ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society
(An Autonomous Body under Govt. of Assam)
Project Management Unit (PMU), World Bank Funded
Assam Citizen Centric Service Delivery Project (ACCSDP)
Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)
Tel: +91 361-2332125; Fax: +91 361-2332564, email- spd@arias.in

No. ARIAS/ACCSDP/99/2017/13   Date: Guwahati the 18th January, 2018

Minutes of the Meeting on RTPS Portal & Management of Public Facilitation Centers (PFCs) held on 19th December, 2017 in the Office Chamber of State Project Director, ARIAS Society,Khanapara-22

Members present:

1.	Sri Siddharth Singh, IAS	: State Project Director, ARIAS Society
2.	Sri Debajyoti Dutta, ACS	: Joint Secretary, AR&T Department
3.	Smti Ruby Sharma, ACS	: Joint Secretary, Transport Department
4.	Smti Panchali Kakati, ACS	: Deputy Project Director, ARIAS Society
5.	Sri F. Ahmed, (Retd. ACS)	: Sr. Advisor (IT), ACCSDP
6.	Smti Hemashri Hazarika, ACS	: Deputy Secretary, IT Department
7.	Sri S. K. Sarmah	: GM, AEDC Ltd.
8.	Sri Satyajit Rereng	: Asstt. Commissioner, Transport Department
9.	Sri Gunadhar Das	: Asst. Commissioner, Transport Department
10.	Sri Deepankar Kakati	: EE, GMC
11.	Sri Rafiqul Islam	: M.V.I, Transport Department
12.	Sri Munna Bhagat	: Consultant-TM, SeMT, IT Department
13.	Sri Rajib Dutta	: Software Developer, GMC
14.	Sri Piyananda S.W.	: BPR & IT Specialist, ACCSDP
15.	Mrs. Ainu M. Baruah	: Office Management Executive, ACCSDP

1. At the very outset, Sri Siddharth Singh, IAS, State Project Director, ARIAS Society, welcomed all the members and gave a brief introduction on the purpose of the meeting.

2. Sri Piyananda Singh, BPR & IT Specialist gave a presentation on the various components of the Project and mentioned that there is a requirement to create a portal which will provide information and service delivery details to the citizens in accordance with the Assam Right to Public Service (ARTPS).

   He also explained that 428 PFCs will be created and maintained under the project including the existing PFCs which would be provided with Connectivity, Manpower and Machines. A service provider will be engaged to provide the aforesaid services to these PFCs and also maintain them. IT Specialist had requested all the members in the meeting to discuss and suggest the functionalities of the ARTPS Portal and provide suggestion on how the existing e-district equipments and resources in the PFCs shall be managed under this project.

3. Sri S.K. Sarmah, GM, AMTRON highlighted the challenges and difficulties of creating a new service delivery portal and also indicated that it will be very challenging task to create the authentication processes of the ARTPS Portal if the portal is accepting the service request/applications from the citizens. He raised a pertinent question as to why a separate portal (ARTPS Portal) is required when there are already existing portals like the e-district portal and service delivery portals of the respective line departments.

   To this query, BPR & IT Specialist responded that the ARTPS Portal is required to provide the information of the ARTPS, Notified Services and create awareness amongst the citizens on how they can avail these services through Online or at the PFCs. The ARTPS Portal will track and monitor the ARTPS Service delivery system only and cited that many states already have separate RTPS portals.

4. Sri D. Dutta, Jt. Secy., AR&T Dept. mentioned that the Aadhar authentication processes could be explored as well, and emphasis should be given on tracking and monitoring of the service delivery systems like that of SAKALA in Karnataka.

5. Shri Siddharth Singh, IAS, State Project Director, ARIAS highlighted the importance of this project and asked the members to suggest alternatives how we can leverage this project to maintain the existing e-district infrastructure. He then explained the various options by which the project can move forward:

   (a) A portal for RTPS should be created, wherein the details of the ARTPS Act, list of Notified Services, documents required to avail the services, timeline and penalties etc. would be provided. The portal will then guide and forward the citizens to the respective e-district or departmental portals where they will enter the service request applications. The portal will track and monitor the services delivery by integrating with the Departments / e-district portal through web service/API.

   (b) The ARTPS portal as stated in '(a)' above will have the functionalities to capture the service request applications from the citizens. This portal will capture the service request applications from the citizens and then forward it to the line Departments / e-district portal through a web service/API. The department will process the application and then update the status of the application in the ARTPS Portal.

   In this option, both the ARTPS Portal and Departments / e-district portal will be able to receive the service request applications from the citizen who are not required to know the service provider.

   (c) Further another option is after the ARTPS portal captures the service request applications from the citizen and forward it to the Departments / e-district portal through a web service/API only. The ARTPS Portal will be able to receive the service request applications from the citizen. Then the existing online forms in the e-district, BAHAN, Sarathi, Dharitri etc shall be closed. The department will only process the application and update the status of the application in the ARTPS Portal which acts as the only frontline application for the citizens.

   The discussion dealt in length the challenges and issues for these three options and finally it was decided to consider option as stated in 5(a).

6. SPD further suggested that the department shall provide their support to make sure that the ARTPS Portal is integrated with their service delivery portals.

7. Smti Ruby Sharma, ACS, Joint Secretary, and Sri Satyajit Rereng, Asstt. Commissioner, representing the Transport Department, Sri Deepankar Kakati, EE, GMC provided their support for integrating their department's applications with the ARTPS Portal.

8. It was decided that the project should identify the PFC locations and check the consistency of the connectivity, equipments and resources. Status about the PFCs should be collected from the IT Department and the District Headquarters.

9. Finally, as no representative from the NIC, Assam unit was present during the meeting, Sri D. Dutta, Joint Secretary, AR&T Department opined that a meeting should be arranged with them at the earliest.

The meeting ended with a vote of thanks from the Chair.

(P. Kakati, ACS)
Deputy Project Director
ARIAS Society

No. ARIAS/ACCSDP/99/2017/13-A   **Date: Guwahati the 18th January, 2018**

Copy for kind information:

1. Addl. Chief Secretary to the Govt. of Assam, Information & Technology Department, Dispur for kind favour of information.
2. State Project Director, ARIAS Society, Khanapara, Guwahati-22.
3. Sri Debajyoti Dutta, Joint Secretary, AR&T Department, Govt. of Assam, Dispur, Guwahati-6.
4. Commissioner of Transport for kind favour of information.
5. Nodal Officer, ACCSDP: Revenue Dept./WPT&BC Dept./Transport Dept./Guwahati Municipal Corporation.
6. Internal: OSD/Sr. Advisor (IT)/BPR&IT Splt./AO/PME/FME/OME.

(P. Kakati, ACS)
Deputy Project Director
ARIAS Society