

**Government of Haryana
Electronics & Information Technology Department**

Notification

No. Admn/299/1SIT/1076 Dated 08 January, 2014

Haryana e-Seva Scheme for Common Services Centres, 2014

Preamble:

Whereas Information & Communication Technology (ICT) has become widely pervasive in the recent decades and its use has increased the levels of expectations in the ease, efficiency, timeliness and transparency in the delivery of citizen services from various Departments and Agencies of the Government;

Whereas the establishment of 'Common Service Centres' (CSCs) in the state for the delivery of citizen services in electronic mode has been recognized as one of the basic IT infrastructure components under the National eGovernance Plan (NeGP);

Whereas the Departments and Agencies of Haryana State are gearing up to deliver citizen services in electronic mode on an ambitious scale and hence establishment of the CSCs as key citizen interface points has become very essential;

And whereas it has become necessary in public interest to provide for delivery of various citizen services in electric mode at affordable charges;

Accordingly, the Governor of Haryana is pleased to notify this scheme for establishment and roll-out the CSCs under the name and style of "Haryana e-Seva" throughout the state of Haryana following a Private Entrepreneurship Business Model, in line with the approach envisaged by Government of India. The private entrepreneur, known as the Village/ Urban Level Entrepreneur (VLE), be it the rural or the urban area, as per the Gol nomenclature, is to be selected as the CSC operator-manager and is to be authorized to act as a citizen service delivery point on behalf of the Government.

1. The Scheme:

This Scheme may be called the "Haryana e-Seva Scheme for Common Services Centres, 2014" and shall be applicable throughout the State of Haryana. It shall come into force from the date of its Notification in the official Gazette.

2. Abbreviations/ Definitions:

- (i) **Act** shall mean the Information Technology Act, 2000
- (ii) **ALC** refers to Authorized Learning Centre established by the HKCL
- (iii) **B2C** refers to Business to Citizen service(s)

Government of Haryana

Electronics & Information Technology Department

- (iv) **CSC** refers to Common Service Centre(s)
 - (v) **CSC SPV India Ltd** refers to the Special Purpose Organization established by the Gol
 - (vi) **Citizen Service** is a generic term that refers to a service(s) that is offered to the citizen through the Common Service Centre
 - (vii) **CFC** refers to Citizen Facilitation Centre(s)
 - (viii) **DC** refers to Deputy Commissioner (of the District)
 - (ix) **DeGS** means and refers to the District IT Society in a given district under the chairmanship of the Deputy Commissioner concerned
 - (x) **DeitY** refers to the Department of Information Technology, Gol
 - (xi) **eSDA** refers to Electronic Service Delivery Agency, the nodal body in the state that facilitates the electronic delivery of citizen services
 - (xii) **e-Disha Centres** also known as e-Disha Ekal Sewa Kendra refers to the service delivery channels that are functional at the offices of the district administration in the state
 - (xiii) **G2C** refers to Government to Citizen Service(s)
 - (xiv) **Government, GoH**, unless the context specifies, will refer to the Government of Haryana
 - (xv) **Gol**: refers to the Government of India
 - (xvi) **HKCL** refers to Haryana Knowledge Corporation Limited established under the Companies Act as an organization to promote IT learning and IT literacy programs
 - (xvii) **IVISS** stands for the 'Integrated Village Information and Services Delivery System' and refers to a software integration platform used for enabling service delivery
 - (xviii) **Lease Rentals** refers to the monies payable by a VLE in respect of the premises
 - (xix) **Security Deposit** refers to the amount to be deposited with the eSDA or its authorized agency to enable the VLE to carry out service delivery operations
 - (xx) **Services Charges** refers to the charges payable by the service seeker in respect of a citizen service
 - (xxi) **SRDB** refers to the 'State Resident Database' which is a repository containing citizen information
 - (xxii) **State**, unless specified, shall mean the State of Haryana
 - (xxiii) **VLE** stands for the 'Village Level Entrepreneur' and refers to a private person (including an entity where permissible) who is responsible for operating and managing the CSC.
- Note:** Words and expressions used and not defined herein shall have the same meanings assigned to them as in the Information Technology Act, 2000, and Rules framed there under.

3. Approach to delivery of services in electronic mode - a convergence model

3.1 A convergence model has been envisaged wherein the CSC is authorized to transact businesses and deliver a rich basket of relevant services to the citizens from multiple government departments/ enterprises/ agencies besides the private and

**Government of Haryana
Electronics & Information Technology Department**

financial sectors. This convergence is sought to be achieved by clubbing the following categories of services:-

A. G2C Services:

The G2C services constitute an ever-expanding field, with inherent limitations of the process of electronic workflow based approval by the competent authority. An illustrative list of such Citizen Services have been identified and included in **Annexue-1**. However, actual delivery of these services in electronic mode is incumbent upon the readiness of automation of back-end workflow processes of the concerned departments being taken up progressively. Uniform rates of Service Charges payable to the CSC by the service seeker in respect of each service request transacted by them in electronic mode have also been prescribed. Such service charges shall be over and above any statutory government fees/ receipts that may be payable by the service seeker. The IT Department has developed an in-house application platform known as the **“Integrated Village Information & Service Delivery System”** (referred to as IVISS hereinafter), which is an enabling platform to bring about such technology and operational convergence, with a facility to accept all government and non-Government payments at the CSC. The CSC is authorized to service requests through this software and not any other means. This software would, inter alia, ensure secure operations, whereby citizen service requests can only be authorized by the competent authority. The CSC would act as a channel to enhance the citizen outreach and efficiency of service delivery.

B. B2C Services

A Memorandum of Understanding (MoU) has been entered with CSC-SPV India Limited, a Special Purpose Vehicle (SPV) formed under the Department of Information Technology, Government of India, which has already prepared a rich basket of the B2C Services for delivery through the CSCs. These services include the arrangements for the CSC to be recognized as a Bank Correspondent (i.e. Business Correspondent as per RBI approved norms), Insurance Agent etc. The revenues arising through the service offerings facilitated by CSC-SPV India is expected to bring a considerable business value to the CSC. An indicative list of such identified services is enclosed as **Annexure-2** and the service mix could keep changing over time to make it relevant to the citizens.

C. Service provider to Government Departments, Boards & Corporations

The Development & Panchayat Department of the state is in the process of

Government of Haryana Electronics & Information Technology Department

implementing the ePanchayat MMP Project throughout the state. This involves operating a suite of software applications that comprehensively cater to various requirements of Panchayat operations. Likewise, utilities such as UHBVN & DHBVN have expressed their need for electrical metering, billing and collections. This basket would also extend to the services and payments relating to the Urban Local Bodies (Municipal Committee/ Councils/ Corporations). Use of the CSCs as a service provider to requirements of various Departments and Agencies of Haryana Government would be a cost effective and optimal mode of implementation of their requirements while enhancing the revenue potential of the CSC.

D. Authorized Learning Centre of HKCL

The state of Haryana has promoted the establishment of Haryana Knowledge Corporation Limited (HKCL) in collaboration with the Maharashtra Knowledge Corporation Limited (MKCL) in order to create facilities for mass IT literacy. As the HKCL would be establishing and operating its 'Authorised Learning Centres' (ALC) as private business initiatives, the VLE shall have the option of acting as an ALC of the HKCL under this proposed business convergence model, and supplement its revenue base. This facility can be operated con-jointly with the CSC and handled by the same VLE, who is the operator of the CSC. A detailed operational plan and related terms would be worked out in this regard and announced in due course of time.

3.2 Benefits of the Convergence Model

- (i) The project model is expected to deliver numerous benefits as a result of the convergence model both in terms of IT systems and Operations. At present, the Government departments maintain their own resident databases for administration of their respective schemes and programmes. As none of these databases interact with each other, there are a lot of inconsistencies in the same. It is envisaged to create a unified State Resident Database (SRDB) that will include interface with the Births and Deaths Registry, Aadhaar numbers and kept up-to-date at all times for access by all Departments. Conversion of manual administrative processes in eGovernance mode in a phased manner, integrated with the SRDB, is certainly expected to improve the governance standards in terms of reliability, efficiency and transparency. The approach for end-to-end electronic services delivery would not only be aligned with the Right to Service Ordinance already promulgated and the Electronic Services Delivery Act proposed to be enacted, but would be path breaking in terms of eliminating the

**Government of Haryana
Electronics & Information Technology Department**

physical interface between the service seeker and the service provider.

- (ii) Establishment of CSCs in the state would provide direct gainful self employment for more than 5,000 entrepreneurs/ skilled IT persons in the state in this process. The IT literacy courses run through the 'Authorised Learning Centres' of the HKCL would further enhance employability of the youth.
- (iii) More importantly, the establishment of CSCs in the state shall provide a pervasive operational IT environment for the Government. This has so far been seen as a one-way channel for delivery of G2C services. This provides an ideal foundation to bring citizens, especially those who do not have access to the digital infrastructure, closer to the Government. One of the fundamental advantages would be to gather data at the grass-root level and keep the same current and consistent at all points in time. The CSC thereby serves as a ready and easy channel for this purpose.

4. Number of CSCs

- (i) As per the 2011 Census, the total rural and urban population of Haryana is respectively 165.09 lakhs (i.e. roughly 65% of the population) spread across about 6,750 villages and the balance 88.42 lakhs (i.e. the remaining 35% population) distributed among the 78 Urban Local Bodies (ULBs). It has been decided that each Rural CSC shall cater to a population of approximately 10,000 persons. Therefore, it would be necessary to group neighbouring villages into 'clusters' (of up to 5 or 6 villages) to make it optimal to meet this population target. Accordingly, about 2,500 CSCs are planned to be established across the State, of which 500 CSCs would be rolled out during Phase-I by March 2014, followed by another 2,000 CSCs during Phases II and III, over the following 18 to 24 month period. The actual number of CSCs to be rolled out would, in any case, have to be aligned with the distribution of population and also with the needs of other initiatives mentioned in this scheme.
- (ii) At present, a total of about 102 e-Disha Centres are functioning in the state and delivering services to the citizens. These are being managed through the District IT cum eGovernance Societies. These would continue to be operated by the respective District Societies under the existing arrangements. However, the service delivery mechanisms, software/technology platforms and the service charges would be standardized with the norms applicable to the CSC.

5. Administrative Structure

This Scheme shall be administered through a three-tier administrative structure

**Government of Haryana
Electronics & Information Technology Department**

i.e. (i) CSC level, (ii) District level, and (iii) the State level. The proposed structure, the roles and responsibilities of each level are explained as under:

5.1 CSC level

The CSC operations are envisaged to be operated and managed by the selected Village level Entrepreneur (VLE) who will be formally authorized for the purpose. VLE shall be responsible for making investments on his Hardware requirements, connectivity charges, electricity expenditure, manpower and other operating costs for efficient management of the facility and delivery of services. He shall be bound by an Agreement to be executed and a code of conduct in this behalf. The Government will retain the right to withdraw the authorization and get the premises vacated with three month's notice in the case of any defaults or unsatisfactory performance, misrepresentation, fraud, misconduct, embezzlement/ misappropriation of funds on the VLE's part. Depending on the severity of the case, the Government shall have the sole discretion to withdraw any or all authorizations to VLE without prior notice.

5.2 District level - DeGS

Each District has a District IT cum eGovernance Society (DeGS), of which the Deputy Commissioner (DC) is the Chairman with the District Information Officer (DIO) of the NIC as member-secretary supporting the DC in this behalf. The selection of CSC Operators/ VLEs would be made by the respective Deputy Commissioners. The District e-Governance Society shall be responsible for administrative control, supervision and monitoring the working of the CSCs within its jurisdiction. It will also address any problems faced on account of smooth operations of the CSC, including technical, data and other operational matters. This Society will continue to operate and manage the e-Disha Ekal Sewa Kendras that provide citizen service at the district and tahsil/ block level. The electronic service delivery will be consistent whether it would be done by a CSC or the e-Disha Centre, but it may not be feasible to offer some services of e-Disha Kendra's at the CSCs.

5.3 State level - eSDA

An independent Division known as eSDA (Electronic Service Delivery Agency) has been created within Hartron which will act as the state level agency for operating this scheme. This Division shall be responsible for providing all necessary enabling technology, IT infrastructure, IT Operations and support for necessary business operations for successful operation of the scheme on a

Government of Haryana Electronics & Information Technology Department

perpetual basis. An accounting unit for monitoring the receipt of Government and non-government payments received through the CSCs, reconciliation and electronic transfer of the funds to the respective receipt destinations shall also form a part of the responsibilities of the eSDA. Eventually, this Division shall also take up the management of the State Resident Database and become its custodian on behalf of numerous departments and agencies. Besides, there will be focused business development function that will constantly work towards the inclusion of new services, both from the Government and private sectors. Further, in order to bring uniformity and high quality to all G2C services, this Division shall act as a catalyst by providing common platforms and services to all departments, thereby reducing redundancy and enhancing consistency in citizen services. The e-Disha Centre and CSC operations would be brought into a common governance framework under the eSDA.

- 5.4 The eSDA would enter into a formal Agreement with the CSC-SPV for operating the B2C services through the CSCs. Similarly, Agreements would be signed between the eSDA and each of the DITS/ DeGS containing the aforementioned Governance Structure, roles and responsibilities, their respective obligations and other terms and conditions.

6. Infrastructure pre-requisites for establishing a CSC

The establishment and operations of a CSC are incumbent upon the basic infrastructure comprising Internet connectivity, availability of power and power back-up, and Hardware and IT infrastructure facilities. These are explained as follows:

6.1 Internet Connectivity

All the CSCs have to operate through an integrated electronic service model. Hence, availability of reliable Internet connectivity constitutes a basic pre-requisite for its operations. Reliable connectivity has particularly been a challenge in rural areas. While broadband connectivity either through BSNL or other service providers can be used during the initial period, a more effective approach is necessary to address this requirement. The Government of India has decided to provide last mile connectivity for each and every village under its National Optic Fiber Network (NOFN) project. The work of Haryana jurisdiction has been assigned to the BSNL for this purpose. The operationalisation of NOFN is expected to effectively address the connectivity related concerns and connectivity options to the CSC would be worked out with BSNL once it becomes operational.

**Government of Haryana
Electronics & Information Technology Department**

6.2 Availability of Power and back-up facilities

Assured availability of power for continuous operations of a CSC, is perceived as a major challenge keeping in view the regulated power supply in the rural areas. The situation is comparatively better in urban areas as compared to the rural areas. Provision for Gen-sets/UPS/ Invertors may be required to mitigate this factor to some extent, particularly in the rural areas under power supply regulation measures especially during the normal office hours. It is for this reason that the revenue share model has been suitably adjusted for 'Rural' and 'Urban' CSCs respectively. In the event, any power backup is supported by the Government to CSCs in rural areas (e.g. Solar Power), the revenue share model may be suitably adjusted in the case of Rural CSCs.

6.3 Hardware and Supporting Infrastructure

Apart from the expenditure on normal furnishing (internal partitions, work-stations, counters for public service, and waiting area for the citizens), a CSC would need to be equipped with the following hardware and IT Infrastructure:

Sr. No.	Items	Qty.	Estimated Cost
A	For the CSC Operations		
1	Computers (Desk Tops/ Laptops) for the CSC with operating system	03 to 04	1,20,000/-
2	Multi-functional Device (Printer and Scanner, Copier etc.),	01	25,000/-
3	Point of sale (receipt) printer, tablets for meter reading etc.		20,000/-
4	UID Enrolment Kit (Optional)	01	1,25,000/-
	Sub-total for the CSC Operations		2,90,000/-
B	For a 25-Seat Authorized Learning Centre of HKCL		
5	Computers/ Laptops for the Lab - Optimal	25	10,00,000/-
6	Projector	01	25,000/-
7	Furniture (Tables & Chairs etc.) - Optimal	25	1,00,000/-
	Total		11,25,000/-
Notes	The Operations of ALC of HKCL may commence even with five seats in the beginning and gradually scaled up as the business picks up.		

The above table reflects the requirements of a full-fledged centre. It is felt that a CSC can start its operations with an investment of about Rs. 2.00 lakhs at the initial stage. The Government shall explore the feasibility of supporting part cost of the UID Enrolment Kit, while the remaining furnishings and IT infrastructure would have to be procured and installed by the VLE/ Operator at his own cost. In addition to the above, the VLE/ Operator would need to meet

**Government of Haryana
Electronics & Information Technology Department**

all routine expenses associated with the operations of the CSC. There will be no charge to the VLE for the application software costs as these will be borne by the eSDA out of its revenue inflows.

Security deposit: Since the VLE would be authorised to deliver all the G2C services, including receipt of all Government Receipts and Utility/ ULB Payments, the VLE/ Operator would be required to maintain a security deposit in this behalf till he ties up his working Capital requirements/ Cash Credit Limits with a Bank to cover the limit up to which he could accept such payments across the counter.

7. Financial sustainability of the Administrative structure

- (i) A revenue sharing model has been worked out to ensure sustenance of the scheme operations in the long run. The revenue sharing model provides for some differential for the rural and urban CSCs keeping in view the dependence on availability of power, the need for back-up facilities and business potential in rural areas, as under:

Sr. No.	CSC Location	Revenue share to the VLE	Revenue share to the DeGS	Revenue share to the eSDA
1.	For G2C Services and acting as a Service Provider for Power Utilities/ E-Panchayat and the Urban Local Bodies			
(i)	Urban*	70%	20%	10%
(ii)	Rural	80%	12%	8%
2.	For B2C Services: The Service Charges, net of the share/ amount, payable to the CSC-SPV, would be apportioned in the same ratio as above			
3.	For the business relating to the ALC of HKCL, the income net of payments by the Operator to the HKCL and its marketing chain, would be apportioned in the same ratio as above.			
Note	e-Disha Centres would be treated at par with Urban CSCs for this purpose.			

- (ii) Each of the administrative units is expected to plan and meet their operational expenditure requirements from the above revenue flows. The capital expenditure on provision/construction of the premises and part initial costs is not included in the above table.
- (iii) The service charges in respect of various services/transactions shall be uniform across the state and have been fixed by the Government as per **Annexure-1**. These will be reviewed periodically and any changes to the service charges/ revenue sharing would be notified from time to time.

8. Process of Selection of the VLE/ CSC Operator and Training

**Government of Haryana
Electronics & Information Technology Department**

- (i) Selection of right kind of entrepreneurs for manning and managing the operations of a CSC is a key determinant for the success of the Scheme. It is important that the CSC operator has a personal stake in the success of the CSC. Hence, the entrepreneurial capability becomes the first and foremost requirement of a CSC operator/ VLE. He has to have the capacity to make the minimum required investment in establishment of the basic infrastructure. While he is likely to emerge as an employment provider in due course of time as the business picks up, it is important that the person possesses the basic skills in computers applications/ operations.
- (ii) Keeping the above in view, the respective Deputy Commissioners shall be responsible for the selection of the VLEs/ CSC Operators within their jurisdiction as they would eventually take the ownership of these operators and the CSCs. In case of areas under the Municipal Corporations, the selection of the CSC Operators shall be made jointly by the Deputy Commissioner and the concerned Municipal Commissioner.
- (iii) By way of broad guidelines, which may be suitably adjusted as considered appropriate by the concerned DCs, it is suggested that, in so far as feasible, preference may be given to the local talented youth in selection of the suitable candidates. Again, it is for the Deputy Commissioners to decide the mode and method of selection i.e. by inviting applications through advertisements or walk-in-interviews etc. as they deem appropriate so long as the process is kept objective and transparent.

Order of preference with educational qualifications	Order of preference	Other requirements
M. Tech/ B.Tech Computers/ MCA/ BCA/ Diploma in Computers/ A Post-Graduate/ Graduate with knowledge and experience of working in an ICT driven environment	(i) From the Village concerned where the CSC is located; (ii) From any of the villages in case of a cluster of the villages; (iii) From the Block/ Tehsil within which the CSC is situated	Financial capacity to initially invest an amount of about Rs. 2.00 Lakh in Hardware and supporting infrastructure and expanding the same subsequently

- (iv) On being selected, the VLE/ Operator shall be required to enter into an Agreement with the DeGS, with back-to-back reference to the Agreement signed between the eSDA and the concerned DeGS, governing the terms and conditions of authorisation, withdrawal of authorisation, code of conduct etc. The agreement will be for an initial period of three years and shall be extended periodically subject to satisfactory performance of VLE. The Standard Model

**Government of Haryana
Electronics & Information Technology Department**

Agreement shall be prepared by the eSDA to assist the DITS in this behalf.

- (iv) The selected VLEs/ Operators would be imparted necessary orientation training in order to enable them to start their operations, followed by hand-holding support and in-between refresher training sessions. The training labs shall be established at district level under the aegis of the District e-Governance Society (under the Chairmanship of respective Deputy Commissioners) for the purpose. The eSDA shall facilitate the engagement of a suitable agency for imparting planned training to the VLEs/ Operator and limited number of their staff for which the expenditure would be met out of the funds available with the State IT Society. However, the travel and boarding/ lodging related expenses shall be borne by the VLE/ Operator.
- (iv) The working and performance of the VLE/ CSC Operator shall be monitored regularly by the State and District e-Governance Societies to determine the business turnover, service quality and other factors.

9. Authorisation of the VLE/ Service Provider for delivery of Services under this Scheme

- (i) Upon successful completion of the orientation training, the selected Village Level Entrepreneur/ CSC Operator would be issued a formal letter of Authorisation, under the authority of Electronics & IT Department of the State, to act as the authorised person to transact the complete basket of services covered under this Scheme. This authorisation shall be valid for all the services notified to be delivered through the CSCs and the concerned line Departments are deemed to have authorised the CSCs for the purpose.
- (ii) The Authorisation Letter shall specify the period of Validity of such authorisation and shall be displayed prominently at the CSC premises at all times;
- (iii) The concerned DeGS/ DITS shall issue Identity Cards to the VLEs/ CSC operator valid for the period of authorisation. The CSC operator, in turn, shall be required to issue Identity Cards to the staff engaged by him to carry out the operations for the CSC;
- (iv) It is highlighted that this Scheme is notified following a private business model wherein the VLE/ CSC Operator, in his or her individual capacity, acts as an authorized agent or a 'franchisee' to enable electronic delivery of citizen services as per the vision and model envisaged by the Government. While this scheme envisages positive returns for the VLE/ CSC Operator, no guarantee of

**Government of Haryana
Electronics & Information Technology Department**

income is provided herein. The VLEs success will be determined by his or her desire, dedication, efforts, knowledge, experience, entrepreneurial/ financial/ other capacity, ability to follow directions and personal talent. As with any business, the results can vary and the VLE is expected to the risks attendant with the CSC Scheme. The CSC scheme provides authorization to VLE to deliver electronic services on behalf of Government. It does not create any right or automatically entitle VLE to be provided with employment of permanent or temporary nature in government.

10. Provision for CSC Premises - Short and Long Term Approach

For adherence to Government controls, citizen convenience, service delivery experience and other protocols, it has been decided to operate the CSCs from Government owned premises, in so far as feasible. The CSC premises should also have appropriate location for IT operations, easy access to public, size, design and standardization for proper branding. It is likely that the CSC Operations and the ALC Operations may have to be carried out from different locations in the beginning for want of availability of ready built up space in Government/ Community owned buildings.

10.1 Standard Design/ layout of a CSC Building:

- (i) A CSC premises would typically require a built-up area of about 3000 sq. ft. for carrying out the complete operations as per the convergence model. This would require a plot of about 300 to 500 sq yards, at a good address, with easy access to the public. Accordingly, a standard layout of the CSC Premises has been prepared, which is enclosed at **Annexure-3**. As per the current cost estimates, the construction of building on this plot of land (assuming that the land is made available by the Government/ public agencies free of cost) is likely to cost between Rs. 30 to 35 lakhs. It is clear from the above estimates that it would cost an amount of about 1000 crores if all the CSC buildings were to be constructed de-novo.

- (ii) The CSC facility and the NOFN connection points are proposed to be co-located with the ALC of HKCL that would have the provision for a full-fledged computer training lab consisting of about 25 to 30 seats and an office facility for the staff of the ALC. In addition, facilities of drinking water, toilets for ladies and gents, place for power back-up facilities, and some minimal parking of two-wheelers/ cycles etc. would be provided. The building design would adopt a standard layout plan subject to the availability of land at various sites and other practical considerations. The budget and construction plan to meet this long term

**Government of Haryana
Electronics & Information Technology Department**

requirement is being worked out separately.

- (iii) The availability of funds of the above order has been perceived to be a difficult proposition. As such, it has been decided to follow a mixed approach and optimally use the already available built-up space in the Government/ community owned buildings in the first instance. The Scheme envisages short term and long term plans in this behalf.

10.2 Availability of premises - identification:

- (i) Keeping in view that built-up space is available in a number of Government/ Community owned buildings (e.g. Educational Institutions - schools/ Colleges/ ITIs/ Polytechnics/ Panchayat Ghars/ Bharat Nirman Rajiv Gandhi Kendras, Social Welfare Centres etc.), which remain under-utilised or have spare capacity, it has been decided to optimally use such space rather than incurring expenditure on construction of new building for the purpose. While it is feasible to earmark such space for CSC operations in these buildings on permanent basis, there may be a situation that such premises are available only for a short period. The CSCs would be made operational from such identified space to begin with.
- (ii) The respective Deputy Commissioners/ Municipal Commissioners are authorised to: (a) identify the suitable locations for establishment of CSCs in the Rural & Urban Areas, and (b) identify the suitable government/ community buildings where such built up space is available for use as a CSC premises on long term/ short term basis. Instructions have already been issued by the concerned Government Departments in this behalf.
- (iii) The Deputy Commissioners would avoid selection of space within all women/ girls Institutions if provision of independent access to such site is not available.
- (iv) Accordingly, the Deputy Commissioners shall (a) identify the most suitable locations (number to be decided following the population ratio as mentioned earlier) for establishment of the CSCs in the long term; (b) identify the already built-up available space in Government/ community buildings (preferably varying between 2000 to 3000 sft) which could be used for the CSC on a permanent basis; and (c) identify a minimum of 500 sft space for establishment of the CSC as an intervening/ temporary arrangement to commence the CSC operations within the minimum time at the earliest and inform the eSDA/ IT Department in this behalf.

Government of Haryana
Electronics & Information Technology Department

10.3 Long Term Approach:

This Scheme recognises the benefits of a premises constructed according to the standard layout to stand out as an iconic building with prominent visibility for proper branding of the CSC as a Citizen Service Interface point. It has, therefore, been decided to follow a mixed approach and simultaneously take up the construction of CSC buildings in a phased manner at the locations identified by the respective Deputy Commissioners with the involvement of different government and non-government agencies and departments. Based on discussions with the Administrative Secretaries of the concerned Departments, it has been decided that:

- (i) The HSIIDC would construct about 20 such iconic buildings at prominent places within its IMTS/ Industrial Parks/ Estates at various locations as identified in consultation with the E&IT Department;
- (ii) HUDA would construct the buildings as a public utility/ facility in the Sectors developed by them. The exact number of CSC buildings to be constructed by HUDA would be determined after deciding the suitable locations by the DCs/ Municipal Commissioners in their respective areas in consultation with the E&IT Department.
- (iii) The Department of Town and Country Planning would explore the feasibility of getting the CSC buildings constructed from its licensed developers/ colonisers as public Utility spaces in their respective areas and elsewhere as part of their CSR initiatives.
- (iv) The Urban Local Bodies Department would instruct the Municipal Corporations/ Councils/ Committees to construct the CSCs buildings within their jurisdictions at suitable locations;
- (v) As advised by the Finance Secretary, the E&IT Department would prepare and submit a Project/ proposal for seeking loan/ assistance under the Rural Infrastructure Funding Scheme from NABARD.
- (vi) The E&IT Department shall move a formal proposal to the Development & Panchayat Department for getting the CSC building included in the list of projects eligible for funding under the MNREGA Scheme from the Ministry of Rural Development, Government of India.
- (vii) The Higher Education/ Secondary Education/ Industrial Training and Technical Education Departments shall explore the possibilities for provision/ construction of permanent premises for the CSCs along with Authorized Learning Centres of

**Government of Haryana
Electronics & Information Technology Department**

the HKCL, by dove-tailing the same with their respective Departmental schemes.

10.4 Lease Rentals for the CSC Premises

The CSC premises established within the Government/ Community owned premises/ locations shall be made available to the authorized VLEs/ CSC Operators on a nominal lease basis. It has been decided that the lease rentals would be charged @ 8% of the revenue income of the CSC subject to a minimum of Rs. 500/- per month. The VLE would be under obligation to maintain the premises in a good condition and shall be responsible for its normal upkeep and security. The amount of lease rentals in respect of already constructed space will be paid to the concerned owner department through the approved administrative structure, which shall be used by the owner departments for proper maintenance of such premises. As for the dedicated buildings to be constructed for the CSCs as per the standard designs, the lease rentals would be deposited with the respective owner organisation. As for the buildings constructed with NABARD funds, the lease rentals would be deposited with the respective district e-Governance Societies and the amount so collected shall be used for the maintenance of such buildings.

Y. S. Malik, IAS
Additional Chief Secretary to Government of Haryana
Electronics & Information Technology Department

**Government of Haryana
Electronics & Information Technology Department**

Annexure-1						
Sr. No	Department	Service to be offered	Point of Service	Existing Service Charges	Role	Approved Service Charges
1	All Departments	Receipt of Applications under RTI	Both		A	10
2		Grievance Registration (HARSAMADHAN)	Both		A	10
3		Printing of any application form	Both		P	5 per page
4	Revenue & Disaster Management	Appointment for Registration of Deeds	CSC		A	10
5		Registration of Deeds	eDisha	100-300	eS	200
6		Application for certified copy of Registered Deed	CSC		A	10
7		Certified copy of Registered Deed	eDisha		eS	50
8		Application for entering of Mutation	CSC	30-50	A	10
9		Application for certified copy of sanctioned Mutation	CSC	15-50	A	10
10		Certified copy of sanctioned Mutation	eDisha	15-50	eS	10 for 1st page + 5 per additional page
11		Application for certified Nakal of Jamabandi	CSC	15-50	A	10
12		Certified Nakal of Jamabandi	eDisha	15-50	eS	10 for 1st page + 5 per additional page
13		Application for providing copy of Land Records	Both		A	10
14		Caste Certificate (SC/ST/BC/OBC)	Both	10-30	C	30
15		Tapriwas/ Vimukt Jaati Certificate	Both	10-30	C	30
16		Residence Certificate	Both	10-30	C	30
17		Rural Area Certificate	Both	10-30	C	30
18		Composite Certificate (Caste, Residence & Birth)	Both		C	30
19		Income Certificate	Both	10-30	C	30
20	Forest & Wildlife	Application for purchase of Trees from Tree-growers				10
21		Application for permissions for felling of trees				30
22		Application for NoCs in respect of PLPA or FOREST or Restricted lands and grant of NOC	Both			30
23	Power	Application for New Electricity Connection	Both	0	A	20
24		Application for Temporary Electricity Connection	Both	0	A	20

**Government of Haryana
Electronics & Information Technology Department**

Annexure-1						
Sr. No	Department	Service to be offered	Point of Service	Existing Service Charges	Role	Approved Service Charges
25		Application for Enhancement of Electricity Load	Both	0	A	20
26		Printing of duplicate electricity Bill	Both		D	20
27		Collection of payment for electricity bill	Both		G	Nil to Citizen, Utility will pay
28		Meter Reading	CSC		G	
29		Bill Generation & Printing	CSC		G	
30		Bill Distribution	CSC		G	
31		Provisional Bill generation	Both		P	10
32	Finance	Receipt of Govt. Payments/ Fees up to Rs. 1,000/-	Both		No Charges	
33		Issue of Non-Judicial/ Judicial stamps & Stamp Papers	Both		G	Nil
34	Urban Local Bodies and Health	Application for Birth Registration	Both		A	10
35		Issue of Birth Certificates	Both	7-25	C	10 per copy
36		Application for Correction of Birth records	Both		A	10
37		Application for inclusion of name in Birth Certificate	Both		A	10
38		Application for Death Registration	Both		A	10
39		Issue of Death Certificates	Both	7-25	C	10 per copy
40	Health	Application for Issue of Disability /Handicap Certificate	Both	0	A	10
41	Admn: Home	Application for Marriage Registration	Both		A	20
42	Executor: Urban Local Bodies & Revenue	Issue of Marriage Certificate	Both		C	20 per copy
43	Urban Local Bodies	House/ Property Tax Collections	Both	0	ULB will pay	
44		Duplicate House Tax Bill	Both	0	D	20
45	Public Health Engineering	Application for New water connection	Both	0	A	10
46		Application for Sewerage connection	Both	0	A	10
47		E-billing and payment / Collection system	Both		G	PHE will pay, to be worked out
48		Printing of duplicate water/sewerage/bill	Both		D	20
49	Home	Application for Verification for tenants/ servants	Both		A	10
51		Verification for Clearance certificate	Both		A	10

**Government of Haryana
Electronics & Information Technology Department**

Annexure-1						
Sr. No	Department	Service to be offered	Point of Service	Existing Service Charges	Role	Approved Service Charges
52		Application for 'Permission/ No objection certificates' for carrying out processions/ holding public meetings	Both		A	50
53	Social Justice and Empowerment	Application for Old Age Samman Allowance Scheme	Both	0	A	10
54		Application for Pension to Widows	Both	0	A	10
55		Application for Pension to Destitute Women	Both	0	A	10
56		Application for Disability Pension	Both	0	A	10
57		Application for Ladli Scheme	Both	0	A	10
58		Application for Kanyadan Scheme	Both	0	A	10
59		Application for Financial Assistance to Destitute Children	Both	0	A	10
60		Application for Financial Assistance to Non School going Disabled Children	Both		A	10
61		Application for Financial Assistance to Kashmiri Migrants Families Scheme	Both		A	10
62		Application for Rajiv Gandhi Pariwan Bima Yojna	Both		A	10
63		Application for National Family Benefit Scheme	Both	0	A	10
64		Application for Scholarships to physically disabled students	Both	0	A	10
65		Application for Unemployment allowance to Physically Disabled Persons	Both		A	10
66		Application for Indira Awas yojna	Both	0	A	10
67		Application for BPL Scheme	Both	0	A	10
68	Welfare of Scheduled Caste & Backward Classes	Application for Financial Awards to the victims of atrocities under SC/ST (PoA) Act, 1989 and PCR Act 1955	Both		A	10
69		Application for Dr. Ambedkar Medhavi Chhatra Yojna	Both		A	10
70		Application for Annusuchit Jati Chhatra Uchch Siksha Prosahan Yojna	Both		A	10
71		Application for Financial Assistance to Higher Competitive Entrance Examination to SCs & BCs Students	Both		A	10
72		Application for Financial Assistance for Training to SC candidates in un-organised sector through private Institutions	Both		A	10

**Government of Haryana
Electronics & Information Technology Department**

Annexure-1						
Sr. No	Department	Service to be offered	Point of Service	Existing Service Charges	Role	Approved Service Charges
73		Application for Babu Jagjivan Ram Chhatrawas Yojna	Both		A	10
74		Application for Pre-matric Scholarship to Children whose parents are engaged in un-clean occupations	Both		A	10
75	Education	Printing of detailed marks sheet/ Result/ Provisional Certificate	Both		P	10
76		Issue of admit card/ Duplicate admit Cards	Both		P	10
77	Elections	Application for addition of name in voter list	Both		A	10
78		Application for correction of name in voter list	Both		A	10
79		Application for inclusion of name in voter list through transfer	Both		A	10
80		Application for Objection/ deletion in Voter list	Both		A	10
81		Facilities for online registration and disposal of complaints regarding electoral rolls, EPIC, elections etc. using the application developed by the ECI	Both		A	10
82		Issue of copy of electoral rolls	Both		P	5 per page
83	Transport	Issue of Learner Driving License	eDisha	50-150	eS	50
84		Issue of Permanent Driving License	eDisha	100-200	eS	150
85		Renewal of Permanent Driving License	eDisha	100-200	eS	150
86		Issue of Duplicate Permanent Driving License	eDisha	100-200	eS	150
87		Endorsement of new class in Driving License	eDisha	50-200	eS	150
88		Issue of Conductor License	eDisha	50-150	eS	100
89		Registration of new Vehicle	eDisha	100-500	eS	200
90		Transfer of Ownership of vehicles	eDisha	100-275	eS	200
91		HPA Entry/Cancellation	eDisha	100-275	eS	100
92		Issue of NOCs	eDisha	0-200	eS	100
93		Issue of Duplicate Registration	eDisha	100-275	eS	200
94		Application for Issue of Bus Passes	Both		A	10
95		Issue of Bus Passes	To be decided later in consultation with the Transport Department			
96	Employment	Application for Registration of Job Seekers	Both		A	10
97		Application for Registration under One Family One Job Scheme	Both		A	10

**Government of Haryana
Electronics & Information Technology Department**

Annexure-1						
Sr. No	Department	Service to be offered	Point of Service	Existing Service Charges	Role	Approved Service Charges
98		Application for Addition of Qualification, Experience, and other related certificates	Both		A	10
99		Application for Regn. Of Renewal and Grace period of two months for Renewal	Both		A	10
100		Application for Relaxation in Renewal after delay of two months	Both		A	10
101		Application for providing of free travel vouchers for interviews to all eligible applicants	Both		A	10
102		Application for unemployment allowance	Both		A	10
103		Application for Issue of New Ration Cards on receipt of D-1 Forms	Both	0-10	A	10
104		Application for Issue of Ration Card on receipt of surrender Certificate	Both		A	10
105		Application for issue of Duplicate Ration Card	Both	0-10	A	10
106	Food & Supplies	Application for Inclusion/ Deletion of family member's name in Ration Card	Both	0-10	A	10
107		Application for Change of Address including change of Fair Price Shop (FPS)	Both	0-10	A	10
108		Application for Issue of Surrender Certificate	Both	0-10	A	10
109		Application for Change of Address within same jurisdiction	Both	0-10	A	10
110	UIDAI	Printing of E-Aadhar	Both		P	15
		Services to be provided at eDisha only	15			
		Services to be provided at CSC only	8			
		Services to be provided at eDisha & CSC	84			
Abbreviations: "A" for Receipt of Application and its uploading; 'C' for Certificate Issuance; 'D' for Duplicate Bill; 'G' for 'Government will Pay'; 'P' for Print-out; and 'eS' for Electronic service.						

**Government of Haryana
Electronics & Information Technology Department**

Annexure-2						
CSC India Online Portal						
Indicative list of B2C Services and details of Commission Paid						
Operator	Service	Commission Paid by Service Provider (%) / amount paid by citizen	CSC SPV Share (5%)	eSDA & DeGS Share (25%)	VLE Share (70%)	Service Provider Share
Aircel	Aircel E top up	3.85	0.19	0.96	2.70	
Airtel	Airtel DTH Echarge	2.95	0.15	0.74	2.07	
	Airtel ETop-GT	1.85	0.09	0.46	1.30	
Big TV	BIGTV E-charge	3.35	0.17	0.84	2.35	
BSNL	BSNL Recharge & Top UP	3.43	0.17	0.86	2.40	
Dish TV	DishTv Echarge	2.60	0.13	0.65	1.82	
Docomo	Tata Docomo	2.60	0.13	0.65	1.82	
E Tag	Etag Top up	0.85	0.04	0.21	0.60	
Idea	IDEA E-charge	2.35	0.12	0.59	1.65	
Loop	LOOP MUM-Etopup	3.60	0.18	0.90	2.52	
MTNL	MTNL Delhi Recharge	4.35	0.22	1.09	3.05	
	MTNL Delhi Topup	4.35	0.22	1.09	3.05	
	MTNL MUM Recharge	4.85	0.24	1.21	3.40	
	MTNL MUM TOPUP	4.85	0.24	1.21	3.40	
MTS	MTS E-Charge & FRC	4.85	0.24	1.21	3.40	
	MTS Mblaze Prepaid	4.85	0.24	1.21	3.40	
My Bus Ticket	MyBusTicket Booking	5.35	0.27	1.34	3.75	
Oxicash E Charge	Oxicash E-char	0.60	0.03	0.15	0.42	
RIM	RIM E-Recharge	3.10	0.16	0.78	2.17	
	RIM GSM E-Char	3.10	0.16	0.78	2.17	
	RIM NETConnect Postpaid	0.85	0.04	0.21	0.60	
	RIM NETConnect Prepaid	3.10	0.16	0.78	2.17	
Sun TV	SUNTV E-Charge	4.80	0.24	1.20		

**Government of Haryana
Electronics & Information Technology Department**

Annexure-2						
CSC India Online Portal						
Indicative list of B2C Services and details of Commission Paid						
Operator	Service	Commission Paid by Service Provider (%) / amount paid by citizen	CSC SPV Share (5%)	eSDA & DeGS Share (25%)	VLE Share (70%)	Service Provider Share
					3.36	
T24	T24 Etopup	2.60	0.13	0.65	1.82	
TATA	Tata E-charge	2.60	0.13	0.65	1.82	
	Tata PCO E-cha	1.38	0.07	0.35	0.97	
	Tata Photon Postpaid	1.00	0.05	0.25	0.70	
	Tata Photon Prepaid	2.60	0.13	0.65	1.82	
	Tata WalkyE-Charg	2.60	0.13	0.65	1.82	
	TataSkyE-topup	3.35	0.17	0.84	2.35	
	Virgin E-TopUp	3.85	0.19	0.96	2.70	
	VirginGSM Echr	4.35	0.22	1.09	3.05	
Uninor	Uninor-FRC,STV E Top Up	4.35	0.22	1.09	3.05	
Videocon	Videocon Ker Topup	5.10	0.26	1.28	3.57	
	Videocon TN, CHN Rech	4.90	0.25	1.23	3.43	
	Videocon HAR, PB	4.60	0.23	1.15	3.22	
	Videocon Guj Recharge	4.40	0.22	1.10	3.08	
	Videocon UPE, UPW	4.35	0.22	1.09	3.05	
	Videocon MUM Topup	3.85	0.19	0.96	2.70	
	Videocon MP Topup	3.60	0.18	0.90	2.52	
	VideoconTNCHN TOPUP	4.90	0.25	1.23	3.43	
Vodafone	Vodafone E-charge	2.10	0.11	0.53	1.47	
Bill payments	BILLAirtel landline	0.50	0.03	0.13	0.35	
	BILLPay Airtel Mob	0.50	0.03	0.13	0.35	
	BILLPay BSES T	0.60	0.03	0.15	0.42	
Bill Payments	BILLPay BSNL	1.35	0.07	0.34	0.95	

**Government of Haryana
Electronics & Information Technology Department**

Annexure-2						
CSC India Online Portal						
Indicative list of B2C Services and details of Commission Paid						
Operator	Service	Commission Paid by Service Provider (%) / amount paid by citizen	CSC SPV Share (5%)	eSDA & DeGS Share (25%)	VLE Share (70%)	Service Provider Share
	BILLPay Bsnl Landline	1.35	0.07	0.34	0.95	
	BILLPay Bsnl Mobile	1.35	0.07	0.34	0.95	
	BILLPay Docomo	1.00	0.05	0.25	0.70	
	BILLPay LOOP	0.85	0.04	0.21	0.60	
	BILLPay RIM Cdma	0.85	0.04	0.21	0.60	
	BILLPay RIM Gsm	0.85	0.04	0.21	0.60	
	BILLPay Tata	1.00	0.05	0.25	0.70	
	BILLPay Virgin	1.60	0.08	0.40	1.12	
Infibeam.com	e-Commerce Store	2.00	0.10	0.50	1.40	
Hungama	Entertainment	26.00	-	5.00	21.00	
MS Digital Literacy Course	E-learning	100.00	5.00	25.00	70.00	
Pan Card	Pan Card Issuance	12.00	1.00	1.00	10.00	
NIELIT Facilitation Centers	Cost for Online Form Submission and Fee Collection	55.00	5.50	8.25	38.50	2.75
NIELIT Facilitation Centers	Cost for Registration Fee Collection only	20.00	2.00	3.00	14.00	1.00
NIELIT Facilitation Centers	Cost of Examination Form Submission, Fee Collection and Printing of Exam Admit Card	30.00	3.00	4.50	21.00	1.50
NIELIT Facilitation Centers	Cost for Examination Fee Collection only	20.00	2.00	3.00	14.00	1.00
NIELIT Facilitation Centers	Cost of Result Declaration and printing of Grade Card	15.00	1.50	2.25	10.50	0.75
Election Services						

Government of Haryana
Electronics & Information Technology Department

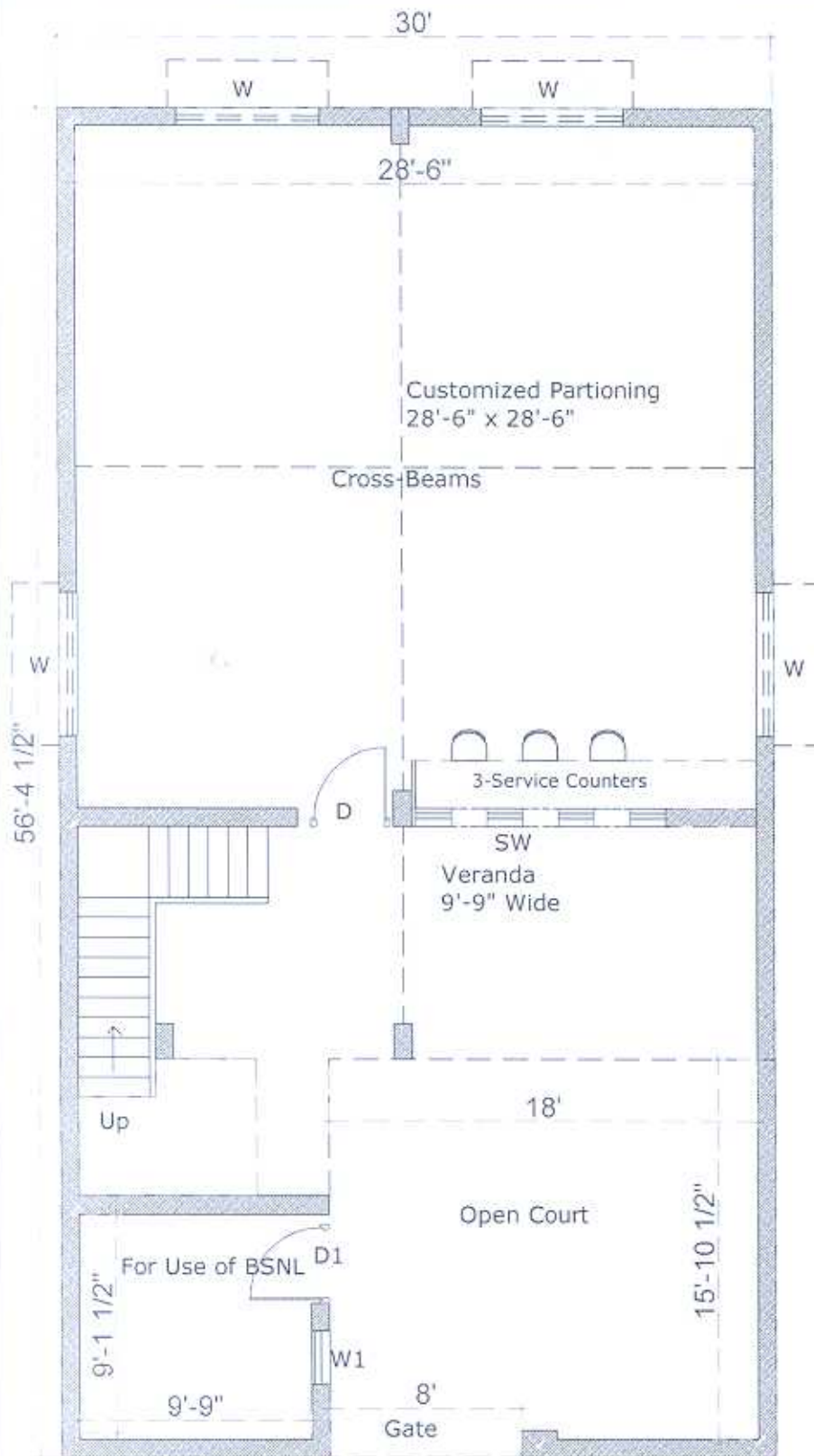
Annexure-2						
CSC India Online Portal						
Indicative list of B2C Services and details of Commission Paid						
Operator	Service	Commission Paid by Service Provider (%) / amount paid by citizen	CSC SPV Share (5%)	eSDA & DeGS Share (25%)	VLE Share (70%)	Service Provider Share
	Application for Addition of name in the electoral rolls	10.00	1.00	1.00	8.00	
	Application for Deletion of name in the electoral rolls	10.00	1.00	1.00	8.00	
	Application for Modification of name/ other details in the electoral rolls	10.00	1.00	1.00	8.00	
	Application for Transposition of name in the electoral rolls	10.00	1.00	1.00	8.00	
	Printing of EPIC card (New / Duplicate)	30.00	21.00	1.00	8.00	
	Printing of Electoral roll (Per Page)	3.00	0.30	0.30	2.40	
	Search Services (Name in Electoral Roll, Name of Polling Station, Status of Application, Status of Grievance etc.)	2.00	0.20	0.20	1.60	
	Registration of complaint					
	Application for Issue of Replacement of Elector's Photo Identity Card (EPIC)	10.00	1.00	1.00	8.00	
Note: The above rates are indicative only at this stage and are in the process of being firmed-up.						

Haryana e-Seva Building Plan of Common Service Centre

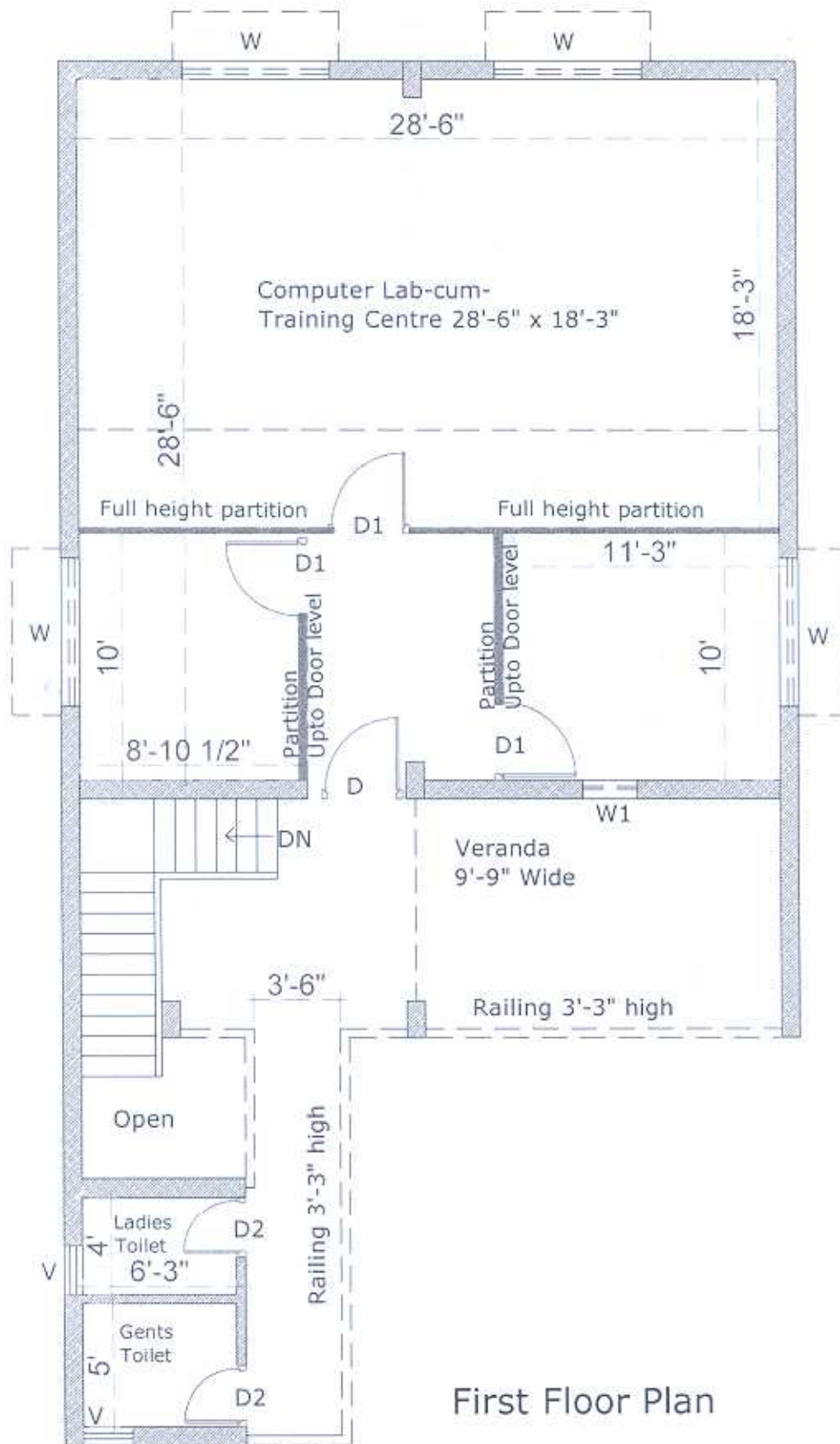
Plot Dimesions = 30' x 56' 4.5"
 Plot Area Required= 200 sq yards
 Ground Coverage = 1342. sq ft.
 First Floor Coverage = 1342. sq ft.

Joinery

- D = 4' x 8' with Ventilator (2)
- D1 = 3' x 6' 9" (1)
- D2 = 2.5' x 6' 9" (2)
- SW = 10' 9" x 4' 6" (1)
- W = 6' x 4' 6" (8)
- w1 = 2' 3" x 4' 6" (1)
- V = 2' x 2' (2)



Ground Floor Plan



First Floor Plan