



## ABSTRACT

Information Technology Department – Tamil Nadu e-Governance Agency (TNeGA) Implementation of Single Mobile Application for Government of Tamil Nadu Project – Administrative approval and financial sanction of a sum of Rs.54,63,000/- (Rupees fifty four lakh sixty three thousand only) – Sanctioned - Orders – Issued.

### Information Technology (e.Gov.I) Department

G.O.(Ms).No. 1

Dated: 02.01.2020

விகாரி, மார்கழி – 17

திருவள்ளூர் ஆண்டு-2050

Read:

From the Commissioner of e-Governance & Chief Executive Officer, Tamil Nadu e-Governance Agency, Chennai-2 Letter No. AT/2/2019-eGov-CeG/TNeGA, dated 16.09.2019 and 30.09.2019.

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### ORDER:

The Hon'ble Minister for Information Technology, while moving the Demand No.31 relating to Information Technology Department on 10.07.2019, announced as follows:

#### “10. ஒற்றை கைபேசி செயலி (Single Mobile App)

தற்காலத்தில் அரசு வழங்கும் சேவைகளைப் பொதுமக்கள் தங்களது ஸ்மார்ட் கைபேசி மூலமாக எளிதில் பெற்றுக் கொள்ள முடியும். பொதுமக்களுக்கான அரசின் சில குறிப்பிட்ட சேவைகள், கைபேசி செயலிகளான அம்மா, உழவன், காவலன் போன்றவை வழியாக அளிக்கப்பட்டு வருகின்றன.

ஸ்மார்ட் போன்களின் பயன்பாடுகள் அதிகரித்ததன் மூலம் மாநிலம் முழுவதும் அதிக அளவிலான தரவு இணைப்பு கிடைப்பதன் காரணமாக அரசின் சேவைகள் பொதுமக்களை சென்றடைய ஒரு ஒற்றை கைபேசி செயலி உருவாக்க திட்டமிடப்பட்டுள்ளது. இது பொதுமக்களுக்கு பேருதவியாக இருப்பதோடு அல்லாமல் நினைவில் வைத்துக் கொள்வதற்கு எளிதான ஒற்றை செயல்பாடாகவும் இருக்கும்.

மாண்புமிகு இதயதெய்வம் புரட்சித் தலைவி அம்மா அவர்களின் நல்லாசியுடன் இந்த ஒற்றை கைபேசி செயலி பயன்பாடு ரூ.50.இலட்சம் செலவில் செயல்படுத்தப் படவுள்ளது.”

2. Accordingly, the Commissioner of e-Governance & Chief Executive Officer, Tamil Nadu e-Governance Agency vide letters read above have sent a proposal for the implementation of ‘**Single Mobile Application for Government of Tamil Nadu**’ project.

3. The salient features of the “Single SMS Gateway of the Government of Tamil Nadu” are as follows:

The Government of Tamil Nadu has taken the next step in Governance - “**Mobile Governance (m-Gov)**”. Single Mobile Application will act as a convergence platform for all Government departments. All the Government departments can leverage Single Mobile Application to ensure consistent, economic, quick and high-quality service delivery to citizens on mobile phones in an efficient and cost-effective manner. With this futuristic vision, the services of various departments can be delivered to citizens at “**Anytime/Anywhere/Anymode**” through various Mobile platforms such as SMS, IVRS, Mobile APP and Mobile Web. Government of Tamil Nadu intends to provide the existing G2C & G2B services and new services including value added services and informational services through this Mobile Application which will be beneficial to the citizens.

This Mobile Governance project’s intent is to be an additional and alternative channel to the existing service delivery system.

**Single Mobile Application:** It is a Mobile platform where citizens can access all the Government services which are available as mobile applications.

**Umbrella of Apps:** It will be a one-stop for all the mobile applications offered by various departments of the Government of Tamil Nadu.

**Objective:** To “Enable the delivery of citizen centric services offered by various departments of Government of Tamil Nadu through mobile applications which is scalable to provide more and more services on the fly”. The major objectives of the project are:

- Citizen - Centric
- Anytime - Anywhere – Any Mode service delivery
- Services delivery through Smart phones
- Low cost for service delivery which benefits citizens
- Services through the User Interface in English and Tamil
- Supports multiple platform and multiple OS.

**Features of Project:** The purpose of setting up the Single Mobile App is to provide one-stop shop for the Government of Tamil Nadu, enabling the delivery of Government services as well as other services including value added service and other informational services through mobile devices in an efficient and cost effective manner.

Citizen can avail the Single Mobile App services at their fingertips with ease and comfort through this mobile application.

The Single Mobile Application would:

- Enable various channels like SMS, IVR and Mobile Web.
- Support both smart and feature phones, the features available when accessed from smart phone and feature phone may vary depending on the capability of the mobile phone.
- Enable various payment instruments like credit cards, Bank Accounts via UPI, prepaid card and mobile wallet.
- Integrate with other Apps of Government like Mobile wallet.
- Provide VAS services.
- Provide Informational services which serve public interest.
- Facilitate the inter-operability across channels, payment instruments and departments to take maximum benefit of the platform.
- Enable DigiLocker, AADHAAR eKYC, e-Sign etc.

#### **Current Challenges**

- Presently, too many mobile applications are available for accessing various services offered by Government of Tamil Nadu. The citizen has to download each mobile application separately.
- Each mobile application has been developed in a different platform.

**Assumption:** API already developed & available in production for usage.

#### **Constraints:**

- Size, Controls & Validations in User Interfaces.
- Client (Server) side dependencies in User Interface(s).
- Request & Responses between the Mobile and Client (Department) Applications.
- Availability & support of SI's in client side for integration.

#### **Implementation Model**

- **Methodology**

To integrate various departments database and to provide 'n' number of services to citizen through Mobile Applications. To identify and develop Value Added Service.

- **Hosting Mechanism**

The application will be hosted in the State Data Centre and the system configuration (Hardware, Software) for the same will be arranged by TNeGA.

- **Security Audit**

The Web portal will be audited by the empanelled vendors of TNeGA before hosting is done at State Data Centre.

- **Services identified by TNeGA**

TNeGA will be involved in the major activities of this project including Proposal preparation, Identification of the Service, Technical Support for client departments and Training. The following mobile apps have been identified for the development of app:

S.No.	Services	Department
<b>Phase – I</b>		
1	eAdangal	Revenue and Disaster Management Department
2	Kavalan	Police Department
3	Uzhavan	Agriculture Department
4	TANGEDCO	Energy Department
5	Chief Minister's Special Cell	Chief Minister's Special Cell

### **Cost Estimation**

The fund required for the implementation of "Single Mobile Application for Government of Tamil Nadu" is Rs.54.63 Lakh. The cost may vary depending on no. of request and responses between servers and similarly based on the client side control and validations.

Tamil Nadu e-Governance Agency has identified 5 mobile apps from various departments for the initial development. In the 1<sup>st</sup> phase, top 5 high volume applications were identified to be integrated and the new & other mobile apps of other departments will be integrated in the subsequent phases of development.

S.No.	Description for a Service	Man days	Amount (Rs. in lakhs)
1	Study	4	0.16
	Analysis	3	0.13
	Design	2	0.08
	Development	10	0.4
	Testing & bug fixing	3	0.13
		<b>Total (A)</b>	<b>0.9</b>
	<b>Proposed no. of Services (Phase-I - 26)</b>	<b>B = A*26</b>	<b>23.4</b>
	<b>Common Scope</b>		
2	Payment Gateway Integration	22	0.9
3	SMS Gateway Integration	5	0.2
4	Framework	12	0.48
5	Reports/Dashboard	22	0.9
		<b>Total (C)</b>	<b>2.48</b>
		<b>Total D = B+C</b>	<b>25.88</b>
		<b>TNeGA 2.5% on D</b>	<b>0.64</b>
		<b>GST 18% on D</b>	<b>4.65</b>
6	Hardware		<b>23.46</b>
		<b>Grand Total</b>	<b>54.63</b>

Total Estimated Cost is **Rs.54,63,000/-** (Rupees fifty four lakh and sixty three thousand only)

4. The Commissioner of e-Governance & Chief Executive Officer, Tamil Nadu e-Governance Agency has therefore requested the Government to accord administrative sanction for the project and financial sanction of a sum of Rs.54,63,000/- (Rupees fifty

four lakh and sixty three thousand only) for the implementation of Single Mobile Application for Government of Tamil Nadu project.

5. The Government, after careful examination have decided to accept the proposal of the Commissioner of e-Governance & Chief Executive Officer, Tamil Nadu e-Governance Agency and accord administrative sanction for the implementation of the Single Mobile Application for Government of Tamil Nadu project at an estimated cost of Rs.54,63,000/- (Rupees fifty four lakh and sixty three thousand only) and release a sum of Rs.54,63,000/- (Rupees fifty four lakh and sixty three thousand only) to Tamil Nadu e-Governance Agency towards implementation of the above project.

6. The expenditure sanctioned on para-5 above shall be debited to the following head of account:

“2852 Industries – 07 Telecommunication and Electronics Industries – 101  
Tele Communications State’s Expenditure – AJ Single Mobile Application  
– 309 Grants-in-aid – 03 Grants for specific schemes”  
IFHRMC (DPC 2852 07 101 – AJ – 309 03)  
Old (DPC 2852 07 101 – AJ – 0938)

7. The Commissioner of e-Governance / Chief Executive Officer is the Estimating, Reconciling and Controlling Authority for the above new Head of Account.

8. The Pay and Accounts Officer / Treasury Officer are directed to open a new Head of account.

9. The Chief Executive Officer, Tamil Nadu e-Governance Agency is directed to ensure that there shall not be any recurring cost to the project and send the physical and financial progress of the scheme every month to the Government along with the details of expenditure incurred and Utilization Certificate. Unspent balance, if any, should be remitted into Government account.

10. The expenditure sanctioned in para-5 above shall constitute an item of “New Service” and the approval of the Legislature shall be obtained in due course of time by an inclusion in the Supplementary Estimates for the year 2019-2020. Pending approval of the Legislature, the expenditure will be initially met by drawl of an advance from the Contingency Fund. The Commissioner of e-Governance is authorized to draw and disburse the amount sanctioned in para-5 above to Tamil Nadu e-Governance Agency. The Commissioner of e-Governance / Chief Executive Officer is directed to apply for sanction of the same as advance from the Contingency Fund to Finance (BG.I) Department directly in Form “A” appended to the Contingency Fund Rules, 1963 along with a copy of this order. Orders for sanction of an advance from the Contingency Fund will be issued from Finance (BG.I) Department. The Commissioner of e-Governance / Chief Executive Officer is directed to include this item of expenditure while sending the budget proposal for RE/FMA 2019-2020 and also send necessary draft explanatory notes for inclusion of this expenditure in the Supplementary Estimates for the year 2019-2020 at appropriate time without fail.

11. This order issues with the concurrence of Finance (Industries) Department vide its U.O. No. 62697/Fin(Ind)/2019, dated 27.12.2019 and ASL No. 2652 (Two thousand six hundred and fifty two).

(By Order of the Governor)

**SANTHOSH BABU,**  
**Principal Secretary to Government.**

To

The Commissioner of e-Governance & Chief Executive Officer,  
Tamil Nadu e-Governance Agency,  
2<sup>nd</sup> & 5<sup>th</sup> Floor, P.T.Lee Chengalvaraya Naicker Building,  
Anna Salai, Chennai – 600 002.

The Accountant General, Chennai-600 009.

The Accountant General (Audit), Chennai-600 018.

The Principal Accountant General (Accounts & Entitlements), Chennai – 600 018.

The Pay and Accounts Officer, Secretariat, Chennai-600 009. (2 copies)

Copy to:

Hon'ble Chief Minister's Office, Secretariat, Chennai – 600 009.

Hon'ble Deputy Chief Minister's Office, Secretariat, Chennai – 600 009.

The Special Personal Assistant to the Hon'ble Minister for Revenue & Disaster  
Management and Information Technology, Secretariat, Chennai – 600 009.

The Finance (Industries/BG-I) Department, Secretariat, Chennai-600 009.

The Information Technology (Bills) Department, Secretariat, Chennai-600 009.

The Principal Private Secretary to Principal Secretary to Government,  
Information Technology Department, Secretariat, Chennai – 600 009.


The Resident Audit Officer, Secretariat, Chennai-600 009.

The Content Creator/Moderator/Nodal Officer (CMS),

Information Technology Department, Secretariat, Chennai – 600 009.

Sf/Sc

// Forwarded / By Order //

  
Section Officer  
31/1/2020