



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)

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No. ARIAS/ACCSDP/99/2017/12

Date: Guwahati the 17th January, 2018

Minutes of the Workshop on Public Facilitation Centers Management Services held on 07th December, 2017 in the Conference Hall, Office of Chief Engineer (Agri), Khanapara-22

Members present:

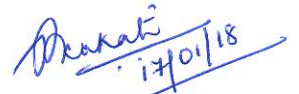
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|--------------------------------|---|
| 1. Smti Panchali Kakati, ACS | : Deputy Project Director, ARIAS Society |
| 2. Sri Anand Pardhy | : Consultant, World Bank |
| 3. Sri F. Ahmed, (Retd. ACS) | : Sr. Advisor (IT), ACCSDP |
| 4. Sri Piyananda S.W. | : BPR & IT Specialist, ACCSDP |
| 5. Sri Shekharjyoti Talukdar | : Sr. Consultant, Wipro Consulting Services |
| 6. Sri Sauryanan Goswami | : Consultant, Wipro Consulting Services |
| 7. Sri Sanjib Kumar Pathak | : Sr. Officer, IL&FS Technologies Ltd. |
| 8. Sri Sajjad Shah,(Retd. ACS) | : Medhassu E-Solution Pvt. Ltd. |
| 9. Sri Partha Pratim Baruah | : Medhassu E-Solution Pvt. Ltd. |
| 10. Sri A. W. Choudhury | : Procurement Executive, ACCSDP |
| 11. Sri Rintu Das | : Financial Management Executive, ACCSDP |
| 12. Mrs. AINU M. Baruah | : Office Management Executive, ACCSDP |

- Smti. Panchali Kakati, Deputy Project Director, ARIASS welcomed all the members and initiated the discussion regarding management services relating to Public Facilitation Centers.
- Sri Anand Pardhy, Consultant, World Bank mentioned the importance of the ACCSD project and shared that the World Bank is happy to finance this project as it takes an integrated approach to Improve Institutional arrangements and processes for citizens improved access to public services.
- Sri Piyananda Singh W, BPR & IT Specialist gave a presentation on how ACCSDP aims to improve the service delivery processes. He explained that 428 Public Facilitation Centers (PFC) would be set up at the blocks, revenue circles and other designated offices and also explained that the requirements at each PFCs are Connectivity, Manpower, Machines and Management Activities. He further highlighted that an agency/service provider will be engaged for providing the requirements at the PFCs and for managing the PFCs. He further requested the participants to send queries, if any through email (spd@arias.in).

After the discussion the following points were agreed upon in the meeting –

- Discussed on the requirements (Connectivity, resources, machines) at the PFC, the requirements may be increased or decreased based on the service demands after the deployment and this should be reflected in the RFP.
- It should allow the transfer of resources from one PFC to another.
- The requirement is for Desktop Computers but if the PFC does not have electricity then laptops would be provided.
- There will be no Offline Modules as all the PFC will be online.
- Clarity on the scope of work for managing the PFC, on whether the PFC already has some existing facility (connectivity/computer/Resource) and their management.
- The agency should provide the power backup/ generator like if the PFC does not have uninterrupted power supply, all such specification shall be provided in the RPF.
- There is a requirement for an NMS/EMS.
- The Block/ Circle office Should ensure that the power supply is adequate for the machines required at the PFC.
- The agency shall set up the LAN for the PFC only and not for the Block office.
- Invitation for Quotation (IFQ) for furniture/ site preparation would be separately floated wherein requirement of an Equipment rack needs to be included.
- Details of SLA and Billing Compliances must be in the RFP.
- The recruitment process for selection of manpower for the PFCs (Exam, interviews/ typing speed) shall be defined.
- Extra Monitor (to display the data entry) should be provided in the PFC for the applicants
- Procurement process will be as per the World Bank guidelines, 2014.
- Sri F Ahmed, Sr. Advisor (IT) further added that, if necessary, similar discussion would be initiated again.

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


17/01/18

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

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Copy for kind information:

1. State Project Director, ARIAS Society, Khanapara, Guwahati-22.
2. Sri Anand Pardhy, Consultant, World Bank.
3. Consultant/Sr. Officer: Wipro Consulting Services/IL&FS Technologies Ltd./Medhassu E-Solution Pvt. Ltd.
4. Internal: OSD/Sr. Advisor (IT)/BPR&IT Splt./AO/PME/FME/OME.


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