

GOVERNMENT OF PUDUCHERRY

ABSTRACT

Directorate of Information Technology – Rollout of Common Services Centres(CSC) Scheme– Notification of User Charges - Delivery of Citizen Services through Common Service Centres - Orders – Issued.

DIRECTORATE OF INFORMATION TECHNOLOGY

G.O.Ms.No. **04**/DIT/2012-13

Dated **11-2-2013**

Read : I.D.Note No.2650/DIT/CSC/2012-13, Dated 04-02-2013

NOTIFICATION

The Government of India has formulated the National E-Governance Plan (NeGP) with its vision of providing all government services in an integrated manner for any time anywhere delivery of services specifically at the locality of the citizen itself at an affordable cost by leveraging the four pillar infrastructure viz State Wide Area Network (SWAN), State Data Centre (SDC), State Services Delivery Gateway and State Portal (SSDG&SP) and Common Services Centers(CSC).

2. To ensure the delivery of services to the citizens in a friendly, transparent and affordable manner the Directorate of Information Technology, Puducherry has established State Wide Area Network (SWAN) and setup Puducherry State Data Centre (PYSDC). The State Services Delivery Gateway and State Portal (SSDG&SP), eDistrict and Capacity Building projects are being implemented. Now, the Government of Puducherry desires to operationalize the Common Services Centers Scheme.

3. **About the CSC scheme:** The CSC Scheme, as approved by the Government of India, envisions CSCs as the front-end delivery points for Government, private and social sector services upto the Rural Citizen in an integrated manner. The CSCs are also positioned as a Change Agent - that would promote rural entrepreneurship, build rural capacities and livelihoods, enable community participation and collective action for social change - through a bottom-up model with focus on the rural citizen. The ICT enabled CSC can:

- a) Provide citizen centric services of the State and Central Government in a convenient and efficient manner through the CSCs at the locality of the citizen.
- b) Enhance the accountability, transparency and responsiveness of the Government to citizen's needs.
- c) Provide efficient and cost effective methods of service delivery to departments and agencies.
- d) Allow private and social sector to collaborate with the Government to offer world class services in rural India
- e) Train village level youth to become entrepreneurs with focused training in business and IT management skills

4. In order to implement the scheme M/s. Tera Software Ltd, Hyderabad has been appointed as the **Service Center Agency (SCA)** for this scheme, it would be operated under Public Private Partnership (PPP) mode, the SCA would be the prime driver of the CSC Scheme and the owner of the CSC business in the in the U.T of Puducherry. The SCA would identify the **Village Level Entrepreneurs (VLEs)** to manage the operational business of the CSC at the village level. The VLEs would report to the SCA. The Puducherry e-Gocernance Society, Puducherry functioning under the Directorate of Information Technology, Puducherry has been appointed as the **State Designated Agency** to facilitate implementation as well as provide policy, G2C services, and revenue support to the SCAs. The number of CSCs proposed to be rolled out are as detailed below:

Sl. No	Regions	No of CSCs		Total
		Rural	Urban	
1.	Puducherry	27	8	35
2.	Karaikal	17	4	21
3.	Mahe	--	5	5
4.	Yanam	--	5	5
Total		44	22	66

5. The Puducherry e-Governance Society has approved 42 number of VLES operating the CSCs. Now it has been proposed to rollout the CSC scheme with issue of Birth & Death Certificate online in addition to the other Business services proposed by the SCA. Directorate of Information Technology will notify the services to be delivered through CSCs as and when ready for delivery.

6. In addition to the above services, at present, it is also proposed to deliver 145 eforms pertaining to 15 Government Departments through CCSs and State Portal for Government of Puducherry. The CSCs would be allowed to collect the user charges as follows

Sl. No.	Description	Maximum amount allowed to collect
1.	Status enquiry	Rs.1/-
2.	Issue receipt for each service	Rs.2/-
3.	Printing Charge per page	Rs.2/-
4.	Scanning & Uploading of documents per page	Rs.2/-
5.	Filing of online application of one page	Rs.5/-
6.	Filling of online application more than one page	Rs.5/- + Rs.2 for additional pages

The Department fee and User Charges for online issue of Birth & Death certificates and the appropriation of user charges among the stake holders are indicated as below:

Online Service	Department	Statutory Fee (Dept. fees)	User Charges to be collected by VLEs (in addition to the Department Fees, etc.)	SCA Share	PeGS Share	DeGS Share	Total
Issue Birth/Death Certificate	Municipalities and Commune Panchayat (LAD)	Rs. 6/ per copy	Rs.5/-	Rs.3/-	Rs.1/-	Rs.1/-	Rs.11

7. The general terms and conditions for services delivery and amount collected by the VLE/SCA are as follows:

- The Directorate of Information Technology, Puducherry may revise the User Charges from time to time.
- For the G2C Services, the user charges shall be applicable for every district in the U.T of Puducherry uniformly.
- The SCA should have a provision to generate MIS report for monitoring the service transaction by the State Designated Agency (SDA) ie PeGS, Puducherry.
- The SCA has to remit the Statutory fees to the PeGS after retaining its share before 12.00 noon on the next working day without fail through online transaction method
- PeGS after retaining its share to remit the statutory fees to the respective Department and DeGS account in the next working day, failing which penalty of 2% per month will be charged.
- The Revenue support of Rs.1700/- per CSC per month will be released to SCA only if there is no due from the SCA.
- The SCA should have a mutually agreed revenue sharing arrangement between the SCA and VLE on SCA share collected by the VLEs.
- The SCA shall ensure that every VLE prominently displays the User Charges and Department Fees in the CSC premises for the benefit of the citizens.
- The SCA should submit periodical report required by the SDA.

8. Manner and Procedure of Delivery of the G2C Services:

- A citizen can approach for any of the G2C services as included in the CSC scheme to the nearest CSC of his/her district along with all requisite documents and pay the requisite fee/ user charges as detailed in this G.O.
- The VLE/ SCA shall be responsible for delivery of online kind of services and filing of eForms related of services to the citizen.
- The Convenor (PeGS) or a person nominated by him would monitor all the activities of the CSC scheme for successful implementation of the scheme.

9. This order come into force with immediate effect, this issued with the concurrence Finance Department vide U.O. No.18/Secy(A&C)/PA/13 Dated 30/01/2013.

/BY ORDER OF LIEUTENANT GOVERNOR/


(L.KUMAR) 11/2/13

JOINT SECRETARY(IT)

To

1. All Secretaries/Spl Secretaries to Govt. Govt of Puducherry
2. All Head of Departments, Government of Puducherry
3. The District Collectors, Puducherry, Karaikal
4. The Regional Administrators, Mahe, Yanam
5. Additional Secretary to Finance, Finance Department, Puducherry
6. The Central Record Branch, Puducherry
7. Establishment Section, DIT, Puducherry/G.O File/ Spare Copy