GOVERNMENT OF KERALA

Abstract

Information Technology Department – Establishing Public Call Centre in FRIENDS Janasevana Kendram, Thiruvananthapuram – Administrative sanction accorded - Orders issued.

INFORMATION TECHNOLOGY (A) DEPARTMENT


ORDER

As per Government Order read as first paper above Government had accepted the proposal of Director, Kerala State IT Mission to set up a Public Call Centre attached to FRIENDS Janasevana Kendram, Thiruvananthapuram, which would provide key information relating to Government transactions over telephone to the citizens of the state. A Committee under the chairmanship of Chief Secretary has been constituted to finalise the project report for setting up of the Call Centre.

In the high level meeting chaired by the Chief Secretary held on 27.10.2003 it has been decided among other things that M/s. CMC may be awarded the work subject to the condition that hardware procurement may be made later. The total estimated cost of the project including hardware is Rs. 72,25,000/- as detailed below:

|   | Infrastructure charges
|   | Site preparation, furniture, UPS, AC etc. | Rs. 5,43,000/-
| 2. | Telecom charges
|   | Telecom hardware, software and 10 line Phone Number | Rs. 34,32,000/-
| 3. | Computer charges
|   | Hardware, Software, networking and system security | Rs. 28,20,000/-
| 4. | Other charges
|   | Installation, Training and data entry | Rs. 4,30,000/-
|   | Total | Rs. 72,25,000/-

The Director, Kerala State IT Mission in his letter read as third paper above has requested to accord Administrative Sanction for setting up the Call Centre at an estimated cost of Rs. 72,25,000/- including hardware.
As per G.O. read as second paper above sanction was accorded for designating M/s CMC as the Total Solution Provider for implementing the project excluding hardware procurement.

Government have examined the matter and are pleased to accord administrative sanction for the setting up of a Public Call Centre attached to the FRIENDS Janasevana Kendram, Thiruvananthapuram at an estimated cost of Rs. 72,25,000/-.  

(By Order of the Governor)

ARUNA SUNDARARAJAN  
SECRETARY TO GOVERNMENT

To
The Director, Kerala State IT Mission,
The Accountant General (Audit) / (A&E), Kerala, Thiruvananthapuram  
(This issues with the concurrence of Finance Department)
The Finance Department  
All the members of the committee on Call Centre.
The District Collector, Thiruvananthapuram.
M/S: CMC Limited.
The Project Manager, FRIENDS Janasevana Kendram, Thiruvananthapuram.
SF, O/c

Copy to:-
The Principal Secretary to Chief Minister.
The Additional Secretary to Chief Secretary.
The C A to Secretary (IT)
The C A to Additional Secretary (IT)
The IT (B) Department

FORWARDED / BY ORDER

SECTION OFFICER