



Tender Document for selection of audit firm for financial audit of Sewa Kendras

Reference number: PSeGS/Finance Auditor/2024/1

Punjab State e-Governance Society

O/o Department of Governance Reforms and Public Grievances,

Government of Punjab

Plot D-241, Industrial Area, Phase – 8B,

Sector – 74, SAS Nagar – 160071

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1. Notice inviting tender

Government of Punjab

RFP Reference Number: PSeGS/Finance Auditor/2024/1

Punjab State e-Governance Society (PSeGS) invites online bids for the selection of audit firm for financial audit of Sewa Kendras.

Closing date and time is 02.04.2024 at 3 PM. For details log on to <https://dgrpg.punjab.gov.in/> and <https://eproc.punjab.gov.in/>.

2. Document control sheet

| SN | Particulars | Details |
|-----|---|---|
| 1. | Document reference number | PSeGS/Finance Auditor/2024/1 |
| 2. | Date & time for the start of sale of e-tender | 06-03-2024 |
| 3. | Date and time for submission of queries through email | 13-03-2024 up to 10:30 Hrs |
| 4. | Date and time for pre-bid meeting | 14-03-2024 11:00 Hrs |
| 5. | Date and time for submission of bids | 02-04-2024 upto 15:00 Hrs |
| 6. | Date and time of opening of pre-qualification bids | 03-04-2024 11:00 Hrs |
| 7. | Date of opening of financial bids | To be intimated later |
| 8. | Address for communication | Punjab State e-Governance Society, O/o Department of Governance Reforms and Public Grievances, Plot D-241, Industrial Area, Phase – 8B, Sector – 74, SAS Nagar - 160071 |
| 9. | Cost of tender document | Rs. 1,000/- |
| 10. | Earnest Money Deposit (EMD) | Rs. 1,00,000/- |
| 11. | Contact details | Mr. Gurpreet Singh, Manager Mobile : +91 9530903133 Email: gurpreet.phul@punjab.gov.in |
| 12. | Website for tender reference | https://dgrpg.punjab.gov.in/ and https://eproc.punjab.gov.in/ |
| 13. | Selection Method | Least Cost Selection (L1) |

Note: All corrigendum / addendums / clarifications regarding this tender shall be posted on the above-mentioned websites only. No other communication or advertisement will be given.

3. Definitions

- 3.1. Unless the context otherwise requires, the following terms whenever used in this tender and contract have the following meanings:
- 3.1.1. "DGRPG" means Department of Governance Reforms and Public Grievances, Punjab.
 - 3.1.2. "PSeGS" means Punjab State e-Governance Society.
 - 3.1.3. "Client" refers to PSeGS.
 - 3.1.4. "Bidder" means a firm / company / business entity who submits a bid in response to this tender.
 - 3.1.5. "Bid" means proposal submitted by bidders in response to this tender issued by PSeGS for selection of "Service Provider".
 - 3.1.6. "Committee" means the committee constituted by PSeGS for evaluation of bids.
 - 3.1.7. "Similar work" means "the Audit/Reconciliation of fee etc. related to transactions or any work similar to the scope of work in the RFP."
 - 3.1.8. "Service Provider" means the firm / company / business entity, selected through competitive tendering.
 - 3.1.9. "EMD" means "Earnest Money Deposit".
 - 3.1.10. "PBG" means "Performance Bank Guarantee".
 - 3.1.11. "Contract" refers to the contract entered between PSeGS and the Service Provider.
 - 3.1.12. "SLA" refers to "Service Level Agreement"
 - 3.1.13. "Day" refers to calendar day except mentioned otherwise.

4. Preface

- 4.1. 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 by Government of Punjab as implementing agency for Sewa Kendra project.
- 4.2. The Punjab State e-Governance Society (PSeGS) intends to engage a CA Audit firm for financial audit, reconciliation of Sewa Kendras, operationalized in urban and rural areas of the State, and to check the compliances of contract signed with selected service operator to operate, maintain and manage Sewa Kendras. These Kendras are providing G2C and B2C services to citizens by charging Govt. fee and Doorstep delivery (DSD) charges for delivery of services.
- 4.3. The purpose of this document is to:
 - 4.3.1. Provide an overview of the Sewa Kendra Project as envisioned by the Government of Punjab.
 - 4.3.2. Provide scope of the project
 - 4.3.3. Elicit proposals from competent and eligible Companies/ Organizations for undertaking the audit as Auditor
- 4.4. This RFP is not an offer by the PSeGS, but an invitation for obtaining bidder response. No contractual obligation of PSeGS whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of PSeGS with the selected audit agency.

5. About PSeGS

- 5.1. 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 by various methods as an innovative way of providing public facilitation and citizen services where citizens can get various desired information and services.
- 5.2. Brief objectives and functions of the Society are :-
 - 5.2.1. To take all necessary steps to promote efficiency, reduce delays, enhance accountability, transparency and objectivity in the functioning of the government through service delivery.
 - 5.2.2. To assist Department of Governance Reforms& Public Grievances in formulating and implementing policies, procedures and guidelines for the adoption of Information Technology and e-governance for improvement of delivery of citizens services through various government departments & agencies and ancillary activities & services.
 - 5.2.3. 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.
 - 5.2.4. To workout revenue models and modalities for providing Citizen Services through use of IT on a public-private partnership model for its self-sustainability and to encourage private sector initiative in IT related infrastructure and services. This would include working out all commercial modalities and revenue model including Franchise Model in citizen services.
 - 5.2.5. To collect revenue and to issue receipts on behalf of various Departments and Organizations. Such receipts shall have same legal validity as if it were an actual receipt issued by the concerned department of organization.
 - 5.2.6. To transfer the revenue collected to the concerned departments and organizations or to authorize a suitable authority, committee, sub-committee or society for these purposes on behalf of PSeGS.

6. Instructions to bidders

6.1. Bid evaluation process

- 6.1.1. The bid evaluation will be carried out in a Two-stage process as under:
- 6.1.1.1. Pre-qualification / eligibility evaluation
 - 6.1.1.2. Financial bids evaluation
- 6.1.2. In the first stage of evaluation, the pre-qualification proposal of all bidders shall be evaluated to determine whether the bidder satisfies the pre-qualification criteria. At the end of this stage, the DGRPG shall publish online on the e-procurement portal, the list of bidders that satisfy pre-qualification criteria (the "Qualified Bidders") for the financial evaluation.
- 6.1.3. In the Second stage of evaluation, the financial proposal of only qualified bidders from the first stage will be opened and evaluated for the purpose of identifying the successful bidder(s). The financial proposals of the bidders not declared as qualified bidders shall not be opened.
- 6.1.4. During the process of evaluation of the bids, PSeGS may, at its discretion, ask bidders for clarifications on their bids. The bidders are required to respond within the prescribed time frame given for submission of such clarification otherwise the Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection.

6.2. Eligibility / pre-qualification criteria

- 6.2.1. The evaluation of the bidders will be carried out by the Committee as per the pre-qualification / eligibility criteria defined in the tender document. Only the bidders who fulfil the pre-qualification eligibility criteria shall be eligible for next round of evaluation i.e., financial bid opening. Non-conforming bids will be rejected and will not be eligible for any further processing.
- 6.2.2. The eligibility criteria are given as below: -

| Sr. No. | Eligibility Criteria | Supporting documents |
|---------|--|----------------------------------|
| 1. | The bidder must be registered with ICAI (Institute | 1. ICAI registration Certificate |

| Sr. No. | Eligibility Criteria | Supporting documents |
|----------------|---|--|
| | of Chartered Accountants of India) and must be operational in India since last 5 (Five) years as on the date of issuance of this RFP and must remain operational thereafter. | 2. Certification from statutory auditor / practicing Chartered Accountant / work order. |
| 2. | Bidder should have at least 5 years of experience of working in the internal and statutory audit of Books and Accounts in Public Sector/PSUs/ULBs in India. | Certification from statutory auditor / practicing Chartered Accountant / work order/Client Certificate |
| 3. | The bidder must be CAG empanelled. | Valid empanelment certificate to be attached with bid. |
| 4. | The bidder must have one office in Punjab/Chandigarh. In case, bidders do not have office in Punjab/Chandigarh, bidder should give undertaking to open office in Punjab/Chandigarh within 45 days from the date of issuance of Lol. | Please attach the copy of any two of the following: Property tax bill/ Electricity Bill/ Telephone Bill/ registration/Lease agreement. |
| 5. | The bidder must have completed at least 5 similar works of value of Rs. 10 lacs for any Govt. Entity in India in last 5 years from the date of issuance of RFP. | Work completion Certificate along with work order. OR Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project. |
| 6. | Average Annual turnover of the bidder in any 3 (three) out of last 5 Financial years (2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) must be equal or greater than Rs. 50 lacs. | Audited Financial Statements With Certificate from statutory auditors having UDIN clearly certifying the turnover. OR CA certificate having UDIN clearly certifying the turnover |

| Sr. No. | Eligibility Criteria | Supporting documents |
|---------|--|--|
| 7. | The bidder should not have been blacklisted/debarred by any Central/State Govt. departments, Autonomous bodies, Private organization from participating in projects either individually or as a member of a consortium in last 3 years from the date of issuance of the RFP. | Self-Certified letter as per the format given. |
| 8. | The bidder must have at least 20 employees on its payroll for audit purposes | Self-Certified letter |
| 9. | The bidder should have a valid GST registration certificate and PAN in the name of the bidder. | Self-certified copy of relevant valid certificates |
| 10. | The bidder must ensure to deposit the tender document fees and EMD | Any relevant proof |

Note: All the above-mentioned documents have to be scanned and uploaded.

6.2.3. The compliance against the above criteria is to be submitted as per below format: -

| SN | Particulars | Eligibility Criteria | Supporting Documents | Pg. No. | Compliance (Yes / No) |
|-----|-------------|----------------------|----------------------|---------|-----------------------|
| ... | ... | ... | ... | ... | ... |

6.3. Earnest Money Deposit (EMD)

6.3.1. The bidder shall furnish EMD through NeSL portal (<https://nesl.co.in/e-bg/>), as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.

6.3.2. EMD should be valid for a period of 90 days from the last date of bid submission.

6.3.3. EMD of the successful bidder will be released after the successful bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG) as performance security.

- 6.3.4. EMD of all unsuccessful bidders would be returned by PSeGS after their disqualification.
- 6.3.5. The EMD submitted shall be interest free and will be refundable to the bidders without any accrued interest on it.
- 6.3.6. Permanent Account Number (PAN) and email id of PseGS is AAATP9562E and ceo.psegs@punjab.gov.in
- 6.3.7. The EMD will be forfeited on account of one or more of the following reasons:-
- 6.3.7.1. The bidder withdraws its bid during the validity period specified in the tender.
- 6.3.7.2. In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee in time.
- 6.3.7.3. If a bidder makes misleading or false representations in the forms, statements and attachments submitted in the bid documents.

6.4. Clarification on tender document

- 6.4.1. The bidders requiring any clarification on the bid document may submit its queries by the due date and time as mentioned in the Document Control Sheet in the following format in a MS Excel file:

| Sr. No. | Tender Clause No. | Page No. | Tender Clause detail | Amendment Sought / Suggestion | Justification |
|---------|-------------------|----------|----------------------|-------------------------------|---------------|
| ... | ... | ... | ... | ... | ... |

6.5. Preparation of bid

- 6.5.1. The bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and conditions and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at bidder's own risk and may be liable for rejection.
- 6.5.2. The bidders can visit Sewa Kendras to assess the quantum of work involved before submitting the bid. Once the bid is submitted, it will be

presumed that the bidder has seen and understood the complete Scope of Work.

- 6.5.3. The bid shall be uploaded on the www.eproc.punjab.gov.in website by the bidder or duly authorized person(s) to bind the bidder to the contract.
- 6.5.4. The bidder shall be responsible for all costs incurred in connection with participation in the bid process.
- 6.5.5. The bids submitted by fax / e-mail / envelope etc. shall not be accepted. No correspondence will be entertained on this matter.
- 6.5.6. The bids submitted by a consortium of companies / firms or any subcontractors will be rejected.
- 6.5.7. All correspondences between the bidders and PSeGS shall be written in the English language.
- 6.5.8. All information supplied by bidders shall be treated as contractually binding on the bidders on successful award of the assignment by PSeGS on the basis of this tender.
- 6.5.9. Failure to comply with the below requirements shall lead to the bid rejection
 - 6.5.9.1. Comply with all requirements as set out within this tender.
 - 6.5.9.2. Submission of the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
 - 6.5.9.3. Submission of all supporting documentations specified in this tender, corrigendum or any addendum issued.

6.6. Deviations

- 6.6.1. Bids submitted with any deviations to the contents of the Tender Document will be considered as non-responsive. No deviation(s)/assumption(s)/ recommendation(s) shall be allowed with the bid. Bidders must ensure that the pre-bid meeting is attended by their concerned senior officer so that all clarifications and assumptions are resolved before bid submission.

6.7. Validity of bids

- 6.7.1. Bids shall remain valid till 90 (Ninety) days from the last date of submission of bids. PSeGS reserves the right to reject a proposal valid for a shorter period as non-responsive.
- 6.7.2. In exceptional circumstances, at the sole discretion of the PSeGS, the PSeGS may solicit the bidder's consent for an extension of the validity period of bid as well as EMD. Such requests and responses shall be made in writing. A bidder granting the request will not be permitted to modify its bid.
- 6.7.3. PSeGS reserves the right to annul the tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

6.8. Amendment to the tender document

- 6.8.1. Amendments/corrigendum/addendums/clarifications necessitated due to any reasons, shall be made available on the <https://dgrpg.punjab.gov.in/> and <https://eproc.punjab.gov.in/> only as provided in the document control sheet. No separate communication either in writing or through email will be made to any interested/ participating bidders. It shall be the responsibility of the bidders to regularly visit the website to amend their bids incorporating the amendments so communicated through the website.
- 6.8.2. In order to provide prospective bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, PSeGS, at its discretion, may extend the last date for the receipt of bids.

6.9. Submission of Bid

- 6.9.1. The bid submitted by the bidder shall comprise of:
 - a. Pre-Qualification proposal;
 - b. Financial proposal
- 6.9.2. Bidders are required to upload bid documents as per terms & conditions of this tender and attach PQ Checklist.
- 6.9.3. Bidders shall submit their bid through e-procurement portal on or before the last date and time for submission of bids as per bid data sheet. It is

advised that bidders may submit their bids well in advance of the stipulated time so as to avoid last minute hiccups.

6.9.4. The bids that are uploaded online on e-procurement portal will only be considered for bid evaluation unless the bid evaluation committee has asked for revised documents in case of any clarification/additional information pertaining to submitted documents sought during bid evaluation.

6.9.5. If any document is not submitted by the Bidder at the time of submission of bid in support of bidder's eligibility criteria under this Tender, the evaluation of bids will be based on available documents in the bid only and non-submission of documents will be treated as non-availability of documents. No additional/new document/citation/credentials will be accepted after bid opening. Only supporting documents may be sought.

6.10. Bid opening

6.10.1. PseGS will constitute a committee to evaluate the bids submitted by bidders. No correspondence will be entertained outside the process of evaluation with the Committee.

6.10.2. The bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of bidders or their representatives who may wish to be present at the time of bid opening.

6.11. Financial bids format and evaluation

| Sr.No. | Particulars | Total Cost including GST (in Rs.) |
|---------------|---|--|
| 1 | Charges for financial audit of Sewa Kendra contract period from 2023-28 | |

6.11.1. Financial bids would be opened only for those bidders, who qualify all the Eligibility Criteria as explained above on the prescribed date in the presence of bidder's representatives, who may wish to be present.

6.11.2. The bidder needs to quote the rate inclusive of all taxes.

6.11.3. The price quoted as indicated in the financial proposal shall be treated as final.

- 6.11.4. The bids will be evaluated on the Least Cost Based Selection method. The lowest bid shall be declared as most responsive bidder (L1).
- 6.11.5. In case of a tie, the bidder having the highest annual turnover in the last financial year FY 2022-23 shall be declared as the L1 or the successful bidder.
- 6.11.6. If the L1 bidder is unable to provide the services in full or in part, the work order with the L1 bidder shall be canceled, the EMD and / or Performance Security of the L1 bidder shall be forfeited and the Client reserves the right to take appropriate action.
- 6.11.7. Failure to abide by the tender conditions may result into forfeiture of EMD & PBG.
- 6.11.8. Any conditional financial bid will lead to disqualification of the entire bid and forfeiture of the EMD.
- 6.11.9. The bidders quoting zero or negative service charges will be treated as non-responsive and will result in forfeiture of the EMD.
- 6.11.10. Errors & Rectification:
 - 6.11.10.1. If there is a discrepancy between words and figures of the charges, the amount in figures will prevail.
 - 6.11.10.2. If the bidder doesn't accept the correction of error(s) as specified, its bid will be rejected.

6.12. Disqualifications

- 6.12.1. PSeGS may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:
 - 6.12.1.1. Made misleading or false representations in the forms, statements and attachments submitted in bid documents. The EMD of the bidder will be forfeited in such cases.
 - 6.12.1.2. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
 - 6.12.1.3. Failed to provide clarifications related thereto, when sought;
 - 6.12.1.4. Submitted more than one bid (directly / indirectly);
 - 6.12.1.5. Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.

- 6.12.1.6. Submitted a bid with price adjustment/variation provision.
- 6.12.1.7. Documents are not submitted as specified in the tender document.
- 6.12.1.8. Suppressed any details related to bid.
- 6.12.1.9. Submitted incomplete information, subjective, conditional offers and partial offers submitted.
- 6.12.1.10. Not submitted documents as mentioned in this tender.
- 6.12.1.11. Submitted bid with lesser validity period.
- 6.12.1.12. Any non-adherence/non-compliance to applicable tender content.

6.13. Issue of Letter of Intent (LoI)

- 6.13.1. PSeGS will issue a Letter of Intent (LoI) to notify the successful bidder in writing about acceptance of their bid. The LoI will constitute the formation of the contract after submission of PBG to PSeGS as performance security by the successful bidder.

6.14. Performance security

- 6.14.1. The successful bidder shall furnish performance security to PSeGS valuing @5% of the value of the concerned contract within 15 days of release of LoI in the form of PBG as per [Annexure-A](#).
- 6.14.2. PBG shall remain valid for a period of 180 days beyond the expiry of the contract. Whenever the contract is extended, the Service Provider will have to extend the validity of PBG proportionately.
- 6.14.3. In case the successful bidder fails to submit performance security within the time stipulated, PSeGS at its discretion may cancel the award of contract to the successful bidder without giving any notice and the EMD of the concerned bidder will be forfeited.
- 6.14.4. The Service Provider will not be entitled for any interest on the performance security submitted.
- 6.14.5. PSeGS shall forfeit the performance security in full or in part in the following cases:
 - 6.14.5.1. When the terms and conditions of contract are breached/ infringed.
 - 6.14.5.2. When the contract is being terminated due to non-performance of the Service Provider.

- 6.14.5.3. The Clients incur any loss due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.15. Signing of contract

- 6.15.1. The successful bidder will sign the contract with PSeGS within 15 days of the issuance of Lol. After signing of the contract, no variation in or modification of the term of the contract shall be made except by mutual written amendment signed by both the parties.

7. About Sewa Kendras

- 7.1. Sewa Kendras are setup to provide citizen-centric services including Government [Government to Citizens (G2C), Government to Business (G2B), Government to Employee (G2E)] and Business to Citizen (B2C) Services. Sewa Kendras are being majorly used as a common front end for various departments.
- 7.2. For the purpose of administration of SKs, the State of Punjab is divided into 2 zones (district wise). Zone -1 has 11 districts and Zone-2 has 12 districts. Both zones have combined around 538 Sewa Kendras which are further categorized into 3 types. The 538 Sewa Kendras (Type I – 22, Type II – 228, Type III – 285) in the urban and rural areas of the State of Punjab. Type-I Sewa Kendras are situated at district headquarters, Type-II Sewa Kendras are in urban areas and Type-III Sewa Kendras are primarily in the rural areas. The Zone wise, district-wise and type-wise number of Sewa Kendras in the State is as under:

| Zone No | District | Type-I | Type-II | Type-III | Total |
|------------------------|-------------------|-----------|------------|------------|------------|
| Zone 1 | Amritsar | 1 | 16 | 24 | 41 |
| | Fatehgarh Sahib | 1 | 6 | 7 | 14 |
| | Gurdaspur | 1 | 0 | 39 | 40 |
| | Hoshiarpur | 1 | 10 | 17 | 28 |
| | Jalandhar | 1 | 25 | 9 | 35 |
| | Kapurthala | 1 | 13 | 6 | 20 |
| | Pathankot | 1 | 3 | 12 | 16 |
| | Rupnagar | 1 | 8 | 14 | 23 |
| | S A S Nagar | 1 | 11 | 3 | 15 |
| | S B S Nagar | 1 | 4 | 12 | 17 |
| | Tarn Taran | 1 | 5 | 16 | 22 |
| Total of Zone 1 | | 11 | 101 | 158 | 271 |
| Zone 2 | Barnala | 1 | 8 | 5 | 14 |
| | Bathinda | 1 | 22 | 11 | 34 |
| | Faridkot | 1 | 2 | 9 | 12 |
| | Fazilka | 1 | 6 | 14 | 21 |
| | Ferozepur | 1 | 8 | 17 | 26 |
| | Ludhiana | 1 | 30 | 10 | 41 |
| | Malerkotla | 0 | 5 | 4 | 9 |
| | Mansa | 1 | 7 | 8 | 16 |
| | Moga | 1 | 7 | 5 | 13 |
| | Patiala | 1 | 17 | 24 | 42 |
| | Sangrur | 1 | 12 | 11 | 24 |
| | Sri Muktsar Sahib | 1 | 3 | 11 | 15 |
| Total of Zone 2 | | 12 | 127 | 127 | 267 |
| State Total | | 23 | 228 | 285 | 538 |

- 7.3. All Sewa Kendras have basic facilities for service delivery including ICT and Non-ICT infrastructure, good ambience, and amenities for citizens. More than

400 G2C Services are being delivered through Sewa Kendras. To further facilitate the citizens, B2C services are also allowed from these Sewa Kendras.

7.4. The Service wise transaction volume of various G2C services delivered along with fee details is attached at following Annexures:

- a. Service Wise Transactions volume : [Annexure B](#)
- b. District Wise Transactions Volume: [Annexure C](#)

7.5. Service Operators through its manpower collects the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issues receipt. As per agreement, Service Operator/s is required to deposit the government fees at designated treasury bank branches within one working day. Further, the facilitation charges collected for G2C services are being deposited in the account of Service Operator.

7.6. The M/s. Terracis CitizenService LLP is the existing Service Operator for operations, maintenance and management of all Sewa Kendras in both zones. The brief Scope of work of Service Operator is as under:

a. Operate, Maintain & Manage Sewa Kendras

- i. Procurement, Deployment and Maintenance of IT infrastructure at Sewa Kendras
- ii. Internet Connectivity
- iii. Deployment of Non-IT infrastructure (ACs and water coolers)
- iv. Deployment of Trained Manpower to manage Sewa Kendras operations
- v. Delivery of services across the counters at Sewa Kendras to citizens
- vi. Transaction Management
- vii. Information Dissemination
- viii. Increase in number of Sewa Kendras.
- ix. Decrease in number of Sewa Kendras.
- x. Increase/decrease of counters at Sewa Kendras
- xi. Flexible Counters
- xii. Security & Insurance of Assets
- xiii. Maintain IT and Non-IT infrastructure at Sewa Kendras

b. Operate and Manage Doorstep Service Delivery

Doorstep delivery of services based on appointments scheduled through call centre or website for doorstep services. The Selected Service Operator(s) shall perform, but not limited to, following activities:

- i. Set-up, operate, manage, and maintain call centre
- ii. Design, Development, Testing, Deployment and Maintenance of Doorstep scheduler application (Web and Mobile versions)
- iii. Hosting of mobile and web application for Doorstep delivery.
- iv. Recruitment, Training, Management of Doorstep Operators.

c. Other Requirements

- i. Operational Requirements
- ii. Civil Infrastructure Management
- iii. Management of Consumables
- iv. Financial Management
- v. Statutory/Other Approvals

8. Scope of Work

8.1. Broad scope of work

- a. To check Compliances as per contract and SOP issued by PSeGS.
- b. Calculation, Reconciliation and audit of Government Fees and Facilitation Charges, GST and other Statutory Compliances.
- c. Calculation, Reconciliation and audit of Income, expenditure and profit etc.
- d. Audit and Calculation of SLA Breach Damages on the monthly basis.

A. To check Compliances as per contract and Payment SOP issued by PSeGS

To check all types of compliances including operational and financial, manpower etc. of Master Service Agreement signed with the Service Operators of Sewa Kendras for Zone 1, and Zone 2. The copy of Master Service Agreements (MSAs) shall be provided to the successful bidder. For reference of MSA, the copy of RFP Volume 1, Volume 2 and Volume 3 may be referred at the following link:-

RFP Volume-I: <https://punjab.gov.in/wp-content/uploads/2023/08/Revised-Sewa-Kendra-RFP-Vol-I-26082023.pdf>

RFP Volume-II: <https://punjab.gov.in/wp-content/uploads/2023/08/Revised-Sewa-Kendra-RFP-Vol-II-26082023.pdf>

RFP Volume-III: <https://punjab.gov.in/wp-content/uploads/2023/08/Revised-Sewa-Kendra-RFP-Vol-III-26082023.pdf>

Selected Service Provider shall verify/reconcile the invoices submitted by Service Operator and recommend PSeGS for final payment to be released to Service Operator after deducting penalty, taxes etc. within 3 days from receiving the invoice.

B. Calculation, Reconciliation and audit of Government Fees and Facilitation Charges as per SLA, SOP issued and B2B approved services:-

The audit covers following types of fees/charges/money collected by Sewa Kendras in different modes like Cash, Challan, Cheques, drafts, PoS etc. :-

1. 100% audit and reconciliation of statutory fees which is required to be deposited in Treasury on T+1 day.

2. 100% audit and reconciliation of Utility bills (Electricity, Water, Sewerage, BSNL etc.) - required to be deposited to Other Govt. Departments in Wallet/Banks on T+1 day.
3. 100% audit and reconciliation of other Fees: Govt. Money to be deposited in accounts of other Govt. Departments/Societies/PSU etc.
4. Random checking (at least 25% of monthly transactions) of Govt. fees vis-à-vis applications submitted to the departments in the districts by checking of record from respective departments.
5. 100% audit and checking of stamp papers being collected at Sewa Kendras with services like Marriage Registration and other services etc.
6. The successful bidder will also be required to visit other concerned district dept. offices to check the relevant records w.r.t fees, documents, data, information etc prepared and maintained by the respective department.
7. Reconciliation of reports being generated by Esewa Portal and communicating the deviations or differences to PSeGS in case, if any arises.
8. In reference to the services rendered by The service operator, the auditor must ensure that non unapproved service is being undertaken, served and claimed by the service operator.

Remarks:

1. Data of Govt. Fees is to be collected from web Portals of PSeGS and data being maintained by the service operator.
2. Data of deposit of Treasury Fees is to be collected from IFMS/e-receipt
3. Proof of deposit shall be provided by the Service Operators
4. Data of deposit of wallet/accounts shall be collected from concerned departments/PSUs etc.

C. Calculation, Reconciliation and audit:-

1. Income from Facilitation Charges collected from Government to Citizen (G2C) services

2. Income from Facilitation Charges/Commissions earned from Business to Citizen(B2C)Services–Procedures, Accounts of Service Operators, transactions volume etc. are to be audited.
3. Income from Facilitation Charges/ Commissions earned from Services – UIDAI Services, Transport Services, Stock Holding Services, BSNL services.
4. Income from Facilitation Charges/Commissions from Business to Business (B2B) Services, if any.
5. Any other as directed by PSeGS.

Remarks:

1. Data of Facilitation Charges collected for G2C services can be obtained from web Portals of PSeGS and operator.
2. Data of Facilitation Charges earned from some of B2C services can be obtained from eSewa portal and for some of services portals/ registers/ records of Service Operators are also to be checked.
3. Data of Facilitation Charges of Services can be obtained from PSeGS and the concerned Department/Agency to whom the service being audited is related to.
4. Income from B2B services, if any can be obtained from concerned service operator of Sewa Kendras

D. Audit and Calculation of SLA Breach Damages:- SLAs means all SLAs as defined in the MSA and RFP. The successful bidder will have to calculate penalties as per SLAs defined in MSA and RFP, which includes but not limited to:-

1. SLA penalties imposed by Deputy Commissioner offices
2. SLA penalties imposed by officials of Punjab State e Governance Society (PSeGS) or Directorate of Governance Reforms & Public Grievances (DGRPG) or any agency authorized by PSeGS in this regard.
3. Penalties for breach of all SLAs as defined in MSA and RFP like:
 - a. Attendance shortage,
 - b. Salary paid to manpower,
 - c. Insurance cover,
 - d. Late deposit of government fee in treasury or bank account of concerned department,

- e. Late transfer of funds to bank account of PSeGS which were to be transferred to other agencies like PSPCL, Stock Holding, Labor Department, PLRS etc.,
- f. Late or Less transfer of share of PSeGS,
- g. Employee strength during the month
- h. Late deposit of Government Fees/ Facilitation Charges to PSeGS
- i. Any other terms & conditions (like SLA) as per MSA and RFP.

Remarks: Documents/Notices/data related to SLAs issued by authorities shall be provided to selected auditors.

- E. Other Audits:** Other audit as per contract like salaries paid to manpower, commission/charges earned by service operators from B2C, B2B Transactions, Wallets etc.
- F.** Suggestions for improvement and management of records/data
- G.** Suggestions for improvement for making foolproof systems/SOP for deposit and reconciliation of fees/charges.
- H.** Provide consultation/opinion in case of ambiguity in terms and conditions of contract or dispute between PSeGS and Service Operator.
- I. Payment by PSeGS to Service Operator:** **The selected service provider shall verify/ reconcile the invoices submitted by Service Operator and recommend PSeGS for final payment to be released to service Operator after deducting penalty, taxes etc. within 3 days from receiving the invoice.** The selected firm must follow the below mentioned procedure to finalise the amount payable to the service operator.
 - 1. Bills/ Invoices shall be submitted by the service operator to PSeGS and audit firm after the completion of month along with relevant documents as mentioned in SOP.
 - 2. All the necessary documents must be enclosed with the monthly invoices as per the SOP issued by PSeGS.
 - 3. Auditor will verify the invoices claimed from various source of information regarding transactions.
 - 4. Transactions authenticity will be ensured from the Esewa Portal and confirmed by the auditor.
 - 5. Any transactions going above average shall be specifically checked.

6. Compliances of SOP issued shall be taken care of while recommending payments.
7. Compliances of GST, EPF, ESIC, Labour Welfare Fund and Statutory compliances like Income tax etc must be strictly checked by the auditor.
8. Reconciliation of receipts and Payments transacted between PSeGS and service operator.
9. Must verify the GST paid and payable by PSeGS related to Sewa Kendra Project. The Input Tax Credit claimed by Service Operator and PSeGS should also be checked and reconciled on a regular basis. The selected firm must follow the below mentioned procedure to finalise the amount payable to the service operator.
10. The auditor will check and report the delay in deposits and transfers to PSeGS and respective departments.
11. In case of Penalty imposed by various departments the same will be applicable on service operator and the amount will be adjusted with the invoice of subsequent month.
12. Details and records should be maintained and communicated for filing of GST by PSeGS and GST paid by the service operator must be verified by the auditor with the reports as per the SOP.
13. Auditor will calculate and deduct the penalties as applicable from the amount payable to the service operator as per SLA.
14. The final recommendations for the payment to be made against the monthly invoices must be submitted by the auditor.
15. Calculation and finalization of amount payable after applicable deductions may be recommended by the auditor within 03 days from submission of invoice by the service operator.
16. Status of infra and other supplies may be checked and verified by the auditor. In case of discrepancy, the same may be reported.
17. Stock registers being maintained by the districts in Sewa Kendras shall be checked and verified by the auditor. These should be maintained as per the SLA. In case of any shortfall, same should be reported in writing by the auditor to PSeGS.

18. Verification of revised transaction price after completion of one year on the basis on Consumer Price Index – IW released by Labour Department, Government of Punjab as per SOP.
19. Checking the Annual Statutory Compliance report submitted by Service operator from CA (who is CAG empanelled). The cost of this report would be borne by the Service Operator itself (as per the SOP issued).
20. Any other financial implication related to the project as per SLA or SOP.
21. Preparation of reports and records related to the Sewa Kendra Project.

8.2. Location of Audit:

- 8.2.1. Primarily the audit/activity will be done at DGR office, SAS Nagar. However, the successful bidder shall be required to visit at least 20-25 Sewa Kendra per zone per month. Atleast one Sewa Kendra must be visited in each year. No Sewa Kendra should be left unvisited. Locations of Sewa Kendras shall be intimated by PSeGS that will be in State of Punjab. All types of visiting/travelling costs shall be borne by the bidder.

8.3. Outsourcing / subletting

- 8.3.1. No part of the contract shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider.

8.4. Time Schedule and deliverables

- 8.4.1. The successful bidder would be expected to complete the audit work as defined in scope of work and timelines.
- 8.4.2. The successful bidder shall submit monthly audit report on or before 7th day of the subsequent month.
- 8.4.3. All reports must be submitted in both print and electronic version to the PSeGS. Structure of report will be finalized in consultation with selected bidder.
- 8.4.4. All equipment required for satisfactory services for this project shall be obtained by the selected bidder at their own cost and shall be their property.

8.5. Contract period

- 8.5.1. This contract shall be valid till end of contract signed with Service Operator of Sewa Kendras from the date of signing of contract with audit firm. The contract period may be further extended up to 12 months on the same terms & conditions.

8.6. Exit Management

- 8.6.1. On expiry or premature termination of the contract, the Service Provider shall handover all original as well as scanned documents, failing which legal action shall be initiated besides the Service Provider shall pay to the Client such damages, which shall be deducted from the pending payments or from the PBG.

9. SLA and Penalties

9.1.1. The SLA and penalties are as under:

| SN | Activity | Target / Service Level | Penalty for delays beyond target level |
|----|---|---|--|
| 1. | Submission of PBG | 15 days from the issue of Lol | Rs. 500 per delayed day |
| 2. | Signing of contract | 15 days from the issue of Lol | Rs. 500 per delayed day |
| 3. | Setting-up of office in Punjab/Chandigarh | Within 45 days from issuance of Lol | Rs. 2000/- per delayed day |
| 4. | Submission of monthly audit report | 7 th day of the subsequent month | Rs. 5,000/- per delayed day for initial 3 days, thereafter, Rs. 10,000/- per delayed day |
| 5. | Visiting of Sewa Kendra | Minimum 15 Sewa Kendras per zone in a month | Rs. 5,000 per remaining Sewa Kendras. |

9.1.2. The maximum penalty shall be 20% of the contract value. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default. Delay attributable by bidder only shall be considered for penalty.

10. Payment terms

10.1. General

- 10.1.1. Payments shall be released quarterly basis.
- 10.1.2. Any penalties imposed on the agency for non-performance will be deducted from the payments/ PBG.
- 10.1.3. All work contract tax, service tax and income tax will be deducted at source as per the prevalent rules & regulations at the time of making payments to the Bidder during the billing cycles.
- 10.1.4. Payment to the Service Provider shall be made in Indian Rupees through account payee cheque / NEFT / RTGS as per actual.
- 10.1.5. All taxes, duties and any statutory levies etc. payable by 'the Service Provider during the contract tenure shall be the sole responsibility of the Service Provider.

10.2. Prices

- 10.2.1. The rates quoted in the financial bid shall be inclusive of all taxes. However, the taxes shall be paid as applicable from time to time.
- 10.2.2. The prices shall remain fixed for the complete contractual period. No price change request will be accepted after opening of the bids and during the validity of the contract.

11. General Contract Conditions

11.1. Fraud and corrupt / malpractices

- 11.1.1. All the bidders must observe the highest standards of ethics during the process of selection of Service Provider and during the performance and execution of contract.
- 11.1.2. For this purpose, definitions of the terms are set forth as follows:
 - 11.1.2.1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Client or its personnel in contract executions.
 - 11.1.2.2. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Client of the benefits of free and open competition.
 - 11.1.2.3. "Unfair trade practice" means offering of services different from what is ordered, or from in the Scope of Work.
 - 11.1.2.4. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- 11.1.3. PSeGS will reject a proposal for award, if it determines that the bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.
- 11.1.4. PSeGS will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

11.2. Limitation of Liability

- 11.2.1. The liability of Service Provider(whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the aggregate of revenue earned by the Service Operator as on the date of the claim.

11.3. Confidentiality

- 11.3.1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Service Provider and/ or the Client to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.
- 11.3.2. The Service Provider shall ensure that while providing services, all the details and information is kept confidential.
- 11.3.3. During the execution of the project except with the prior written consent of the Client, the Service Provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.
- 11.3.4. The Service Provider will maintain the confidentiality of the data stored on the computer systems of the end customer. The Service Provider will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Client has the right to take legal action against the firm.

11.4. Termination of contract for default

- 11.4.1. The Client or the Service Provider can terminate the contract in the event of default of terms and conditions of this tender or the subsequent contract by the other party by giving 2 months' advance written notice. In such a case, the provisions under the Exit Management clause shall apply.

11.5. Termination of contract for insolvency, dissolution etc.

- 11.5.1. The Client may at any time terminate the Contract by giving advance written notice of 30 days to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Client. In such a case, the provisions under the Exit Management clause shall apply.

11.6. Termination for convenience

- 11.6.1. The Client reserves the right to terminate, by prior written 2 months' notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such a case, the provisions under the Exit Management clause shall apply.

11.7. Force Majeure

- 11.7.1. The PBG of the Service Provider shall not be forfeited or the contract shall not be terminated for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 11.7.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.
- 11.7.3. If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by Client in writing, the Service Provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

11.8. Resolution of disputes

- 11.8.1. If any dispute arises between parties, then these would be resolved in following ways:
- 11.8.1.1. **Amicable Settlement:** Either party of the contract may send a 15 days advance written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.

11.8.1.2. **Arbitration:** In case dispute arising between the Client and the Service Provider, which has not been settled amicably, the Service Provider can request the Client to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996 and amendments thereof. Such disputes shall be referred to the Arbitrator which shall be appointed by Hon'ble Punjab and Haryana High Court. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at Chandigarh / SAS Nagar. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by the client and the Service Provider. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.

11.9. Legal Jurisdiction

11.9.1. All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in SAS Nagar, Punjab only.

11.10. Amendment to the contract

11.10.1. The contract signed thereof can be amended by mutual consent of both the parties, provided such amendment is made in writing and signed by both the parties.

12. Bid formats

[Note: Italicized comments in rectangular brackets of formats have been provided for the purpose of guidance/ instructions to bidders for preparation of the bid formats. These should not appear in the final bids to be submitted by the bidders]

12.1. Cover Letter

Bid Reference No. : PSeGS/Finance Auditor/2024/1

[Bidders are required to submit the covering letter as given here on their letterhead]

To

Chief Executive Officer,
Punjab State e-Governance Society,
O/o Department of Governance Reforms and Public Grievances,
Plot No. D-241, Industrial Area, Phase 8B, Sector – 74, Near Quark City,
SAS Nagar - 160071

Sub: Submission of bid for selection of audit firm for financial audit of Sewa Kendras

Dear Sir,

1. We, the undersigned, have carefully examined the above referenced tender and submit our bid in full conformity with the said tender.
2. We have read all the provisions of tender & corrigendum and confirm that these are acceptable to us.
3. We further declare that additional conditions, deviations, if any, found in our bid shall not be given effect to.
4. We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 90 days from the last date of bid submission as stipulated in the tender and any additional documents submitted, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.
6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.

7. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not reimburse any expenses incurred by us in bidding.
8. We declare that this is our sole participation in this tender bid and we are not participating / co-participating through any of the other related parties or channels.
9. We have not been blacklisted or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.
10. Tender document cost and EMD has been paid online and the details are as below:-

[Insert the details as applicable].

11. Our details have been filled below:-

| SN | Particulars | Details |
|----|---|---------|
| 1. | Name of the bidder | |
| 2. | Address with telephone numbers, email, etc. | |
| 3. | Date of incorporation and/or commencement of business | |
| 4. | Registration Number | |
| 5. | PAN Number | |
| 6. | GST Registration Number | |
| 7. | Name, designation, postal address, e-mail address, phone numbers (including mobile) etc., of Authorized Signatory of the bidder with power of attorney. | |
| 8. | Details of individuals who will serve as the point of contact/communication with the Client in case of the award of the contract. <i>[The details must include Name, designation, postal address, e-mail address, phone numbers (including mobile) etc.]</i> | |

12. Details of Similar Works that are in progress or have been completed (Proofs attached) :-

| SN | Name of the Service Contract | Name of the Client | Number of persons deployed | Value of Contract | Contract start date | Contract completion date |
|----|------------------------------|--------------------|----------------------------|-------------------|---------------------|--------------------------|
| | | | | | | |

Signature

Full Name

In the capacity of

Duly authorized to sign Proposal for and on behalf of

Date.....

Place.....

[*: Strike off whichever is not applicable]

12.2. Format for Undertaking

[On the letterhead of the organization]

No.

Date:

To,

Chief Executive Officer,
Punjab State e-Governance Society,
O/o Department of Governance Reforms & Public Grievances
Plot No. D-241, Industrial Area, Sector - 74,
Sahibzada Ajit Singh Nagar,
Punjab-160071

Subject: Self Declaration of not being blacklisted, insolvent and convicted of any criminal offense.

Ref: Your Bid Ref. No.: <xxx> dated <xxx>

Dear Sir/ Madam,

We confirm that our company or firm, <Name_of_the_company/firm>, is as on the date of submission of this bid: -

- A. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and has not been blacklisted by any State Govt./Central Govt. / Board, Corporations and Government Societies/PSU for any reason in last 3 years from the date of RFP issuance.
- B. Has not ever been insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and has not been the subject of legal proceedings for any of the foregoing reasons.
- C. And our directors, partners and officers have not been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of RFP issuance or not have been otherwise disqualified pursuant to debarment proceedings.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Annexure-A: Performance Bank Guarantee

[Guarantor letterhead]

Beneficiary: Chief Executive Officer, Punjab State e-Governance Society, O/o Department of Governance Reforms and Public Grievances, Plot D-241, Sector-74, Mohali, Punjab-160071

Date: XX/XX/XXXX

Performance Guarantee No.: <<Insert Guarantee reference number>>

Guarantor: [Insert name and address of place of issue]

we have been informed that <<Name of successful bidder>> (hereinafter called “the Applicant”) has entered into contract no. <<insert reference number of contract>> dated <<insert date>> with the beneficiary, as audit firm for financial audit of Sewa Kendras (hereinafter called “the Contract”).

Furthermore, we understand that, according to conditions of the contract, a performance bank guarantee is required.

At the request of the Applicant, we as guarantor, hereby irrecoverably undertake to pay the Beneficiary any sum or sums not exceeding in total as amount of Rs. <<<<<<>>>>>>/- (in words only), such sum being payable upon receipt by us of the Beneficiary’s complying demand supported by the Beneficiary’s statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for the demand or the sum specified therein.

The guarantee shall expire, no later than the <<180 days from expiry of contract>>, and any demand for payment under it must be received by us at this office indicated above on or before that date.

(Authorized Signatory of the Bank)

Seal:

Date:

Annexure-B: Service wise Transactions Volume

Period: From 1st January 2023 to 31st December 2023

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|---------|---|--------------------|----------------------|
| 1 | Department of Agriculture | OFFLINE | Agriculture Accident | 222 | 0 |
| 2 | Department of Agriculture | OFFLINE | Fertilizer Retailer New License | 1 | 200 |
| 3 | Department of Agriculture | OFFLINE | Pesticide Sales New License Dist | 1 | 200 |
| 4 | Department of Agriculture | OFFLINE | Sales Dist Addition Of Pesticides | 1 | 100 |
| 5 | Department of Agriculture | OFFLINE | Seed Dist Change Responsible Person | 1 | 100 |
| 6 | Department of Agriculture | OFFLINE | Seed Dist new license | 1 | 200 |
| 7 | Department of Agriculture | OFFLINE | Seed Dist Renew License | 1 | 100 |
| 8 | Department of Food, Civil Supplies And Consumer Affairs | OFFLINE | Issuance of Noc For Setting Up of Petrol Pump | 9 | 5490 |
| 9 | Department of Governance Reforms | OFFLINE | Form Filling | 18834 | 369020 |
| 10 | Department of Governance Reforms | OFFLINE | Grievance | 121 | 1210 |
| 11 | Department of Health and Family Welfare | OFFLINE | Ayushman Sarbat Sehat Bima e- Card | 1125 | 33750 |
| 12 | Department of Health and Family Welfare | OFFLINE | Copies of The Post Mortem Report | 295 | 19175 |
| 13 | Department of Health and Family Welfare | OFFLINE | Copy of Complete Medico Legal Report | 81 | 19440 |
| 14 | Department of Health and Family Welfare | OFFLINE | Copy of Interim Medico Legal Report | 9 | 2160 |
| 15 | Department of Health and Family Welfare | OFFLINE | Issuance of Disability Certificate Obvious Disability (Loco Motor, Blindness) | 3 | 3 |
| 16 | Department of Health and Family Welfare | OFFLINE | Issuance of Medical Certificate | 3276 | 409500 |
| 17 | Department of Health and Family Welfare | OFFLINE | Issuance of Multiple Disability Certificate | 12 | 12 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|---------|---|--------------------|----------------------|
| 18 | Department of Health and Family Welfare | OFFLINE | Issuance of Single Disability Certificate | 3 | 3 |
| 19 | Department of Health and Family Welfare | ONLINE | Addition of Name in Birth Certificate (Rural after one Year) | 3693 | 240045 |
| 20 | Department of Health and Family Welfare | ONLINE | Addition of Name in Birth Certificate (Rural within current year) | 1121 | 72865 |
| 21 | Department of Health and Family Welfare | ONLINE | Addition of Name in Birth Certificate for Urban area (Within current year, registered from EOMC) | 23663 | 1538095 |
| 22 | Department of Health and Family Welfare | ONLINE | Addition of Name in Birth Certificate for Urban area (Within current year, registered from SMO/MO) | 20286 | 1318590 |
| 23 | Department of Health and Family Welfare | ONLINE | Addition of Name in Birth Certificate(Urban after one year) | 92015 | 5980975 |
| 24 | Department of Health and Family Welfare | ONLINE | Adoption for Place of Birth falls under jurisdiction of Rural Area – after Current Year- Non-Institutional After year (RURAL) | 642 | 80250 |
| 25 | Department of Health and Family Welfare | ONLINE | Adoption for Place of Birth falls under jurisdiction of Rural Area – With in Current Year -Non-Institutional Current Year (RURAL) | 102 | 12750 |
| 26 | Department of Health and Family Welfare | ONLINE | Adoption for Place of Birth falls under jurisdiction of Rural Area –after Current Year- Institutional after year (RURAL) | 10 | 1250 |
| 27 | Department of Health and Family Welfare | ONLINE | Adoption for Place of Birth falls under jurisdiction of Urban Area– After Current Year -Institutional After Year (URBAN) | 18 | 2250 |
| 28 | Department of Health and Family Welfare | ONLINE | Adoption for Place of Birth falls under jurisdiction of Urban Area After One Year Only -Non-Institutional After Current Year(URBAN) | 2554 | 319250 |
| 29 | Department of | ONLINE | Adoption for Place of Birth | 71 | 8875 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|--------|---|--------------------|----------------------|
| | Health and Family Welfare | | falls under jurisdiction of Urban Area After One Year Only -Non-Institutional After Current Year(URBAN)(SMO/MO) | | |
| 30 | Department of Health and Family Welfare | ONLINE | Adoption for Place of Birth falls under jurisdiction of Urban Area With in Current Year Only -Non-Institutional Current Year(URBAN) | 414 | 51750 |
| 31 | Department of Health and Family Welfare | ONLINE | Adoption for Place of Birth falls under jurisdiction of Urban Area With in Current Year Only -Non-Institutional Current Year(URBAN)(SMO/MO) | 176 | 22000 |
| 32 | Department of Health and Family Welfare | ONLINE | Adoption for Place of Birth falls under jurisdiction of Urban Area with in Current Year-Institutional Current Year (URBAN) | 5 | 625 |
| 33 | Department of Health and Family Welfare | ONLINE | Birth / Non Availability Certificate Rural after Year | 324093 | 21066045 |
| 34 | Department of Health and Family Welfare | ONLINE | Birth / Non Availability Certificate Rural within Year | 593 | 38545 |
| 35 | Department of Health and Family Welfare | ONLINE | Birth / Non Availability Certificate Urban after Year | 311051 | 20218315 |
| 36 | Department of Health and Family Welfare | ONLINE | Birth / Non Availability Certificate Urban within Year | 1555 | 101075 |
| 37 | Department of Health and Family Welfare | ONLINE | Correction in Adoption Certificate (Rural after one year) | 18 | 2250 |
| 38 | Department of Health and Family Welfare | ONLINE | Correction in Adoption Certificate for Rural area (Within current year) | 4 | 500 |
| 39 | Department of Health and Family Welfare | ONLINE | Correction in Adoption Certificate for Urban area (In case of EOMC within current Year) | 5 | 625 |
| 40 | Department of Health and Family Welfare | ONLINE | Correction in Adoption Certificate for Urban area (In case of SMO/MO within current year) | 3 | 375 |
| 41 | Department of Health and Family Welfare | ONLINE | Correction in Adoptions Certificate for Urban area (After current year for both SMO/MO and EOMC) | 117 | 14625 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|--------|--|--------------------|----------------------|
| 43 | Department of Health and Family Welfare | ONLINE | Correction in Birth Certificate for Rural area (Within current year) | 493 | 61625 |
| 44 | Department of Health and Family Welfare | ONLINE | Correction in Birth Certificate for Urban area (After current year for both SMO/MO and EOMC) | 72284 | 9035500 |
| 45 | Department of Health and Family Welfare | ONLINE | Correction in Birth Certificate for Urban area (In case of EOMC within current Year) | 3011 | 376375 |
| 46 | Department of Health and Family Welfare | ONLINE | Correction in Birth Certificate for Urban area (In case of SMO/MO within current year) | 1306 | 163250 |
| 47 | Department of Health and Family Welfare | ONLINE | Correction in death Certificate for Rural area (After current year) | 1432 | 179000 |
| 48 | Department of Health and Family Welfare | ONLINE | Correction in Death Certificate for Rural Area (Within current year | 633 | 79125 |
| 49 | Department of Health and Family Welfare | ONLINE | Correction in Death Certificate for Urban area (After current year for both SMO/MO and EOMC) | 2057 | 257125 |
| 50 | Department of Health and Family Welfare | ONLINE | Correction in Death Certificate for Urban area (Within current year in case of EOMC) | 1572 | 196500 |
| 51 | Department of Health and Family Welfare | ONLINE | Correction in Death Certificate for Urban area (Within current year in case of SMO/MO) | 1284 | 160500 |
| 52 | Department of Health and Family Welfare | ONLINE | Death / Non Availability Certificate Rural after Year | 38047 | 2473055 |
| 53 | Department of Health and Family Welfare | ONLINE | Death / Non Availability Certificate Rural within Year | 2434 | 158210 |
| 54 | Department of Health and Family Welfare | ONLINE | Death / Non Availability Certificate Urban after Year | 28090 | 1825850 |
| 55 | Department of Health and Family Welfare | ONLINE | Death / Non Availability Certificate Urban within Year | 4869 | 316485 |
| 56 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Birth (Urban) (after 21 days but within 30 days of Birth)(in case of EOMC) | 4 | 500 |
| 57 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Birth (Urban) (After 30 | 15 | 1875 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|--------|--|--------------------|----------------------|
| | Welfare | | days but within 1 year of Birth) (In case of SMO/MO) | | |
| 58 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Birth Certificate(Rural)(After 30 days and Within One Year) | 99 | 12375 |
| 59 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Birth Certificate(Rural)(After One Year) | 25906 | 3238250 |
| 60 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Birth Certificate(Urban)(After 30 days and Within One Year) (In case of EOMC office) | 622 | 77750 |
| 61 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Birth Certificate(Urban)(After One Year) | 13507 | 1688375 |
| 62 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Birth For Rural areas (after 21 days but within 30 days of event) | 1 | 125 |
| 63 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Death (Urban) (after 21 days but within 30 days of Death)(in case of EOMC) | 64 | 8000 |
| 64 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Death (Urban) (After 30 days but within 1 year of Death) (In case of (SMO/MO) | 77 | 9625 |
| 65 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Death Certificate(Rural)(After 30 days and Within One Year) | 1692 | 211500 |
| 66 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Death Certificate(Rural)(After One Year) | 3025 | 378125 |
| 67 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Death Certificate(Urban)(After 30 days and Within One Year) (in case of EOMC Office) | 3439 | 429875 |
| 68 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Death Certificate(Urban)(After One Year) | 2730 | 341250 |
| 69 | Department of Health and Family Welfare | ONLINE | Delayed Registration of Death(Rural)(After 21 | 21 | 2625 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|---------|---|--------------------|----------------------|
| | Welfare | | Days But Within 30 Days Of Death) | | |
| 70 | Department of Health and Family Welfare | ONLINE | Multiple Copies of Birth Certificate | 31476 | 2045940 |
| 71 | Department of Health and Family Welfare | ONLINE | Multiple Copies of Death Certificate | 29514 | 1918410 |
| 72 | Department of Home Affairs and Justice | OFFLINE | Issuance of License For Travel Agent Consultancy | 351 | 2118285 |
| 73 | Department of Home Affairs and Justice | OFFLINE | License For Travel Ticketing Agents | 11 | 19965 |
| 74 | Department of Home Affairs and Justice | OFFLINE | Noc For Exhibition | 2 | 2300 |
| 75 | Department of Home Affairs and Justice | OFFLINE | Noc For Melas/ Fairs | 627 | 721050 |
| 76 | Department of Home Affairs and Justice | OFFLINE | Noc For Sports Events | 24 | 27600 |
| 77 | Department of Home Affairs and Justice | OFFLINE | Noc For Use of Loud Speakers (Applicable Only In Case of S.D.M. Obtains N.O.C. From The Concerned S.H.O Before Granting Permission) | 3544 | 850560 |
| 78 | Department of Home Affairs and Justice | OFFLINE | Permission For Loud Speaker Or Dj Related To Police And Cprc Cell | 2103 | 483690 |
| 79 | Department of Home Affairs and Justice | ONLINE | Addition of Retainer | 167 | 200400 |
| 80 | Department of Home Affairs and Justice | ONLINE | Addition of Weapon | 1605 | 3948525 |
| 81 | Department of Home Affairs and Justice | ONLINE | Cancellation of Arms License by License holder(In Death Case) | 50 | 102000 |
| 82 | Department of Home Affairs and Justice | ONLINE | Cancellation of Arms License by License holder(Sold Already) | 120 | 171600 |
| 83 | Department of Home Affairs and Justice | ONLINE | Cancellation of Arms License by License holder(Want to Deposit) | 222 | 522000 |
| 84 | Department of Home Affairs and Justice | ONLINE | Change of Address from other States | 279 | 334800 |
| 85 | Department of Home Affairs and | ONLINE | Change of Address within Punjab | 397 | 476400 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|--|--------|--|--------------------|----------------------|
| | Justice | | | | |
| 86 | Department of Home Affairs and Justice | ONLINE | Change of Bore | 2217 | 2743200 |
| 87 | Department of Home Affairs and Justice | ONLINE | Correction in Arm License | 661 | 241265 |
| 88 | Department of Home Affairs and Justice | ONLINE | Deletion of Weapon | 4439 | 5947200 |
| 89 | Department of Home Affairs and Justice | ONLINE | Duplicate Arms License | 473 | 567600 |
| 90 | Department of Home Affairs and Justice | ONLINE | Entry of Weapon | 7346 | 9372000 |
| 91 | Department of Home Affairs and Justice | ONLINE | Extension of cartridges | 613 | 555100 |
| 92 | Department of Home Affairs and Justice | ONLINE | Extension of Jurisdiction Outside Punjab | 456 | 547200 |
| 93 | Department of Home Affairs and Justice | ONLINE | Extension of Jurisdiction Within Punjab | 1 | 1200 |
| 94 | Department of Home Affairs and Justice | ONLINE | Extension of purchase period | 211 | 279600 |
| 95 | Department of Home Affairs and Justice | ONLINE | Fee Wave Off | 188 | 0 |
| 96 | Department of Home Affairs and Justice | ONLINE | Issuance of Marriageability Certificate | 553 | 663600 |
| 97 | Department of Home Affairs and Justice | ONLINE | Issuance of New Arms License | 4406 | 30901500 |
| 98 | Department of Home Affairs and Justice | ONLINE | NOC/Permission for Sale of Weapon | 4007 | 5410800 |
| 99 | Department of Home Affairs and Justice | ONLINE | Permission for sale / transfer weapon in death case | 630 | 1074000 |
| 100 | Department of Home Affairs and Justice | ONLINE | Permission to deposit of weapon in death case | 80 | 62830 |
| 101 | Department of Home Affairs and Justice | ONLINE | Registration of Marriage under Anand Marriage Act (After 6 months but within one year) | 721 | 1045450 |
| 102 | Department of Home Affairs and Justice | ONLINE | Registration of Marriage under Anand Marriage Act | 4231 | 6127700 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|--|---------|--|--------------------|----------------------|
| | Justice | | (After one year) | | |
| 103 | Department of Home Affairs and Justice | ONLINE | Registration of Marriage under Anand Marriage Act (Within 6 months) | 9549 | 13843150 |
| 104 | Department of Home Affairs and Justice | ONLINE | Registration of Marriage under Punjab Compulsory Registration of Marriage Act (After 6 months but within one year) | 4592 | 6648250 |
| 105 | Department of Home Affairs and Justice | ONLINE | Registration of Marriage under Punjab Compulsory Registration of Marriage Act (After one year) | 35852 | 51953500 |
| 106 | Department of Home Affairs and Justice | ONLINE | Registration of Marriage under Punjab Compulsory Registration of Marriage Act (Within 6 months) | 53207 | 77087800 |
| 107 | Department of Home Affairs and Justice | ONLINE | Renewal of Arms License | 21177 | 43035300 |
| 108 | Department of Home Affairs and Justice | ONLINE | Solemnization of Marriage (Under Special Marriage Act, 1954) | 73 | 105850 |
| 109 | Department of Industries and Commerce | OFFLINE | Temporary License for Sale of Crackers | 13590 | 1359000 |
| 110 | Department of Labour (Govt. of Punjab) | API | BALRI TOHFA SCHEME | 829 | 8290 |
| 111 | Department of Labour (Govt. of Punjab) | API | EX-GRATIA PERFORMA TO THE BENEFICIARY | 1652 | 16520 |
| 112 | Department of Labour (Govt. of Punjab) | API | FUNERAL RITES PERFORMA FOR BENEFICIARY | 2683 | 26820 |
| 113 | Department of Labour (Govt. of Punjab) | API | GENERAL SURGERY AID PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY | 305 | 3050 |
| 114 | Department of Labour (Govt. of Punjab) | API | HOUSING SCHEME | 4 | 40 |
| 115 | Department of Labour (Govt. of Punjab) | API | LTC PERFORMA TO THE BENEFICIARY | 4349 | 43490 |
| 116 | Department of Labour (Govt. of Punjab) | API | MATERNITY BENEFIT SCHEME | 396 | 3960 |
| 117 | Department of Labour (Govt. of Punjab) | API | MENTALLY RETARDED CHILDREN BENEFIT SCHEME | 189 | 1890 |
| 118 | Department of | API | OCCUPATIONAL | 12 | 120 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|--|------|--|--------------------|----------------------|
| | Labour (Govt. of Punjab) | | DISEASES PERFORMA FOR BENEFICIARIES | | |
| 119 | Department of Labour (Govt. of Punjab) | API | PENSION BENEFIT PERFORMA FOR THE BENEFICIARY | 9 | 90 |
| 120 | Department of Labour (Govt. of Punjab) | API | SHAGUN PERFORMA TO THE DAUGHTER OF BENEFICIARY | 1406 | 14060 |
| 121 | Department of Labour (Govt. of Punjab) | API | STIPEND PERFORMA TO THE CHILDREN OF BENEFICIARIES | 59937 | 599370 |
| 122 | Department of Labour (Govt. of Punjab) | API | TEETH, SPECTACLES AND HEARING DEVICE PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY | 31 | 310 |
| 123 | Department of Labour (Govt. of Punjab) | API | TOOLS SCHEME | 2 | 20 |
| 124 | Department of Labour (Govt. of Punjab) | API | BALRI TOHFA SCHEME | 661 | 6600 |
| 125 | Department of Labour (Govt. of Punjab) | API | EX-GRATIA PERFORMA TO THE BENEFICIARY | 5502 | 55020 |
| 126 | Department of Labour (Govt. of Punjab) | API | FUNERAL RITES PERFORMA FOR BENEFICIARY | 3456 | 34560 |
| 127 | Department of Labour (Govt. of Punjab) | API | GENERAL SURGERY AID PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY | 294 | 2940 |
| 128 | Department of Labour (Govt. of Punjab) | API | HOUSING SCHEME | 4 | 40 |
| 129 | Department of Labour (Govt. of Punjab) | API | LTC PERFORMA TO THE BENEFICIARY | 2537 | 25370 |
| 130 | Department of Labour (Govt. of Punjab) | API | MATERNITY BENEFIT SCHEME | 280 | 2800 |
| 131 | Department of Labour (Govt. of Punjab) | API | MENTALLY RETARDED CHILDREN BENEFIT SCHEME | 432 | 4320 |
| 132 | Department of Labour (Govt. of Punjab) | API | OCCUPATIONAL DISEASES PERFORMA FOR BENEFICIARIES | 16 | 160 |
| 133 | Department of Labour (Govt. of Punjab) | API | PENSION BENEFIT PERFORMA FOR THE BENEFICIARY | 49 | 490 |
| 134 | Department of Labour (Govt. of Punjab) | API | PENSION FOR 60 YEAR AGE / FAMILY/ WIDOW | 2105 | 21050 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|--|---------|--|--------------------|----------------------|
| | Punjab) | | PENSION | | |
| 135 | Department of Labour (Govt. of Punjab) | API | REGISTRATION OF CONSTRUCTION WORKER | 43062 | 161980 |
| 136 | Department of Labour (Govt. of Punjab) | API | RENEWAL OF CONSTRUCTION WORKER REGISTRATION | 69743 | 421020 |
| 137 | Department of Labour (Govt. of Punjab) | API | SHAGUN PERFORMA TO THE DAUGHTER OF BENEFICIARY | 2715 | 27150 |
| 138 | Department of Labour (Govt. of Punjab) | API | SKILL TRAINING / SKILL UPGRADATION/ VOCATIONAL EDUCATION SCHEME | 201 | 2010 |
| 139 | Department of Labour (Govt. of Punjab) | API | SKILL TRAINING OF WORKER | 8 | 80 |
| 140 | Department of Labour (Govt. of Punjab) | API | STIPEND PERFORMA TO THE CHILDREN OF BENEFICIARIES | 97190 | 971830 |
| 141 | Department of Labour (Govt. of Punjab) | API | Submission of Registration and Renewal Fee | 15 | 90 |
| 142 | Department of Labour (Govt. of Punjab) | API | TEETH, SPECTACLES AND HEARING DEVICE PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY | 216 | 2160 |
| 143 | Department of Labour (Govt. of Punjab) | API | TOOLS SCHEME | 4 | 40 |
| 144 | Department of Labour (Govt. of Punjab) | API | UPDATE WORKER RECORD | 3092 | 30910 |
| 145 | Department of Local Government | OFFLINE | Application for LOR (Street Vendor) | 14 | 420 |
| 146 | Department of Local Government | OFFLINE | Water and sewerage Bill payment | 14 | 210 |
| 147 | Department of NRI Affairs | ONLINE | Attestation of Documents by NRI Cell Punjab | 663 | 408500 |
| 148 | Department of Personnel | ONLINE | Residence certificate | 367083 | 27531225 |
| 149 | Department of Revenue | OFFLINE | Affidavit Attestation | 595509 | 44663175 |
| 150 | Department of Revenue | OFFLINE | Allotement of Title For Newspaper/Magazine (Approval From Sdm) | 9 | 43470 |
| 151 | Department of Revenue | OFFLINE | APPLICATION FOR E-REGISTRATION FEE/ADDITIONAL E-REGISTRATION | 5091 | 0 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|-----------------------|---------|--|--------------------|----------------------|
| | | | CERTIFICATE | | |
| 152 | Department of Revenue | OFFLINE | Attestation of Surety Bonds In New Parole Cases | 46 | 16790 |
| 153 | Department of Revenue | OFFLINE | Attestation of Surety Bonds In Old Parole Cases | 107 | 39055 |
| 154 | Department of Revenue | OFFLINE | Backward Area Certificate | 10149 | 761175 |
| 155 | Department of Revenue | OFFLINE | Bet Area Certificate | 29 | 2175 |
| 156 | Department of Revenue | OFFLINE | Border Area Certificate | 10521 | 789075 |
| 157 | Department of Revenue | OFFLINE | Certified copies of previously registered documents. | 125819 | 23905610 |
| 158 | Department of Revenue | OFFLINE | Certified Copies of Unregistered documents | 58012 | 8701800 |
| 159 | Department of Revenue | OFFLINE | Copy of Sanad | 292 | 70080 |
| 160 | Department of Revenue | OFFLINE | Counter Signing of Affidavit | 1776 | 648240 |
| 161 | Department of Revenue | OFFLINE | Counter Signing of Divorce Certificate | 113 | 41245 |
| 162 | Department of Revenue | OFFLINE | Counter Signing of Documents of Nri | 13248 | 4835520 |
| 163 | Department of Revenue | OFFLINE | Counter Signing of Police Clearance Certificate | 13824 | 5045760 |
| 164 | Department of Revenue | OFFLINE | Counter Signing of Registry | 38 | 13870 |
| 165 | Department of Revenue | OFFLINE | Countersigning of document | 22415 | 8181475 |
| 166 | Department of Revenue | OFFLINE | Countersigning of Translation of Certificates | 1587 | 579255 |
| 167 | Department of Revenue | OFFLINE | Delivery of certified copy of registered documents. | 107158 | 0 |
| 168 | Department of Revenue | OFFLINE | Demarcation of Land | 12995 | 4743175 |
| 169 | Department of Revenue | OFFLINE | Dependent Certificate | 7 | 525 |
| 170 | Department of Revenue | OFFLINE | Endorsement of Spa/Gpa | 199 | 121390 |
| 171 | Department of Revenue | OFFLINE | Equity Entry of Mortgage | 56076 | 74861460 |
| 172 | Department of Revenue | OFFLINE | Evaluation of Landed/Immoveable Property | 2782 | 1613560 |
| 173 | Department of Revenue | OFFLINE | Fard Generation | 40043 | 800860 |
| 174 | Department of Revenue | OFFLINE | Identity Card To Government Employee | 1 | 55 |
| 175 | Department of | OFFLINE | Identity Card To | 614 | 33770 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|---------|--|--------------------|----------------------|
| | Revenue | | Lambardar | | |
| 176 | Department of Revenue | OFFLINE | Indemnity Bond | 22720 | 8292800 |
| 177 | Department of Revenue | OFFLINE | Inspection of Revenue Records | 190784 | 49603840 |
| 178 | Department of Revenue | OFFLINE | ISSUANCE OF -E-STAMP PAPER | 75613 | 756130 |
| 179 | Department of Revenue | OFFLINE | Issuance of New Emigration Consultants Licence | 435 | 2625225 |
| 180 | Department of Revenue | OFFLINE | Issuance of New Licence For Travel Agent | 96 | 579360 |
| 181 | Department of Revenue | OFFLINE | Issuance of Non Encumbrance Certificate | 57440 | 14934400 |
| 182 | Department of Revenue | OFFLINE | Issue And Renewal of Deed Writer License | 13 | 7930 |
| 183 | Department of Revenue | OFFLINE | Issue And Renewal of Stamp Vendor License | 166 | 101260 |
| 184 | Department of Revenue | OFFLINE | Kandi Area Certificate | 4164 | 312300 |
| 185 | Department of Revenue | OFFLINE | Legal Heir Certificate | 488 | 61000 |
| 186 | Department of Revenue | OFFLINE | Low Income Certificate | 4 | 260 |
| 187 | Department of Revenue | OFFLINE | Nativity Certificate | 66 | 159390 |
| 188 | Department of Revenue | OFFLINE | Natural Heir Certificate | 226 | 16950 |
| 189 | Department of Revenue | OFFLINE | Permission For Dj | 273 | 166530 |
| 190 | Department of Revenue | OFFLINE | Renewal of Photostate Licence | 19 | 11590 |
| 191 | Department of Revenue | OFFLINE | Renewal of Typist Licence | 72 | 43920 |
| 192 | Department of Revenue | OFFLINE | Sub Mountain Area Certificate | 1438 | 107850 |
| 193 | Department of Revenue | OFFLINE | Surety Bond | 5780 | 1387200 |
| 194 | Department of Revenue | On | Issuance of Income Certificate | 22812 | 1710900 |
| 195 | Department of Rural Development and Panchayats | On | Rural Area Certificate | 31667 | 2375025 |
| 196 | Department of Social Justice and Empowerment and Minorities | OFFLINE | Ashirwad Scheme (Shagun) | 9156 | 91560 |
| 197 | Department of Social Justice and Empowerment and | ONLINE | Caste certificate OBC/BC | 141698 | 9210370 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|---------|--|--------------------|----------------------|
| | Minorities | | | | |
| 198 | Department of Social Justice and Empowerment and Minorities | ONLINE | Caste certificate SC | 295420 | 19202300 |
| 199 | Department of Social Justice and Empowerment and Minorities | ONLINE | Income and Asset Certificate | 23820 | 1310100 |
| 200 | Department of Social Justice and Empowerment and Minorities | ONLINE | Issuance of General Caste Certificate | 23943 | 1556295 |
| 201 | Department of Social Security & Development of Women & Children | OFFLINE | APPLY FOR DISABILITY CERTIFICATE AND UDID CARD | 13769 | 137690 |
| 202 | Department of Social Security & Development of Women & Children | OFFLINE | APPLY FOR LOST UDID CARD | 122 | 1220 |
| 203 | Department of Social Security & Development of Women & Children | OFFLINE | Bus Passes To Handicapped People | 110 | 0 |
| 204 | Department of Social Security & Development of Women & Children | OFFLINE | Bus Passes To Senior Citizen | 6 | 0 |
| 205 | Department of Social Security & Development of Women & Children | OFFLINE | DOWNLOAD E-DISABILITY CARD AND E_UDID CARD | 15 | 150 |
| 206 | Department of Social Security & Development of Women & Children | OFFLINE | Issue of Identity Cards To All Categories of Handicapped Persons | 226 | 2260 |
| 207 | Department of Social Security & Development of Women & Children | OFFLINE | RENEWAL OF DISABILITY CERTIFICATE AND UDID CARD | 54 | 540 |
| 208 | Department of Social Security & Development of Women & Children | ONLINE | Dependent children pension scheme | 13948 | 0 |
| 209 | Department of Social Security & Development of Women & Children | ONLINE | Disabled person pension scheme | 15288 | 0 |
| 210 | Department of Social Security & Development of | ONLINE | Old age pension scheme | 110853 | 0 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|----------|--|--------------------|----------------------|
| | Women & Children | | | | |
| 211 | Department of Social Security & Development of Women & Children | ONLINE | Senior citizen identity card | 11962 | 239240 |
| 212 | Department of Social Security & Development of Women & Children | ONLINE | Widow/destitute pension scheme | 27473 | 0 |
| 213 | Department of Technical Education and Industrial Training | REDIRECT | Attestation of Degree only | 1 | 125 |
| 214 | Department of Transport | OFFLINE | Book Appointment | 3729 | 186450 |
| 215 | Department of Transport | OFFLINE | Cancellation of NOC | 22 | 1100 |
| 216 | Department of Transport | OFFLINE | Change of Address | 9 | 450 |
| 217 | Department of Transport | OFFLINE | Change of Address in DL | 186 | 9300 |
| 218 | Department of Transport | OFFLINE | Change of name in DL | 83 | 4150 |
| 219 | Department of Transport | OFFLINE | Check Application Status | 51 | 2550 |
| 220 | Department of Transport | OFFLINE | Check e-payment status | 37 | 1850 |
| 221 | Department of Transport | OFFLINE | Conductor License Renewal | 1 | 50 |
| 222 | Department of Transport | OFFLINE | Correction of learner's license (Address & Name) | 6 | 300 |
| 223 | Department of Transport | OFFLINE | DL extract | 202 | 10100 |
| 224 | Department of Transport | OFFLINE | Duplicate Learner License | 31 | 1550 |
| 225 | Department of Transport | OFFLINE | Duplicate RC | 86 | 4300 |
| 226 | Department of Transport | OFFLINE | Endorsement to Drive hazardous material | 5 | 250 |
| 227 | Department of Transport | OFFLINE | Extension of Learner License | 200 | 10000 |
| 228 | Department of Transport | OFFLINE | Hypothecation Addition | 2 | 100 |
| 229 | Department of Transport | OFFLINE | Hypothecation Continuation | 9 | 450 |
| 230 | Department of Transport | OFFLINE | Hypothecation Termination | 211 | 10550 |
| 231 | Department of Transport | OFFLINE | Issue of duplicate DL | 347 | 17350 |
| 232 | Department of Transport | OFFLINE | Issue of Duplicate PSV badge | 1 | 50 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|---|---------|---|--------------------|----------------------|
| 233 | Department of Transport | OFFLINE | Issue of NOC | 1 | 50 |
| 234 | Department of Transport | OFFLINE | Issue of PSV badge to a driver | 1 | 50 |
| 235 | Department of Transport | OFFLINE | Mobile Update | 18966 | 948300 |
| 236 | Department of Transport | OFFLINE | Online Self Backlog of RC | 39 | 1950 |
| 237 | Department of Transport | OFFLINE | Online Tax Registered Transport and New Transport (Within State) | 7 | 350 |
| 238 | Department of Transport | OFFLINE | Renewal of DL | 779 | 38950 |
| 239 | Department of Transport | OFFLINE | Replacement of DL | 95 | 4750 |
| 240 | Department of Transport | OFFLINE | Surrender of COVS in DL | 1 | 50 |
| 241 | Department of Transport | OFFLINE | Transfer of Owner (TO) (Within State) | 134 | 6700 |
| 242 | Department of Transport | OFFLINE | Update Mobile No | 4832 | 241600 |
| 243 | Department of Transport | OFFLINE | Withdraw Your Application | 3 | 150 |
| 244 | Department of Welfare of Freedom Fighters | OFFLINE | Freedom Fighter Certificate | 598 | 0 |
| 245 | Department of Welfare of Freedom Fighters | OFFLINE | Freedom Fighter Identity Card | 1093 | 0 |
| 246 | Ministry of External Affairs (GoI) | OFFLINE | Fresh Passport/Re-Issue of Passport For Minors (Below 18 Years of Age), of 5 Years Validity Or Till The Minor Attains The Age of 18 Whichever Is Earlier (36 Pages) | 13 | 1300 |
| 247 | Ministry of External Affairs (GoI) | OFFLINE | Fresh Passport/Re-Issue of Passport Including Additional Booklet Due To Exhaustion of Visa Pages (36 Pages) of 10 Years Validity | 44 | 4400 |
| 248 | Ministry of External Affairs (GoI) | OFFLINE | Replacement of Passport (36 Pages) For Deletion of Ecr/Change In Personal Particulars For Minors (Below 18 Years of Age), of 5 Years Validity Or Till The Minor Attains The Age of 18 Whichever Is Earlier. | 1 | 100 |
| 249 | Ministry of External Affairs (GoI) | OFFLINE | Replacement of Passport (36 Pages) In Liew of Lost, | 1 | 100 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|--|---------|--|--------------------|----------------------|
| | | | Damaged Or Stolen Passport | | |
| 250 | Ministry of External Affairs (Gol) | OFFLINE | Rescheduling of Passport Appointment | 1 | 0 |
| 251 | Ministry of Home Affairs | OFFLINE | Pilgrimage to Sri Kartarpur Sahib. | 596 | 0 |
| 252 | Punjab State Power Corporation Ltd (PSPCL) | OFFLINE | Electricity bill Payment | 45528 | 793750 |
| 253 | SAANJH | OFFLINE | Acknowledgement of Complaint | 2 | 0 |
| 254 | SAANJH | OFFLINE | Character Verification | 14729 | 1472900 |
| 255 | SAANJH | OFFLINE | Copy of FIR | 34 | 0 |
| 256 | SAANJH | OFFLINE | Domestic Help or Servant Verification | 6 | 1200 |
| 257 | SAANJH | OFFLINE | Employee Verification | 244 | 48800 |
| 258 | SAANJH | OFFLINE | Missing Article | 30834 | 616680 |
| 259 | SAANJH | OFFLINE | Missing Mobile | 11144 | 222880 |
| 260 | SAANJH | OFFLINE | Missing Passport | 3430 | 686000 |
| 261 | SAANJH | OFFLINE | NOC for fair/melas/exhibition/sports events | 6 | 3000 |
| 262 | SAANJH | OFFLINE | NOC for use of loud speakers | 5 | 500 |
| 263 | SAANJH | OFFLINE | Police Clearance For Visa | 10511 | 1051100 |
| 264 | SAANJH | OFFLINE | Tenant Verification | 578 | 115600 |
| 265 | Sewa Kendra | B2C | ADHAAR & PAN LINKING | 5288 | 264400 |
| 266 | Sewa Kendra | B2C | Affidavit Typing | 9804 | 490200 |
| 267 | Sewa Kendra | B2C | Apply for HIGH SECURITY NUMBER PLATE | 4864 | 145920 |
| 268 | Sewa Kendra | B2C | Colored Printing | 1023747 | 47730630 |
| 269 | Sewa Kendra | B2C | File Making | 675487 | 52340950 |
| 270 | Sewa Kendra | B2C | Form Filling | 702272 | 9284485 |
| 271 | Sewa Kendra | B2C | Form Selling | 454346 | 4014045 |
| 272 | Sewa Kendra | B2C | GENERAL TYPING | 55911 | 1677330 |
| 273 | Sewa Kendra | B2C | Lamination | 75477 | 2533940 |
| 274 | Sewa Kendra | B2C | Lamination & Colour Printing (Combo) | 407411 | 22962800 |
| 275 | Sewa Kendra | B2C | Money Transfer | 19 | 230 |
| 276 | Sewa Kendra | B2C | Pan card | 40 | 12191 |
| 277 | Sewa Kendra | B2C | Photocopy | 25644 | 265918 |
| 278 | UIDAI | OFFLINE | Aadhaar Enrolment (Resident Indians and Non-Resident Indians) | 207625 | 0 |
| 279 | UIDAI | OFFLINE | Aadhaar Search Using eKYC/Find Aadhaar/Any Other Tool and Black & White Printout on A4 Sheet | 398 | 3980 |
| 280 | UIDAI | OFFLINE | Aadhaar Search Using eKYC/Find Aadhaar/Any Other Tool and Color | 562 | 16860 |

| Sr. No. | Department Name | Type | Service Name | No. of Transaction | Facilitation Charges |
|---------|-----------------|---------|--|--------------------|----------------------|
| | | | Printout on A4 Sheet | | |
| 281 | UIDAI | OFFLINE | Demographic update alone (Update of more than one fields allowed) | 900669 | 45033450 |
| 282 | UIDAI | OFFLINE | Mandatory Biometric Update (5/15 Years) alone or along with demographic update at the same time | 162350 | 0 |
| 283 | UIDAI | OFFLINE | Non-Mandatory Biometric Update with or without Demographic update (Update of more than one Fields allowed) | 946039 | 94603900 |
| 284 | UIDAI | OFFLINE | POI/POA DOCUMENT UPDATE | 35857 | 1792850 |
| 285 | UIDAI | OFFLINE | Status Query | 624 | 0 |
| 286 | UIDAI | OFFLINE | UIDAI Mandatory Biometric Update (After 7/17 Years) alone or along with demographic update at the same time | 152952 | 15295200 |
| 287 | UIDAI | OFFLINE | UIDAI Mandatory Biometric Update (7/17 Years) alone or along with demographic update at the same time | 160311 | 0 |

Annexure-C: District wise Transactions Volume

(Period: From 1st January 2023 to 31st December 2023)

| Zone No. | District | No. of Transactions (2023) |
|--------------------|------------------------|----------------------------|
| Zone 1 | Amritsar | 803113 |
| | Fatehgarh Sahib | 215338 |
| | Gurdaspur | 668009 |
| | Hoshiarpur | 616765 |
| | Jalandhar | 828630 |
| | Kapurthala | 402600 |
| | Rupnagar | 371420 |
| | S A S Nagar | 367969 |
| | S B S Nagar | 339443 |
| | Pathankot | 270622 |
| | Tarn Taran | 448566 |
| | Total of Zone 1 | 5332475 |
| | 11 | |
| Zone 2 | Barnala | 248974 |
| | Bathinda | 641852 |
| | Faridkot | 185819 |
| | Fazilka | 424356 |
| | Ferozepur | 395987 |
| | Ludhiana | 960318 |
| | Malerkotla | 135834 |
| | Mansa | 281649 |
| | Moga | 279468 |
| | Patiala | 690956 |
| | Sangrur | 386796 |
| | Sri Muktsar Sahib | 329627 |
| | Total of Zone 2 | 4961636 |
| | 12 | |
| State Total | | 10294111 |
| | | 23 |