

Citizen Service Center

BUILDING PLAN AND LAYOUT

Version 1.0
04 April 2004

Designed for
Urban Development Dept. GoK

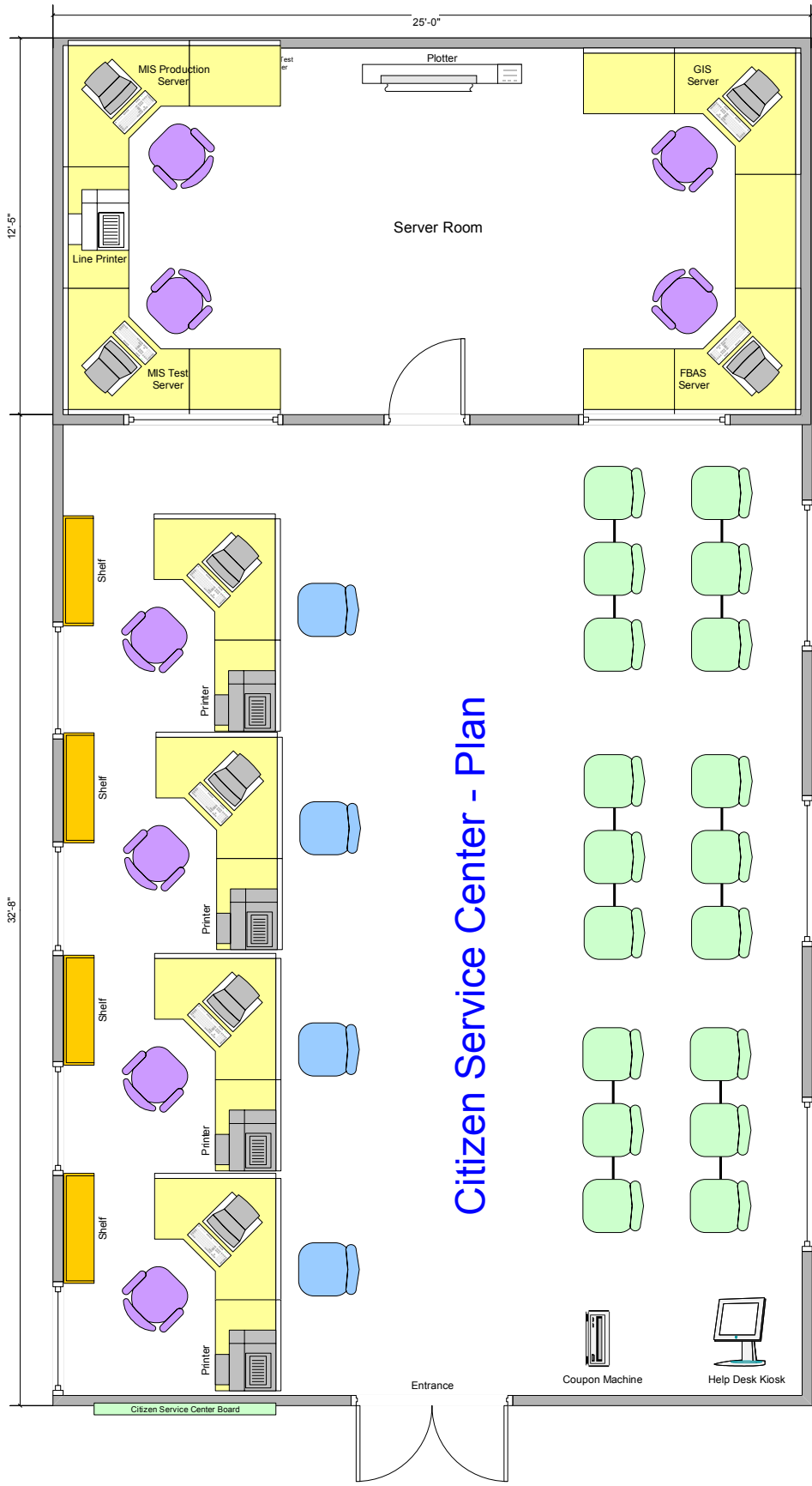


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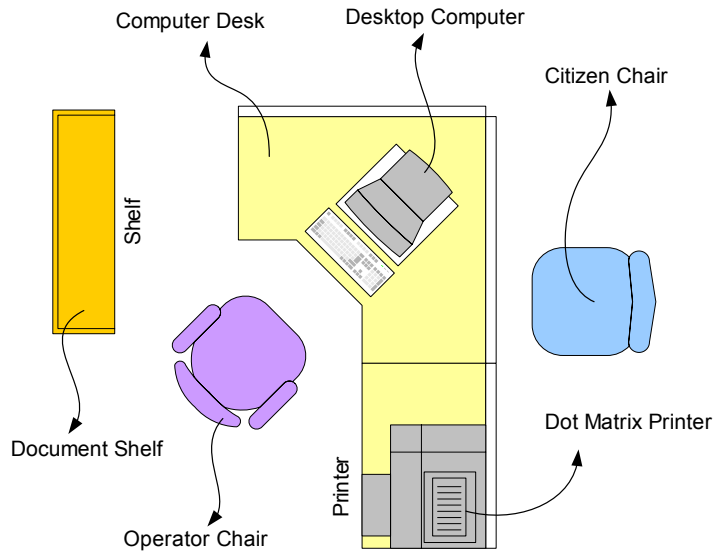


eGovernments Foundation

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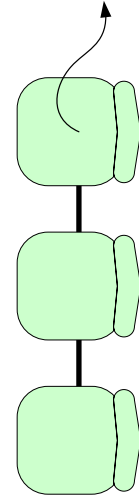
Citizen Service Center - Plan



Citizen Service Counter

These counters will offer all computerized services to the citizens be it tax/fee collection, certification, grievance registration etc.

Citizen Waiting Chairs



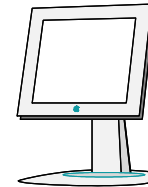
Citizen Waiting Area

Citizens can wait their turn comfortably. Their turn is the queue is guaranteed by the coupon they have collected at the Coupon machine.



Coupon Machine

Citizens need to take a coupon and wait for their turn. The Citizen Service Counters that flashes their coupon number will help them.



Help Desk Kiosk

Citizens can learn of the services offered by the Citizen Service Centers. They can print forms. Check status of complaints etc.

Equipment Details - Citizen Service Center



Board Design - Citizen's Service Center