**PC-1**

**DIGITALIZATION OF STATE SUBJECTS & DOMICILES AT TEHSIL LEVEL**

**IN AJK**

**(26 Tehsils)**

(Prepared on May, 2023)

Project Estimated Cost = 260.410 Million



[URL:-](about:blank)www.itb.ajk.gov.pk

INFORMATION TECHNOLOGY BOARD

AZAD GOVERNMENT OF THE STATE OF JAMMU & KASHMIR

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1. **Name of the project**

Digitalization of State Subjects & Domiciles at Tehsil Level in AJ&K

1. **Location**

|  |  |  |  |
| --- | --- | --- | --- |
| Bagh | Hari Gehl | Dheerkot | Rehra |
| Haveili | Khursheedabad | Mumtazabad | Abbaspur |
| Hajira | Rawlakot | Thorar | Baloch |
| Mang | Pulandri | Trarkhal | Kotli |
| Khuirata | Fatehpur thakyal | Sehnsa | Charhoi |
| Dolian jattan | Dadyal | Mirpur | Bhimber |
| Barnala | Samahni |  |  |

1. **Authorities responsible for**
2. **Sponsoring:**

AJK Information Technology Board, GoAJ&K.

1. **Execution:**

* AJK Information Technology Board.

1. **Operation and Maintenance:**

* Information Technology Board GoAJK.
* Relevant stakeholders/Departments of Government of the AJK.

1. **Name of the Concerned Federal Ministry**

Ministry of Finance

1. **(a) Plan provision**

|  |  |  |  |
| --- | --- | --- | --- |
| Total Block Provision(M) | Amount already committed (M) | Amount Proposed for this project | Balance Available |
| 443.00 M | 0.000 | 260.410 |  |

**(b)Provision in the Current Year PSDP**

The project is included in Financial Year ADP 2023-24 with the cost of Rs. 260.410 PKR Million. E-Governance is the part of IT infrastructure setup and Master Implementation Plan (MIP) approved by the Government of Azad Jammu and Kashmir (GoAJ&K). In this context, Digitization of State Subject and Domicile in Muzaffarabad Division is the excellent example which is providing relief to the general public and transparency to the concerned Department with end – end automation.

**5. Project objectives & its relationship with Sectoral objectives:**

The digitization and automation of State Subject and Domicile refer to the process of converting paper-based records into electronic format and implementing automated systems to manage them.

In the past, these documents were typically stored in physical files, making difficult and time-consuming to locate and retrieve specific records. However, advancements in technology have made it possible to digitize these documents, making them easily searchable and accessible from anywhere with an internet connection.

Automated systems have also been developed to manage these documents, which can streamline the application and approval process for citizenship and other related documents. For example, automated systems can help to verify the authenticity of documents and streamline the application process for mentioned documents.

The benefits of digitization and automation of State Subject and Domicile are numerous, including increased efficiency, reduced processing time, improved accuracy, and enhanced security. Moreover, digitization and automation can provide greater transparency and accessibility for individuals seeking to obtain or update their citizenship status.

Overall, the digitization and automation of these documents represent an important step forward in modernizing government processes and ensuring that individuals have access to accurate and timely information regarding their citizenship status.

**5.1** **Project Objectives:**

* To create electronic records of state subject and domicile certificates for easy access and retrieval
* To streamline the application and verification process for state subject and domicile certificates
* To improve transparency and accessibility of state subject and domicile information for individuals and government officials
* To ensure that accurate and up-to-date information on state subject and domicile is readily available for decision-making and policy purposes
* To support the development of a digital ecosystem that enables citizens to access government services and information online, including state subject and domicile-related services.
* To Digitalize the old record of State Subject and Domicile

**Final Products:**

* Improved service provisioning system with reducing the process time and improving user experience.
* Instant digital service provisioning platforms through end to end automated processes.

**The substantiality of the project:**

The public oriented e-services (State Subject and Domicile) offered at Tehsil Level may be offered against some fee and IT service charges in order to provide customization, up gradation and hosting of the said services. AJ&K IT Board in consultation with concerned stakeholder department is initiating a summary for government approval to propose some fix fee, service charges against services offered to meet operational expenses and sustainability of the project in future. A committee comprising of 5 members is already notified from services under the Chairmanship of SMBR with certain TORs to work-out on this.

**Introduction:**

Provision of digital services, access to basic required information and public welfare is the key agenda of any government. Where governments strive hard to launch new schemes, easy access to the existing portfolio of citizen centric services presents an equally important opportunity. Moreover, with increased IT enabled activities core government functions, governments have now planned along the line departments of improving citizen services by focusing on reduction of processing time and stream lining operations.

To run operations smoothly and efficiently, standardized systems, frameworks, policies and standard operating procedures following will be the basic requisite work plan to be implemented which includes;

* Front desk counters for general public
* General Public Web Portal for information, assistance and to get status updates.
* Renovation / establishment / furniture / equipment of all Tehsils.
* Process flows for the service offered
* CFSC CRM / software application for Digitalization of state subject and domicile
* SMS gateway to send and receive status updates
* Deployment and testing of internet services to connect Datacenter
* Mobile Apps for iPhone, Android & Windows to get status updates
* FAQs and brochures for services offered at Digital Service Center AJ&K.
* Online document sharing with relevant department.
* Installation & Operationalization of equipment at Tehsil level.
* Domicile Issuance and Management System.

**5.2 Scope of the Project:-**

Under the project titled “Digitalization of State Subjects & Domiciles in AJ&K” two services have been targeted in which citizens are engaged with district administration departments. Following is the list of departments also with salient IT interventions which can be picked up from existing state of implementation for better monitoring and provision of services to citizens at large in future. The project does not intend to implement changes/modifications in existing SOPs and portfolio of systems but its integration with front-end citizen facilitation and State Subjects / Domiciles issuance applications. Under this system services will be digitized and will be integrated with Parent department in pursuit of offering easiness to general public. A special online module would be developed for the issuance of all offered services across these tehsils center AJ&K as done at Muzaffarabad Division. Such integration is being used primarily as a vision to optimize service delivery to the citizens.

* Provision of IT Hardware at tehsil level
* Provision of Required Furniture at tehsil level.
* Up gradation of Existing Software Application
* Renovation and establishment of front desk counters for applicants
* Provision of internet connectivity
* Scanning and indexing of old record
* Provision of 1 HR for each Tehsil

**Citizen E-Facilitation at Tehsil DC/AC Offices:**

The front desk counters for Citizen E-Facilitation under DC/AC Offices will be established to facilitate citizens. State of the art infrastructure will be in place starting from two services to multiple services under one roof offered by district administration in future. Various services of multiple departments could be included and delivered via same platform. Digitalized software will have the capability to store details of each visit by citizen against different services he/she applied for. Citizen would come and may enjoy world class citizen / customer care services they have never tried before.

A state of the art system based on the latest technologies (Microsoft SharePoint and DotNet) will be developed and credentials of each and every application are stored along with electronic scanned copies of all the supportive documents. Resultantly the application is generating e-life of every application which is stored on central server and accessible and searchable at any time in future. Online data integration and sharing will also be performed between online systems.

Online dashboard will also be provided to all the relevant Commissioners/DCs for tracking, monitoring and status updating of their applications received at Centre’s in AJ&K. It helps in timely effective and efficient decision making and application processing. System is capable of generating data analysis and reports which are helping in application processing and pendency resolution. Subsequently application processing will be optimized and public satisfaction index will get improved.

**Given below are the frameworks of the proposed application:-**

* General Public Portal
* Intranet Application for CSRs
* Citizen Thumb Enrollment Application and Verification of data
* Department & District Government Dashboards
* Call Center Portal
* SMS Gateway
* Executive Users Portal

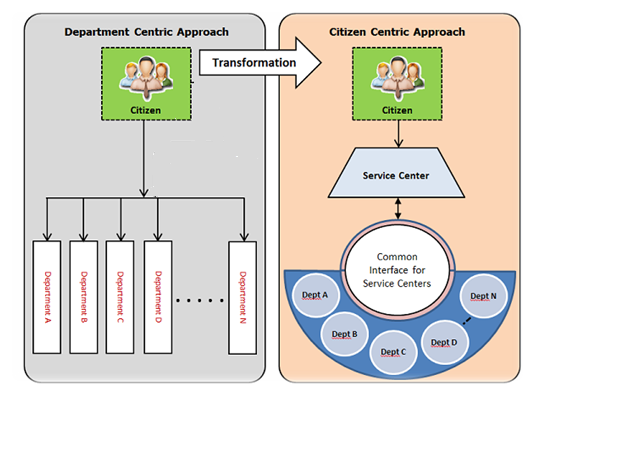
**Trainings:**

Comprehensive training of departments, officials, Citizen E-Facilitation and Tehsils Service Centers staff, and other individuals will be arranged and carried out. The software application will be developed in such a way to ensure adoption of systems and same would be replicated to other digital service centres being established at divisional level.

In-house sessions, video conference calls and off site discussion will be carried out in rest of the divisions as per the process.

**Process flow:**

**Paradigm Shift**

****

The project focuses on providing key services for extended hours with separate areas for male/female and special elderly service protocol.

**5.3 Provision of Staff**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **Sr.#** | **Name of Post** | **BPS** | **Qty** |
| 1 | Stenographers (Responsible for data entry on application and training) | **BPS-14** | 32 |
|  | **Total** |  | **32** |

**6 Description, Justification and Technical Parameters:**

**6.1 Description:**

The digitization of state subject and domicile involves converting physical records of state subject and domicile certificates into electronic format and storing them in a centralized digital repository. The project aims to streamline the application and verification process for these certificates, improve data accuracy, and enhance the security and accessibility of the records. The project involves the use of advanced technologies such as digital signatures, encryption, and biometric authentication to ensure the integrity and confidentiality of the data.

**6.2 Justification**:

The digitization of state subject and domicile certificates is critical to improving governance and service delivery in the state. The physical storage of these documents is cumbersome and prone to damage or loss, resulting in delayed and inefficient service delivery. Digitization will enable the government to access accurate and up-to-date information on state subject and domicile status, thereby improving decision-making and policy implementation. Moreover, digitization will provide citizens with easier access to their records, reducing the need for physical visits to government offices and minimizing the risk of corruption or manipulation of records.

It is also pertinent to mention the following justification for the scheme:

**Improved Efficiency**: The physical storage and retrieval of state subject and domicile certificates is a time-consuming and inefficient process. Digitization of these certificates will enable faster processing of applications, resulting in quicker service delivery and reduced waiting times for citizens.

**Enhanced Data Accuracy**: Digitization of state subject and domicile certificates ensures that the information is accurate, up-to-date, and easily accessible. The electronic records can be updated regularly, and citizens can access their certificates online, reducing the likelihood of errors and discrepancies.

**Increased Transparency**: The digitization of state subject and domicile certificates increases transparency in the application and verification process. Electronic records can be tracked, and citizens can access their records online, providing greater transparency and accountability in the process.

**Enhanced Security**: Digitization of state subject and domicile certificates enables the use of advanced security features, such as digital signatures, encryption, and biometric authentication, ensuring the confidentiality and integrity of the records.

**Improved Service Delivery**: Digitization of state subject and domicile certificates will enable citizens to access government services online, reducing the need for physical visits to government offices. This will improve service delivery and reduce the risk of corruption and manipulation of records.

**Cost-Effective**: The digitization of state subject and domicile certificates reduces the cost of storage, retrieval, and management of physical records. Additionally, it reduces the cost of processing applications and eliminates the need for citizens to travel to government offices to access their certificates.

**6.3 Technical Parameters:** The digitization of state subject and domicile involves several technical parameters, including:

Scanning: Physical records of state subject and domicile certificates will be scanned using high-quality scanners to ensure that the digital images are clear and legible.

Metadata Creation: Metadata such as date of issue, name of issuing authority, and unique identification numbers will be assigned to each certificate to enable easy retrieval and tracking.

Storage and Backup: The digital records will be stored in a centralized digital repository with appropriate security measures such as firewalls, encryption, and access controls. Regular backups will be performed to ensure data integrity and availability.

Retrieval and Access: The digital records will be accessible to authorized government officials and citizens through a secure online portal.

In conclusion, the digitization of state subject and domicile certificates is a crucial step towards improving governance, enhancing transparency, and providing efficient services to citizens. The project involves the use of advanced technologies and strict security protocols to ensure the accuracy, integrity, and accessibility of the records.

**7. Capital Cost Estimates**

|  |  |
| --- | --- |
| **Particulars** | **Proposed Cost** |
| Local | **Rs. 166.395 Million** |
| FEC | Nil |
| Total | **Rs. 166.395 Million** |

**Total Cost of the Project 260.410**

The cost estimates for this scheme were made in April/May 2023 as per PKR currency pertaining to USD prevailing rate in international market for requisite IT infrastructure. Given the past abnormal hike in dollar rates and currency devaluation of PKR, the quoted rates for the equipment may vary depending upon USD currency rate fluctuation as witnessed in recent past.

The costs were estimated on the following basis.

* + 1. Search on internet.
    2. Market survey
    3. Estimation on the basis of previous work done
    4. Estimation on the basis of E-Khidmat Model of Punjab Government.

**Year wise/ Component wise Physical Activities.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Unit** | **Y1** | **Y2** | **Y3** |
| Procurement of IT/Non IT equipment | Qty |  | Will be done in FY2  100% |  |
| Renovation, Networking, Electrification | Qty |  | Will be done in FY2  100% |  |
| Customization/ up gradation of software application | Qty |  | Software application will be up graded and customized in FY2  80% | Software application will be up graded and customized in FY3  20% |
| Recruitment / Payment of Salaries to the Staff | Qty |  | Staff will be recruited and paid salaries in FY2  50% | Staff will be recruited and paid salaries in FY3  50% |
| Operational Expenditures | Qty |  | Proposed for whole scheme but will be spent mainly during 2nd and 3rd FY.  50% | Proposed for whole scheme but will be spent mainly during 2nd and 3rd FY.  50% |
| Digitalization of old record |  |  | Old record of State subject and domicile will be digitalized in FY2  70% | 30% |

**Year wise/ Component wise Financial Activities**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr. #** | **Particulars** | **FY1 2022-23** | **FY2 2023-24** | **FY3 2024-25** | **Total Cost for 26 Tehsils (M)** |
| **1** | **IT/Non IT Equipment for Centres** | **0.000** | **57.965** | **0.000** | **57.965** |
| **2** | **IT/Non IT Execution Unit Equipment** | **0.000** | **21.770** | **0.000** | **21.770** |
| **3** | **Networking** | **0.000** | **7.280** | **0.000** | **7.280** |
| **4** | **Electrification** | **0.000** | **1.820** | **0.000** | **1.820** |
| **5** | **Furniture & Fixtures** | **0.000** | **22.330** | **0.000** | **22.330** |
| **6** | **Operational Cost** | **0.000** | **8.112** | **8.112** | **16.224** |
| **7** | **Software Development** | **0.000** | **3.500** | **3.500** | **7.00** |
| **8** | **Licensed Software** | **0.000** | **0.000** | **3.480** | **3.480** |
| **9** | **Staff Salaries** | **0.000** | **24.192** | **24.192** | **48.384** |
| **10** | **Digitalization of Old record** | **0.000** | **42.000** | **28.000** | **70.000** |
| **11** | **Contingency @ 2%** | **0.000** | **2.079** | **2.079** | **4.157** |
|  | **Grand Total** | **0.000** | **191.048** | **69.363** | **260.410** |

1. **Annual operating and maintenance cost after completion of Project:**

After completion of the scheme the recurring cost would be as follows.

|  |  |  |
| --- | --- | --- |
| Annual Operating Cost | | |
| Sr | Item | Cost |
| 1 | Stationery & Printing | 1.56 |
| 2 | Internet & Hosting Charges | 2.184 |
| 3 | Staff Salaries | 20.16 |
|  | Total | 23.904 |

**The substantiality Mechanism:**

The public oriented e-services (State Subject and Domicile) offered at Tehsil Level may be offered against some fee and service charges. AJ&K IT Board in consultation with concerned stakeholder department is initiating a summary for government approval to propose some fix fee, service charges against services offered to meet operational expenses and sustainability of the project in future. A committee comprising of 5 members is already notified from services under the Chairmanship of SMBR with certain TORs to work-out on this.

1. **Demand and supply analysis**

Provision of services, access to information and public welfare is the key agenda of any government. The Government has to ensure that the due benefit reach the needy. E-Governance refers to those aspects / operations of government in which ICTs are utilized. The strategic importance of e-Governance standards is now widely recognized globally. Standards and specifications with well-defined formats, which help to achieve interoperability of information and communication systems. To drive both the integration between specific Government functions (‘vertical’ applications) and shared Government functions (‘horizontal’ applications) and data sharing between applications, an overall e-Governance application architecture requires to be defined.

To supplement these efforts, the Information Technology Board Government of Azad Jammu and Kashmir has been focusing extensively on using ICT for the delivery of citizen digital services. There is wide consensus on the benefits of ICT-mediated citizen services, some of which are:

* Introducing transparency, efficiency and accountability.
* Simplifying transaction procedures.
* Minimizing cost to government (internal efficiency)
* Increased public satisfaction index
* Gradually Improving the transaction time for citizens and government
* Offering new services.
* Modernization / adoption of best practices.

1. **Financial plan and mode of financing**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr. #** | **Particulars** | **FY1 2022-23** | **FY2 2023-24** | **FY3 2024-25** | **Total Cost for 26 Tehsils (M)** |
| **1** | **IT/Non IT Equipment for Centres** | **0.000** | **57.965** | **0.000** | **57.965** |
| **2** | **IT/Non IT Execution Unit Equipment** | **0.000** | **21.770** | **0.000** | **21.770** |
| **3** | **Networking** | **0.000** | **7.280** | **0.000** | **7.280** |
| **4** | **Electrification** | **0.000** | **1.820** | **0.000** | **1.820** |
| **5** | **Furniture & Fixtures** | **0.000** | **22.330** | **0.000** | **22.330** |
| **6** | **Operational Cost** | **0.000** | **8.112** | **8.112** | **16.224** |
| **7** | **Software Development** | **0.000** | **3.500** | **3.500** | **7.00** |
| **8** | **Licensed Software** | **0.000** | **0.000** | **3.480** | **3.480** |
| **9** | **Staff Salaries** | **0.000** | **24.192** | **24.192** | **48.384** |
| **10** | **Digitalization of Old record** | **0.000** | **42.000** | **28.000** | **70.000** |
| **11** | **Contingency @ 2%** | **0.000** | **2.079** | **2.079** | **4.157** |
|  | **Grand Total** | **0.000** | **191.048** | **69.363** | **260.410** |

The funds will be provided by Federal Government allocated in KDP for IT Sector.

1. **Project Benefits and analysis:**

**Financial Benefits:**

* Reduced storage costs: Digitization will eliminate the need for physical storage space, reducing storage costs.
* Cost savings on physical record maintenance: Digitization reduces the need for manual maintenance of physical records, which requires additional manpower and resources.
* Reduced processing costs: Digitization will streamline the application and verification process, resulting in reduced processing costs.
* Increased revenue: Digitization will enable faster processing of applications and efficient service delivery, resulting in increased revenue for the government.
* Reduced administrative costs: Digitization will reduce the administrative costs associated with manual record-keeping and management.
* Improved budget allocation: Digitization will provide accurate and up-to-date data on state subject and domicile, enabling better budget allocation for public services and infrastructure.
* Reduced costs for citizens: Digitization will eliminate the need for citizens to travel to government offices to access their certificates, resulting in cost savings for citizens.
* Reduced costs for document replacement: Digitization will reduce the need for document replacement due to loss, damage, or expiry, resulting in cost savings for citizens and the government.

**Social Benefits:**

* Improved access to government services: Digitization will enable citizens to access government services online, reducing the need for physical visits to government offices, and improving accessibility to services for citizens with mobility or transportation issues.
* Increased transparency and accountability: Digitization will increase transparency and accountability in the application and verification process, promoting trust and confidence in the government.
* Reduced corruption: Digitization will reduce the risk of corruption and manipulation of records, ensuring fair and equitable service delivery.
* Improved data accuracy: Digitization will ensure that state subject and domicile records are accurate, up-to-date, and easily accessible, reducing errors and discrepancies in the application and verification process.
* Increased data privacy and security: Digitization will enable the use of advanced security features, such as encryption and biometric authentication, ensuring the confidentiality and integrity of the records and protecting citizens' privacy.
* Improved governance and decision-making: Digitization will provide the government with accurate and up-to-date information on state subject and domicile status, enabling better decision-making and policy implementation

**Employment Generation:**

32 direct job opportunities will be created under this scheme

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **Sr.#** | **Name of Post** | **BPS** | **Qty** |
| 1 | Stenographers (Responsible for data entry on application and training) | **BPS-14** | 32 |
|  | **Total** |  | **32** |

The beneficiaries for this project will be the citizens of AJ&K. The project will be a step towards the betterment of existing facilities and digitization of public services as per mass IT literacy in AJ&K. After the completion of the project the line departments and concerned services Department will be in charge of these centres permanently and posts will be created on permanent basis by Finance Department. The project at its full pace will bring efficacy in providing services by departments, the operating cost will lower down, and citizens as masses can avail all services in less time under one roof.

**Environmental:**

N/A

1. **Implementation schedule:**

**Scheduling**

June 2023 to June 2025

Project will be started after its final approval and it will take approx. two years to complete.

|  |  |  |
| --- | --- | --- |
| 1 | Designation of senior as focal person for proper implementation | Completion by 1 month from admin approval |
| 2 | Hiring of Staff | After delivery and commencement of centre IT/Non IT infrastructure at concerned tehsil offices. |
| 3 | Preparation of RFP | Completion by 1 week from issuance of admin approval |
| 4 | Submission of Bids, Evaluation and award of Contract | Completion by 2-3 weeks from admin approval. |
| 5 | Procurement of IT/Non IT Equipment | Completion by one month from the award of contract. |
| 6 | Installation/ Deployment of IT/ Non IT Equipment | Completion by 3 month from the award of contract. |
| 7 | Network Infrastructure Deployment | Completion by 2-3 month from the award of contract. |
| 8 | Testing/ Commissioning of Equipment | Completion by 3 month from the award of contract. |
| 9 | Trainings | After installation and operationalization of Software and hiring of staff at Tehsil offices. |
| 10 | Project Completion Report | At the end of 24 months of the project from admin approval of the project. |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gantt Chart** | | | | | | | | | |
|  | **Sr No.** | **Activities** | **Year 1-2 (2023-24)** | | | | **Year 2-3 (2024-25)** | | |
| **May-23**  **-**  **Dec 23.** | **Jan 24**  **-**  **Mar 24** | **Apr 24**  **-**  **June 24** | **July 24**  **-**  **Dec 24** | **Jan 25**  **-**  **June 25** | **July 25**  **-**  **Mar 25** | **Apr 25**  **-**  **Dec 25** |
| **Planning & Approval** | 1 | Preparation Of PC-1 |  |  |  |  |  |  |  |
| 2 | Approval from the Forum |  |  |  |  |  |  |  |
| 3 | NOC & Admin Approval |  |  |  |  |  |  |  |
| **Tendering Process** | 4 | Tender for the Procurement |  |  |  |  |  |  |  |
| 5 | Publication of Tenders |  |  |  |  |  |  |  |
| 6 | Bidding Process Software |  |  |  |  |  |  |  |
| 7 | Award of Contracts |  |  |  |  |  |  |  |
| **Selection** | 8 | Establishment of Buildings |  |  |  |  |  |  |  |
| 9 | Identification of Buildings of 32 Tehsils |  |  |  |  |  |  |  |
| 10 | Estb. Of E-Facilitation infrastructure |  |  |  |  |  |  |  |
| 11 | Installation, Configuration & Deployment of related Systems. |  |  |  |  |  |  |  |
| **Implementation** | 11 | Establishment of Framework, Procedures and Policies for Citizen Services |  |  |  |  |  |  |  |
| 12 | Hiring of Remaining Project Staff |  |  |  |  |  |  |  |
| 13 | Training by Software Vendor |  |  |  |  |  |  |  |
| 14 | Implementation |  |  |  |  |  |  |  |
| **Testing & Evaluation** | 15 | Testing & Evaluation |  |  |  |  |  |  |  |
| 16 | Operationalization of Digital Service Centre’s |  | ` |  |  |  |  |  |
| 17 | Launch |  |  | |  |  |  |  |

**Result Base Monitoring**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr.#** | **Input** | **Output** | **Outcome** | | **Targeted Impact** |
| **Baseline Indicator** | **Targets After Completion of Project** |
| 1 | Provision of IT/Non IT Eqpt Infrastructure | Upgrading of Public offices including better environment. | Furniture and Equipment for new hiring is required, also space and seating issues for existing staff | Citizens would be able to avail services through online digital interfaces | Capacity building of line departments. |
| 2 | Provision of Digital and automated service delivery | Efficiency of services improvement. | Delivery of hassle free e-governance services to citizens of AJ&K | Fully automated service delivery | Digitalization of services and including state of the art infrastructure and data repository for future need |
| 3 | Customization & upgrading software being run for digitalization of state subject and domicile | Fully automated service delivery | Transformation from manual work to digitalization | Provision of e-service delivery for the citizens across AJ&K regarding state subject and domicile | Revenue can be generated through these services offering to the citizens. |
| 4 | Scanning and indexing of old record | All record will be available in digital form | Improve the storing mechanism and building data repository | All the data will be available at central server | Data duplication and fraud ant activities could be stopped. |

**Implementation Mechanism**

|  |  |
| --- | --- |
| PC-1 Preparation | * Market Research for Cost and Justification for specifications including analysis of different available solutions. * Finalizing the PC-1 |
| Approval from Pre-AKDWP | * PC-1 would be presented to pre-AKDWP forum under the chairmanship of Secretary IT. * Amendments in the light of observations of Pre-AKDWP. * Submission of PC-1 to Planning and Development Department for AKDWP. |
| Approval from DWP/AKCDC | * PC-1 would be presented to DWP forum under the Chairmanship of Additional Chief Secretary (Dev) * Issuance of NOC by Planning and Development after approval from the Forum. |
| Admin Approval | * Issuance of Admin Approval by Secretary IT. |
| Hiring of Project  Co-coordinator | * After advertisement and test/interview by the relevant development selection Board. |
| Tender of Work | * Advertisement as per PPRA Rules. * Submission of RFP’s * Tender opening by the Technical Committee in one week * Submission of case to negotiation Committee for Financial bid opening. * Recommendation of Allotment of work to successful bidder. |
| Preparation of Contract Agreement | * Contract would be prepared by AJ&K Information Technology Board. * Vetting of Contract by Law Department. |
| Government Approval for allotment of work and contract Agreement | * Summary for Government approval would be initiated by Secretary IT * Approval from Government * Notification for Allotment of Work * Contract Signing. * Submission of Bank Guarantees (If Required) |
| Hiring of Staff | * Hiring of Remaining Staff |
| Execution of Project | * As per approval schedule of Agreement |
| Monitoring of Work | * Would be performed by nominated Technical Committee |
| Payment against completed milestones | * After completion of Work and inspection by the Technical committee the payment would be cleared through AG office after seeking approval from Secretary IT. |
| Project Work Performance Reports/Submission of PC-IV. | After Completion of Project Activities. |

**Responsibility Matrix:**

Following are the activities identified for the implementation of the project with respect to responsible stakeholder and input required.

|  |  |  |  |
| --- | --- | --- | --- |
| **R= Responsible** | | **I = Input required** | |
| **Activity** | **Stakeholders** | |
| **IT Board AJ&K** | **Relevant District Administration** |
| Procurement of Hardware / IT Equipment as per approved PC-I | R |  |
| Software / Application | R |  |
| Acquisition of Rendered Services | R |  |
| Toll Free Helpline | R |  |
| Establishment of Framework, Procedures and Policies for Citizen Services | R | I |
| Identification / Allocation of Buildings on Government Owned / State Owned offices | I | R |
| Execution of Tenders, Award of Contract etc. | R |  |
| Hiring Manpower | R |  |
| Installation, Configuration & Deployment of related Systems. | R |  |
| Trainings etc. | R |  |
| Technical Input and infrastructural Support | R |  |
| Implementation and sustainability | I | R |

**SOP’s / Roles and Responsibilities.**

|  |  |
| --- | --- |
| **Departments** | |
| **IT Board**  **(**Executing Agency**)** | **Concerned Assistant Commissioner Offices** |
| * Installation and Operationalization of IT infrastructure * Rectification of errors and omissions in Software application * Scanning and indexing of Old record of State Subjects and Domiciles. | * Application Data Entry and printing * Biometric / Digital Image capturing. * Collection of Applications at designated office. * Backend processing as per prevailing SOP (Verification + other formalities) * Issuance of requisite document against the service requested. * Handing over of the final product/status with the e-Facilitation center. * Print-out of Application/Signature capturing of citizen. * Providing tracking/Verification facility to applicant against allotted tracking number (through web portal). |

1. **Management structure and manpower requirements including specialized skills during establishment and operational phases:**

**Manpower**

Technical manpower as per the approved PC-I will be hired which would perform coordination with all the district administrations tehsil offices whereas, project incharge/manager will be responsible to overall manage and supervise project activities and implementation as nominated by competent authority offrom AJK IT Board for establishment of tehsil centres across AJ&K. Rigorous coordination and communication would be required with all the relevant departments for incorporation of their services at centres. During the execution of project in charge project will be responsible to execute and meet the objectives of the project successfully.

The deputed project manager/ incharge will be admissible to avail government approved TA/DA allowances as designated. Whereas, pol for mobilization for tehsil vists will be met from operational cost approved in PC-1.

Therefore, sufficient resources will be required to hire in order to optimize service delivery to the citizens.

**Management Structure and Manpower Requirements:**

|  |  |  |  |
| --- | --- | --- | --- |
| **S#** | **Description** | **Qty/**  **Centre** | **Eligibility** |
| 1 | Stenographers  (Responsible for data entry on application and training) | 32 | Graduation in any field of IT  (With one year relevant hands on experience on MS Office and Inpage Urdu)  or  Bsc with 6 Months Diploma in Information Technology Systems  (With one year hands on experience on MS Office and Inpage urdu) |
| **Total** | | **32** |  |

Note:-

***AJ&K domiciliary will be given preference in recruitment.***

1. **Additional projects/ decisions required to maximize socio-economic benefits from the proposed Projects:**

**Governance Issues and Strategy to resolve them**

A Project Steering Committee (PSC) is responsible for the purpose of execution of the project and to oversee the implementation issues and will be constituted as per instructions of the IT Secretariat for interacting with line departments in pursuit of smooth operations of the project. Whereas, Secretary IT will be the Chairman of the Project Steering Committee and including other members as well.

* Senior Member Board of Revenue (Chairman/Convener)
* Secretary Information Technology Board (Member)
* Director General Information Technology Board (Member/ Deputy Convener)
* Director Technical IT Board (Member)
* System Administrator(Manager Project) IT Board (Member)

**Frequency of Meeting:** The committee will meet at least once in a month to review the progress of the project.

**Exit Strategy:**

Pertinent to completion of tenure of the project, Information Technology Board Azad Jammu and Kashmir will retain core functions to itself and reflect them via approved PC-1 capital budget (Provisioned by Government of AJ&K) for maintenance and operations of the said initiatives. This includes retention of resources pertaining to software development, operations of Service Centre’s.

Nevertheless, every Project and its deputed staff is part of Information Technology Board, It is indispensable that after successful implementation of the project it may be shifted on normal budget at every cost to avoid the wastage of money, Otherwise it has to sustain on development budget. Therefore, it is strongly recommended to shift the project on normal after its successful completion in order to facilitate general public in better way.

Furthermore to make operation self-sustainable and to coup up with the operational expenses such as utilities, rendered services, and other operational expenses of the Digital Service Centre’s, it is suggested to charge rational fee from citizens against the services provided at Digital Service Centre’s across the state.

**Sustainable Development Goals (SDGs)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of SDG & Target Indicator** | **Bench mark as on April 2023** | **Target Fixed for Achievement up to 2030** | **Relevance with the Proposal/ Project** | **Expected Outcome through proposed intervention** |
| **Goal “Gender Equality”**  **Target 5.5**  **“Ensuring full participation in leadership and decision making”**  **Indicator 5.5.2**  **Proportion of women in employment opportunities.** | **Commit to reaching gender equality at all levels.**  **Treat all women & men fairly at work** | **15** | **Hiring against the proposed staff in project** | **Eliminate gender and wealth disparities** |
| **Goal “Industry, Innovation & Infrastructure”**  **Target 9.C “ Universal access to information and communications technology**  **Indicator 9.C.1 “ Proportion of population covered by a mobile network, by technology (internet)** | **Providing access to general public regarding their State Subject and Domiciles & relevant information**  **Establishment of state of the art service centres under Deputy Commissioner/Assistant Commissioners offices.** | **2.0+ Million Neitizens**  **35** | **Computerization of State Subjects and Domiciles in AJ&K.**  **Provision of information through general online web portal and Mobile applications** | **Revamping the citizen’s familiarity with modern tools & technologies** |
| **Decent Work and Economic Growth** | **Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added.** | **Advancement and Capacity building of public sector staff through technological interventions.** | **Decent job creation** | **achieving full and productive employment for all women and men, including young people and persons with disabilities, and equal pay for work & equal value** |

1. **Certified that the project proposal for the project titled “Digitalization of state subject and Domiciles at Tehsil Level in AJ&K (26 Tehsils)” costing 260.410 Million has been prepared on the basis of instructions provided by the Planning Commission for the preparation of PC-I for Infrastructure sector projects.**

**Prepared by: Khawaja Waqas Ahmad**

Systems Admin/ Manager Project

Information Technology Board

05822-920132

**Checked By:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Muhammad Asim Khan**

Director Technical

Information Technology Board

05822-920176

**Checked & Verified by: Dr. Khalid Rafique**

Director General

Information Technology Board,

05822-920122

**Approved by I: Mr. Mohammad Shahid Ayu**b

Secretary Information Technology,

Azad Govt. of the State of Jammu & Kashmir

Muzaffarabad

05822-921281

**Approved by II: Dr. Liaquat Hussain**

Senior Member Board of Revenue,

Azad Govt. of the State of Jammu & Kashmir

Muzaffarabad

**Summary of the Total Cost**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. #** | **Particulars** | **Cost for 1 Tehsil** | **Total Cost for 26 Tehsils (M)** | **Annex** |
| **1** | **IT/Non IT Equipment for Centres** | **2.517** | **57.965** | Annex-A |
| **2** | **IT/Non IT Execution Unit Equipment** |  | **21.770** |
| **3** | **Networking** | **0.300** | **7.280** |
| **4** | **Electrification** | **0.070** | **1.820** |
| **5** | **Furniture & Fixtures** | **0.805** | **22.330** |
| **6** | **Operational Cost** | **0.624** | **16.224** | Annex-B |
| **8** | **Software Development** |  | **7.00** | Annex-C |
| **9** | **Licensed Software** |  | **3.480** | Annex-D |
| **10** | **Staff Salaries** | **1.466** | **48.384** | Annex-E |
| **11** | **Digitalization of Old record** |  | **70.000** | Annex-F |
| **12** | **Contingency @ 2%** | **0.160** | **4.157** |  |
|  | **Grand Total** | **5.942** | **260.410** |  |

Annexure-A

**Hardware IT/Non-IT Equipment**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. #** | **Hardware Equipment** | **Unit Price** | **Unit Price (M)** | **Qty per Centre** | **Cost/ Centre** | **Qty for 26 Tehsils** | **Total Cost for 26 Tehsils** |
| **A** | **IT/Non IT Equipment** |  | | | |  |  |
| 1 | Computer LED 18.5"( for Citizen side Interface) or latest | 48,000 | 0.048 | 4 | 0.192 | 104 | **4.992** |
| 2 | Desktop Computers Intel Core i7 12th Gen or higher , full Branded with complete peripherals (For Service Centre's) HP/DELL/IBM | 350,000 | 0.350 | 2 | 0.700 | 52 | **18.200** |
| 3 | Display extender splitters box | 5,000 | 0.005 | 1 | 0.005 | 33 | **0.165** |
| 4 | Additional LEDs for previous 7 tehsils(Citizen side interface view) | 48,000 | 0.048 | 1 | 0.048 | 7 | **0.336** |
| 5 | Biometric Device Scanners | 48,000 | 0.048 | 2 | 0.096 | 52 | **2.496** |
| 6 | Digital Webcams | 48,000 | 0.048 | 2 | 0.096 | 52 | **2.496** |
| 7 | Scanner (Hp or latest) | 170,000 | 0.170 | 2 | 0.340 | 52 | **8.840** |
| 8 | Printers (Color) | 170,000 | 0.170 | 2 | 0.340 | 52 | **8.840** |
| 9 | External Drives 3TB ssd for Backups (3 Divisions) | 90,000 | 0.090 | 3 | 0.270 | 3 | **0.270** |
| 10 | UPS for Tehsil office Computers 2KVA | 190,000 | 0.190 | 2 | 0.380 | 52 | **9.880** |
| 11 | Camera for delegation visits | 140,000 | 0.150 |  |  | 1 | **0.150** |
| 12 | Routers for Centres | 50,000 | 0.050 | 1 | 0.050 | 26 | **1.300** |
|  | **Sub Total** |  |  |  | **2.517** |  | **57.965** |
|  |  | **(Execution Unit)** | | |  |  |  |
|  | **Item** | **Cost** | **M** |  |  | **Qty for PMU** | **Total Cost** |
| 1 | Desktop Computers Intel Core i7 12th Gen or higher , full Branded with complete peripherals & LED (For Commissioner/DCs/ACs) | 400,000 | 0.400 |  |  | 35 | **14.000** |
| 2 | UPS for DC/ACs | 180,000 | 0.180 |  |  | 35 | **6.300** |
| 3 | Laptops | 420,000 | 0.420 |  |  | 2 | 0.840 |
| 4 | Air Conditioner (Reversible) | 250,000 | 0.250 |  |  | 1 | **0.250** |
| 5 | Tablets for Digital Signatures | 190,000 | 0.190 |  |  | 2 | **0.380** |
|  | **Sub Total** |  |  |  |  |  | **21.770** |
| **B** | **Networking** |  |  |  |  |  |  |
| 1 | Face Plate, Back Boxes for Face Plates, I/O Switch Cat 6 ,Patch Cords,Rj45 Connector (40no)LAN setup[civil works] | 45,000 | 0.045 | 5 | 0.225 | 130 | **5.850** |
| 2 | Duct/PVC/RFT (Approx. 350ft), Data Cable, Power Cable(Internal and External) | 50,000 | 0.050 | 1 | 0.050 | 26 | **1.300** |
| 3 | Patch Cords (for systems) | 5,000 | 0.005 | 5 | 0.025 | 26 | **0.130** |
|  | **Sub Total** |  |  |  | **0.300** |  | **7.280** |
| **C** | **Electrification/Backups** |  |  |  |  |  |  |
| 1 | Earthing Pit | 70,000 | 0.070 | 1 | 0.070 | 26 | **1.820** |
|  | **Sub Total** |  |  |  | **0.070** |  | **1.820** |
| **D** | **Furniture & Fixtures (with Carriage)** |  |  |  |  |  |  |
| 1 | Computer Chairs | 45000 | 0.045 | 2 | 0.090 | 52 | **2.340** |
| 2 | Visitor Chairs | 35000 | 0.035 | 2 | 0.070 | 52 | **1.820** |
| 3 | Renovation | 300000 | 0.300 | 1 | 0.300 | 26 | **7.800** |
| 4 | Sitting Arrangements Steel Benches | 60000 | 0.060 | 2 | 0.120 | 52 | **3.120** |
| 5 | Front Counters with Glass | 100000 | 0.100 | 2 | 0.200 | 66 | **6.600** |
| 6 | Information Display Boards | 25000 | 0.025 | 1 | 0.025 | 26 | **0.650** |
|  | **Sub Total** |  |  |  | **0.805** |  | **22.330** |
|  | **Grand Total** |  |  |  | **3.692** |  | **111.165** |

**Justification:**

*The cost estimates for this scheme were made in April/May 2023 as per PKR currency pertaining to USD prevailing rate in international market for requisite IT infrastructure. Given the past abnormal hike in dollar rates and currency devaluation of PKR, the quoted rates for the equipment may vary depending upon USD currency rate fluctuation as witnessed in recent past.*

*Furthermore, estimated Eqpt cost is realistic and quoted based upon previous procurement costs of IT Board development schemes/projects likewise, Market surveys and Internet surveys were followed for provision.* Annexure-B

**Operational Cost**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sr.#** | **Particulars** | **Cost/Month for 1 Tehsil** | **Cost for 1 Tehsil** | **Cost / Month for 26 Tehsils** | **Duration 2 years** | **Total Cost** |
|  |  |  | **M** |  |  |  |
| 1 | Stationery & Printing | 0.005 | 0.120 | 0.130 | 2 | 2.490 |
| 2 | Internet & Hosting Charges | 0.007 | 0.168 | 0.182 | 2 | 4.368 |
| 3 | POL Charges /M | 0.004 | 0.096 | 0.104 | 2 | 3.126 |
| 4 | Miscellaneous Unforseen Cost | 0.004 | 0.096 | 0.104 | 2 | 2.496 |
| 5 | TA & DA/Tehsil Visits/Installation | 0.006 | 0.144 | 0.156 | 2 | 3.744 |
|  | **Total** | **0.026** | **0.624** | **0.676** |  | **16.224** |

Annexure-C

**Software**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Software Development** | | | |  |
|  | | | **Total** | **Millions** |
| **Particulars** | **Description/Justification** |  |  |  |
| Additional Modules with integration and Additional Modules including Customization for already operational Software for E-Facilitation Centres in AJK pertaining to concerned departments **-** General Public application Portal **-** SMS Gateway Integration | Customization of Software for E-Facilitation Digital Service Centre (Customized Application) Installation, Integration and Training Support , including **Quality Assurance and third party audit of the Software .** | 1 | 5000000 | 5.000 |
| Software including app development for Smartphones and Tablet apps.(Android/iOS) | E-Services application in addition to software including back end automation and online application interface for end user through digital apps. | 1 | 2000000 | 2.000 |
| **Total** | | | **7,000,000** | **7.000** |

Annexure-D

**Licensed Software**

|  |  |  |  |
| --- | --- | --- | --- |
| **Licensed Software Services** | | | |
| **Description** | **Unit Price** | **Qty** | **Total Cost** |
| OS Pack MS Windows 10 Genuine Robust Features for Optimum Flexibility | 0.040 | 87 | 3.480 |
|
| **Total** | | | **3.480** |

Annexure- E

**Salaries**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of**  **Post** | **Q** | **Basic Pay** | **H.R** | **C.A** | **S.A** | **M.A** | **D.R.A 25%** | **A. Relief** | **Social Security Benefit** | **Com. Allow** | **D.R.A 15%** | **Pay/ M/ person** | **June (2023-24)** | **June (2024-25)** | **Total Cost** |
| Steno-  graphers  **BPS-14** | 32 | 22530 | 3321 | 3956 | 3277 | 1500 | 3795 | 3480 | 9759 | 1500 | 2477 | 55595 | 21.348 | 27.036 | 48.384 |
| **Total Salary** |  |  |  |  |  |  |  |  |  |  |  |  | **48.384 M** | | |

***Justification:***

The amount of the salary range is considered on Scale based with expected increment for next 2 years as per Government notifications/rules and increments. The positions will be therefore abolished after 2 years and cannot be claimed as normal budget except by BoR.

Annexure- F

**Scanning / Indexing & digitization of old Record**

|  |  |  |  |
| --- | --- | --- | --- |
|  | |  |  |
| **Sr. #** | **Particulars** | **Quantity Citizens approx(M)** | **Total Cost for whole AJK** |
| **1** | **Scanning and Indexing (*Scanning of old record and indexing as per Misal Numbers in uniform format*)** | **1.20** | **28.000** |
| **2** | **Data Entry (*Data entry of scanned and indexed record in digitized software application and data retrival and verification capablity*)** | **1.20** | **42.000** |
|  | **Total** |  | **70.000** |

Annexure- G

**Items Specification:**

|  |  |
| --- | --- |
| **Hardware** | **Description** |
| High End PCs (Branded)  (/HP /Dell) | Intel Core i7-11th Generation (Quad Core 3.4GHz / 16MB Cache) / Intel® Q87 Express Chipset / Intel 5600 Graphics / 8GB 1600MHz DDR4 / 1TB 7200 RPM SATA HDD / 16x DVD+/-RW-Drive / Internal Speaker / USB keyboard // USB Optical Mouse with HDMI/VGA ports. |
| Webcams for capturing applicant pictures | Digital 1080p Megacam for PC at least 12-16 MP or higher plug and play (Logitech/Sony) |
| Biometric Device Scanners | URU Digital Persona 5100 compatible with system |
| LCD (Samsung/HP/Dell) | Branded LCD with HDMI/VGA input ports 18.5” or higher |
| Printer | Color Printer: with  Print speed:  Up to 20-25 pages per minute (black and white)  Up to 15-20 pages per minute (color) |
| Scanner | Scanjet with capacity of 25ppm offering 60sheets capacity compatible with Windows 10 and higher USB connectivity, maximum resolution (1 year warranty) |
| Laptop | [12th Gen, Hexa Core 16GB RAM SSD 512GB – liquid crystal display 13.6" or 14” Hp/Dell/Apple](https://www.paklap.pk/af152nr.html). |
| Networking Installation and configuration with all Accessories | CAT-VIe (AMP or Clipsal network Cable) for Complete Connectivity of PCs, router and printers for 4 terminals with latest accessories |
| Electrification (Earthling pit, main cabling, internal cabling, wiring) etc | Standard High Grade Copper Earth pitting, electric points for 12 terminals with standard quality accessories and pure copper cabling |
| Chair | Revolving chair for Computer complete with following features:  High back  Steel Bottom (Chrome Finish)  Rexene/Cloth cushioning  Revolving 360 degree  Adjustable height Seat back made 1/2” thick ply pasted with master Molty Foam with five wheels |
| Table | (4\*2\*30”) made of Lamination sheet Dwyer Color edges covered with Diyyar solid wood, Sliding tray of metallic channel for key board, CPU Box lockable with drawer lockable |
| UPS (2 KVA) | 2-KVA, with male/Female Connector Cables for Desktop and LED power with at least backup time of 30 Minutes preferably Emerson/APC. |
| Air-conditioned (LG/Orient/Haier) | 1.5 ton reversible DC invertor |
| Digital Webcams | 1080p resolution with at least 12-16MP preferably Logitech |
| Digital Single Lens Reflexive Camera | 24.MP any branded DSLR preferably Nikon |
| Routers | WiFi4 300MBps Ethernet connectivity router with wifi and minimum 5 ports, Access Point mode IP /mac binding capability Ipv4 and v6 with 9V power. |

Annexure- H

**Total Citizens Facilitated till date and status of Digitalization of state subject and domicile in Muzaffarabad Division Since January 2023 (Muzaffarabad Tehsil Started in June 2021)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr.** | **Tehsils** | **Documents Processed** | **Status** | **Remarks/Issues** |
| 1 | **Muzaffarabad** | 35344 | Operational | Ok |
| 2 | **Patikka** | 1521 | Operational | Ok |
| 3 | **Athmuqam** | 1116 | Operational | Ok |
| 4 | **Sharda** | 383 | Operational | Ok |
| 5 | **Hattian** | 019 | Operational | Ok |
| 6 | **Chikar** | 0 | Operational | Building changed |
| 7 | **Leepa** | 0 | Operational | Electricity/Internet Issue |

Annexure- I

**Sustainable Development Goals (SDGs)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of SDG** | **Bench mark as on April 2023** | **Target Fixed for Achievement up to 2030** | **Relevance with the Proposal/ Project** | **Expected Outcome through proposed intervention** |
| Gender Equality | Providing equal opportunity   * Environment * Wage * Service Structure   **32 Employment Generation** | Equal Job opportunity in ITB  **50+ Employment opportunities in DC/AC Offices** | Hiring against the proposed posts  **Future employment opportunities due to this initiative.** | Hiring would be skill based not gender based  **Maximum capacity Building of staff** |
| Decent Work and Economic Growth | Conducive Working Environment for efficiency in service delivery regarding State Subject and Domicile  **Till April 2023: 38000+ documents issued via application** | -Providing Conducive working environment for staff of AC offices  -Reducing un-employment through job creation under scheme.  **Per Annum approximate 50000+ documents targeted** | Renovation is proposed at in tehsil offices under the scheme  **Up-gradation and modernization of 32 Tehsil AC offices targeting public service delivery models**. | Better service delivery in professional and efficient manner  **State of the art services facility mechanism for population of 4.2 Million** |
| Climate Action | Automation of State subject and Domicile  **Reduction in printing of 0.3 Million Pages after end to end automation** | Fully automated service delivery involving minimal printing and wastage of papers and stationary  **Environment friendly model targeting mitigation of 0.6 Million pages generation per year** | Automation of services is proposed.  **End-end automation reducing travel of applicants** **by** **adopting digitalized model** | Fully automated service delivery would be adopted  **Frequent visits to tehsil offices will be reduced** |

Annexure- J

**TOR’s for Project Staff**

Specific skills requirement & job description of staff

* **Stenographers / Trainer Steno.**

**Qualifications:**

Graduation in any field of IT

(With one year relevant hands on experience on MS Office and In-page Urdu)

or

Bsc with 6 Months Diploma in Information Technology Systems

(With one year hands on experience on MS Office and In-page urdu)

**Experience:**

1 year hands on experience of Urdu/English data entry at a local or foreign organization

of good reputed Firm/ Company.

**Skills:**

* + Experience of data entry at a large scale.
  + Hand on MS-Office Application programs i.e. MS-Word, Excel PowerPoint etc.
  + Perform precise & accurate work on any implemented software around departments.
  + Understand and follow oral & written directions
  + Good communication skills.
  + Having better understanding of using printers, Scanners and other peripherals.

**Job Description:**

* + To perform basic data entry operations on digitalized application deployed at AC offices.
  + To maintain the project related files & documentation.
  + Enter & verify a verity of applicant’s data in appropriate format as provided in software application.
  + To ensure the quality of data entry by all sources.
  + To be able to work on public Administration software against online revenue department services.
  + To resolve problems regarding data issues and rectification.