

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Extension of TWINS to 18 centers all over the twin cities – Manpower required to run the counters – outsourcing – orders issued

Information Technology & Communications Department

G.O.Ms.No. 28

Dated: 01.05.2001

Read the following:

1. G.O.Ms.No. 6, IT&C Department dtd. 21.6.2000
2. Record of discussions held on 4.10.2000 with the Chief Secretary
3. Proposal of M.D., APTS Ltd. dated 02.03.2001.

ORDER:

1. In the order first read above, Government sanctioned a comprehensive scheme of extension of the TWINS project to 24 Integrated Citizen Service Centers (ICSCs) in the twin cities to be implemented on a Build-Own-Operate and Transfer (BOOT) basis.
2. The TWINS project is designed to provide integrated services to the citizens like receipt of utility bill and tax payments, issue of permits and licenses, certificates, providing information, forms etc., besides extending certain business-to-consumer services in the areas of banking, insurance etc. In the pilot phase the activities of TWINS cover 19 services pertaining to 7 departments. The Director, TWINS has undertaken the project in 18 locations and is covering in all-25 Government-to-Citizen services and 7 Business-to- Citizen services initially.
3. The Director, TWINS was requested in the reference 1st read above to assess the accurate requirement of counter operators and draw them from the participating departments and agencies on a pro-rata basis. It was further stipulated that the salaries and allowances of such of the staff deputed should be paid by the respective parent organizations.
4. The Director, TWINS accordingly communicated the requirement of Officers and staff to the participating departments/agencies. Some of the participating departments expressed their inability to depute staff and offered to pay if the staff required is outsourced. As the full requirement of TWINS could not be met by the participating departments and agencies, it was decided that the Director, TWINS might engage the required balance number of operators on a contract basis and that the respective participating Departments / Organizations will bear the cost thereof. The Director was also directed to explore the possibility of meeting the requirement from the surplus pool of Finance Department so as to minimize the need for outsourcing. The Director, TWINS reported that out of the 150 counters to be operated in the proposed 18 locations

he could obtain persons from various participating departments/agencies and also from the surplus pool of the Finance Department for managing 50 counters only leaving a gap for manning 100 counters. Keeping the above in view, Government have decided to outsource maintenance of 100 counters / terminals. The Tender Committee constituted under the Chairmanship of the Managing Director, APTS Ltd. for the TWINS project, recommended to the Government for outsourcing the maintenance of 100 terminals to the two bidders viz., M/s Jyothi Computer Services and M/s Ram Informatics Ltd at the rate of Rs. 4,800/- per counter per month.

5. After careful consideration of the matter, Government hereby permit Director, TWINS to outsource the manpower required for operating 100 TWINS counters / terminals to M/s Ram Informatics and M/s Jyothi Computers at the rate of Rs. 4,800/- per counter per month. Actual terms and conditions for the entrustment of the work will be specified by the Director, TWINS while entering into an agreement with the above vendors. The Director, TWINS shall also apportion the financial commitment on this count to the various participating departments/agencies on a pro-rata basis under intimation to the Government. The Director, TWINS will meet the incidental expenses if any, in this regard from the following head of account:

- 3451 - Secretariat Economic Services
- MH090 - Secretariat
- SH (22) - IT&C Department
- 330 - Payment for professional & special services

6. This order issues with the concurrence of Finance & Planning (Fin. Wing) Department vide C.No. 2292/PFS/2001 dated 25.4.2001.

7. A Copy of this is also available in www.ap-it.com or apts@gov.in/apgos

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

J. SATYANARAYANA
SECRETARY TO GOVERNMENT

To

The Project Director, TWINS Project, Hyderabad.
The Chief Commissioner of Land Administration, Hyderabad
The Commissioner, MCH
The MD, HMWS & SB, Hyderabad
The CMD, APTRANSCO
The Regional Passport Officer, Hyderabad
The Department of Telecommunications

The Accountant General (Audit), A.P., Hyderabad
The Accountant General (A&E), A.P., Hyderabad
The Director of Treasuries and Accounts, Hyderabad
The Pay and Accounts Officer, Hyderabad
The Deputy P.A.O., Secretariat Branch, Hyderabad
The Collector & District Magistrate, Hyderabad
M/s Ram Informatics Ltd, Hyderabad
M/s Jyothi Computer Services, Hyderabad

Copy to:

The Gen. Admn. (Cabinet) Department
The Fin. & Plg. (FW-BG/BE/EBS.2) Department
S.F./Spare

// FORWARDED BY ORDER//
SECTION OFFER