

GOVERNMENT OF ANDHRA PRADESH ABSTRACT

I. T. & C. – Re-designating Director, e-Seva, under the administrative control of IT&C as Director, Electronically Deliverable Services (EDS) and according the status of a separate Directorate as one of the Heads of the Department and appointing Deputy Director (Admin) as Drawing & Distributing Officer for Director, EDS – Orders – Issued.

INFORMATION TECHNOLOGY & COMMUNICATIONS DEPARTMENT

G.O.Ms.No. 9,

Dt: 27-02-2004

Read the following:

1. G.O.Ms.No.169, Finance & Planning (Plg. IT&C) Dept., dt: 03-11-1999
2. G.O.Ms.No.3, IT&C Dept., Dated: 18.01.2001
3. G.O.Ms.No.44, IT&C Dept., Dated: 15.10.2001
4. G.O.Ms.No.17, IT&C Dept., Dated: 09.05.2002
5. G.O.Ms.No.1, IT&C Dept., Dated: 15.01.2003
6. Record of discussions with Government on 25-04-2003.
7. G.O.Ms.No.9, IT&C Dept., Dated: 17.06.2003
8. G.O.Ms.No.499, Finance (SMPC) Dept., Dated: 21.11.2003
9. G.O.Ms.No.24, IT&C Dept., Dated: 02.12.2003

ORDER:

1. Government Vide G.O. 1st read above accorded administrative sanction for implementation of TWINS on a pilot basis with the primary objective of providing various citizen services in an integrated, speedy and transparent manner.
2. Certain cadre strength was sanctioned in the G. O. 2nd read above to assist the Project Director, TWINS in overseeing the extension of activities of TWINS project in different locations. In the G. O. 3rd read above, Government have decided to extend the scope of the project and thus the concept in the twin cities and to the other parts of the State. TWINS was renamed as e-Seva as it is found appropriate.
3. In the G.O. 4th read above, Government ordered for replication of eSeva initially in 48 Municipalities with 100 centers and subsequently vide G.O. 7th read above, in all the 116 municipalities with 229 eSeva centers in the State.
4. Government designated Joint Collectors of 21 districts (except Hyderabad & Ranga Reddy) as Additional Directors of eSeva Vide G.O. 5th read above to ensure better co-ordination and smooth implementation.

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5. As the project is expanding to all the districts, Government accorded sanction for the eSeva Organization Structure in 21 districts (Excepting Hyderabad and Ranga Reddy districts) consisting of Joint Collector as the Additional Director of eSeva assisted by one Administrative Officer in the cadre of Deputy Tahsildar, District information Officer, two Data Entry Operators and other Class-IV employees.
6. In the G.O. 9th read above, as Government in the process of promoting e-Governance decided to undertake certain other citizen service oriented projects viz., APOnline, e-Procurement, CARD, i-Community etc. and several of these initiatives are taken-up in parallel, it has been decided to evolve a comprehensive and generic policy that permits rapid growth of electronic delivery of services.
7. In rolling out the process of projects to the districts it is essential that all the projects shall be brought under one roof and create separate Directorate to administer the policy.
8. Government basing on the thorough review and experience gained in implementation of e-Seva, AP Portal and other web based electronic service delivery points / outlets decided to have EDS policy. The need for issuing a policy on Electronically Deliverable Services is prompted by the following reasons:
 - a. Ensuring that all EDS channels are operated in an organized way ultimately to sub-serve the convenience of the citizen.
 - b. Promoting and encouraging technologies and business models that are scalable, secure, cost-effective and sustainable besides ensuring interoperability and data integrity.
 - c. Identify appropriate business models with specific reference and Return on Investment (ROI) to the citizen, the business partner and the Government.
 - d. In G2C services involving payments and certifications, Government authorities are to be designated to evoke trust and confidence among the customers. Every such service shall invariably under the overall ambit of administrative, legal and accounting policy adopted or evolved suitably to ensure accountability at each level.
 - e. Director (EDS) will administer the policy bringing all services under the single umbrella.

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- f. All departments and agencies of the government shall evolve an appropriate strategy for electronic delivery using this framework as an integral part of their planning process and support the broad Government policies on universal access, modernization and social inclusion.
 - g. Unify Gateway is being put in place to be administered by an identified agency to ensure that all State Government as well as Private agencies will be integrated.
9. The **responsibilities** of HOD will be:
- a. Coordinate with eSeva and APOne for providing better citizen services in an integrated manner through suitable technical and commercial arrangements.
 - b. Updating EDS in accordance with the emerging technologies and channels and providing interfaces for backward integration.
 - c. Establishing more efficient, cost effective which are **e-government Gateway** prescribing standards to all service providers to interact with the backend databases and applications of various government departments and agencies. The gateway will support PKI (Public Key Infrastructure), access control, secure electronic payments besides access to core databases like citizen and land records data.
 - d. Identify services and prepare guidelines enabling service delivery through electronic service channels.
10. Government, after careful examination, hereby re-designates Director, e-Seva as Director, Electronically Deliverable Services and also order to bring all Electronically Deliverable Channels under single umbrella for better implementation and coordination.
11. Government also declare **Director, EDS as a separate Directorate as any Head of the Department** for all administrative purposes to ensure smooth implementation and better co-ordination with the district level administration under the administrative control of Information Technology & Communications Department at Secretariat level.

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12. Government also appoint the Deputy Director (Administration) of Directorate of EDS as **Drawing and Disbursing Officer (D.D.O)** for Directorate of EDS.
13. Budget allocation for the newly created directorate will be issued separately.
14. This order is issued with the concurrence of Finance department vide their U. O. No. 3383/407/TFR/03 dated 07.06.2003.
15. Copy of this order is also available at www.aponline.gov.in and at www.ap-it.com.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

J C MOHANTY
PRINCIPAL SECRETARY TO GOVERNMENT

To

The Director, eSeva, Road No.7, Banjara Hills, Hyderabad
The Secretary, Finance (TFR) Department
The Accountant General (Audit), A.P., Hyderabad
The Accountant General (A&E), A.P., Hyderabad
The Resident Audit Officer, A.P. Secretariat, Hyderabad
The Pay & Accounts Officer, Hyderabad
The Joint Director & D.D.O., IT & C Department
The Dy. Pay & Accounts Officer, Secretariat Branch, Hyderabad
The G.A. (GPM&AR) Department, A.P. Secretariat, Hyderabad

Copy to:

All Secretariat Departments
All Heads of Department
The Chief Minister's Office
The Finance (EBS-II) Department
The P.S. to Prl. Secretary to Govt. , IT & C Dept.
SF/SC

//FORWARDED BY ORDER//

SECTION OFFICER