



**GOVERNMENT OF KERALA**

**Abstract**

Information Technology Department – Establishment of FRIENDS Janasevana Kendram on the model of the Thiruvananthapuram Project in remaining 13 District Headquarters – Sanction accorded – Orders issued

**INFORMATION TECHNOLOGY DEPARTMENT**

G O (M S) No 1/2001/ITD

Dated, Thiruvananthapuram, 20-01-2001

Read - G O (MS) No 4/2000/ITD dated 3 3 2000

**ORDER**

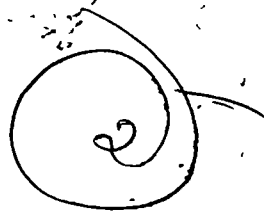
IT Policy of the State Government has given emphasis to the deployment of IT to benefit the common man. Information Technology can be effectively used as a convergent tool and it is in this context that the Integrated Citizen Service Centre (FRIENDS- Janasevana Kendram) was conceived and implemented by the IT Department as a pilot project in Trivandrum Corporation. The ordinary citizen can remit the taxes and utility bill payments pertaining to seven departments at a single computerised counter at FRIENDS Janasevana Kendram. The Integrated Citizen Service Centre became functional in Trivandrum on 29<sup>th</sup> of June and has received a favourable public response. Integrated Citizen Service Centre, Trivandrum at the moment is providing services pertaining to seven departments, Land Revenue, Civil Supplies, Motor Vehicles, KSEB, KWA, Trivandrum Corporation and Kerala University. In Trivandrum, the Corporation has made available the required space for the centre.

(2) After reviewing the performance of Trivandrum Jana Sevana Kendram and assessing its convenience to the public, Government have decided to replicate the project in all the 13 district head quarters during the current financial year itself. Government are pleased to order that Integrated Service Centres shall be set up in 13 district headquarters with the same technical configuration as in Trivandrum, but limiting the number of counters to 12 with two counters functioning as help desks and ten counters accepting remittances.

(3) District Collectors may initiate interactions with the District Officers of the departments of Land Revenue, Civil Supplies, Motor Vehicles, KSEB, KWA, the concerned Corporation/Municipality and the concerned University for structuring the project.

(4) The space for locating the centre shall be made available by the concerned Corporation or Municipality in which the district headquarters is located free of cost. Government are pleased to direct the District Collectors to identify suitable space in association with the Mayor/ Concerned Municipal Chairman and make the same available for the project before 31<sup>st</sup> January.

(5) The District Collectors shall also immediately identify two project managers, preferably with an engineering background, from Government departments on a working arrangement basis. They would be responsible for identifying the space, setting up FRIENDS, do the inter departmental liaison and also manage the project on a day-to-day basis. The full time project managers would have to ensure that the relationship of FRIENDS with bank, CDIT, Kudumbasree and other departments is without problems. They would have to also look after the general administration of the project and lead the team and keep the counter staff motivated.



District Collectors are required to send firm proposals for positioning the two project managers on working arrangement basis to IT Department before 25/01/2001

(6) Government have decided that in all the 13 district headquarters staff for manning the Integrated Service Centres shall be sourced on a working arrangement from the participating departments. Each participating department namely, of Land Revenue, Civil Supplies, Motor Vehicles, KSEB, KWA, as well as the concerned Corporation/Municipality and the concerned University shall make available five officers (essentially at the clerical and junior management levels) on a working arrangement basis in each district. District Collectors are required to identify the manpower for the purpose and send proposals to Government for positioning them on working arrangement basis to the Integrated Service Centre before 05/02 2001

(7) Government also are pleased to order that IT Mission Group may make arrangements along with C-DIT to customize the software used at FRIENDS (by incorporating the names of section offices of KSEB/KWA and village offices at other districts and the entire fee and examination details of the relevant university) IT Mission Group would ensure that the logo and overall ambience at each district centre is the same as in Trivandrum and the level of service delivery is also kept high in all the district centres

(By Order of the Governor)  
ARUNA SUNDARARAJAN  
SECRETARY TO GOVERNMENT

To

All District Collectors  
All participating Departments  
Mayors of all Corporations  
Chairmen of all Municipalities  
Principal Secretaries / Secretaries / Special Secretaries of all participating  
Departments / Agencies  
The Land Revenue Commissioner  
The Director of Civil Supplies  
The Transport Commissioner  
The Chairman KSEB  
The Managing Director, Kerala Water Authority  
The Registrars of all Universities in Kerala  
The Secretaries of all Corporations  
The Municipal Commissioners of all Municipalities  
The Director of Municipal Administration  
The Accountant General (A&E) (Audit), Kerala Thiruvananthapuram  
The Director of Treasuries  
All District Treasury Officers  
All District Heads of participating Departments  
All participating Departments in Secretariat  
The Public Relations Department  
The General Administration (SC) Department  
The Finance Department (Vide 106839/Exp. A3/2000/Fin dated 28-12-2000)  
The Registrar, C-DIT  
The Executive Director, KUDUMBASHREE  
SF OC

Copy to -

C A to Secretary (IT)  
C A to Additional Secretary (IT)  
Mission Co-ordinator, Mission on IT

Forwarded / By Order,

Section Officer