e-District Mission Mode Project

The Assam e-District Project is a Mission Mode Project under the National e-Governance Plan (NeGP). This project is being implemented by the Information Technology Department, Government of Assam. This project aims to improve G2C interaction experience between the government and citizen. It aims at seamless service delivery of services to the citizen by enhancing the efficiencies at the districts.

The e-District project is aimed at delivering G2C service in all the existing 27 districts of the state. It will make Government Services accessible to the common man in his locality through Internet, Common Service Centres (Arunodoy CSCs) and Public Facilitation Centres (PFCs) at DC, SDO and Circle Offices. It is envisaged that electronic delivery of citizen centric services will ensure efficiency, transparency and reliability at affordable costs to the citizens. Front-ends under the project, in the form of Public Facilitation Centres (PFCs), are built at District, Sub-division and Circle levels. Village-level front-ends are established through Arunodoy Common Services Centres (CSCs) for delivery of services.

e-District project leverages the infrastructure created in the form of State Data Center (SDC), State Wide Area Network (SWAN), State Services Digital Gateway (SSDG), Common Service Centres (CSC) and the other ICT infrastructure created by the State under various initiatives and harmonize it with the e-District MMP. Line department applications already online and live, which are providing G2C services, are also being integrated by dovetailing and integrating them in the e-District architecture.

The key objectives of the project are:

- ◆ Efficient delivery of services with improved service levels
- ◆ Capacity building of field functionaries
- ◆ Access to efficient, reliable, transparent and accountable services
- ◆ Reducing service time and costs for the Government and Citizens
- ◆ Enhancing perception & image of the Government

The e-District technical architecture is based on n-tier architecture model. The application architecture follows industry standard protocols like HTTP, SOAP and XML for integration with back end department systems. The e-District application catering to G2C services is built on Java and is web enabled. This application hosted at the SDC, is a work flow based software, where

services are configured based on roles, responsibilities, types & levels of access for various functionaries. The work flow is configurable in the State level as well as the District level. The e-District application business layer provides for:

- Work flow, for facilitating approvals at various levels while processing a citizen request.
- Authentication of the citizen through Aadhaar/NPR
- PKI Support for facilitating the usage of digital signatures.
- Payment Gateways, to make the payments directly by using credit/debit cards/net banking.
- Mobile services for communicating the updates to the citizen.
- Local Language Interfaces

A core list of five categories of services has been identified at the national level which were implemented in the e-District project. The list includes Certificates, Government Dues and Recovery, Revenue Court Cases, RTI/ Grievances Cases, Certified Copies and Pensions. As part of the State Wide Roll Out, five other categories of services are also identified and selected by the State Govt. A total of 53 citizen centric services have been identified for delivery through e-District in Assam. The list of identified services are:

Sl.	Service Name
1	Permanent Resident Certificate
2	Non-Creamy Layer Certificate
3	Next of Kin Certificate
4	Permission for Delayed Birth Registration
5	Permission for Delayed Death Registration
6	Income Certificate
7	Senior Citizen Certificate
8	Bakijai Clearance Certificate
9	Caste Certificate (ST/SC/OBC/MOBC)
10	Application for Stamp Vendor Licence
11	Renewal of Explosive Licence
12	Permission for Special Events U/s 144 CrPc
13	Permission for Fairs/Religious/Cultural Festivals/Loud Speakers/Rallies/Strikes etc.
14	Application for Information under RTI
14a	Application for First Appeal
15	Public Grievances
16	Application for Court Marriage

Sl.	Service Name
17	Application for Marriage Certificate
18	Certified Copy of Electoral Roll
19	Certified Copy of Mutation Order
20	Issue of Land Valuation Certificate
21	Issue of Record of Rights (Jamabandi)
22	Issue of Non Encumbrance Certificate
23	Application for Registration of Deeds
24	Certified Copies of Cause List and Judgments
25	Assessment of Stamp Duty and Registration Fees
26	Application for Mutation
27	Application for New Enrolment
28	Surrender of Employment Exchange Card
29	Application for Transfer of Enrolment to other Districts
30	Application for Change of Name or Address or Age
31	Application of Learners Licence
32	Application for Driving Licence
33	Application for Renewal of Driving Licence
34	Issue of Duplicate Mark Sheet SEBA
35	Issue of Duplicate Pass Certificate SEBA
36	Issue of Migration Certificate SEBA
37	Issue of Duplicate Mark Sheet AHSEC
38	Issue of Duplicate Pass Certificate AHSEC
39	Issue of Migration Certificate AHSEC
40	Permission of Transfer of Property by way of Mortgage and Lease and Gift and Sale
41	Issuance of Birth Certificate
42	Issuance of Death Certificate
43	Issue of Land Holding Certificate
44	Issuance of Disability Certificate
45	Application for National Old Age Pension Scheme
46	Application for National Family Benefit Scheme
47	Pre & Post Matric Scholarship Application
48	Application for New FIC
49	Application for Modification of FIC
50	Application for Duplicate FIC
51	Application for Surrender of FIC
52	Payment of Municipal Tax

Sl.	Service Name
53	Payment of Electricity Bill

The management of the project is vested with a District e-Governance Society (DeGS). There are 27 DeGS functional across the State which has the District Deputy Commissioner as the Chairman. To manage and monitor the functioning of the project at the district level, an e-District Project Manager (eDPM) is allotted at each district. As a part of implementation of e-District project in Assam, the Assam Electronics Development Corporation Ltd. (AMTRON), a Public Sector Undertaking of the IT Department, has been appointed as the State Designated Agency (SDA). As SDA, AMTRON shall be the authority responsible for overall management of the project across the State. As SDA, AMTRON would also be responsible for end-to-end implementation of the project as per the predefined scope and within the prescribed time lines.

A System Integrator (SI) has been selected through an open bid process to implement the project for a duration of 4.5 years after which the DeGS would take over the day-to-day implementation of the project at district level. Hardware at districts, State Data Centre are part of this project. Although Assam SWAN is the preferred backbone for Assam e-District, in remote areas use of 3G dongles from various service providers are also utilised to establish the digital connectivity. Back office local area networks (LAN) are also built in DC, SDO and Circle Offices to ease file application movement. A diesel Generating set also forms the part of infrastructure at the Public Facilitation Centres (PFCs) in e-District.

Under e-District project, Capacity Building has been one of the main focus area. Based on the roles and responsibilities of the government officials and staff at various levels, training programs have been designed and imparted under the project across the state in districts. The following training modules form the key component under e-District:

1. Basic Computer Training
2. Advanced Computer Training
3. e-District Application Trainings
4. Training on Usage of Digital Signatures
5. CSC Operator Training

The expected benefits, post implementation of this project, are:

- Citizen access to services in an integrated manner at doorsteps (CSCs)

- Responsive, Transparent and Accountable Service Delivery

- Modernization and Automation of District Administration

- Empowerment of citizens

- Cost savings for citizens on account of

  - Less number of trips

  - Less waiting time

  - Tracking status of Applications

  - Savings per transactions

The Government of India has provided Project Management Consultancy support through consultants for e-district project. M/s. Wipro is working with Assam e-District project as the State Project Management Unit (SPMU) and are responsible for finalizing the work flow, bringing in necessary Business Process Re-engineering (BPR) and project visioning under the over-all guidance of the State Level Apex Committee headed by the Chief Secretary. M/s. Wipro has brought out the "As is report", "Gap Analysis report" and the "To-be Report" which forms the basic documents based on which the design and development of the e-District application has been done.