

**PUDUCHERRY E-GOVERNANCE SOCIETY**

**SOP Title: CSC MANAGEMENT, OPERATIONS & MONITORING.**

**SOP No: Version ( 1.0 )   Dated: MARCH-2017**

## **STANDARD OPERATING PROCEDURE**

### **FOR**

### **COMMON SERVICES CENTRE**

## **PURPOSE :**

The purpose of the Standard Operating Procedure (SOP) is to establish procedures for ensuring proper handling of G2C services that are assigned to the CSCs. To ensure G2C services conform to citizen needs and applicable guidelines. For CSCs to act as a focal point in Delivery of Government to Citizen (G2C) services at one Stop Centre. A G2C service is properly handled when:

- It is acknowledged and assigned appropriately in an efficient manner.
- It is resolved or completed in accordance with the service commitments defined in this SOP.
- The citizen is kept informed on the progress of the application.
- Both the citizen and Village Level Entrepreneur (VLE) agree that a service is provided or a problem has been resolved.

## **INTRODUCTION:**

### **PROFILE OF UT OF PUDUCHERRY**

The Union Territory of Puducherry spread in an area of 492 Sq. Km. comprises four erstwhile French establishments of Puducherry, Karaikal, Mahe and Yanam.

### **LOCATION**

The Union Territory of Puducherry consists of two districts, viz., Puducherry and Karaikal, situated at different geographical locations isolated from one another. Puducherry District comprises Puducherry, Mahe and Yanam regions. Karaikal regions forms the Karaikal District. Puducherry region, which is the largest of all the four, lies on the east-coast, and consists of 12 scattered areas lying in between 11° 42' 12° 30' N, and between 76° 36' and 79° 53' E. Karaikal region is about 150 Km. south of Puducherry and is sandwiched by Nagapattinam District of Tamil Nadu. It is located between 10° 49' and 11° 01' N, and 79° 43' and 79° 52' E. Yanam region is located between 16° 42' and 16° 46' N and 82° 11' and 82° 19' E. at about 840 Km. North East of Puducherry near Kakinada in Andhra Pradesh. Mahe region lies almost parallel to Puducherry between 11° 42' and 11° 43' N and 75° 31' and 75° 33' E at 653 Km. away on the west-coast near Tellicherry in Kerala.

### **Administrative divisions**

#### **No of Blocks -06**

- Ariyankuppam
- Oulgaret
- Villianur
- Karaikal
- Mahe
- Yanam

**No of Municipalities-05**

- Pondicherry Municipality (42 Wards)
- Oulgaret Municipality (37 Wards)
- Karaikal Municipality (18 Wards)
- Mahe Municipality (15 Wards)
- Yanam Municipality (10 Wards)

**No of Commune Panchayats-10**

- Ariyankuppam Commune Panchayat (11 Gram Panchayat)
- Bahour Commune Panchayat (15 Gram Panchayat)
- Nettapakkam Commune Panchayat (11 Gram Panchayat)
- Mannadipet Commune Panchayat (16 Gram Panchayat)
- Villianur Commune Panchayat (18 Gram Panchayat)
- Cottuchery Commune Panchayat ( 05 Gram Panchayat)
- Nedungadu Commune Panchayat ( 04 Gram Panchayat)
- Neravy Commune Panchayat ( 04 Gram Panchayat)
- Thirumalairayan Pattinam Commune Panchayat ( 05 Gram Panchayat)
- Thirunallar Commune Panchayat ( 09 Gram Panchayat)

**COMMON SERVICE CENTER (CSC)**

CSC is a service outlet, which will be located in a centralized location of a town/village which is owned and operated by a VLE. Citizens can walk-in to the CSC and can avail the services. A VLE would be assisting the citizens. The main idea behind having VLE is to help the citizens in availing services in a hassle free manner. VLE has to enter into an MOU with the CSC-SPV for providing services to the citizen with all terms and conditions required for running the operations in day to day manner.

| REGION     | NO OF CSC OPERATIONAL | E-stamp sale outlets | Aadhaar Permanent Enrollment Centres in CSC | Identification of VLE & Monitoring |
|------------|-----------------------|----------------------|---------------------------------------------|------------------------------------|
| PUDUCHERRY | 56                    | 03                   | 09                                          | PDeGS                              |
| MAHE       | 01                    | 01                   | 01                                          |                                    |
| YANAM      | 04                    | -                    | -                                           |                                    |
| KARAIKAL   | 24                    | -                    | 03                                          | KDeGS                              |
| TOTAL      | 85                    | 04                   | 13                                          |                                    |

## **SCOPE:**

This Standard Operating Procedure applies to G2C services rendered through Puduvaisvai Portal (<http://puduvaisvai.py.gov.in>). The Common Services Centre identified by the District e-Governance Societies of Puducherry & Karaikal Districts in collaboration with CSC-SPV and approved by the Puducherry e-Governance Society of Puducherry UT must strictly adhere to this SOP from the date of approval.

## **ROLES & RESPONSIBILITIES OF STAKEHOLDERS**

### **➤ CSC LEVEL**

- a. CSC operations are envisaged to be operated and managed by the selected Village level Entrepreneur (VLE) who will be formally authorized for the purpose.
- b. The VLE, through his CSC, should act as a service delivery point where he delivers services through which the population of the catchment area benefits.
- c. VLEs shall be responsible for making investments on his Hardware requirements, connectivity charges, electricity expenditure, manpower and other operating costs for efficient management of the facility and delivery of services.
- d. He shall be bound by an Non-Disclosure Agreement to be executed and a code of conduct in this behalf.
- e. The Government shall have the sole discretion to withdraw any or all authorizations to VLE without prior notice.
- f. The Government will retain the right to withdraw the authorization and get the premises vacated with one month's notice in the case of any defaults or unsatisfactory performance, misrepresentation, fraud, misconduct, embezzlement/ misappropriation of funds on the VLE's part.
- g. The VLE will endeavor without any prejudice to provide all services to the rural citizens.
- h. The CSC Operator has to charge the exact amount required for providing the service requested by the citizen, any violation on this will be considered as corrupt practices for which penal action will be initiated against the CSC Operator.
- i. The VLE shall provide the citizen with a payment receipt indicating the service availed and requisite charges for the same (mandatory).
- j. The VLEs should not use their own emblems/watermarks in the certificates issued.
- k. The change of location of the CSC shall not be entertained without the approval of PDeGS.
- l. The VLE should not sub-lease or nominate another person to run the CSC.
- m. The VLEs photo, details of address, contact no's, mail id with a copy of document of approval of PDeGS may be displayed in the CSC.
- n. The VLE may be instructed to display list of services, fee for each services and time limit to deliver the service.
- o. If the CSC found inoperative for more than 3 months, the license will be cancelled without any prior notification.
- p. The CSC Operator has to collect the prescribed charges for the delivery of services requested by the citizen. Collection of excess amount/denial of services to any citizen on scrutiny may lead to penal action/cancellation of VLE
- q. The VLE shall be provided with authenticated ID cards by the respective DeGS.

### **➤ CSC SPV**

- a. Provide program management support to the SDA-PeGS for rolling out the CSC Scheme.
- b. Undertake visioning and planning at a macro level while providing the right strategy, framework and guidance to all stakeholders for effectively managing the implementation of the CSC scheme in full swing in UT of Puducherry.

- c. Execute the selection of VLEs in coordination with DeGS and submit all the necessary documents to DeGS.
- d. Monitor the operations of the CSC Scheme to enable SDA-PeGS to review its progress from time to time and to take appropriate timely corrective measures.
- e. Lay down operating and financial disciplines within the CSC system.
- f. To train the VLE on various aspects of the CSC business, particularly, the delivery of G2C services.
- g. The CSC SPV in coordination with DeGS will be required to get into suitable agreements with the VLEs clearly delineating their respective roles, responsibilities and service-level liabilities indemnifying State Government from any responsibilities whatsoever in present and for future, including any claim on temporary/contractual/permanent employment with State Government/or any other State Agency. Once the CSC SPV has entered into an agreement with the VLEs, the DeGS would be responsible for maintaining documents and database of information related to the VLEs.
- h. Sensitize the villagers about the benefits from the CSC and will promote the use of CSCs in the rural areas through the state-level and local promotion campaigns.
- i. Ensure adequate back-end support to the VLE.
- j. Monitor the VLE at all times and provide adequate support for their smooth functioning.
- k. The Revenue sharing timelines needs to be adhered by CSC SPV
- l. Incorporate the changes in the citizen service charges as regulated by SDA.
- m. Based on the Report of the CSC-SPV & CSC Project Manager Top 5 Best performing VLE may be rewarded every year under various aspects.

➤ **DISTRICT LEVEL – DeGS**

- a. Both Pondicherry and Karaikal have a District eGovernance Society (DeGS) in place.
- b. The selection of CSC Operators/ VLEs would be made by the respective DeGS and would forward the applications to SDA after verification and location infrastructure audit for final approval.
- c. The District e-Governance Society shall be responsible for administrative control, supervision and monitoring the working of the CSCs within its jurisdiction.
- d. Will also address any problems faced on account of smooth operations of the CSC, including technical, data and other operational matters.
- e. Conduct routine random and periodic audits and inspections for any deviations.
- f. Robust Grievance Redressal system should be set and a toll free number to be provided to citizens for registering the complaints and appropriate action shall be initiated by DeGS in a timely manner.
- g. As DeGS may be provided with the provision to reset/reactivate passwords once the VLE approached DeGS for quick service.
- h. The DeGS may be provided with the individual login credentials to monitor the day to day activities /monthly revenue being realized from the e-services delivered by CSC of the respective DeGS.
- i. Unannounced closure of CSC on nefarious grounds is brought to the notice of DEGS may lead to penal action/cancellation of VLE.
- j. CSC District Managers Should be in coordination with the State Project Managers.
- k. DeGS is the authority for any grievances/untoward incidents by the Citizen/VLE .

➤ **STATE DESIGNATED AGENCY – PeGS**

- a. Facilitate e-readiness of the State.
- b. Provide policy, regulatory and other support at State level.
- c. Coordinate, manage & monitor the receipt & utilization of financial support received from the State Government / Government of India.

- d. Facilitate integration of the existing ICT enabled and other Government Schemes into the CSC Scheme.
- e. Approve the CSC operators/ VLEs based on the input provided by DeGS.
- f. Coordinate and facilitate interactions between the CSC SPV and State Government Departments, District Administration for enabling delivery of Government services through CSCs, in an integrated manner.
- g. Undertake appropriate training and capacity building programs to gear up the State Departments to facilitate Government services through the CSCs.
- h. Undertake the necessary steps to promote and publicize the CSCs amongst all stakeholders as well as the rural customers.
- i. PeGS is the Final Authority to address the grievances/untoward incidents of the petitioner (citizen/VLE) regarding grievances, if referred by DeGS .

### **VLE ELIGIBILITY & CSC INFRASTRUCTURE**

#### **➤ CSC LOCATION CRITERIA**

- a. The CSCs shall start operations only after getting clearance from DeGS and formal approval from PeGS.
- b. The DeGS should submit the final list of CSC locations to PeGS for mandatory approval. The CSC locations shall be finalized only with the concurrence of PeGS.
- c. No Subsidy is envisaged under the CSC Scheme.
- d. In rural areas at least one CSC per Gram Panchayat. In urban areas at least one CSC per ward may be adopted.
- e. CSCs may be located within the Gram Panchayat Office or Point of termination (PoT) for the National Optic Fibre Network (NOFN) or other appropriate public building in Rural/Urban/ Semi Urban areas.
- f. Establishment of additional CSCs in the Gram Panchayat area may be decided by the State/ UT, after demand analysis based on local requirements, viability having base population supporting them and the financial sustainability
- g. The State/UT has the option to set up the CSCs at desired locations including at urban or semi-urban areas based on the footfall and citizens covered in that area. These CSCs, at urban or semi-urban areas, would be over and above the CSCs proposed in CSC 2.0 at Gram Panchayat level. These additional CSCs would be operational through universal CSC technological platform and would be covered under the monitoring and assessment framework of CSC 2.0.
- h. Wherever location of the CSC is likely to be decided by Third Party it would be duly approved by DeGS under District Collector/Magistrate. Preference would be given to the location suggested by DeGS. There is no viability gap funding to any party in the project.

#### **➤ VLE ELIGIBILITY CRITERIA**

- a. The VLE should be a citizen above 18 years of age.
- b. The VLE must have passed the 10th level examination from a recognized board as minimum level of educational qualification.
- c. The VLE should be fluent in reading and writing the local dialect and should also have basic level knowledge of English language.
- d. Prior knowledge in basic computer skills would be a preferred advantage.
- e. The VLE should be motivated enough to be a prime driver of social change and disperse his/her duties with utmost dedication and honesty.
- f. The State/UT Administration would empower the DeGS for selection of VLEs through suitable mechanism. The State/ UT Administration and District Administration would be suitably supported by CSC SPV in this regard.
- g. The State/UT would have the flexibility of selecting the VLEs for setting up of CSC Network at the Gram Panchayat level under various combinations as suitable to the prevailing conditions.

- h. For the purpose of selection of VLEs in the region the State/UTs may invite application through DeGS or PeGS and select the VLEs through a panel chaired by DM/DC heading DeGS and other members like- representatives of NIC (District Informatics Officer-DIO), CSC-SPV or any other member as decided by DeGS/PeGS.
- i. The DeGS would have to ensure that VLE will be linked with proper Aadhaar authentications or any other relevant authentication as per the decision of the State/UT Administration.

➤ **CSC INFRASTRUCTURE REQUIREMENT**

- a. Comfortable working space of at least 150 - 200 Sq feet
- b. Atleast 2 nos. PC with (Licensed Windows 7 or higher/ Linux) operating system. With at least 120 GB Hard Disc Drive; At least 512 MB RAM; CD/DVD Drive.
- c. UPS with 2 hrs battery backup.
- d. Printer/ Color Printer.
- e. Web cam/digital camera.
- f. Scanner.
- g. Biometric devices.
- h. Broad band/Wireless data card with at least 512 kbps speed for browsing & data uploading over internet.
- i. 4 Chairs & 1 Table (office table).
- j. Public place with safety and convenience.

➤ **MINIMUM WORKING HOURS FOR CSC**

- a. Urban – 8 AM to 8PM & Rural 9 AM to 6 PM. On all Sundays and public holidays, excluding the National Holidays, CSCs shall function for a minimum of five hours from 9AM to 2 PM. (The Shop and Establishment Act as applicable in the Union territory of Puducherry will be adhered to, if relevant.)
- b. Documents Required from VLE for CSC Setup
  - i. Color Photo's (Mandatory).
  - ii. ID Proof ( Voter ID , Driving License) (Mandatory).
  - iii. 10th,12th, Diploma Mark sheet Copy(Mandatory).
  - iv. Address Proof (Electricity Bill, Ration Card, Mobile Bill, Aadhaar ) (Mandatory).
  - v. Pan Card Copy(Mandatory).
  - vi. Aadhaar card copy
  - vii. Bank Statement of last three months.
  - viii. Domicile Certificate.
  - ix. Reference Letters-2 (From any 2 renowned person).
  - x. Character Certificate (From Police Station or School).

➤ **Dos's & Don'ts by VLE Operating CSC**

- VLE's should not request higher charges from citizens and strictly adhere to the approved fee only.
- Unannounced closure of CSCs is not permitted VLE must obtain prior permission from DeGS for closure of the CSC.
- All G2C Services rendered through CSCs must be provided to all citizens without any denial of service.
- All CSCs must display the list of services rendered with approved rate chart kept visible to citizens.
- Basic amenities may be provided to the Citizens availing services in the CSC.
- All services must be acknowledged with bills to the citizens.
- Necessary assistance may be provided to physically challenged, Senior citizens & Pregnant women visiting the CSC to avail services.

➤ **FINANCE, REVENUE AND SUSTAINABILITY**

- The CSC 2.0 has been designed to ensure delivery of online services through ICT enabled access points. It is expected that the operations and management of the CSC Scheme will be self-sustaining based on the income generated through delivery of online services. All the aspects related to finance, accounting and expenditures for implementation of CSC 2.0 would be managed by CSC SPV.
- It is expected that commission/service charges as approved by PeGS will be paid for each service successfully rendered at a CSC to VLE through online process immediately
- In order to ensure the financial sustainability of CSCs a large bouquet of G2C, B2C, Educational, Financial Inclusion, UIDAI enrolment and various other services would be enabled in the universal CSC platform with suitable support from CSC SPV.

➤ **REVIEW MEETING**

- Secretary IT-cum-Vice Chairman (PeGS) may convene a review meeting once in every three months.
- Director IT –cum-Convener (PeGS) may convene a review meeting once in every two months.
- District Collector–cum-Chairman (PDeGS) may convene a review meeting every month.
- The minutes of all these review meeting has to be forwarded to the Administrative Secretary.

➤ **INSPECTION**

- The Secretary IT may Visit/Inspect a minimum of 2 to 3 CSC Yearly.
- The Director IT may Visit/Inspect a minimum of 2 to 3 CSC Half Yearly.
- The District Collector may Visit/Inspect a minimum of 2 to 3 CSC Quarterly.
- The Regional Administrators of the outlying regions (Mahe & Yanam) may be encouraged for regular inspection by DeGS.

➤ **Circulation of updates CSC address list to Stakeholders Line Departments by PEGS**

- PeGS will upload/circulate the CSCs list to all the Commissioners of communes, municipalities and other stakeholders for wider publicity.
- GIS Mapping of the CSC may be provided in the state portal ([www.py.gov.in](http://www.py.gov.in)) and the Directorate of Information Technology website.

➤ **Grievance Redressal**

- All the Grievances of the stakeholders and grievances on VLEs may be addressed in a time bound manner say 10 days from receipt by the PeGS and the respective DeGS. A quarterly Training /Orientation program cum Grievance redressal meeting may be conducted for all the VLEs.

➤ **Digital Cashless Transaction facilitation**

- All VLEs may be encouraged to use Digital Cashless Transactions and may take steps for use of POS devices. The existing CSC may be asked to migrate for digital cashless transactions and all the new CSC may be instructed to strict to digital cashless transactions from the date of commencing. The CSC-SPV may assist the VLE to perform to digital cashless transactions.

**NODAL OFFICERS CONTACTS:**

| s.no | Department | Contact person      | Contact no & e-Mail |
|------|------------|---------------------|---------------------|
| 1    | PeGS       | Convenor            | 0413-2246090        |
| 2    | PDeGS      | Chairman            | 0413-2299500        |
| 3    | KDeGS      | Chairman            | 0413-222025         |
| 4    | CSC-SPV    | Technical Executive | 9578691115          |
| 5    | BBNL       | Consultant          | 0413-2359155        |

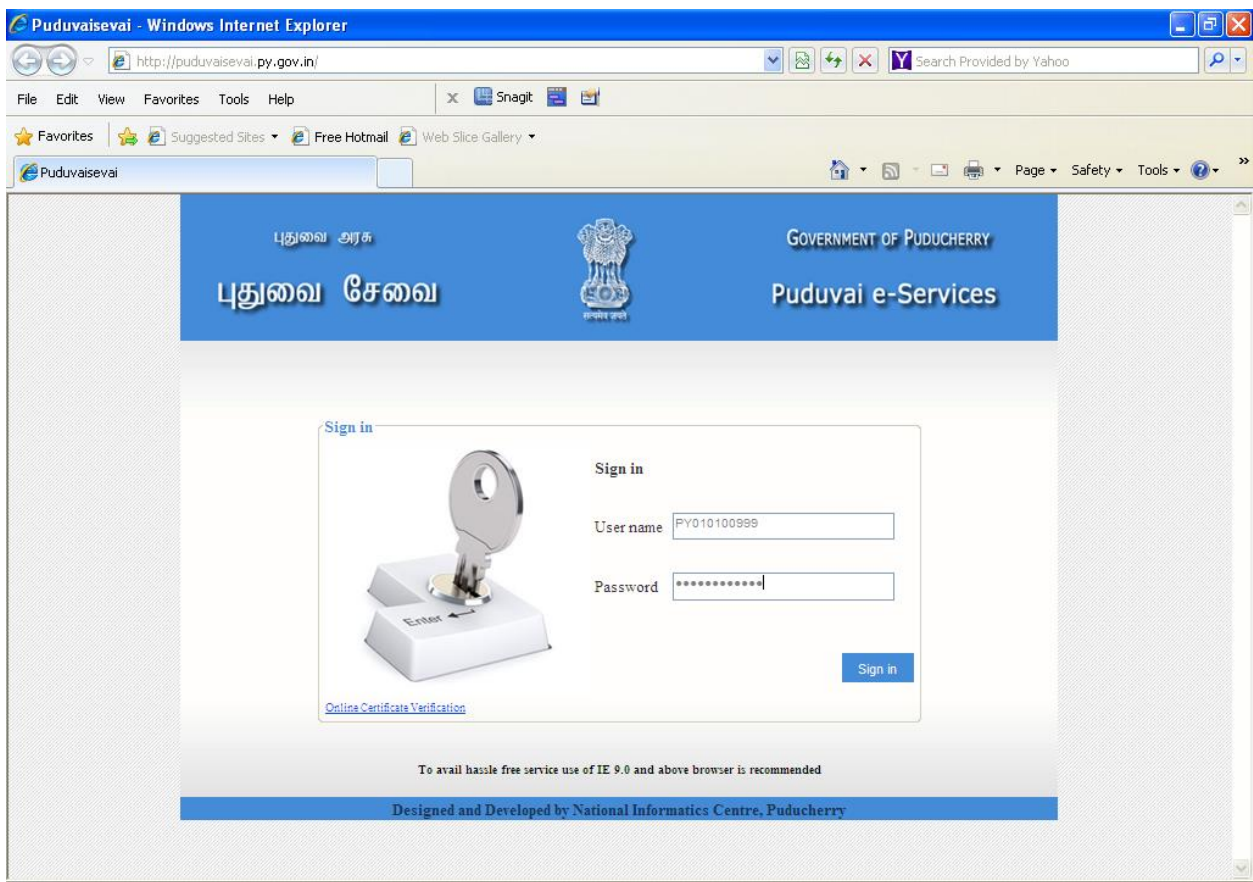
PROCEDURE TO AVAIL G2C SERVICES:

|         |                                                                                      |
|---------|--------------------------------------------------------------------------------------|
| Step 1: | Citizen visits the common service centre and enquire about the G2C service required. |
| Step 2: | VLE requests data from citizen to procure information from the Portal.               |
| Step 3: | VLE process the data in the Portal and obtains necessary output.                     |
| Step 4: | VLE provides the citizen the output and requests fee specified.                      |
| Step 5: | Citizen remits the fee to the VLE and receives the acknowledgement                   |

USER CHARGES COLLECTED AT THE COMMON SERVICES CENTRE TOWARDS RENDERING G2C SERVICES (G.O’s attached as annexures) (Subject to variation by Government)

| s. n o | Online Service                        | Department                           | Total charges collected from the applicant | Statutory fee (Departmental fee) | VLE share | CSC-SPV share | PeGS share | DeGS share | Approx time taken |
|--------|---------------------------------------|--------------------------------------|--------------------------------------------|----------------------------------|-----------|---------------|------------|------------|-------------------|
| 1      | Issue of Birth certificate            | Local Administration Department      | Rs11/- per copy                            | Rs6/-                            | Rs3/-     | -NA-          | Rs1/-      | Rs1/-      | 10 min            |
| 2      | Issue of Death Certificate            | Local Administration Department      | Rs11/- per copy                            | Rs6/-                            | Rs3/-     | -NA-          | Rs1/-      | Rs1/-      | 10 min            |
| 3      | Issue of Patta Copy                   | Directorate of Survey & Land Records | Rs40/- per patta copy                      | Rs20/-                           | Rs8/-     | Rs2/-         | Rs6/-      | Rs4/-      | 15 min            |
| 4      | Issue of Settlement Copy              | Directorate of Survey & Land Records | Rs40/- per settlement copy                 | Rs20/-                           | Rs8/-     | Rs2/-         | Rs6/-      | Rs4/-      | 15 min            |
| 5      | Issue of Digitized Cadastral Map(FMB) | Directorate of Survey & Land Records | Rs50/- per sub division                    | Rs25/-                           | Rs8/-     | Rs2/-         | Rs10/-     | Rs5/-      | 15 min            |

THE STANDARD PROCESS FLOW OF G2C SERVICES IN PUDUVAI SEVAI PORTAL ([HTTP://PUDUVAISEVAL.PY.GOV.IN/](http://puduvaiseval.py.gov.in/)) IS GIVEN BELOW

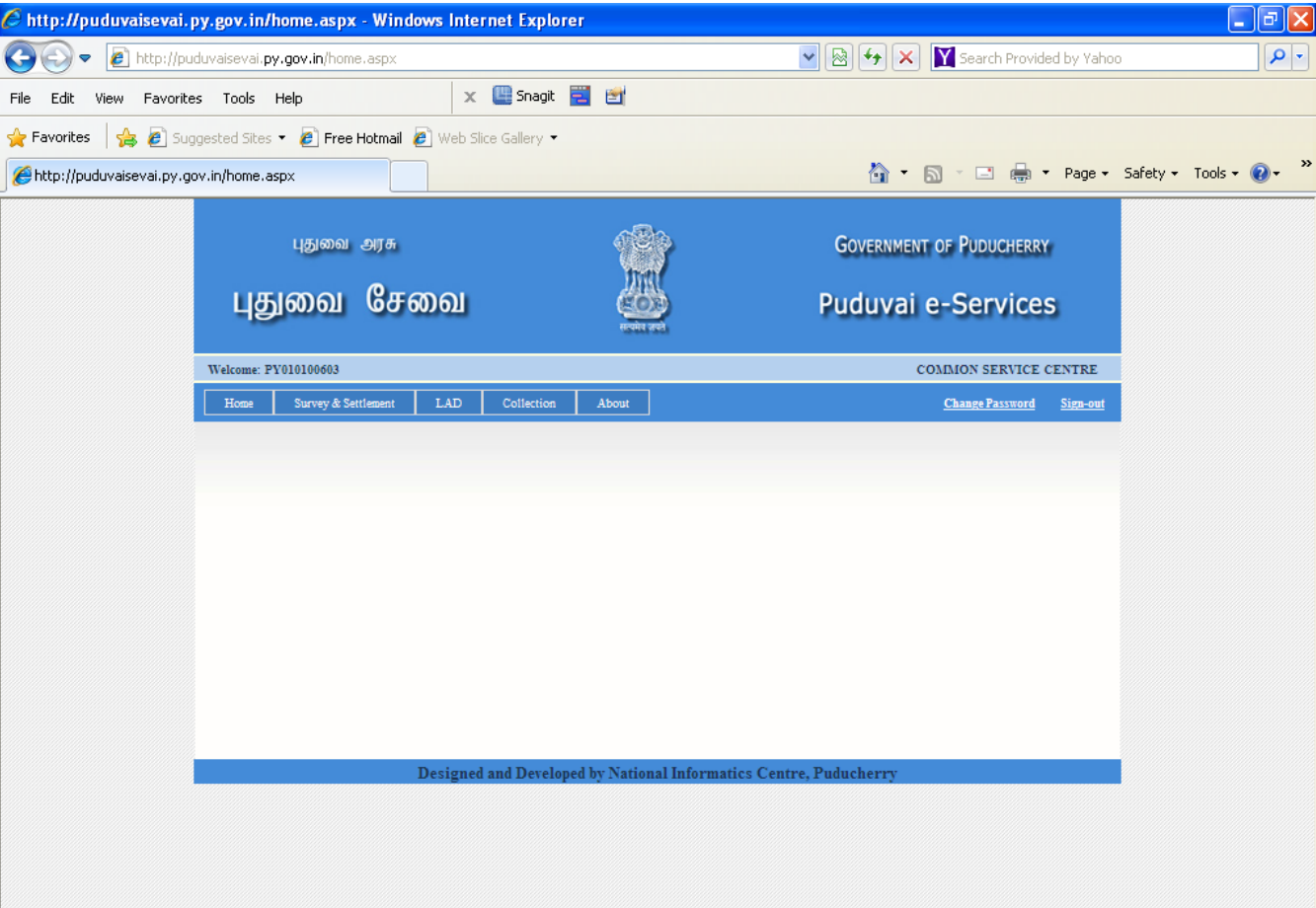


Screenshot-01: PUDUVAI SEVAI PORTAL login page

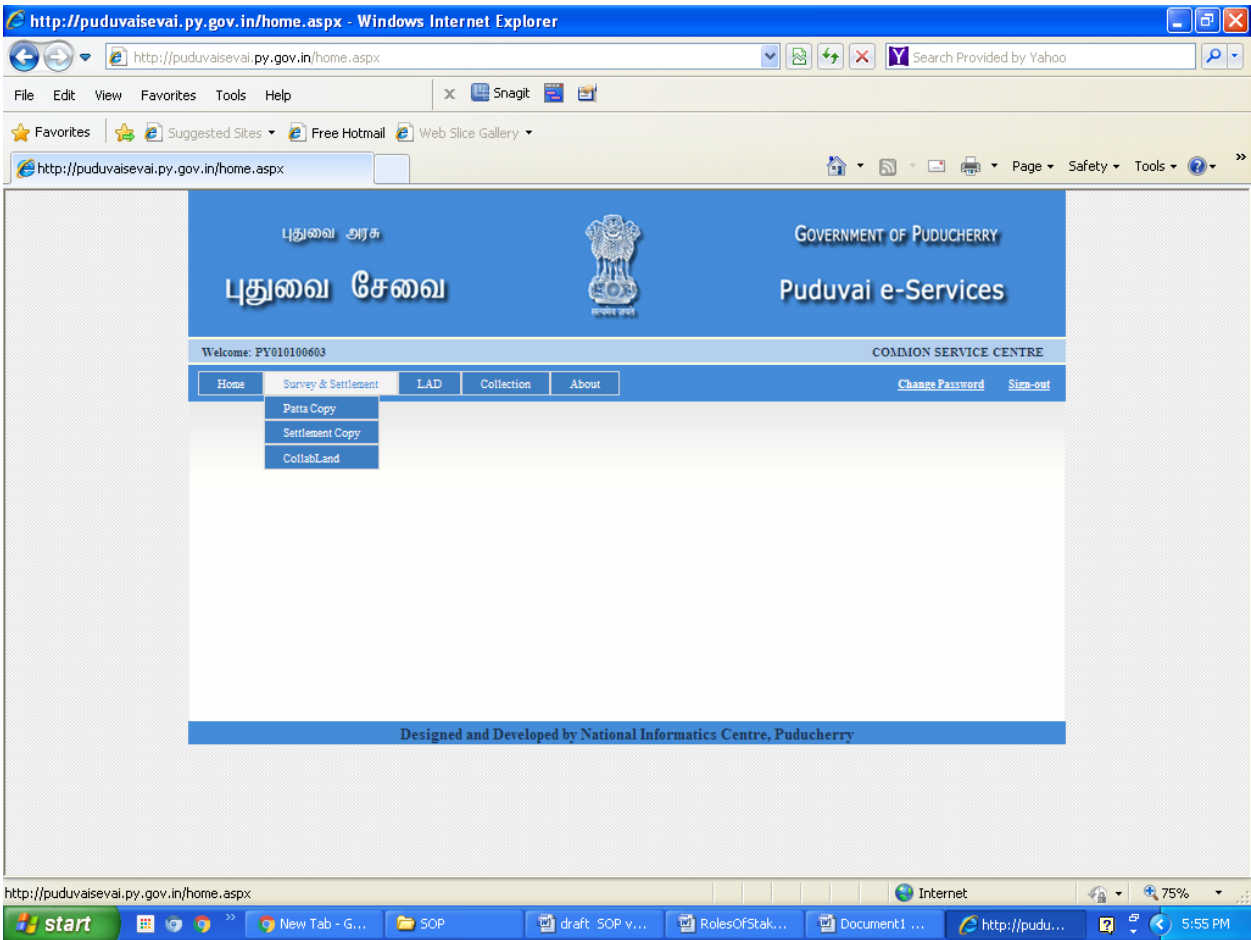
Step 1: VLE log in with his user name and password (if the password is incorrect after 5 attempts will get locked then the VLE has to approach DeGS for reactivation ).

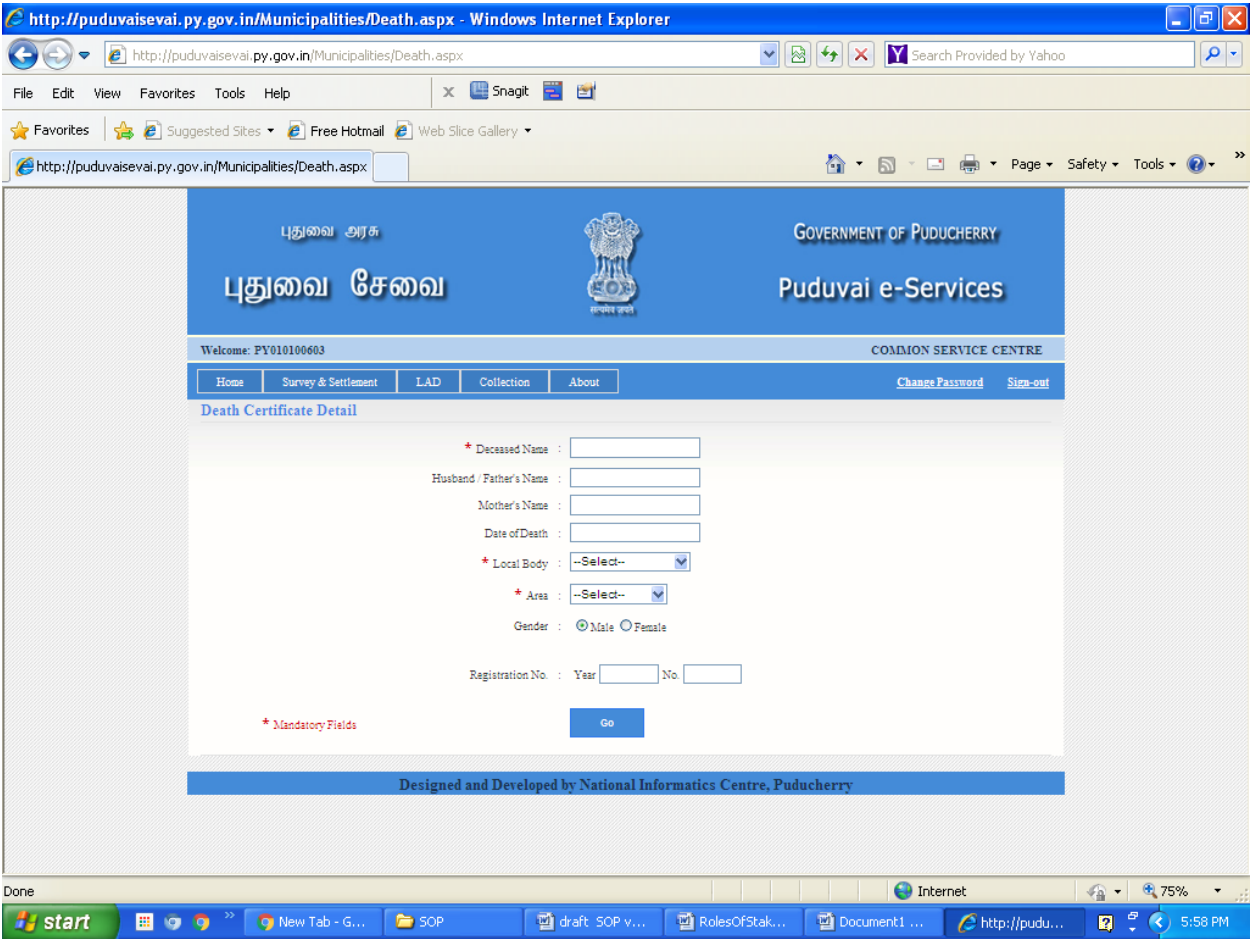
Step 2: After successful login the VLE get the servicepage with tabs which list services.(screenshot 2)The tab survey and settlement has the sub menu for patta copy ,settlementcopy collabland(FMB)as shown in (screenshot 3).

Screenshot 2: Services Page

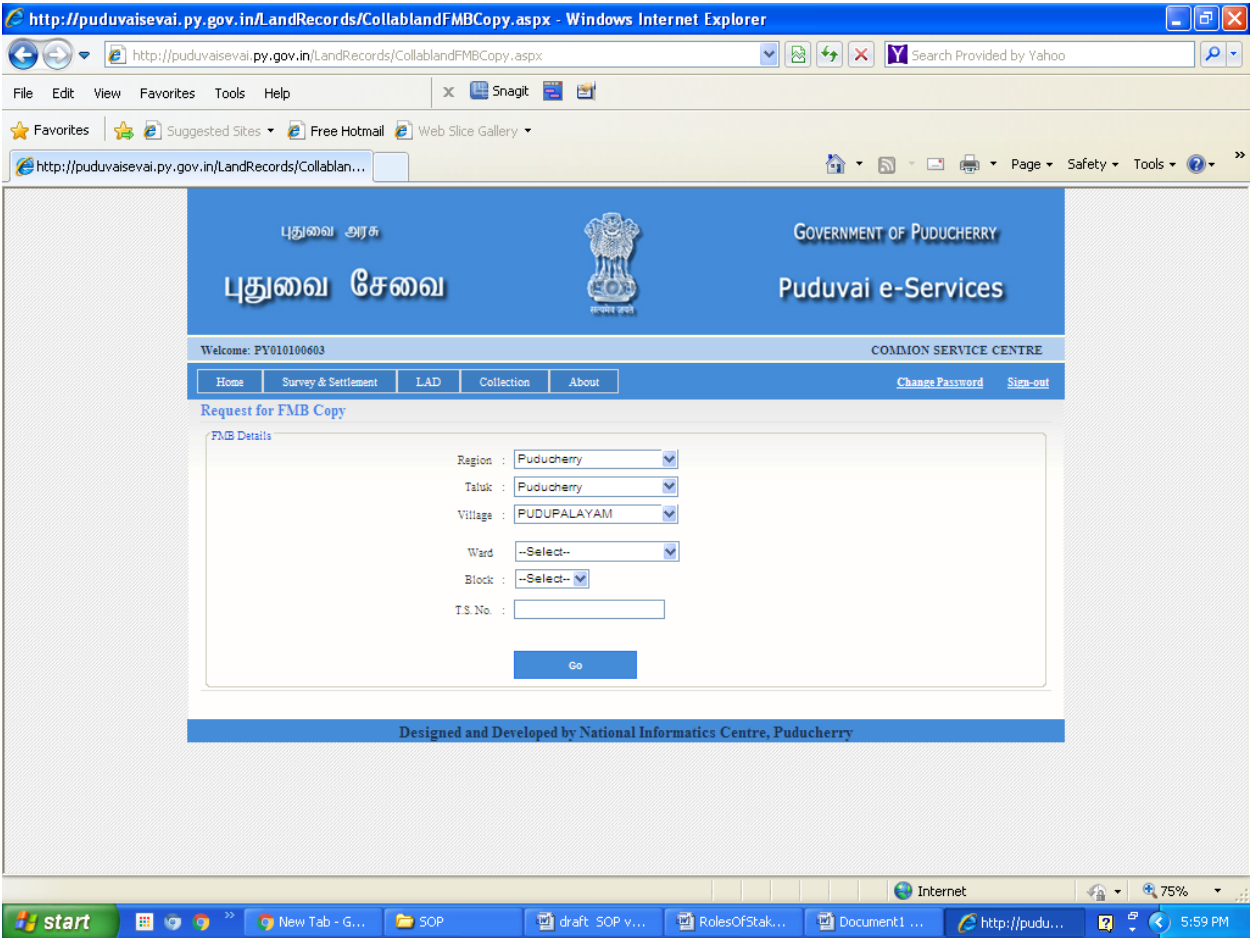


Screenshot 3: Services Page

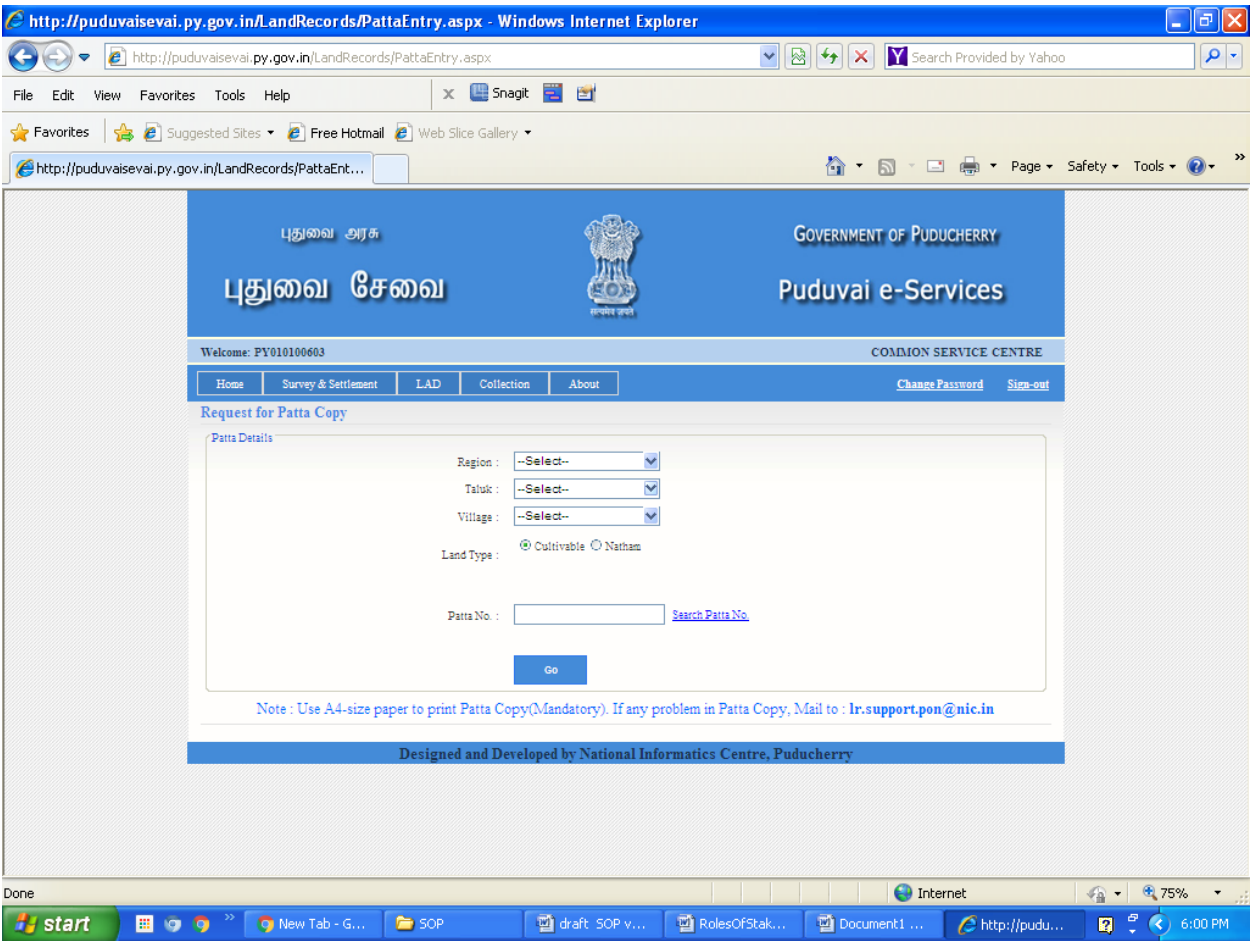




Screenshot 4: Death certificate Page



Screenshot 5: FMB request Page



Screenshot 6: Patta Request Page

**Disclaimer**

This Standard Operating Procedure Policy is subject to revision as of when need arises due to any change in operation scenario, environment, & technology.

**ABBREVIATIONS**

| S.No | Abbreviation | Definition                                         |
|------|--------------|----------------------------------------------------|
| 1.   | AM           | Ante Meridiem                                      |
| 2.   | BBNL         | Bharat Broadband Network Limited                   |
| 3.   | B2B          | Business to Business                               |
| 4.   | B2C          | Business to Citizen                                |
| 5.   | CD           | Compact Disc                                       |
| 6.   | CSC          | Common Services Centre                             |
| 7.   | CSC-SPV      | Common Services Centre-Special Purpose Vehicle     |
| 8.   | DEITY        | Department of Electronics & Information Technology |
| 9.   | DeGS         | District e-Governance Society                      |
| 10.  | DVD          | Digital Versatile Disc                             |
| 11.  | FMB          | Field Measurement Book                             |
| 12.  | G2C          | Government to Citizen                              |
| 13.  | GB           | Giga Byte                                          |
| 14.  | GO           | Government Order                                   |
| 15.  | GP           | Gram Panchayat                                     |
| 16.  | HTTP         | Hyper Text Transfer Protocol                       |
| 17.  | ICT          | Information & Communications Technology            |
| 18.  | ID           | Identity                                           |
| 19.  | MB           | Mega Byte                                          |
| 20.  | MMP          | Mission Mode Project                               |
| 21.  | MOU          | Memorandum Of Understanding                        |
| 22.  | NeGP         | National e-Governance Plan                         |
| 23.  | NOFN         | National Optical Fiber Network                     |
| 24.  | PC           | Personal Computer                                  |
| 25.  | PeGS         | Puducherry e-Governance Society                    |
| 26.  | PM           | Post Meridiem                                      |
| 27.  | RAM          | Random Access Memory                               |
| 28.  | SCA          | Service Centre Agency                              |
| 29.  | SDA          | State Designated Agency                            |
| 30.  | SOP          | Standard Operating Procedure                       |
| 31.  | UID          | Unique Identification                              |
| 32.  | UIDAI        | Unique Identification Authority of India           |
| 33.  | UPS          | Uninterrupted Power Supply                         |
| 34.  | UT           | Union Territory                                    |
| 35.  | VLE          | Village Level Entrepreneur                         |