REQUEST FOR PROPOSAL

Volume I: Functional & Technical Requirements

FOR

**SELECTION OF SERVICE OPERATOR
TO OPERATE, MAINTAIN AND MANAGE
SEWA KENDRAS
IN THE STATE OF PUNJAB**

(Reference No. PSeGS/UCSDC/Nov-2015)

Disclaimer

I. The information contained in this Request for Proposal (RFP) or subsequently provided to the Bidders (whether verbally or in documentary or any other form by or on behalf of the Punjab State e Governance Society (PSeGS) or any of their Employees or Advisers) is provided to the Bidders on the Terms & Conditions set out in this RFP and such other Terms & Conditions subject to which this information is provided.

II. This RFP is not an agreement and is neither an offer nor invitation by the PSeGS to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

III. This RFP includes statements, which reflect various assumptions and assessments arrived at by the PSeGS in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require.

IV. This RFP may not be appropriate for all persons, and it is not possible for the PSeGS, its Employees or Advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct his own investigations and analysis and should check the accuracy, reliability and completeness of assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

V. Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon legal provisions. The information given is not an exhaustive account of statutory requirements and should not be regarded as complete or authoritative. The PSeGS accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

VI. The PSeGS, its Employees and Advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or arising in

any way by participating in this Bid process or otherwise, including accuracy, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

VII.   The PSeGS shall not be held liable for any defects arising from negligence on part of any bidder in misunderstanding/misinterpreting the contents of this RFP.

VIII.   The PSeGS may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

IX.   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.

X.   The PSeGS reserves the right to reject any or all the proposals received by it without assigning any reasons whatsoever.

XI.   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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1. Preface

1. This Request for Proposal (RFP) is being released by Punjab State e Governance 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 as the nodal agency for implementation of the Sewa Kendras across urban and rural areas of Punjab.

   The purpose of this document is:

   a. To provide an overview of the Sewa Kendras Project as envisioned by the Government of Punjab.

   b. To list out the various activities and scope of the project.

   c. To elicit proposals from competent and eligible Companies/Organizations for undertaking this project as Service Operator.

2. Through this RFP, PSeGS invites responses from those organizations interested in participating in the Sewa Kendras project to bid for provision, implementation and support of various IT enabled e-Government services in the State of Punjab as described in this document.

3. This RFP document comprises of three (3) volumes. All three volumes of the RFP are intended to be correlative complementary and mutually explanatory. The Bidder shall read the RFP as a whole and conform to the terms and conditions as laid down in RFP in totality. The different volumes of RFP are:

   Volume I: Functional & Technical Requirements
   Volume II: Instructions to Bidders
   Volume III: Draft Master Service Level Agreement

4. This RFP is not an offer by the PSeGS, but an invitation for obtaining bidder response. No contractual obligation 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 preferred/successful bidders. The Department of Governance Reforms, Government of Punjab will be a confirming signatory to the formal contractual agreement.

2. About PSeGS

Punjab State e-Governance Society (PSeGS) administers the implementation of e-Governance 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 through the district level Sukhmani Societies or through other methods as an innovative way of providing public facilitation and citizen services where citizens can get various desired information and services.

2.1 Brief Objectives and functions of the Society:

a) To take all necessary steps to promote efficiency, reduce delays; enhance accountability, transparency and objectivity in the functioning of the government.

b) 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 e-governance.

c) To administer the implementation of e-Governance 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.

d) 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 e-governance and IT as a tool.

3. Introduction

3.1 Background

The State of Punjab is spread over 50,362 square kilometers. It is administered through 4 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.

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. To make these services easily accessible in local vicinity of the citizens, Service Delivery Centers namely "Sewa Kendras" for a population of 8000-10000 (tentatively) in rural areas and covering 1.5 to 2 Square Kilometers (tentatively) in urban areas will be setup.

The objective of Government of Punjab is to facilitate citizens to avail all Government to Citizens services (G2C) anytime, anywhere in a hassle free, transparent and time-bound manner. The proposed Sewa Kendras will work as the front end for delivering citizen centric services. In the event of delivering citizen centric services online, these centers shall also facilitate citizens to avail services through internet or other dedicated network.

State has felt immediate need to take a holistic approach to leverage the available Information & Communication Technological (ICT) advantages. Growing penetration of smart phones, easy availability of secure & reliable internet, Wi-Fi, Wimax & cloud computing has transformed the significance of communication. Since, ICT is dynamic, it is important to exploit the innovative ways of service delivery. For this purpose following legislative, administrative & institutional framework measures have already been taken by the State:-

a) Enactment of Right To Service Act - to ensure that Citizens are served in a time bound manner with pre-defined accountability.

b) Enactment of Right To Information Act - to empower citizens by bringing transparent sharing of information.

c) Formation of Punjab Governance Reforms Commission - to bring in best governance reforms in a uniform & consolidated manner.

d) Formation of Punjab State e-Governance Society – to undertake e-Governance initiatives by transforming output based processes to outcome based processes.

e) Formation of Department of Governance reforms – to focus on overall core governance reforms activities.

f) Commissioning of State Wide Area Network – a robust & reliable intranet network to provide speedy, efficient and converged backbone for voice, video and data communications for exchanging governance information and communication requirements of the State.

g) Setting up of State Data Centre – to function as central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc.

h) Implementing e-District Project - to enable seamless service delivery to the citizen by focusing on backend computerization, data digitization & integration of workflows.

i) Implementing State Service Delivery Gateway Project - to achieve a high order of interoperability among autonomous and heterogeneous entities of the Government (in the Centre, States or Local bodies), based on a framework of e-Governance Standards. Also to reduce point to point connections between departments and provide a standardized interfacing, messaging and routing switch through which various players such as department's front-end service access providers and back-end service providers can make their applications and data interoperable.

At present, Punjab Government is providing its services to citizens and businesses through following Service Delivery Channels:

#	Center	Department	Numbers
1.	Suwidha Centers	Multiple Departments	161
2.	Fard Kendras	Revenue	163
3.	Saanjh Kendras	Police	>500
4.	Gram Suwidha Centers	Multiple Departments	2112
5.	Transport Centers	Transport	22

As on today, these centers together constitute the front end service delivery landscape of Punjab.

Suwidha Centers cater to a variety of services belonging to different departments. Most of these departments are yet to attain back end computerization and service delivery model in service centers is primarily based on front end software for receiving applications and receipts of applications are handed over to citizens in return. Applications received are manually transferred to the back offices of departments for further processing. Once the applications are processed, documents pertaining to service delivery are either manually dispatched back to service centers for citizens to collect or citizens themselves are required to collect them from the respective departments.

Haphazard localization of existing centers entails long commute leading to loss of time and income for majority of citizens availing services through these centers. Furthermore, setting up of facilitation centers, department wise, has resulted in confusion among citizens as to which center to go to for which service.

All existing facilities for service delivery are planned to be harmonized & integrated in order to bring uniformity in terms of standardized façade, uniform working culture, data sharing, etc. and new facilities shall be created wherever there are no existing facilities. Further it is also proposed that all departments shall use these facilities and will not create any other facility for delivery of services to the citizens. These facilities would be termed as **"Sewa Kendras"**. All Sewa Kendras will have basic facilities for service delivery including ICT infrastructure, good ambience, and

amenities for citizens. They would be manned by responsive manpower. These facilities will host/run/connect to service delivery solution of various departments with a view to facilitate delivery of government services to citizens.

With rapid economic development and exposure to global practices, citizens today in Punjab expect an easy, efficient and equitable service delivery mechanism from government entities. In keeping with emerging realities of service delivery, Punjab Government intends to bolster its service delivery infrastructure through introduction of Sewa Kendras.

The automation of work processes including front-end (i.e. citizen facing processes) and backend processes and historical data digitization will be carried out by the respective departments. Sewa Kendras will use the automated front-end processes for providing the services to the citizens, as and when, automation is achieved by the respective departments. In addition, Sewa Kendras will be used to provide services to the citizens for the departments which are still using manual processes through a common front end application.

It is envisaged that initially approximately 223 citizen centric services will be rendered through these Sewa Kendras.

3.2 Project Objectives

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:

a) Leverage tools of Information & Communication Technology to enhance accountability and speed up service delivery mechanism.

b) Do away with current approach of departments working in silos and having their separate service delivery channels.

c) Facilitate citizens by removing confusion among them as to which service delivery channel to go to for which service.

d) Provide comfort to citizens and enhance their productivity by reducing the travel time required to avail services from haphazardly located service delivery centers.

e) Minimize monetary loss to the citizens in the form of loss of wages, opportunity cost, transportation cost etc.

f) Optimization of manpower and resources engaged in service delivery mechanism.

g) Provide efficient and cost effective methods of service delivery to departments.

h) Enhance the transparency and responsiveness of the Government to citizen needs

i) Enable the government departments to focus on their core functions and responsibilities by freeing them from the routine operations like collection of revenues and accounting, issuing of certificates etc. and thereby enhance the overall productivity of the administrative machinery.

j) Bring uniformity across State in service delivery mechanism.

k) Citizens to acquire services directly from the original provider, reducing the need for intermediaries.

3.3 Desired Outcomes

In line with above, the Government of Punjab intends to bring in a paradigm shift that would redefine the contours of service delivery mechanism in the State for decades to come. Given the magnitude of the project, it is imperative to lay down the following desired outcomes of this project, but not limited to:

a) Reduction in lead time involved in availing the services.

b) To and fro electronic transfer of data from Sewa Kendras and back offices of the departments.

c) Drive down service delivery and communication costs.

d) Robust online management information system (MIS) reporting customized as per the needs of the departments to facilitate policy makers in quick and informed decision making.

e) Strategically located Sewa Kendras.

f) One stop shop to avail the entire gamut of citizen centric services of all the departments under one roof.

4. About Sewa Kendras

4.1. Sewa Kendras will be one stop shop to avail the entire gamut of citizen centric services of all the departments under one roof. It has been envisaged that approximately 1758 rural and 389 urban Sewa Kendras would facilitate delivery of more than 223 citizen centric services relating to various departments of Punjab Government. Based on need, the PSeGS reserves the right to increase/decrease the number of Sewa Kendras at any stage. Following is the tentative district wise and typewise number of Sewa Kendras in the State.

District	Number of Sewa Kendras			
	Type I	Type II	Type III	Total
Amritsar	1	40	112	153
Barnala	1	10	40	51
Bathinda	1	34	89	124
Faridkot	1	2	43	46
Fatehgarh Sahib	1	10	38	49
Fazilka	1	6	77	84
Ferozepur	1	11	72	84
Gurdaspur	1	0	142	143
Hoshiarpur	1	16	125	142
Jalandhar	1	35	108	144
Kapurthala	1	15	54	70
Ludhiana	1	46	144	191
Mansa	1	10	61	72
Moga	1	11	70	82
Muktsar	1	4	73	78
SBS Nagar	1	5	49	55
Pathankot	1	4	39	44
Patiala	1	31	113	145
Rupnagar	1	15	56	72
S.A.S.Nagar	1	34	45	80
Sangrur	1	25	114	140

District	Number of Sewa Kendras			
	Type I	Type II	Type III	Total
Taran Taran	1	3	94	98

From operational perspective of this Project, the State has been divided into 3 zones with each zone comprising of 7-8 districts. The details of these zones are given below:-

Tentative Zonewise Numbers of Sewa Kendras					
Zone No	District	Type I	Type II	Type III	Total
1.	Amritsar	1	40	112	153
	Gurdaspur	1	0	142	143
	Hoshiarpur	1	16	125	142
	Jalandhar	1	35	108	144
	Kapurthala	1	15	54	70
	Pathankot	1	4	39	44
	Taran Taran	1	3	94	98
Zone 1 Total		**7**	**113**	**674**	**794**
2.	Barnala	1	10	40	51
	Bathinda	1	34	89	124
	Fatehgarh Sahib	1	10	38	49
	Ludhiana	1	46	144	191
	Mansa	1	10	61	72
	Patiala	1	31	113	145
	Sangrur	1	25	114	140
Zone 2 Total		**7**	**166**	**599**	**772**
3.	Faridkot	1	2	43	46
	Fazilka	1	6	77	84
	Ferozepur	1	11	72	84
	Moga	1	11	70	82

Tentative Zonewise Numbers of Sewa Kendras					
Zone No	District	Type I	Type II	Type III	Total
	Muktsar	1	4	73	78
	Ropar	1	15	56	72
	SAS Nagar	1	34	45	80
	SBS Nagar	1	5	49	55
Zone 3 Total		8	88	485	581
State Total		22	367	1758	2147

Tentative addresses of identified sites for Sewa Kendras have been provided as separate zip file "Addresses.zip".

4.2.   Sewa Kendras are to be operated and maintained with a very high degree of focus on quality of service delivery. Sewa Kendras should establish an image for themselves as entities that care for citizens. Speed of delivery, effectiveness and courtesy should be 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.

4.3.   Possession of completed centers will be handed over to the Service Operator within one month of signing of the contract.

4.4.   The centers shall have good ambience, amenities for citizens and responsive manpower. The construction including internal furnishing of the SEWA Kendras across state has already been completed and is ready for handover to the selected service operator.

4.5. The indicative list of items to be provided by PSeGS at Sewa Kendras is given below:

Sl. No.	Item	Sewa Kendras Type I	Sewa Kendras Type II	Sewa Kendras Type III
1.	No. of Counters per Sewa Kendra (Minimum)	6	3	1
2.	Approximate Area (Sq. Ft)	1000	800	400
3.	Site Preparation (Civil Work)	As Required	As Required	As Required
4.	3 Seater Waiting Bench	3	2	1
5.	Staff Chairs (for staff and security guards)	10	7	2
6.	Electrical appliances (e.g. Fan, Tube light, Bulb, etc.)	As Required	As Required	As Required
7.	Writing table for form filling	As Required	As Required	As Required
8.	Air Conditioner – 1.5 tons capacity	2	2	1
9.	Almirah/Storage cabinets etc.	As Required	As Required	As Required
10.	Helpdesk Counter	1	1	0
11.	Fire Extinguisher	As Required	As Required	As Required
12.	Suggestion/Feedback Box	1	1	1
13.	Display Boards	As Required	As Required	As Required
14.	Electrical Cabling & Laying of Network Conduit pipe	As Required	As Required	As Required
15.	Connectivity to SDC	As Required	As Required	As Required
16.	Power Connection	1	1	1
17.	DG Set (15/7.5/5 KVA for Type I/II/III)	1	1	1

4.6. Sewa Kendra will have minimum number of counters as mentioned above to be made operational by the Service Operator. Over and above these counters, all centers will be equipped with an additional counter which would be provided to the banks appointed by PSeGS. This additional counter would cater to banking services for citizens at large and would be manned by bank personnel and the details of activities including the banks is being finalised by PSeGS. This ensues that from operations perspective, Sewa Kendra premises will be shared by selected Service Operator and the designated banks. Apart from dedicated counter reserved for banking services, the reception area at Sewa Kendras shall also be shared among selected Service Operator and designated banks with provisions for dedicated work stations for receptionists. The Sewa Kendras will

also be equipped with ATMs/Micro ATMs, as the case may be. The banks will also share the services /facilities of the Sewa Kendra being managed, maintained and operated by the Service Operator. Any service/facility/manpower etc. required over and above this shall be the responsibility of the bank and not the Service Operator. However, in the event of no bank opting for this additional counter at certain Sewa Kendras, , PSeGS may allocate this additional counter to the selected Service Operator as per the terms & conditions specified in the RFP for operating it under the Sewa Kendra. The indicative list of items to be provided by PSeGS at Sewa Kendras is given in clause 4.5 above.

4.7. It is envisaged that rural areas of the State would mostly operate on Type 3 model. Urban areas may have a mix of Type 1, Type 2 and Type 3 centers. All the existing front end service delivery centers like SUWIDHA Centers, Fard Kendras, Saanjh Kendras etc. would be harmonized with these Sewa Kendras in due course of time on AS IS – WHERE IS basis.

4.8. All existing SUWIDHA Centers operating from DC Offices at District Headquarters shall be treated as Type 1 Sewa Kendras. To start with, the Service Operator shall start commencement and operationalization of Type-II & Type-III Sewa Kendras as per Scope of Work with effect from agreed date as per letter of award of contract.

4.9. PSeGS will provide broadband or any other feasible internet connectivity to all Sewa Kendras through the Internet Service Provider appointed by PSeGS. However, the Service Operator will be responsible for liaisoning with Internet Service Provider for fault rectification.

4.10. Service Delivery Framework
a) The Service Operator should ensure that the Sewa Kendras are implemented in line with the envisioned Service Oriented Approach and is not merely laden with hardware, software and networks. Thus the key objective is to meet the expected outcomes of high quality and efficient service delivery to the citizens.

b) An indicative list of services to be rendered through Sewa Kendras is provided in Annexure 1. Though this project is being planned to start with approximately 223 G2C services at each of the Sewa Kendras, in future more services may be offered through these centers.

c) The overall service delivery framework of Sewa Kendra would be mix-match 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 State Portal for delivery of services to the citizens. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not available on State Portal links to their applications shall be provided. However even for these services the basic information about the citizen & the service shall be captured. The detailed requirements for each of the service and its delivery shall be finalized by the Service Operator with PSeGS.

5. Scope of Work

The overall scope of work of the project involves operations, maintenance and management of Sewa Kendras of state of Punjab. The State has been divided into 3 zones as per details mentioned provided in the RFP.

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

- Supply, Installation and Configuration of hardware, software, networking and other peripherals at Sewa Kendras
- Service Delivery at Sewa Kendras using State Portal
- Manpower Requirement & Training for each zone
- Operation of existing SUWIDHA Center in each zone
- Transaction management for each zone
- Security & Insurance of Assets of Sewa Kendras for each zone
- Consumables Management

5.1. Detailed Scope of Work

a) **Supply, Installation and Configuration of hardware, software, networking and other peripherals at Sewa Kendras**

Service Operator will procure and supply brand new hardware and related software, networking infrastructure items of the same make and model across all the centers in order to maintain uniformity and standardization. In addition, the Service Operator will also be responsible for all updates, patches, service packs etc. for the entire duration of contract period. This shall be based on Service Operator's own assessment to meet all the project requirements including Service Performance Levels as specified in this RFP and shall be subject to following minimum bill of materials:

S. No.	Component	Units required		
		Sewa Kendras Type I	Sewa Kendras Type II	Sewa Kendras Type III
		Qty	Qty	Qty
1.	Desktops	7	4	1
2.	Printers	7	4	1
3.	Scanners	6	3	1
4.	LAN Switch - 24 Ports PoE with one OFC port	1	1	1

S. No.	Component	Units required		
		Sewa Kendras Type I	Sewa Kendras Type II	Sewa Kendras Type III
		Qty	Qty	Qty
5.	2 TB SATA HDD	1	1	1
6.	Network Rack (with size)	1	1	1
7.	UPS (10/5/3 KVA for Type I/II/III)	1	1	1
8.	CCTV Fixed Camera	2	2	2
9.	NVR	1	1	1
10.	Token Management System	1	1	0
11.	Biometric Attendance System	1	1	1
12.	Digital Camera with Tripod Stand	6	3	1
13.	Digital Slate with Digital Pen	6	3	1

Detailed minimum specifications of above items are provided in **Annexure 2**.

b) **Service Delivery at Sewa Kendras using State Portal**

i. Service Operator shall utilize the State Portal for delivery of services at the Sewa Kendras. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not available on State Portal links to their applications shall be provided. The State Portal and availability of services and links to various other departments & services shall be developed and maintained by PSeGS. The training on the State Portal shall be provided to the master trainers of Service Operators who in turn would train their deployed manpower of Sewa Kendras.

ii. As the citizen enters the Sewa Kendra for availing a service, a token number is provided to him / her through a token management system to be deployed by the Service Operator. The provision shall be made by PSeGS in the State Portal for uploading the key statistics / transaction logs of the token management system at a defined periodicity (use of

scheduler) for tracking the service levels as provided in volume III of the RFP.

iii.   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.

iv.   An indicative list of Services to be rendered through Sewa Kendras is provided in Annexure 1.

c) Manpower Requirement & Training for each zone

i.   Service Operator shall assess the resource requirements periodically to operate the Sewa Kendras based on the transaction load for smooth implementation of project and to meet SLA requirements as specified in volume III of the RFP.

ii.   Service Operator shall propose an efficient team structure including project management team at zone & district level to ensure smooth operation & monitoring of Sewa Kendras.

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

Sr. No	Positions	Minimum Manpower Requirement		
		Sewa Kendras Type 1	Sewa Kendras Type 2	Sewa Kendras Type 3
1.	Zone Project Coordinator	1 for each zone		
2.	District Program Manager	1 in each District		

Sr. No	Positions	Minimum Manpower Requirement		
		Sewa Kendras Type 1	Sewa Kendras Type 2	Sewa Kendras Type 3
3.	Assistant District Program Manager	1 in each District		
4.	Operators for Counter	6	3	1
5.	Center Coordinator cum Facilitator	1	1	0
6.	Attendant cum Helper cum Runner	1 per Kendra	1 per 5 Kendras	1 per 5 Kendras
7.	Security Guard	1	1	-

iv. In Type 3 Sewa Kendras, the Counter Operator shall be responsible for entire operations of the Sewa Kendra.

v. The Service Operator will be required to maintain a reserve pool of adequate manpower at each District Headquarter in order to maintain uninterrupted operations of all type of centers.

Note: The above manpower requirement is only a minimum requirement and the Service Operator can make their own estimates for deploying additional manpower as per the required service levels and scope of work. All these estimates should be included in the proposal itself.

vi. The persons deputed for working at Sewa Kendras shall wear prescribed uniform as approved by PseGS. The indicative uniform norms are as below:

Uniform Norms (Tentative)	
Males	**Females**
Well tucked in collared, long sleeved shirt/half sleeve shirt, Formal Trousers	Salwar kameez with sleeves, and dupattas or formal shirts with formal trousers. Tidy well - kept hair
Black/brown/tan leather shoes	Black/brown/tan leather shoes or sandals
Jackets (for Winters)	Jackets (for Winters)
The colour of the dress and summer/winter schedule shall be decided by PSeGS after selection of Service Operator.	

vii. All deployed resources must be qualified enough for operating Sewa Kendras in all respects. Minimum qualification & experience for the persons to be deputed at the Sewa Kendras shall be as under:

S.No.	Position	Qualification & Skills	Experience
1.	Counter Operator	• Preferably Graduates/3 year Technical Diploma in any field from a recognized university/board with working knowledge of computers OR 10+2 pass in any stream with 1 year certificate course in computers from a recognized institute/university OR 10+2 pass in any stream with minimum 1 year experience in the relevant field • Age – 21 to 35 years • Typing speed of minimum 20 WPM on computer terminal. • Should be conversant with the Punjabi language and should be able to read, write & speak in Punjabi, Hindi and English with good communication skills.	
2.	Attendant cum Helper cum Runner	• Minimum 10+2 in any discipline • Age 21 to 35 years as on date of deployment • Should be able to read, write and speak Punjabi	• 6 months working experience desirable
3.	Center Coordinator cum Facilitator	• Minimum Graduate in any discipline • Fluent in Punjabi, Hindi and English • Working knowledge of computers • Age – 25 to 50 years	• Minimum 4 years of experience in providing services to customers/citizens • 1 year of experience as supervisor/team lead

S.No.	Position	Qualification & Skills	Experience
4.	District Program Manager	• Minimum Post Graduate in any discipline • Fluent in Punjabi, Hindi and English • Working knowledge of computers • Age – 30 to 50 years	• Minimum 7 years of relevant experience
5.	Assistant District Program Manager	• Minimum Post Graduate in any discipline • Fluent in Punjabi, Hindi and English • Working knowledge of computers • Age – 30 to 50 years	• Minimum 5 years of relevant experience
6.	Zone Project Coordinator	• Minimum MBA • Fluent in Punjabi, Hindi and English • Working knowledge of computers • Age – 30 to 50 years	• Minimum 10 years of experience in Project/Program Management out of which minimum 4 years of experience should be as Team Leader in a multi locational project

viii.   All persons employed at the Sewa Kendras should be relieved of duties upon reaching the age of 60 years.

ix.   Service Operator shall be responsible to comply with all the relevant statutory requirements including deposition of ESI, EPF, EDLI, taxes, duties, etc. Service operator will be required to submit a certificate along with the copy of relevant documents including proof of salary paid, deposition of all the statutory dues and other statutory requirements along with invoices to be submitted to PSeGS. PSeGS will not be liable for any violation/lapse on part of the Service Operator in discharging the above mentioned responsibilities.

x.   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. The training must also focus on citizen relationship management. The workshops shall cover all the counter operators at least once in 6 months without impacting the operations of centers. Furthermore, it would be mandatory that new manpower shall not be deployed directly in the Sewa Kendras unless they have gone through induction training program for minimum 52 hours duration. PSeGS may ask Service Operator to provide the necessary proof in this regard.

xi.   PSeGS shall make a suitable provision in the State Portal for the Service Operator to provide the details of the deployed manpower and training provided to them along with the attendance details.

d) Operation of existing SUWIDHA Center in each zone

i.   The Government of Punjab is having 161 SUWIDHA Centers across the State which are running successfully. The approximate zone wise distribution of these SUWIDHA Centers is given below which shall be finalized and provided to the Service Operator at the time of award of the contract.

Zone No	Number of counters
1	286
2	287
3	287
Total	**860**

ii.   Apart from the Sewa Kendras, the Service operator is also required to operate, maintain and manage these existing SUWIDHA Centers on AS-IS WHERE IS basis, for their respective zones, during the transition period (a cut-off date by which the SUWIDHA Centers are rechristened as Sewa Kendras in terms of operations, design, layout etc.) i.e., tentatively 6 months from the date of start of operations and management of these centers. However, this transition period may vary based upon the ground situation and as per the requirement of PSeGS. The start date of operation

& management of the existing SUWIDHA centers shall be decided mutually between PSeGS & Service Operator. During the transition phase, number of Counters at these SUWIDHA Kendras are to be gradually brought down in synchronization with operational readiness of other Sewa Kendras of the district. After the successful completion of transition phase, these Suwidha Centers will be declared as appropriate Sewa Kendras, as the case may be. New hardware in accordance with the type of Sewa Kendra will be installed by Service Operator.

iii.   Details of existing IT Infrastructure including Hardware available at these SWIDHA centers is provided in separate excel file "SUWIDHA_Infra". The Service Operator will operate and maintain this infrastructure and ensure uninterrupted operations.

iv.   During the transition phase, number of Counters at these SUWIDHA Kendras are to be gradually brought down in synchronization with operational   readiness of other Sewa Kendras of the district. After the successful completion of transition phase, these Suwidha Centers will be declared as appropriate Sewa Kendras, as the case may be.

v.   Service Operator shall take over the existing SUWIDHA manpower which is directly involved in delivery of citizen centric services in various capacities, on the last gross salary drawn basis. Majority of existing manpower are Computer Operators whose current average salary is Rs. 9000/- per month.

e) **Transaction management for each zone**

i.   The Service Operator is required to collect money at Sewa Kendras & SUWIDHA Centers from the date of their take over and launch.   The Service Operator needs to remit the statutory fees collected to the banks or the bank counters at Sewa Kendras as the case may be. The detailed Standard Operating Procedure (SOP) in this regards shall be shared with Service Operator by PSeGS.

ii.   The fee or financial transaction management at Sewa Kendras / SUWIDHA Centers 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 various payment modes like cash, demand draft, cheques, debit cards, credit cards 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. The payments mode such as debit/credit card and online transactions using payment gateway shall be initiated as and when intimated by PSeGS. Also the required transaction terminals for debit & credit card shall be provided by PSeGS.

f) Security & Insurance of Assets of Sewa Kendras for each zone

i. Ensuring security for all assets, deployed resources, records, cash, etc. at each Sewa Kendra. The assets of banking partner operating the counter, ATM and banking services at Sewa Kendras shall be the responsibility of the concerned banking partner.

ii. 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.

iii. 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 payment of such insurance cost shall be reimbursed to Service Operator at actual on submission of proofs. However, the Service Operator will ensure that the insurance cover is obtained at competitive rates from Government controlled insurance agencies e.g., GIC, Oriental etc. Also, he would obtain prior approval from PSeGS before finalizing the same.

iv. 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.

g) Management of Consumables

i. 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 & SUWIDHA Centers. For the services currently being provided through SUWIDHA Centers, approximate number of papers per application forms are 5 and approximate number of outputs papers are 2 per application. However, as per indicative transactions provided in this RFP, bidders are required to make their own assessment for requirements of paper, stationery etc. PSeGS shall not be liable for any incorrect assessment of the quantities on bidder's part.

5.2. Operational Requirements

a) Service Operator will be responsible for following, but not limited to, for ensuring smooth operation of Sewa Kendras:

i. Sewa Kendras shall be operational for 6 days a week. Only Republic Day (26th January), Independence Day (15th August) and Diwali or any other holiday as decided by PSeGS, from time to time, would be observed as holidays. All Sewa Kendras will observe one weekly off day per month with prior approval of PSeGS. In general, scheduled working hours for all Sewa Kendras shall be eight and half hours a day i.e. from 9:30 am to 6 pm. 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.

ii. Service Operator will arrange for recording of attendance of all the resources deployed at Sewa Kendras through biometric device.

iii. Service Operator will be solely responsible for any loss, embezzlement or mishandling of cash/DD/cheques etc. by any deployed personnel.

iv.   Service Operator will be solely responsible for cleaning and housekeeping of Sewa Kendras premises including toilets.

v.   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. However, respective construction agencies will be responsible for defect liability period for one year from construction of buildings.

vi.   Service Operator will provide toiletries, etc. for resources at Sewa Kendras and citizens.

vii.   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.

viii.   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 State Portal, the payment gateway will be provided and integrated by PSeGS. In such case, the cost of transaction related to payment gateway will be borne by citizens.

ix.   Service Operator will provide operation & maintenance services for all ICT infrastructure available at Sewa Kendras for entire tenure of contract. The operation & maintenance of ICT infrastructure shall include:

- Maintenance of hardware, software, networking components at Sewa Kendras whether supplied by Service Operator or PSeGS.

- Installation, configuration, maintenance including upgrades/updates of system software, any other software, etc.

- Up-keep of ICT infrastructure to meet the requirements of quality of service.

- Resolving any bug/damage/issue in hardware, software and networking components.

- Providing security from virus threats and unauthorized access/modification/deletion of data.

x.   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.

xi.   Service Operator will install 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.

xii. Service Operator will be responsible to maintain continuous two way communication with PSeGS and other stakeholders as per the project requirement.

xiii. Service Operator will be responsible for all expenses incurred for running Sewa Kendras including, but not limited to, Personnel, Water, Sewerage, Housekeeping, Communication including Telephone and Fax, Consumables, Stationery and other administrative and operative expenses etc.

xiv. Service Operator will be responsible for printing application forms for which the service operator would charge INR 1 per page to the citizen. The service operator will display these charges in the Sewa Kendras.

xv.   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 display these charges in the Sewa Kendras.

xvi. Electricity and Water Expenses for power and water consumed during working hours of Sewa Kendras will be reimbursed to Service Operator by PSeGS at actuals on submission of bills and payment receipts. Service Operator shall be liable for any unauthorized use, loss or theft of power and water from any of the Sewa Kendras.

xvii. Diesel charges to run the DG set during power outage will be reimbursed on actual basis on any of suitable models such as actual purchase of diesel, consumption of diesel or per unit reimbursement of actual DG units consumed. In any case, Service Operator shall maintain the end to end record of diesel purchased, diesel consumed, DG units consumed and any power consumption beyond working hours and scope of work. Service Operator shall be liable for any unauthorized use, loss or theft of diesel from any of the Sewa Kendras.

xviii. Service Operator will maintain adequate stock of consumables and spares for at least 15 days to maintain uninterrupted operations in each Sewa Kendra.

xix. Service Operator will ensure whitewash/paint of Sewa Kendras at the end of 3rd year of the contract.

xx. 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.

xxi. Wherever State departments are yet to attain back end computerization, Service Operator is required to maintain the service delivery as per existing SUWIDHA model with respect to:

- Submit/dispatch the application forms to the respective departments.
- Collect certificates and other documents pertaining to service from the concerned departments/offices.

Service Operator will maintain department wise "DAK Register" for maintaining comprehensive records for all incoming and outgoing documents exchanged with each department. 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 SUWIDHA centers, bidder may visit any SUWIDHA center in the State. Further, the DAK register may also be made available in the State Portal by PSeGS which shall be used by the Service Operator for maintaining all the DAK related details.

xxii. Service Operator will maintain all Sign Boards and Logos in good condition.

xxiii. Service Operator will maintain comprehensive transaction wise records and control mechanism for all cash receipt transactions for e.g., collection of bills/taxes etc. on behalf of other State departments as per the requirements of concerned State departments.

xxiv. Service Operator will submit daily/weekly/monthly MIS reports 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.

xxv. Service Operator will maintain asset register for all assets supplied by Service Operator or PSeGS. The register should contain all required applicable information including date of purchase, quantity, vendor, guarantee/warrantee, 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.

xxvi. 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.

xxvii. PSeGS reserves the rights to provide any additional equipments such as SMART Card Printers, IRIS, Biometric etc. to accommodate more services in future as per department specific need. Service Operator shall be responsible to operate and manage all such equipment as per service requirement.

xxviii. Service Operator shall ensure any other provision required to operate Sewa Kendras as per requirement of the project.

xxix.   To follow the operating guidelines and instructions issued by PSeGS with respect to Operations and Management of the Sewa Kendras from time to time.

xxx.   Sewa Kendras will be equipped with electrical cabling and conduit pipes as per the requirement of the centers. Service Operator will be responsible for network cabling, for laying LAN cabling for connecting all IT & non-IT infrastructure e.g. Desktop, UPS, Biometric machine, DG Set, Token machine etc., IO Ports, Patch cables, face plates etc. for all the Hardware.

xxxi.   Service Operator will provide centralized monitoring solution/system for IP based CCTV cameras installed in Sewa Kendras. Server for the same shall be provided by the PSeGS. The Service Operator shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose.

xxxii.   The Service Operator is required to adhere to various standards like ISO/ITIL/EITM/IEEE/Open Standards/RSA/PKCS/Software/Security and other standards, wherever applicable. The Service Operator shall adhere to all guidelines, e-Gov standards, Interoperability standards published by Govt. of India (https://egovstandards.gov.in/) or published by Govt. of Punjab during tenure of contract.

xxxiii.   PSeGS reserves the rights to add any additional activities/services to generate additional revenue during the contract period. Operating methodology with Service Operator for any such additional activity/services shall be decided by PSeGS considering proposal from selected Service Operator, if any.

b) **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 at zero value in working condition and acceptable to PSeGS.

6.   Roles and Responsibilities

Clear defined roles and responsibilities of all the stakeholders is a prerequisite for success of any project of this enormity as it brings transparency, accountability, manageability and efficiency in the execution of the project. The indicative roles and responsibilities of the selected Service Operator and PSeGS are as under:

6.1 Service Operator Roles & Responsibilties

a) Procurement of the ICT hardware and peripherals for all the service centers to be setup initially and in future in conformity with the requirements of the bid submitted.

b) Installation of the ICT Hardware, peripherals and software at the Sewa Kendras.

c) 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.

d) Ensuring that support for ICT hardware and peripherals is locally available in the State.

e) Maintenance of the connectivity including call logging, follow-ups with connectivity service providers.

f) 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.

g) To comply with the technical requirements of the relevant security, safety and other requirements specified in the prevailing Information Technology Act, Telegraph Act or any other applicable laws and all amendments including the regulations issued by State Government or Government of India from time to time.

h) Recruitment, training and controlling the manpower required to be deployed at Sewa Kendras.

i) Adherence to labor laws and/or other related laws.

j) To provide regular and periodic training to the manpower deployed at Sewa Kendras for continual skill development.

k) Establishing security services at all the sites with respect to protecting physical assets.

l) 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.

m) The Service Operator shall also be responsible to take and maintain adequate insurance coverage for all infrastructure provided by PSeGS during contract period. The payment of such insurance cost shall be reimbursed to service operator at actual on submission of proofs. However, the Service Operator will ensure that the insurance cover is obtained at competitive rates and it is obtained from Government controlled insurance agencies e.g., GIC, Oriental etc. Also, he would obtain prior approval from the PSeGS before finalizing this matter.

n) To devise service specific Standard Operating Procedures (SOPs) and its compliance after approval by PSeGS.

o) Delivery of services listed and any other services to be included within the scope of project in future, conforming to the SLA prescribed in volume III of the RFP.

p) In the event of encountering issues in delivery of services specific to a particular department, it will be incumbent on Service Operator to immediately report the same to concerned State departments, PSeGS and other authorities as specified by PSeGS.

q) Making available all the consumables 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.

r) To ensure overall coordination with all the participating agencies/departments to provide their services through Sewa Kendras.

s) 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. Service Operator shall be responsible for all IT, Non-IT infrastructure, Operational & maintenance and recurring cost involved in setting up the system.

t) Service Operator will be responsible for timely submission of electricity & water bills. In case of failure in doing so, all penalties and cost of restoration of connection shall be borne by the Service Operator.

u) Service Operator will be responsible for comprehensive maintenance of generator set. Service Operator will maintain a complete log book of Generator Set recording comprehensive date wise detail regarding run time of DG set, diesel consumed, power outage timings and units of power generated by DG set etc.

v) Service Operator will not use the Sewa Kendras premises (in part or full) for any other commercial activity beyond the scope laid down by the PSeGS.

w) To operate and maintain Sewa Kendras in accordance with the predefined Sewa Kendra codification structure as prescribed and decided by PSeGS.

x) To ensure that there is no unauthorized form selling from Sewa Kendras.

y) To ensure no touts and/or agents are working in collusion with manpower deployed at Sewa Kendras.

z) To follow the operating guidelines and instructions issued by PSeGS from time to time with respect to Operations and Management of the Sewa Kendras.

aa) Any other works entrusted by the PSeGS that are related to the scope of the Project.

bb) The Service Operator is required to provide the application forms for respective service to citizens.

cc) PSeGS/Other departments shall be responsible for training to selected Service Operator on 'Training of Trainers' basis of various applications to be deployed in this project. Service operator shall be responsible for IT infrastructure and other infrastructure and training cost including provision of training manual etc. required for training.

dd) Any other service as per the scope and operational requirements provided in this RFP.

6.2 Deployed Manpower Roles & Responsibilities

#	Position	Roles and Responsibilities
1.	Counter Operator	• 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
2.	Attendant cum Helper cum Runner	• 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 or his representative
3.	Center Coordinator cum Facilitator	• Ensure adherence to Standard Operating Procedures and overall coordination in Sewa Kendra • Ensuring man management

#	Position	Roles and Responsibilities
		• Ensuring housekeeping • To oversee cash/bank management • Liaison with all stakeholders • 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 • Facilitating citizens in form filling • Issuing Token Numbers • Addressing queries • Maintaining the files, records and documents as required • 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
4.	District Program Manager	• Responsible for overall operations and maintenance of all Sewa Kendras of his/her respective district • Organize trainings and workshops • Coordination with all stakeholders • Liaison with Center Supervisors and ensure that all issues and requirements are either resolved or forwarded to concerned authorities • Submission of MIS reports/any other information to PSeGS
5.	Assistant District Program Manager	• Assisting District Program Manager
6.	Zone Project Coordinator	• Ensure achievement of milestones and deliverables • Liaison with District Program Managers and ensure that all issues and requirements are either resolved or forwarded to concerned authorities • Submission of monthly reports to PSeGS • 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

6.3 Punjab State e-Governance Society's (PSeGS) Roles & Responsibilties

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

a. Handing over of SEWA Kendras to Service Operator for operations and management.

b. Ensuring active participation of all the departments involved in the project.

c. Providing a uniform look and feel, façade to all Sewa Kendras, in keeping with the Service Oriented Approach.

d. Issuance of Government Orders, wherever required, on policy issues.

e. To conduct inspection of Sewa Kendras for any violation or misconduct or misreporting of facts provided by Service Operator.

f. Providing last mile connectivity with adequate bandwidth to the Sewa Kendras and Data center.

g. Providing necessary ICT hardware at data center required for hosting common user interface/application software.

h. Providing services through State Portal and the required integration requirements for token management system data, manpower deployed statistics, dak management, reports etc.

7.   Implementation Timeframe

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.	Possession of Sewa Kendras	T1 (T+30 days)
3.	#Operational readiness and Acceptance	T2 (Within 60 days from the date of possession)
4.	##Launch of Sewa Kendras after Approval from PSeGS	T3 (Within 15 working days of T2)
5.	Operations & Maintenance Period	T5 (60 months from launch of Sewa Kendras)
6.	End of Contract	60 months from launch of all Sewa Kendras (T3 + 60 months)

The construction work of Sewa Kendras in all the districts is completed. However, PSeGS reserves the right to grant possession of Sewa Kendras in a phased manner. In such an eventuality, though same timelines will be followed for Sewa Kendras handed over at a later stage, same contract end date for the entire project will be applicable.

Operational readiness is making the Sewa Kendras ready with all the infrastructure, manpower, training of manpower, standard operating procedures etc as per the scope of work so that they are ready for providing services to the citizens. This readiness will be checked and certified by the PSeGS

Post certification from PSeGS on the operational readiness of the Sewa Kendras, Service Operator will be required to launch the sewa kendras within 15 days from the date of said certification. Launch of Sewa Kendra would be the date the Sewa Kendras are opened for the public / citizens for delivering services.

8. Sub-Contracting

The Service Operator is allowed to sub-contract any of the project activity except the work relating to 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. Service Operator shall provide the list and scope of activities planned to be sub-contracted in their proposal. It is clarified that the Service Operator shall be the principal employer for all claims arising from the liabilities; statutory and otherwise, concerning the sub-contractors. The Service Operator shall undertake to indemnify the PSeGS or its nominated agencies from any claims on the grounds stated hereinabove. The Service Operator shall not allow a sub-contractor to assign and enter into further secondary sub-contract for any of the work to be carried out by the sub-contractor.

Annexure 1.   Proposed Services to be rendered through Sewa Kendras (Indicative List)

A comprehensive list of department wise proposed services to be rendered through Sewa Kendras is provided below:

Sr. No	Department	Service
1.	Revenue	Certified Copies of all documents at Fard Centre level i.e., Record of Rights (Jamabandi), Girdawri, Mutation etc.
		Certified Copies of all documents at Village level i.e., Record of Rights (Jamabandi), Girdawri, Mutation, etc. (if the copies sought are manual and number of pages sought is less than 5)
		Certified Copies of all documents at Village level i.e., Record of Rights (Jamabandi), Girdawri, Mutation, etc. (if the copies sought are manual and number of pages sought is more than 5 but less than 15)
		Certifies Copies of all documents at Village level i.e., Record of Rights (Jamabandi), Girdawri, Mutation, etc. (if the copies sought are manual and number of pages sought is more than 15)
2.	Revenue	Demarcation of Land
3.	Revenue	Registration of all kinds of documents i.e., sale deed, lease deed, GPA, partnership deed etc.
4.	Revenue	Certified copies of all kinds of previously registered documents
5.	Revenue	Attestation of uncontested mutations
6.	Revenue	Private partition of land (Mutual consent of landowners)
7.	Revenue	Issue of Income Certificate
8.	Revenue	Area/Succession/Dependent Certificates/Counter Signatures etc.
9.	Revenue	Issue Of Non Encumbrance Certificate
10.	Revenue	Countersigning of Documents
11.	Revenue	Attestation of Documents
12.	Health	Certified Copies of Birth/Death Certificates – Corporation Cities

Sr. No	Department	Service
13.	Health	Certified Copies of Birth/Death Certificates - MC Towns
14.	Health	Certified Copies of Birth/Death Certificates - Rural Areas
15.	Health	Copies of the Post Mortem report
16.	Health	Copy of Interim Medico Legal Report
17.	Health	Copy of Complete Medico Legal Report
18.	Health	Issuance of Disability Certificate Obvious Disability (Loco Motor, Blindness)
19.	Health	Issuance of Single Disability Certificate
20.	Health	Issuance of Multiple Disability Certificate
21.	Health	Registration of Death and Birth Certificate (after one year of event)
22.	Health	Birth and Death Certificate (Name Entry & New Birth Certificate)
23.	Health	Correction of entry in Birth and Death Certificate
24.	Health	Emergency Medical Response (Ambulance at 108)
25.	Health	Janani Suraksha Yojana Assistance
26.	Health	Mata Kaushalya Yojana Assistance
27.	Health	Supply of essential medicine (as notified by the department for different Institutions)
28.	Health	Facility for X-ray/Pathological Test/Vaccination - DT/Polio Anti Rabies, Anti Venom (as notified by the Department for different institutions)
29.	Transport	Renewal of Driving License
30.	Transport	a) Registration Certificate of vehicles (Non Transport)
		b) Registration Certificate of vehicles (Transport)
31.	Transport	Fitness Certificate for commercial vehicle
32.	Transport	Issue of Driving License - Motor Car/Motor Cycle

Sr. No	Department	Service
33.	Transport	Issue of Tax Clearance Certificate (for period of 2 years)
34.	Transport	Issue of Tax Clearance Certificate (for period beyond 2 years)
35.	Transport	Issue of Route Permit or National Permit
36.	Transport	Addition/deletion of Hire Purchase entry
37.	Transport	Transfer of Vehicle (if the place of registration is the same place)
38.	Home	Registration of Marriage under Hindu Marriage Act
39.	Home	a) Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)
		b) Renewal of Arms License (if the license is presented after every alternative cycle of 6 years, where police verification is necessary)
40.	Home	Addition/Deletion of weapon (if the license issuing district is the same where service has been sought)
41.	Home	Extension of purchase period of weapon (within permissible time period and if the license issuing district is the same where service has been sought)
42.	Home	Issuance of Marriageability Certificate
43.	Home	Registration of Marriage Under Special Act
44.	Home	Solemnization of Marriage
45.	Home	New Arms License
46.	Home	Duplicate Arms License
47.	Home	Entry of Weapon
48.	Home	NOC for Sale of Weapon
49.	Home	Permission to Carry the Weapon
50.	Home	Extension of Jurisdiction
51.	Home	Cancellation of License

Sr. No	Department	Service
52.	Home	Change of Address
53.	Home	Addition/Deletion of Retainer
54.	Home	Change of Bore
55.	Home	Permission for Deposit of Weapon in Death Case
56.	Home	Permission for Sale/Transfer of Weapon in Death Case
57.	Home	Extension of Cartridges
58.	Home	Registration of Foreigners (Arrival and Departure)
59.	Home	Extension of Residential Permit of Foreigners
60.	Home	Copy of FIR or DDR
61.	Home	NOC for use of loud speakers (applicable only in case S.D.M. obtains NOC from the concerned S.H.O before granting permission)
62.	Home	NOC for Fairs/Melas/Exhibition/Sports Events etc.
63.	Home	Stranger Verification (after receiving the verification from other District/State of which the stranger is resident)
64.	Home	Tenant/Servant Verification (if resident of local area)
65.	Home	Tenant/Servant Verification (if resident of other District/State and after receiving the verification from other District/State)
66.	Home	Other Verification related services
67.	Home	Copy of untraced report in road accident cases
68.	Home	Copy of untraced report in cases pertaining to stolen vehicles
69.	Home	Copy of untraced report in theft cases
70.	Home	NOC for pre-owned vehicles
71.	Home	Service Verification (in case of resident of Punjab)
72.	Home	Character Verification

Sr. No	Department	Service
73.	Home	Verification for renewal of Arms License
74.	Home	NOC for issuance/renewal of License of Arms Dealers
75.	Home	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc.
76.	Home	Passport Verification
77.	Home	Verification for fresh Arms License
78.	Home (Police)	Acknowledgement of Complaint
79.	Home (Police)	Information of action taken of complaints (FIR/DDR/ matter closed)
80.	Local Govt.	Sanction of Building Plans (other than Residential)
81.	Local Govt.	Sanction of Building Plans/Revised Building Plans (Residential)
82.	Local Govt.	Issue of Completion/Occupation Certificate for Buildings (All Categories)
83.	Local Govt.	Issue of No Objection Certificate/Duplicate Allotment/Re Allotment Letter
84.	Local Govt.	Issue of Conveyance Deed
85.	Local Govt.	Issue of No Due Certificate
86.	Local Govt.	Transfer of property in case of sale
87.	Local Govt.	Transfer of property in case of death (uncontested)
88.	Local Govt.	Issue of permission for mortgage
89.	Local Govt.	(a) Sanction of building Plans/Revised Building Plans (Residential)
		(b) Sanction of Building Plans/Revised Building Plans (other than Residential)
90.	Local Govt.	Issue of Completion/Occupation Certificate for Buildings (All Categories)
91.	Local Govt.	Sanction of Water Supply/Sewerage Connection in Corporation Cities

Sr. No	Department	Service
92.	Local Govt.	Sanction of Water Supply/Sewerage Connection - MC Towns
93.	Local Govt.	Sanction of Water Supply/Sewerage Connection in the Improvement Trusts
94.	Local Govt.	Issue of New Trade License by Municipal Committees and Municipal Corporations
95.	Local Govt.	Renewal of Trade License by Municipal Committees or Municipal Corporations
96.	Local Govt.	Removal of Solid Waste from Streets/Roads
97.	Local Govt.	Replacement of Street lights
98.	Local Govt.	Water pipes Leakages/Sewerage/Blocked/Overflow
99.	Local Govt.	Payment of Water Bill
100.	Local Govt.	Change of Title in Water Bill
101.	Local Govt.	Approval of Water Disconnection
102.	Local Govt.	Water Reconnection
103.	Local Govt.	Payment of Sewerage Bill
104.	Local Govt.	Change of Title in Sewerage Bill
105.	Local Govt.	Approval of Sewerage Disconnection
106.	Local Govt.	Sewerage Reconnection
107.	Local Govt.	Assessment of Disposal Charges
108.	Local Govt.	Water & Sewerage Bill Amendment
109.	Local Govt.	License for Slaughterhouse
110.	Local Govt.	License for a Rickshaw
111.	Local Govt.	License for setting up Communication Tower on Private Property
112.	Local Govt.	License for setting up Communication Tower on ULB Property
113.	Local Govt.	Renting/Leasing of ULB properties

Sr. No	Department	Service
114.	Local Govt.	Collection of Rent/Lease
115.	Local Govt.	Collection of Tahebazari Fees
116.	Local Govt.	Annual Fee for Communication Towers on ULB Property
117.	Local Govt.	Approval of Additional Construction
118.	Local Govt.	Sanction of Change of Land Use
119.	Local Govt.	Approval of Town Planning Scheme
120.	Local Govt.	Issue of NOC for Fire Safety
121.	Local Govt.	Issue of Fire Call Report
122.	Local Govt.	Approval for Hoardings/Advt. Boards on Private Properties
123.	Local Govt.	Contracting of Advertisement Sites with Relevant Media
124.	Local Govt.	Assessment and Collection of Property Tax
125.	Local Govt.	Issuance of TS -1 Certificate
126.	Local Govt.	Issue of Bus Pass (for Buses operated by the ULB)
127.	Local Govt.	Verification of Widows, Elderly, Handicapped etc. for inclusion in Appropriate Scheme
128.	Local Govt.	Payment of Regular Installment
129.	Local Govt.	Payment from Defaulters
130.	Local Govt.	Issuance of Possession Letters
131.	Local Govt.	Issuance of Allotment Letters
132.	Local Govt.	Sanction of Change of Land Use
133.	Local Govt.	Approval for Time Extension
134.	Local Govt.	Penalty for violation of approved Plan or Construction without Plan
135.	Local Govt.	Number of Applications received for Right to Information Act

Sr. No	Department	Service
136.	Local Govt.	Spray/Fogging for Prevention of Air borne Diseases
137.	Local Govt.	Conducting Fire Rescue Operation
138.	Local Govt.	Sterilization of Stray Dogs
139.	Local Govt.	Challan for Dumping Dirt and Garbage
140.	Local Govt.	Penalty for Stray Cattle
141.	Power/ Electricity	Normal fuse off Call/Complaint
142.	Power/ Electricity	Overhead Line Breakdowns
143.	Power/ Electricity	Breakdowns due to Breakage of Poles
144.	Power/ Electricity	Underground Cable Breakdowns
145.	Power/ Electricity	Distribution Transformer Failure
146.	Power/ Electricity	Power Transformer Failure (with Primary Voltage up to 66000 Volts)
147.	Power/ Electricity	Street Light Faults
148.	Power/ Electricity	Period of Scheduled Outage
149.	Power/ Electricity	a) Maximum duration in a single stretch b) Restoration of supply
150.	Power/ Electricity	Voltage fluctuations No Expansion/Enhancement of Network involved
151.	Power/ Electricity	a) Inspection Replacement of Slow/Fast/Creeping/Stuck up Meters b) Replacement of Burnt Meters

Sr. No	Department	Service
152.	Power/ Electricity	a) Release of Supply
		b) Release of Supply - Low Tension
		c) Release of Supply - High Tension (11000 Volts)
		d) Release of Supply - High Tension (33000 Volts)
		e) Release of Supply - Extra High Tension
		f) Erection of Sub Station required for Release of Supply
153.	Power/ Electricity	a) Transfer of Title and/or Change of Category
		b) Conversion from LT Single Phase to LT Three Phase or vice versa
		c) Conversion from LT to HT or vice versa
		d) Conversion from HT to EHT or vice versa
154.	Power/ Electricity	a) Shifting of Meter/Service Connection
		b) Shifting of LT/HT lines up to 11KV
		c) Shifting of HT line exceeding 11 KV
		d) Shifting of Transformer
155.	Power/ Electricity	a) Resolution of complaints on disputed Electricity Bill
		b) Reconnection of Supply following Disconnection due to Non-Payment of Bills
156.	Social Security	a) Sanction of all social security benefits to Old Age/Handicapped/Widow (Urban Areas)
		(b) Sanction of all social security benefits to Old Age/Handicapped/Widow (Rural Areas)
157.	Social Security	Issue of Identity Cards to all Categories of Handicapped Persons
158.	Social Security	Disbursement of Old Age/Widow/Other Pension and Benefits - New Cases
159.	Social Security	Senior Citizen ID Cards
160.	Social Security	Sanction of Scholarship to Physically Challenged
161.	Social Security	Disbursement of Scholarship to Physically Challenged - New Cases

Sr. No	Department	Service
162.	Social Security	Financial Assistance to Dependent Children (Urban)
163.	Social Security	Financial Assistance to Dependent Children (Rural)
164.	Agriculture/ Mandi Board	Supply of Soil Sample Results
165.	Agriculture/ Mandi Board	Issue of NOC/Duplicate Allotment/Re-Allotment
166.	Agriculture/ Mandi Board	Issue of Conveyance Deed
167.	Agriculture/ Mandi Board	Issue of No Due Certificate
168.	Agriculture/ Mandi Board	Re-transfer of Property in Case of Sale
169.	Agriculture/ Mandi Board	Re-transfer of Property in Case of Death (Uncontested)
170.	Agriculture/ Mandi Board	Issue of NOC for Mortgage
171.	Agriculture/ Mandi Board	Providing Financial Aid (Ex gratia) to Cultivators for any injury or death during Farming Operations
172.	Agriculture/ Mandi Board	Issue of ID Card to farmers for Participation of Apni Mandi
173.	Agriculture	Issuance and Renewal of License for Sale of Seeds/Fertilizers/Insecticides
174.	Agriculture	Addition of Go down in Seeds/Fertilizers Licenses
175.	Agriculture	Issuance of Duplicate Agricultural License of Seeds/Fertilizers/Insecticides
176.	Agriculture	Addition/Deletion of item in License for Seeds/Fertilizers/Insecticides
177.	Food, Civil Supplies and Consumer Affairs	Issue of Ration Card
178.		a) Issue of Duplicate Ration Card

Sr. No	Department	Service
	Food, Civil Supplies and Consumer Affairs	b) Addition of New Member
		c) Deletion of Member
		d) Change of Name in Ration Card
179.	Food, Civil Supplies and Consumer Affairs	Issuance of Surrender Certificate
180.	Rural Development and Panchayat	Issuance of Job Card under NREGA
181.	Rural Development and Panchayat	Rural Area Certificate
182.	Welfare of SCs and BCs	Term Loan to SC
183.	Welfare of SCs and BCs	Term Loan to BC
184.	Welfare of SCs and BCs	Shagun Scheme
185.	Welfare of SCs and BCs	Sanction of Stipends/Scholarships
186.	Welfare of SCs and BCs	Disbursement of Stipends etc. - New Cases
187.	Welfare of SCs and BCs	Issue of Various Certificates like Caste, OBC etc.
188.	Housing and Urban Development	a) Sanction of Building Plans/Revised Building Plan (Residential)
		b) Sanction of Building Plans/Revised Building Plan (Commercial)
189.	Housing and Urban Development	Issue of Completion/Occupation Certificate for Buildings

Sr. No	Department	Service
190.	Housing and Urban Development	Issue of No Objection Certificate/Duplicate Allotment/Re Allotment Letter
191.	Housing and Urban Development	Issue of Conveyance Deed
192.	Housing and Urban Development	Issue of No Due Certificate
193.	Housing and Urban Development	Transfer of Property in case of Sale
194.	Housing and Urban Development	Transfer of Property in case of Death (Uncontested)
195.	Housing and Urban Development	Issue of Permission for Mortgage
196.	Housing and Urban Development	Attested copy of any Document
197.	Housing and Urban Development	Change of Ownership (Other than Death Cases)
198.	Housing and Urban Development	Demarcation of Plot
199.	Housing and Urban Development	Issue of Plinth/Roof Level Certificate
200.	Housing and Urban Development	Water Supply and Sewerage Connection
201.	Higher Education	Issuance of Duplicate Certificate
202.	Higher Education	Issuance of Original Migration Certificate/Detailed Marks Cards/ Verifications of Documents

Sr. No	Department	Service
203.	Higher Education	Degrees of Successful Candidates
204.	School Education	School Leaving Certificate
205.	School Education	Issuance of Duplicate Certificate
206.	Personnel	Issue of Residence Certificate etc.
207.	Rural Water Supply and Sanitation	Sanction of Water Supply Connection
208.	Industries & Export	Sanction of Water Supply and Sewerage Connection
209.	Industries & Export	Mortgage 1st Charge
210.	Industries & Export	Registration of Lease/Conveyance Deed
211.	Industries & Export	Conversion from lease to Free hold
212.	Industries & Export	Issue of Conveyance Deed in Municipal Corporations
213.	Grievances & Pensions	Acknowledgement of all Complaints
214.	Animal Husbandry	Issuance of Duplicate Certificates
215.	Animal Husbandry	Issuance of Migration Certificates/Detailed Marks Certificates/ Verification Of Documents
216.	Animal Husbandry	Degrees of Successful Candidates
217.	Animal Husbandry	Supply of Medicine/Vaccines at designated Hospital as decided by Govt.
218.	Town and Country Planning	Change of Land Use/NOC in case of Petrol Pump, Rice Sheller, Brick Kiln

Sr. No	Department	Service
219.	Town and Country Planning	Change of Land use where the Master Plans are notified and there Local Planning Areas are not notified. Residential, Industrial, Institution up to 25 acres and Commercial (excluding multiplex and shopping mall) up to 2 acres
220.	Town and Country Planning	a) Sanction of Building Plans up to 500 square meters
		b) Sanction of Building Plans above 500 square meters to 5000 square meters
		c) Sanction of building plans above 5000 square meters
221.	Town and Country Planning	a) Issue of Completion/Partial Completion Certificate up to 500 square meters
		b) Issue of Completion/Partial Completion Certificate above 500 square meters to 5000 square meters
		c) Issue of Completion/Partial Completion Certificate above 5000 square meters
222.	Town and Country Planning	Land use Classification Certificate (to be issued by Office of District/Deputy District Town Planner)
223.	All Departments (General)	General Service (Rectification of error occurred at the Level of an Official while delivering the Services)

Annexure 2.   Technical Specifications of Bill of Materials to be supplied by Service Operator

Note:

a. The bidder has to compulsorily quote Bill of Material for only single make & model no. for each item of hardware along with respective datasheets & MAFs, else bid shall be liable to be rejected.

b. The bidder shall quote those makes and models of each hardware item which are not end of support or end of life in next 3 years from the date of bidding.

c. The bidders are required to provide compliance sheets of each hardware item along with specific reference to Data sheets/OEM certificates of each line.

1. Desktop

Make & Model Offered - (To be filled by the Service Operator)		
Specification Required	Compliance (Yes/No)	Specification Offered
Operating system & Software		
Genuine Windows 8 Professional/latest equivalent Windows operating system with required software for word processing, spreadsheet, presentation etc.		
Processor		
Intel(R) 4th Gen or higher Intel i5 processor or higher or AMD A8 or higher		
Memory		
4 GB memory, Non-ECC dual-channel DDR3 Memory Expandable to 16 GB DDR3		
Hard drive		
320 Gb or higher SATA Hard Drive		
Monitor: 18.5" LCD		
USB 2.0: (minimum 2 in front)		
Integrated Sound Card		
Bilingual Keyboard		
Optical mouse with pad		
Network interface Integrated 10/100/1000Mbps (Ethernet)		

Make & Model Offered - (To be filled by the Service Operator)		
Specification Required	Compliance (Yes/No)	Specification Offered
Antivirus and Antimalware standalone version with years of subscription equivalent to tenure of contract		
Minimum 2 free PCI/PCI-X slot for dual monitor		
The desktop should be equipped with all necessary accessories to perform the operations at Sewa Kendras during the project period		
The desktop should not contain outdated/pirated software/technologies		
The desktop should have all necessary software to perform Sewa Kendras operations smoothly		
Desktop should be IEEE certified and compatible compliances		
Desktop should be fulfil all compliance of quality ISO9000; 90001		

2. Laser Printer

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		**Compliance (Yes/No)**	**Specification Offered**
Print Speed	PPM (A4 Size): 14 or more		
Resolution	Mono 600x600 dpi		
Interface	USB 2.0 (High Speed) with USB Cable		
Port	1 USB		
Drivers	Compatible with Microsoft Windows (XP/ Vista/ 7/8/10 & Higher version) and O/S of the quoted model of the Desktop		
Others	Energy Stars Qualified		

3. Scanner

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		**Compliance (Yes/No)**	**Specification Offered**
Type	Legal Size Flatbed		
Speed	20 PPM		
Scan Technology	Charge Coupled Device (CCD)		
Resolution	Minimum 600 DPI		
Bit Depth	24 bit		
Duty Cycle	Cycle Upto 800 pages/day		
Paper Handling	Inbuilt ADF(50 Page)		
Paper Size	Max Scan Size Min. 8.5X11.7" for A4, 8.5 X 14" for Legal (Flatbed)		
Scan File Formats	BMP, JPEG, GIF,TIFF, TIFF compressed, PNG, PDF, JPG, RTF, TXT, UNICODE, HTM, DOC and other Common formats		
Interfaces	USB 2.0 port		
Operating Systems Support Required	Compatible with Microsoft Windows (XP/ Vista/ 7/8/10 & Higher version) and O/S of the quoted model of the Desktop		
Accessories	With All the standard accessories (Drivers/ Software, MS-Windows XP/ Vista/ 7/8), OEM Scanning Software		

4. 24 Port Switch

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		**Compliance (Yes/No)**	**Specification Offered**
Technical Capability	50 Gbps or higher switching capacity		
	40 Mpps or higher forwarding performance		
	Non, blocking, wire speed architecture		
	Configurable up to 8000 MAC addresses, 1000 VLAN , IPv6 ready from Day 1		
Management	SNMP V2/V3, SSHv2, Telnet, CLI and web based interface		
Security	Port based ACL, DHCP snooping IPv4 & IPv6, Port Security, spanning tree Root Guard, BPDU guard, Route Advertisement validation to control unwanted Rouge Advertisements		
Standards	IEEE 802.1x		
	IEEE 802.3x full duplex on 10BASE-T and100BASE-TX ports		
	IEEE 802.1D Spanning-Tree Protocol		
	IEEE 802.1p class-of-service (CoS) Prioritization		
	IEEE 802.1Q VLAN		
	IEEE 802.1s		
	IEEE 802.1w		
	IEEE 802.3, 802.3ad, 802.3ab, 802.3z		
	IEEE 802.3u		
Interfaces	24 Ports 10/100/1000 Mbps Uplink POE Ports, should have 2 SFP Based uplink ports		
Power	100 - 240 VAC, 50/60 Hz		
	NDPP/EAL certified/OEM shall be in Gartner Leader Quadrant		

5. UPS System

UPS 10 KVA

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		**Compliance (Yes/No)**	**Specification Offered**
Technology	True On Line UPS with double conversion technology		
	Rectifier and inverter should be based on IGBT		
Power Rating Input	10000 VA / 8000 W		
Voltage Range	160 VAC – 300 VAC @ 100% Load, 110 VAC – 300 VAC @ 50% Load		
Frequency	50/60 Hz		
Power Factor	≥ 0.95		
Output - Voltage Range	220/230/240 VAC +/- 3%		
Output - Voltage Distortion	≤ 3% (Linear Load)		
	≤ 6% (Non Linear Load)		
Frequency	46 ~ 54 Hz		
Power Factor	0.8		
Crest Factor	3:1		
Inverter Overload			
Inverter Overload - Transient Response	Less or equal to 3% for 100% nonlinear load (Battery mode)		
Battery Type	Sealed Maintenance Free, Valve Regulated Lead Acid		
Battery cell rating	Battery cell of 12V		
Rated Voltage	Minimum 180 VDC		
Backup Time	30 min 16000 VAH;		

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		Compliance (Yes/No)	Specification Offered
Protection	Inbuilt protection for surge suppression and EMI/RFI filter provided as well as the unit shall have Surge Current Capacity of min. 20kA with two mode of protection & <0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005		
Environmental and Other			
Audible Noise	Less than 60dB at 1 meter		
Operating temp & Humidity	20 – 90%RH @ 0 – 40˚C (non condensing)		
LCD Display	UPS Status, Load level, Battery level, Input / Output voltage, Discharge Timer & Fault conditions		
Management			
SMART RS 232	Supports Windows, Linux		
SNMP	Power Management from SNMP manager should be provided and web browser option should be present		

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		Compliance (Yes/No)	Specification Offered
Credentials	Manufacturer Should be ISO 9001:2000 certified Manufacturer Should be ISO 14001 certified OEM should provide latest (not older than one year from the date of bid submission) Type Test Certificate (TTC) from Government laboratory/ Government Approved laboratory. The type test certificate shall provide test report for all the specifications mentioned.		

UPS 5 KVA

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		Compliance (Yes/No)	Specification Offered
Technology	True On Line UPS with double conversion technology		
	Rectifier and inverter should be based on IGBT		
Power Rating Input	5000 VA / 4000 W		
Voltage Range	160 VAC – 300 VAC @ 100% Load, 110 VAC – 300 VAC @ 50% Load		
Frequency	40 Hz ~ 70 Hz		
Power Factor	≥ 0.95		
Output - Voltage Range	220/230/240 VAC +/- 3%		
Output - Voltage Distortion	≤ 3% (Linear Load) ≤ 6% (Non Linear Load)		
Frequency	47.5 ~ 52.5 Hz		
Power Factor	0.8		
Crest Factor	3:1		
Inverter Overload			
Transient Response	Less or equal to 3% for 100% nonlinear load (Battery mode)		
Battery Type	Sealed Maintenance Free, Valve Regulated Lead Acid		
Battery cells rating	Battery cells of 12V		
Rated Voltage	Minimum 180 VDC		
Backup Time	30 min 8000 VAH		

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		**Compliance (Yes/No)**	**Specification Offered**
Protection	Inbuilt protection for surge suppression and EMI/RFI filter provided as well as the unit shall have Surge Current Capacity of min. 10kA with two mode of protection & <0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005		
Environmental and Other			
Audible Noise	Less than 45dB at 1 meter		
Operating temp & Humidity	20 – 90%RH @ 0 – 40°C (non condensing)		
LCD Display	UPS Status, Load level, Battery level, Input / Output voltage, Discharge Timer & Fault		
Management			
SMART RS 232	Supports Windows, Linux		
SNMP	Power Management from SNMP manager shall be provided and web browser option should be present		

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		**Compliance (Yes/No)**	**Specification Offered**
Credentials	Manufacturer Should be ISO 9001:2000 certified Manufacturer Should be ISO 14001 certified OEM should provide latest (not older than one year from the date of bid submission) Type Test Certificate (TTC) from Government laboratory/ Government Approved laboratory. The type test certificate shall provide test report for all the specifications		

UPS 3 KVA

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		**Compliance (Yes/No)**	**Specification Offered**
Technology	True On Line UPS with double conversion technology		
	Rectifier and inverter should be based on IGBT		
Power Rating Input	3000 VA / 2400 W		
Voltage Range	160 VAC – 300 VAC @ 100% Load, 110 VAC – 300 VAC @ 50%		
Frequency	40 Hz ~ 70 Hz		
Power Factor	≥ 0.95		
Output - Voltage Range	220/230/240 VAC +/- 3%		
Output - Voltage Distortion	$\leq 3\%$ (Linear Load) $\leq 6\%$ (non Linear Load)		

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		**Compliance (Yes/No)**	**Specification Offered**
Frequency	47.5 ~ 52.5 Hz		
Power Factor	0.8		
Crest Factor	3:1		
Inverter Overload			
Transient Response	Less or equal to 3% for 100% nonlinear load (Battery mode)		
Battery Type	Sealed Maintenance Free, Valve Regulated Lead Acid		
Battery cells rating	Battery cells of 12V		
Rated Voltage	Minimum 96 VDC		
Backup Time	30 min VAH 2496		
Protection	Inbuilt protection for surge suppression and EMI/RFI filter provided as well as The unit shall have Surge Current Capacity of min. 10kA with two mode of protection &<0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005		
Environmental and Other			
Audible Noise	Less than 45dB at 1 meter		
Operating temp & Humidity	20 - 90%RH @ 0 - 40°C (non condensing)		
LCD Display	UPS Status, Load level, Battery level, Input / Output voltage, Discharge Timer & Fault conditions		
Management			
SMART RS 232	Supports Windows, Novell, Linux and FreeBSD		

Make & Model Offered - (To be filled by the Service Operator)			
Specifications		Compliance (Yes/No)	Specification Offered
SNMP	Power Management from SNMP manager should be present and web browser		
Power Outlet	Power Outlet: Should have programmable power management outlet for independent control of load segment.		
Credentials	Manufacturer Should be ISO 9001:2000 certified Manufacturer Should be ISO 14001 certified OEM should provide latest (not older than one year from the date of bid submission) Type Test Certificate (TTC) from Government laboratory/ Government Approved laboratory. The type test certificate shall provide test report for all the specifications		

6. Digital Camera with Tripod Stand

Make & Model Offered - (To be filled by the Service Operator)		
Specifications	**Compliance (Yes/No)**	**Specification Offered**
Pixels (Min.) - 5 megapixels or higher		
LCD Monitor		
Type TFT		
Display Size 2.7 inches or higher		
Recording Format - JPEG		
Zoom - 4X or higher		
ISO Sensitivity Setting – Auto/80/100/200/400/800/1600/High		
Recording Media - SD memory card, SDHC memory card, SDXC memory card		
Auto Focus Range- Approx. (W)=3 cm to infinity, (T)= 80 cm to infinity		
Self - Timer – Yes		
Shooting Modes- Auto, Portrait, Landscape, Night Snapshot, Indoor, Low Light, Long Shutter, Movie, Documents		
White Balance Auto/Daylight/Cloudy/Fluorescent/ Incandescent/Flash		
Flash Function Auto/Red Eye Reduction/Off		
Other Features - Face detection/Noise reduction		
USB Connectivity Yes (Hi- Speed)		
Battery Backup 120 Min		

7. Network Rack 6U

Make and Model Offered - (To be filled by the Service Operator)		
Specifications	Compliance (Yes/No)	Specification Offered
Front Door with Toughened Glass quality		
Adjustable Mounting rails - Front and Back		
2 Fan Mounting provision		
Top and bottom cable entry provides Optimal flexibility for cable management		
Backside open with Easy wall mount provision		
Frame structure with max loading capacity up to 60kg		
Compatible with 19" International standards & ETSI standard		
6U Wall Mount Network Rack WxDxH (550 x 400 x 350 mm)		
Two Fan Mounting provision		
Grey/Black Color		

8. IP Based CCTV Camera

	Make and Model Offered - (To be filled by the Service Operator)		
S. No	Desired Specification/Qualitative Requirement	Compliance (Yes/No)	Specification Offered
1.	It should have 1/3" Megapixel progressive HD CMOS sensor		
(a)	It should be PoE enabled and outdoor ready with IK10 enclosure		
(b)	The Camera should have vari-focal zoom lens in range 3.5mm - 8mm megapixel and Remote focus and Zoom		
(c)	It should support Real-time MPEG-4 and Motion JPEG and H.264 compression with VGA/QVGA/QQVGA resolution.		
(d)	It should support 30 frames per second		
(e)	It should support 540 TV Lines		
(f)	It should support Dual Stream for Live Monitoring & recording		
(g)	0.3 Lux (day mode), 0 Lux (night mode) with IR LED		
(h)	It should be equipped with 15 meter IR illumination distance		
(i)	It should support privacy zone masking which blocks out unwanted or prohibited area within the video image to protect privacy		
(j)	It should support tampering detection function that alerts the operator if the camera is tampered and electronic tamper detection system can sense whenever the camera has been redirected, de-focused, blocked, or spray-painted, and respond promptly with an alarm notification		
2.	Network Protocol Support		
(a)	It should support Network Protocol Support for :- IPV4/IPV6, TCP/UDP, DHCP, DNS/DDNS/UPnP/PPoE, NTP,SMTP/FTP,HTTP/HTTPS,RTP/RTSP/RTCP, CoS/QoS, SNMP802.1x, ONVIF Compliant		
3.	Video Features		
(a)	It should have JPEG support for still image.		
(b)	It should support H.264/MPEG4/MJPEG format compression simultaneously		
(c)	It should support Motion detection recording		

	Make and Model Offered - (To be filled by the Service Operator)		
S. No	**Desired Specification/Qualitative Requirement**	**Compliance (Yes/No)**	**Specification Offered**
(d)	It should have the support for Time stamp and text overlays		
(e)	It should support Configurable image size, quality, frame rate, and bit rate		
(f)	It should have Built-in Infrared-Cut Removable (ICR) Filter module		
4.	IO Port		
(a)	It should have 1 Alarm Input		
(b)	It should have 1 Alarm Output		
5.	Remote Management		
(a)	It should be accessible via web browser		
(b)	It should have the support for taking the snapshots/video clips and save via web browser		
(c)	It should support Motion Detection Weekly Schedule.		
(e)	Power Consumption of Camera should be energy efficient		
(f)	The camera shall support temperature 0° to 50°C		
(g)	It should be FCC, CE, UL Certified		

9. NVR

Make and Model Offered - (To be filled by the bidder)		
Specifications	Compliance (Yes/No)	Specification Offered
OS : Open source, Windows or Support any OS		
Supported Cameras: Supports all network cameras. Includes support for auto-discovery, and up to minimum 6 cameras		
Recording performance : Max. capacity		
(NVR mode only) : H.264 1080P		
H.264 720P		
MJPEG 1080P		
MJPEG 720P		
Should store video for last 90 days at any point of time		

10.   Token Management System

Make and Model Offered - (To be filled by the bidder)		
Specifications	**Compliance (Yes/No)**	**Specification Offered**
Manager Queue in real time		
Option: Have a capability to print Sewa Kendras/Sewa Kendras advertisement on token		
Audio and Visual notification of called Token		
Able to connect with any CRM application.		
Computer based should be capable with associate display board.		
Should capable to display token number with Audio		
Shall have Software development kit to be used		
Shall be able to connect with LCD/LED TV		

11. Biometric Attendance System

Make and Model Offered - (To be filled by the bidder)		
Specification	**Compliance (Yes/No)**	**Specification Offered**
• FP + RFID Uni- optical sensor 3" colour TFT LCD • 500 enrollment & able to store 50,000 records • Built-in RFID support • Lightning fast FP matching algorithm • Combined with BIO600 32 bit hardware platform suitable for 1:1 or : N FP matching • Data transfer : USB 1.1 Flash disk & TCP/IP • Installation with LAN cable laying and connectivity to one computer • Enrolment of all employees in the office • Training to employees for software operation and report generation • Machine should be web server enabled • Data should be auto called from machine		
• Software Compliance • Customization of software as per the requirement for multiple entry-exits with • Multiple device and necessary report generation like. • % Employees coming late by 1 hour • % Employees leaving early by ½ an hour • Battery back- up in case of power failure • Biometric Attendance system Software with implementation		

Annexure 3.   Status of Back Offices of Participating Departments

The number of services being delivered through existing centers currently is quite limited. This can be attributed to the fact that only a couple of departments have achieved computerization of their back offices. Below is the synopsis of online service delivery mechanism in the State.

SUWIDHA (Single User Window Disposal Help Line for Applicants): This is one of the early initiatives of e-Governance in Punjab to provide G2C services in a time bound manner. This project was conceived and implemented with the sole purpose of providing citizens single point receipt and delivery of various services related to various departments. The government fee for the respective services is accepted at the counter and services are delivered in a pre-defined time period. Presently 157 SUWIDHA Centers till sub-tehsil level are operational to provide more than 36 Public services at District/Sub Division level.

Saanjh Kendras: This is an initiative taken by Punjab Police to provide an access point to the citizens to lodge a complaint or to find out the status of their complaint. Under this project, 280 Saanjh Kendras are already operational and are providing more than 27 services of police department to citizens.

Fard Kendras: Punjab Land Record Society (PLRS) was formed by Department of Revenue with the objective of computerizing land records and making them accessible to the citizens. The society has setup 163 FARD Kendras in Public Private Partnership to facilitate citizens to collect their documents across the counter on paying nominal fee. Record of Rights of about 12780 villages has been computerized. The data of 22 districts has already been put on the website of the society. Currently citizens can get the copy of FARD (nakal) across the counter by paying a very nominal fee on the same counter. PLRS is planning to deliver more land record services though these kendras in near future. Further, society is in the process to implement "Comprehensive integrated computerization of Land Records" in Punjab.

State Transport Service Counters: Department of Transport has setup service delivery counters at District Transport Offices & at SUWIDHA Centers to provide smart card based driving licenses, permits and learners licenses. Presently 22 service centers are working in all 22 Districts and offering 19 services related to Driving License & Vehicle Registration to the citizens.

Gram Suwidha Kendras: The CSC scheme envisaged by the Government of India and adopted by the Punjab State Government aims for establishing and operating 2112 rural CSCs under the state's brand name "Gram Suwidha Kendra to provide transparent, time-bound and affordable Government to Citizen (G2C) Services to the citizens in the ratio of 1:6 villages. So far State has not made any investment in this project. This scheme has not delivered the desired results in most of the States due to its non-feasible PPP business model which involve multiple private partners.

As evident, not all 149 notified services under Right to Service Act 2011 till date in the State are being rendered through existing centers. Also, it is worth mentioning that the modus operandi of these centers also involves manual flow of data through runners for departments who are yet to attain back end computerization.

Against this backdrop, it will be incumbent upon the selected Service Provider to design suitable front-end applications to deliver the entire set of 223 services as identified by the Department of Governance Reforms. These services involve considerable transaction volumes and will provide a critical mass for making a significant impact on the lives of ordinary citizens.

Annexure 4.   About Existing Applications

Annexure-4-A: e District

e District is one of the State Mission Mode Project envisioned under the National e-Governance Plan (NeGP) of Department of Electronics & Information Technology (DeitY), Government of India. The project focuses on complete backend workflow computerization of various citizen centric services being delivered at District & sub-district level. In Punjab, Punjab State e-Governance Society (PSeGS) is the State Designated Agency (SDA) for the implementation of the Project in Punjab. The project implementation has been planned in two phases. The first phase was the Pilot implementation, which has already been implemented successfully in two Districts namely i.e. Kapurthala & Shahid Bhagat Singh Nagar (Nawanshahr). In both these districts, all the planned services under the project have been made live for delivery to citizens. Now, under the Phase 2, i.e. the State Wide Roll Out, the project is being implemented across the remaining 20 districts of the state. For this purpose, DeitY, GoI had selected M/s Wipro as State Program Management Unit to assist the state in implementation of the project. PSeGS has further selected M/s HP India Sales Pvt. Ltd. as System Integrator for implementation of the project in the State. At present, the Local Area Networking, IT Infrastructure deployment, Bandwidth Connectivity, training of field officials is in progress. The service Go-Live is expected shortly. The list of services under progress is given below:

S. No	Department Name	Service Name
1.	Personnel Department	Residential Certificate
2.	Social Welfare Department	Caste Certificate (SC/OBC)
3.	Social Security Department	Old Age Pension
		Financial Assistance to Disabled Persons
		Financial Assistance to Widow & Destitute Women
		Financial Assistance to Dependent Children
4.	Department of Health	Issuance of Birth/Death/Not Found Certificate
		Addition of Name in Birth certificate
		Correction of Name in Birth/Death Certificate

S. No	Department Name	Service Name
		Late entry of Name in Birth/Death Certificate
5.	Agriculture Department	New/Renewal of Agriculture Licenses
		Issuance of Duplicate Agriculture license
		Addition in license of Items
		Addition in license of Godown
6.	Home Department	New Arms License
		Duplicate Arms License
		Renewal of License
		Entry of Weapon
		Addition/Deletion of Weapon
		NOC for Sale of Weapon
		Permission to Carry the Weapon
		Extension of Jurisdiction
		Cancellation of License
		Change of Address
		Addition/Deletion of Retainer
		Change of Bore
		Permission for Deposit of weapon in death Case
		Permission for sale/transfer Weapon in Death Case
		Extension of Cartridges
		Issuance of Marriageability Certificate (Under The Special Marriage Act, 1954)
		Solemnization of Marriage (Under The Special Marriage Act, 1954)
		Registration of Marriage Under The Punjab Compulsory Registration of Marriage Act, 2012

S. No	Department Name	Service Name
7.	Revenue Department	Revenue Court Case: Issue of notices / Listing of cases
		Government Dues & Recovery: Issue of notices/Updation of treasury receipts
		Copying service
		Countersigning of documents
		Attestation of Affidavit/Indemnity Bond/Surety Bond
8.	Department of Rural Development	Rural Area Certificate
9.	Department of Governance Reforms	Grievance Redressal system
		Right to Information Services

Annexure-4-B: Web SUWIDHA

Web SUWIDHA Project has been implemented for Web Enablement of Suwidha Software for anywhere access of the application and centralized monitoring of citizen service delivery. Web-Suwidha Software has been developed by NIC Punjab. The Web SUWIDHA is hosted in State Data Center and is available on domain name www.suwidhaonline.punjab.gov.in. The project has been made live in 115 SUWIDHA centers across 22 districts.

Now all the 36 notified services of Punjab State e-Governance Society are being delivered using Web-SUWIDHA software at all Suwidha centers of State. All the 149 services under Right to Service Commission Punjab have also been configured in Web Suwidha Application. Web Suwidha has been integrated with SMS Gateway for sending SMS to citizens on submission of citizen application and also on final approval of citizen application. Under this Project, Centralized State Level MIS has been developed for Right to Service Commission Punjab for monitoring of citizen service delivery across the State.

Annexure-4-C: State Service Delivery Gateway (SSDG)

The State Portal and State Service Delivery Gateway project has been formulated under the National e-Governance Plan (NeGP) by Department of Electronics and Information Technology (DeitY), GoI and is being implemented by Department of Governance Reforms, Punjab.

The State Portal and State Service Delivery Gateway project aims to fulfill the vision of providing easy, anywhere and anytime access to government services and delivery of the services to the citizens via remote access using SUWIDHA Centers or Gram SUWIDHA Kendras (GSK) or any other front end service delivery center authorized by the Government of Punjab.
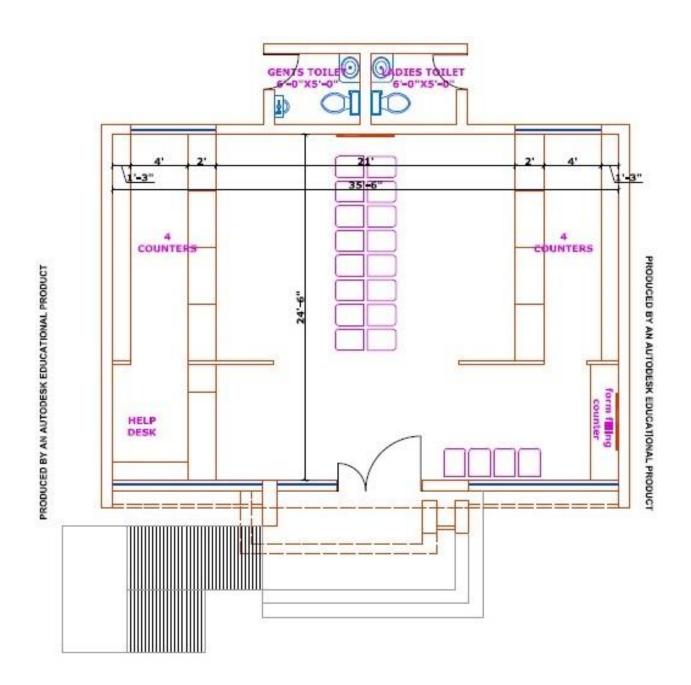
The main components of the State Portal and State Service Delivery Gateway are

- State portal including applications & electronic forms
- Training for e-Forms, State Portal and SSDG
- Computing infrastructure at the destination offices including gaps in connectivity
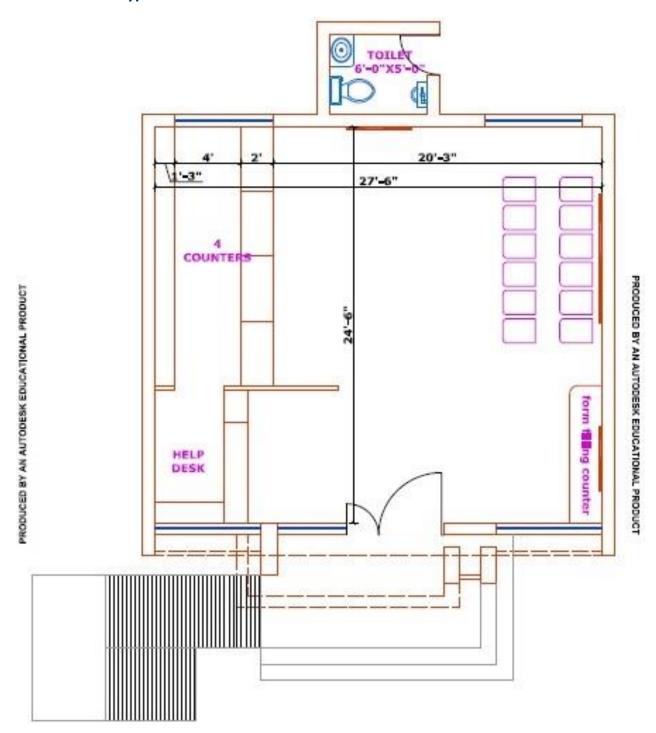- Formation of SUWIDHA coordination cell at the SUWIDHA centers

The application software of SSDG is hosted in the State Data Centre. Integration across State shall be enabled, through mandatory adherence to technical specifications and e Governance standards.

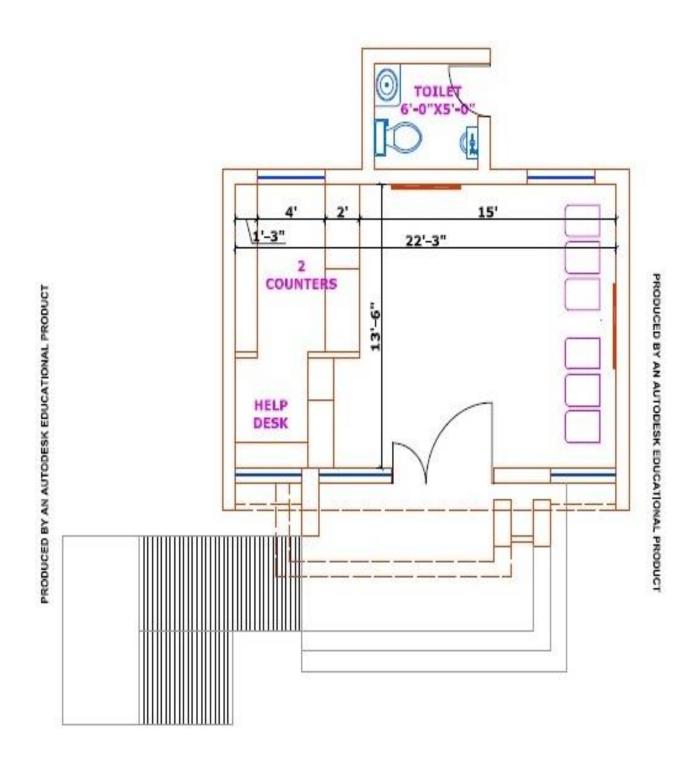# Annexure 5.   Indicative Layout of Sewa Kendras

Annexure-5-A: Type 1 Sewa Kendra

Annexure-5-B: Type 2 Sewa Kendra

Annexure-5-C: Type 3 Sewa Kendra

Annexure 6.   Tentative District wise Transaction Volume of RTS Services for the year 2015

S.No	District Name	April	May	June	July	August
1	Amritsar	135318	162765	165450	173299	185439
2	Barnala	28217	34518	34754	37550	32861
3	Bathinda	50728	59894	62654	58769	56507
4	Faridkot	31498	46944	43358	40329	41825
5	Fatehgarh Sahib	25694	31299	32366	31977	32463
6	Fazilka	155906	175610	206039	152632	201418
7	Ferozepur	36583	57779	31934	55087	49099
8	Gurdaspur	101336	116425	129086	119326	115887
9	Hoshiarpur	122346	123399	319785	153964	151822
10	Jalandhar	178455	181155	191321	184799	175252
11	Kapurthala	116274	128958	131538	97813	59013
12	Ludhiana	253109	539371	494335	610915	357269
13	Mansa	32804	41540	47489	40844	42216
14	Moga	101282	170159	72854	124330	115644
15	Muktsar	32332	40557	45698	46761	83623
16	Pathankot	45775	55681	60915	65033	60159
17	Patiala	66662	95767	108295	94696	87847
18	Rupnagar	54908	65670	68236	73657	168720
19	Sangrur	45448	47948	65879	69740	64526
20	Shahid Bhagat Singh Nagar	29408	40772	33807	34111	28443
21	S.A.S Nagar (Mohali)	116856	172595	157669	114113	153710
22	Tarn Taran	112424	344023	397507	117163	49505
	District Total	**1873363**	**2732829**	**2900969**	**2496908**	**2313248**

Annexure 7.   Department wise detailed list of finalized facilitation charges

Sr. No	Department Name	Service Sr. No	Service Name	Facilitation Charges		
				Across the counter	Online	Form Fee
1.	Department of Social Security and Women & Child Development Department	1.	Senior Citizen Identity Card	10	10	0
2.	Department of SC BC Welfare	2.	Application for Caste Certificate SC	50	40	0
		3.	Application for Caste Certificate BC	50	40	0
3.	Department of Health & Family Welfare	4.	Issuance of Birth Certificate (Rural)	50	40	0
		5.	Issuance of Death Certificate (Rural)	50	40	0
		6.	Addition of Name of child in Birth Certificate	35	30	0
		7.	Correction in Birth/Death Certificate	35	30	0
		8.	Delayed Registration of Birth/Death	Birth - Rs 60 / Death - Rs 70	Birth - Rs 45 / Death - Rs 55	0
		9.	Issuance of Birth Certificate (Urban)	50	40	0
		10.	Issuance of Death Certificate (Urban)	50	40	0

Sr. No	Department Name	Service Sr. No	Service Name	Facilitation Charges		
				Across the counter	Online	Form Fee
4.	Department of Home	11.	Issuance of Marriageability Certificate (Under The Special Marriage Act, 1954)	830	765	0
		12.	Solemnization of Marriage (Under The Special Marriage Act, 1954)	1160	910	0
		13.	Registration of Marriage Under The Punjab Compulsory Registration of Marriage Act, 2012	1200	950	0
		14.	Issuance of new Arms License	1950	1325	0
		15.	Issuance of Duplicate Arms License	370	335	0
		16.	Renewal of Arms License	370	335	0
		17.	Entry of Weapon	370	335	0
		18.	Addition/Deletion of Weapon	Addition: 930; Deletion: 370	Addition : 615; Deletion : 335	0
		19.	NOC for Sale of Weapon	400	350	0
		20.	Permission to Carry the Weapon	400	350	0

Sr. No	Department Name	Service Sr. No	Service Name	Facilitation Charges		
				Across the counter	Online	Form Fee
		21.	Application of Extension of Jurisdiction	370	335	0
		22.	Cancellation of Arm License	400	350	0
		23.	Change of Address	400	350	0
		24.	Addition/Deletion of Retainer	400	350	0
		25.	Change of Bore	400	350	0
		26.	Permission for Deposit of weapon in death Case	400	350	0
		27.	Permission for sale / transfer Weapon in Death Case	400	350	0
		28.	Extension of Cartridges	300	300	0
5.	Department of Food and Civil Supplies	29.	Issuance of Ration Card	40	30	0
		30.	Add, Change and Deletion of name in Ration card	40	30	0
		31.	Issuance of Surrender Certificate	20	20	0
		32.	Issuance of Duplicate Ration Card	25	23	0
		33.	Rural Area Certificate	50	40	0
6.	Department of Personnel	34.	Issuance of Residence Certificate	50	40	0

Sr. No	Department Name	Service Sr. No	Service Name	Facilitation Charges		
				Across the counter	Online	Form Fee
7.	Department of Agriculture	35.	Issuance and renewal of license for sale of seeds /fertilizers /insecticides	170	160	0
		36.	Addition of Godown in seeds/fertilizers licenses	170	160	0
		37.	Issuance of Duplicate agricultural license of seeds/fertilizers/insecticides	170	160	0
		38.	Addition of item in license for Seeds/fertilizers/insecticides	170	160	0
8. `	Department of Revenue	39.	Countersigning of Documents	200	175	0
		40.	Copying of Documents	30	30	0
		41.	Attestation of Document	30	30	0

Annexure 8.   Tentative Electrical Plan

Annexure-8-A: Type 2 Sewa Kendra

Annexure-8-B: Type 3 Sewa Kendra