

**Regarding District and Taluka IT
Facilitation Cells – Operational Guidelines**

**Government of Maharashtra
General Administrative Department (IT)
Government Circular Number: GAD-मातंस 088/10/2017-O/O
Room no. 719, 7th Floor, Mantralaya (Annexe)
Hutatma Rajaguru Chowk, Madam Cama Marg,
Mumbai 400 032
Date: 20/07/2017**

Reference: 1. Minutes of DIT High Power Committee meeting dated 17.09.2016
2. DIT GR number - मातंस-1717/प्र.क्र. 111/39 dated 24.03.2017.

Government Circular:

Background

Directorate of Information Technology (DIT), Government of Maharashtra is implementing various pan-State Information Technology projects in the State. Most of these projects are being implemented through the Maharashtra Information Technology Corporation. An illustrative list of projects is as follows.

- a) Implementation of Infrastructure projects like Bharat Net, ICT in Smart cities, State Data Centre, State Wide Area Network, deployment of Digital payments acceptance infrastructure like Point of Sale machines and Aadhaar Pay using biometric devices.
- b) Implementation & monitoring of Pan-State G2C IT applications like Maharashtra Direct Benefit Transfer (DBT) and Services portal, Aaple Sarkar portal, Aadhaar enrolment, e-Examination portal, Integrated University Management System, Maharashtra Urban Governance Framework, Maharashtra Urban Geo Portal, Digital literacy initiatives like PMGDisha
- c) Implementation of Pan-State G2B and G2G IT applications like Maha E-office, E-procurement portal

To ensure smooth implementation of these projects, change management and capacity building of the user Departments is the key. Further, before the exit of the respective system integrators or solution providers, it is necessary to develop internal capacities which will ensure business continuity and knowledge transfer. Hence, DIT has decided to set up State, District and Block level IT Facilitation Cells in each district. After obtaining approval from the High Powered Committee (IT) in its meeting held on 17.09.2016, DIT has engaged resources for the cells from the Maharashtra Information Technology Corporation (MahaIT) as per DIT GR dated 24.3.2017. The following operational guidelines are being issued with reference to District and Taluka IT Facilitation cells.

Operational guidelines

Composition

The District IT facilitation cell will comprise the following

- a) Project Manager
- b) Project Lead
- c) Software Support Engineer
- d) Senior Network Engineer

The Block IT facilitation cell will comprise of a Network Engineer who is being assigned the responsibility of 2 blocks.

The profile of the resources (qualifications, experience) will be as per DIT GR dated 24.3.2017.

Work allocation

The work allocation to the members of the District IT facilitation cell and Block IT facilitation cell will be done by Directorate of Information Technology (DIT). For FY 2017-18, the work allocation is being done as per Annexure-1. Additional work items will be added as and when required.

Since the resources have been assigned important pan-State projects of DIT & will be assigned other upcoming projects in the near future, it is important to reiterate here that the resources should not be assigned any other responsibilities or projects at district level in an ad-hoc manner which will impact their performance. District level supervisory authorities may assign any additional responsibilities to the District and Block IT facilitation cell resources only after obtaining prior written consent of Director IT.

Remuneration & allowances

DIT has engaged the resources from the Maharashtra Information Technology Corporation (MahaIT) and will be making the payments towards remuneration and allowances to MahaIT centrally. Hence, no payments are required to be made at district level.

The deployed resources are being instructed to mark their attendance using the Aadhaar based biometric attendance system (AEBAS) which is being activated soon. Instructions regarding the same are being issued separately.

Office infrastructure

Out of the District level IT facilitation cell resources, the Project Manager & Software Support Engineer, Senior Network Engineer will be located at the District Collectorate whereas the Project Lead will be located at the Zilla Parishad. Necessary IT infrastructure like laptops & data cards are being provided by DIT for all the resources. Till such time that this arrangement is activated, District Collector and CEO, Zilla Parishad should ensure that existing IT infrastructure like desktops/laptop & data cards are provided to the District IT facilitation cell team members.

The Taluka level IT facilitation cell resource will be located in the office of Sub Divisional Officer (Revenue). In case, there is no office of SDO (Revenue) at the posting location of the Taluka IT facilitation cell, the resource will be located in the office of the Tehsildar.

Further, existing IT infrastructure in the districts/blocks created by DIT like MSWAN project infrastructure, video conferencing facilities, networking equipment etc should be handed over to the the District IT cell and Taluka IT cell resources immediately.

Reporting structure

The Taluka IT facilitation cell resource (Network Engineer) will report to the Senior Network Engineer at the District IT facilitation cell.

The District IT facilitation cell resources of Project Lead, Senior Software Engineer and Senior Network Engineer will report to the Project Manager on a regular basis. In addition, Project lead, Senior Software Engineer and Senior Network Engineer will be reporting separately to various project verticals being created in the State IT cell. The details of the same with the escalation matrix will be communicated separately.

Project Managers of the District IT facilitation cells will be reporting directly to the Directorate of Information Technology. DIT will be reviewing the Project Managers and the other resources of the District and Taluka IT cell on a periodic basis (through meetings, video conferences & reporting through mobile applications) with reference to their performance in the Key Performance Indicators assigned for each Key Performance Area (KRA) as per Annexure-1 subject to necessary changes from time to time.

In addition to the above, District IT facilitation cell resources should be included in any committee or group or similar structure constituted by the District Collector, CEO, SP, Municipal Commissioner etc regarding implementation of IT projects at the district level. This will include Committees constituted to monitor and review the implementation of important projects like Aadhaar enrolment, Maha E-office, DBT portal, Aaple Sarkar portal, PMGDisha etc.

Other district authorities

While District and Taluka IT facilitation cell resources may be located in the premises of the District Collectorate, Zilla Parishad and SDO/Tehsildar office, it is specifically clarified that these resources are being provided for the assistance of all offices/Departments which are having a presence in the district.

The IT cell resources should prepare a schedule and visit all the assigned Departments at periodic intervals with reference to the projects which have been assigned to them This schedule should be communicated to all district authorities of various Departments.

Nodal authorities in DIT

All communication from the District authorities regarding the IT facilitation cells should be addressed to State Nodal Officer, Under Secretary (2) at us2.it@maharashtra.gov.in with a copy to itcell@maharashtra.gov.in and a copy to Director IT at director.it@maharashtra.gov.in

This Government Circular of Maharashtra Government is available at the website www.maharashtra.gov.in. Reference no for this is 201707201938069511. This order has been signed digitally.

By order and in the name of the Governor of Maharashtra.

(Shubhangi Shedge)
Under Secretary (IT)
Government of Maharashtra.

To,

1. Secretary to Hon. Governor,
2. Additional Chief Secretary to Hon. Chief Minister,
4. Personal Secretary to ALL Ministers/All Ministers of State,
5. Personal Assistant to Chief Secretary,
6. Additional Chief Secretary/Principal Secretary/Secretary of All Departments,
7. Secretary, Maharashtra Vidhan Mandal Sachivalaya Mumbai,
8. Registrar, High Court (Original Side) Mumbai,
9. Registrar, High Court (Appeal Side) Mumbai,
10. Registrar, Lok Ayukta, Up Lok Ayukta, Maharashtra State Mumbai,
11. Secretary, Maharashtra Public Service Commission Mumbai,
12. Auditor, Accountant General (A&E), Maharashtra Mumbai,
13. Auditor, Accountant General (A&E), Maharashtra Nagpur,
14. Auditor, Accountant General (Audit), Maharashtra Mumbai,
15. Auditor, Accountant General (Audit), Maharashtra Nagpur,
16. Pay and Accounts Officer, Mumbai
17. Residential Audit Officer, Mumbai
18. Director General of Police, Maharashtra State Mumbai
19. All Commissioners of Police,
20. All Divisional Commissioners,
21. Commissioners of All Municipal Corporations,
22. All Collectors,
23. All CEOs of Zilla Parishad/Municipalities,
24. All SDOs/Tehsildars
25. All Departments of Mantralaya,
26. All Head of the Departments and Head of the Offices of Govt. of Maharashtra,
27. Select file

Annexure-1 (Work allocation)

Sr. no	Role	Base location	Projects Assigned	Key Performance Area	Key Performance Indicator
1	Project Manager (in addition to being team leader of the District IT faciliation cell)	District Collector office	MahaDBT	Change management & training Handholding user Departments and schools/colleges	Conduct of change management workshops in each block of the district before 31 st July 2017 Resolving/reporting issues within 2 working days
2	Project Lead	Zilla Parishad	Maha E-office e-Examination portal	Rollout of Maha E-office Training and capacity building, change management for various District level offices conducting exams	Capacity building, training and change management, development of masters etc. for rollout in minimum 3 branches each of Collectorate, branches each of SP office, Police Commissionerate if any, Municipal Corporation (if any), Zilla Parishad by 31 st March 2018 Conduct of change management workshops for all offices before 15 days of Project Go-Live Resolving/reporting issues within 2 working days

Sr. no	Role	Base location	Projects Assigned	Key Performance Area	Key Performance Indicator
			Assistance to district offices in hosting applications on State Data Centre	Providing necessary formats and information to concerned office and co-ordination with SDC	Ensuring requests are processed within 15 days
3	Senior Support Engineer	District Collector office	Aaple Sarkar portal Aadhaar enrolment Building Plan Management System	Training and handholding users Regular monitoring and co-ordination with Enrolment Agency Regular monitoring of support staff at ULB level and co-ordination with MahaIT	Generating regular alerts and trouble shooting in coordination with Aaple Sarkar portal state team Generating regular alerts and trouble shooting Generating regular alerts and trouble shooting in coordination with BPMS state team of MahaIT
4	Senior Network Engineer	District Collector office	1) MSWAN 2) Bharat Net 3) Rollout of Digital Payments acceptance infrastructure	Monitoring of MSWAN network in district and reporting to State IT cell, Monitoring of Public Wifi installations & digital village projects in the district	Ensuring district level issues are resolved in 2 working days Generating regular alerts and trouble shooting in coordination with telecom service providers As per timelines assigned by DIT

Sr. no	Role	Base location	Projects Assigned	Key Performance Area	Key Performance Indicator
			4) Facilities survey for LAN & other infrastructure projects at district level		As per timelines assigned by DIT
5	Network Engineer	Sub-Divisional Officer (SDO office) or Tehsildar office	1)MSWAN 2) Bharat Net 3) Rollout of Digital Payments acceptance infrastructure 4) Facilities survey for LAN & other infrastructure projects at block level	Monitoring of MSWAN network in district and reporting to District IT cell, Monitoring of Public Wifi installations & digital village projects in the block	Ensuring taluka level issues are resolved in 2 working days Generating regular alerts and trouble shooting in coordination with telecom service providers As per timelines assigned by District IT cell As per timelines assigned by District IT cell

Additional projects/work items like Maharashtra Urban Geo Portal, Maharashtra Urban Governance Framework will be assigned subsequently.
