

GOVERNMENT OF ANDHRA PRADESH

A B S T R A C T

e-Government - Policy On Electronic Service Delivery (ESD) – Orders – Issued.

INFORMATION TECHNOLOGY & COMMUNICATIONS DEPARTMENT

Portal Section

e-G.O.Ms. 85

26/05/2003

Dated:

ORDER:

The Government of Andhra Pradesh has undertaken a number of e-Government projects like e-Seva, APOne, e-Procurement, CARD, i-Community etc. The Government has also developed a blueprint for electronic delivery of services to citizens on a large scale. Because of the fact that several of these initiatives are taken-up in parallel, there is an apparent overlap affecting the pace of implementation. It is desirable to evolve a comprehensive and generic policy that permits rapid growth of electronic delivery of services.

2. The need for issuing a policy on Electronic Service Delivery is prompted by the following reasons:
 - (a) There are several technology options for electronic delivery. Examples are service centers like e-Seva, AP portal, sponsored by the Government and others like Web Stores and Internet Kiosks, banks, post offices besides the computerized departmental outlets. There is need for ensuring that all these channels are operated in an organized way ultimately to sub-serve the convenience of the citizen.
 - (b) Corresponding to the several technology options, there are several business models with varying cost-benefit and ROI (Return on Investment) to the citizen, to the entrepreneur and to the Govt.
 - (c) There is a need for promoting and encouraging technologies and business models that are scaleable, secure, cost-effective and sustainable besides ensuring inter-operability and data integrity.
 - (d) With the advancement of technology, newer and possibly more cost-effective solutions may emerge. However, in an era where citizen services are being offered on a Public Private Partnership (PPP) model, the introduction of newer channels should not be at the cost

of the earlier partners, as such a situation would discourage investments under PPP model.

- (e) Most of the G2C services involve payments and certifications. Unless there is an authority of the Government, the delivery channels would not evoke the trust and confidence of the customers. Besides this, the departments and agencies of the Government concerned with providing the service will not have confidence in variety of new channels and delivery points, unless the same is in the overall ambit of accountancy policy.

3. **Policy on Electronic Service Delivery (ESD):** In the light of the foregoing, the following policy on ESD is approved by the Govt.

- i) The policy will be administered by a Director acting as a single umbrella organization for all channels of electronic delivery of services.
- ii) All the departments and agencies of the government shall evolve an appropriate strategy for electronic delivery using this framework. This should form an integral part of their planning process and should support the wider government policies on universal access, modernization and social inclusion.
- iii) To the above extent, the departments should examine the desirability of including it as a performance indicator.

4. **Alternative Delivery Channels:-** While there is need to promote as many delivery channels as technically feasible, it is necessary to promote them in a coherent, harmonious and mutually beneficial manner. The following guidelines are issued in this regard:-

- i) If new and more efficient, cost-effective delivery channels emerge in future, the policy would be suitably amended, providing interfaces for backward integration.
- ii) The government will establish a standards-based **e-government Gateway** that will enable the various service providers to interact with the backend databases and applications of various government departments and agencies and provide cost-effective services to the citizens and businesses. The gateway will support PKI (Public Key Infrastructure), access control, secure electronic payments besides access to core databases like citizen and land records data.
- iii) All the delivery points and channels are not suitable for delivering all the services. Services involving checking of documents, issue of certificates, licenses needing authentication etc., can be done at departmental outlets and/or e-Seva centers.

- iv) An effort will be made to provide services in integrated manner through suitable technological and commercial arrangements between eSeva and AP Online within a period of 6 months. APonline will be a single-stop access point to all the electronic services of the Government.
- v) The following table indicates the nature of services that can be handled at different categories of outlets and revolving security deposit to be insisted in respect of delivery points authorized to collect on behalf of the Govt. departments/agencies.

Service Delivery Point	Services Delivered	Financial Status	Security Deposit
eSeva Centers	<ul style="list-style-type: none"> • Information • All payments to Government departments/ agencies • Submission of Forms • Tax Returns • Certificates/licenses • Reservation of travel tickets 	Not required as the eSeva project is managed by Govt	
Category A Webstores (Situated in Dist. HQs)	<ul style="list-style-type: none"> • Information • All payments to Government • Form submission • Tax Returns • B2C services • Reservation of travel tickets 	To be sponsored by a Group with turnover of over Rs 20 crores p.a	<ul style="list-style-type: none"> • Revolving Deposit of Rs 20,000 per counter
Category B Webstores	<ul style="list-style-type: none"> • Information • All payments to Government • Form submission • B2C services • G2G services – data entry • Reservation of travel tickets 	To be sponsored by a Group with turnover of over Rs 10 crores p.a ----- Notified.	<ul style="list-style-type: none"> • Revolving Deposit of Rs 10,000 per counter
RSDPs (Rural Service Delivery Points)	<ul style="list-style-type: none"> • Information • All payments to Government • Form submission • B2C services • G2G services – data entry • Reservation of travel tickets 	Rural Service Delivery Points	<ul style="list-style-type: none"> • Revolving Deposit of Rs 10,000

- vi) The revolving deposit specified in the last column of the above table will have to be provided by the operator of the Service Delivery Point as a security for the amounts collected in cash on behalf of the government departments/agencies. Once the operator deposits the cash so collected to the government treasury/agency

as per the prescribed procedure, the deposit gets replenished and the operator can make fresh collections against the same.

5. **Users charges/Services charges:** For sustaining the various citizen service projects and initiatives, it is necessary that the concerned partner, vendor or entrepreneur is compensated on a 'per transaction' basis. The transaction cost could be met either by the Government department/agency or by the customer, depending on the nature of the service. The following principles are to be adopted in this regard.

- a) No user charges will be collected from the citizen in respect of payment for utility bills and taxes irrespective of the delivery channel. The concerned department/agency will pay the service charges to the service providers.
- b) In respect of other services namely information services, interactive services like Online filing of forms, form submission and issue of certificates, a charge of Rs.5/- to Rs.15/- will be payable by the customer to the operator of the Service Delivery Point.
- c) The following table shows the user charges/service charges:-

Category of services	User charge (citizen to pay to SDP)	Service Charge (Dept/Agency to pay to Service Provider & vice versa)
Utility Bills	-	6
Information	5	-
Online Form Filing	10	-
Form submission	15	(-)2
Certificates	15	(-)2

- d) The revenue sharing between the Service Delivery Point, Service Providers and the Department will be mutually agreed between the various parties involved and will be specified in an SLA (Service Level Agreement) to be signed by the Department or Agency with the Service Providers.
 - e) The operators of SDPs are required to display the rates charged for various services at a conspicuous place for the information of the citizens.
6. This order issues with the concurrence of Finance Department vide their U. O. No. 231/PFS/03, dated 17/01/03.
7. These orders will come into force with immediate effect and will remain in force for a period of one year.

8. A Copy of this order is also available on www.apts.gov.in/apgos,
www.aponline.gov.in and www.ap-it.com.

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

J. SATYANARAYANA
PRINCIPAL SECRETARY TO GOVERNMENT

TO

All Spl Chief Secretaries/Prl. Secretaries/Secretaries to Government
M/s APOne Limited, 5-9-62, 6th Floor, Khan Lateef Khan Estate, Fateh Maidan
Road, Hyderabad-1.

All the Heads of Departments

All Collectors,

The Director (eSeva), Road No.7, Banjara Hills, Hyderabad

Copy to :

The PS to Principal Secretary, IT&C Department

//FORWARDED BY ORDER//

Section Officer