

PROJECT IMPLEMENTATION & MONITORING REPORT EVALUATION SUMMARY

1	STATE/UT NAME	Puducherry
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3	NAME OF THE SPMC	WIPRO Consulting

Introduction:

This report is the summary derived from a detailed analysis of the PIM report submitted for the UT of Puducherry. The two sections in this report deal with *quantitative/financial information* (impacting financials/project cost directly) and *non-financial information* provided in the Project Implementation and Monitoring (PIM) report.

Guidelines for Preparation / revision of PIM Report

- The SPMC shall follow a solution based approach for preparation / revision of PIM report and conceptualize a comprehensive solution for implementation of CCTNS project both for project period and for a long term after considering State-specific requirements in coordination with State.
- PIM report to be structured around the implementation of “*Bundle of Services*” and explain how the implementation shall translate in providing the envisaged citizen services and provision of internal services to the department leading to efficient and effective Police functioning.
- Proper referencing shall be made in the PIM report from the other deliverables. (Detailed Assessment Report, Functional Requirement Specifications & Data Migration Report, Infrastructure Requirements including Requirements for Specialized Infrastructure and Applications, Recommendations on BPR, Process Re-engineering Report, M&E Framework, CB & CM Report, Project Implementation Requirements)
- An Executive Summary” shall be provided in the beginning of the PIM report to provide a snapshot of its contents. A brief description on the various components of the CCTNS Solution for the State/UT, State-specific requirements, proposed budget and the plan for implementation of the CCTNS solution in the State.
- Footnotes/explanatory notes for any assumptions made in arriving at the financial estimates with suitable justification shall be made in the PIM report wherever necessary.

SECTION 1: QUANTITATIVE/FINANCIAL INFORMATION

Funds Category	Proposed (Rs. In lakhs)	Allocated (Rs. In lakhs)	Deviation (Rs. In lakhs)	Evaluation remarks	Recommendations for revision
Site Preparation (Police Station & Higher Offices) Cost	130.975 (site preparation for both police stations and higher offices)	19.8 (site preparation at police stations) + 19.8 (site preparation at higher offices)	91.375	<ul style="list-style-type: none"> The report does not provide any details on the number of police stations and higher offices (of different types) which are being considered The cost for the entire set of 140 locations to be covered has been calculated together. Breakup of the cost between police stations and higher offices has not been provided. There is a deviation in the number of locations covered. The State Plan mentions 86 locations (55 Police Stations, 24 Circle / SDPO, 2 Districts, 4 PHQ and 1 SCRB), whereas the PIM template mentions 140 locations Locations such as outposts, traffic police stations, PCR Cell, Food Cell etc. are not covered for funding under CCTNS guidelines. A.C. (at Rs 25,000 each) has been considered 	<ul style="list-style-type: none"> Please provide detailed breakup of costing for police stations and different categories of higher offices separately. Please refer to unit rates given in the PIM template for police stations and different types of higher offices while doing the costing. Justification needs to be provided for increase in number of locations. Locations not permitted under CCTNS guidelines should not be included. Please note that Police Stations where FIR is registered and has been notified through State Gazette would only be taken up for funding under CCTNS. As per CCEA note, site preparation for CIPA locations is not to be funded under CCTNS.

				<p>under this head (total proposed expenditure 52.75 lakhs). This item is not admissible under site preparation as per the CCTNS guidelines.</p>	<ul style="list-style-type: none">
<p>Hardware (Police Stations and Higher Offices)</p>	<p>425.7 (hardware for both police stations and higher offices)</p>	<p>129.36 (hardware at police stations) 95.81 (hardware at higher offices)</p>	<p>200.53</p>	<ul style="list-style-type: none"> It is mentioned that all Police Stations in Puducherry are covered under CIPA (Sec 1.2 Pg 12). However, it has not been mentioned whether this has been taken into account while doing the cost calculations. Some items included are not covered under funding as per CCTNS guidelines. For example – handheld devises (37.5 lakhs proposed), FACTS server (100 lakhs proposed), blue tooth printer (7.5 lakhs proposed) There is a deviation in the number of locations covered. The State Plan mentions 86 locations (55 Police Stations, 24 Circle / SDPO, 2 Districts, 4 PHQ and 1 SCRB), whereas the PIM template mentions 140 locations The report does not clarify the number of police stations and higher offices (of different types) separately and also does not give the 	<ul style="list-style-type: none"> As per CCEA note, hardware for CIPA locations is not to be funded under CCTNS. As discussed in the State Nodal Officers Workshop on 1st October 2010, the UT may redistribute Hardware based on local requirements However this redistribution need not be reflected in the PIM report. The State/UT needs to keep track of the Hardware & its movement in its Asset register. As per CCEA Note, no additional hardware is covered under CCTNS. Hence funding for additional types of hardware proposed in PIM report (blue tooth printer, handheld devises, FACTS server) is not covered. As discussed during workshop on 1/10/2010, State Government may

				<p>hardware requirements at different locations. Only a consolidated figure for the entire state is given.</p> <ul style="list-style-type: none"> • Some of the locations mentioned (such as outposts, traffic police stations etc.) are not covered for funding under CCTNS guidelines. • Unit rates mentioned in the PIM report exceeds the standard rates provided in the PIM template for certain items. Example – PCs (Rs. 40,000 against the standard rate of Rs. 25,000) Fingerprint Reader (Rs 20000 against the standard unit rate of Rs15000). The total deviation due to this is Rs 82.05 lakhs • One time Operational cost (paper/toner) per location of Rs 12,000 (which has been mentioned in the PIM template) has not been mentioned in the cost calculation. 	<p>fund these items from its own budget. The calculations for state funding should be shown separately.</p> <ul style="list-style-type: none"> • It may be noted that only those Police Stations would be covered in CCTNS where FIR is being registered • Further it may be noted that the additional hardware (per police stations) not covered under CIPA may be covered under CCTNS (digital camera 1 no, fingerprint reader 1 no, electronic pen 1). Hence the cost implications for these should be mentioned explicitly.
Application Customization/ Development Cost	195.3	Applications Customization/	195.3	<ul style="list-style-type: none"> • An overall figure has been given for application development cost without any break-up / justification in terms of the new modules proposed for application 	<ul style="list-style-type: none"> • Approval and / or Funding for CAS Customization and Application development would be subject to MHA approval

		<p>Development cost was not provisioned in the State Plan</p>		<p>development and cost / effort estimation for the same.</p> <ul style="list-style-type: none"> An overall figure has been given for customization without any explanation / justification on how the estimate was arrived at 	<ul style="list-style-type: none"> Cost heads not admissible under CCTNS guidelines should not be included Module wise break up of application development cost / effort estimates should be provided Explanation / justification on how the customization cost was arrived at should be provided Application maintenance cost for the extra modules / application (which is not in the scope of SDA – CCTNS CAS) may be proposed and it should not exceed 15% per annum of the application development costs. In case of Servers and associated software requirements, it should be proposed under Data Center budget. Relevance and justification of the proposed software in alignment with crime and criminal investigation functions needs to be detailed. FRS to be specified for all additional
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					applications in the FRS report, prepared as per the scope of SPMC ToR and summary of the same with proper referencing to the FRS deliverable be made in the PIM report.
Data Centre Cost	427.92 (data centre) 317.05 (DR site)	300	444.97	<ul style="list-style-type: none"> • Even though it has been mentioned that SDC will be operational by October 2010, a separate data centre and DR site has been proposed because of which cost estimates have gone up from the allocation under State plan • AMC and outsourced manpower costs (which are included in the PIM template) have not been mentioned. 	<ul style="list-style-type: none"> • Maximum permissible cost for DC and DRC under CCTNS is Rs. 3 crore. • SPMC to ensure that there is no duplication of hardware/software procurement between SDC and CCTNS projects of NeGP • Till the time SDC becomes operational in the State, the State is advised to consider a temporary DC within its premises or explore hosting facilities with NIC / BSNL • For DR the state is advised to use another neighboring State SDC for DR facilities. It should be noted that DR site should be located at a distance of 250 kms or more. • AMC @ 10% per annum for 3 years needs to be factored in as per the

					<p>revised costing. (this is over and above Rs. 300 lakhs limit)</p> <ul style="list-style-type: none"> The BOM level details of Data Centre need to be provided as per the PIM template. It should be noted that there is no duplication on the equipments / software procured under CCTNS & SDC projects funded under NeGP Manpower cost has to be taken for 2 resources working in 3 shifts for 4 years with 10% increase each year @ Rs. 40,000 per month (this is over and above Rs. 300 lakhs limit)
Networking Infrastructure Cost	159.98	64.35	95.63	<ul style="list-style-type: none"> Unit rate for 2 MBPs connectivity for SWAN integration has been taken as 55,252 Rs whereas unit rate for broadband mentioned in PIM template is 30,000 Rs. (leading to a cost increase of Rs. 13.38 lakhs) The unit rate for switch has been considered as Rs. 45,000 as against the Rs. 25,000 mentioned in the PIM template (which leads to a cost increase of Rs. 13.6 lakhs) Following are non permissible items have 	<ul style="list-style-type: none"> States should provide a comprehensive networking and connectivity solution Centre is already in discussion with BSNL to provide centralized solution to be provided to states (with 10% locations on MPLS and rest on VPN over broadband with SLA) which will be exclusively used for CCTNS. Rates are yet to be finalized with BSNL. BSNL rates publicly available should be used

				<p>been included under this head</p> <ul style="list-style-type: none"> ○ UPS 2 KVA (at a total cost of Rs. 9.2 lakhs) ○ Generator 2 KVA (at a total cost of 13.8 lakhs) ○ UPS 5 KVA (at a total cost of 1.75 lakhs) ○ Generator 5 KVA (at a total cost of 5 lakhs) ○ UPS 10 KVA (at a total cost of 0.6 lakhs) ○ Generator 10 KVA (at a total cost of 1.5 lakhs) ○ UPS 20 KVA (at a total cost of 2 lakhs) <p>These should be mentioned under the Hardware section.</p> <ul style="list-style-type: none"> ● AMC has not been considered. ● Office wise break-up of infrastructure / connectivity requirement not provided 	<p>for computation purpose. These would be adjusted once the actual negotiated rates are available.</p> <ul style="list-style-type: none"> ● VSAT connectivity for 500 select locations (for the entire country) to be provided under primary network – only when BSNL landline connectivity is not available / sensitive terrorist or Naxalite prone areas. Hence necessary justification needs to be provided. ● SWAN should be planned as backup redundant connection ● State should provide budget for procurement of suitable devices for connectivity to secondary network (SWAN) ● Generators (2KVA) & UPS (2KVA – for 120 minutes backup) should be proposed under the Hardware cost head ● Unit rates given in the PIM template (including Generator & UPS costs) should be adhered to, in case of
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					deviations, explanation / justification should be provided.
Handholding Support Cost	36.9	49.5	-12.6	<ul style="list-style-type: none"> The reason for this deviation is that while 55 locations were considered in the State Plan, in the PIM Report, 41 locations have been considered. 	<ul style="list-style-type: none"> Please provide details if the balance 14 locations do not require handholding
Project Management Consultancy Cost	98.28	275	-176.72	<ul style="list-style-type: none"> Only cost estimate for SPMU has been provided. Cost estimation for SPMC has not been provided. 	<ul style="list-style-type: none"> Cost incurred on SPMC should also be provided, as this would be utilized from this budget only. Cost estimate of SPMU can be arrived at based on effort estimate of scope of work of SPMU
Capacity Building Cost	22.585	61.44	-38.855	<ul style="list-style-type: none"> While infrastructure requirement at the various training centres has been mentioned under section 2.4.4, no cost estimation has been provided under the head capacity building (strengthening of institutions) in Financial estimates 	<ul style="list-style-type: none"> Please explain in detail why Cost for infrastructure at the training Centres (which has been mentioned in the PIM template) has not been considered under this head.
Digitization Cost	35.68	35.64	0.04	<ul style="list-style-type: none"> While it has been mentioned that the digitization will be done for last 10 years 	<ul style="list-style-type: none"> Cost estimates for 10 years historical data should be provided

				<p>historical data, from the cost calculation it appears as if only one year has been considered (Volume of images per year has been multiplied with unit costs. Number of years has not been considered in the calculation). In case 10 years data is considered the proposed cost would be significantly more than the allocated cost.</p> <ul style="list-style-type: none"> • Though volume and cost estimation has been provided for items under various heads, specific register / form names not provided. For example – there could be various types of forms / registers covered under “Petitions” each with different number of pages and fields. • Digitization of records not directly related to crime and criminals (such as employee records) has been included under data digitization • Instead of data entry cost, the cost for scanning of historical documents has been calculated. • It is noted that calculations have been done 	<ul style="list-style-type: none"> • Digitization of data which is not directly related to crime and criminals (such as employee records) is not permitted under CCTNS guidelines • The unit for data digitization (manual data entry or through data porting) is one Case file comprising of 1) all IIF forms 2) any relevant parameters that should be captured in crime and criminal registers related to the case file and 3) any other information for generation of report on the case file • Data digitization requirement beyond the case file should be clearly demarcated (in Rs.) and rationale for the same should be provided. Currently there is no fund allocated for digitization beyond the case files. • Scanning of pages is not funded under CCTNS project and hence it should not feature in the calculation
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				for digitization of all crime and criminal investigation registers, whereas funds have been allocated on the basis of case files <ul style="list-style-type: none"> • The unit rate per case file should accordingly be used for the calculation 	
Total	1850.37	1050.7	799.67		

Others

- No yearly break-up of costs have been provided. It is expected that the State Government would be spending this amount under phases. The PIM report should specify the planned expenses in each year, so that the financial releases may be planned accordingly.

• **SECTION 2: NON FINANCIAL INFORMATION**

S. No.	PIM page number PIM section number Section heading			Brief description of the deviation	Evaluation remarks	Recommendation for revision
1	58	2.4.4	Capacity Building Plan and Change Management initiatives	There seem to be a lack of consistency between various sections of the report. For example –	<p>- Types of trainings mentioned in section 2.4.4 does not match exactly with the types of training shown in cost calculation under section 4</p> <p>- The services given under scope of services (sec 1.4) do not match exactly with those given under services and service levels (sec 2.3)</p>	The inconsistencies pointed out should be corrected
77	4.4	Capacity Building				
14	1.4	Scope of Service				
36	2.3	Services and Service Levels				

	61 73 10 5	3.1 3.7 Anne xure - I	Implementation Model Detailed Project Plan Detail Functional Specification Requirement		<p>- In section 3.1 (Implementation model), the division of Phase 3 into stages has been described, the same seems to be missing in the Project Plan (Sec 3.7)</p> <p>- While a GPS based application has been mentioned, cost of GPS devices does not seem to appear anywhere. It may also be noted that funding for GPS based application is not currently covered under the CCEA note for funding.</p>	This may be considered in subsequent phase of CCTNS.
2ⁱ	14	1.4	Scope of Service	Some mandatory services have not been included	The following mandatory service has not been mentioned under scope of services “Verification requests for servants, employment, passport, marriages, senior citizen registrations, etc.”	All mandatory services mentioned in the PIM template should be covered under the “Scope of Service” section
3	43	2.4.3	Solution and Technology	Legacy application details	Details of existing legacy applications and integration issues (if any) has not	Details of existing legacy applications and integration issues (if any) should be

			Architecture		been mentioned in the Solution Architecture	considered in the development of the Solution Architecture
4		2.4.3	Solution and Technology Architecture	Integration related issues	<p>No details have been provided on the following integration related issues</p> <ul style="list-style-type: none"> - Integration required (if any) with existing applications within the Department - Integration with external applications (Vahan, Sarathi, Passport, courts etc.) 	Integration plans with legacy applications / external applications should be detailed
5	57	2.4.4	Capacity Building Plan and Change Management Initiatives	Additional areas to be included under Capacity Building and Change Management	Capacity Building and Change management plan does not mention anything about conducting online examinations and certifications, incentive models, awareness creation, stakeholder engagement, online training and certifications etc.	The points mentioned should be included in the PIM report
6	61 73	3.1 3.7	Implementation Model Detailed Project Plan	Detailing required in project plan	<p>The project plan does not give enough details.</p> <ul style="list-style-type: none"> - The entire implementation has been put under a single phase (Phase III) 	The project plan should be made more detailed and should be consistent with the implementation model

					<p>and timelines for various activities covered under the “Bundle of Services” have not been shown separately.</p> <p>- While previous sections mention the division of phase III into 3 stages, this has not been shown in the project plan</p> <p>- While previous sections mention a pilot implementation, pilot and roll out not shown separately in the project plan</p>	
7	36	2.3	Services and Service Levels	Additional areas to be considered under this section	<p>Service levels management section does not cover issues / areas such as SLA dashboard or monitoring / reviewing tool, linking of SLA to payments, help desk and issue escalation and resolution mechanism etc.</p> <p>Service cost has not been considered in the proposed service level plan.</p>	The points mentioned should be incorporated in the PIM report.

8.	N. A.	N.A.	N.A.	Data Migration	Detailed migration plan for using data from existing legacy systems has not been given	In case the state is planning to migrate data from legacy applications, the plan for the same should be given. The cost implications (if any) should also be considered.
9.	N. A.	N.A.	N.A.	Financial viability	No proposals for long term financial viability (such as Revenue Plan / PPP / Private Sector Assistance etc.) are mentioned. There should be a plan to charge fee for citizen services provided by police like character & antecedent verification, servant verification etc.	If any plan for long term financial viability has been considered, the same should be included in the PIM report
10.	N. A.	N.A.	N.A.	Sustainability plan	No sustainability plan detailing procedural, staffing, budgetary and contractual arrangements beyond project period to ensure sustainability of project has been mentioned.	If any sustainability plan has been considered, the same should be included in the PIM report
11.	N. A.	N.A.	N.A.	Data quality	No plan is shown to ensure quality of data entry / control mechanism/ Data quality assessment and audit	Plans for the same should be included in the PIM report

Scope of Services:

- ❖ This section shall focus on defining the scope of CCTNS project in the State/UT through implementation of Bundle of Services to be provided by the System Integrator and the services, both internal (Internal administration) and external (citizen centric) to be provided in a CCTNS environment through implementation of the “Bundle of Services” of CCTNS project.
- ❖ The scope of services section needs to be revised based after consideration of the following.
 - How the CCTNS project shall be implemented in the State/UT through “Bundle of Services” to be provided by the System Integrator?
 - How the seventeen software services/modules defined in Core Application Software (CAS) shall be translated into actually providing the citizen services (e-services listed in PIM template) or internal administration services to the department?
 - What is the actual list of services the department intends to provide by operationalization of Bundle of services and the seventeen software services to be provided through Core Application Software? The State may add to the list of the e-services to citizens(minimum services to be provided are given in the PIM template); however the new services defined by the State should be in conformance with the overall objectives of the CCTNS scheme defined by the Centre in general and the crime and criminal investigation related functions in particular.