

Government of Andhra Pradesh

ABSTRACT

TWINS–Provision of Integrated Citizen Services - Extension of the pilot project to 24 Integrated Citizen Services in Twin Cities – Implementation on BOOT basis – Orders – Issued.

Information Technology and Communications Department

G.O. MS. No. 6

Dated: 21.6.2000

Read the following:

1. G.O.Rt.No.532, Finance & Planning (Plg. Tech) Department, Dt. 23.7.98
2. G.O.MS.No.169, Finance & Planning (Plg. IT&C) Department, Dt.3.11.99
3. Record of discussions held on 16-04-2000 at 6.16 pm with the C.M.
4. Record of discussions held on 28-04-2000 with the C.M.

ORDER:

With a view to provide to the citizens of the TWIN cities of Hyderabad and Secunderabad certain selected services and information of Departments and Agencies of State and Central Governments in an efficient, reliable, transparent and integrated manner on a sustained basis, the Government established a pilot project called TWINS in pursuance of the orders first read above. The pilot project was inaugurated on 3.12.99 to cater to the citizens of ward no.8 of MCH, by providing 18 services pertaining to 6 Departments and agencies viz. Metro Water works, R.T.A, APTRANSCO, MCH, Registration & Stamps and MPHS. The service relating to the reservations for A.P.S.R.T.C was started from 17.4.2000. After careful evaluation of the results of the pilot project and after detailed and elaborate discussions at various levels, the Government decided to extend these facilities to the entire TWIN Cities of Hyderabad and Secunderabad by replicating the TWINS model duly overcoming the limitations noticed during the pilot phase. The salient features of this proposal are given below:

- a. The TWINS operations will be extended to the 24 new locations identified by Director TWINS, in consultation with the respective departments and agencies.
- b. The implementation/operation of the 24 centres will be entrusted to entrepreneurs identified on 2 stage bidding process. Two entrepreneurs will be identified for generation of the required competition and the adjacent locations will be entrusted to two different operators so that the citizen can have the option to go to the operator providing better service.
- c. The 2 entrepreneurs will be identified through an open competitive bidding process based on the pre-qualification limits and also on the technical elegance of the solution proposed, organizational and financial strength and cost effectiveness of the solution suggested.

- d. The solution should provide for Internet based services and ensure complete security of data in storage and transmission.
- e. The project will be implemented on Build Own, Operate and Transfer basis (BOOT) for a three-year operation period, in order to enhance the scope for providing better citizen services.
- f. The two entrepreneurs selected will establish the required hardware, software and networking facilities and manage the systems for 3 years from the date of acceptance. They will also train the personnel drawn from different departments on pro-rata basis to run the counters on a 2-shift basis on all the working days.
- g. Allocation of sites, site-preparation and establishing required furniture will be the responsibility of the State Government.
- h. The ICSC's will provide additional services like telephone bills, reservations for Railways and TTD and filing of passport applications in addition to the services already being undertaken at TWINS Pilot project at Banjara Hills Road No. 7.

2. After careful consideration of the matter, the following orders are issued for implementation of TWINS project to provide integrated citizen services in the twin cities.

- i. The concept of providing integrated services to the citizens, established through the TWINS pilot project, shall be extended to cover all parts of twin cities. 24 Integrated Citizen Service Centres (ICSC's) shall be established at the places identified by the Director, TWINS. The G2C services will be provided across the counters by employees drawn from participating departments and agencies of the Government.
- ii. Citizen Services to be covered: In addition to the existing 18 services from six departments, being provided at the pilot project, additional services shall also be provided at the ICSC's , namely, registration of complaints relating to various departments, payment of telephone bills, receipt of passport applications, bookings for Railways and TTD and any other services in the Government-to-Citizen area , besides private citizen services in the areas like banking, insurance, healthcare, education, cellular phone bill payments and other services with the prior approval of the Director TWINS.
- iii. Implementation model:
 - a. The project shall be implemented on a BOOT model for a period of three years. Two entrepreneurs will be selected as implementation agencies, through an open competitive bidding process, to generate a healthy competition to provide better services to the citizens.
 - b. The responsibility of the operators includes design, development and implementation of an end-to-end solution for providing specified multiple citizen services. More specifically, the operators shall be responsible for hardware, software and networking.

- c. The operator shall be paid service charges on a monthly basis depending upon the number of G2C transactions at all the counters entrusted to him. The service charges per transaction shall be arrived at through the competitive bidding process. The operator will be free to fix suitable service charges for the B2C services and other private services provided by him at the counters or through a portal developed and maintained by him.
 - d. The Government will facilitate provision of suitable space at the ICSC's to the operator to enable him to provide such B2C services.
 - e. The operator will also be permitted to derive revenues from advertising on the website or on the receipts issued to the citizen's at the ICSC's.
- iv. The solution provided by the operators shall adopt open, scalable architecture and should conform to international standards in all aspects of hardware, software and networking. It should be Internet and WAP enabled.
 - v. The two operators shall be selected through a two-stage bidding process based on the pre-qualification criteria and also on the technical and organizational strengths and cost effectiveness of the solution proposed.
 - vi. The organizations and departments, to whom the sites mentioned in the Annexure belong, shall permit the Director TWINS to undertake site preparation as may be required. The Director TWINS shall ensure that the ongoing operations at the sites are not disturbed, while taking up the improvements, to the maximum extent possible.
 - vii. The Director TWINS shall fix up the service charges per transaction for different categories of transactions in consultation with respective departments and agencies, after the finalization of the bidding process. Service charges shall be collected from the respective departments or agencies in accordance with such rates, based on the number of transactions, through deduction at source. The departments and agencies concerned are requested to issue suitable orders in this regard at the appropriate time.
 - viii. The operation of 24 centres on a two-shift basis requires about 500 operators approximately. The Director TWINS shall assess the accurate requirement and communicate the number of operators to be deputed by each participating department and agency on a pro rata basis. The department or agency shall depute required number of the operators to the TWINS project. The salaries and allowances of such deputed staff shall be paid by the respective parent organizations.
 - ix. Sanction is accorded to Director TWINS to undertake improvements or constructions required at the 24 places where the TWINS centres are proposed to be located, at a cost of Rs 258 Lakhs. The expenditure shall be debited to the head of account:

3451- Secretariat Economic Services
 MH 102- District Planning Machinery schemes included in the plan
 SH (07)- Strengthening of Information & Communications System for
 Planning and plan formulation
 190 - Machinery and Equipment

191 - Purchases

- x. APIIC will undertake the work relating to site preparation as per the functional requirement to be specified by Director TWINS.
- xi. AP Technology Services Ltd shall manage the bid.
- xii. The following Committee is constituted to evaluate the tenders and make final recommendations to Director TWINS in the selection of the Operators and the rates per transaction to be paid to the operator through the bidding process.

Managing Director APTS	Chairman
Representative of IT&C department	Member
Representative of Finance dept	Member
Representatives of participating depts.	Members
Director TWINS	Member-Convenor.

- xiii. The overall responsibility of coordinating with the various departments and of implementing the project will be that of Director, TWINS. Keeping in view the fact that the project is of extreme complexity, but, at the same time, is of very high public importance and significance, all the participating departments and agencies are requested to take special interest in the implementation of the project, in full coordination with the Director TWINS.

3.This order issues with the concurrence of Finance Department vide their UO no.22350/316/A2/EBS.II/2000, Dt. 21-06-2000.

4. Copy of this order is also available on the Internet and can be accessed at the address-
<http://apts.gov.in/apgos>

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

J.SATYANARAYANA
SECRETARY TO GOVERNMENT

To
All the departments of Secretariat and all the participating agencies
Regional Passport office
CGM Telecom
General Manager South Central Railway

//FORWARDED BY ORDER//
SECTION OFFICER