	✓		
4.	Classification of Employees in Delhi Govt., Autonomous Local Bodies.	✓		

5.	**Statistics:**
	    a) Prices of Essential Commodities.
	    b) Prices of Building Material.			

6.	Fourth Economics Census-1998	✓		
7.	Results of Population Census 2001		✓	
8.	State Income Estimates of Delhi	✓		
9.	Economic & Purpose Classification of the Budget Expenditure of Govt. of Delhi	✓		
10.	Delhi Statistical handbook	✓		
11.	Women & Men in India		✓	

12.	**Index:**
	    a) Index of Industrial Production of Delhi.
	    b) Consume Price Index number of Industrial workers in Delhi.
		✓		

13.	**Reports on Socio Economic Survey**	✓		
14.	**Other Publications**		✓	
15.	CITIZEN CHARTER (Registration of Births & Deaths)	✓		

3.

Activity/Work	Time frame for Preparation of database	Time frame for linking activity dynamically to website
All creativities mentioned in para 2 above	+ 4 months	Not Applicable

4.   Suggested model (Any good working model of other State/UT or County, which could be replicated): **Planning Commission**

Annexure-2.21

7 Name of the Department/Agency: **Education**

8 Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Details of schools zone/district-wise		✓	
Details of teachers zone/district-wise		✓	
Admission plan for schools		✓	
Enrollment of schools		✓	
Result Class-X and XII		✓	
Teacher-student ratio		✓	
Staff position/ vacancy statement		✓	
Construction projects		✓	
Scholarship scheme and beneficiaries			
Purchases monitoring/ tenders		✓	
Status of EC/information/ upgradation application		✓	
Status of grant-in-aid application		✓	
Calendar of events of the department		✓	
List of Private & Aided Schools in an area		✓	
Average fees in the school in the aided/ unaided schools		✓	

9 Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Details of schools zone/district-wise	2 months	+ 2 months
Details of teachers zone/district-wise	2 months	+2 months
Admission plan for schools	2months	+ 2months
Enrollment of schools	2 months	+ 2 Months
Result Class-X and	3 months	+ 3 months

XII		
Teacher-student ratio	3 months	+ 3 months
Staff position/ vacancy statement	1 months	+ 1 months
Construction projects	4 months	+ 4 months
Scholarship scheme and beneficiaries	4 months	+ 2 months
Purchases monitoring/ tenders	4 months	+ 2 months
Status of EC/information/ upgradation application	4 months	+ 2 months
Status of grant-in-aid application	4 months	+ 2 months
Calendar of events of the department	4 months	+ 2 months
List of Private & Aided Schools in an area	4 months	+ 2 months
Average fees in the school in the aided/ unaided schools	4 months	+ 2 months

10 Taxes/fee/Utility bill which could be paid through portal: Payment of fees in Public Schools

11 Services which could be offered based on electronic application: Grant of scholarships

Annexure-2.22

5. Name of the Department/Agency: **Educational Institutions of all departments**

6. Details of services provided by deptt//agency to IT Deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Courses offered-description of courses		✓	
Details of courses offered		✓	
Location of institution with map		✓	
Affiliation with CBSE/ University		✓	
Important dates		✓	
Admission schedule		✓	
Results of various examinations			
Qualifications for admission		✓	
Schedule of entrance exam		✓	
List of faculty members with qualification and photography (dynamic)		✓	
List of students (dynamic)		✓	
Telephone Nos./E-mail IDs		✓	
List of thesis subject-wise (the whole theses in pdf format could be placed on website (dynamic))		✓	

7. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Courses offered-description of courses	2 months	+ 2 months
Details of courses offered	2 months	+2 months
Location of institution with map	2months	+ 2months
Affiliation with CBSE/ University	2 months	+ 2 Months
Important dates	3 months	+ 3 months
Admission schedule	3 months	+ 3 months
Results of various examinations	1 months	+ 1 months
Qualifications for admission	4 months	+ 4 months
Schedule of entrance exam	4 months	+ 2 months
List of faculty members with qualification and photography (dynamic)		
List of students (dynamic)		
Telephone Nos./E-mail IDs		
List of thesis subject-wise (the whole theses in pdf format could be placed on website (dynamic))		

ANNEXURE-2.23

1 Name of the Department/Agency: **Employment**

2 Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Registration of job seekers		✓	
Renewal/amendment in registrations card		✓	
Sponsoring names		✓	
NCO-Code list indicating positions for which used		✓	
Display of positions vacant- Govt. & Non-Govt.		✓	
Daily wages sponsorship		✓	
Submissions pending		✓	
Vocational Courses-guidance		✓	

3 Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Registration of job seekers	2 months	+ 2 months
Renewal	2 months	+2 months
Sponsoring names	2months	+ 2months
NCO –Code Status in respect of sponsorships made for various positions and un-used NCO codes	2 months	+ 2 Months
Display of positions vacant- Govt. & Non-Govt.	3 months	+ 3 months
Daily wages sponsorship	3 months	+ 3 months
Submissions pending	1 months	+ 1 months
Employment Marketing Information	4 months	+ 4 months
Vocational Courses-guidance	4 months	+ 2 months

4 Successful Model: naukri.com could be useful
5 Services which could be offered based on electronic application: Registration
   Renewal
   Sponsorship for daily wagers & others
Note: The software prepared by M/s ET&T Ltd. could be got modified for expeditious work.

1.   Name of the Department/Agency: **Environment Department**

2.   Details of services provided by Deptt.

	Service Offered	Service Computerized	Service identified for computerization	Service not identified for computerization
1.	**Public Environmental Awareness and Other Activities.** a) Yamuna Safai Abhiyaan. b) Plastic Drive. c) Play Holi Naturally. d) Say no to crackers campaign.		✓	
2.	**Setting up of Eco Clubs in schools.** a) Details of Scheme. b) Eligibility Criteria.		✓	
3.	**Pollution disaster and hazardous waste management.** a) Organisation of Seminars/ Workshops.		✓	
4.	**Environmental Statistics various reports etc.**		✓	
5.	**Level of pollution on different important locations.**		✓	
6.	**Assistance to NGOs in the promotion, conservation and preservation of environment.** a) Objective. b) Applicability. c) Financial assistance. d) Selection procedure. e) Priority areas. f) Documents to attach. g) Format for submission of proposals for financial assistance to NGOs.		✓	
7.	**Details of Laws, Bye-laws, rules, regulations, instructions, manuals etc.**		✓	
8.	**Information on environmental and pollution control issues to the public.**		✓	

3.

S. No.	Activity/Work	Time frame for Preparation of database	Time frame for linking activity dynamically to website
1.	**Public Environmental Awareness and Other Activities.** a) Yamuna Safai Abhiyaan. b) Plastic Drive. c) Play Holi Naturally. d) Say no to crackers campaign.	+ 2 months	N.A.
2.	**Setting up of Eco Clubs in schools.** a) Details of Scheme. b) Eligibility Criteria.	+ 2 months	N.A.
3.	**Pollution disaster and hazardous waste management.** a) Organisation of Seminars/ Workshops.	+ 1 month	N.A.
4.	**Online Registration**	+ 3 months	+ 3 months
5.	**Environmental Statistics various reports etc.**	+ 2 months	N.A.
6.	**Level of pollution on different important locations.**	+ 3 months	+ 2 months
7.	**Assistance to NGOs in the promotion, conservation and preservation of environment.** a) Objective. b) Applicability. c) Financial assistance. d) Selection procedure. e) Priority areas. f) Documents to attach. g) Format for submission of proposals for financial assistance to NGOs.	+ 4 months	+ 4 months
8.	**Details of Laws, Bye-laws, rules, regulations, instructions, manuals etc.**	+ 1 month	+ 1 month
9.	**Information on environmental and pollution control issues to the public.**	+ 2 months	N.A.

4.   Services, which could be offered, based on electronic application.
▪ Setting up of Eco. Clubs in schools.
▪ Registration for seminar/workshop
▪ Registration of NGOs for Financial Assistance.

ANNEXURE-2.25

1. Name of the Department/Agency: **Deptt. of Excise, Entt. & Luxury Tax**
2. Details of services provided by department.

Service offered	Service computerized	Service identified for computerization	Service not identified
➢ Grant of liquor licenses ➢ Regulating the trade of liquor ➢ Revenue generation by recovering the excise duties and fees. ➢ Enforcement to check smuggling/sale of unauthorized/illicit liquor. ➢ Entertainment & Luxury Tax Collection	➢ Issuing of Treasury Receipt for revenue generation. ➢ Generation of Transport Permit ➢ Generation of Import Permit, Transport Permits, Import Permits. ➢ Entertainment & Luxury Tax Collection	➢ Bar coding of Transport Permits and Import Permits ➢ Online submission of Form 7 by Cinema halls. ➢ Luxury Tax ➢ Hotel Club & Restaurant	

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Online submission of Form 7 by cinema halls.	Three months	Three months.
Bar coding of Transport permits and Import permits.	In the pipeline	In the pipeline.
Luxury Tax	Three months	Three months
Hotel Club & Restaurant	Three months	Three months

4. Successful Model: Excise Management Information Systems.
6. Services which could be offered based on electronic application:

Application status.

ANNEXURE-2.26

1.   Name of the Department/Agency: **Food and Supplies**

2.   Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Preparation of Ration cards and further amendments in it.		Preparation of Ration cards and further amendments in it.	
Licensing under EC Act		- District-wise PDS data management - Database of licenses issued for wheat, rice, pulses and kerosene etc - Maintenance of registers of licenses - Maintenance of returns from licenses. - Maintenance of registers of daily wholesale and retail prices of selected essential items by M.I.cell . - PDS reporting as per existing MIS [The number of reports will be decided after finalisation of SRS]. - Commodity distribution management. - Ration / Entitlement card preparation - Interface with district offices - Dynamic web application for querying ration card status	

3.   Suggested Time frame

	Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
A	Preparation of Ration cards and further amendments in it.	CMC is working on it. Next 6 months	
	Dynamic web application for querying ration card status		+ 1 month after master database is ready
B	Database of licenses issued for wheat, rice, pulses and kerosene etc	These are the depended activities. + 6 months This is Parallel activity w.r.t. A	Limited access to website for licenses holders possible with in 1 month
	Maintenance of registers of licenses.		
	Maintenance of returns from licenses.		
C	District-wise PDS data management	These are the depended activities. 6 months is ok. Some of its activities will be depend of B	Not required as such, except stock of various commodities.
	PDS reporting as per existing MIS [The number of reports will be decided after finalisation of SRS].		
	Commodity distribution management.		
D	Ration / Entitlement card preparation Interface with district offices		

4. Services which could be offered based on electronic application:
   i. **Ration card modifications / preparations**
   ii. **Return of Licencees**

ANNEXURE-2.27

1. Name of the Department/Agency: **Finance Department**

2. Details of services provided by department:

Services offered	Services computerized	Services identified for computerization	Service not identified for computerization
➢ Approval/concurrence of financial proposals. ➢ Release of G.I.A. to local bodies and grantee institutions. ➢ Preparation of Budget/Estimates ➢ Allocation of additional funds to departments. ➢ Re-appropriation of funds ➢ Creation of posts ➢ Introduction of economy measures in govt. expenditure and enforcement thereof. ➢ Endorsement of Govt. of India orders to various departments.	➢ Movement of files between F.D. and various departments ➢ Movement of files within F.D. ➢ Computation of BE/RE and Modified allotment of funds.	➢ Compilation of BE/RE of GNCT of Delhi by seeking on line information, proposals/estimates from various departments and subordinate offices. ➢ Display of orders, instructions and delegation of financial powers on Network and on Web.	

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
1. Compilation of BE/RE of GNCT of Delhi by seeking on line information, proposals/estimates from various departments and subordinate offices.	+6 months	6 months
2. Display of orders, instructions and delegation of financial powers on Network and on Web.	+3 months	

4.   Name of the Department/Agency: **General Administration**

5.   Details of services provided by department.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
All Secretarial Services through http://delsect	File Monitoring System	Secretariat Knowledge Information Management System (SKIMS) an integrated system for Delhi Secretariat.	
	Location Monitoring System	Purchase and Supply of Stationary & Consumables	
	Visitors' Gate Pass System	Purchase and Issue of Non-consumables items	
	Complain Monitoring System	Vehicle Monitoring	
Purchase and Supply of Stationary & Consumables		✓	
Purchase and Issue of Non-consumables items		✓	
Vehicle Monitoring		✓	

6.   Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Secretariat Knowledge Information Management System (SKIMS) an integrated system for Delhi Secretariat.	3 Months (Just to replicate from AP where it is functional with customization)	Not required as such.

7.   Successful Model: **Smart-Gov earlier SKIMS (AP Govt.)**

8.   Services which could be offered based on electronic application:

    i.   Indent from departments for consumables items.

    ii. Booking of conference halls

    iii. Indent from departments for furniture etc. (non-consumable items)

ANNEXURE-2.29

1. Name of the Department/Agency: **Health & Family Welfare**

2. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Health/ Medical Care	Not yet. Only a few hospitals (GTBH, GBBH) have computerized some of their services like laboratory OPD etc. The rest of the hospitals would be computerized sooner.	Hospitals: OPD, General Inquiry, Admission, Laboratory, Radiology, quick access of public to physicians etc. Ultimately the hospitals would develop a "Hospital Information System" HIS by developing suitable application software, quick access to patient records	
Family Welfare		DHS: Data collection, compilation, analysis for projection, disease out__ predictions etc., geographical information system (GIS)	
Health Education		Purchase and materials management, accounts/budget/costing etc.	
Public Health		Education in health related issues on web.	
		Computerized library for physicians/public	
		Dynamic information on web.	

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Hospitals: OPD, General Inquiry, Admission, Laboratory, Radiology, quick access of public to physicians etc. Ultimately the hospitals would develop a "Hospital Information System" HIS by developing suitable application software, quick access to patient records	6 months	6 months
DHS: Data collection, compilation, analysis for projection, disease out__ predictions etc., geographical information system (GIS)	6 months	6 months
Purchase and materials management, accounts/budget/costing etc.	3 months	3 months
Education in health related issues on web.	3 months	3 months
Computerized library for physicians/public	6 months	6 months
Dynamic information on web.	3 months	3 months

ANNEXURE-2.30

6 Name of the Department/Agency: **Irrigation & Flood**

7 Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Position of various projects		✓	
Tenders awarded		✓	
De-silting of Nalas etc.		✓	
Cleaning of Yamuna		✓	
Utilization of mechanical equipment		✓	
List of enrolled contractors		✓	
Annual action plan monthly progress		✓	

8 Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Status of various projects in hand	2 months	+ 2 months
Tenders award procedure right from preparation of NIT till its award	2 months	+2 months
De-silting of Nalas etc.	2months	+ 2months
Cleaning of Yamuna	2 months	+ 2 Months
Utilization of mechanical equipment	3 months	+ 3 months
List of enrolled contractors	3 months	+ 3 months
Annual action plan monthly progress	1 months	+ 1 months

1. Name of the Department/Agency: **Deptt. of Industry**

2. Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
SSI Registration – on line Appl./documents/procedures Status of approval		✓	
Registration of firm/societies, booking of names		✓	
Hi-Tech Vocational Training Centre - Course offered eligibility/norms appl. form		✓	
Tool Room & Training Centre - Training programme/details, norms/admission eligibility		✓	
License – appl./status of appl. Eligibility/norms		✓	
Technical and financial support		✓	

3. Suggested Time Frame

Activity	Time frame for development of application software/database	Time Frame for providing dynamic information on the activity on kits website
SSI Registration – on line Appl./documents/procedures Status of approval	4 months	+ 4 months
Registration of firm/societies, booking of names	4 months	+ 4 months
Hi-Tech Vocational Training Centre - Course offered	4 months	+ 4 months

eligibility/norms appl. form		
Tool Room & Training Centre - Training programme/details, norms/admission eligibility	4 months	+ 4 months
License – appl./status of appl. Eligibility/norms	4 months	+ 4 months
Technical and financial support	4 months	+ 4 months

9 Services which could be offered based on electronic application:

Acceptance of various applications

ANNEXURE-2.32

1.   Name of the Department/Agency: **Land and Building**

2.   Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Land Acquisition	Nil		
Alternate plot for land acquired	Nil		

3.   Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Land Acquisition	6 months	6 months
Alternate plot for land acquired	3 months	3 months

ANNEXURE-2.33

1. Name of the Department/Agency: **Labour**

2. Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Redressal of complaints		✓	
Implementations of awards		✓	
Adjudication of cases		✓	
Conciliation of cases		✓	
Registration or Trade Union Act		✓	
Functioning of Holiday Homes and Welfare Centres for social functions		✓	
Registration for licencing and controlling places of amusement		✓	
Registration under Delhi Shops and Establishment Act		✓	

2. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Redressal of complaints	2 months	+ 2 months
Adjudication of cases- Dates fixed –status of case	3 months	+ 3 months
Implementations of awards-status	3 months	+ 3 months
Conciliation of cases-status	3 months	+ 3 Months
Registration of Trade Union –list of unions and office bearers their affiliation	3 months	+ 3 months
Holiday Home booking position and on line booking and Welfare Centres for social functions	2 months	+ 2 months
Registration for licensing and controlling places of amusement –list of registered units	3 months	+ 3 months
Registration under Delhi Shops and Establishment Act	3 months	+ 3 months

3. Taxes/fee/Utility bill which could be paid through portal: Registration fee for online registration; fine/penalty

4. Services which could be offered based on electronic application: Online registration under Shops and Establishment Act; On line booking of holiday homes.

Annexure-2.34

1 Name of the Department/Agency: **Law & Judicial**

2 Details of services provided by deptt..

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
List of Govt. Counsels		✓	
Lok Adalats-Programme		✓	
Status of references made by department		✓	
Appointment of Govt. Counsels		✓	

3 Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
List of Govt. Counsels	2 months	+ 2 months
Lok Adalats-Programme	2 months	+2 months
Status of references made by department	2months	+ 2months
Appointment of Govt. Counsels	2 months	+ 2 Months

4 Successful Model: naukri.com could be useful

2.   Name of the Department/Agency: **MCD**

3.   Details of services provided by agency

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Sanitation		Online information about births and deaths to MCD for issue of certificates.	
Birth/Death registration		Online renewal of municipal trade and factory licenses.	
Property Tax		Online Booking of community centers marriage halls etc	
Building Plan		Online payment of property taxes.	
Booking of Parks, etc		✓	

4.   Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Online information about births and deaths to MCD for issue of certificates.	+6 months	Inclusive
Online renewal of municipal trade and factory licenses.	+6 months	Inclusive
Online Booking of community centers marriage halls etc	+1 months	Inclusive
Online payment of property taxes.	+ 1Year	Inclusive
Info on garbage renewal	+ 1 Month	Inclusive

All above-mentioned activities are parallel; therefore maximum time to achieve all targets may not exceed more than a year. MCD should prepare the PERT charts for all projects.

5.   Successful Model: VOICE and Vishakhapatnam Municiple Corporation
6.   Taxes/fee/Utility bill which could be paid through portal: Property Tax and fee for Booking of Parks, Death and Birth Certificates
7.   Services, which could be offered, based on electronic application: Death and Birth Certificates, Booking of Parks, Renewal of Municipal Trade and Factory License.

1.   Name of the Department/Agency: **Planning Department**

2.   Details of services provided by Deptt./Agency to IT Deptt.

Service Offered	Service Computerized	Service identified for computerization	Service not identified for computerization
Plan Resources*			
[I] **Monthly Receipts**			
[A+B+C+D+E]	✓		
A) Tax Revenue	✓		
1. Stamp & Regd. Fees	✓		
2. State Excise	✓		
3. Sales Tax	✓		
4. Taxes on Motor Vehicle			
5. Other Taxes	✓		
	✓		
B) Non Tax Revenue	✓		
C) Capital Receipts	✓		
D) Small Saving Loans			
E) Central Assistance	✓		
	✓		
[II] **Expenditure [A+B]**			
A) Non Plan			
B) Plan			

Service Offered	Service Computerized	Service identified for computerization	Service not identified for computerization
Plan Monitoring			
[I] **Outlay & Expenditure*** a) Sector-wise b) Agency-wise c) Department-wise	✓ ✓		
[II] **Plan Document- 4 Volumes** a) Scheme-wise Write-up (Volume I & II) b) Scheme-wise (Financial) (Volume III) c) Scheme-wise (Ach. & Target) (Volume IV)			
Reports/Publications a) Economic Survey of Delhi b) Evaluation Study Reports c) Other Reports	✓ ✓ ✓		
Socio Economic Profile	✓		
Plan Appraisal	✓		
Budget of Delhi Govt. a) Budget Speech of FM b) Budget Highlights c) Budget at a Glance (Tables & Graphs)	✓ ✓ ✓		

Service Offered	Service Computerized	Service identified for computerization	Service not identified for computerization
Others a) Application Forms for various post in Planning/EDP Cadre b) Tender Notices	✓ ✓		

3.

Activity/Work	Time frame for Preparation of database	Time frame for linking activity dynamically to website
Outlay & Expenditure* a) Scheme-wise b) Major Plan Projects/Schemes	Already existing	+ 1 month

ANNEXURE-2.37

1. Name of the Department/Agency: **Principal Accounts Office**

2. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified
Payment of Pay & Allowances to employees and payment of other charges, through respective Drawing & Disbursing Officers	(i) The payment of salary to the employees of the deptts. Attached to PAO-X is through ECS mode. (ii) The payment function in PAO-X along with generation of reports is computerized using PAO-2000 Application software. The bugs, if any, are being removed.	The service is identified for computerization in the Pay & Accounts Organization in 10th Five Year Plan	__
Payment of pension and other retirement benefits to the pensioners.	Not Yet	The service is identified for computerization in the Pay & Accounts Organization in 10th Five Year Plan	__
Maintenance and settlement of GPF Accounts in respect of Delhi Govt. employees.	Not Yet	On-line view of GPF statement in respect of the preceding year by the subscribers shall be Web-enabled.	__
Redressal of grievance pertaining to payments, put-forth by employees/pensioners.	Not Yet	(i) The registration of complaints shall be web-enabled. (ii) The redressal shall be intimated through e-mail, if so desired by the complainant.	__

3. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
The payment of salary to all employees of Delhi Govt. shall be arranged by the PAO through ECS mode.	The software developed in house and is functional in PAO-X. The activity shall be completed by 31.3.2003.	Not applicable.
The payment function in Pay & Accounts Organization along with generation of reports shall be computerized using PAO-2000 application software.	The activity shall be completed by 31.3.2003.	Not applicable.
Payment of pension and other retirement benefits to the pensioners.	The processing of pension cases shall be done electronically and shall be web-enabled. This activity shall be completed	The activity shall be completed during 10th Five Year Plan.

	during 10th Five Year Plan.	
Maintenance and settlement of GPF Accounts in respect Delhi Govt. employees.	The application software is available. The activity shall be initiated and test run in PAO-X by 31.3.2003. The online viewing of GPF statements by the subscribers shall be web-enabled by the end of 10th Five Year Plan.	The activity shall be completed by the end of 10th Five Year Plan.
Redressal of grievances pertaining to payments, put-forth by employees/ pensioners.	The application software/website shall be developed by 31.3.2003 for the purposes of registration of complaints online.	This activity shall be completed by 31.3.2003.

4. Successful Model: The application software PAO-2000 developed by NIC for CGA is a template, which can be further worked upon for offering the services and completing the activities.

5. Services which could be offered based on electronic application: The Pay & Accounts Organization shall be networked and need based data inputs shall be made available to Planning/Finance Deptt. online basis.

1 Name of the Department/Agency: **PWD**

2 Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Position of various projects		✓	
Tenders award process right from NIT preparation till award		✓	
List of enrolled contractors		✓	
Quality control measures		✓	
Annual action plan monthly progress		✓	
Allotment of accommodation		✓	
Change of category of quarters		✓	
Fund release position		✓	
Expenditure reports		✓	
Clearance of PFC		✓	
Monitoring of physical and financial targets		✓	

3 Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Position of various projects	2 months	+ 2 months
Tenders awarded	2 months	+2 months
List of enrolled contractors	+ 3 months	+ 3 months
Quality control measures	+ 3 months	+2 months
Annual action plan monthly progress	+ 1 months	+ 1 months
Allotment of accommodation	+ 3 months	+2 months
Change of category of quarters	+ 3 months	+2 months
Fund release position	+ 3 months	+2 months
Expenditure reports	+ 3 months	+2 months
Clearance of PFC	+ 3 months	+2 months
Monitoring of physical and financial targets	+ 3 months	+2 months

4 Successful Model: **MAHA PWD – Maharastra Govt.**

7. Name of the Department/Agency: **Sales Tax**

8. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Registration of Dealers	✓		Online filing of return
Tax Collection	✓		Online payment of taxes
Assessment	✓		
Recovery of Taxes	✓		
Appeal cases	✓		

9. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Online filing of returns	+4 Months	+4 months
Online payment of tax	+4 Month	+4 months
Online preliminary Registration	+ 1 Months	+1 months
Checking of status of other dealers	+1 month	+1 months
Payment status	+1 month	+1 months

10. Successful Model: **None in India except online payment of tax in A.P.**

11. Taxes/fee/Utility bill which could be paid through portal:

   i. Tax (both central and local)

   ii. Additional demand

12. Services which could be offered based on electronic application:

   - Online prelim registration, where basic data of prospective dealer could be provided for necessary check / inspections of premises.

ANNEXURE-2.39

13. Name of the Department/Agency: **Sales Tax**

14. Details of services provided by department

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Registration of Dealers	✓		Online filing of return
Tax Collection	✓		Online payment of taxes
Assessment	✓		
Recovery of Taxes	✓		
Appeal cases	✓		

15. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Online filing of returns	+4 Months	+4 months
Online payment of tax	+4 Month	+4 months
Online preliminary Registration	+ 1 Months	+1 months
Checking of status of other dealers	+1 month	+1 months
Payment status	+1 month	+1 months

16. Successful Model: **None in India except online payment of tax in A.P.**

17. Taxes/fee/Utility bill which could be paid through portal:

   i. Tax (both central and local)

   ii. Additional demand

18. Services which could be offered based on electronic application:

   • Online prelim registration, where basic data of prospective dealer could be provided for necessary check / inspections of premises.

ANNEXURE-2.40

2. Name of the Department/Agency: **Services Department**

3. Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Cadre Management of staff: • IAS • DANICS • DASS		Creating data base for keeping complete service records of employees belonging to IAS/DANILCS/DASS/Steno Cadre of GNCT of Delhi.	
Training of manpower		Training details of employees	
Personnel Management		Past posting details	

4. Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on its website
Creating data base for keeping complete service records of employees belonging to IAS/DANILCS/DASS/Steno Cadre of GNCT of Delhi.	For IAS +1 Month DANICS + 3 Months DASS + 4 Months Steno + 2 Months Treat as independent activity.	Not required as such. Need Intranet for updating the officers' records as and when there is some modification by concerned department.
Past Training Details	+3 Months	Training slotting as done by Department of Personnel, Government of India.

5. Successful Model: Govt. of A.P., where complete database of 6 lakh employees is kept on one server and relevant fields are updated by Deptts where they are posted.

6. Services which could be offered based on electronic application:

   i) Training Slotting.

Annexure-2.41

5 Name of the Department/Agency: **Social Welfare**

6 Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Payment of old age pension		✓	
Missing children's list with their thumbs/ nail photos		✓	
Restoration of children to their family		✓	
Expenditure or financial assistance schemes etc.		✓	
Grant-in-Aid		✓	

7 Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Payment of old age pension	2 months	+ 2 months
Missing children's list with their thumbs/ nail photos	2 months	+2 months
Restoration of children to their family	2months	+ 2months
Expenditure or financial assistance schemes etc.	2 months	+ 2 Months
Grant-in-Aid	3 months	+ 3 months

Annexure-2.42

8   Name of the Department/Agency: **Transport**

9   Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
On line query about ownership of the vehicle		✓	
On line appointment for driving license preparation		✓	
On line request for vehicle registration and change in ownership		✓	
List of services officered by Transport Department		✓	
Pollution control/checking points		✓	
Vehicle inspected		✓	
License issued		✓	
Revenue earned		✓	
Enforcement activities		✓	
Departmental statistics on all activities		✓	

10   Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
On line query about ownership of the vehicle	2 months	+ 2 months
On line appointment for driving license preparation	2 months	+2 months
On line request for vehicle registration and change in ownership	2months	+ 2months
List of services officered by Transport Department	2 months	+ 2 Months
Pollution control/checking points	3 months	+ 3 months
Vehicle inspected	3 months	+ 3 months
License issued	1 months	+ 1 months
Revenue earned	4 months	+ 4 months
Enforcement activities	4 months	+ 2 months
Departmental statistics on all activities	4 months	+ 2 months

11   Successful Model: naukri.com could be useful

8.   Name of the Department/Agency: **UTCS**

9.   Details of services provided by deptt.

Service offered	Service computerized	Service identified for computerization	Service not identified for computerization
Calendar of Training		✓	
Requirements to attend a training		✓	
Facilities at UTCS		✓	
List of guest lecturers in the past for each Training course		✓	
List of Nominated officials for Training		✓	
Online training slotting		✓	
No. of persons trained in various courses year-wise		✓	

10.   Suggested Time frame

Activity	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
Calendar of Training	2 months	+ 2 months
Requirements to attend a training	2 months	+2 months
Facilities at UTCS	2months	+ 2months
List of guest lecturers in the past for each Training course	2 months	+ 2 Months
List of Nominated officials for Training	3 months	+ 3 months
Online training slotting	3 months	+ 3 months
No. of persons trained in various courses year-wise	1 months	+ 1 months

11.   Successful Model: naukri.com could be useful

ANNEXURE-2.44

1. Name of the Department/Agency: **Welfare of SC/ST/OBC/Minorities**
2. Details of services provided by Deptt.

	Service Offered	Service Computerized	Service identified for computerization	Service not identified for computerization
1	12. Structure of the Department. a) Organizational Chart.		✓	
2	**Free supply of Books and Stationary to SC/ST/OBC/Minorities students.** a) Eligibility Criteria. b) Quantum of assistance.		✓	
3	**Scholarship to meritorious SC/ST/ OBC/Minorities students.** a) Eligibility Criteria. b) Classes covered. c) Rate of scholarship for different classes students per month/year. d) Income criteria of family. e) Application form.		✓	
4	**Vocational and Technical scholarship to SC/ST/OBC/Minorities.** a) Eligibility Criteria. b) List of various course in different ITI. c) Rate of scholarship for day scholar/hostel scholar per month/ year.		✓	
5	**Reimbursement of tuition fee to SC/ST/OBC/Minorities students.** a) Eligibility Criteria. b) List of Polytechnic. c) Amount of tuition fee to be reimbursed. d) Income criteria of family. e) Application form.		✓	
6	**Hostels for SC/ST Boys & Girls.** a) Eligibility criteria for admission in hostels. b) Location of hostels. c) Intake capacity of hostels. d) Facilities in the hostels. e) Fee charge if applicable.		✓	

	Service Offered	Service Computerized	Service identified for computerization	Service not identified for computerization
7	**Pre-examination coaching for SC/ST.** a) Eligibility criteria for admission in pre examination coaching and entrance examination etc. b) Pre examination coaching provided for competitive examination. c) Name of institution providing coaching for examinations. d) Procedure for admission. e) Application form. f) Fee and stipend.		✓	
8	**Dr. B. R. Ambedkar State Awared for the toppers amongst SC/ST/OBC/ Minorities students.** a) Eligibility criteria. b) Amount of award. c) Procedure for collection of application from the toppers. d) Name of the inistitutions.		✓	
9	**Book bank in engineering/medical/ agricultural institutions for SC/ST Students.** a) Students of which institution covered under the scheme. b) Set of books cost provided to each students. 0		✓	
10	**Grant-in aid to Voluntary Organization.** a) Eligibility criteria. b) Purpose for which grant in aid provided. c) Approved guidelines for considering proposals for GIA. d) Application form for applying GIA. e) Required documents.		✓	
11	**Financial assistance to poor widows for performing marriage of their daughter and orphan girls for their marriage.** a) Eligibility criteria. b) Application form. c) Quantum of assistance. d) Methodology to implement the programme. e) Recommendation of MLAs/MPs. f) Physical Target		✓	

	Service Offered	Service Computerized	Service identified for computerization	Service not identified for computerization
12	**Financial assistance on birth of girl child to economically weaker SC/ST.** a) Eligibility criteria. b) Application form. c) Methodology to implement the programme. d) Quantum to assistance. e) Target of No. of beneficiaries		✓	
13	**Housing subsidy to SCs for urban/rural areas.** a) eligibility criteria. b) Quantum of assistance. c) No. of instalment in which assistance is being released. d) Income criteria.		✓	
14	**Dr. Ambedkar Ratna Award.** a) Amount of award. b) Area in which pioneering work done. c) Selection committee.		✓	
15	**Improvement of SC Basties.** a) Criteria for SC Basties. b) Executing agencies. c) Nature of Work done Basiwise d) Details of Expenditure incurred Bastiwise and workwise		✓	
16	**Details of Centrally sponsored scheme.**		✓	
17	**Details of SCP Schemes and Amount of SCP Received**		✓	
18	**Statistics and Reports.**		✓	

3. Suggested Time frame

	Service Offered	Time frame for development of Application software/Database	Time frame for providing dynamic information on the activity on kits website
1	4. Structure of the Department. b) Organizational Chart.	2 months	+ 2 months
2	**Free supply of Books and Stationary to SC/ST/OBC/Minorities students.** c) Eligibility Criteria. d) Quantum of assistance.	2 months	+2 months
3	**Scholarship to meritorious SC/ST/ OBC/Minorities students.** f) Eligibility Criteria. g) Classes covered. h) Rate of scholarship for different classes students per month/year. i) Income criteria of family. j) Application form.	2months	+ 2months

4	**Vocational and Technical scholarship to SC/ST/OBC/Minorities.**
	    d) Eligibility Criteria.
	    e) List of various course in different ITI.
	    f) Rate of scholarship for day scholar/hostel scholar per month/ year.
		2 months	+ 2 Months

5	**Reimbursement of tuition fee to SC/ST/OBC/Minorities students.**
	    f) Eligibility Criteria.
	    g) List of Polytechnic.
	    h) Amount of tuition fee to be reimbursed.
	    i) Income criteria of family.
	    j) Application form.
		3 months	+ 3 months

6	**Hostels for SC/ST Boys & Girls.**
	    f) Eligibility criteria for admission in hostels.
	    g) Location of hostels.
	    h) Intake capacity of hostels.
	    i) Facilities in the hostels.
	    j) Fee charge if applicable.
		3 months	+ 3 months

7	**Pre-examination coaching for SC/ST.**
	    g) Eligibility criteria for admission in pre examination coaching and entrance examination etc.
	    h) Pre examination coaching provided for competitive examination.
	    i) Name of institution providing coaching for examinations.
	    j) Procedure for admission.
	    k) Application form.
	    l) Fee and stipend.
		1 months	+ 1 months

8	**Dr. B. R. Ambedkar State Awared for the toppers amongst SC/ST/OBC/ Minorities students.**
	    e) Eligibility criteria.
	    f) Amount of award.
	    g) Procedure for collection of application from the toppers.
	    h) Name of the inistitutions.
		4 months	+ 4 months

9	**Book bank in engineering/medical/ agricultural institutions for SC/ST Students.**
	    c) Students of which institution covered under the scheme.
	    d) Set of books cost provided to each students. 0
		4 months	+ 2 months

10	**Grant-in aid to Voluntary Organization.**
	    f) Eligibility criteria.
	    g) Purpose for which grant in aid provided.
	    h) Approved guidelines for considering proposals for GIA.
	    i) Application form for applying GIA.
	    j) Required documents.
		4 months	+ 2 months

11	**Financial assistance to poor widows for performing marriage of their daughter and orphan girls for their marriage.** g) Eligibility criteria. h) Application form. i) Quantum of assistance. j) Methodology to implement the programme. k) Recommendation of MLAs/MPs. l) Physical Target	4 months	+ 2 months
12	**Financial assistance on birth of girl child to economically weaker SC/ST.** f) Eligibility criteria. g) Application form. h) Methodology to implement the programme. i) Quantum to assistance. j) Target of No. of beneficiaries	4 months	+ 2 months
13	**Housing subsidy to SCs for urban/rural areas.** e) eligibility criteria. f) Quantum of assistance. g) No. of instalment in which assistance is being released. h) Income criteria.	4 months	+ 2 months
14	**Dr. Ambedkar Ratna Award.** d) Amount of award. e) Area in which pioneering work done. f) Selection committee.	4 months	+ 2 months
15	**Improvement of SC Basties.** e) Criteria for SC Basties. f) Executing agencies. g) Nature of Work done Basiwise h) Details of Expenditure incurred Bastiwise and workwise	4 months	+ 2 months
16	**Details of Centrally sponsored scheme.**	4 months	+ 2 months
17	**Details of SCP Schemes and Amount of SCP Received**	4 months	+ 2 months
18	**Statistics and Reports.**	4 months	+ 2 months