

Request for Proposal

Vol. I Functional and Technical Requirements

For
Selection of Service Operators in three Zones to
Operate, Maintain and Manage 500 Sewa Kendras in
Punjab

(REFERENCE NO. PSEGS/SEWA KENDRAS/2018)



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7. The PSeGS shall not be held liable for any loss or damage caused to any of the bidder (or to any of the related third party) due to reliance on the contents of this RFP.

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9. The issue of this RFP does not imply that the PSeGS is bound to select a Bidder or to appoint the selected Bidder, as the case may be, for the Project.
10. PSeGS reserves the right to change the basis of or the procedure (including the timetable) relating to the bid process, discontinue the bid process, reject any, or all, of the Bidders, not to invite a Bidder to proceed further, not furnish a Bidder with additional information or to scrap this bid and recall fresh bids, without assigning any reasons whatsoever.
11. The Bidder shall bear all costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the PSeGS or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and the PSeGS shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the Bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

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Acronyms

Sr. No.	Abbreviation	Description
1	ADM	Assistant District Manager
2	AEPS	Aadhaar Enabled Payment System
3	ATM	Automatic Teller Machine
4	B2B	Business to Business
5	B2C	Business to Consumer
6	CA	Chartered Accountant
7	CAG	Comptroller and auditor general
8	CCN	Change Control Note
9	CCTV	Closed Circuit Television
10	CEO	Chief Executive Officer
11	DC	Deputy Commissioner
12	DM	District Manager
13	EMD	Earnest Money Deposit
14	G2B	Government to Business
15	G2C	Government to Citizens
16	G2E	Government to Employee
17	GoP	Government of Punjab
18	GST	Goods and Services Tax
19	ICT	Information & Communication Technology
20	IPR	Intellectual Property Rights
21	IST	Indian Standard Time
22	IVRS	Interactive Voice Response System
23	LLP	Limited Liability Partnership
24	LOA	Letter of Award
25	MIS	Management Information System
26	MoU	Memorandum of Understanding
27	MSA	Master Service Agreement
28	NOC	No Objection Certificate
29	O&M	Operations and Maintenance
30	PAWAN	Punjab Wide Area Network
31	PBG	Performance Bank Guarantee
32	PIU	Project Implementation Unit
33	PoS	Point of Sale
34	PSeGS	Punjab State e-Governance Society
35	PSP	Punjab Sewa Portal
36	RFP	Request for Proposal
37	SLA	Service Level Agreement
38	SOP	Standard Operating Procedure

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Sr. No.	Abbreviation	Description
39	SPV	Special Purpose Vehicle
40	SWAN	State Wide Area Network
41	TPA	Third Party Auditor
42	UPS	Uninterrupted Power Supply
43	WPM	Words Per Minute

Preface

The Government of Punjab intends to operate, manage and maintain 500 Sewa Kendras established in urban and rural areas of the State. These Kendras are providing G2C services to facilitate the citizens by charging facilitation charges for delivery of services. The State Government is looking for a Service Operator who can operate, manage and maintain these Sewa Kendras for 5 years on revenue sharing basis. In addition to G2C, G2B, G2E services where the facilitation charges will be decided by State Government, the prospective Service Operator shall have the flexibility to fix facilitation charges and provide B2C and B2B services to the citizens.

This Request for Proposal (RFP) is being released by Punjab State eGovernance Society (herein after referred as "PSeGS"), a society set up under the aegis of Department of Governance Reforms, Government of Punjab. The PSeGS has been appointed by Government of Punjab as the nodal agency for implementation of the Sewa Kendras across urban and rural areas of Punjab.

Three Zones have been identified. Each zone is separate bid unit and the bidder has the flexibility to bid for one or more zones.

The purpose of this document is to :

- i. Provide an overview of the Sewa Kendra Project as envisioned by the Government of Punjab.
- ii. Provide scope of the project
- iii. Elicit proposals from competent and eligible Companies/Organizations for undertaking this project as Service Operator.

This RFP is not an offer by the PSeGS, but an invitation for obtaining bidder response. No contractual obligation of PSeGS whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of PSeGS with the selected bidder(s). The Department of Governance Reforms, Government of Punjab will be a confirming signatory to the formal contractual agreement.

1. About the State

- 1.1. The State of Punjab is spread over 50,362 square kilometers. It is administered through 5 divisions and 22 districts. The population, as per 2011 census, is 2,77,43,338 and it is increasing at the rate of 13.89 % per decade. There are 10 big cities which are administered by municipal corporations. The remaining 153 towns/cities are administered through municipal committees/councils and Nagar Panchayats. There are 12,673 census villages in the State.
- 1.2. Government of Punjab has envisioned that Citizens of Punjab should get all government services delivered by any government department in an integrated manner, across the counter under one roof in Urban as well as Rural Areas.
- 1.3. State has a holistic approach to leverage the available Information & Communication Technology (ICT). Growing penetration of smart phones, easy availability of secure & reliable internet, Wi-Fi, WiMAX & cloud computing provides an opportunity to the State Government to achieve the same.
- 1.4. State Government departments are already in various stages of automation leveraging various technologies and developing applications for front-end and back-end.

2. About PSeGS

- 2.1. Punjab State eGovernance Society (PSeGS) administers the implementation of eGovernance projects for the overall benefit of the citizens and public by setting up the necessary administrative, financial, legal and technical framework, implementation mechanism and resources in the State of Punjab. It facilitates establishment of service centers by various methods as an innovative way of providing public facilitation and citizen services where citizens can get various desired information and services.
- 2.2. Brief Objectives and functions of the Society:
 - 2.2.1. To take all necessary steps to promote efficiency, reduce delays; enhance accountability, transparency and objectivity in the functioning of the government through service delivery.
 - 2.2.2. To assist the Department of Governance Reforms in formulating and implementing policies, procedures and guidelines for the adoption of Information Technology and e-governance for improvement of citizens services through various government departments & agencies and ancillary activities & services. To promote and disseminate Information Technology culture in the State so that the common man could avail the benefit of information technology and eGovernance.
 - 2.2.3. To administer the implementation of eGovernance projects for ensuring use of Information Technology for masses and to lay down the

necessary administrative, financial legal and technical framework and resources for the IT enabled Citizen Services.

- 2.2.4. List and prioritize the areas for Citizen Services in consultation with the concerned Departments and take all steps for improving Citizen Services to the use of IT and to facilitate implementation of Citizen Charters framed by the other departments through the use of eGovernance and IT as a tool
- 2.2.5. To workout revenue models and modalities for providing Citizen Services through use of IT on a public-private partnership model for its self-sustainability and to encourage private sector initiative in IT related infrastructure and services. This would include working out all commercial modalities and revenue model including Franchise Model in citizen services.
- 2.2.6. To collect revenue and to issue receipts on behalf of the various Departments and Organizations. Such receipts shall have same legal validity as if it were an actual receipt issued by the concerned department of organization. Transfer the revenue collected to the concerned departments and organizations. Or to authorize a suitable authority, committee, sub-committee or society for these purposes on behalf of the E-Governance Society.

3. About Sewa Kendra

- 3.1. Government of Punjab aims to provide different type of services (Government to Citizens (G2C), Government to Business (G2B), Government to Employee (G2E))¹ anytime, anywhere in a hassle free, transparent and time-bound manner. Looking at the digital literacy, the GoP plans to leverage various delivery channels like Sewa Kendras, Online, Mobile Apps etc.
- 3.2. Sewa Kendras are to be / are being used as a common front end for various departments. Sewa Kendras offers the facility to integrate with automated back-end and also those departments which are processing the applications manually.
- 3.3. Currently there are approximately 2139 Sewa Kendras in the urban and rural areas of the State of Punjab. Approximately 170 Services are being delivered through Sewa Kendras. All Sewa Kendras have basic facilities for service delivery including ICT and Non-ICT infrastructure, good ambience, and amenities for citizens. It has now been decided that the services shall now be delivered from 500 Sewa Kendras (241 urban Sewa Kendras (Type 1 & 2) and 259 rural Sewa Kendras (Type 3)).

¹ Service Operator will be free to provide B2C and B2B as referred later in this RFP. Indicative list of B2C services is provided in Annexure B.

- 3.4. At present approximately 170 G2C (refer [Annexure A](#)) services are being delivered through these Sewa Kendras. It is envisaged that approximately 130+ number of G2C services shall be added to the existing list of services. Given that the Sewa Kendras are primary mode of citizen service delivery, it will enhance the business viability of the Sewa Kendras.

4. Project Objectives

- 4.1. The broad objective of this project is to provide public services to citizens and businesses of the State in a transparent, integrated and time bound manner on a sustainable basis through easily accessible Sewa Kendras. The broad objectives of this project are:
- 4.1.1. To deliver Government to Citizens (G2C), Government to Business (G2B), Government to Employee (G2E), B2B (Business-to-Business), B2C (Business-to-Consumer) services under one roof.
 - 4.1.2. Enhance the transparency and responsiveness of the Government to citizen needs
 - 4.1.3. Bring uniformity across State in service delivery mechanism.
 - 4.1.4. To operate and maintain the Sewa Kendras on Self Sustainable mode and on revenue sharing basis without any burden on State exchequer.
 - 4.1.5. Eliminate agents and give direct access of government services to the citizens
 - 4.1.6. Enable financial self-sustenance of Sewa Kendras and ensure quality of services.

5. Infrastructure of Sewa Kendras and expectations

- 5.1. Sewa Kendras are one stop shop to avail citizen centric services including Government and Business Services under one roof. At present approximately 170 G2C services (List of Services is attached at [Annexure 'A'](#)) are being delivered through 2139 Sewa Kendras.
- 5.2. There are 3 types of Sewa Kendras across the state. Type 1 Sewa Kendra are situated at district headquarters having average 12 counters, Type 2 Sewa Kendras are in urban areas having 4 counters and Type 3 Sewa Kendras are majorly in the rural areas having 2 counters.
- 5.3. To further facilitate the citizens, B2C services shall also be allowed to be offered to citizens from these Sewa Kendras. The indicative list of B2C services is attached at [Annexure 'B'](#). Based on need, the PSeGS reserves the right to increase/decrease (in accordance with clause 6.3.7 and 6.3.8) the number of Sewa Kendras at any stage.
- 5.4. From operational and bidding perspective of this Project, the State has been divided into 3 zones with each zone comprising of 6-9 districts. The details of these zones are given below:-

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Zone	District	Type 1	Type 2	Type 3	Total
Zone 1	Amritsar	1	18	22	41
	Gurdaspur	1	0	39	40
	Hoshiarpur	1	9	9	19
	Jalandhar	1	27	6	34
	Kapurthala	1	13	6	20
	Pathankot	1	3	10	14
	SBS Nagar	1	3	10	14
Zone 1 Total		7	73	102	182
Zone	District				
	Fatehgarh Sahib	1	6	7	14
	Ludhiana	1	27	10	38
	Patiala	1	16	23	40
	Rupnagar	1	8	13	22
	SAS Nagar	1	16	13	30
	Sangrur	1	4	12	17
Zone 2 Total		6	77	78	161
Zone	District				
Zone 3	Barnala	1	7	1	9
	Bathinda	1	20	11	32
	Faridkot	1	2	10	13
	Fazilka	1	5	12	18
	Ferozepur	1	8	14	23
	Mansa	1	4	8	13
	Moga	1	7	5	13
	Sri Muktsar Sahib	1	11	3	15
	Tarn Taran	1	5	15	21
Zone 3 Total		9	69	79	157
Grand Total		22	219	259	500

- 5.5. Addresses of these 500 Sewa Kendras have been provided at [Annexure 'C'](#).
- 5.6. Sewa Kendras are to be operated and maintained with a very high degree of focus on quality of service delivery. Sewa Kendras have been established with an image for themselves as entities that care for citizens. Speed of delivery, effectiveness and courtesy are the watchwords of Sewa Kendras which should be reflected through the actions, conduct and behavior of all the personnel associated with Sewa Kendras; particularly personnel and staff deployed by the Service Operator.
- 5.7. The centers have good ambience, amenities for citizens including internal furnishing of the Sewa Kendras across state.
- 5.8. The existing infrastructure available at Sewa Kendras will be provided by PSeGS at Sewa Kendras as per the list of items given below:

5.8.1. Non – IT Infrastructure

S. No.	Item	Sewa Kendra Type I	Sewa Kendra Type II	Sewa Kendra Type III
1.	Building Approximate Area (Sq. Ft)	1000	800 standard layout across the State	400 standard layout across the State
2.	Electricity Connection*	Available	10 KVA	7.5 KVA
3.	DG Sets*	Available	10 KVA	7.5 KVA
4.	Electrical appliances (e.g. Fan, Tube light, Bulb, etc.)	Available	Available	Available
5.	Air Conditioner – 1.5 tons Capacity with Stabilizers*	Available	2	1
6.	Helpdesk Counter	1	1	1
7.	No. of Counters per Sewa Kendra (Minimum)	Average 12 (List enclosed at Annexure 'D')	4	2
8.	Writing table for form filling	1	1	1
9.	Almirah/Storage cabinets etc.	As per design	As per design	As per design
10.	Dedicated washroom for the Sewa Kendra	Yes	Yes	Yes

S. No.	Item	Sewa Kendra Type I	Sewa Kendra Type II	Sewa Kendra Type III
11.	Supervisor Cabin	Yes	Yes	No

*In type 1 Sewa Kendras consumption of electricity & diesel would be based on pro rata basis or actual reading of sub meters.

5.8.2. IT Infrastructure

S. No.	Equipment's	Make	Model	Numbers Type I	Type II	Type III
1	Desktop Computers	HP	HP 285 Pro G1 Micro tower PC	Available as per numbers budgeted	5	3
2	Printers	HP	HP Laser Pro P1106 Printer	Available as per numbers budgeted	5	3
3	Scanner	HP	HP Scanjet 8270 Document Flatbed Scanner	Available as per numbers budgeted	4	2
4	LAN Switch - 24 Ports PoE with one OFC port	HP	HP 1920-24G-POE (180 W) Switch (JG9255A)	Available as per numbers budgeted	1	1
5	2 TB SATA Hard Disk	WD Elements Portable Storage	WD Elements Portable Storage	Available as per numbers budgeted	1	1
6	Network Rack 6 U	NIKON	NIKON	Available as per numbers budgeted	1	1
7	UPS, Batteries, UPS Rack and Battery Rack	Emerson	Emmerson - Liebert GXT MT	Available as per numbers budgeted	1	1
8	CCTV Fixed Camera	CP Plus	CP-UNC-VE13ZL5-MD	Available as per numbers budgeted	2	2

S. No.	Equipment's	Make	Model	Numbers		
				Type I	Type II	Type III
9	CCTV NVR with HDD	CP Plus	CP-UNR-408T1	Available as per numbers budgeted	1	1
10	Biometric Attendance System	CP Plus	CP-VTA-L4024CB	1	1	1
11	Digital Slate with Digital Pen	WACOM	WACOM-CTL-471	Available	4	2
12	Antivirus	Quick heal	Quick heal Antivirus Pro	Available	5	3
13	Webcam			Available as per numbers budgeted	4	2
14	Token Machine with LCD	DENVAS	DENVAS	1	1	
15	Punjab Sewa Portal	NA	Developed by NIC	Available	Available	Available
16	TV Display monitor			NA	1	NA
17	Aadhaar Enrolment Kit (including Flap, Scanner and IRIS Scanner)	Cogent		1	1	NA
18	Printer for E-Stamp	Samsung	Pro-Express M3320NT	1	NA	NA

- *It may be noted that the number of counters are being increased in Type 2 and Type 3 Sewa Kendras. Also in a few Type 1 Sewa Kendras, the increase has been planned while deciding the minimum numbers of counters for each type. The IT infrastructure is currently scattered in various other Sewa Kendras and it is the responsibility of the service operator to take the handover and transferring them to the 500 Sewa Kendras.*
- *The Selected service operator shall prepare a plan of action for smooth takeover of operation of Sewa Kendras from the exiting service operator/s. Plan of action shall be submitted by selected service operator at the time of signing of contract. The selected service operator shall work along with existing service provider for 15 days subsequent to the date of signing of contract.*
- *The handover process will entail capturing the details of the assets and demonstrating that these are in working conditions, handover process will be discussed and mutually agreed with the selected bidder/s.*

5.9. Detailed Specifications of IT hardware is attached at [Annexure 'E'](#).

5.10. PSeGS will provide SWAN (State Wide Area Network) connectivity at all Type I Sewa Kendras (22 nos.) and 26 Type II Sewa Kendras. List of Sewa Kendras with PAWAN (Punjab Wide Area Network) connectivity is attached at [Annexure 'F'](#). PSeGS shall bear the operational cost for this connectivity. In order to meet SLAs, the bidder shall be responsible for the connectivity at the remaining Sewa Kendras, at its own cost (minimum 4 Mbps). During downtime of PAWAN there may be a relaxation in relevant SLAs.

5.11. Service Delivery Framework

5.11.1. The overall G2C, G2B, G2E service delivery framework of Sewa Kendra would be hybrid of delivery of services which are ready for e-service delivery and others which still involve some manual intervention and may be made electronic at a later stage. In view of this, the Sewa Kendras would use the PSP (Punjab Sewa Portal) for delivery of services to the citizens. The Punjab Sewa Portal has been developed and maintained by NIC, Punjab. This portal is a common user interface for counter operators where list of all services are displayed on counter monitors of operators at Sewa Kendras. Name of Services have been linked to the URL of respective departments/servers of those services. On clicking the “<name of Service>”, counter operator is redirected to main service application. After reaching the respective department portal, the counter operator enter the citizen data in the input screen/e-form, scan enclosure documents (wherever applicable), and take digital photograph (wherever applicable) etc. and will complete the transaction. The counter operator will be responsible for complete service fulfillment as per respective service flow. The main functions of PSP are:

- 5.11.1.1. Authentication/Authorization
- 5.11.1.2. Access to various services (Online/Offline)
- 5.11.1.3. Business Transaction recording
- 5.11.1.4. Central level accounting covering Operator/center/ service/department wise collection
- 5.11.1.5. MIS reporting
- 5.11.1.6. Integration with Token management System
- 5.11.1.7. Audit Trail
- 5.11.1.8. Administration and role assignment

5.11.2. The list of G2C services being rendered through Sewa Kendras is provided in [Annexure 'A'](#). In future, more G2C, G2B, G2E services may be offered through these Sewa Kendras. The indicative list of planned Services to be delivered at Sewa Kendras is attached at [Annexure 'G'](#).

5.11.3. For B2C, B2B, services, the service operator will have flexibility to adopt service delivery mechanism in consultation with PSeGS (it may be noted that the Service Operator can only sell services and is

refrained from product sales).

5.11.4. The Service wise transaction volume (from 12th August 2016 to 31st January 2018) of various G2C services delivered during this period along with facilitation charges collected through Sewa Kendras is attached at following Annexures:

5.11.4.1. District Wise Transactions volume : [Annexure 'H'](#)

5.11.4.2. Service Wise Transactions: [Annexure 'I'](#)

6. Scope of Work

6.1. The overall scope of work of the project involves operations, maintenance and management of Sewa Kendras in the state of Punjab.

6.2. Broadly the scope of work is summarized below and detailed out subsequently:

6.2.1. Service delivery of G2C, G2B, G2E Services using Punjab Sewa Portal.

6.2.2. Service delivery of B2C, B2B, Services using Punjab Sewa Portal.

6.2.3. Deployment of trained manpower at Sewa Kendras.

6.2.4. Operations, maintenance and management of the Sewa Kendras.

6.2.5. Transaction management.

6.2.6. Security & Insurance of Assets of Sewa Kendras for each zone.

6.3. Detailed Scope of Work

6.3.1. **Service Delivery of G2C, G2B, G2E Services using PSP Portal**

6.3.1.1. Service Operator shall utilize the Punjab Sewa Portal for delivery of G2C, G2B, G2E services at the Sewa Kendras. The Punjab Sewa portal is currently providing approximately 170 services for various departments. The Punjab Sewa Portal shall be maintained by PSeGS and any changes required to be undertaken as per PSeGS requirements or are getting triggered due to requirements of Service Operator (for e.g. addition of services) will be undertaken by PSeGS. The addition of services (B2C and B2B) will be based upon service oriented architecture where the required services will be made available using web APIs of Punjab Sewa Portal).

6.3.1.2. As the citizen enters the Sewa Kendra for availing a service, a token number is provided to him / her through a token management system.

6.3.1.3. Post issuance of token and as per the turn and requirement of the citizen, the approached counter operator shall open the required service from the portal and shall fill the e-form

with the required details for availing the concerned service. If required the enclosures in the form of scanned documents shall also be uploaded. Also the digital photograph (wherever applicable) of the citizen shall also be taken. The counter operator will be responsible for complete service fulfillment as per respective service flow.

- 6.3.1.4. Scanning, photocopy, printing for commercial use (except for service delivery) should be used post intimation to PSeGS, else penalty will be imposed as per SLA. Service operator will display the rates of photocopy, Scanning & printing. Service operator will intimate and submit daily reading of commercial photocopy, printing and scanning to PSeGS.
- 6.3.1.5. Service Operator will collect the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issue receipt. Service operator shall deposit the government fees at designated treasury bank branches within one working day. However the facilitation charges collected for G2C services shall be deposited in a escrow account held in the name of SPV and PSeGS. However the SoP to deposit the government fee will be intimated to successful bidder.
- 6.3.1.6. Service operator may encourage citizens to use aadhaar biometric authentication before applying for any service in Sewa Kendras.
- 6.3.1.7. Complete application form along with prescribed documents shall be forwarded to respective department/office through online or offline mode as the case may be.
- 6.3.1.8. Service Operator shall collect the final output from respective department/office in case of offline services and will deliver to the citizen at Sewa Kendras. In case of online services, counter operator will take the printout of the final output and deliver to citizen at Sewa Kendras.
- 6.3.1.9. Facilitation charges of G2C services shall be fixed and notified by State Government. Details about current facilitation charges of various services are attached at [Annexure 'A'](#).
- 6.3.1.10. Detailed Service wise SOP shall be shared with selected Service Operator.

6.3.2. **Service Delivery of B2C, B2B Services**

- 6.3.2.1. The proposed model of operations and management of Sewa Kendras contemplates provision of B2C, B2B services also. This is to facilitate the Citizens to have both Government and non-Government services available closer to his/her home under one roof. While the responsibility of adding more G2C, G2B, G2E services would be that of

- PSeGS, Service operator may add more B2C, B2B services. A tentative list of B2C services that may be delivered through Sewa Kendras is attached at [Annexure 'B'](#).
- 6.3.2.2. Additional commercial activities like installation of ATM, copier, advertisement on inner walls and Advertisements on stationary, etc. can be commissioned post informing PSeGS. In case of any objection, the PSeGS will notify the reason for objecting and suggest ways to address the objections. MOU will be signed between successful bidder and concerned third party and the copy of MOU to be submitted to the department. The service operator will also submit the affidavit signed by the authorised signatory not below the level of Director of the company. Affidavit shall comprise information pertaining to scope, nature of services and revenue earned owing to the services, etc. The publicity and advertisement material should be with the approval of Deputy Commissioner concerned.
- 6.3.2.3. Service Operator shall have the flexibility to fix the facilitation charges of B2C, B2B Services only after intimation to PSeGS.
- 6.3.2.4. The responsibility for gathering the functional requirements, development and deployment of the services and coordination with various stakeholders rests with the Service Operator. The services would be integrated with PSP Portal in consultation with PSeGS. However, the service operator may add more B2C, B2B, services other than the services listed in [Annexure 'B'](#) in consultation with PSeGS.
- 6.3.2.5. In case of any updation or changes require to the software related to Sewa Kendras operations and service delivery, the Service Operator shall be allowed to suggest necessary changes/ updations. Changes suggested by the operator shall be performed by PSeGS, However, any cost incurred in the design, development, testing and deployment of the changes shall be borne by the Service Operator.
- 6.3.2.6. It will be the responsibility of the bidder to procure &/or replace any new or existing hardware/software/ICT infrastructure (excluding Punjab Sewa Portal) at their own cost for delivery of any G2C, G2B, G2E, etc. services during the tenure of the contract.
- 6.3.2.7. The successful bidder will take all necessary actions to ensure that more and more citizen avail government services offered via Sewa Kendras.
- 6.3.2.8. Service Operator shall have the flexibility to add the B2C, B2B Services and will have to inform PSeGS prior. The Service Operator shall also intimate PSeGS about the facilitation charges to be collected from citizens from these services. The B2C services must be in conformity with the law of the land and guidelines issued by Gol/State

Government from time to time has to be adhered. In case, a Sewa Kendra is found to be delivering B2C services which are not in conformity with the guidelines issued by competent authority, PSeGS will ask the Service Operator to immediately discontinue the delivery of all such services.

- 6.3.2.9. Services opposed to public interest shall not be included in the B2C, B2B, portfolio.
- 6.3.2.10. Service Operator will adhere to SLAs with respect to G2C services while delivering B2C, B2B services. G2C services have to be prioritized over other services.
- 6.3.2.11. The Service Operator will be required to share with PSeGS any/all B2C, B2B agreements/MOUs/Contracts signed with other agencies on behalf of whom the Service Operator is offering B2C, B2B, Services to citizens.

6.3.3. Deployment of trained manpower at Sewa Kendras

6.3.3.1. Service Operator shall assess the resource requirements from time to time to operate the Sewa Kendras based on the transaction load for smooth implementation of project and to meet SLA requirements.

6.3.3.2. However, Service Operator shall ensure that at least following minimum resources are deployed at any point of time during the operation of Sewa Kendras:

Sr. No	Positions	Minimum Manpower Requirement		
		Type 1	Type 2	Type 3
1	District Manager	1 District Manager per district		
2	Assistant District Manager	1 Assistant District Manager per district		
3.	Operators for Counter	As per list attached at Annexure 'D'	4	2
4.	Helpdesk Operator	1	1	1
5.	Security Guard	1	1	NA

Note:

- 1. *The above manpower is to be made available during the shift of 9:00 AM to 5:00 PM. In case additional activity is to be performed beyond the working*

shift (9:00 AM to 5:00 PM), additional manpower shall be deployed in compliance with applicable labour laws.

2. All Human resources involved in Sewa Kendras operations need to use biometric attendance on daily basis.

6.3.3.3. The persons deputed for working at Sewa Kendras shall be required to be dressed properly. They will be required to wear a Jacket with logo of Sewa Kendras. Service operator shall be responsible to maintain these Jackets at its own cost.

6.3.3.4. All deployed resources should not have any adverse police record/criminal cases against them. Service operator is expected to submit the police verification certificate obtained through Saanjh Kendras at its own costs.

6.3.3.5. All deployed resources must be qualified for operating Sewa Kendras. Service operator must deploy atleast 1 female operator at each Sewa Kendra. Minimum qualification & experience for the persons to be deputed at the Sewa Kendras shall be as under:

Sr. No.	Position	Qualification, skills and experience
1.	District Manager	<ul style="list-style-type: none"> • Preferably post Graduate in any field with minimum 7 years of relevant experience from a recognized university/board with working knowledge of computers • Knowledge of English, Hindi & Punjabi • Hands on experience in office automation tools like MS Office, Open Office etc.
2.	Assistant District Manager	<ul style="list-style-type: none"> • Preferably post Graduate in any field with minimum 5 years of relevant experience from a recognized university/board with working knowledge of computers • Knowledge of English, Hindi & Punjabi • Hands on experience in office automation tools like MS Office, Open Office etc.
3.		<ul style="list-style-type: none"> • Preferably Graduates/3 year Technical Diploma in any field from a university/board recognized by the State/Central Government with working knowledge of computers <p>OR</p> <p>10+2 pass in any stream with 1 year certificate course in computers from a institute/university</p>

	Counter Operator/ Helpdesk Operator	<p>recognized by the State/Central Government OR 10+2 pass in any stream with minimum 1 year experience in the relevant field, and</p> <ul style="list-style-type: none"> • Age – 21 to 35 years • Typing speed of minimum 20 WPM on computer terminal in a Unicode compliant font. • Should be conversant with the Punjabi language and should be able to read, write & speak in Punjabi, Hindi and English with good communication skills.
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6.3.3.6. Service Operator shall be responsible to comply with all the relevant statutory requirements, Taxes etc. PSeGS will not be liable for any violation/lapse on part of the Service Operator/s in discharging the above mentioned responsibilities.

6.3.3.7. The Service Operator will ensure that trained manpower in all respects is deputed at Sewa Kendras. The Service Operator shall arrange to hold periodic training workshops for improving the skills of the counter operators in proper and efficient usage of the system and its day-to-day operation as and when required. The training must also focus on citizen relationship management. PSeGS shall provide the training related to Government services and PSP to master trainers of Service Operator.

6.3.3.8. New service operator will give fair chance to the manpower working with the existing service operator and may hire them basis their selection process ensuring final decision on merit.

6.3.4. Transaction management for each zone

6.3.4.1. The Service Operator is required to collect money at Sewa Kendras from the date of starting operations.

6.3.4.2. The Service Operator needs to remit the statutory fees collected for G2C services to the designated banks in T+1 days. If T+1 is a holiday then the same should be deposited in the bank on next working day. In case of credit/debit card payments, digital payments, the Service Operator is required to deposit the fee to Treasury within T+1 day as mentioned above.

6.3.4.3. Service Operator may engage a bank by signing a tripartite agreement for daily collection of cash from Sewa Kendras, deposit and reconciliation of cash/debit card transactions. The bank may be asked to provide PoS machines and biometric, etc.

6.3.4.4. The fee or financial transaction management at Sewa Kendras includes collection of money in the form of cash and

other modes of payment from the citizens and its safe custody, deposit, accounting and reconciliation. The Service Operator is required to accept the payments through cash and various other payment modes, preferably digital mode under digital India program such as debit cards, credit cards, mobile wallets, Bharat QR code, BHIM, UPI, or any other payment mode defined by user departments / National Payment Corporation of India, etc. and deposit the same in authorized/designated banks or departments or organizations as identified by PSeGS during the course of project. The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time. In case of any payments received through Cheque where any clearing time is involved, SLA shall not be linked to such clearing time. Service Operator shall only be responsible for deposit of financial instruments in the Bank and not for its clearing, except where clearing is affected/delayed due to delay/negligence on part of the Service Operator. It is clarified that the Service Operator shall comply with all the applicable laws while collecting, accepting and depositing the money on behalf of PSeGS / Government.

6.3.4.5. Service operator is expected to encourage digital mode of payments in order to reduce his cost of operations, runner charges, cash handling, cash in transit insurance and reconciliation etc. The cost related to obtaining infrastructure of such modes like POS machines, AEPS, QR codes shall be borne by the Service Operator.

6.3.4.6. Service Operator is required to reconcile the Government fee on monthly basis with respective treasuries / designated agency / government department. SOP regarding reconciliation mechanism shall be finalized by PSeGS and Service Operator.

6.3.5. **Security & Insurance obligation at Sewa Kendras of each zone**

6.3.5.1. Service operator would ensure security for all assets, deployed resources, records, cash, etc. at each Sewa Kendra.

6.3.5.2. Service operator would ensure providing all required Insurance covers, including third party cover, for all the assets including hardware (IT and Non-IT) etc. available at Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining these insurance and its renewals shall be borne by Service Operator.

6.3.5.3. Service operator shall borne the expenses for availing insurance against the cash at Sewa Kendras or in transit.

- 6.3.5.4. The Service Operator shall also be responsible to take and maintain adequate insurance coverage for all infrastructures provided by PSeGS as soon as Sewa Kendras are handed over to Service Operator. The insurance cover should be on the name of 'The Member Secretary, Punjab State e-Governance Society'. The payment of such insurance cost shall be borne by the Service Operator. The insurance cost will be deducted from the revenue share by the service operator in subsequent month of obtaining insurance. The Service Operator will ensure that the insurance cover is obtained. Also, he would obtain prior approval from PSeGS before finalizing the same. In case of any theft or damage of any IT or Non-IT infrastructure, the service operator would be responsible to provide infrastructure as per scope of work and as per SLAs. Service Operator shall be responsible for claiming insurance as per rules. PSeGS shall pass-on the claim received from the insurance company to Service Operator, as and when received.
- 6.3.5.5. The Service Operator will be responsible for making good, any loss of property on account of any reason whatsoever including misappropriation/fraud/ mishandling etc. by the Service Operator or its resources.

6.3.6. **Management of Consumables**

- 6.3.6.1. The Service Operator shall provide all consumable items includes but not limited to application forms, stationery, Printer Toner/Cartridges, pen drive, housekeeping and other maintenance consumable etc. required for smooth operations of Sewa Kendras. For the services currently being provided through Sewa Kendras, approximate number of papers per application forms are 5 and approximate number of outputs papers are 2 per application.

6.3.7. **Increase in Sewa Kendras**

- 6.3.7.1. PSeGS reserves the right to increase the number of Sewa Kendras, during the currency of the contract subject to same technical and commercial terms :
- 6.3.7.1.1. Up to 10% of the proposed number of centers in the zone commensurate with the increase in transaction volume.
- 6.3.7.1.2. Beyond 10% increase in the numbers will be done after mutual agreement

It will be the responsibility of service operator to provide all required manpower and infrastructure at par with other Sewa Kendras. PSeGS will provide the required IT and non

IT infrastructure as per specifications specified in Section 5.8 of RFP vol.1.

- 6.3.7.2. Service operator may also propose and mutually agree with PSeGS to increase the number of Sewa Kendra in a particular zone and of a particular type to a “specific number” with a relevant reasoning and business case during the currency of the contract subject to same technical and commercial terms.

6.3.8. Decrease in Sewa Kendras

PSeGS reserves the right to decrease the Sewa Kendras, however the decrease in numbers will not be more than 10% of total Sewa Kendras during the tenure of contract. Revenue sharing calculations will be done as per financial format specified in RFP Vol. II

7. Requirements

Service Operator will be required to undertake below tasks, but not limited to, for ensuring smooth operation of Sewa Kendras:

7.1. Acquiring / Transfer of Ownership of Assets

- 7.1.1. Service Operator shall be required to transfer the required hardware from non-operational Sewa Kendras as identified by PSeGS to operational Sewa Kendras before launch of Sewa Kendra. Shifting of hardware shall be generally from the Sewa Kendras situated in same district.
- 7.1.2. Transfer of ownership of Sewa Kendras assets: Service Operator shall transfer/handover the ownership/possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of contract in working condition and acceptable to PSeGS. In case of replace of new hardware service operator will intimate PSeGS new Serial number and mac address of the hardware. All assets including software/hardware/ICT infrastructure created/maintained/upgraded by service operator shall be property of PSeGS on payment of nominal amount of INR 1/- to the service operator at the end of contract.

7.2. Operational Requirements

- 7.2.1. Service Operator shall devise a SOP (System Operating Procedure) in consultation with PSeGS in this regard within 30 days of starting operations at Sewa Kendras.
- 7.2.2. Sewa Kendras shall be operational for 6 days a week. Only Republic Day (26th January), Independence Day (15th August), Gandhi Jayanti (02nd October) and Diwali or any other holiday as decided by PSeGS, from time to time, would be observed as holidays. In general, scheduled working hours for all Sewa Kendras shall be eight hours a day i.e. from

- 9:00 am to 5 pm. The Service Operator has the flexibility of opening this beyond these hours for carrying out of other B2C and B2B services. However, PSeGS reserves the right to change the operational schedule (working days and/or working timings) with prior notice. Further, with prior notice, PSeGS may ask Service Operator to extend the working hours of some of the selected Sewa Kendras on need basis.
- 7.2.3. For G2C, G2G, G2E services, applied through any online channel like state portal/any other portal/mobile apps, where the output of the service is delivered at Sewa Kendras, the service operator shall follow an SOP, prescribed by PSeGS, for delivery of online Service requests. For delivery of such services, service operator would be required to enter the details in PSP software, take print out of digitally signed output (Certificate/License etc.), paste hologram and stamp on final output. For these services, PSeGS will pay Rs. 5/- per page to service operator.
- 7.2.4. Service Operator will operate & maintain all ICT infrastructure and Non-IT infrastructure available at Sewa Kendras for entire tenure of contract. The operation & maintenance of ICT infrastructure shall include:
- 7.2.4.1. Maintenance of hardware, software, networking components at Sewa Kendras.
- 7.2.4.2. Installation, configuration, maintenance including upgrades/updates of system software, any other software, etc.
- 7.2.4.3. Up-keep of ICT and Non-ICT infrastructure to meet the requirements of quality of service at own cost.
- 7.2.4.4. Resolving any bug/damage/issue in hardware, software and networking components.
- 7.2.4.5. Providing security from virus threats and unauthorized access/modification/deletion of data.
- 7.2.5. Service Operator will install latest anti-virus tools and upgrade them as and when required to protect the systems at Sewa Kendras from time to time.
- 7.2.6. Service Operator will be responsible for operations and maintenance of Token Management System (wherever applicable) with provision of allocating token numbers to citizens on first- come-first-serve basis along with token display mechanism. This System will serve as a basis for monitoring of SLAs pertaining to efficient service delivery.
- 7.2.7. Wherever State departments are yet to attain back end computerization, Service Operator is required to maintain the service delivery as per existing model with respect to:
- 7.2.7.1. Submit/dispatch the application forms to the respective departments.
- 7.2.7.2. Collect certificates and other documents pertaining to service from the concerned departments/offices.
- 7.2.8. For G2C Services, Service Operator will maintain department wise “DAK Register” for maintaining comprehensive records for all incoming and outgoing documents exchanged with each department (PSeGS is planning to get this incorporated under PSP). Service Operator shall be solely responsible for getting/maintaining the proper acknowledgment receipts (mentioning name and designation of the concerned

departmental official) while handing over any document(s) to the departments pertaining to any kind of service delivery being handled through Sewa Kendras. Further, Service Operator will provide the similar acknowledgements to the departments while receiving any documents from the departments and will maintain the record of the same. In this regard, the Service Operator will devise a detailed SOP (which will be approved by PSeGS) and ensure compliance on the same. However, for better understanding of the existing processes being followed by Sewa Kendras, bidder may visit any Sewa Kendra center in the State.

- 7.2.9. PSeGS reserves the rights to provide any additional equipment's such as SMART Card Printers, IRIS, Biometric etc. to accommodate more services in future as per department specific need in case of G2C services only. Service Operator shall be responsible to procure, operate and manage all such equipment as per service requirement at their own cost.
- 7.2.10. Service Operator shall ensure availability of all other equipment's required to operate Sewa Kendras as per requirement of the project, save where the same has been excluded or has to be provided by PSeGS.
- 7.2.11. Service Operator shall follow the operating guidelines and instructions issued by PSeGS with respect to Operations and Management of the Sewa Kendras from time to time.
- 7.2.12. Service Operator will operate and maintain centralized monitoring solution/system for IP based CCTV cameras installed at Sewa Kendras. The Service Operator shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose.
- 7.2.13. Service Operator will arrange for recording of attendance of all the resources deployed at Sewa Kendras through biometric device.
- 7.2.14. Service Operator will provide all outputs to the citizens including acknowledgements/certificates and any other printed documents of good quality which are legible and clear.

7.3. Civil Infrastructure Management

- 7.3.1. Service Operator will be solely responsible for cleaning and housekeeping of Sewa Kendra's premises including toilets.
- 7.3.2. Service Operator will be responsible to manage and maintain complete infrastructure at Sewa Kendras whether supplied by Service Operator or PSeGS including furniture & fixtures, electrical cabling/equipment, all type of stationeries, consumables etc.
- 7.3.3. Service Operator will ensure whitewash/paint of Sewa Kendras at the end of every year of the contract, at its own cost.
- 7.3.4. Service Operator will take all necessary measures to maintain the Sewa Kendras premises in exactly the same condition as at the time of handover to Service Operator.
- 7.3.5. Service Operator will maintain the complete building infrastructure including civil infrastructure, furniture, all Sign Boards and Logos in good condition.

7.4. Financial Management

- 7.4.1. Service Operator will ensure that statutory/Government fee collected at Sewa Kendra shall be deposited in the designated Bank and/or any other agency as per the guidelines issued by PSeGS/ from time to time.
- 7.4.2. For G2C, G2B, G2E services, where facilitation charges are not charged from citizens but are received directly by PSeGS, a standard Operating Procedure (SOP) shall be finalized by PSeGS with the selected operator. Example of such services are generation of Aadhaar cards, acceptance of bill payments of BSNL landline phones, E-stamp etc.
- 7.4.3. For various G2C services, PSeGS has signed a Memorandum of Understanding (MOU) with other Government Department/s or agency/s for delivery of their respective services. As per the MOU PSeGS is required to transfer Government fee collection to the department/agency's bank account in T+1 days. The service operator shall be required to create a wallet in a bank so as to enable PSeGS to transfer the daily money collection from the wallet account of the service operator to the bank account of the concerned department/agency. The above shall also be applicable for any MOU/s, which PSeGS may sign with other government departments/agencies in future. Further, once finance department of the state automates the treasury operations by setting up cyber treasury portal or any other arrangement platform for electronic receipts of Government Fees, Service operator may be required to operate a Wallet account for daily receipts of G2C Government Fees.
- 7.4.4. Payment gateway integration of department specific applications will be done by their respective system integrators. However, in future if there's need to integrate payment gateway with Punjab Sewa Portal, the payment gateway will be provided and integrated by PSeGS. In such case, the cost of integration will be borne by PSeGS and cost related to transactions using Payment gateway will be borne by citizens.
- 7.4.5. Failing to above, deposit of share of PSeGS in time, the operator will be liable to pay penalty at the rate of 12% per annum on the said amount.
- 7.4.6. For G2C services, where facilitation charges are not charged from citizens but are received directly by PSeGS from different agencies/departments, the share of Service Operator shall be transferred to the Escrow account of the service Operator/s by PSeGS once they are received from the respective department/agency/s.
- 7.4.7. The facilitation charges for G2C services are inclusive of Taxes. The taxes shall be paid from the escrow account and thereafter the revenue share shall be done as per the revenue share determined in the bidding process, between the Services Operator/s and PSeGS.
- 7.4.8. Service Operator will maintain comprehensive transaction wise records and control mechanism for all cash receipt transactions (till the time it gets provisioned in PSP) for e.g., collection of bills/taxes etc. on behalf of other State departments as per the requirements of concerned State departments.
- 7.4.9. Service Operator will be liable to pay all type of taxes. PSeGS will not be liable for any violation/lapse on part of service operator in discharging

the liability of tax payment. In case of failure on part of service operator, PSeGS will recover/ deduct the applicable taxes and deposit to respective authority.

- 7.4.10. Service Operator will be solely responsible for any loss, embezzlement or mishandling of cash/DD/cheque etc. by any deployed personnel and it will be reported to the PSeGS on the same day by email.
- 7.4.11. At the end of each year (starting from contract signing date), the Service Operator will file his statement covering the revenues earned, taxes paid, statutory fee collected, Facilitation charges collected etc. Any balance amount due from the minimum revenue guaranteed has to be paid prior to submission of the statement to PSeGS.

7.5. Statutory/Other Approvals

- 7.5.1. Service operator is required to obtain all necessary licenses/approvals (including under Shops and Establishment Act) in order to run the operations in Sewa Kendras. PSeGS will facilitate the service operator for obtaining such licenses/approvals.

7.6. Reporting

- 7.6.1. Service Operator will submit daily/weekly/monthly MIS reports for all G2C and B2C Services as per template & mechanism required by the PSeGS from time to time. Some of these reports shall be made available on the State Portal by PSeGS.
- 7.6.2. Service Operator will maintain asset register for all assets supplied by Service Operator or PSeGS and share a copy with PSeGS (till this is available on PSP). The register should contain all required applicable information including date of purchase, quantity, vendor, guarantee/warranty/AMC etc. and shall be available at Sewa Kendras at any point of time for inspection by PSeGS or any third party auditor appointed by PSeGS and will submit preventive maintenance schedule to PSeGS.
- 7.6.3. Service operator will submit Sewa Kendra / district/ zone wise MIS report including service wise transactions, cash collection, challan details, etc. to PSeGS on daily basis.

7.7. Maintaining

- 7.7.1. Service Operator will be responsible to maintain communication with PSeGS and other stakeholders as per the project requirement.
- 7.7.2. Service Operator will be responsible for all expenses incurred for running Sewa Kendras.
- 7.7.3. Service Operator will be responsible for printing application forms of G2C Services for which the service operator would charge flat rate of INR 1 per page. The service operator will display these charges in the Sewa Kendras.
- 7.7.4. The postal charges in case of dispatch of the service output to the citizens shall be charged as per the prevailing postal charges which shall be borne by the citizen availing the service. These charges shall be collected by the service operator at the time of submission of application.

Further, the service operator will prominently display these charges in the Sewa Kendras in a template approved by PSeGS.

- 7.7.5. Electricity and Water Expenses for power and water consumed at Sewa Kendras will be borne by Service Operator. Service Operator shall be liable for any unauthorized use, loss or theft of power and water from any of the Sewa Kendras.
- 7.7.6. Diesel charges to run the DG set during power outage will be borne by service operator.
- 7.7.7. Service Operator will maintain adequate stock of consumables to maintain uninterrupted operations in each Sewa Kendra.

8. Expectations on the Business Model of Sewa Kendras

- 8.1. The Sewa Kendra is envisaged to be a bottom-up model for delivery of content, services, information and knowledge. It is envisioned to operate Sewa Kendras with a sustainable business model for achieving rapid socio-economic change in Punjab. Currently, about 170 G2C services are being delivered through Sewa Kendras a facilitation charges are levied on the delivery of these services. It is expected that with the current set of services and existing levels of service facilitation charges, the business is able to 'largely' recover the incurred costs.
- 8.2. Basic cost elements including but not limited to Salaries for District Managers, Addl District Managers, Operators and Runners, Operational expenses including electricity, power backup, Internet, Printing and Stationary, Conveyance, Housekeeping, etc have been considered while modeling the Cost-Benefit analysis. However, bidder may make their own assessment while preparing their revenue model and operations of Sewa Kendra.
- 8.3. Further, Revenue from the Sewa Kendras is likely to get further augmented with the addition of approximate 130+ G2C services being planned by the State government. In addition, the Service Operator can enhance the revenue stream by providing various B2C services such as Ticketing, Insurance Premium Payment, Mobile bills and pre-paid cards, Form Filling, etc. Service Operator will also be allowed to run Sewa Kendras as mini business centres, wherein the Service Operator can install and run Photocopier/Scanner/Printer etc.
- 8.4. Service Operator can also look to implement certain innovative measures such as forging strategic alliances for branding and advertisements to generate additional revenue streams.

9. Role and Responsibilities

- 9.1. The indicative roles and responsibilities of the selected Service Operator and PSeGS are as under:
 - 9.1.1. **Roles & Responsibilities of Service Operator**
 - 9.1.1.1. Operate and Maintain ICT/Non-ICT hardware and peripherals for all the Sewa Kendras provided initially and in future in conformity with the requirements of the project.
 - 9.1.1.2. Shifting/ Installation of the ICT Hardware, peripherals and software at the Sewa Kendras.

- 9.1.1.3. Service operator would be responsible for making all payments with regard to the manpower deployed on or before 7th day of every month including all the statutory payments on account of manpower .
- 9.1.1.4. Ensuring that a backup mechanism is in place as contingency plan in the event of any ICT hardware equipment going out of order during working hours of Sewa Kendras.
- 9.1.1.5. To follow all the policies/guidelines relating to internet usage, information infrastructure, information security and data security issued by State Government and Government of India from time to time.
- 9.1.1.6. To comply with the technical requirements of the relevant security, safety and other requirements specified in the prevailing Information Technology Act, Telegraph Act, Target Delivery of Financial and Other. Subsidies, Benefits and Services) Act, 2016 or any other applicable laws and all amendments including the regulations issued by State Government or Government of India from time to time.
- 9.1.1.7. Recruitment, training and controlling the manpower required to be deployed at Sewa Kendras.
- 9.1.1.8. Adherence to labor laws and/or other applicable laws.
- 9.1.1.9. To provide regular and periodic training to the manpower deployed at Sewa Kendras for continual skill development.
- 9.1.1.10. Establishing security services at all the sites with respect to protecting physical assets.
- 9.1.1.11. Providing all required Insurance covers, including third party cover, for all the assets including hardware (IT and Non-IT), software, networks etc. available at Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining these insurance and its renewals shall be borne by Service Operator.
- 9.1.1.12. The Service Operator shall also be responsible to take and maintain adequate insurance coverage as per Section 6.3.5 in Volume I.
- 9.1.1.13. Making available all the consumables (as per Section 6.3.6) and any other goods or articles required from time to time for delivering the service i.e. dispatch of Forms, data entry and MIS report generation which include but not limited to: Self Adhesive Envelopes for packing Forms, self-adhesive Address labels, Cartridges for Laser Printers, Batteries for UPS, Computer stationery required for various applications, reports and receipts, Other Items, if any required to meet the requirements of the project.
- 9.1.1.14. To ensure overall coordination with all the participating agencies/departments to provide their services through Sewa Kendras. SoP will be prepared and bidder needs to comply with the same.

- 9.1.1.15. Devising a computerized callback/IVRS feedback mechanism for obtaining feedback from citizens and sharing the same with PSeGS. It is envisaged that computerized feedback system shall be setup by Service Operator.
- 9.1.1.16. Service Operator will be responsible for timely deposit of electricity & water charges. In case of failure in doing so, all penalties and cost of restoration of connection shall be borne by the Service Operator.
- 9.1.1.17. To ensure no touts and/or agents are working in collusion with manpower deployed at Sewa Kendras.
- 9.1.1.18. PSeGS shall provide training for the master trainers to run various applications deployed in this project. Service operator shall further train his staff using these master trainers.
- 9.1.1.19. Service operator will assess the monthly collection of G2C and B2C facilitation charges on monthly basis. The percentage revenue share as per bid for the facilitation charges collected shall be transferred to the bank account of PSeGS by 10th day of the following month. In case 10th of a month is a holiday, the Operator will transfer the money in the PSeGS account on the next working day.
- 9.1.1.20. For B2C services, the complete responsibility for service delivery shall lie with the service operator. PSeGS shall not be responsible for any deficiency in service delivery on the part of the service operator.
- 9.1.1.21. PSeGS shall not be party to any legal/commercial disputes etc. between the service operator and the citizen for B2C services.
- 9.1.1.22. Due care shall be taken by the service operator in providing B2C services in an ethical and professional manner to the citizen. While conducting operations of Sewa Kendras, the service operator will not indulge into any malpractice/unethical conduct/unlawful activity/s which may bring bad name or adverse publicity for state government.
- 9.1.1.23. Escalation mechanism for handling complaints and list of services along with facilitation charges should be displayed in Sewa Kendras by the Service Operator.
- 9.1.1.24. Deployed Manpower Roles & Responsibilities:

#	Position	Roles and Responsibilities
1	District Manager	<ul style="list-style-type: none"> • Primary responsibility of District Manager will be to cater to the office of DC with reference to work related to Sewa Kendras. • He will provide necessary support/ reports/ MIS etc. to Deputy Commissioner and will assist/his representatives in monitoring the delivery of services and proper functioning of Sewa Kendras. • Co-ordination between the team at the central

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

#	Position	Roles and Responsibilities
		<p>level as well as the team in the districts</p> <ul style="list-style-type: none"> • Resolve issue related to the infrastructure and any technical issues in accessing the services from central database • Manage overall manpower of the districts • Responsible for reporting and co-ordinations between districts operations, challenges, issues, risk mitigation etc., with the department • Ownership of the entire operations in the district <p>• Any other responsibility bidder may envisage to run smooth operations of Sewa Kendras or assigned by the Deputy Commissioner or PSeGS through their representatives.</p>
2	Assistant District Manager	<ul style="list-style-type: none"> • Resolve all the issue field level issues • Assist the DM for overall support and operations • Manage the reporting and Co-ordination between the team at the central level as well as the team in the districts • Resolve issue related to the infrastructure and any technical issues in accessing the services from central database • Manage overall manpower of the districts • Ownership of the entire operations in the district • Any other responsibility bidder may envisage to run smooth operations of Sewa Kendras.
3	Counter Operator	<ul style="list-style-type: none"> • Interaction with citizens and performing data entry work • Entering, updating, verifying and/or retrieving data into/from various systems • Receiving, Scanning and uploading documents • Ensuring the accuracy and confidentiality of information recorded • Assisting Citizens in providing right information to be entered • Adhering to relevant guidelines/instructions with respect to operations and maintenance of Sewa Kendra • Any other job responsibility assigned by Service Operator or his representative • Any other responsibility bidder may envisage to run smooth operations of Sewa Kendras.

#	Position	Roles and Responsibilities
4	Helpdesk Operator	<ul style="list-style-type: none"> • Assistance to Citizens in filling application forms • Dispatching applications to departments with manual workflow • Collecting documents from departments with manual work flow • Cash/other instruments of payment deposit to banks • Adhering to relevant guidelines/instructions with respect to operations and maintenance of Sewa Kendra • Any other job responsibility assigned by Service Operator, Delivery of document to the citizens or his representatives • Any other responsibility bidder may envisage to run smooth operations of Sewa Kendras.
5	Security Guard	<ul style="list-style-type: none"> • Responsible to look after the security of the Sewa Kendra. • Manager the queue management, citizens visiting the Sewa Kendra • Security of IT Infrastructure, non IT infrastructure, cash, etc. • Any other responsibility bidder may envisage to run smooth operations of Sewa Kendras.

9.1.2. Roles & Responsibilities of PSeGS

As owner of the project, the role of PSeGS in the successful implementation of this project shall mean discharging the following responsibilities:

- 9.1.2.1. Facilitate the service operator in handing over of Sewa Kendras through concerned Deputy Commissioner or his representative.
- 9.1.2.2. Help support the Service Operator in Knowledge transfer and handholding for a period of two weeks.
- 9.1.2.3. Ensuring active participation of all the departments involved in the project.
- 9.1.2.4. Providing / upgrading the software for running these centres
- 9.1.2.5. Supporting Service Operators in securing various clearance, licenses to run various services
- 9.1.2.6. Providing additional G2C services
- 9.1.2.7. Integration of various B2C services provided directly by Service Operator himself or through third party.
- 9.1.2.8. Issuance of Government Orders, wherever required, on policy issues.
- 9.1.2.9. To conduct inspection of Sewa Kendras for any violation or misconduct or misreporting of facts provided by Service Operator.

- 9.1.2.10. Providing services through Punjab State Portal and the required integration requirements for token management system data, manpower deployed statistics, dak management, reports etc.
- 9.1.2.11. PSeGS or the District Administration or any other agency/officials nominated by PSeGS or DC may inspect the centre to monitor the SLAs and performance of Service Operator.
- 9.1.2.12. Other responsibilities/obligations, as expressly identified herein.
- 9.1.2.13. PSeGS will establish a dedicated helpdesk and formalise the grievance redressal mechanism.
- 9.1.2.14. PSeGS or its designated agency may inspect any of the Sewa Kendras premises for inspection of IT and non IT Infrastructure, transactions, systems, procedures, etc.

9.1.3. **Roles & Responsibilities of DC (or its designated authority)**

- 9.1.3.1. Overall monitoring of operations of Sewa Kendras as per terms and condition of contract & / or guidelines issued by PSeGS. DC or his representative may review the functioning of the Sewa Kendras and delivery of service requests and adherence to timelines.
- 9.1.3.2. Facilitate the service operator in handing over of Sewa Kendras
- 9.1.3.3. To provide necessary support to Service Operator to ensure smooth delivery of services.
- 9.1.3.4. Issuance of Orders, with respect to operations of Sewa Kendra specific to the district.
- 9.1.3.5. Monitor the SLAs and performance of Service Operator as per contract.
- 9.1.3.6. Handling escalations related to operations of Sewa Kendras.
- 9.1.3.7. Support in maintaining quality of service at Sewa Kendras.
- 9.1.3.8. To recommend applicable penalties to PSeGS on monthly basis.
- 9.1.3.9. To help coordinate with field offices of other departments in timely disposal of the applications related to the services.
- 9.1.3.10. Any other support/ coordination / responsibility required for smooth operations of Sewa Kendras as requested by PSeGS.
- 9.1.3.11. Addressing grievances of the citizen and take/recommend necessary actions.

10. **Grievance Redressal Mechanism**

- 10.1. Service operator will ensure to treat the citizen with at most respect and will deliver the services, failing which on receipt of any complaint from any citizen, penalty will be imposed as per SLAs defined.
- 10.2. PSeGS will establish a dedicated centralised helpdesk and formalise the grievance redressal mechanism in order to handle the complaints of the citizens. Service operator will be required to resolve the complaints in time bound manner and will update the status to PSeGS on weekly basis.

11. Implementation Schedule

11.1. The project shall commence for each zone simultaneously with tentative timelines as given below:

S. No.	Description	Time for completion
1.	Signing of Contract	T
2.	Deployment of Core Team Manpower for overseeing End of Day, End of Week & End of Month Activities	T1 (T + 11 Days)
3.	Handover of Sewa Kendras	T2 (T + 15 Days)
4.	Readiness to operate and Manage operations of Sewa Kendras	T3 (Within 30 working days of T2)
5.	Deployment of other manpower to the extent of 50%	T4 (T + 39 Days)
6.	Deployment of complete manpower and handing over & taking over – Tripartite Agreement	T5 (T + 43 Days)
7.	Full implementation after complete take over	T6 (T + 46 Days)
8.	Start of Operations & Maintenance Period*	T7 (T6 + 60 months from launch of Sewa Kendras)
9.	End of Contract	60 months from launch of all Sewa Kendras (T7)

*Start date of operations & Maintenance period will be intimated/ discussed later with the selected bidder/s.

12. Sub-Contracting

12.1. The Service Operator is allowed to sub-contract any of the non-core project activity except the work relating to core day to day operations of Sewa Kendras. Service Operator shall not sub- contract any work related to the project without prior written consent of PSeGS. The Service Operator is allowed to sub-contract following activities:

- 12.1.1. Manpower
- 12.1.2. Housekeeping of Sewa Kendras.
- 12.1.3. Consumables management
- 12.1.4. Cash management

12.2. The subcontracting agency must comply with the following terms:

- 12.2.1. The Bidder needs to be registered as an entity in India under the applicable laws.
- 12.2.2. Agency must have a valid PAN card & GST registration number.

- 12.2.3. Agency must have relevant past experience:
 - 12.2.3.1. In case of subcontracting agency hired to provide manpower: the agency must have experience of providing adequate number of manpower similar to requirement of RFP.
 - 12.2.3.2. In case of subcontracting agency hired to provide services for other activities: the agency must have relevant experience similar to nature of services required as per the RFP.

Annexures

Annexure A. List of G2C Services (Dept. wise)

Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
1.	155	AGRICULTURE	ADDITION OF GODOWN IN SEEDS/FERTILIZERS/INSECTICIDES LICENSES	200
2.		AGRICULTURE	ADDITION OF NEW COMPANY IN FERTILIZERS / PESTICIDES/ FOR WHOLESALERS and RETAILERS	200
3.		AGRICULTURE	ADDITION OF NEW COMPANY IN SEEDS/FERTILIZERS/PESTICIDES	200
4.	157	AGRICULTURE	ADDITION/AMENDMENT OF ITEM IN LICENSE FOR SEEDS/FERTILIZERS/INSECTICIDES	200
5.		AGRICULTURE	CHANGE OF THE FIRM NAME (PESTICIDES/SEEDS/FERTILIZERS) RETAILERS/WHOLESALERS	200
6.		AGRICULTURE	EXTRA GODOWN FEE FOR FERTILIZER / SEEDS/ PESTICIDES (RETAILERS/WHOLESELLERS)	200
7.	154	AGRICULTURE	ISSUANCE AND RENEWAL OF LICENSE FOR SALE OF SEEDS/FERTILIZERS/INSECTICIDES	200
8.		AGRICULTURE	ISSUANCE OF DUPLICATE AGRICULTURAL LICENSE OF SEEDS/FERTILIZERS/INSECTICIDES	200
9.		AGRICULTURE	ISSUE OF N.O.C FOR MORTGAGE	3500
10.	147	AGRICULTURE	ISSUE OF NO DUE CERTIFICATE	200

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
11.		AGRICULTURE	TRANSFER OF PROPRIETORSHIP FOR FERTILIZERS/SEEDS/ INSECTICIDES	200
12.	17	HEALTH & FAMILY WELFARE	BIRTH AND DEATH CERTIFICATE (NAME ENTRY & NEW BIRTH CERTIFICATE)	50
13.	13	HEALTH & FAMILY WELFARE	CERTIFIED COPIES OF BIRTH/ DEATH CERTIFICATES – CORPORATION CITIES	50
14.	15	HEALTH & FAMILY WELFARE	CERTIFIED COPIES OF BIRTH/ DEATH CERTIFICATES- RURAL AREAS	50
15.	14	HEALTH & FAMILY WELFARE	CERTIFIED COPIES OF BIRTH/DEATH CERTIFICATES - MC TOWNS	50
16.	19	HEALTH & FAMILY WELFARE	COPIES OF THE POST MORTEM REPORT	50
17.	21	HEALTH & FAMILY WELFARE	COPY OF COMPLETE MEDICO LEGAL REPORT	100
18.	20	HEALTH & FAMILY WELFARE	COPY OF INTERIM MEDICO LEGAL REPORT	100
19.	18	HEALTH & FAMILY WELFARE	CORRECTION OF ENTRY IN BIRTH AND DEATH CERTIFICATE	50
20.	39	HEALTH & FAMILY WELFARE	COSMETICS MANUFACTURING LINCENSE	1000
21.	31	HEALTH & FAMILY WELFARE	ISSUANCE MEDICAL CERTIFICATE	50
22.	35	HEALTH & FAMILY WELFARE	ISSUANCE OF FRESH DRUG LICENSE TO MANUFACTURERS	1500

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
23.	33	HEALTH & FAMILY WELFARE	ISSUANCE OF FRESH DRUG LICENSE/RENEWAL TO RETAIL CHEMISTS	1500
24.	34	HEALTH & FAMILY WELFARE	ISSUANCE OF FRESH DRUG LICENSE/RENEWAL TO WHOLE SELLER CHEMISTS	1500
25.	40	HEALTH & FAMILY WELFARE	ISSUANCE OF FRESH DRUG LINCENSE MANUFACTURERS OFAYURVEDIC MEDICINES	1500
26.	38	HEALTH & FAMILY WELFARE	ISSUANCE OF FRESH DRUG LINCENSE TO MANUFACTURERS OF HOMEOPATHY MEDICINES	1500
27.	36	HEALTH & FAMILY WELFARE	ISSUANCE OF FRESH DRUG LINCENSE/RENEWAL TO RETAIL SALE HOMEOPATHIC	1500
28.	37	HEALTH & FAMILY WELFARE	ISSUANCE OF FRESH DRUG LINCENSE/RENEWAL TO WHOLE SALE HOMEOPATHIC	1500
29.	41	HEALTH & FAMILY WELFARE	ISSUANCE OF REGISTRATION CERTIFICATE FOR FOOD (IF TURN OVER IS LESS THAN 12 LAKH)	1000
30.	42	HEALTH & FAMILY WELFARE	ISSUANCE OF REGISTRATION CERTIFICATE FOR FOOD (IF TURN OVER IS MORE THAN 12 LAKH)	1000
31.		HEALTH & FAMILY WELFARE	ISSUANCE/PERMISSION/REJECTI ON OF REGISTRATION CERTIFICATE TO ULTRA SOUND CENTERS	2500
32.	16 (a)	HEALTH & FAMILY WELFARE	LATE REGISTRATION OF BIRTH & DEATH AND ISSUE OF CERTIFICATE(AFTER 30 DAYS	100

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
			BUT WITHIN ONE YEAR)(URBAN/RURAL)	
33.	16 (b)	HEALTH & FAMILY WELFARE	LATE REGISTRATION OF BIRTH & DEATH AND ISSUE OF CERTIFICATE(MORE THAN ONE YEAR)(URBAN/RURAL)	100
34.	114 (a)	HOME AFFAIRS AND JUSTICE	ADDITION/ DELETION OF WEAPON (IF THE LICENSE ISSUING DISTRICT IS THE SAME WHERE SERVICE HAS BEEN SOUGHT)	ADDITION-1000 DELETION-400
35.	143 (h)	HOME AFFAIRS AND JUSTICE	ADDITION/DELETION OF RETAINER IN ARMS LICENSE	400
36.	143 (d)	HOME AFFAIRS AND JUSTICE	APPLICATION FOR EXTENSION OF JURISDICTION (PUNJAB)	400
37.	143 (e)	HOME AFFAIRS AND JUSTICE	CANCELLATION OF ARMS LICENSE ON THE REQUEST OF THE LICENSEE	400
38.	143 (f)	HOME AFFAIRS AND JUSTICE	CHANGE OF ADDRESS IN ARMS LICENSE	400
39.	143 (i)	HOME AFFAIRS AND JUSTICE	CHANGE OF BORE	400
40.	114 (b)	HOME AFFAIRS AND JUSTICE	ENTRY OF WEAPON ON ARMS LICENSE	400
41.	115	HOME AFFAIRS AND JUSTICE	EXTENSION OF PURCHASE PERIOD OF WEAPON, (WITHIN PERMISSIBLE TIME PERIOD AND IF THE LICENSE ISSUING DISTRICT IS THE SAME WHERE SERVICE HAS BEEN SOUGHT)	1000

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
42.		HOME AFFAIRS AND JUSTICE	ISSUANCE OF LICENSE FOR TRAVEL AGENT CONSULTANCY	3500
43.	137	HOME AFFAIRS AND JUSTICE	ISSUANCE OF MARRIAGEABILITY CERTIFICATE	850
44.	143 (a)	HOME AFFAIRS AND JUSTICE	ISSUANCE OF NEW ARMS LICENSE	2000
45.	143 (b)	HOME AFFAIRS AND JUSTICE	ISSUANCE OF DUPLICATE ARMS LICENSE	400
46.		HOME AFFAIRS AND JUSTICE	ISSUE OF CERTIFICATE IN FORM 16	300
47.		HOME AFFAIRS AND JUSTICE	LICENSE FOR TRAVEL TICKETING AGENTS	1200
48.	120	HOME AFFAIRS AND JUSTICE	NOC FOR FAIRS / MELAS / EXHIBITIONS / SPORTS EVENTS ETC.	500
49.	143 (c)	HOME AFFAIRS AND JUSTICE	NOC FOR SALE OF WEAPON	500
50.	119	HOME AFFAIRS AND JUSTICE	NOC FOR USE OF LOUD SPEAKERS (APPLICABLE ONLY IN CASE OF S.D.M. OBTAINS N.O.C. FROM THE CONCERNED S.H.O BEFORE GRANTING PERMISSION	100
51.	143 (j)	HOME AFFAIRS AND JUSTICE	PERMISSION FOR DEPOSIT OF WEAPON IN DEATH CASE	500
52.		HOME AFFAIRS AND JUSTICE	PERMISSION FOR LOUD SPEAKER OR DJ RELATED TO POLICE AND CPRC CELL	200
53.	143 (k)	HOME AFFAIRS AND JUSTICE	PERMISSION FOR SALE /TRANSFER OF WEAPON IN DEATH CASE	500

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
54.	143 (l)	HOME AFFAIRS AND JUSTICE	PERMISSION OF ADDITION OF CARTRIDGES	400
55.		HOME AFFAIRS AND JUSTICE	PERMISSION TO CARRY THE WEAPON	400
56.	139	HOME AFFAIRS AND JUSTICE	REGISTRATION OF MARRIAGE UNDER THE PUNJAB COMPULSORY REGISTRATION OF MARRIAGE ACT, 2012	1200
57.	113 (b)	HOME AFFAIRS AND JUSTICE	RENEWAL IN CASE OF LICENSEE HAS SHIFTED HIS RESIDENCE FROM THE LICENSE ISSUING DISTRICT TO ANOTHER DISTRICT	400
58.	113 (a)	HOME AFFAIRS AND JUSTICE	RENEWAL OF ARMS LICENSE	400
59.	113 (d)	HOME AFFAIRS AND JUSTICE	RENEWAL OF ARMS LICENSE (IN THE CASE WHERE THE APPLICANT APPLIES FOR RENEWAL AFTER THE DUE DATE)	400
60.	113 (c)	HOME AFFAIRS AND JUSTICE	RENEWAL OF ARMS LICENSE IN THE CASE WHERE AN ADVERSE REPORT IS RECEIVED FROM THE POLICE AND AN OPPORTUNITY OF BEING HEARD HAS TO BE GIVEN TO THE LICENSEE BEFORE TAKING ANY ACTION AS PROVIDED UNDER THE ARMS ACT	400
61.	138	HOME AFFAIRS AND JUSTICE	SOLEMNIZATION OF MARRIAGE UNDER SPECIAL MARRIAGE ACT, 1954	1200

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
62.	56	HOUSING AND URBAN DEVELOPMENT	ISSUE OF NO OBJECTION CERTIFICATE/ DUPLICATE ALLOTMENT/ RE ALLOTMENT LETTER	300
63.	66	HOUSING AND URBAN DEVELOPMENT	WATER SUPPLY CONNECTION	200
64.	169	INDUSTRIES/PUNJ AB SMALL INDUSTRIES & EXPORT CORPORATION LIMITED	MORTGAGE 1st CHARGE	200
65.	68	LOCAL GOVERNMENT	ISSUE OF COMPLETION / OCCUPATION CERTIFICATE FOR BUILDINGS (ALL CATEGORIES)	1500
66.	83	LOCAL GOVERNMENT	REPLACEMENT OF STREET LIGHTS	10
67.	67 (b)	LOCAL GOVERNMENT	SANCTION OF BUILDING PLANS/ REVISED BUILDING PLANS (OTHER THAN RESIDENTIAL) - IN IMPROVEMENT TRUST AREAS.	1500
68.	67 (b)	LOCAL GOVERNMENT	SANCTION OF BUILDING PLANS/ REVISED BUILDING PLANS (RESIDENTIAL) – IN IMPROVEMENT TRUST AREAS.	1500
69.	77	LOCAL GOVERNMENT	SEWERAGE CONNECTION IN CORPORATION CITIES	200
70.		MISCELLANEOUS	NATIVITY CERTIFICATE	1500
71.	52	PERSONNEL	ISSUE OF RESIDENCE CERTIFICATE ETC.	50

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
72.		POWER/ELECTRICITY	ELECTRICITY BILL PAYMENT	5 (till Bill payment of Rs. 800 per cycle) 10 (Bill payment > 800 per cycle)
73.		REVENUE AND REHABILITATION	AFFIDAVIT ATTESTATION	50
74.		REVENUE AND REHABILITATION	ALLOTMENT OF TITLE FOR NEWSPAPER/MAGAZINE	2500
75.		REVENUE AND REHABILITATION	ATTESTATION OF SURETY BONDS IN NEW PAROLE CASES	200
76.		REVENUE AND REHABILITATION	ATTESTATION OF SURETY BONDS IN OLD PAROLE CASES	200
77.		REVENUE AND REHABILITATION	BACKWARD AREA CERTIFICATE	50
78.	7	REVENUE AND REHABILITATION	CERTIFIED COPIES OF ALL KINDS OF PREVIOUSLY REGISTERED DOCUMENTS	100
79.		REVENUE AND REHABILITATION	COPY OF SANAD	150
80.		REVENUE AND REHABILITATION	COUNTER SIGNING OF AFFIDAVIT	200
81.		REVENUE AND REHABILITATION	COUNTER SIGNING OF DIVORCE CERTIFICATE	200
82.		REVENUE AND REHABILITATION	COUNTER SIGNING OF DOCUMENTS OF NRI	200
83.		REVENUE AND REHABILITATION	COUNTER SIGNING OF POLICE CLEARANCE CERTIFICATE	200

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
84.		REVENUE AND REHABILITATION	COUNTER SIGNING OF REGISTRY	200
85.		REVENUE AND REHABILITATION	COUNTERSIGNING OF DOCUMENT	200
86.		REVENUE AND REHABILITATION	COUNTERSIGNING OF TRANSLATION OF CERTIFICATES	200
87.		REVENUE AND REHABILITATION	DEMARCATION OF LAND	200
88.		REVENUE AND REHABILITATION	ENDORSEMENT OF SPA/GPA	300
89.		REVENUE AND REHABILITATION	EQUITY ENTRY OF MORTGAGE	1000
90.		REVENUE AND REHABILITATION	EVALUATION OF LANDED/IMMOVEABLE PROPERTY	100
91.		REVENUE AND REHABILITATION	IDENTITY CARD TO GOVERNMENT EMPLOYEE	100
92.		REVENUE AND REHABILITATION	IDENTITY CARD TO LAMBARDAR	100
93.		REVENUE AND REHABILITATION	INDEMNITY BOND	200
94.		REVENUE AND REHABILITATION	INSPECTION OF REVENUE RECORDS	100
95.		REVENUE AND REHABILITATION	ISSUANCE OF NEW EMIGRATION CONSULTANTS LICENCE	3500
96.		REVENUE AND REHABILITATION	ISSUANCE OF NEW LICENCE FOR TRAVEL AGENT	3500

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
97.	12	REVENUE AND REHABILITATION	ISSUANCE OF NON ENCUMBRANCE CERTIFICATE	100
98.		REVENUE AND REHABILITATION	ISSUE AND RENEWAL OF DEED WRITER LICENSE	300
99.	10	REVENUE AND REHABILITATION	ISSUE AND RENEWAL OF STAMP VENDOR LICENSE	200
100.	11	REVENUE AND REHABILITATION	ISSUE OF INCOME CERTIFICATE	50
101.		REVENUE AND REHABILITATION	KANDI/SUB MOUNTAINOUS AREA/BORDER AREA/BET AREA/HINDU DOGRA COMMUNITY/NATURAL HEIR/DEPENDENT CERTIFICATE	50
102.		REVENUE AND REHABILITATION	LEGAL HEIR CERTIFICATE	100
103.		REVENUE AND REHABILITATION	LOW INCOME CERTIFICATE	50
104.		REVENUE AND REHABILITATION	NATIONALITY CERTIFICATE	1500
105.		REVENUE AND REHABILITATION	PERMISSION FOR DJ	200
106.		REVENUE AND REHABILITATION	RENEWAL OF PHOTOSTATE LICENCE	200
107.		REVENUE AND REHABILITATION	RENEWAL OF TYPIST LICENCE	100
108.		REVENUE AND REHABILITATION	SPECIAL POWER OF ATTORNEY	400
109.		REVENUE AND REHABILITATION	SURETY BOND	100

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Sr. No.	RTS Code	Department	Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
110.		REVENUE AND REHABILITATION	TRANSFER OF OWNERSHIP	300
111.		REVENUE AND REHABILITATION	TS ONE IN HOUSE TAX BRANCH	500
112.		RURAL DEVELOPMENT AND PANCHAYAT	RURAL AREA CERTIFICATE	50
113.		SOCIAL SECURITY & DEVELOPMENT OF WOMEN & CHILD	BUS PASSES TO SENIOR CITIZEN/ HANDICAPPED PEOPLE	10
114.	95	WATER SUPPLY AND SANITATION	SANCTION OF WATER SUPPLY CONNECTION	200
115.		WELFARE OF FREEDOM FIGHTERS	DEPENDENT CERTIFICATE TO WARDS OF FREEDOM FIGHTER	50
116.		WELFARE OF FREEDOM FIGHTERS	IDENTITY CARD TO FREEDOM FIGHTER	50
117.	105	WELFARE OF SCHEDULE CASTE & BACKWARD CLASSES	ISSUE OF VARIOUS CERTIFICATES LIKE CASTE, OBC ETC.	50
118.	111	WELFARE OF SCHEDULE CASTE & BACKWARD CLASSES	SHAGUN SCHEME	10

Department- SOCIAL SECURITY & DEVELOPMENT OF WOMEN & CHILD			
Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
119		National Family Benefit Scheme	0
120		Sanction of Scholarship to physically challenged	0
Department- WELFARE OF SCHEDULE CASTE & BACKWARD CLASSES			
Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
121	109	Application for Term Loan to SC	0
122	110	Application for Term Loan to BC	0
Department- HOME AFFAIRS AND JUSTICE			
Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
123		Release of Weapon in case of Death of Licensee	1000
Department- LOCAL GOVERNMENT			

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Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
124	79	Issue of Conveyance Deed in Municipal Committees and Municipal Corporations	1500
125		Water Bill Collection.	5 (Till bill amount <= Rs. 600/- per cycle) 10 (Bill amount >= Rs. 600/- per cycle)
126	90 (b)	Property Tax Collection.	20
127	81	Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations	1500

Department- REVENUE AND REHABILITATION

Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
128		E-Stamping.	As fixed by Stock Holding Corporation of India
129		NOC for Plots under Lal Lakir	20

Department- HOUSING AND URBAN DEVELOPMENT

Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/
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			Online (in Rs.)
130	54 (a)	Sanction of Building Plans/Revised Building Plans (Residential)	1500
131	54 (b)	Sanction of Building Plans/Revised Building Plans (Commercial)	2000
132	55	Issue of Completion / Occupation Certificate for Building	1500
133	56	Issue of No Objection Certificate/Duplicate Allotment/Re-allotment Letter	1500
134	66	Water Supply and Sewerage connection	200

Department- PUNJAB STATE AGRICULTURE MARKETING BOARD

Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
135	145	Issue of NOC/Duplicate Allotment/Re-Allotment	200
136	146	Issue of Conveyance deed	200
137	147	Issue of No Due certificate	200
138	148	Re-transfer of Property in case of sale	200
139	149	Re-transfer of Property in case of Death	200
140	152	Providing financial aid to the cultivators for any injury or death during farming operations	0

Department- LABOUR (FACTORY WING)

Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
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141	235	Renewal of Factory licence, after receipt of complete documents along with prescribed fee	500
142	233	Registration of Factory to run factory after receipt of complete documents along with prescribed fee	500
143	234	Grant of Factory Licence to run factory after receipt of complete documents along with prescribed fee	200
144	232	Acceptance of plans of new factory building after receipt of complete documents	200
145	231	Registration under the Trade Unions Act after receipt of duly completed application with documents along with prescribed fee	100
146	230	Registration under Punjab Shops and Commercial Establishments Act, 1958	100
147	229	Renewal of License under the Contract Labour (Regulation & Abolition) Act, 1970 after receipt of duly completed application along with prescribed fee.	500
148	230	Licence under the Contract Labour (Regulation & Abolition) Act, 1970 after receipt of duly completed application along with prescribed fee.	500
149.	227	Registration under the Contract Labour (Regulation & Abolition) Act, 1970 after receipt of duly completed application along with prescribed fee.	500

Department of Transport

Sr. No.	RTS Code	Name of Service	Approved Facilitation Charges Across the Counter/ Online (in Rs.)
150	43(a)	Registration Certificate of Vehicle (Non-Transport)	
(a)		Registration of new vehicle	
		- 4 Wheelers	200
		- 2 Wheelers	100

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(b)		Issue of Duplicate Registration Certificate	100
(c)		Change of Address in Registration Certificate	100
(d)		Alteration in RC	100
(e)		Renewal of Certificate of Motor Vehicle, Transport Vehicle.	Registration of a other than a 100
(F)		Transfer of Ownership	100
(g)		Transfer of Ownership in case of death	100
(h)		Issue of NOC	100
(i)		Re-assignment of Registration Mark	100
151	43(b)	Registration Certificate of Vehicles (Transport)	100
152	44	Fitness Certificate for Commercial Vehicle	a) Motor Cycle Manual/Automated = 50 b) Three wheeler or quadricycle or light motor vehicle manual/automated =100 c) Medium or Heavy Motor Vehicle e Manual/Automated = 200
153	46	Issue of Tax Clearance Certificate (for period upto 2 years from date of application)	200
154	47	Issue of Tax Clearance Certificate (for period beyond 2 years)	200

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155	48	Issue of Route Permit	100
156	48	Issue of National Permit	100
157	49	Addition/Deletion of Hire Purchase Entry	
(a)		Endorsement of Hire Purchase RC (HPA) in	100
(b)		Termination of Hire Purchase (HPA) in RC	100
158	50	Transfer of Vehicle (if the place of registration is the same)	200
159		Transport Department Punjab is going to implement online web based versions licensing software (SARATHI 4.0 and VAHAN 4.0). The filling of online application forms and the fee payment of driving license applications can be added as services of the Transport Department to be provided through Sewa Kendras	Nil
160		Grant or renewal of letter of authority of Authorized Testing Station under Rule 62(2) of Central Motor Vehicle Rules 1989	1000
161		Issue of duplicate letter of authority of Authorized Testing Station under Rule 62(2) of Central Motor Vehicle Rules 1989	500
162	45	Issue of Driving License-Motor Car/Motor Cycle	
a)		Issue of Permanent Driving Licence (Can apply only after 30 days of issue of Learner's License)	200
b)		Issue of International License	1000
163	51	Renewal of Driving License	
a)		Issue of Learner's License	50
b)		Renewal of Driving License	200
c)		Duplicate Driving License/Address Change	200

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164		Issue of Conductor License	100
165		Renewal of Conductor's License (should apply within 30 days of expiry)	100
166		Addition of another class to Driving License	200

Annexure B. List of Potential Services B2C Service

Sr. No.	Category	Service Name	Sub Category
1	Banking	1. Opening of new bank accounts. 2. Money Transfer(Domestic/international) 3. KIOSK Banking 4. ATM	
2	Digi Pay – AePS(Aadhaar enabled Payment System)	1. Funds Transfer.	
3	Digital Literacy	1. Basic Computer skills 2. Tally Training	
4	Education	1. School Examinations forms 2. Competitive Exam Forms 3. Open Schooling (Registration of Students) 4. FREE Education (PMGDISHA/Cyber Gram Yojana/ English Speaking Course) Investor Awareness Programme	
5	Health Care Services	1. Tele medicine Diagnostics. 2. Health Products	
6	Insurance	Collection of Premium.	1. Life Insurance. 2. Motor Insurance 3. Personal Accidental Insurance 4. Health Insurance 5. Pradhan Mantri Fasal Bima Yojana (Non Loanee Farmers) 6. Fire and Allied Perils 7. Farmer Package Policy 8. Agriculture Pump Set Insurance 9. Cattle Insurance.
7	LPG Distribution	Booking of LPG Gas	
8	Pension	National Pension System	
9	Sanitary Napkins	Distribution of Sanitary Napkins	

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Sr. No.	Category	Service Name	Sub Category
10	Telecommunication	1. Mobile/DTH Bill pay/Recharge 2. Selling of new mobile connections 3. Pre-paid top cards	
11	Tour & Travel	1. Visa Services 2. Travel Insurance. Embassy appointments 3. Flight, train & Bus tickets 4. Tour Packages	
12	UJALA	1. Procurement of Ujala products through Digital Sewa Portal. 2. Sale of Ujala products as per the listed MRP.	
13	Wi-Fi	1. Hi Speed Internet Access across village. 2. Wi-Fi Hotspot coupon	
14	Ticketing Service	1. Cricket match tickets 2. Zoo tickets 3. Tickets for key tourist spots (Waga Border, Anandpur Sahib, etc.)	
15	Additional Commercial Activities	1. Photocopier & Scanning 2. Advertisements 3. Sale of Digital Signature Certificates	

B2C Service

Sr. No.	Category	Service Name	Sub Category
1.	Regulatory Clearances	1. License under shops and establishment Act 2. Temporary Power connection 3. Water connections 4. UAM	
2.	Returns	1. Returns under Labour Laws	

G2E Service

Sr. No.	Category	Service Name	Sub Category
1.	Personal Bills	1. Travel Expenses 2. Overhead Expenses	
2.	Medical Bills for reimbursement		
2.	Services to Pensioners	1. CGHS card 2. Life Certificates	

Annexure C. Addresses of Sewa Kendras

Sr. No.	District	Sewa Kendra Name and Location	MDDS Village Code	Type (I/II/III)
1	Amritsar	Suwidha Centre, HO, Kitchlu Chowk	PB-049-00255-U025	Type-I
2	Amritsar	MC Majitha Near Telephone Exchange	PB-049-00255-U001	Type-II
3	Amritsar	MC Jandiala Near Bus Stand	PB-049-00255-U002	Type-II
4	Amritsar	Chamrang Road (Park)	PB-049-00255-U004	Type-II
5	Amritsar	Gurnam Nagar/Sakatri Bagh	PB-049-00255-U008	Type-II
6	Amritsar	Lahori Gate	PB-049-00255-U011	Type-II
7	Amritsar	Kot Moti Ram	PB-049-00255-U015	Type-II
8	Amritsar	Zone No 6 - Basant Park, Basant Avenue	PB-049-00255-U017	Type-II
9	Amritsar	Zone No 7 - PWD (B&R) Office Opp. Celebration Mall	PB-049-00255-U019	Type-II
10	Amritsar	Zone No 8- Japani Mill (Park), Chherata	PB-049-00255-U023	Type-II
11	Amritsar	Suwidha Centre, DTO Office, Ram Tirath Road, Asr	PB-049-00255-U026	Type-II
12	Amritsar	Suwidha Centre, Ajnala	PB-049-00255-U028	Type-II
13	Amritsar	Suwidha Centre, Batala Road, Baba Bakala Sahib	PB-049-00255-U029	Type-II
14	Amritsar	Suwidha Centre, Attari	PB-049-00255-U031	Type-II
15	Amritsar	Suwidha Centre, Lopoke	PB-049-00255-U032	Type-II
16	Amritsar	Suwidha Centre, Tarsikka	PB-049-00255-U034	Type-II
17	Amritsar	Ajnala	PB-049-00255-R001	Type-II

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18	Amritsar	Ramdass	PB-049-00255-R002	Type-III
19	Amritsar	Rajasansi	PB-049-00259-R003	Type-II
20	Amritsar	Market Committee Rayya Office	PB-049-00259-R005	Type-II
21	Amritsar	Jhander	PB-049-00255-R025	Type-III
22	Amritsar	Chogawan	PB-049-00255-R027	Type-III
23	Amritsar	Jasrur	PB-049-00255-R035	Type-III
24	Amritsar	Wadala Viram	PB-049-00256-R002	Type-III
25	Amritsar	Chawinda Devi	PB-049-00256-R012	Type-III
26	Amritsar	Gehri	PB-049-00256-R014	Type-III
27	Amritsar	Bundala	PB-049-00256-R018	Type-III
28	Amritsar	Nawa Pind	PB-049-00256-R022	Type-III
29	Amritsar	Chhajjal Waddi	PB-049-00258-R005	Type-III
30	Amritsar	Matewal	PB-049-00258-R007	Type-III
31	Amritsar	Mehta Chowk	PB-049-00258-R009	Type-III
32	Amritsar	Butala	PB-049-00258-R011	Type-III
33	Amritsar	Budha Theh	PB-049-00258-R014	Type-III
34	Amritsar	Pakharpora/Talwandi Khumana	PB-049-00258-R015	Type-III
35	Amritsar	Khalchain	PB-049-00258-R016	Type-III
36	Amritsar	Abadi Harnam Singh Wala	PB-049-00259-R002	Type-III
37	Amritsar	Nangali	PB-049-00255-R037	Type-III

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38	Amritsar	Chabba	PB-049-00257-R006	Type-III
39	Amritsar	Jethuwal	PB-049-00257-R016	Type-III
40	Amritsar	Bal Khurd	PB-049-00257-R018	Type-III
41	Amritsar	Merran Kot Kalan	PB-049-00257-R020	Type-III
42	Barnala	DC office Barnala	PB-054-00202-U001	Type-I
43	Barnala	Prem Pardhan Mkt.	PB-054-00202-U002	Type-II
44	Barnala	I.T.I Boys	PB-054-00202-U005	Type-II
45	Barnala	Barnala	PB-054-00202-U006	Type-II
46	Barnala	Civil Hospital, Danaula	PB-054-00202-U007	Type-II
47	Barnala	SDM Office, New Grain Mkt. Tapa	PB-054-00202-U008	Type-II
48	Barnala	Veterinary Hospital, Tapa	PB-054-00202-U009	Type-II
49	Barnala	Sub-Tehsil, Bhadaur	PB-054-00202-U011	Type-II
50	Barnala	Mehal Kalan	PB-054-00275-R023	Type-III
51	Bathinda	Suwidha Kendra, D.C. Office Bathinda	PB-046-00244-U001	Type-I
52	Bathinda	Community Center Model Town Ph-3, Bathinda	PB-046-00244-U002	Type-II
53	Bathinda	Urban Community Health Center, Jogi Nagar, Bathinda	PB-046-00244-U005	Type-II
54	Bathinda	Disposal Near Bikaner Bypass, Amarpura Basti, Bathinda	PB-046-00244-U006	Type-II
55	Bathinda	I.T.I ITI Chowk, Mansa Road, Bathinda	PB-046-00244-U009	Type-II

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56	Bathinda	Govt. Polytechnic College. Bibi wala Road, Bathinda	PB-046-00244-U010	Type-II
57	Bathinda	Rampura	PB-046-00244-U012	Type-II
58	Bathinda	Phul	PB-046-00244-U013	Type-II
59	Bathinda	Bhagta	PB-046-00244-U014	Type-II
60	Bathinda	Mehraj	PB-046-00244-U015	Type-II
61	Bathinda	Bhucho	PB-046-00244-U019	Type-II
62	Bathinda	Nathana	PB-046-00244-U020	Type-II
63	Bathinda	Goniana	PB-046-00244-U021	Type-II
64	Bathinda	Sangat	PB-046-00244-U023	Type-II
65	Bathinda	Kotshamir	PB-046-00244-U025	Type-II
66	Bathinda	Raman - I	PB-046-00244-U026	Type-II
67	Bathinda	Talwandi - I	PB-046-00244-U028	Type-II
68	Bathinda	Maur I	PB-046-00244-U030	Type-II
69	Bathinda	Balian Wali	PB-046-00244-U032	Type-II
70	Bathinda	Chauke	PB-046-00244-U033	Type-II
71	Bathinda	Mandi Kalan	PB-046-00244-U034	Type-II
72	Bathinda	Gumti Kalan	PB-046-00244-R008	Type-III
73	Bathinda	Raiya	PB-046-00244-R014	Type-III
74	Bathinda	Balloh	PB-046-00244-R018	Type-III
75	Bathinda	Gobindpura	PB-046-00245-R003	Type-III

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76	Bathinda	Mehma Sarja	PB-046-00245-R014	Type-III
77	Bathinda	Balluana	PB-046-00245-R021	Type-III
78	Bathinda	Tungwali	PB-046-00245-R028	Type-III
79	Bathinda	Pathrala	PB-046-00245-R036	Type-III
80	Bathinda	Maiser Khana	PB-046-00246-R012	Type-III
81	Bathinda	Bhagiwander	PB-046-00246-R017	Type-III
82	Bathinda	Natheha	PB-046-00246-R023	Type-III
83	Faridkot	CHIEF AGRICULTURE OFFICE CIRCULAR ROAD FARIDKOT	PB-045-00242-U002	Type-III
84	Faridkot	GOLE WALA	PB-045-00242-R017	Type-III
85	Faridkot	SADIQ	PB-045-00242-R011	Type-III
86	Faridkot	Extension of Existing Suwidha Center, Mini Sectriate Faridkot	PB-045-00242-U001	Type-I
87	Faridkot	BARGARI, RAN SINGH WALA ROAD AT TAXI STAND	PB-045-00243-R001	Type-III
88	Faridkot	BHAJA KHANA, NEAR PATWARKHANA IN SUB YARD BHAJAKHANA	PB-045-00243-R011	Type-III
89	Faridkot	TEHSIL COMPLEX, OPP. DSP OFFICE	PB-045-00243-U001	Type-II
90	Faridkot	DASHMESH NAGAR (PANJGRAIN KALAN)	PB-045-00242-R027	Type-III
91	Faridkot	DHIMAN WALI	PB-045-00242-R005	Type-III

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92	Faridkot	HARI NAU	PB-045-00242-R001	Type-III
93	Faridkot	KOTSUKHIA	PB-045-00242-R023	Type-III
94	Faridkot	NEAR DEAR SACHA SAUDA	PB-045-00242-U004	Type-III
95	Faridkot	Tehsil complex, Muncipal park Kotkapura	PB-045-00242-U003	Type-II
96	Fatehgarh Sahib	Nagrik suwidha kendra SDM Office fatehgarh sahib	PB-040-00220-U011	Type-I
97	Fatehgarh Sahib	NAGRIK SUWIDHA KENDRA (EXISTING SUWIDHA KENDRA) SDM OFFICE, BASSI PATHANA	PB-040-00220-U007	Type-II
98	Fatehgarh Sahib	ADMINISTRATIVE COMPLEX (NEWLY CONSTRUCTED) EXISTING SUWIDHA KENDRA KHAMANON TO BE SHIFTED SHORTLY	PB-040-00220-U008	Type-II
99	Fatehgarh Sahib	EXISTING SUWIDHA KENDRA, W.No. 12 SDM OFFICE, AMLOH	PB-040-00220-U002	Type-II
100	Fatehgarh Sahib	M.c.Office, Mandi Gobindgarh	PB-040-00220-U003	Type-II
101	Fatehgarh Sahib	PWD Rest House Amloh road Mandi Gobindgarh	PB-040-00220-U005	Type-II
102	Fatehgarh Sahib	Amimal Hospital Old Bulding Ward No.17 ,Bara, Sirhind City	PB-040-00220-U010	Type-II
103	Fatehgarh Sahib	Dadiana	PB-040-00220-R003	Type-III
104	Fatehgarh Sahib	Sanghol	PB-040-00223-R003	Type-III
105	Fatehgarh Sahib	Roorki	PB-040-00222-R002	Type-III

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106	Fatehgarh Sahib	Badali Ala Singh	PB-040-00221-R006	Type-III
107	Fatehgarh Sahib	Nabipur	PB-040-00221-R009	Type-III
108	Fatehgarh Sahib	Jakhwali	PB-040-00221-R013	Type-III
109	Fatehgarh Sahib	Chanarthal Khurd	PB-040-00221-R015	Type-III
110	Fazilka	District Adm. Complex Fazilka	PB-043-00237-U004	Type-I
111	Fazilka	Municipal Council office Fazilka	PB-043-00237-U005	Type-II
112	Fazilka	Tehsil Complex jalalabad	PB-641-00236-U006	Type-II
113	Fazilka	Fazilka Malout Road Arniwala	PB-641-00237-U008	Type-II
114	Fazilka	Tehsil Complex Abohar	PB-641-00238-U003	Type-II
115	Fazilka	Grain market Abohar	PB-641-00238-U002	Type-II
116	fazilka	Ghubaya	PB-641-00236-R020	Type-III
117	Fazilka	Ladhuka	PB-641-00237-R001	Type-III
118	fazilka	Ghallu	PB-641-00237-R030	Type-III
119	fazilka	Sappanwali	PB-641-00238-R008	Type-III
120	fazilka	Sitto Gunno	PB-641-00238-R019	Type-III
121	fazilka	chak khere wala	PB-641-00236-R016	Type-III
122	fazilka	chak suhele wala	PB-641-00236-R010	Type-III
123	fazilka	mamu joyian	PB-641-00236-R002	Type-III
124	fazilka	azimgarh	PB-641-00237-U001	Type-III
125	fazilka	balluana	PB-641-00238-R016	Type-III

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126	fazilka	wahabwala	PB-641-00238-R013	Type-III
127	fazilka	panjkosi	PB-641-00238-R007	Type-III
128	Ferozpur	Suwidha Center, D.C office, Ferozpur Cantt	PB-043-00234-U001	Type-I
129	Ferozpur	Municipal Council, The Mall, Ferozpur City	PB-043-00234-U002	Type-II
130	Ferozpur	Sub Tehsil office, Mamdot	PB-043-00234-U004	Type-II
131	Ferozpur	Sub Tehsil Office, Near Exchange, Talwandi Bhai	PB-043-00234-U005	Type-II
132	Ferozpur	Civil Hospital, NH-15, Near Main Bus Stand Mudki	PB-043-00234-U006	Type-II
133	Ferozpur	Market Committee office, Mallan Wala	PB-043-00234-U007	Type-II
134	Ferozpur	Tehsil Office, Makhu	PB-043-00234-U008	Type-II
135	Ferozpur	Nr. SDM Residence, Zira	PB-043-00234-U009	Type-II
136	Ferozpur	Suwidha Center Tehsil Complex Guruharsahai	PB-043-00234-U011	Type-II
137	Ferozpur	Village Lakha Hazi	PB-043-00235-R032	Type-III
138	Ferozpur	Village Ferozeshah	PB-043-00235-R004	Type-III
139	Ferozpur	Village Sher Khan Wala	PB-043-00235-R010	Type-III
140	Ferozpur	Village Malwal Kadim	PB-043-00235-R012	Type-III
141	Ferozpur	Village Rukna Begu	PB-043-00235-R008	Type-III
142	Ferozpur	Village Bareke	PB-043-00235-R027	Type-III
143	Ferozpur	Village Attari	PB-043-00235-R020	Type-III

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144	Ferozepur	Village Khai PHEME Ke	PB-043-00235-R029	Type-III
145	Ferozepur	Village Mor kusu wala	PB-043-00234-R021	Type-III
146	Ferozepur	Village Khosa Dal Singh	PB-043-00234-R012	Type-III
147	Ferozepur	Village Shah Abu Bukar	PB-043-00234-R015	Type-III
148	Ferozepur	Village Panje ke Uttar	PB-043-00236-R008	Type-III
149	Ferozepur	Village Megha Rai Uttar	PB-043-00236-R004	Type-III
150	Ferozepur	Village Kari Kalan	PB-043-00236-R001	Type-III
151	GURDASPUR	D.C. OFFICE GURDASPUR	PB-035-00200-U017	Type-I
152	GURDASPUR	D.I.C BATALA	PB-035-00200-U015	Type-III
153	GURDASPUR	DINANAGAR LOCAL	PB-035-00200-U002	Type-III
154	GURDASPUR	MARKET COMMITTEE SHRIHARGOBIND PUR.	PB-035-00200-U009	Type-III
155	GURDASPUR	MUNICIPAL COUNCIL FATEHGARH CHURIAN	PB-035-00200-U007	Type-III
156	GURDASPUR	TIBBER	PB--035-00202-R015	Type-III
157	GURDASPUR	MUNICIPAL COUNCIL QADIAN	PB-035-00200-U006	Type-III
158	GURDASPUR	NEAR LIBRARY & FISH PARK, GURDASPUR.	PB-035-00200-U008	Type-III
159	GURDASPUR	OFFICE DRAINAGE BATALA	PB-035-00200-U013	Type-III
160	GURDASPUR	OFFICE MARKET COMMITTEE BATALA	PB-035-00200-U014	Type-III
161	GURDASPUR	PEER DI SAIN OLD DHARIWAL	PB-035-00200-U004	Type-III
162	GURDASPUR	TEHSIL COMPLEX DBN	PB-035-00200-U005	Type-III

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163	GURDASPUR	VETERINARY HOSPITAL BATALA	PB-035-00200-U016	Type-III
164	GURDASPUR	DORANGLA	PB-035-00202-R036	Type-III
165	GURDASPUR	KAHNUWAN	PB-035-00202-R025	Type-III
166	GURDASPUR	KALANAUR PURANI	PB-035-00202-R061	Type-III
167	GURDASPUR	AWANKHA	PB-035-00202-R018	Type-III
168	GURDASPUR	RANJIT BAGH	PB-035-00202-R068	Type-III
169	GURDASPUR	ABUL KHAIR	PB-035-00202-R051	Type-III
170	GURDASPUR	HAYAT NAGAR	PB-035-00202-R006	Type-III
171	GURDASPUR	FATEH NANGAL	PB-035-00202-R045	Type-III
172	GURDASPUR	DHARIWAL 655	PB-035-28255-R001	Type-III
173	GURDASPUR	DOSTPUR	PB-035-00202-R048	Type-III
174	GURDASPUR	BHAINI MIAN KHAN	PB-035-00202-R033	Type-III
175	GURDASPUR	WADALA GRANTHIAN	PB-035-00203-R008	Type-III
176	GURDASPUR	RANGAR NANGAL	PB-035-00203-R037	Type-III
177	GURDASPUR	CHUHAR CHAK	PB-035-00202-R055	Type-III
178	GURDASPUR	SHAHPUR GORAYA	PB-035-00204-R001	Type-III
179	GURDASPUR	KALA AFGANA	PB-035-00203-R001	Type-III
180	GURDASPUR	DHIANPUR	PB-035-00204-R005	Type-III
181	GURDASPUR	GHOT POKHAR	PB-035-00202-R004	Type-III
182	GURDASPUR	BHULLAR	PB-035-00203-R029	Type-III
183	GURDASPUR	TALWANDI RAMA	PB-035-00204-R009	Type-III
184	GURDASPUR	HARDARWAL	PB-035-00204-R012	Type-III
185	GURDASPUR	BHAGOWAL	PB-035-00203-R030	Type-III
186	GURDASPUR	HARCHOWAL	PB-035-00203-R003	Type-III
187	GURDASPUR	VEELA TEJA	PB-035-00203-R011	Type-III
188	GURDASPUR	GHOMAN	PB-035-00203-R046	Type-III
189	GURDASPUR	DALLA	PB-035-00203-R006	Type-III
190	GURDASPUR	BIDHIPUR	PB-035-00202-R017	Type-III
191	Hoshiarpur	DAC COMPLEX, HOSHIARPUR	PB-038-00214-U018	Type-I
192	Hoshiarpur	GARHSHANKAR	PB-038-00214-U015	Type-II
193	Hoshiarpur	MAHILPUR	PB-038-00214-U016	Type-II
194	Hoshiarpur	LANGARPUR TEHSIL COMPLEX, Dasuya	PB-038-00214-U011	Type-II
195	Hoshiarpur	SUB TEHSIL COMPLEX TANDA V.P.O DALA	PB-038-00214-U013	Type-II

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196	Hoshiarpur	SUB TEHSIL COMPLEX GARHDIWALA	PB-038-00214-U014	Type-II
197	Hoshiarpur	SDM SUWIDHA CENTRE, SUB- DIVISIONAL COMPLEX MUKERIAN	PB-038-00214-U008	Type-II
198	Hoshiarpur	NEAR COMMUNITY CENTRE, HAJIPUR	PB-038-00214-U009	Type-II
199	Hoshiarpur	NEAR SUB-TEHSIL COMPLEX, TALWARA	PB-038-00214-U010	Type-II
200	Hoshiarpur	ITI HARIANA	PB-038-00214-U001	Type-II
201	Hoshiarpur	ITI COLLEGE, HOSHIARPUR	PB-038-00214-U017	Type-III
202	Hoshiarpur	PHABHRAN	PB-038-00216-R004	Type-III
203	Hoshiarpur	CHABBEWAL	PB-038-00216-R017	Type-III
204	Hoshiarpur	JAIJON	PB-038-00217-R014	Type-III
205	Hoshiarpur	BHAWANIPUR	PB-038-00217-R027	Type-III
206	Hoshiarpur	UCHI BASSI	PB-038-00214-R029	Type-III
207	Hoshiarpur	PASSI KANDI	PB-038-00214-R028	Type-III
208	Hoshiarpur	PANCHAYAT GHAR, BUDHABAR	PB-038-00215-R015	Type-III
209	Hoshiarpur	PANCHAYAT LAND, OPPOSITE COMMUNITY HEALTH CENTRE (CHC), BEH NANGAL (KAMAHI DEVI)	PB-038-00215-R022	Type-III
210	Jalandhar	DC Office, Jalandhar	PB-037-00212-U001	Type-I
211	Jalandhar	Major Rohit Sharma Govt. School	PB-037-00212-U010	Type-II
212	Jalandhar	Opp. Parminder Hospital	PB-037-00212-U003	Type-II
213	Jalandhar	PIMS Jalandhar	PB-037-00212-U009	Type-II
214	Jalandhar	Under ROB Domoria Bridge	PB-037-00212-U005	Type-II
215	Jalandhar	Village Ladhewali, Near MCJ Tubewell	PB-037-00212-U006	Type-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

216	Jalandhar	Adampur Near BDPO Office	PB-037-00212-U013	Type-II
217	Jalandhar	Alawalpur Near Bus Stand	PB-037-00212-U014	Type-II
218	Jalandhar	Burlton Park	PB-037-00212-U004	Type-II
219	Jalandhar	Village Dhilwan,	PB-037-00212-U008	Type-II
220	Jalandhar	Village Khurla Kingra Road	PB-037-00212-U011	Type-II
221	Jalandhar	Basti Mithu, Opp. Gurudwara	PB-037-00213-U005	Type-II
222	Jalandhar	New Sabzi Mandi, Maqsudan	PB-037-00213-U004	Type-II
223	Jalandhar	Bhogpur	PB-037-00213-U002	Type-II
224	Jalandhar	Kartarpur	PB-037-00213-U001	Type-II
225	Jalandhar	Guru Amardass Colony	PB-037-00213-U003	Type-II
226	Jalandhar	Village Kot Sadiq	PB-037-00213-U007	Type-II
227	Jalandhar	Wariana	PB-037-00213-R022	Type-III
228	Jalandhar	Jandu Singha	PB-037-00213-R020	Type-III
229	Jalandhar	Naugajja	PB-037-00213-R013	Type-III
230	Jalandhar	Primary Health Centre Mehatpur	PB-037-00210-U004	Type-II
231	Jalandhar	Suwidha Centre, SDM Office, Nakodar	PB-037-00210-U001	Type-II
232	Jalandhar	Gonse Mohalla	PB-037-00210-U002	Type-II
233	Jalandhar	Backside Bus Stand	PB-037-00210-U003	Type-II
234	Jalandhar	Dushera Ground, Shahkot	PB-037-00209-U001	Type-II
235	Jalandhar	Phull Road, Lohian	PB-037-00209-U002	Type-II
236	Jalandhar	Khurmpur	PB-037-00209-R006	Type-III
237	Jalandhar	EOCP Noormehal	PB-037-00211-U006	Type-II
238	Jalandhar	Bara Pind Road Goraya-II	PB-037-00211-U002	Type-II
239	Jalandhar	Suwidha Centre, SDM Office, Phillaur	PB-037-00211-U003	Type-II
240	Jalandhar	Rurka Kalan	PB-037-00211-R014	Type-III
241	Jalandhar	Back Side Patwarkhana	PB-037-00211-U005	Type-II
242	Jalandhar	Near Tubewell No.2	PB-037-00211-U001	Type-II
243	Jalandhar	GP Bilga	PB-037-00211-R026	Type-III

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

244	Kapurthala	SUWIDHA CENTRE DC. OFFICE, KAPURTHALA	PB-036-00205-U016	Type-I
245	Kapurthala	SHALIMAR GARDEN EOMC OFFICE, KAPURTHALA	PB-036-00205-U001	Type-II
246	Kapurthala	DIET COLLEGE SHIEKHUPUR SULTANPUR ROAD	PB-036-00205-U003	Type-II
247	Kapurthala	OPEN SPACE SUB TEHSIL OFFICE, DHILWAN	PB-036-00205-U005	Type-II
248	Kapurthala	NEAR GOVT. PRIMARY SCHOOL BADSHAHPUR	PB-036-00206-R005	Type-III
249	Kapurthala	BACKSIDE SCHOOL (KAPURTHALA SULTANPUR ROAD, VILL KHIRANWALI)	PB-036-00206-R009	Type-III
250	Kapurthala	VETERINARY HOSPITAL COMPLEX (KAPURTHALA - KULARAN ROAD) SIDHWAN DONA	PB-036-00206-R017	Type-III
251	Kapurthala	SUWIDHA CENTRE SDM OFFICE SULTANPUR LODHI	PB-036-00205-U014	Type-II
252	Kapurthala	NEAR NEW TEHSIL COMPLEX (TALWANDI CHAUDHRIAN)	PB-036-00205-U012	Type-II
253	Kapurthala	VETERINARY HOSPITAL SULTANPUR LODHI NEAR HATH SAHIB GURUDWARA, SULTANPUR LODHI	PB-036-00205-U011	Type-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

254	Kapurthala	VILLAGE DUDWINDI, BUS STAND DUWINDI TO KAPURTHALA ROAD	PB-036-00207-R006	Type-III
255	Kapurthala	VILLAGE THATTA NAWAN, NEAR SCHOOL	PB-036-00207-R003	Type-III
256	Kapurthala	SUWIDHA CENTRE SDM OFFICE PHAGWARA	PB-036-00205-U013	Type-II
257	Kapurthala	NEAR BABA GADDIA STADIUM PHAGWARA	PB-036-00205-U010	Type-II
258	Kapurthala	OLD OCTROI POST HADIABAD, PHAGWARA	PB-036-00205-U009	Type-II
259	Kapurthala	VILL. NARUR, NEAR DISPENSARY	PB-036-00208-R002	Type-III
260	Kapurthala	SUWIDHA CENTRE SDM OFFICE BHOLATH	PB-036-00205-U015	Type-II
261	Kapurthala	OLD SUB DIVISION OFFICE KHASSAN ROAD, BHOLATH	PB-036-00205-U006	Type-II
262	Kapurthala	OLD OFFICE NAGAR PANCHAYAT NADALA DHILWAN ROAD	PB-036-00205-U007	Type-II
263	Kapurthala	NADALA TO TANDA ROAD WARD NO. 1 OLD POLICE STATION BUILDING BEGOWAL	PB-036-00205-U008	Type-II
264	Ludhiana	Type-I, Dc Office, Ludhiana	PB-041-00224-U048	Type-I
265	Ludhiana	MUNICIPAL CORPORATION OFFICE SUB ZONE A-1, DARES ROAD	PB-041-00224-U034	Type-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

266	Ludhiana	ABANDONED LABORATORY BUILDING, OLD CIVIL HOSPITAL NEAR RED CROSS OFFICE	PB-041-00224-U003	Type-II
267	Ludhiana	PSPCL SUNDER NAGAR DIVISION OFFICE, KAKOWAL ROAD	PB-041-00224-U004	Type-II
268	Ludhiana	LAND VACANT ON NATIONAL HIGHWAY & ADJOINING NEW SABZI MANDI, KARABARA CHOWK, NATIONAL HIGHWAY	PB-041-00224-U002	Type-II
269	Ludhiana	MUNCIPAL CORPORATION OFFICE ZONE-B, BACKSIDE SHINGAR CINEMA	PB-041-00224-U046	Type-II
270	Ludhiana	GOVT. HIGH SCHOOL MUNDIAN, CHANDIGARH ROAD	PB-041-00224-U005	Type-II
271	Ludhiana	ADJOINING PARK NEAR POLICE CHOWKY ON TAJPUR ROAD	PB-041-00224-U036	Type-II
272	Ludhiana	MUNICIPAL CORPORATION OFFICE SUB ZONE B-4 NEAR SHERPUR CHOWK	PB-041-00224-U027	Type-II
273	Ludhiana	MCL SUBZONAL OFFICE, DHOLEWAL CHOWK OPP. SANDHU AUTO MOBILE, ZONEC-I	PB-041-00224-U047	Type-II
274	Ludhiana	PSPCL JANTA NAGAR, LUDHIANA	PB-041-00224-U007	Type-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

275	Ludhiana	PSPCL GIASPURA DIVISION OFFICE, MAIN ROAD GIASPURA	PB-041-00224-U008	Type-II
276	Ludhiana	FOR VILLAGE DHABA(AT GIASPURA SIDE)	PB-041-00224-U033	Type-II
277	Ludhiana	OPPOSITE POLICE STATION HAIBOWAL	PB-041-00224-U031	Type-II
278	Ludhiana	MUNICIPAL CORPORATION OFFICE SUB ZONE D-2 NEAR SANJH KENDER(ATAM PARK)	PB-041-00224-U035	Type-II
279	Ludhiana	ADJOINING MCL OFFICE ZONE-D IN LEISURE VALLEY	PB-041-00224-U030	Type-II
280	Ludhiana	VACANT SPACE NEAR RAKH BAGH AT SQUASH COURT ROAD	PB-041-00224-U038	Type-II
281	Ludhiana(Khanna)	Adc Office Khanna	PB-041-00224-U043	Type-III
282	Ludhiana(Khanna)	Jal Ghar Back Side Tehsil Office Khanna	PB-041-00224-U022	Type-II
283	Ludhiana(Samrala)	Tehsil Complex Samrala	PB-041-00224-U012	Type-II
284	Ludhiana(Samrala)	Tehsil Machiwara Complex	PB-041-00224-U016	Type-II
285	Ludhiana(Payal)	Tehsil Complex Payal	PB-041-00224-U019	Type-II
286	Ludhiana(Payal)	Maloudh	PB-041-00224-U020	Type-II
287	Ludhiana(Payal)	Doraha	PB-041-00224-U017	Type-II
288	Ludhiana(East)	Sahnewal	PB-041-00224-U011	Type-II
289	Ludhiana(West)	Mullanpur	PB-041-00224-U040	Type-II
290	Ludhiana(Jagraon)	Tehsil Complex jagraon	PB-041-00224-U041	Type-II
291	Ludhiana(Jagraon)	Old Grain Market Jagraon	PB-041-00224-U023	Type-II
292	Ludhiana(Railot)	Tehsil Complex Raikot	PB-041-00224-U042	Type-II
293	Ludhiana(Khanna)	Ishru	PB-041-00225-R010	Type-III

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

294	Ludhiana(East)	KoomKalan	PB-041-00227-R004	Type-III
295	Ludhiana(East)	Dehlon	PB-041-00227-R020	Type-III
296	Ludhiana(West)	Hambran	PB-041-00228-R023	Type-III
297	Ludhiana(West)	Rattan(Jodhan)	PB-041-00228-R005	Type-III
298	Ludhiana(jagraon)	Sidhwanbet	PB-041-00230-R018	Type-III
299	Ludhiana(jagraon)	Manuke	PB-041-00230-R002	Type-III
300	Ludhiana(Raikot)	Sudhar	PB-041-00229-R001	Type-III
301	Ludhiana(Raikot)	Pakhawal	PB-041-00229-R006	Type-III
302	Mansa	Suwidha Kendar Near DAC,MANSA	PB-047-00247-U008	Type-I
303	Mansa	Suwidha Kendar SDM Office Budhlada	PB-047-00247-U009	Type-II
304	Mansa	Suwidha Kendar, SDM Office, Sardulgarh	PB-047-00247-U010	Type-II
305	Mansa	Water Works, Bareta	PB-047-00247-U002	Type-II
306	Mansa	Ward No. 1, Opposite Shani Mandir, Near New Water Works, Bhikhi	PB-047-00247-U005	Type-II
307	Mansa	Bareh	PB-047-00248-R016	Type-III
308	Mansa	Dodra	PB-047-00248-R019	Type-III
309	Mansa	Dulowala	PB-047-00249-R007	Type-III
310	Mansa	Fatehgarh Sahnewali	PB-047-00247-R006	Type-III
311	Mansa	Raipur	PB-047-00247-R001	Type-III
312	Mansa	Kulrian	PB-047-00248-R006	Type-III
313	Mansa	Matti	PB-047-00249-R019	Type-III
314	Mansa	Electricity Board Office, Joga	PB-047-00247-U006	Type-II be converted into Type- III
315	Moga	Existing Suwidha Center DAC Complex, Moga	PB-042-00231-U007	Type-I
316	Moga	Office Nagar council, Dharamkot Near OHSR	PB-042-00231-U001	Type-II
317	Moga	In Office BDPO Office, Kot Isse Khan	PB-042-00231-U003	Type-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

318	Moga	Tehsil Office Nihal Singh Wala	PB-042-00231-U004	Type-II
319	Moga	Sub Tehsil Badhni Kalan	PB-042-00231-U006	Type-II
320	Moga	Municipal Corporation Building, Moga	PB-042-00231-U008	Type-II
321	Moga	Circular Road, Near Bablu M.C. Road Junction, Moga (Old Disposal Site)	PB-042-00231-U010	Type-II
322	Moga	Muglu Patti, Baghapurana	PB-042-00231-U012	Type-II
323	Moga	Fathegarh Panjtoor	PB-042-00233-R039	Type-III
324	Moga	Jalalabad East	PB-042-00233-R029	Type-III
325	Moga	Mari Mustafa	PB-042-00232-R005	Type-III
326	Moga	Samalsar	PB-042-00232-R011	Type-III
327	Moga	Ajitwal	PB-042-00233-R010	Type-III
328	Sri Muktsar Sahib	DC Office , DC Office Sri Muktsar Sahib	PB-044-00241-U001	Type-I
329	Sri Muktsar Sahib	Old Grain Market, Tehsil Sri Muktsar Sahib	PB-044-00241-U005	Type-II
330	Sri Muktsar Sahib	SDM Office Malout , Tehsil Malout	PB-044-00239-U007	Type-II
331	Sri Muktsar Sahib	SDM Office Gidderbaha , Tehsil Gidderbaha	PB-044-00240-U010	Type-II
332	Sri Muktsar Sahib	Lakhewali C/O Sub Tehsil Lakhewali	PB-044-00241-R008	Type-III
333	Sri Muktsar Sahib	Bhagsar , Village Bhagsar Tehsil Sri Muktsar Sahib	PB-044-00241-R010	Type-III
334	Sri Muktsar Sahib	Bariwala , C/O Sub Tehsil Bariwala	PB-044-00241-U002	Type-III
335	Sri Muktsar Sahib	MC office Malout , Tehsil Malout	PB-044-00239-U008	Type-III
336	Sri Muktsar Sahib	Dane Wala , village Dane Wala Tehsil Malout	PB-044-00239-R012	Type-III

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

337	Sri Muktsar Sahib	Lambi , C/O Sub Tehsil Lambi Tehsil Lambhi	PB-044-00239-R028	Type-III
338	Sri Muktsar Sahib	Badal . Village Badal Tehsil Malout	PB-044-00239-R006	Type-III
339	Sri Muktsar Sahib	MC Office Gidderbaha , Tehsil Gidderbaha	PB-044-00240-U011	Type-III
340	Sri Muktsar Sahib	Doda , C/O Sub Tehsil Doda Tehsil Gidderbaha	PB-044-00240-R003	Type-III
341	Sri Muktsar Sahib	Sukhana Ablu , Village Sukhana Ablu Tehsil Gidderbaha	PB-044-00240-R013	Type-III
342	Pathankot	District Suwidha Center, Malikpur Chowk, District Administrative Complex	PB-642-00201-U005	Type-I
343	Pathankot	Mamoon	PB-642-00201-U002	Type-II
344	Pathankot	Civil Hospital, Pathankot	PB-642-00201-U003	Type-II
345	Pathankot	Sujanpur	PB-642-00201-U004	Type-II
346	Pathankot	Gharota	PB-642-00201-R011	Type-III
347	Pathankot	Tara Garh	PB-642-00201-R023	Type-III
348	Pathankot	Fathepur	PB-642-00201-R026	Type-III
349	Pathankot	Bamial	PB-642-00201-R028	Type-III
350	Pathankot	Jugial	PB-642-00201-R030	Type-III
351	Pathankot	Bhoon	PB-642-00202-R001	Type-III
352	Pathankot	Mirthal	PB-642-00201-R010	Type-III
353	Pathankot	Nangal	PB-642-00201-R020	Type-III
354	Pathankot	Bungal Badhani	PB-642-00201-R031	Type-III
355	Pathankot	Kanwan	PB-642-00201-R018	Type-III
356	Patiala	DC Office	PB-048-00250-U001	Type-I
357	Patiala	Rose Garden, Patiala	PB-048-00250-U002	Type-II
358	Patiala	New Green Park Colony, Patiala	PB-048-00250-U004	Type-II
359	Patiala	Model Town Community Center, Patiala	PB-048-00250-U010	Type-II
360	Patiala	M.C Office, Patiala	PB-048-00250-U012	Type-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

361	Patiala	Old Building of Main Octroi Office, Near Old Bus-Stand Rajpura to be demolished	PB-048-00250-U014	Type-II
362	Patiala	Guru Nanak Library Municipal Office	PB-048-00250-U016	Type-II
363	Patiala	Bhoglan Road Near Community Centre	PB-048-00250-U017	Type-II
364	Patiala	Near Civil Hospital, Harimajra Road, Ghanour	PB-048-00250-U018	Type-II
365	Patiala	Municipal Council Office, Samana	PB-048-00250-U019	Type-II
366	Patiala	S.D.M. Office, Samana	PB-048-00250-U021	Type-II
367	Patiala	Bras Road Ghagga	PB-048-00250-U023	Type-II
368	Patiala	Gadda Stand Grain Market, Patran	PB-048-00250-U025	Type-II
369	Patiala	Old Tehsil Office, Patran	PB-048-00250-U026	Type-II
370	Patiala	SUWIDHA Center, Bhadson	PB-048-00250-U028	Type-II
371	Patiala	New MC Office Patiala Gate, Nabha	PB-048-00250-U029	Type-II
372	Patiala	Suwidha Kender Nabha	PB-048-00250-U032	Type-II
373	Patiala	Devigarh	PB-048-00253-R027	Type-III
374	Patiala	Dudhan Sadhan	PB-048-00253-R031	Type-III
375	Patiala	Lachkani	PB-048-00253-R004	Type-III
376	Patiala	Rakhra	PB-048-00253-R006	Type-III
377	Patiala	Jahlan	PB-048-00253-R011	Type-III
378	Patiala	Village Chaura	PB-048-00253-R009	Type-III
379	Patiala	Balbera	PB-048-00253-R023	Type-III
380	Patiala	Panchayat Ghar Chapar	PB-048-00254-R007	Type-III
381	Patiala	Closed Govt.Girl School Nararu	PB-048-00254-R010	Type-III
382	Patiala	General Dharamshala Mardanpur	PB-048-00254-R014	Type-III

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

383	Patiala	Shamlat Land Near Rajpura Delhi Highway Ghagar Sarai	PB-048-00254-R024	Type-III
384	Patiala	Khera Gajju	PB-048-00254-R022	Type-III
385	Patiala	Village Mansurpur (Chhintanwala)	PB-048-00252-R010	Type-III
386	Patiala	Village Gurditpura	PB-048-00252-R012	Type-III
387	Patiala	Village Mallehwal	PB-048-00252-R016	Type-III
388	Patiala	Lout	PB-048-00252-R020	Type-III
389	Patiala	Village Kaidupur	PB-048-00252-R007	Type-III
390	Patiala	Arno	PB-048-00251-R002	Type-III
391	Patiala	Hariau Kalan	PB-048-00251-R003	Type-III
392	Patiala	Shuttrana	PB-048-00251-R006	Type-III
393	Patiala	Kakrala	PB-048-00250-R001	Type-III
394	Patiala	Chaunth	PB-048-00250-R010	Type-III
395	Patiala	Ugoke	PB-048-00251-R011	Type-III
396	Rupnagar	Bhagwantpura	PB-051-00264-R013	Type-III
397	Rupnagar	Purkhali	PB-051-00264-R011	Type-III
398	Rupnagar	Balamgarh Mandwara	PB-051-00264-R014	Type-III
399	Rupnagar	Bharatgarh	PB-051-00264-R001	Type-III
400	Rupnagar	Thali Kalan	PB-051-00264-R003	Type-III
401	Rupnagar	Behrampur Bet	PB-051-00265-R001	Type-III
402	Rupnagar	Bhaliyaan	PB-051-00265-R006	Type-III
403	Rupnagar	Chaklan	PB-051-00265-R011	Type-III
404	Rupnagar	Dhangrali	PB-051-00265-R012	Type-III
405	Rupnagar	Ganguwal	PB-051-00262-R006	Type-III
406	Rupnagar	Dumewal	PB-051-00262-R003	Type-III
407	Rupnagar	BRAHMPUR	PB-051-00263-R007	Type-III
408	Rupnagar	NANGRAN	PB-051-00263-R002	Type-III
409	Rupnagar	DC OFFICE ,RUPNAGAR	PB-051-00262-U001	Type-I
410	Rupnagar	MC OFFICE ,KAINOR BAZAR MORINDA	PB-051-00262-U006	Type-II
411	Rupnagar	CoURT COMPLEX ANANDPUR SAHIB	PB-051-00262-U012	Type-II
412	Rupnagar	TEHSIL COMPLEX,NANGAL	PB-051-00262-U014	Type-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

413	Rupnagar	Village Latha Main road Kiratpur Sahib	PB-051-00262-U010	Type-II
414	Rupnagar	SUB tehsil Nupur Bedi	PB-051-00262-U013	Type-II
415	Rupnagar	Community Centre, Nurpur Bedi	PB-051-00262-U011	Type-II
416	Rupnagar	SDM office chamkaur sahib	PB-051-00262-U004	Type-II
417	Rupnagar	SUB tehsil Morinda	PB-051-00262-U007	Type-II
418	SANGRUR	D.C COMPLEX SUWIDHA CENTRE, SANGRUR	PB-053-00271-U026	Type-I
419	SANGRUR	BACK SIDE CO OPERATIVE SOCIETY, AMARGARH	PB-053-00269-U020	Type-II
420	SANGRUR	CHEEMA	PB-053-00272-U011	Type-II
421	SANGRUR	DIRBA	PB-053-00272-U012	Type-II
422	SANGRUR	LEHRA	PB-053-00273-U013	Type-II
423	SANGRUR	MALERKOTLA RAIKOT ROAD MALERKOTLA	PB-053-00269-U017	Type-II
424	SANGRUR	NEAR BDO OFFICE, ADJOINING POLICE STATION, BHAWANIGARH	PB-053-00271-U005	Type-II
425	SANGRUR	OLD TEHSIL OFFICE, MALERKOTLA	PB-053-00269-U018	Type-II
426	SANGRUR	ROSE GARDEN SUNAM	PB-053-00272-U009	Type-II
427	SANGRUR	SDM OFFICE, SUNAM	PB-053-00272-U010	Type-II
428	SANGRUR	SST NAGAR TRUST SCHEME, WATER TANK SITE, NEAR COMMUNITY HALL, SANGRUR	PB-053-00271-U001	Type-II
429	SANGRUR	SUB TEHSIL COMPLEX KHANAURI	PB-053-00274-U025	Type-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

430	SANGRUR	SUB COMPLEX, LONGOWAL	TEHSIL	PB-053-00271-U021	Type-II
431	SANGRUR	TEHSIL MOONAK	COMPLEX	PB-053-00274-U024	Type-II
432	SANGRUR	TEHSIL DHURI	COMPLEX,	PB-053-00270-U022	Type-II
433	SANGRUR	TUBEWELL NO.3, BAJRANG ROAD, AHMEDGARH	AAKHARA	PB-053-00269-U019	Type-II
434	SANGRUR	WARD NO 10 AP COLONY DHURI		PB-053-00270-U006	Type-II
435	SANGRUR	SANDAUR		PB-053-00269-R008	Type-III
436	SANGRUR	BHURTHALA MANDER		PB-053-00269-R019	Type-III
437	SANGRUR	CHANNO		PB-053-00271-R002	Type-III
438	SANGRUR	VILLAGE SHERPUR		PB-053-00270-R005	Type-III
439	SANGRUR	VILLAGE - SHADI HARI		PB-053-00272-R009	Type-III
440	SANGRUR	BHAI KI PISORE		PB-053-00273-R010	Type-III
441	SANGRUR	MANDVI		PB-053-00274-R011	Type-III
442	SANGRUR	KANGANWAL		PB-053-00269-R030	Type-III
443	SANGRUR	DHADRIAN		PB-053-00271-R020	Type-III
444	SANGRUR	GHARACHON		PB-053-00271-R010	Type-III
445	SANGRUR	MEEMSA		PB-053-00270-R017	Type-III
446	SANGRUR	VILLAGE - GANDUAN		PB-053-00272-R015	Type-III
447	SANGRUR	HARYAU		PB-053-00273-R002	Type-III
448	SAS NAGAR	DC Office		PB-052-00266-U032	Type-I
449	SAS NAGAR	Opp Community Centre Tehsil Road Derra Bassi		PB-052-00266-U002	Type-II
450	SAS NAGAR	Park Back Side Fruit Market Lalru Mandi, NP Lalru		PB-052-00266-U010	Type-II
451	SAS NAGAR	Near Old Hospital Building, W No 7, Banur		PB-052-00266-U015	Type-II
452	SAS NAGAR	Lohgarh Sport Complex		PB-052-00266-U018	Type-II

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453	SAS NAGAR	Primary Health Centre, 3B-1, Mohali	PB-052-00266-U021	Type-II
454	SAS NAGAR	Pond Naya Gaon W No 12	PB-052-00266-U023	Type-II
455	SAS NAGAR	Market Committee, Rly - Road, Kurali	PB-052-00266-U026	Type-II
456	SAS NAGAR	Sunny Enclave Opp - Gurudwara Sahib at Fatehullanpur	PB-052-00266-U031	Type-II
457	SAS NAGAR	SDM Office Kharar	PB-052-00266-U033	Type-II
458	SAS NAGAR	MC Office Zirakpur	PB-052-00266-U034	Type-II
459	SAS NAGAR	MC Office Mohali	PB-052-00266-U035	Type-II
460	SAS NAGAR	Village Handesra	PB-052-00268-R008	Type-III
461	SAS NAGAR	GHARUAN	PB-052-00266-R010	Type-III
462	SAS NAGAR	MAJRI	PB-052-00266-R013	Type-III
463	SBS Nagar	Suwidha Centre Nawanshahr	PB-039-00218-U005	Type-I
464	SBS Nagar	Mohalla Jagotian Rahon	PB-039-00218-U001	Type-II
465	SBS Nagar	PANDORA MOHALLA, Nawanshahar	PB-039-00218-U005	Type-II
466	SBS Nagar	Suwidha Centre Balachaur	PB-039-00219-U001	Type-II
467	SBS Nagar	Suwidha Centre Banga	PB-039-00218-U004	Type-II
468	SBS Nagar	Urapar	PB-039-00218-R019	Type-III
469	SBS Nagar	Mukandpur	PB-039-00218-R015	Type-III
470	SBS Nagar	Behram	PB-039-00218-R010	Type-III
471	SBS Nagar	Aur	PB-039-00218-R032	Type-III
472	SBS Nagar	Tonsa	PB-039-00219-R004	Type-III
473	SBS Nagar	Mirpur Jattan	PB-039-00218-R029	Type-III
474	SBS Nagar	Saroya	PB-039-00219-R016	Type-III
475	SBS Nagar	Khatkar Kalan	PB-039-00218-R004	Type-III
476	SBS Nagar	Kathgarh	PB-039-00219-R007	Type-III
477	SBS Nagar	Bhaddi	PB-039-00219-R009	Type-III
478	SBS Nagar	Khurdan	PB-039-00219-R014	Type-III
479	SBS Nagar	Katarian	PB-039-00218-R008	Type-III
480	Tarn Taran	DC OFFICE COMPLEX	PB-050-00259-U001	Type-I

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481	Tarn Taran	VETERINARY HOSPITAL, LAHORE ROAD, PATTI	PB-050-00259-U002	Type-II
482	Tarn Taran	NEAR SUB TEHSIL, KHEMKARAN	PB-050-00259-U003	Type-II
483	Tarn Taran	Centre Required at Tehsil Office khadur Sahib		Type-II
484	Tarn Taran	SUB TEHSIL, BHIKHIWIND	PB-050-00259-U004	Type-II
485	Tarn Taran	Centre Required at Tehsil Office Tarntaran.		Type-II
486	Tarn Taran	Near Baba Budha Shah, Pucca Bazar, Chohla Sahib	PB-050-00259-R027	Type-III
487	Tarn Taran	Near Sub Tehsil, Goindwal Sahib	PB-050-00261-R006	Type-III
488	Tarn Taran	Near Sub Tehsil, Harike	PB-050-00260-R035	Type-III
489	Tarn Taran	Near Panchayat Ghar, Naushera Pannuan	PB-050-00259-R023	Type-III
490	Tarn Taran	Near Community Hall, Jhabal Khurd	PB-050-00259-R008	Type-III
491	Tarn Taran	Near Mg Nrega Center, Valtoha	PB-050-00260-R016	Type-III
492	Tarn Taran	Near Panchayat Ghar, Sarai Amant Khan	PB-050-00259-R001	Type-III
493	Tarn Taran	Near Panchayat Ghar (Baba Surjan Singh Park), Shahbazpur	PB-050-00259-R035	Type-III
494	Tarn Taran	Near Main Road, Algon Kothi	PB-050-00259-R039	Type-III
495	Tarn Taran	Near Civil Hospital, Khalra Mandi	PB-050-00260-R002	Type-III
496	Tarn Taran	Near Panchayat Ghar, Sursingh	PB-050-00260-R006	Type-III
497	Tarn Taran	On Main Road, Ghariala	PB-050-00260-R022	Type-III
498	Tarn Taran	Near Community Center, Sabhra	PB-050-00260-R032	Type-III

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499	Tarn Taran	Near Community Center, Fatehbad	PB-050-00261-R004	Type-III
500	Tarn Taran	Near Panchayat Ghar, Jalalabad	PB-050-00261-R015	Type-III

Annexure D. No. of Counters in Type I SKs

Sr. No.	Name of District	No. of Counters in Type I
1	Amritsar	15
2	Barnala	12
3	Bathinda	12
4	Faridkot	10
5	Fatehgarh Sahib	8
6	Fazilka	12
7	Ferozepur	10
8	Gurdaspur	12
9	Hoshiarpur	12
10	Jalandhar	22
11	Kapurthala	10
12	Ludhiana	20
13	Mansa	8
14	Moga	8
15	Muktsar	20
16	Nawanshehar	10
17	Pathankot	10
18	Patiala	12
19	Ropar	10
20	S.A.S.Nagar	10
21	Sangrur	12
22	Tarn Taran	8
	Total	263

Annexure E. Specifications of IT Hardware

Sr. No.	Equipment's	Make	Model	Specification
1	Desktop Computers	HP	HP 285 Pro G1 Micro tower PC	<ul style="list-style-type: none"> * Processor: AMD A8 PRO-7600B R7, 6G , 3.10 GHz * RAM: 4 GB * OS: Windows 10 Pro * HDD : 500 GB * Monitor: 18.5" LCD * USB 2.0
2	Printers	HP	HP Laser Pro P1106 Printer	<ul style="list-style-type: none"> * Print speed: PPM (A4 Size): upto 18 ppm * Resolution: Upto 600x600x2 dpi * Interface: 1 hi-speed USB 2.0 * USB port * Compatible with Microsoft Windows (XP/ Vista/ 7/8/10 & Higher version) and O/S of the quoted model of the Desktop * Energy Stars Qualified
3	Scanner	HP	HP Scanjet 8270 Document Flat-bed Scanner	<ul style="list-style-type: none"> * Type: Legal Size Flatbed * Speed: upto 25 PPM * Scan Technology: Charge Coupled Device (CCD) * Resolution: Optical: upto 4800 dpi * Bit Depth: 48 bit * Duty Cycle: 1000 pages/day * Paper Handling: 50 Page * Paper Size: Max Scan Size Min. 8.5X11.7" for A4 * Scan File Formats: BMP, JPEG, GIF, TIFF, TIFF compressed, PNG, PDF, JPG, RTF, TXT, UNICODE, HTML, DOC

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Sr. No.	Equipment's	Make	Model	Specification
				and other common formats
4	LAN Switch - 24 Ports PoE with one OFC port	HP	HP 1920-24G-POE (180 W) Switch (JG9255A)	* Ports: 24 * Network Technology: 1000Base-X, 10/100/1000Base-T * Input voltage: 120 V AC, 230 V AC * Ethernet Technology: Gigabit Ethernet
5	2 TB SATA Hard Disk	WD Elements Portable Storage	WD Elements Portable Storage	
6	Network Rack 6 U	NIKON	NIKON	
7	UPS, Battery's, UPS Rack and Battery Rack	Emmerson	Emmerson-Liebert GXT MT	
8	CCTV Fixed Camera	CP Plus	CP-UNC-VE13ZL5-MD	* 1/3" 1.3Megapixel PS CMOS Image Sensor * H.264 & MJPEG dual-stream encoding * Max 25/30fps@1.3M(1280x960) * WDR(120dB), Day/Night(ICR), 3D-DNR, AWB, AGC, BLC * IR Range of 50 Mtrs. * 2.7mm ~12mm motorized lens

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Sr. No.	Equipment's	Make	Model	Specification
9	CCTV NVR with HDD	CP Plus	CP-UNR-408T1	* 8 Ch. with 1080p Real-time Live View * H.264/MJPEG dual codec decoding * Up to 5Mp resolution preview & playback * Max 80Mbps incoming bandwidth
10	Biometric Attendance System	CP Plus	CP-VTA-L4024CB	
11	Digital Slate with Digital Pen	WACOM	WACOM- CTL-471	
12	Antivirus	Quick heal	Quick heal Antivirus Pro	
13.	Token Machine	Denvas		

Annexure F. List of PAWAN Connected SKs

Sr. No.	District	No. of Sewa Kendra connected with PAWAN
1	AMRITSAR	1. DC OFFICE TYPE-I 2. SDM OFFICE AJNALA TYPE-II 3. SUB THESIL OFFICE TARSIKKA TYPE-II 4. SDM OFFICE BABA BAKALA TYPE-II(WIRE REQUIRED)
2	BARNALA	1. DC OFFICE TYPE-I
3	BATHINDA	1. DC OFFICE TYPE-I
4	FARIDKOT	1. DC OFFICE TYPE-I
5	FATEGHAR SAHIB	1. DC OFFICE TYPE-I, 2. SDM OFFICE KMANO, TYPE -II 3. SDM OFFICE BASSI PATHANA TYPE -II 4. SDM OFFICE AMLOH TYPE -II
6	FAZILKA	1. DC OFFICE FAZILKA TYPE -I 2. THESIL COMPLEX ABOHAR TYPE-II
7	FEROZPUR	1. DC OFFICE TYPE-I
8	GURDASPUR	NIL
9	HOSHIRPUR	1. DC OFFICE TYPE-I 2. SDM OFFICE MUKERIYA TYPE -II
10	JALANDHAR	DC OFFICE TYPE-I AND SDM OFFICE FILOR TYPE -II
11	KAPURTHALA	1. DC OFFICE TYPE-I, 2. SDM OFFICE FAGWARA, TYPE -II 3. SDM OFFICE SULTANPUR LODHI, TYPE -II 4. SDM OFFICE BHOLATH, TYPE -II (OLD TESHIL OFFICE KHAHHAN BHOLATH, TYPE -II BDPO OFFICE NADALA TO DHILON ROAD PAWAN PROVIDED BUT NOT CONNECTED)
12	LUDHIANA	1. DC OFFICE TYPE-I
13	MANSA	1. DC OFFICE TYPE-I 2. SDM OFFICE SARDHULGHAR TYPE-II

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Sr. No.	District	No. of Sewa Kendra connected with PAWAN
		3. SDM BUHDLADHA TYPE -II 4. SUB THESIL OFFICE JUNIR
14	MOGA	1. DC OFFICE TYPE-I
15	MOHALI	1. DC OFFICE TYPE-I 2. SUWIDHA CENTRE KHARAR TYPE-II 3. MC OFFICE SECTOR 68 TYPE-II 4. SUWIDHA CENTRE ZIRAKPUR TYPE-II
16	MUKTSAR	1. DC OFFICE TYPE-I 2. BDPO OFFICE TYPE-III 3. SDM OFFICE GIGHARWAHA TYPE-II 4. SDM OFFICE MALOT TYPE -II
17	PATHANKOT	1. DC OFFICE TYPE-I
18	PATIALA	1. DC OFFICE TYPE-I 2. SDM OFFICE FILOR TYPE -II
19	ROPAR	1. DC OFFICE TYPE-I
20	SANGRUR	1. DC OFFICE TYPE-I 2. SDM OFFICE MOONAK TYPE -II 3. THESIL COPMLEX DHURI TYPE -II
21	SBS NAGAR	1. DC OFFICE TYPE-I 2. SDM OFFICE BLACHORE TYPE -II
22	TARN TARAN	1. DC OFFICE TYPE -I

Annexure G. List of planned G2C Services

Sr. No.	Department Name	Service Name
1.	Revenue	Certified Copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawri, mutation, etc. (if the copies sought are manual)
2.	Revenue	Registration of all kinds of documents i.e. sale deed, lease deed, GPA, Partnership Deed etc.
3.	Housing & Urban Development	Issue of Conveyance Deed
4.	Housing & Urban Development	Transfer of property in case of death (uncontested) a) All Legal heirs b) Registered Will c) Un-Registered Will
5.	Housing & Urban Development	Issue of permission for mortgage
6.	Housing & Urban Development	Attested copy of any Documents
7.	Housing & Urban Development	Change of Ownership
8.	Housing & Urban Development	Demarcation of Plot
9.	Housing & Urban Development	Issue of Plinth/Roof Level Certificate
10.	Local Government	Issue of No Objection Certificate / Duplicate Allotment / Re-allotment Letter
11.	Local Government	Issue of No Due Certificate
12.	Local Government	Transfer of property in case of sale
13.	Local Government	Transfer of property in case of death (uncontested)
14.	Local Government	Issue of permission for mortgage
15.	Local Government	Sanction of Water Supply / Sewerage Connection
16.	Local Government	Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations
17.	Local Government	Change of Title in Water & Sewerage Bill / Water & Sewerage Bill Amendment
18.	Local Government	Approval of Water Disconnection/ Reconnection

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Sr. No.	Department Name	Service Name
19.	Local Government	Approval of Sewerage Disconnection / Reconnection
20.	Local Government	License for Slaughterhouse
21.	Local Government	Approval of Additional Construction
22.	Local Government	Sanction of Change of Land Use
23.	Local Government	Issue of Bus Pass (for buses operated by the ULB)
24.	Local Government	Approval for time extension for building plans
25.	Social Security	Sanction of Scholarship to physically challenged
26.	Social Security	Sanction of National Family Benefit Scheme (Rural and Urban area)
27.	Home	Stranger Verification (after receiving the verification from other District / State of which the stranger is resident)
28.	Home	Tenant / Servant Verification (if resident of local area)
29.	Home	Tenant / Servant Verification (if resident of other District / State and after receiving the verification from other District / State)
30.	Home	Other Verification related services
31.	Home	Copy of untraced report in road accident cases
32.	Home	Copy of untraced report in cases pertaining to stolen vehicles
33.	Home	Copy of untraced report in theft cases
34.	Home	NOC for pre-owned vehicles
35.	Home	Police Clearance Certificate (For private employment etc.)
36.	Home	NOC for issuance / renewal of License of Arms Dealers
37.	Home	Issuance of NOC for setting up of Cinema Hall
38.	School Education	Issuance of Duplicate Certificate
39.	School Education	Duplicate Certificate with change in particulars e.g. correction in DOB, Mother's name, Father's name etc.
40.	School Education	Issuance of Original Migration Certificate/Detailed Marks Cards.
41.	School Education	Verification of Certificates

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Sr. No.	Department Name	Service Name
42.	Higher Education / Animal Husbandry, Fisheries & Dairy Dev. (Gadvasu University)	Issuance of Duplicate Certificate
43.	Industries/Punjab Small Industries & Export Corporation Limited	Sanction of Water Supply and Sewerage Connection
44.	Industries/Punjab Small Industries & Export Corporation Limited	Registration of Lease/Conveyance Deed
45.	Industries/Punjab Small Industries & Export Corporation Limited	Conversion from lease to Free hold
46.	Power/ Electricity	Release of new connection/additional load/demand feasible from existing network: Release of supply
47.	Power/ Electricity	Network expansion/enhancement requirement to release supply: Release of supply-Low Tension
48.	Power/ Electricity	Issue of No Objection Certificate for release of connections in the colonies being developed by Developers/Builders/Societies/ owners/ Associations of Residents
49.	Power/ Electricity	Transfer of title and conversion of services: Transfer of title and/or change of category
50.	Power/ Electricity	Conversion from LT single phase to LT three phase or vice versa
51.	Power/ Electricity	Conversion from LT to HT or vice Versa
52.	Power/ Electricity	Conversion from HT to EHT or vice versa
53.	Power/ Electricity	Approval of supply/Use of power from roof top Solar Photo voltaic projects installed by consumers as per Net Metering Policy notified by PSERC
54.	Power/ Electricity	Shifting of Meter/Service Connection & Other services: Shifting of Meter within premises
55.	Power/ Electricity	Shifting of service Connection LT Connection HT Connection

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Sr. No.	Department Name	Service Name
56.	Power/ Electricity	Implementation of Permanent Disconnection Order (PDCO) on the request of the Consumer.
57.	Power/ Electricity	To issue No Objection / Consent within 12 working days for allowing Open Access to consumers by SLDC.
58.	Town & Country Planning	NOC in case of Petrol Pump/ Rice Sheller/Brick Kiln
59.	Town & Country Planning	CLU (Where Master Plan is notified and Local Planning areas are not notified. Residential, Industrial, Institutional Purpose : upto 25 acres and Commercial (excluding multiplex and shopping mall upto 2 acres)
60.	Town & Country Planning	Sanction of building plans
61.	Town & Country Planning	Completion/Partial Completion Certificate: up to 500 Sq. mtrs.
62.	Town & Country Planning	Issue of Completion/Partial Completion certificate above 10000 square meters
63.	Town & Country Planning	Land use classification
64.	Industry Department	(a) Registration of Societies under the Society Registration Act, XXI of 1860 at District level
65.	Industry Department	Registration of New Firms
66.	Technical Education	Issue of duplicate certificates / verification of certificates by it is
67.	Technical Education	Issue of Provisional Degree and Migration certificate and Attestation of DMCs/Degree.
68.	Technical Education	Issue of official transcript
69.	Technical Education	Verification of qualification certificates and issue of Detail Marks Card.
70.	Technical Education	Issuance of different types of certificates to students of ITIs/Polytechnics
71.	Technical Education	Award of Provisional Diploma Certificate and Character Certificate to eligible candidates.
72.	Technical Education	Verification of Degree/Certificate/Diploma
73.	Dairy Development	Disposal of Application for the registration/ renewal as Dealer under Cattle feed, concentrates and mineral mixture Order 1988
74.	Excise and Taxation	Grant of Registration Certificate

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Sr. No.	Department Name	Service Name
75.	Excise and Taxation	Amendment in Registration Certificate
76.	Excise and Taxation	Issue of Duplicate Registration Certificate
77.	Excise and Taxation	Cancellation of Registration Certificate
78.	Excise and Taxation	Permission for Business by a casual dealer
79.	Excise and Taxation	Request for extension of period of casual business
80.	Excise and Taxation	Allotment of Tax Deduction Number in case of Works Contract
81.	Excise and Taxation	Supply of Assessment Orders/Penalty Orders/Refund Orders
82.	Excise and Taxation	Issuance of Advance Tax Exemption Certificate
83.	Excise and Taxation	Renewal of Advance Tax Exemption Certificate
84.	Excise and Taxation	Registration under Luxury Tax
85.	Excise and Taxation	Hard Bar License
86.	Excise and Taxation	Beer Bar License
87.	Excise and Taxation	Drought Beer Bar License
88.	Excise and Taxation	Annual License to Marriage Palaces
89.	Excise and Taxation	Bar License to Clubs
90.	Excise and Taxation	Permission to serve liquor in a marriage or banquet hall to a function holder
91.	Excise and Taxation	Permit for industrial Alcohol to Chemical industries etc.
92.	Forests & Wildlife Preservation	Processing of proposals for diversion of forest land under Forest Conservation Act, 1980.
93.	Forests & Wildlife Preservation	Issue of permit for felling of trees in the areas notified under Punjab Land Preservation Act, 1900 as per the Punjab Govt. Policy and Felling Programme.

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Sr. No.	Department Name	Service Name
		I. Upto 40 hectare.
		II. Upto 100 hectare.
		III. More than 100 hectare.
94.	Medical Education and Research/Punjab Medical Council	Provisional Registration (in case of Graduate from Punjab State)
95.	Medical Education and Research/Punjab Medical Council	Provisional Registration (in case of Graduates from other States) on receipt of NOC from the Medical Council of Concerned State
96.	Medical Education and Research/Punjab Medical Council	Permanent Registration (who are already registered provisionally by Punjab Medical Council)
97.	Medical Education and Research/Punjab Medical Council	Permanent Registration (who have already been registered provisionally/permanently by other States Medical Council) – on receipt of NOC from the Medical Council of Concerned State
98.	Medical Education and Research/Punjab Medical Council	Provisional /Permanent Registration (in case of Graduate from other Countries) – on receipt of verification of Degree from the concerned Embassy
99.	Medical Education and Research/Punjab Medical Council	Issuance of Good Standing Certificate
100.	Medical Education and Research/Punjab Medical Council	Renewal of Registration
101.	Medical Education and Research/Punjab Medical Council	Issuance of NOC for Registration in other States.
102.	Medical Education and Research/Punjab Medical Council	Additional of Qualification Registration Certificate
103.	Medical Education and Research/Punjab Medical Council	Issuance of Duplicate Registration Certificate and Other Certificates etc.
104.	Medical Education and Research/Punjab Nurses Registration Council	Issuance of Detailed Marks Certificate (ANM, GNM)
105.	Medical Education and Research/Punjab Nurses Registration Council	Issuance of Registration Certificate (ANM,GNM,B.Sc Nursing, Post Basic B.Sc. Nursing and M.Sc. Nursing)

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Sr. No.	Department Name	Service Name
106.	Medical Education and Research/Punjab Nurses Registration Council	Issuance of Diploma Certificate (ANM and GNM)
107.	Medical Education and Research/Punjab Nurses Registration Council	Issuance of NOC for Transfer of Registration to other States
108.	Medical Education and Research/Punjab Nurses Registration Council	Issuance of NOC on demand for Transfer of Registration from other States
109.	Medical Education and Research/Punjab Nurses Registration Council	Forwarding Certificates for verification in India/ DC Office/Hospitals Concerned.
110.	Medical Education and Research/Punjab Nurses Registration Council	Forwarding Certificate for Verification to other Countries
111.	Medical Education and Research/ Council of Homeopathic Systems of Medicines Punjab	Provisional Registration
112.	Medical Education and Research/ Council of Homeopathic Systems of Medicines Punjab	Registration for Candidates of Punjab State
		Registration for Candidates from other States.
113.	Medical Education and Research/ Council of Homeopathic Systems of Medicines Punjab	Renewal of Registration
114.	Medical Education and Research/ Council of Homeopathic Systems of Medicines Punjab	Verification of NOC , Qualification and Registration
115.	Medical Education and Research /Punjab State Pharmacy Council	Fresh Registration
116.	Medical Education and Research /Punjab State Pharmacy Council	Registration by Transfer (Migration)
117.	Medical Education and Research /Punjab State Pharmacy Council	Duplicate Registration Certificate
118.	Medical Education and Research /Punjab State Pharmacy Council	Renewal / Restoration
119.	Medical Education and Research /Punjab State Pharmacy Council	Issuance of Good Standing Certificate

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Sr. No.	Department Name	Service Name
120.	Medical Education and Research /Punjab State Pharmacy Council	Addition of Qualification
121.	Medical Education and Research /Punjab State Pharmacy Council	Issue of NOC to Candidates qualified from Punjab for "Registration in other States."
122.	Medical Education and Research /Punjab State Dental Council	New Registration-Punjab's State (BDS, MDS, Dental Mechanic and Dental Hygienist)
123.	Medical Education and Research /Punjab State Dental Council	New Registration-Other States (BDS, MDS, Dental Mechanic and Dental Hygienist)
124.	Medical Education and Research /Punjab State Dental Council	Restoration of Registration
125.	Medical Education and Research /Punjab State Dental Council	Renewal of Registration
126.	Medical Education and Research /Punjab State Dental Council	Issue of NOC to Candidates qualified from Punjab for "Registration in other States."
127.	Medical Education and Research /Punjab State Dental Council	Issuance of Good Standing Certificate
128.	Medical Education and Research /Punjab State Dental Council	Issuance of Duplicate Certificate and Other Certificates
129.	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Provisional Registration
130.	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Permanent Registration
131.	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Updation of Registration
132.	Medical Education and Research /Board of Ayurvedic and Unani	Issue of NOC to Candidates qualified from Punjab for "Registration in other States."

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Sr. No.	Department Name	Service Name
	Systems of Medicines Punjab	
133.	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Good Professional Certificate for further studies Abroad.
134.	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Registration of Candidates qualified from other State's Board
135.	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Addition of Qualification
136.	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Registration of UpVoids
137.	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Renewal of Registration (UpVaid)
138.	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Issuance of DMC (D. Pharmacy and Ayurveda (UpVaid)
139.	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Issuance of Diploma Certificate
140.	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Issuance of Duplicate DMC
141.	Medical Education and Research / Punjab State Faculty of Ayurvedic and	Issuance of Duplicate Diploma Certificate

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Sr. No.	Department Name	Service Name
	Unani Systems of Medicines	
142.	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Issuance of Transcript Certificate

Annexure H. District wise Transactions Volume

Period: From 12.08.2016 to 31.01.2018

ZON E	District	No. of Transaction s	Govt Fee (In Rs.)	Facilitation Charges (In Rs.)
ZON E I	AMRITSAR	7,64,015	40,41,58,360	4,66,28,414
	GURDASPUR	4,98,982	19,10,56,892	2,98,60,769
	HOSHIARPUR	7,28,916	34,43,44,061	4,10,37,190
	JALANDHAR	6,08,401	35,35,32,899	3,45,23,102
	KAPURTHALA	3,22,016	21,49,87,527	1,86,61,801
	PATHANKOT	2,20,042	13,21,73,051	81,68,066
	SHAHID BHAGAT SINGH NAGAR	2,73,963	15,61,25,522	1,26,24,258
	TARN TARAN	2,93,054	13,71,01,047	2,04,48,394
	ZONE I Total	3,709,389	193,34,79,359	21,19,51,994
ZON E II	BARNALA	2,55,961	17,29,97,488	1,28,31,419
	FATEHGARH SAHIB	1,81,046	11,85,26,292	1,03,90,831
	LUDHIANA	9,34,201	54,02,18,829	5,73,30,818
	PATIALA	7,05,214	41,14,79,014	4,24,16,934
	RUPNAGAR	3,58,694	18,65,61,250	1,53,65,921

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

	SAHIBZADA AJIT SINGH NAGAR	4,05,884	32,58,00,474	1,91,85,162
	SANGRUR	5,76,851	37,43,75,114	2,87,80,237
	ZONE II Total	34,17,851	212,99,58,461	18,63,01,322
ZON E III	BATHINDA	5,81,651	41,13,49,960	3,63,83,127
	FARIDKOT	2,07,486	174,178,567	1,87,13,851
	FAZILKA	2,95,006	9,16,72,420	1,81,02,817
	FEROZEPUR	2,65,132	14,24,57,693	2,14,64,961
	MANSA	3,18,382	26,85,81,842	1,52,60,712
	MOGA	3,15,356	25,47,01,097	2,17,31,315
	SRI MUKTSAR SAHIB	2,50,466	15,08,17,110	1,87,88,030
	ZONE III Total	22,33,479	149,37,58,689	15,04,44,813

Annexure I. Service wise Transactions Volume

Period: From 12.08.2016 to 31.01.2018

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN
AGRICULTURE	182	854	186	970	338	320	49	243	202	191	186	301	114	397	246	150	410	239	233	422	101	163
ADDITION OF GODOWN IN SEEDS/FERTILIZERS/INSECTICIDES LICENSES	29	31	52	19	5		2	95	10	31	31	46	16	2		27	26	3	58	8	1	38
ADDITION OF NEW COMPANY IN FERTILIZERS / PESTICIDES/ FOR WHOLESALERS and RETAILERS	1		1		21				3	3	3	8		1	1				14			
ADDITION OF NEW COMPANY IN SEEDS/FERTILIZERS/PESTICIDES			42		52		2	2		8		8		1			1				1	
ADDITION/AMENDMENT OF ITEM IN LICENSE FOR SEEDS/FERTILIZERS/INSECTICIDES	772	276	849	566	51	1	1	188	509	206	251	774	387	169	46	443	75	52	972	205	23	243
AGRICULTURE ACCIDENT	4	4	5			1	31	1561	1098	1325	1270	1499	21	56		41			19			597
CHANGE OF THE FIRM NAME (PESTICIDES/SEEDS/FERTILIZERS) RETAILERS/WHOLESALERS	13	16	18	3	5			3		1		1	2		8	40	1	11	72			
EXTRA GODOWN FEE FOR FERTILIZER / SEEDS/ PESTICIDES (RETAILERS/WHOLESELLERS)												1				2						
ISSUANCE AND RENEWAL OF LICENSE FOR SALE OF SEEDS/FERTILIZERS/INSECTICIDES	997	499	862	380	201	318	13	584	408	341	298	674	722	168	189	922	304	172	1124	208	76	752
ISSUANCE OF DUPLICATE AGRICULTURAL LICENSE OF SEEDS/FERTILIZERS/INSECTICIDES		3	12					1		2	5					2	3	1	2	1		1
ISSUE OF N.O.C FOR MORTGAGE												1										
ISSUE OF NO DUE CERTIFICATE																						2

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN
TRANSFER OF PROPRIETORSHIP FOR FERTILIZERS/Seeds/ Insecticides	4	25	20	2	3			2			8	5			2	31						
AGRICULTURE/MANDI BOARD	24	20	22		3	2	3	57		5		49	25	4		51		9	26	2	15	2
ISSUE OF NO DUE CERTIFICATE										1												
PROVIDING FINANCIAL AID (EXGRATIA) TO CULTIVATORS FOR ANY INJURY OR DEATH DURING FARMING OPERATIONS	24	20	22		3	2	3	57		4		49	25	4		51		9	26	2	15	2
BHARAT SANCHAR NIGAM LIMITED	712	618	921	220	583	288	331	199	469	242	653	123	307	113	714	129	204	292	268	924	199	144
BSNL BILL PAYMENT (LANDLINE/BROADBAND)	712	618	921	220	583	288	331	199	469	242	653	123	307	113	714	129	204	292	268	924	199	144
DEPARTMENT OF LABOUR	906	2404	3112	1500	835	4024	8847	4641	951	1377	1288	2054	1679	3556	1816	10903	442	762	2245	241	8587	264
APPLICATION FOR BALRI TOHFA SCHEME		5	4	2		3	3	2	1		3	3	1	3	3	2		3	4		12	
APPLICATION FOR CYCLE SCHEME (FORM NO. - 50)									1										1			
APPLICATION FOR EX-GRATIA PERFORMA TO THE BENEFICIARY			1				3	2			1					2				1		
APPLICATION FOR FUNERAL RITES PERFORMA FOR BENEFICIARY			1			2	5	2			1		1		1	3					3	2
APPLICATION FOR GENERAL SURGERY AID PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY	2	1	6		1	1	9	3					1		3						14	
APPLICATION FOR HOUSING SCHEME (VERTICAL - II)				1																		
APPLICATION FOR LTC PERFORMA TO THE BENEFICIARY		9	15	2		77	89		3					3		4					53	

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN	
APPLICATION FOR MAINTAIN PENSION RECORD OF BENEFICIARY									1														
APPLICATION FOR MATERNITY BENEFIT SCHEME	1		1				4							1				1		1	3		
APPLICATION FOR MENTALLY RETARDED CHILDREN BENEFIT SCHEME			5				8							2							3		
APPLICATION FOR OCCUPATIONAL DISEASES PERFORMA FOR BENEFICIARIES											1												
APPLICATION FOR PENSION BENEFIT PERFORMA FOR THE BENEFICIARY		1	1				2														1		
APPLICATION FOR SHAGUN PERFORMA TO THE DAUGHTER OF BENEFICIARY	7	9	23	3	7	10	68	23	3	5	4	3	6	10	3	3		2	2		11	2	
APPLICATION FOR SKILL TRAINING OF WORKER									1														
APPLICATION FOR STIPEND PERFORMA TO THE CHILDREN OF BENEFICIARIES	25	78	289	19	35	341	2523	485	18	26	321	170	28	100	112	11		64			1123	2	
APPLICATION FOR TEETH, SPECTACLES AND HEARING DEVICE PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY		6	1		1		2				1									1	1		
APPLICATION FOR TOOLS SCHEME			1																				
e-Registration for Old Worker	325	848	464	587	167	1769	1323	1798	269	330	193	415	902	1525	313	5163	206	240	1291	34	3691	27	
REGISTRATION OF CONSTRUCTION WORKER	405	865	212	826	577	163	399	128	615	804	446	139	540	162	950	553	227	373	868	175	285	189	
RENEWAL OF CONSTRUCTION WORKER REGISTRATION	141	582	176	60	47	190	816	104	39	212	317	72	200	290	431	180	9	78	79	29	818	42	
GOVERNANCE REFORMS	14	28	1	1	25	2	5	10	13	12	1	4	30	2	47	26					1		

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN
RIGHT TO INFORMATION	14	28	1	1	25		2	5	10	13		12	1	4		30	2	47	26			1
HEALTH & FAMILY WELFARE	150023	34327	57922	31627	25707	47227	42377	118300	88885	66990	48565	100535	32724	59860	44642	109739	49048	35120	86273	40462	37735	53250
BIRTH AND DEATH CERTIFICATE (NAME ENTRY & NEW BIRTH CERTIFICATE)	13746	8583	16987	4211	2579	10067	2443	85986	3012	9515	4718	9563	7958	4681	21711	31929	6745	7389	11463	1608	4601	463
CERTIFIED COPIES OF BIRTH/ DEATH CERTIFICATES – CORPORATION CITIES	36298	45	3264	47	47	51	164	76	4103	15935	651	5854	46	11135	182	22461	135	5972	646	65	171	471
CERTIFIED COPIES OF BIRTH/ DEATH CERTIFICATES- RURAL AREAS	51992	13038	19697	11955	12652	20008	22335	5713	53857	19095	27723	43494	13662	31719	11986	28290	23155	8287	39245	26118	17507	43900
CERTIFIED COPIES OF BIRTH/DEATH CERTIFICATES - MC TOWNS	16983	6738	6996	9472	6699	9970	12361	2532	15393	11421	12424	23657	5602	4132	6982	13216	12847	8799	20620	7808	8142	733
COPIES OF THE POST MORTEM REPORT	2		1	3	1		143	1	3	2		1	2		1	1	6					3
COPY OF COMPLETE MEDICO LEGAL REPORT							3			1		1										
COPY OF INTERIM MEDICO LEGAL REPORT				1			1				1											
CORRECTION OF ENTRY IN BIRTH AND DEATH CERTIFICATE	10517	4381	7347	3527	1430	4287	2523	7144	8431	8210	1840	2972	3747	6058	1369	10286	4275	3049	9351	3138	5066	922
ISSUANCE MEDICAL CERTIFICATE		1	2		2				2	1		3					1		2			
ISSUANCE OF DISABILITY CERTIFICATE OBVIOUS DISABILITY (LOCO MOTOR, BLINDNESS)	633	1	12		98	2	10	1016	101	29	1	49	5	11	2	14	62	2	18		48	88
ISSUANCE OF FRESH DRUG LICENSE/RENEWAL TO RETAIL CHEMISTS																	1					
ISSUANCE OF MULTIPLE DISABILITY CERTIFICATE	336																					

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN
ISSUANCE OF REGISTRATION CERTIFICATE FOR FOOD (IF TURN OVER IS LESS THAN 12 LAKH)									1	2								2				
ISSUANCE OF REGISTRATION CERTIFICATE FOR FOOD (IF TURN OVER IS MORE THAN 12 LAKH)												1				1						
ISSUANCE OF SINGLE DISABILITY CERTIFICATE	578	14	46	2	1166	8	5	4037	621	364	4	202	2	6	4	55	336	42	194	2	146	396
LATE REGISTRATION OF BIRTH & DEATH AND ISSUE OF CERTIFICATE(AFTER 30 DAYS BUT WITHIN ONE YEAR)(URBAN/RURAL)	18938	1524	3555	2409	928	2821	2379	10285	3180	2334	1198	14656	1696	2115	2405	3440	1453	1551	4698	1722	1984	5833
HOME AFFAIRS AND JUSTICE	14469	6078	17041	11969	4591	8153	15187	11216	13063	12541	6390	16269	6327	14108	1982	18483	4748	7540	13732	3857	13622	15412
ADDITION/ DELETION OF WEAPON (IF THE LICENSE ISSUING DISTRICT IS THE SAME WHERE SERVICE HAS BEEN SOUGHT)	230	214	785	577	99	402	531	243	193	218	105	211	311	404	29	959	82	154	568	76	604	952
ADDITION/DELETION OF RETAINER IN ARMS LICENSE	14	2	19	6	9	2	17	12	23	28	11	19	13	13	1	21	27	21	13		15	21
APPLICATION FOR EXTENSION OF JURISDICTION (PUNJAB)		2	74	20	31	12	27	34	32	5	8	9	23	16	6	51	32	110	34	9	42	36
CANCELLATION OF ARMS LICENSE ON THE REQUEST OF THE LICENSEE		3	3	2	6	10		1	1		5	12	2	6	3	4		1	8	3	4	
CHANGE OF ADDRESS IN ARMS LICENSE	54	16	73	46	26	88	62	25	49	26	20	54	28	120	7	104	29	189	47	10	53	86
CHANGE OF BORE	11	29	210	194	10	177	116	12	27	17	12	7	41	61	2	115	7	27	57	4	212	203
ENTRY OF WEAPON ON ARMS LICENSE	2146	470	3657	2633	311	1176	2411	632	569	446	274	204	710	1278	16	1787	309	461	1772	64	2759	3462

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTAR SAHIB	TARN TARAN
EXTENSION OF PURCHASE PERIOD OF WEAPON, (WITHIN PERMISSIBLE TIME PERIOD AND IF THE LICENSE ISSUING DISTRICT IS THE SAME WHERE SERVICE HAS BEEN SOUGHT)	58	1	128	286	1	1	51	27	10	10	1	11	90	92	5		3	38	1	3	71	24
ISSUANCE OF LICENSE FOR TRAVEL AGENT CONSULTANCY	2		2		8				8	21	1	2	1						6	2		
ISSUANCE OF MARRIAGEABILITY CERTIFICATE	108	15	12	18	13	5	19	99	101	204	67	97	3	25		61			27	49	8	21
ISSUANCE OF NEW ARMS LICENSE	625	163	1011	1566	55	425	890	572	645	459	197	240	264	49	94	580	101	313	138	106	984	483
ISSUANCE OF DUPLICATE ARMS LICENSE	34	25	80	67	22	27	145	34	23	27	18	29	31	84	6	91	13	25	44	7	41	119
ISSUE OF CERTIFICATE IN FORM 16										6												
LICENSE FOR TRAVEL TICKETING AGENTS																			1			
NOC FOR FAIRS / MELAS / EXHIBITIONS / SPORTS EVENTS ETC.		4	6			2			5	14		2	1	1		62	392		4	290		1
NOC FOR SALE OF WEAPON	128	237	561	525	120	321	390	106	192	150	83	420	268	393	37	738	80	140	445	68	609	354
NOC FOR USE OF LOUD SPEAKERS (APPLICABLE ONLY IN CASE OF S.D.M. OBTAINS N.O.C. FROM THE CONCERNED S.H.O BEFORE GRANTING PERMISSION	27	88	97	134	175	17	31	634	1032	912	273	770	161	106	24	465	633	703	315	319	40	13
PERMISSION FOR DEPOSIT OF WEAPON IN DEATH CASE			2		1				2	8	4	2				25	1	1	1	1	1	2
PERMISSION FOR LOUD SPEAKER OR DJ RELATED TO POLICE AND CPRC CELL	3	16	216	103	174	43	150	209	221	54	22	159	34	64	29	492	85	559	183	115	73	4

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRIJUKTSAR SAHIB	TARN TARAN
PERMISSION FOR SALE /TRANSFER OF WEAPON IN DEATH CASE	65	62	166	98	14	55	128	22	49	43	30	50	83	91		78	14	36	160	3	118	130
PERMISSION OF ADDITION OF CARTRIDGES	1	13	167	8	1		15	19	35	5		6	22	41	2	51	9	22	32	4	102	4
PERMISSION TO CARRY THE WEAPON			1					1	1	1			1			6		1	2			5
REGISTRATION OF MARRIAGE UNDER THE PUNJAB COMPULSORY REGISTRATION OF MARRIAGE ACT, 2012	5079	1285	2089	1268	1288	488	1505	3333	6807	7885	3451	8554	621	3599	910	3355	1620	2380	2286	1917	798	1784
RENEWAL OF ARMS LICENSE	5855	3429	7678	4417	2224	4902	8699	5178	3017	1981	1792	5379	3617	7663	808	9437	1310	2358	7571	792	7088	7700
SOLEMNIZATION OF MARRIAGE UNDER SPECIAL MARRIAGE ACT, 1954	29	4	4	1	3			23	21	21	16	32	2	2	3	1	1	1	17	15		8
HOUSING AND URBAN DEVELOPMENT			30					1		1									2	5		
ISSUE OF NO OBJECTION CERTIFICATE/ DUPLICATE ALLOTMENT/ RE-ALLOTMENT LETTER			30																			
SANCTION OF WATER SUPPLY CONNECTION								1		1									2	5		
LOCAL GOVERNMENT		4						2	7	14	55	1			8	1			38	8		15
ISSUE OF COMPLETION / OCCUPATION CERTIFICATE FOR BUILDINGS (ALL CATEGORIES)-IN CORPORATION CITIES AND MUNICIPAL COUNCIL TOWNS		4																				
REPLACEMENT OF STREET LIGHTS								2	7	14	55	1			8	1			38	8		15
MINISTRY OF EXTERNAL AFFAIRS	518	190	402	124	100	104	319	148	514	197	345	591	174	736	132	1037	195	214	670	63	146	133
PASSPORT RELATED SERVICES	518	190	402	124	100	104	319	148	514	197	345	591	174	736	132	1037	195	214	670	63	146	133

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN
MISCELLANEOUS	71791	34860	68937	16608	14710	31783	28291	17923	52418	66964	45671	133469	34795	23130	22244	107460	46676	76109	58020	22044	25044	23590
AADHAAR RELATED SERVICES	71791	34859	68937	16608	14708	31783	28291	17923	52390	66867	45668	133459	34795	23129	22244	107460	46676	76109	58020	21998	25044	23589
NATIVITY CERTIFICATE		1			2				28	97	3	10		1						46		1
PERSONNEL	28837	15100	33633	10948	9967	21298	15002	25854	28466	18409	7746	34571	16680	12211	5339	31844	16089	12619	30629	8493	17934	16034
ISSUE OF RESIDENCE CERTIFICATE ETC.	288	151	336	109	996	212	150	258	284	184	774	345	166	122	533	318	160	126	306	849	179	160
POWER/ELECTRICITY	115450	66411	153204	55047	43250	27371	42087	71436	194689	164068	87665	201908	103654	78203	80826	139324	102269	111015	157256	85828	40236	39270
ELECTRICITY BILL PAYMENT	115450	66411	153204	55047	43250	27371	42087	71436	194689	164068	87665	201908	103654	78203	80826	139324	102269	111015	157256	85828	40236	39270
REVENUE AND REHABILITATION	250026	45201	116135	34064	41629	54362	50942	146379	230263	173058	79609	259055	58963	65278	47411	120000	59272	82891	89185	70291	43119	79034
AFFIDAVIT ATTESTATION	183988	10510	29397	8389	14840	7072	8828	79563	152662	110004	59624	132815	14436	29741	26377	48981	22979	23789	33996	55946	7701	61398
ALLOTMENT OF TITLE FOR NEWSPAPER/MAGAZINE	10				8			1		1	1	1										
APPLICATION FOR E-REGISTRATION FEE / ADDITIONAL E-REGISTRATION CERTIFICATE	55	495	140	24	26	59	92	61				526	165	910	702	707	1	196	482	168	178	4
ATTESTATION OF SURETY BONDS IN NEW PAROLE CASES	13	1	1	3	1		8	2	8	9	4	31		5		14	3	5	14	7	1	10
ATTESTATION OF SURETY BONDS IN OLD PAROLE CASES									18	3		4			1	2		1				

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTAR SAHIB	TARN TARAN
BACKWARD AREA CERTIFICATE	21		37	1		40	22	475	8172			2	7103	2	1424	1653	1401	2	3634	118	5	18
CERTIFIED COPIES OF ALL KINDS OF PREVIOUSLY REGISTERED DOCUMENTS	13713	4086	12695	2363	6340	4809	6718	4854	9817	18414	3172	36733	4656	7576	4387	11936	6554	15847	9853	1910	6027	2771
COPY OF SANAD	40		2		12			1758	139	86		148			2	1	57	1	8	1		64
COUNTER SIGNING OF AFFIDAVIT	230	2	12	1	167		7	263	1217	11	7	608	3	7	15	289	144	1	38	20		10
COUNTER SIGNING OF DIVORCE CERTIFICATE	3		3		18			4	11			34				14	10	1	4		1	
COUNTER SIGNING OF DOCUMENTS OF NRI	288		177	4			3	174	29	3		179	11	3		31	659	1	2	1		26
COUNTER SIGNING OF POLICE CLEARANCE CERTIFICATE	369	1	35		1	1	3	443	2707	18	20	855	9	5	47	438	342	6	57	6	1	25
COUNTER SIGNING OF REGISTRY	74				1			3				4									1	
COUNTERSIGNING OF DOCUMENT	173	327	10	206	164	41	457	251	928	162	117	131	64	982	197	112	48	819	756	751	86	822
COUNTERSIGNING OF TRANSLATION OF CERTIFICATES	25	1	2		10			309	8	1		3200	1	3	8	525	907	20	71			10
DEMARICATION OF LAND	2635	1707	4060	1077	1311	2985	1679	2555	5453	2279	1497	4079	3762	1364	2061	2199	2098	1931	3895	738	2517	1197
ENDORSEMENT OF SPA/GPA									5							1						1
EQUITY ENTRY OF MORTGAGE	5918	2	2906	1068	106	1256	1059	277	3373	134	1547	8387	609	1089	3	4433	2	5	17	2	1414	265
EVALUATION OF LANDED/IMMOVEABLE PROPERTY	8	3			1	663			1		1	60			1	288	1902		3			13
IDENTITY CARD TO GOVERNMENT EMPLOYEE																						

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN
IDENTITY CARD TO LAMBARDAR	1				1	26	1	4	143	268		4	5				1		1	5		
INDEMNITY BOND	1897	24	204	38	638	104	56	1972	2590	1692	578	2639	439	159	164	1559	656	295	900	821	52	436
INSPECTION OF REVENUE RECORDS	12686	971	10711	4756	5037	6111	6147	4412	4123	11535	235	18924	8909	1150	3091	15004	5101	14196	10867	57	6755	2128
ISSUANCE OF e-STAMP PAPER	1587	520	498	526	145	331	358	544	136	146	328	395	471	566	181	1016	322	720	410	276	483	672
ISSUANCE OF NEW EMIGRATION CONSULTANTS LICENCE	1		24							6		95							2	7	1	
ISSUANCE OF NEW LICENCE FOR TRAVEL AGENT			8		1				1	193		13	1							4		
ISSUANCE OF NON ENCUMBRANCE CERTIFICATE	16821	16749	37014	8378	8016	9837	11251	20555	11656	8727	447	44429	9524	17709	4041	24459	6073	20238	18323	278	7529	2724
ISSUE AND RENEWAL OF DEED WRITER LICENSE			5	44		47							35	91			21				7	
ISSUE AND RENEWAL OF STAMP VENDOR LICENSE			3	49		82		95					44	106			13				1	
ISSUE OF INCOME CERTIFICATE	2242	9757	17775	7069	3251	13075	8169	16999	5163	2839	87	2119	8639	3361	1921	4172	5199	3109	4940	598	10311	997
KANDI/SUB MOUNTAINOUS AREA/BORDER AREA/BET AREA/HINDU DOGRA COMMUNITY/NATURAL HEIR/DEPENDENT CERTIFICATE	4548			1	2	7559	5302	5763	12472	2		8	2	2480			4402	1347	12	1153	1	5279
LEGAL HEIR CERTIFICATE		1	1			2	25	1	4	7		9	1	2	1	1	51	6	25	1		7
LOW INCOME CERTIFICATE	54	4	214	1		1	80	976	144	19	1	186	7	286	85	6	7	3	16	9	4	20
NATIONALITY CERTIFICATE						1		1	1			2								1		
PERMISSION FOR DJ	1																					5

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN
RENEWAL OF PHOTOSTATE LICENCE	1		1	1		1			2			1		25								
RENEWAL OF TYPIST LICENCE			1	9		49						1		79								
SPECIAL POWER OF ATTORNEY	2				1	10	1	3	54	7			2	3			4		1	1		4
SURETY BOND	1064	33	175	56	60	81	12	105	866	453	347	1238	63	53	50	548	90	300	615	644	44	126
TRANSFER OF OWNERSHIP		2							1			1		1			1					
RURAL DEVELOPMENT AND PANCHAYAT	102	286	656	146	129	489	277	101	437	326	426	536	529	270	725	361	472	153	784	987	405	975
RURAL AREA CERTIFICATE	10253	2860	6561	1464	1293	4894	2770	10146	4375	326	426	5360	5292	2706	725	3611	4727	153	7849	987	4056	9758
SANCTION OF WATER SUPPLY CONNECTION																						
1																						
2																						
8																						
43																						
SOCIAL SECURITY & DEVELOPMENT OF WOMEN & CHILD	20825	11580	16871	9016	2745	13445	4055	6784	14409	17575	4132	9420	6804	2853	2806	12554	9291	10353	11665	5903	13113	11809
BUS PASSES TO SENIOR CITIZEN/ HANDICAPPED PEOPLE	113	7	172	34	106	145	119	315	274	124	401	61	16	35	285	191	27	45	22	17	198	
ISSUE OF IDENTITY CARDS TO ALL CATEGORIES OF HANDICAPPED PERSONS	1137	137	1004	269	122	249	176	166	1586	932	173	1685	186	40	229	499	331	446	844	10	1016	445
SANCTION OF ALL SOCIAL SECURITY BENEFITS TO OLD AGE/ HANDICAPPED/ WIDOW(RURAL AREAS) (SOCIAL SECURITY)	9138	4011	5912	2534	976	6871	1982	4231	8513	8787	2384	1545	407	995	1368	5375	4972	2309	5094	4286	5676	8912

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH	SANGRUR	SHAHID BHAGAT SINGH	SRI MUKTSAR SAHIB	TARN TARAN
SANCTION OF ALL SOCIAL SECURITY BENEFITS TO OLD AGE/ HANDICAPPED/ WIDOW(URBAN AREAS) (SOCIAL SECURITY)	9128	1275	2724	1122	477	1028	378	1437	2166	5333	965	2643	106	240	561	3569	1378	2460	1715	726	1439	742
SANCTION OF FINANCIAL ASSISTANCE TO DEPENDENT CHILDREN (RURAL AREAS)	538	254	425	153	52	411	114	261	833	622	190	61	44	31	102	295	411	173	330	444	341	627
SANCTION OF FINANCIAL ASSISTANCE TO DEPENDENT CHILDREN (URBAN) AREA	342	130	229	102	20	105	20	87	140	250	43	67	8	14	34	220	91	162	91	49	102	65
SENIOR CITIZEN'S I. CARDS	429	5766	6405	4802	1098	4675	1240	483	856	1377	253	3018	5992	1517	477	2311	1917	4776	3546	366	4522	820
TRANSPORT			1369	1									1						1			
ISSUANCE OF FITNESS CERTIFICATE FOR COMMERCIAL VEHICLE			1367																	1		
ISSUE OF TAX CLEARANCE CERTIFICATE (FOR PERIOD BEYOND TWO YEARS)				1																		
ISSUE OF TAX CLEARANCE CERTIFICATE (FOR PERIOD UPTO TWO YEARS FROM DATE OF APPLICATION)			2										1									
WATER SUPPLY AND SANITATION																						
(blank)																						
WELFARE OF FREEDOM FIGHTERS	1				5			15	1		1	3		1	2	3						39
DEPENDENT CERTIFICATE TO WARDS OF FREEDOM FIGHTER					4			4	1			3		1	2	2		1	1			28
IDENTITY CARD TO FREEDOM FIGHTER	1				1			11			1					1						11
WELFARE OF SCHEDULE CASTE & BACKWARD CLASSES	98346	35426	103629	33927	35265	81733	54869	83439	94139	82520	37603	166651	49807	51178	11106	147374	63483	68518	114209	34425	46559	42666

SELECTION OF SERVICE OPERATOR TO OPERATE, MAINTAIN AND MANAGE SEWA KENDRAS

Service				
	764015	1548	96798	AMRITSAR
	255961	35	35391	BARNALA
	581651	2583	101046	BATHINDA
	207486	98	33829	FARIDKOT
	181046	7	35258	FATEHGARH SAHIB
	295004	5507	76226	FAZILKA
	265131	4311	50558	FEROZEPUR
	498981	3478	79961	GURDASPUR
	728915	4584	89555	HOSHIARPUR
	608401	2306	80214	JALANDHAR
	322015	97	37506	KAPURTHALA
	934199	1391	165260	LUDHIANA
	318381	420	49387	MANSA
	315356	41	51137	MOGA
	219999	227	10879	PATHANKOT
	705212	271	147103	PATIALA
	358692	1346	62137	RUPNAGAR
	405882	377	68141	SAHIBZADA AJIT SINGH
	576848	411	113798	SANGRUR
	273955	1548	32877	SHAHID BHAGAT SINGH
	250466	50	46509	SRI MUKTSAR SAHIB
Grand Total	293054	1149	41517	TARN TARAN