

**UTTAR PRADESH DEVELOPMENT SYSTEMS**  
**CORPORATION LIMITED**

**CITIZEN CHARTER**

**Foreword**

We believe that availability of good consultancy services is one of the key inputs needed for achieving development targets envisaged in our development plans, the services that are co-ordinated, use modern methods and new technology, focus on the customer and are fair and effective. The Uttar Pradesh Development Systems Corporation Ltd. a consultancy organisation of Govt. of Uttar Pradesh (GoUP) is committed to making real and lasting contribution to the purpose for which it was set up. This charter sets out the vision of our contribution to the development of the state through the services provided by us and we are determined to make that vision a reality.

UPDESCO established in 1977 was envisaged to fulfill this role, UPDESCO is a multi-disciplinary consultancy organisation providing systems back up to Government, Enterprises, International organisation and other non Government agencies in diagnosing and estimating the magnitude of problems, identifying technology and other alternatives and suggesting methods of improvement. The purpose is to focus on client needs and to fulfill these effectively through co-ordinated use of modern methods and new technology. The UPDESCO is committed to making real and qualitative improvements to our client service.

UPDESCO is a registered company under the Companies Act 1956 engaged in providing consultancy services to a varied spectrum of clients, and as such has very little direct public interface. The venturing of this corporation in the field of computer training through a franchisees network has opened a window of indirect public interface through the franchisees.

Transparency is important, and we support the idea that every organisation in the public sector should have a charter setting out the standard of service that users can expect. But it is essential that charters are useful and accessible. This paper sets out our proposals for achieving this in our programme. It forms an integral part of broader Good Government initiative. It builds on what has been achieved so far but gives a new emphasis to responding to people, promoting quality ensuring effectiveness and working together.

Our aim is to help this organisation build a better society for our citizens. We believe our programmes will help us to do that.

**Managing Director**

## **CHAPTER - 1**

### **Introduction**

- 1.1 The Uttar Pradesh Systems Corporation Ltd. is engaged in providing consultancy services. Its scope is statewide in nature and it accomplishes its work by partnering with other State and Central Government agencies, organisations and experts in various fields.
- 1.2 UPDESCO's role is one of providing quality consultancy services and be a vehicle for spreading computer culture in the State. Its mission is to guide the State's technology future though in a small way by virtue of it being a field organisation of the department of Information Technology & Electronics government of Uttar Pradesh.
- 1.3 UPDESCO customers are mostly institutional and include the State Government, its Departments, International Organisations and Agencies, State Authorities, Private Sector Industry etc.
- 1.4 UPDESCO believes that high quality and effective services are a vital part of any organisation. Clients are entitled to expect services which are often central to their success, responsive to their needs, and be efficient.
- 1.5 UPDESCO is a consultancy organisation. It does not have any programmes aimed directly at the citizens. UPDESCO, however offers computer training programmes through a franchisee network spread all over the State and whatever little public interface that the corporation has is indirect only. Our main goal is to provide quality consultancy services to clients which may include government department with large or small citizen interface.
- 1.6 UPDESCO's goal is also to promote spread of IT culture in the State. However, the later functions is a corollary to services being rendered to department of IT & Electronics, Government of Uttar Pradesh as its field organisation.

## CHAPTER - 2

### Vision

*The vision of Uttar Pradesh Systems Corporation Ltd. an undertaking of Government of Uttar Pradesh is "To provide state of art consultancy services in various fields of Management, Information Technology and other development related issues with a view to facilitate all round development of the state. The focus however will be on use of IT as a vehicle for economic development to create a high tech society with high quality of life in Uttar Pradesh".*

### **2.0 Objectives & Goal of Uttar Pradesh Development Systems Corporation Ltd.:**

The main objectives of Uttar Pradesh Development Systems Corporation Ltd. are as below:

- a) To build up a reservoir of expertise and experience and render aid and advise for a fee or otherwise to different government departments, agencies, institutions and others in the formulation and implementation of development plans, introduction of modern management practices and collection, processing, storage and retrieval of relevant qualitative and quantitative information.
- b) To undertake on its own or in collaboration with or through other organisations, agencies, institutes or individuals, exploratory, diagnostic, evaluatory, analytical and techno-economic studies, Pilot Action-Research Projects and surveys pertaining to various projects, sectors, or areas of development.
- c) To undertake and/or assist the preparation of integrated plans and the monitoring of their implemetation.
- d) To organise, install, manage and operate data handling and computation services of any description whatsoever independently or in collaboration with others, which in the opinion of the Company, are likely to assist different government departments, organisations, institutions and other.
- e) To promote new ideas and techniques relevant to the accelerated and efficient management.
- f) To help in dissemination of computer culture in the state.

### **2.1 Out role:**

**We facilitate, as a service provider.** Our role encompasses:

- 2.1.1 We provide state of art consultancy services,
- 2.1.2 We are a proactive facilitator,
- 2.1.3 We are a proactive promoter of computer culture in the state,
- 2.1.4 We promote spread of Information Technology to masses through wide spread computer education and training programme.

### **2.2 Our functions:**

- 2.2.1 Assist Department of IT & Electronics, Govt of Uttar Pradesh in policy matters relating to Information Technology,
- 2.2.2 Promotion of knowledge based activities,
- 2.2.3 Assist Computerisation efforts of the government departments right from conducting system requirement study, suggesting appropriate hardware, software and networking solutions,

- 2.2.4 Integrating Information Technology into the main stream of development,
- 2.2.5 Facilitating growth of IT industry (Hardware, Software and Services) in the State,
- 2.2.6 Provide an efficient system and solution to the client organisation in their problem areas,
- 2.2.7 Conduct concurrent and continuous monitoring of the projects,
- 2.2.8 Conduct field studies,
- 2.2.9 Co-ordinate and provide support services to the Department of Information Technology and Electronics, Govt. of Uttar Pradesh,
- 2.2.10 Preparation of feasibility report, system design and analysis report,
- 2.2.11 Development and implementation of application software,
- 2.2.12 Procurement and installation of computer system and related equipment,
- 2.2.13 Data Processing
- 2.2.14 Provide IT services to various government departments,
- 2.2.15 Provide computer training to government employees,
- 2.2.16 Provide computer training to weaker section of the society under government sponsored programme,
- 2.2.17 Facilitate the administrative system to be more proactive, accessible, simple and sympathetic,
- 2.2.18 Facilitate the e-Governance initiatives of the Central Government sponsored NEGP and designing and implementing the State's initiatives,
- 2.2.19 Assisting the various departments of GoUP in achieving their e-Governance aspirations.

### **2.3 Our aim:**

Our aim in putting together the new programme has been to build on the strengths of the corporation, while tackling the weaknesses that we and others have identified. Key themes of the programme are:

- 2.3.1 putting clients first, consulting and involving them not only in the way that services are delivered, but also in what is delivered;
- 2.3.2 involving front-line staff in finding ways to improve the standard of service delivered to users;
- 2.3.3 improving the quality and consistency of services and ensuring the standards focus on quality of output, and not simply on process;
- 2.3.4 finding new ways to encourage the spread of best practices, and to bring services that are not performing well up to the level of the best;
- 2.3.5 laying greater emphasis on innovation, as a way of improving service delivery;

### **2.4 Principles that have underpinned the efforts almost since the beginning:**

- **Set minimum standards of service** : Set clear standards of service that users can expect: monitor and review performance; and publish the results, following independent validation wherever possible:
- **Greater openness and information** : Be open and communicate clearly and effectively in plain language, to help people using public services;

and provide full information about services, their cost and how well they perform;

- **Choice and consultation where possible** : Consult and involve present and potential users of public services, as well as who work in them; and use their views to improve the service provided;
- **Courteous and helpful service** : Make services easily available to everyone who needs them, including using technology to the full, and offering choice wherever possible. Treat all people fairly; respect their privacy and dignity; be helpful and courteous; and pay particular attention to those with independent review wherever possible;
- **Value for money** : Use resources effectively to provide best value for taxpayers and users;
- **Innovate and improve** : Always look for ways to improve the services and facilities offered;
- **Work with other providers** : Work with Central Organisation like NIC (National Informatic Centre), IITs, IIMs, private sector companies and other providers to ensure that services are simple to use, effective and co-ordinated, and deliver a better a better service to the user.

#### **2.4.1 Set minimum standards of service:**

We believe it is important that all services should evolve and develop in consultation with their users. These need to be meaningful, measurable, and address those issues that are most important to users, focussing, wherever possible, on the outcome to the people who use the service. UPDESCO as stated earlier, as a consultancy organisation does not have much of a direct public interface. It is however, in constant touch with the clients who use its services and is always striving to make available quality services, using inputs of outside experts wherever required.

- *Details of services of Uttar Pradesh Systems Corporation Ltd. are available through internet on 24 hours a day and 7 days a week basis at our website <http://www.updesco.in>.*
- *UPDESCO's office at 9, Sarojini Naidu Marg, Lucknow 226 001 is open to information on all working days from 10:00 A.M to 05:00 P.M.*

#### **2.4.2 Be open and provide full information:**

The Government of Uttar Pradesh is committed to introducing a Right to Information as a right to every citizen of the state. This will give people legal and obligatory rights in many areas for the first time. We believe that public services must be active in explaining their work. They should make available clear and concise information in plain language, preferably in hindi, to everyone with an interest in their services.

#### **2.4.3 Consult where possible :**

We want to see wider and more meaningful consultation. We believe it is important that on issues affecting service delivery, everyone with an interest should be consulted - clients, staff, other relevant services etc.. They should be listened, to, and have the opportunity to become involved in the development of the services.

- *The UPDESCO has an in-house Central Executive Committee functioning under the Chairmanship of the Managing Director of Uttar Pradesh Systems Corporation Ltd. comprising of departmental heads to help formulate policy guidelines for the Corporation.*

- *UPDESCO has a provision of hiring experts while dealing in projects relating to various fields.*

**2.4.4 Use resources effectively :**

The Corporation believes that there needs to be a better balance between efficiency and effectiveness. Quality should not be sacrificed in a short term for savings. We therefore believe in rendering services that provide value for money for the clients.

**2.4.5 Innovate and improve :**

Innovation and continuous improvement are essential to achieving excellence. UPDESCO considers that it is important to recognize that services can always do better, however, good they are and by using the information technology to the full, we can revolutionize the way we govern, to every ones benefit. We shall, therefore, encourage creatively and the pursuit of excellence.

## **CHAPTER - 3**

### **Associated Organisations**

The Uttar Pradesh Systems Corporation Ltd. is consultancy organisation under the aegis of department of Information Technology & Electronics, Government of Uttar Pradesh and has its sole office located at 9, Sarojini Naidu Marg, Lucknow. It has no other office. The Corporation however has a two sets of associates detailed as below:

- (i) Franchisee Network - comprising of individual units in the field of Computer Education, working as Licensee of UPDESCO under agreement to run UPDESCO authorised Computer Courses, for the benefits of masses. These work on royalty basis.
- (ii) General Marketing Associates/UPDESCO Marketing Partner - comprising of software development organisations associated with UPDESCO under agreement for development and marketing of application softwares.