

No. IT-F (10)-3/2004
Department of Information Technology,
Government of Himachal Pradesh, Shimla.

From:

**Secretary, (IT, BT and S&T) to the
Government of Himachal Pradesh.**

To

**All the Deputy Commissioners in
Himachal Pradesh.**

Dated Shimla-2, the August, 2005.

**Subject: Setting up of Integrated Community Service
Centres (i-COSC) at Tehsil/ Sub Tehsil levels.**

Sir,

As you may be aware that a Project for setting up Integrated Community Service Centres (i-CoSC), down to the level of Tehsil/ Sub-tehsils is to be implemented in all the districts. In the first phase, Shimla, Kangra and Mandi districts shall be taken up during the current financial year; part of the funding for the, pilot project is being provided by UNDP-NISG (National Institute of Smart Government). **Services pertaining to all the Departments (including deposit of telephone, water and electricity bills) shall be provided under a single roof using the tools of Information Technology for the benefit of common man with online updation across the State Wide Area Network (SWAN). The relevant information can be retrieved by a citizen on the web or touch screen or even mobile (in some cases).** Therefore, hardware & Software resources of different departments (e.g. Revenue, Transport etc.) are to be pooled together for their optimal utilisation in delivering information and services to the people. **The Department of IT, Govt. of Himachal Pradesh also is providing hardware/software for backend computerisation of the concerned departments (wherever needed) and also for filling the perceived gaps in availability of the same in i-CoSC centres.**

A gist of i-CoSC Project approved by the State Govt. is being enclosed along with this letter. It may be seen that almost all the Departments engaged in delivery of public services are being covered under this Project. Considering large

number of services to be rendered in these i-CoSC Centres, at least 3,4 and 5 counters (and one touch screen kiosk) will have to be provided respectively at tehsil/ sub-tehsil, sub-division and district level respectively. Only one i-CoSC Centre is to be constructed, wherever district/ sub-division/ tehsil/ sub-tehsil headquarters are coterminus. In order to save precious Government resources, money available for site preparation at the same location from different departments/ e-Governance Society (wherever in existence) will be used. Shortfall, if any, will be arranged by the IT Department. It would be desirable that the staff handling these services in the present manual system are trained to work on these i-COSC Centres independently. However, for initial hand holding, the District e-Governance Society may hire suitable IT professionals through agencies/ firms after observing codal formalities. **These Integrated Community Service Centres in a District shall be managed and operated by a District Level e-Governance Society. At the State level, a Society for Promotion of Information Technology and e-Governance (SITEG) has already been set up under the Chairmanship of Hon'ble Chief Minister.**

While some Districts have already set up e-Governance Societies, other Districts are lagging behind in this regard. **It is, therefore, requested that preparatory steps for constitution of these e-Governance Societies may be taken up on priority basis.** The decisions of State Government regarding inter-departmental interface at the District/ State Level, user charges, norms for utilisation of money and sharing of revenue between the District and the State Level Society/ the State Government will be conveyed separately along with detailed guidelines of i-COSC Project.

Yours faithfully,

**Addl. Secretary (IT, BT) to the
Government of Himachal Pradesh.**

Encls: As above.

Dated, the August, 2005

1. Copy forwarded to all the Pr. Secretaries/ Secretaries/ Heads of Departments in Himachal Pradesh for information and necessary action please.
2. All Divisional Commissioners in Himachal Pradesh.

**Addl. Secretary (IT, BT) to the
Government of Himachal Pradesh.**