

Secretariat for Information Technology
सूचना प्रौद्योगिकी सचिवालय

From

Additional Chief Secretary to Government, Haryana
Electronics & Information Technology Department,
Chandigarh.

To

1. The Divisional Commissioner
Hisar
2. The Deputy Commissioners
(Hisar, Fatehabad, Sirsa, Jind & Bhiwani)

Memo No.: Hartron:MD:SDG:2013:13827

Dated: 08-11-2013

Subject: Establishment of Common Service Centres' (CSC).

Establishing 'Common Service Centres' (CSC) across Haryana would be critical in enabling delivery of citizen services in electronic mode. The CSCs that would be branded as "*Haryana e-Seva*" and shall serve as the main channels for delivery of citizen services from various Departments / Agencies of the Government.

2. Haryana State is planning to roll-out about 2,500 CSCs of which 1,600 would be in the rural areas and 900 in the urban areas. This will be done in a progressive manner. The first phase of the rollout would involve the establishment of 500 CSCs by March 2014 and the remaining in a progressive manner. The CSCs shall be located conveniently at a village level and will be operated by a private individual called the 'Village Level Entrepreneur' (VLE).

3. A brief background note and copy of the CSC Concept Note are placed at Annexure 'A' & 'B' respectively.

4. The Deputy Commissioners are requested to prepare for the following:

- a) Identification of sites where CSCs would be established; this could be done temporarily in existing Government accommodation where approximately 150 sq. ft. of space is available that is conducive for delivering IT enabled services and conveniently located for citizen access within the designated village. Also identify locations where new buildings could be constructed as part of the long term plan.
- b) Selection of VLEs in a time bound manner to roll out the CSCs at the locations that have been identified.
- c) Monitoring & Coordination of CSCs through the District IT/ e-Governance Societies to make them operational including facilitating the training and orientation of the VLEs.

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- d) Get necessary data migrated and digitized as would be necessary for supporting effective e-services delivery.
- e) Support the implementation and operations of software solution at the back offices (of the various departments within the district) to enable e-services delivery with the oversight of the respective DIOs so.

5. In this regard, meetings will be held under the chairmanship of Additional Chief Secretary to Government, Haryana, Electronics & Information Technology Department, as per the following schedule:

Date & Time	Participating officers	Venue
12.11.2013 at 10.30 AM	Divisional Commissioner, Rohtak and Deputy Commissioners of Rohtak Division	Circuit House, Rohtak
19.11.2013 at 11.00 AM	Divisional Commissioner, Hisar and Deputy Commissioners of Hisar Division	Committee Room of DC, Hisar
22.11.2013 at 11.00 AM	Divisional Commissioner, Gurgaon and Deputy Commissioners of Gurgaon Division	Gymkhana Club, Gurgaon

6. The Deputy Commissioners are also requested to bring along DIOs and any other key officer(s) dealing with the subject of Citizen Services.

You are, therefore, requested to make it convenient to attend the meeting on the scheduled date & time, along with concerned officers.

Additional Secretary
for Additional Chief Secretary to Government, Haryana
Electronics & Information Technology Department

Endst. No.:

Dated:

A copy of the above is forwarded to the following:

1. PS to ACSEIT for kind information of Additional Chief Secretary to Government Haryana, Electronics & Information Technology Department.
2. Sh. R. Sumanthra, IT Advisor, IT Advisory Team, Panchkula.

Additional Secretary
for Additional Chief Secretary to Government, Haryana
Electronics & Information Technology Department

Annexure A

Brief Background and preparatory requirement for the meeting

1. Establishing 'Common Service Centres' (CSC) across Haryana would be critical to enabling delivery of citizen services in electronic mode. The CSCs that would be branded as "*Haryana e-Seva*" shall serve as the main channels for delivery of citizen services from various Departments and Agencies of the Government and has been recognised as one of the basic IT infrastructure components under the National eGovernance Plan (NeGP). The CSCs shall be located conveniently at a village level and will be operated by a private individual called the 'Village Level Entrepreneur' (VLE).
2. Haryana state is planning to roll-out about 2,500 CSCs of which 1,600 would be in the rural areas and 900 in the urban areas. This will be done in a progressive manner and the first phase would involve the establishment of 500 CSCs by March 2014 and the remaining at a later date in a planned manner. The number of CSCs in each district will depend on the size of the population and the distribution across the various villages, towns and cities. Consequently, each CSC is envisaged to cater to a population of roughly 10,000 residents.
3. The financial viability of the CSCs is an important criteria and for this reason office space with electrical power is being provided in any suitable Government owned building. It is also important that to ensure that Internet connectivity is available in such locations and the office space so selected is conducive for IT enabled operations and conveniently accessible to the public. It has been observed that Panchayat Ghars, Rajiv Gandhi Kendras, Choupals, spare rooms in Govt. educational institutions etc. that has about 150 sq. ft. of space with power line will be sufficient to meet with initial requirements.
4. Such accommodation will be a temporary measure for about two to three years and plans are being worked out to construct new Government owned premises across the state, that will be focal points for IT services and IT education that is promoted by several Government schemes from time to time.
5. The IT services support for Panchayats under the ePanchayat Project and the tie-up with CSC India, a services aggregation special purposes company that has been floated by Govt. of India are also being planned to be serviced through the CSCs to make it relevant to the citizen while enhancing the revenues to the CSC. The UHBVN/DHBVN has also come forward to get their metering, billing and collection services supported

by the CSCs for which nominal service charges would be paid by them to the CSCs.

6. The state has also established the Haryana Knowledge Corporation (HKCL) that will be bringing about computer literacy in a big way through some of the well established computer based learning programs. This will be of particular relevance to the rural sector targeting the youth. The CSCs are expected to eventually expand to provide these learning services also.
7. The District IT Societies which have been re-christened as District IT cum e-Governance Societies under your chairmanship, will be playing a pivotal role in rolling out the e-Services delivery through the CSC and also enabling the service fulfilment in the electronic mode from the backend by facilitating the Government Departments.
8. A dedicated organizational unit called the Electronic Service Delivery Agency (ESDA) has been established for this purpose.
9. For the services provided by the CSCs to the citizens, a nominal service charge is also being approved by the state and about 70 to 80% of the transaction based fee would be passed on to the CSC. The remaining portion of the revenue will be passed on to the District IT cum eGovernance Societies after retaining a small portion for the ESDA to meet with the costs related to software developments, IT Management and Operations.
10. For the proposed meeting, it would be useful to carry out a preliminary assessment of your district so as to:-
 - a) Identify temporary Government accommodation of approx. 150 sq. ft. with power connection and where BSNL or other service provider is available for Internet connectivity for immediate establishment of CSCs
 - b) For such locations ensure that the geographic jurisdiction of the CSCs is to be clearly established keeping in mind the population coverage of approximately 10,000 per CSC
 - c) Identify possible locations of 300 sq ft. in schools or other Government locations where a new building can be constructed
 - d) Ensure that temporary accommodation and the location for the permanent building is located in the same village, preferably in close proximity so that there are no transition issues faced in future.



Haryana CSC Scheme: Concept and Proposal

1.0 Introduction

Establishment of 'Common Service Centres' (CSC) for delivery of citizen services in electronic mode has been recognised as one of the basic IT infrastructure components under the National eGovernance Plan (NeGP). The CSCs would serve as the main channels for delivery of citizen services from various Departments and Agencies of the Government through a network of outlets spread across the state. This would necessitate the standardization and simplification of processes, establishment of critical volume of citizen data in electronic form and enabling end-to-end electronic interactions for delivery of these services. The CSCs shall be located conveniently at a village level and will be operated by a private individual called the 'Village Level Entrepreneur' (VLE).

2.0 Distribution of CSCs

2.1 Haryana state is planning to roll-out about 2,500 CSCs initially of which 1,600 would be in the rural areas and 900 in the urban areas. This will be done in a progressive manner and the first phase would involve the establishment of 500 CSCs and the remaining at a later date. The number of CSCs in each district will depend on the size of the population and the distribution across the various villages, towns and cities in the given district. Consequently, the CSCs would be established in either one village or could cover more than one village (called village cluster) depending on the size of population that is being covered.

2.2 The initial number of approved CSCs by Government of India planned to be established in rural areas for each district is given in the table below. It is planned to target the minimum number of CSCs for each district as per the table below. However the exact number of CSCs and their locations shall be notified by the concerned district administration at the time of selection of the VLEs.

District	Approved CSCs
Ambala	64
Bhiwani	82
Faridabad	54
Fatehabad	45
Gurgaon	54



District	Approved CSCs
Hisar	74
Jhajjar	48
Jind	64
Kaithal	52
Karnal	72
Kurukshetra	55
Mewat	52
Mahendargarh	58
Palwal	19
Panchkula	28
Panipat	39
Rewari	57
Rohtak	40
Sirsa	58
Sonipat	68
Yamunanagar	76
Total	1,159

3.0 Services Delivered by the CSCs

3.1 The CSCs shall deliver two distinct types of services. The Government to Citizens (G2C) services would be the most important service category. This would require the computerization of the back-end Government departments so that the services could be delivered in the electronic mode. Most departments have identified these services and are in the process of preparing themselves to deliver such services in the electronic mode over the next one year. To start with there are likely to be about 10 to 20 G2C services and progressively this would be expanded to cover more than 100 services from multiple departments.

3.2 The second category of services would include the Business to Citizen (B2C) services. For this purpose, an arrangement with CSC India Limited is being worked out, a special purpose vehicle established by Government of India, so that a basket of B2C services that are of relevance to the citizens could be conveniently delivered through the CSCs. These services would relate typically to some of the Central Government Departments such as Election Commission, Educational Institutions, Telecom Services, Insurance and Banking services.



3.3 A model is being evolved for CSCs to support the power utilities in their metering-billing-collection process through the IT infrastructure so as to enable quicker, accurate and more efficient delivery of this function. This will be one of the key services that would be offered through the CSCs.

3.4 The Government is also evaluating the possibility of making the CSC a service provider to the local village panchayats by supporting operations of their internal IT software applications.

3.5 Plans are also underway to introduce education and training services through the CSCs in a very significant way, so that CSCs can serve as learning centres for a wide range of computer aided training programs.

3.6 The CSC network would also be leveraged to collection and updation of citizen data that is of relevance to the Government in framing its policies including facilitating citizen services and other programs.

3.7 The services mentioned above may not be readily available at the time of launch of the CSCs and the composition of the services may also keep constantly changing so as to make it relevant to the citizens while providing a means for the CSC to earn a nominal revenue through service support. Some of these services could also have seasonal variations (e.g. examination hall ticket issuance) and the CSC transaction volumes would be subject to such variations.

4.0 Implementation Model for e-Services Delivery through CSCs

4.1 These CSCs are to be set-up through a Private Entrepreneurship Model, wherein a Village Level Entrepreneur (VLE) would be selected as the CSC operator-cum-manager and will be authorised to act as a citizen delivery point for G2C services on behalf of the Government. Such citizen interfacing function provided by the CSC would require an orientation to convenience and commitment to service quality.

4.2 The CSC operator would accept requests from citizens for these services and access the IT / software solution that is authorized for this purpose to deliver the desired services to the citizens. In this respect, it is highlighted that the CSC shall be mandated to use only the prescribed software / IT solution and take utmost care of the data considering the sensitive and secure nature of the G2C services. Further, only



registered users of CSCs shall be permitted to access the software and data, with the express purpose of enabling the citizen service delivery.

4.3 The services requested by the CSC operator on behalf of the citizen shall be automatically routed through the Internet to the concerned Department or Agency. An electronic response from the concerned Department will be sent back to the CSC so that service request could be suitably fulfilled. Consequently, that there will be no need for the citizen to physically visit the concerned department, unless the service requires a physical inspection or verification in the normal course (e.g. driving test). Each department shall publish necessary Government orders that will be enable delivering services in the electronic mode through the CSCs, clearly indicating the number of days within which it would respond to such service requests. Where reliable data is available, it would be feasible to deliver these services across the counter, as per the directions of the concerned department or agency.

4.4 It is also highlighted that the CSC operator would only be a facilitator to accept the service request from the citizen and provide the final responses / outputs (such as a certificate, approval letter, etc.) as may be authorized by the Government order. The CSC operator (or the VLE) will not have any authorization to carry out the transaction on behalf of the Government (i.e. competent authority), as the service delivery would continue to remain a core function of the Government. The software solution has been designed in such a manner that the CSCs shall not have any such authorizations. Each service request shall be provided with a unique identification number and the status of processing can also be seen by the CSC operator.

4.5 For the services provided to the citizen, a nominal service charge (including service tax) would be applicable as may be decided and approved by the Government from time to time. As these are small amounts, citizen can pay through cash for the service requested and the CSC operator is obligated to provide a computer system generated receipt for each transaction for the exact amount of money that has been collected from the citizen. This service charge would be over and above any Government (treasury) payments and the computer generated receipt shall be itemized to indicate any Government payments in such cases.

4.6 A portion of the services charges so collected from the citizen, shall be passed on to the VLE for the services provided through the CSC.



5.0 Branding

The CSCs established under this scheme will be called **Haryana e-Seva** and shall have a brand identity associated with it and will be represented logo as may be seen on top of this page. The brand will be owned by the Government through its agencies and conveys a commitment to service orientation to the citizen. All CSCs established under this scheme shall be obligated to use the name, logo and conform to requirements / guidelines related to the brand. Use of this logo does not confer any specific rights or privileges to the CSC/VLE and the authorizations granted to the VLE shall be specified in the agreement that is proposed to be entered with the VLE. Accordingly, the VLE's rights to use the brand and its identity ceases in the event the said agreement is terminated.

6.0 Jurisdiction and Premises

6.1 The CSC will be allocated a specific jurisdiction comprising of one or more villages or even part of a village, in case the village is very large. Selection of the VLE shall be made only for a defined jurisdiction based on an estimated population size and this will remain a constant for the entire duration of the CSC operation. The names of villages where CSCs would be located and the corresponding jurisdiction shall be decided by the concerned district administration.

6.2 The preferred option for the establishment of the CSC within such identified jurisdiction would be an existing government owned premises, such as a panchayat ghar (including any other panchayat owned building, Bharat Nirman Rajiv Gandhi Sewa Kendra or similar) or the village school (or similar educational institution). If conducive space is available for public access and IT operation, the same would be identified and provided under this scheme.

6.2 Initially, the CSC would be established in the selected premises (of about 100 to 200 sq. ft. space in the rural areas). This will have basic amenities like power (including power backup, if feasible) and internet connectivity for operating two to three computers. Of this, one seat, as a minimum, shall be reserved for use of the village level functionary and the remaining seat(s) will be provided to the CSC. Though standardization of office amenities has been envisaged, this would depend on the extent of space that is available in the selected premises. New government owned buildings are also proposed to be constructed for housing the CSCs. As and when the same is ready, such option could be extended under this scheme.



6.4 A nominal rental would be collected from the VLE for Government accommodation provided under this scheme.

6.5 Electricity and Internet charges shall be borne by the VLE in proportion to the usage.

7.0 Selection Process for VLE

7.1 Selection of the right kind of entrepreneurs for operating and managing the CSC is critical to the success of this scheme. The VLE needs to have a personal stake in the operations and success of the CSC. Consequently, the VLE has to possess the basic skills in computers operations besides entrepreneurial capabilities. It is also proposed to follow the son-of-the-soil approach in so far as feasible while encouraging talented local youth to become part of this initiative.

7.2 Accordingly, applications shall be invited by the district administration persons who are interested to undertake the establishment and operation of the CSCs in various districts of Haryana. Selection process shall follow the criterion as under:-

- a) The VLE shall be an individual
- b) The VLE shall belong to the same village/village cluster/ tehsil or block and should preferably be a resident of the said location.
- c) Only one application would be permitted by an individual OR close family members.
- d) The VLE should be well conversant at operating computers.
- e) Have educational qualifications of either a college degree or polytechnic diploma. Any candidate with higher educational qualifications would be given preference. In the event a candidate with such minimum education is not available for selection, but meets all other criteria, a view on this matter could be taken by the competent authority based on the recommendation of the selection committee and the same shall be final and binding.
- f) Ability to invest to the tune of Rs. 2 lakhs during the initial period for setting up the IT infrastructure at the CSC, maintaining the necessary security deposit and for meeting routine monthly expenses related to the CSC operations.



7.3 The selection of the VLEs will be carried out by a committee appointed under the respective Deputy Commissioners using a formal process and assessment shall be made by a selection committee designated for this purpose. The decision of this committee shall be final and binding on the candidates.

7.4 The selection of VLEs would be carried out in a phased manner based on the implementation plan of the CSCs in a given district. The Deputy Commissioner shall be making necessary public announcements in this regard inviting applications in prescribed format from those interested individuals.

8.0 VLE Agreement

A formal agreement shall be signed with the selected VLE that will authorize them to operate the CSC in the jurisdiction of the locality for which they have been selected. This agreement will be for an initial period of four (4) years and shall be extended periodically subject to the satisfactory performance of the VLE. The terms of the agreement have been outlined in Annexure 'A' to this document. The Government would retain the right to withdraw the authorisation and get the premises vacated with three months' notice in the case of defaults or unsatisfactory performance on his part.

9.0 Training and Orientation

9.1 The selected VLEs would be given orientation training initially for about 3 to 5 days, in order to enable them to start their operations, followed by hand-holding support and refresher training sessions as may be needed from time to time. The same would be carried out at each district headquarters. The training shall be provided free of charge for at least one candidate from each selected VLE, but travel and other incidental costs shall be borne by the VLE. In case VLE has a requirement to train additional people from their team, one additional person would be accommodated based on the request by the VLE, subject to availability of seats in the same session or during a later training session.

9.2 If training for more than two representatives from the same CSC is required, a nominal fee may be charged for the training as may be prescribed from time to time. While considering the request for training additional personnel, priority will be given to other VLEs who have not undergone any training.



10.0 Investments by VLE

10.1 The IT infrastructure necessary for operating the CSC shall be brought in by the VLE including its maintenance and upkeep. This will consist of up to two (2) PCs (preferably laptop computers, in view of the battery power that is in-built), one heavy duty printer, one small (receipt) printer, one or two tablet PCs, etc. The exact quantity and technical specifications thereof shall be specified and the VLE is free to make their own arrangement for such IT equipment in conformity with the minimum configuration specified.

10.2 In addition to the IT equipment, the VLE shall also maintain a security deposit with the Haryana e-Seva. This security deposit is similar to a 'pre-paid' balance that is maintained by the CSC. As and when cash is collected from the citizens for the services and other payments (such as utility/electricity bills), the corresponding amount gets reduced from the CSCs security deposit directly by the software application. The CSC can keep using the available pre-paid balance (i.e. security amount) until the minimum prescribed limit is reached. They would need to 'top up' the balance amount through a simple online method through their internet banking facility which instantaneously tops- up their pre-paid balance. The amount of security deposit can be determined by the VLE based on business transactions that they expect to carry out, subject to the minimum balance that has been specified.

10.3 Besides the above, the VLE would also need to meet routine expenses with regard to the CSC operations such as Internet connectivity charges, electricity bills, manpower, security, local transportation, banking charges, other operating and incidental costs for efficiently managing service delivery and CSC management.

10.4 The total amount to meet with all of the above is expected to be in the range of Rs. 1,50,000/- to Rs. 2,00,000/- in most cases, but would depend on the extent to which the VLE decides to invest, based on business potential for the CSC as may be determined by them.

11.0 Administrative Structure and Obligations of VLE

11.1 The District e-Governance Society (DeGS) headed by the respective Deputy Commissioner would be responsible for administrative control, supervision and monitoring the working of the CSCs within its jurisdiction. It would also address any problems faced on account of technical issues and bottlenecks on related issues.



Accordingly, routine monitoring, supervision (including compliance), hand-holding support, grievance redressal and complaints handling related to the CSCs shall be addressed by the DeGS.

11.2 An independent Division known as eSDA (Electronic Service Delivery Agency) has been created at the state level and has been designated as the nodal agency for this project. This Division shall be responsible for providing the necessary technology solution and its operations including the Data Centre, Networks, software solution and integration support for all the DeGS and the CSCs. 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 would also form a part of the eSDA. Besides, there will be focussed business development function that will constantly work towards the inclusion of new services from the G2C and B2C domain and shall authorize the delivery of such services through the CSC.

11.3 ESDA will also address Governance issues and hence serve as an escalation point for any grievances and open/unresolved issues that might be brought to its notice.



12.0 Financial Sustainability

12.1 Government prescribed service charges (including service tax) would be applicable for various G2C services delivered through the CSCs. Such service charges shall depend on the nature and complexity of the service besides the convenience and reliability that is proposed to be offered to the citizen. These service charges shall be over and above any government (treasury) or agency payment that is required to be made as part of the requested service.

12.2 A revenue sharing model has been approved for this purpose so as to ensure a revenue flow that would be necessary for sustenance of the CSC operations in the long run. The percentage of service charges that will be provided to the CSC will be in the order of 70%, but may differ from service to service. Such percentage share of revenue will be reviewed periodically. The service charges for B2C services will be variable as may be offered by the private enterprises through CSC India Limited.

12.3 The revenue share model has been structured to enable the VLE from getting reasonable returns from their investments and operations of the CSC. However, no guarantees would be provided by Haryana e-Seva and the extent of income shall be dependent on the efforts and initiative of the VLE. Haryana e-Seva shall make its best endeavours to enable opportunities that would be of relevance to the citizen through which the VLE is able to generate sufficient earnings on the basis of prescribed service charges. The Haryana e-Seva will also evolve and adhere to a prompt settlement model, so that the VLE is supported from a cash flow perspective.

12.4 The revenue share would be used to meet the expenses related to the technology management, business operations, training, monitoring and other overheads, including expansion and evolution of the portfolio of services. All of these would be directly enhancing the CSC operations and its viability.

12.5 The revenue share model that would be applicable may differ slightly for an urban as compared to the rural CSC considering various operational factors.



13.0 Benefits

13.1 The CSC scheme enhances the speed and certainty of service delivery by adopting the model of delivering citizen services electronically. Coupled with the large number of CSCs, especially spread through the rural areas of the state, it is expected to provide easy access to the citizen as they can obtain government services from a conveniently located CSC either in their own village or in a neighbouring village. Needless to say that the electronic mode of operation coupled with simplified processes will mitigate the traditional problems associated with paper based interactions. More importantly, switch over of administrative processes to eGovernance mode in a phased manner are expected to improve the governance standards in terms of efficiencies and transparency.

13.2 The CSC network is expected to create a rural IT infrastructure outreach that would help the Government to rapidly implement newer schemes while facilitating gathering data from the field and keeping it up to date. Further, establishment of CSCs in the state during the initial phase would provide direct gainful self employment for IT skilled youth.

14.0 Disclaimer

Effort has been made to accurately represent the CSC scheme. While the scheme envisages the positive returns for the VLE, no guarantee of income is provided herein. The VLE's success will be determined by his or her desire, dedication, efforts, knowledge, experience, capacity, abilities to follow directions and personal talent. As with any business, the results can vary and VLE accepts the risk that is attendant with the CSC Scheme.



Annexure 'A'

VLE Agreement: Terms and Conditions

This is a brief outline of the terms and conditions that would be covered in the VLE Agreement to be made between the VLE and the Government (represented by the District Commissioner of the district where the CSC is located) and should be read together with the "Haryana CSC Scheme: Concept and Proposal".

Jurisdiction: - the CSC allocated to the VLE will cover a defined geographical area consisting of one or more villages / localities, or a part of a village or locality. CSC services that are jurisdiction dependent shall be clearly specified.

Duration of Contract: - will be for a period of four (4) years and renewed for a period as may be decided by the Government subject to VLE meeting performance criteria and other requirements as defined.

Premature termination of agreement:- This may be necessary in the case of non-performance or gross violations by VLE or due to some genuine reasons such as demise of VLE. In such an event, Government would have the rights to appoint an alternative VLE for that location.

Exit of VLE: - outgoing VLE would be required to adhere to the prescribed norms of handing over in good and usable condition any assets and to smooth transfer of CSC operations as may be prescribed, at the time of normal or premature termination.

Authorized Service Provider: - by virtue of the agreement, the VLE shall have the authorization to establish and deliver services through a CSC. Accordingly VLE would be responsible for the operations and management of the CSC.

Number of CSCs to be operated by the VLE:- currently, only one CSC has been envisaged to be operated in the jurisdiction allocated to the VLE. However the Government, at its discretion, could permit the VLE to establish more than one CSC within the same jurisdiction, approval for the same would be given in writing.

Service Charges: - The VLE shall be authorized to collect Government approved service charges for various services rendered through the CSC, that is prescribed from time to



time, inclusive of service tax (where applicable). This shall be in addition to any other government (or agency) payments in respect of a service. The IT solution shall have all necessary features for printing computer generated receipts online and the VLE is obligated to provide an itemized receipt for the full value of monies received in respect of a service.

Investments of VLE:- VLE shall invest in procuring necessary computer infrastructure such as Personal Computers, Printers, Tablet PCs and such other equipment as per minimum prescribed quantities and technical specifications. The same would be under the ownership and upkeep of the VLE. The VLE is encouraged to invest in putting up additional infrastructure at their own cost, in the event of a business expansion. The same will be done by the VLE after a careful assessment of business potential and the risks involved.

Revenue for VLE: - The VLE would be paid a portion of the service charges that are collected from the citizen in respect of the services delivered from the CSC. The same shall be calculated on a per transaction basis and the CSC would be paid on as per a pre-determined percentage as may be decided from time to time. It is also highlighted that the service charge could differ from service to service and there could be seasonal variations. The charges would be settled in a timely manner to enable cash flow support to the VLE. All payments will be subject to applicable taxes and tax deductions at source (TDS).

Security Deposit: - the VLE shall maintain a security deposit, subject to a prescribed minimum amount. As and when the services are delivered the prescribed service charges would be deducted from the security deposit, and the VLE can continue to transact till the minimum threshold is reached. It may be noted that the VLE would have collected the equivalent cash amount for such transactions from the service seeker. The VLE will be provided facilities to do an instantaneous 'top up' of the security deposit directly from their (personal) bank account using the Internet Banking facility. Transfer of money through Internet Banking for the purpose of security deposit is a mandatory requirement and a choice of multiple banks will offered to enable the internet transfers. VLE shall not be permitted to commence operations until the security deposit has been received.

Premises: - CSC should operate only from the designated Government accommodation that is allocated to them. Government will have the sole discretion to change the



premises within the same jurisdiction at a future date and it would be mandatory on the part of the CSC to move to the any newly identified premises, if such need arises.

Rentals and expenses: - the CSC would be obligated to pay a nominal rental, each month, for the use of such government accommodation as may be decided by the government. In addition payment towards electricity, internet and such other usage charges would need to be met by the VLE.

Upkeep of office:- The VLE shall be responsible for the upkeep of office and its environment (including security) for conducive access to public and electronic service delivery. Removal of assets and equipment provided under this scheme are to be used only for the intended purpose and cannot be removed from the premises.

Electronic Service Delivery: - VLE should provide prescribed electronic services only through the authorized technology / IT or IT-enabled Solution (and software), with due professional care, diligence and in a timely manner maintaining high levels of customer orientation at all times. Amongst the authorized G2C & B2C services, CSC to be provided the G2C services on priority as compared to all other services. It is likely that certain CSC services may involve non-IT components and such components would also form an integral part of the scope of CSC service delivery.

Haryana e-Seva name, brand and logo: - The VLE is required to use only the name and style of the “Haryana e-Seva”, logo and such other aspects related to the brand identity. The Haryana e-Seva brand conveys the experience of ‘Customer Satisfaction’ amongst other things and the same shall be permitted for use by the VLE for the duration of the agreement period. The name, brand, logo, etc. shall be the property of the Government through its designated agency(s).

Orientation and Training: - it is recognized that the VLE and the CSC personnel engaged by them for service delivery undergo the relevant orientation and training programs.

CSC Operations

- a) VLE shall keep the office open from 9 AM to 5 PM on weekdays (excluding Sundays, public and local holidays); extended timings and staggered timings and week day off's (in lieu of Sundays) could also be adopted to suit local needs based on prior approval.
- b) VLE shall engage only suitably qualified candidates, who have attained a



minimum age limit as may be permitted by law, to carry out the operations of the CSC. VLE shall provide necessary hand-holding to their personnel and familiarize them with the service offerings so as to maintain effectiveness in operations.

- c) VLE shall display a board in front of the CSC premise. Specifications for the design of banners, display board, etc and its content shall be provided.
- d) VLE shall display the list of services provided along with charges in the CSC premises.
- e) VLE shall maintain minimum requirement of hardware and other equipment as prescribed.
- f) VLE shall maintain good quality internet connectivity of adequate bandwidth as may be necessary to maintain effective delivery of electronic services in accordance with the guidelines, where applicable.

ESDA and DeGS: - eSDA (Electronic Service Delivery Agency) is a nodal agency at the state level and will be responsible for providing the technology solution, operations including data center, networks, software solutions and integration support. The DeGS (District e-Governance Society) is a nodal agency set up at the district level and it is headed by District Commissioner. It is responsible for administrative control, supervision and monitoring of day to day working of CSCs under its jurisdiction. There will be formal obligations agreed between the ESDA, DeGS and CSC in respect of this scheme.

Obligations of the VLE: - Other terms that would be included in the agreement are

- a) VLE shall abide by a 'Code of Conduct' that will be published
- b) VLE shall deliver only the prescribed services and shall use the premises only for such designated purposes
- c) VLE shall protect the confidentiality of transactions and data, including privacy related requirements and shall ensure reasonable care of the same in all aspects of CSC operations
- d) Only the competent authority of the government shall have the right to use citizens data and provide necessary approvals and authorization and it is explicitly understood and acknowledged that VLE including their agents do not have any such rights. Violation of these requirements including maintaining alternative data sources, copies of data, tampering with the data or other documents, etc. Such acts would attract stringent penalties and due process



- under law including immediate suspension of VLE.
- e) VLE shall maintain necessary registers and books related to their operations and accounts, as may be prescribed from time to time; they will also be subject to Monitoring & Audit.
 - f) VLE shall accept complaints and suggestions from citizens and record the same in the computer system as prescribed.
 - g) VLE shall obtain adhere to the norms related to obtaining feedback from improvements to service offerings and service quality.
 - h) VLE shall give preference to women, senior citizens, disabled persons in providing services.
 - i) In the event that the VLE is involved in misconduct, violations of a gross nature, forgery, fraud, embezzlement, blackmail, etc. it will be dealt with severely as per legal provisions and will involve termination of the VLE agreement besides penalties and other punitive measures.
 - j) Disputes and resolution mechanism
 - k) Force Majeure and remedies
 - l) Jurisdiction of law and courts will be Panchkula, Haryana

No Guarantees:- There will be no guarantees on revenue or profitability and it is business risk that would be assumed by the VLE.
