

Minutes of the Meeting Chaired by the Hon'ble Administrator, Union Territory of Lakshadweep to Discuss on Role of State e-Governance Mission Team(SeMT) under Capacity Building, on 4th September 2009

Following were present:

1. Sri. R.P Pal, I.A.S, Collector cum Development Commissioner, Union Territory of Lakshadweep.
2. Shri. Maryna Eta I.A.S, Managing Director, LDCL, Lakshadweep
3. Dr. Syed Ismail Koya, Director, Information Technology Department.UTL.
4. Sri. Mohammed Koya, Technical Director NIC, Kavaratti, UTL
5. Officials from State NIC & Lakshadweep Information Technology Services Society.
6. Mr. Reynolds Alex PA, Consulting Leader, M/s Wipro Ltd, Bangalore
7. Mr. Prasad Panapakkam, Senior Consulting Manager, M/s Wipro Ltd, Bangalore
8. Mr. Madhusudhana Rao V, Senior Manager, M/s Wipro Ltd, Bangalore

The meeting held at Secretariat Conference Hall, Kavaratti, Lakshadweep on 04.09.2009 at 4:00 PM. Hon'ble Administrator of Lakshadweep initiated the meeting on role of State e-Governance Mission Team (SeMT) in Lakshadweep by seeking clarification from M/s Wipro Ltd, the Consultant, on the output/ deliverables of the consultancy . During the meeting, Hon'Administrator outlined the importance of clearly defining the deliverables and executing the projects with proper understanding of ground realities in Lakshadweep.

He has suggested SeMT team to focus on the following departments which have greater impact on service delivery to the citizens:

1. Education
2. Port & Aviation
3. Agriculture

4. Fisheries
5. Public Distribution System
6. Medical & Health
7. Transport
8. Rural Development
9. Tourism
10. Power
11. Public Works Department

He emphasized that the consultancy project should adopt a citizen centric approach in identifying their needs, defining the services that are required and its effective delivery.

The team from M/s Wipro Ltd briefly presented the role of SeMT and its approach for implementation during the consulting engagement across 9 months.

The Administrator advised the SeMT to undertake the field study across the Islands to conceptualize the project in the first month, and implement the project in the remaining 8 months.

During the first month, the Administrator wanted the consultants to interact with citizens of the Islands to understand their needs, have a debriefing session with the Administration and subsequently discuss with Head of the Departments at Kavaratti how the services can be delivered using ICTs. He also suggested spending first half of the day with citizens and the later part with local officials including Panchayat members.

The Administrator wanted SeMT team to act as Technical Consultants to the departments and assist them to render various citizen services identified during the conceptualization stage. Further he also wanted the team to identify the training needs of the government employees to implement the projects successfully.

During the discussions, the Administrator mentioned that around 20 Citizen Service Centres (CSCs) should be established proportionately covering all the inhabited islands so as to assist the citizens to avail the services of the administration within 1 kilometer

from the place of his/her residence. He reiterated the need for providing connectivity across islands and creating central storage through SDC.

The Administrator sensitized the team that the requirements of the island are different and unique and the same need to be considered while conceptualizing the project. In addition, he also advised M/s Wipro Ltd to deploy suitable and experienced consultants for this project who are willing to stay in the islands.

During the discussions, the Collector cum Development Commissioner pointed the importance of carrying out business process re-engineering and e-readiness assessment of department, before deploying any IT solution.

The Director (IT) wanted the SeMT team to bring in key learning of main land with respect to citizen services and conceptualize the same with respect to Lakshadweep.

The Technical Director (NIC) mentioned the connectivity and citizen access points as the important aspects to consider for implementation of e-Governance.

M/s Wipro Ltd requested the Administration to issue the Letter of Intent (LoI) before 15th September 2009 so as to commence the work from 1st October 2009 as suggested by the Administrator and it was agreed to.

M/s Wipro Ltd also requested for the following:

- Arrangement for Travel and Accommodation shall be provided during the first month of field study in the islands .Cost of the same will be borne by the Consultant firm.
- Assistant Executives to be made available to facilitate citizen interaction and official meetings in islands
- Provide a working place in office at Kavaratti
- Also requested to provide internet connectivity for official purpose

Following are the major decisions taken during the meeting:

- The project shall adopt a citizen centric approach in conceptualization and its implementation
- To issue the LOI before 15th September 2009 and commence the project from 1st October 2009
- After the field study, a meeting will be again held to assess the status.
- Meeting with all HODs and discussions with them for executing their requirements based on citizen needs.

This has the approval of the Hon: Administrator vide Diary No.2808 dated:10.09.2009.


(Dr.M.S. SYED ISMAIL KOYA)
Director (Information Technology)

F.No: 5/18/2008-IT

Dated: 14 .09.2009

To,

All the concerned.

Copy submitted to Smt.Beebi, SSA, NIC with request to upload to the website.