**Project Name: FRIENDS In All**Prepared by : Bhagya Maheshi, Niraj Bbhujel, Worapol Leernakul  
Date: 09/02/2015

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| *INITIATION:* | ***FRIENDS In All*** - A common interface that allows citizens to perform all the transactions like taxes and other dues to Government in a FRIEND Center  February 09 2015  Operating Group Task : Develop, Test and Deploy an web based system to maintain all transactions in FRIENDS Centers  Project Manager: Bhagya Maheshi & Muhammad  Project Administrator: Shristy Maskay, Project Management Office |
| SYNOPSIS: | People lived in Kerala have been expected to pay at the office of the department or the agency which collect taxes, utility bills, and other fees and payments. This requires every citizen to personally visit at least seven offices and then stand in queues waiting their turn to pay the taxes and other payments due to the government.  The FRIENDS (Fast, Reliable, Instant and Efficient Network for Disbursement of Services) project was conceived, enabling citizens to visit a single location to pay all bills without the requirement for back office computerization in the involved departments/agencies.  On average, each center deals with around 400 citizen transactions per day.  Since the FRIENDS centers are not being properly synchronised with the associated departments there have been issues aroused even the citizens used the single payment gateway to perform their transaction. The money collected at the end of the day was handed over to the associated governmental body and the department insisted that they should get the required portion in the proceeding day. Also there were some cases that the users are being disconnected from the services as the department logs are not properly updated. |
| PURPOSE | The purpose of the project are:  (a)To provide opportunities for making Payments like takes, utilities, motor vehicles, University fees etc.  (b) o synchronise the associated departments with the centers.  (c) Seeking Information  (d) Getting entitlements |
| SCOPE AND  ACCEPTANCE: | The scope of the project is to develop a department computerise the program with the shared central database structure linking individual department databases through electronic channels. |
| PROJECT DELIVERABLES | Deliverable 1: Proposal Approved by Professor (02/02/2015)  Deliverable 2: Project Charter (09/02/2015)  Deliverable 3: Project Management Plan (23/02/2015)  Deliverable 4: Conceptual and Logical Model for the project (09/03/2015)  Deliverable 5: Prototype development and testing (23/03/2015)  Deliverable 6: Developing and deploying the actual project (27/04/2015) |
| ORGANIZATIONAL IMPACTS | Provided indirect costs and indirect benefits of the project including the aspect of opportunity costs. It has the increased participation of women customers and ICTs in providing better citizen services. With appropriate training, skill upgradation and technology, existing government employees will deliver better services. |
| Influencing Organizations | Kerala State IT Mission, External Funding Resources, Executive agency of State’s Department of IT |
| HUMAN RESOURCES | Director, Manager Business Development, Project Managers, Staffs, Service Officers |
| NON-HUMAN RESOURCES | Database server, Internet Connection, Applications to be used in the system |
| CONSTRAINTS,  RISKS: | * Departmental compartmentalisation * The rules and procedures framed under each department caused major constraints in the implementation of the project * Updating details in departmental registers |