



GOVERNMENT OF KERALA

Abstract

Information Technology Department - In principle approval for 'Service Plus' project - Sanctioned - Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(Ms)No. 04/2014/ITD.

Dated, Thiruvananthapuram, 10.01.2014

Read: 1) D.O Letter no. 5587/2013/KSITM/2420 dated 29.11.2013 of the

Director, KSITM, Thiruvananthapuram

2) Letter No KSITM/DIR/2014/2618 dated 02.01.2014 of the Director, KSITM, Thiruvananthapuram.

ORDER

Director, KSITM as per letters read above has submitted the proposal for Administrative Sanction in respect of **Service Plus** project at an estimated cost of Rs. 1.51 Crore and to permit him to meet initial expenditure of Service Plus amounting to Rs. 25 lakhs from the funds available with KSITM. The cost breakup of the project is extracted below.

Sl. No.	Item	Rate (in Rs.)	Units	Periods (in months)	Total Cost for three years (in Rs.)
Manpower to be posted at NIC(HQ)					
1	Business Analyst	37000	1	12	444000
2	Programmers	30000	2	12	720000
Manpower to be posted at State PMU					
3	Business Analyst	37000	4	12	1776000
4	Programmers	30000	10	12	3600000
5	Testers (Asst.Programmers)	23000	10	12	2760000
Head(Manpower)Total:					9300000
6	Tour, travel including local taxi hiring	1000000			1000000
7	Consumables, miscellaneous and contingencies	200000			200000

Total facilitation charges,					1200000
Software Support Charges(man power) for next two years					
8	Programmers	30000	5	24	3600000
9	Facilitation charges	1000000			1000000
Grand Total					15100000

2. 'Service Plus' is a software designed and developed by NIC, under Ministry of IT, Government of India. It is a generic metadata based frame work that can be used to configure and launch e-services quickly using its flexible workflow and provision for dynamic design of application forms and templates. Service Plus framework has various features available to quickly enable a service and hence services can be launched immediately with negligible level of customization to the software.

3. With the introduction of e-district public portal, citizens are able to avail all the above services directly through internet. Kerala State IT Mission(KSITM) is identifying a large number of citizen services cutting across various departments in addition to the services included in the e-district. KSITM has estimated around 100 services from various departments to be made online. Instead of developing individual software by each department 'Service Plus' can be used by departments for delivering services electronically.

Advantages of Service Plus:

Technical Advantage:

- Service Plus is software developed by NIC, Delhi. It is a configurable metadata based, single, unified service delivery & grievance redressal framework which facilitates rapid rollout of any service. It facilitates easy configuration to suit service delivery. Since it is not hard coded, Service Plus can be reused for any other service in the same state or any other state across the country.
- **Avoid Delays** For every service that is proposed to be electronically delivered, a new module or application is to be written, leading to delay in enabling the service and therefore further delay in rolling it out. Using Service Plus software framework, this can be done without

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much delay because the application is already developed and only certain amount of configuration is to be done.

- **Interoperability:** Since different services are using the same Service Plus framework, interoperability among services or departments can be easily addressed.
- **Need not reinvent:** Many services will have the same capabilities. Hence it is unnecessary to reinvent the wheel for providing same capabilities to different services.
- **Empowers the citizen:** Service Plus empowers the citizen with the most important capability-“Know Your Entitlement” i.e. citizen will be able to know about what or which government service he/she is entitled to based on his/her profile.

Financial Advantage

- Additional Cost involved in creating and maintaining the software by each department can be saved using Service Plus.
- Cost involved in Service Plus is limited only to the manpower required for configuration of Service Plus and may be for customization of Service Plus to a certain extent. Also additional cost involved in re-inventing the wheel for developing service with the same capabilities can be avoided.

4. A series of meeting with Secretaries & HoDs of all departments to discuss the strategy for adopting 'Service Plus' by various departments were held. A demo on Service Plus software was arranged in the meeting held on 21-08-13 & 07-10-13 chaired by ACS(Fin&IT), and a detailed presentation was made in the meeting chaired by Chief Secretary on 08-11-13. Almost all departments implementing major e-governance initiatives have expressed their willingness to adopt the Service Plus software. Service Definer Guide of the Service Plus project has been circulated to departments for identifying services of departments that can be delivered electronically. Service Definer Guide of around 70 services across 17 departments have so far been received.

5. Government have already accepted the proposal for re-appropriation of an amount of Rs. 315 lakh for 'e-Office' and 'Service Plus' projects this year, out of which Rs. 15 lakhs is available for Service Plus project


6. In the above circumstances Government are pleased to accord *in principle approval* for the use of service plus software developed by NIC by Government Departments/PSUs/Agencies. The Director, KSITM is permitted to utilise an amount of Rs. 15, 00,000 (Rupees fifteen lakhs), by way of re appropriation during the current financial year for the preliminary works for implementation of 'Service Plus' subject to the condition that only manpower cost involved will be met by KSITM. Director , KSITM shall forward reappropriation proposal to the tune of Rs 15 lakh with item wise expenditure, total project cost, with project phases and its deliverables, amount to be deposited to NIC and additional amount required for KSITM, cost for each phase, draft MOU to be signed with NIC etc. Director, KSITM shall also take action to provide adequate Budget provision for service plus during the financial year 2014 -15.

BY ORDER OF THE GOVERNOR
K.S Srinivas
Secretary to Government

To

All Secretaries.
All Head of Departments.
State Informatics Officer, National Informatics Centre.
The Director, KSITM, Thiruvananthapuram.
The Head , SeMT, Thiruvananthapuram.
Finance Department (vide U.O 97218/Exp.2/2013/Fin dated 20.11.2013)
The Principal Accountant General (Audit), Kerala, Thiruvananthapuram.
The Accountant General (A&E), Kerala, Thiruvananthapuram.
Web & New Media, Public Relations Department.
Stock File / Office Copy.

Forwarded/By Order


Section Officer

