

Implementing the Common Service Centre (CSC) Scheme in Punjab

I. Background:

- (1) The State of Punjab intends to use Information & Communication Technology (ICT) as a vehicle for effective governance and to empower its citizens, with requisite wherewithal to contribute towards economic growth of the State
- (2) The Government of Punjab has invested in and implemented many e-Governance initiatives. The same are listed at annexure III. The experience gained from these initiatives and the active support of government officials at all levels, the State departments are well prepared to support provisioning of services through the CSCs
- (3) The State covers a geographical spread of approximately 50,362 sq kms, which includes 12,278 villages. The total population of Punjab is 2,43,58,999, (Census 2001) including 1,60,96,488 heads staying in rural areas

II. CSC Scheme

- (1) The State Government intends to synergize its e- Government endeavours (listed at annexure III) by dovetailing the same within the overall framework of the Central Government's proposed CSC Scheme to reach out to the citizens staying in rural India. The main features of the CSC Scheme are given at annexure II
- (2) The State Government has appointed Punjab State e-Governance Society (PSEGS) as the State Nodal Agency (SLA) to coordinate the implementation of the CSC Scheme. Mr. Prabhjeet Singh Kukreja, System Manager- IT, has been nominated as the Nodal Officer for the purpose of coordination at State level

III. Proposed Approach

- (1) To accomplish effective implementation of the scheme, the following broad facets need to be addressed:
 - (a) Identification of e-Government Services¹ to be delivered
 - (b) Establishment of CSCs (finalization of number of CSCs and identification of locations)
 - (c) Assessment of Network / Technology architecture and status of SWAN
 - (d) Procurement of SCAs
- (2) E-Government Services
 - (a) The Punjab Government, in conjunction with its line departments, IT department and other concerned agencies, may identify the e-Government services to be included in the scheme. The exhaustive list of potential

¹ Additional market driven services, which may be super-imposed on e-Government Services will be based on the SCA's perception of the market & demand and his decisions

services is attached at Annexure VI. The inclusion of various services may be decided on the basis of their importance and the status of e-Governance readiness for the same by the concerned State departments

(b) It is proposed that an introductory seminar/ workshop of the line departments and other concerned agencies of the State Government may be organized to brief the participants about the CSC scheme and deliberate upon the various issues involved. The proposed agenda may broadly include the following:

- Modalities of the scheme
- Role of Punjab Government, DIT & other stakeholders
- E-Governance readiness of the State
- Integration of the State Government's endeavours with the scheme
- Status of State Wide Area Network (SWAN) in the State
- Way forward for effective implementation

The seminar/ workshop may be followed by meetings and discussions with individual departments, whose services are to be included on priority in the scheme. This will facilitate speedy launch of the scheme, which can be ramped up further as and when the other services are ready for application. A market survey is in hand under the aegis of DIT, to ascertain the demand and willingness to pay for various e-Government services. This will substantiate the prioritization exercise. The individual meetings/ discussions with individual departments will help to seek information on the following:

- (i) Existing services/ services ready to be rolled out
- (ii) Analysis of the existing transaction of various services, including the costing and pricing of transaction, input and output of transaction and the time consumed²
- (iii) Status of digitization of prospective services to be rolled out
- (iv) Agencies appointed for (iii) above, including outsourcing, if undertaken
- (v) Assistance to be sought from GoI to attain service readiness for delivery through CSCs
- (vi) Planned timelines for rolling out of various services
- (vii) Formulation of service matrix, based on prioritization of services, envisaged by the Punjab Government
- (viii) Formulation of strategy for vertical & horizontal integration of services

² This will help in finalizing the pricing and revenue sharing model for similar transactions through the CSCs. The pricing and revenue sharing model may be service specific or uniform for all e-Government services across the board; eg- Birth certificate/ Caste certificate may cost Rs 5/- and priced at Rs 10/- at the delivery end. On the other hand, a transaction pertaining to land record may cost Rs 7/- and priced at Rs 15/- at the delivery end. The Government's share in the above transactions may be 40% across the board or it may be 50% for Birth/ Caste Certificate transaction and 60% in the later case. The revenue sharing strategy will be based on cost incurred by the Government on specific services or based on average pricing for all transactions. The State Government may finalize the model after deliberations on relevant issues including demand of service, cost of transactions etc

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- (c) The aforementioned exercise, along with the analysis of the e-Governance readiness survey & market survey³, will help in designing the e-Government service mix and finalizing the pricing & revenue sharing model
- (3) Establishment of CSCs- Number & Locations:
- (a) The Punjab Government intends to establish CSCs in 2500 rural locations in Punjab. However, as per the framework, outlined by DIT, a maximum of 2046 centres⁴ will be covered under the CSC scheme. The others may hence be implemented outside the scope of the scheme
- (b) The locations of the CSC would be finalized based on the analysis of the surveys being carried out at the national level and prospective SCA's preference based on his feasibility studies. The same will, however, be finalized based on the Punjab Government's concurrence on the suggested locations
- (c) The proposed centres (including the ones outside the scope of CSC) may be bid out to SCAs. The number of SCAs, number of CSCs to be allocated per SCA, the villages to be covered per center will be decided by the State Government. The terms and conditions of the same would clearly indicate that only centres, covered under the CSC scheme, would be eligible to avail the benefit of the support offered by the Central Government
- (4) Technology:
- (a) The network/ technology architecture, connectivity through SWAN and the technology infrastructure, including hardware or software for SCAs and CSCs will form the backbone for various services to be delivered by CSCs. Connectivity in terms of SWAN is likely to be in place all over the country within next three years. An agency has been appointed by DIT, GoI to manage the SWAN programme and keep the concerned authorities abreast about the status on periodic basis
- (b) However, the following is to be identified and implemented at the State level:
- (i) Technological specifications for the State communication network architecture
 - (ii) Connectivity of SWAN & various options available to SCAs for inter-connectivity between CSCs and SWAN

³ DIT has already appointed agencies to undertake e-Governance readiness survey and market survey, covering all the States and UTs. Other than analyzing the e-Governance readiness of a State/ UT, the studies will also help in analyzing the critical factors such as market needs/ demand, willingness to pay etc of e-Governance services & other value added services in a particular location. The surveys are in progress and findings of the same will be communicated to all concerned in due course

⁴ No other centre, other than the ones, identified under the scheme, would be eligible for the support being offered by the Central Government; ie- Revenue support & DSRF

(iii) Identification & procurement of competent service providers

(5) Procurement of SCAs:

- (a) The selection of SCAs is critical for the successful implementation of the scheme and due care is to be exercised in their selection. DIT has already invited Expression of Interest from the potential SCAs from all over the country. Over 1700 online responses have been received so far and empanelment of competitive potential SCAs at national level is being pursued
- (b) The Punjab Government may invite the empanelled SCAs by the Central Government in the bidding process or they may invite additional/independent Expressions of Interest (EoI) as per their own discretion
- (c) Deliberations/ discussions with various stakeholders, including the SLA will yield decisions on the following:
- (i) Strategy for integrating other centres proposed to be established in rural areas with the ones covered under the CSC scheme
 - (ii) Number of SCAs to be engaged
 - (iii) Qualification Criteria for SCAs (to be finalized by SLA)
 - (iv) Bidding Strategy
 - (v) Terms of Concession Agreement
- (d) The bidding strategy will be formulated based on the following:
- (i) Scope of Work: The proposed scope of work of SCA broadly includes the following:

- Make the investment for setting up the centres as per the minimum requirements set out in the bid document
- Manage relationships with the Punjab Government/District Administration and sign agreements with the District Administration Government on providing e-Government service
- Render the e-Government services, at the rates prescribed by the State Government and as per the service level agreement between the SCA and the State Government

In addition the SCA is free to run other businesses through the CSCs, based on his perception of the demand of such a business at the market driven rates

- Undertake awareness campaigns to the villages in its domain for sensitizing the villagers about the business proposition

- Scout for village level entrepreneurs (VLEs) from a given geography and engage them as franchisees for running the centres
 - Train the VLE on various aspects of the CSC business
 - Assist the VLE at the local level in the localized process of availing loan facility
 - Coordinate with the hardware and technology partners in delivering the hardware to the VLEs
 - Ensure adequate backend support to the VLE
 - Set up a call center so as to help quick redressal of queries by the VLEs
 - Engage a dedicated team, which will coordinate the activities with the VLEs
 - Ensure that each and every kiosk is involved in the sales process
 - Maintain documents and database of information related to the VLEs.
 - Monitor the VLE at all times and provide adequate support for their smooth functioning. Each SCA will be evaluated based on the performance of the VLEs under it
- (ii) Performance Standards & Monitoring: The qualitative and quantitative performance standards may be set and effective monitoring mechanism may be put in place to ensure the above. The following is proposed for effective monitoring of the services being rendered through the CSCs:
- Monthly MIS report be submitted by the SCA
 - Inspection of the kiosks be undertaken
 - Online monitoring of the transactions of e-Government services be done
 - Prior written permission of the State Government be sought by the SCA before launching any service through the kiosks
- (iii) Bidding Parameter: In-house study for market feasibility, financial feasibility and economic feasibility may be undertaken, in conjunction with the results inferred by the market survey to this effect. While undertaking the estimation of the financial transaction of SCA's business, due consideration may be given to the revenue sharing model envisaged by the State
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Government. The above factors will result into framing the bidding parameter

- It is recommended that the revenue support offered by the Government should form the bidding parameter for the scheme

- (iv) Concessions Agreement: Based on the discussions with various stakeholders, the terms for concession agreement to be signed with the SCAs would be finalized

The concession agreement would broadly cover the following:

- Concession period
- Conditions precedent of the parties involved
- All the aspects pertaining to the location of the CSC
- Performance security
- Obligations of the parties
- Rates to be charged for E-Government services
- Revenue sharing
- Monitoring
- Penalties
- Links between:
 - SCA and VLE
 - SCA and the Punjab Government
 - SCA and other partners
 - SCA and Special Purpose Vehicle (SPV) (to be established in terms of rights of SPV on the SCA)

The proposed term sheet would shortly be submitted to the SLA

- (e) The bidding process will involve the following steps:

- (i) Finalization of selection criteria of SCA
- (ii) Finalization of State Specific EoI⁵ advertisement
- (iii) Submission of EoI advertisement for selection of SCA to SLA
- (iv) Approval of EoI advertisement for selection of SCA
- (v) Approval of Bid Document by SLA
- (vi) Release of EoI advertisement in print media
- (vii) Evaluation of EoI submitted
- (viii) Short-listing of bidders
- (ix) Pre-Bid Conference for short-listed bidders
- (x) Issue of Bid Document to short-listed bidders
- (xi) Submission of Proposal by short-listed bidders
- (xii) Evaluation of the proposal
- (xiii) Submission of evaluation report to SLA

⁵ To be decided by the State Government if the EoI is to be issued independently or the bid document to be issued directly to the bidders empanelled by the Central Government

- (xiv) Approval by SLA on release of notice of award to the preferred bidders for the respective locations
- (xv) Issue of notice of award to the preferred bidders
- (xvi) Signing of Contract Agreement

IV. Conclusion

- (1) For the successful implementation of the scheme, Punjab Government will play a significant role, as an effective interface between GoI and the rural citizens of State. IL&FS will facilitate the process and will assist the State Government in managing the scheme. This necessitates adequate deliberation on the overall strategy, including, bidding formulation, identification and co-opting of the right stakeholders and other critical aspects
- (2) The integration of e-Government efforts of Punjab Government and the CSC scheme will facilitate value addition to the quality of life of the rural citizens of the State
- (3) The establishment of CSCs in the wider frame of e-Government will facilitate overall economic development of Punjab and offers tremendous scope for the industry, particularly the service sector to tap the rural market. The CSC also offers an ideal platform where public and private sector can jointly synergize their expertise and contribute significantly towards the economic growth

Annexure I**Demographics of Punjab**

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| (1) | Number of Districts: | 17 |
| (2) | Number of Talukas: | 72 |
| (3) | Number of Blocks: | 211 |
| (4) | Number of Villages: | 12278 |
| (5) | Number of Post Offices: | 4721 |
| (6) | Number of Schools: | 5075 |
| (7) | Number of Railway Stations: | 275 |

Annexure II**CSC Scheme: Main Features**

The main features of the Scheme are under:

- (1) Department of Information Technology (DIT), Government of India (GoI) has proposed to roll out over 1,00,000 CSCs across the country, primarily in rural areas, with an equitable geographical spread that would cover at least 40% of the Gram Panchayat locations in every district of a State
- (2) The Government envisages implementing the scheme on a Public Private Partnership (PPP) format, which allows for rural entrepreneurship for the base at the front end & market mechanisms to determine the contents, along with Government services, to be piped through this delivery platform. Participation of the right stakeholders will enable a delivery platform of world class information, goods & services at the door steps of the citizens
- (3) The State Governments would setup an appropriate institutional mechanism for such support in implementation of the Scheme; and would also focus on taking necessary legal and policy measures to enable the CSCs to come into being effectively, attain sustainability and deliver the e-government services as contemplated in the CSC Framework
- (4) The Government is contemplating not to pursue a capital subsidy model for establishing CSCs. In turn, it intends to provide an ongoing revenue support to be determined through a price discovery mechanism. It is estimated that broadly, 33% of the CSC business would accrue from e-Government services & the balance by market driven services. In addition, the Government has proposed to earmark a corpus to setup a Debt Service Reserve Fund (DSRF) to mitigate cash flow risks and to meet the debt service obligations by the SCAs & VLEs
- (5) The additional support by the State Government/ Punjab Government may come in the form of leasing out the existing Government Infrastructure; eg- School Building, Post Offices, Chaupals, Railway Stations etc for establishing these centres at a nominal lease rent. The State Government will also facilitate connectivity of CSCs to State Wide Area Network (SWAN) and upgrade the centres to broadband enabled CSCs, to support high end services like education, telemedicine etc

Annexure III**Initiatives of the Punjab State Government**

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| District Administrations | | | |
| 1. | SUWIDHA | One-stop-shop centre for delivering various government services to citizens. | Suwidha centres have been set-up in all districts and sub-divisions. The State now plans to take the reach of Suwidha Centres to block level. |
| 2. | SUKHMANI | Integrated citizen services under one roof. | Implemented on a pilot basis in district Ludhiana. The State has planned to merge this project with the CSC initiative. |
| 3. | Computerization of Old age pensions | The State Government has computerized the relevant records to ensure proper and timely disbursement of pension. | Implemented in all the districts. |
| 4. | Computerization of Value Added Tax Information System Project (COVISP) | VAT compliant software has been implemented and it has resulted in significant reduction of tax evasion and leakages. | Head Quarters and all the wards located in various districts connected over a WAN. |
| 5. | Multi Service Card (MSC) | On the spot delivery of services to the citizen. Identifying citizen details on the basis of authenticated and verified database. | Pilot project underway in district Fatehgarh Sahib. |
| Land Records & Registration, Department of Revenue | | | |
| 6. | Computerisation of Registration of Property project. | On the spot evaluation and registration of documents in a transparent and efficient manner | The pilot for Registration System is established at Sangrur District. The process for the State wide rollout of |

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| 7. | Computerisation of Land Records project | by Revenue Officials. The Citizen Service Centre is run and maintained by the BOOT Operator. Nakals of various land records registers including Musavis (Field Maps) can be availed at the counter at Jalandhar. Request for Mutations are also undertaken at the counters. | Land Records and Registration in an integrated manner on PPP model is in progress. The Land Records System has been established at Jalandhar. The process for the State wide rollout of Land Records and Registration in an integrated manner on PPP model is in progress. |
| Food, Civil Supplies and Consumer Affairs Department | | | |
| 8. | Computerization of Markfed | Online transactions for consolidation of MIS for Food Grain procurement, Agriculture inputs distribution, marketing of Markfed agro based products. | State-Wide implementation of ERP solution is completed. WAN connectivity between HQ and districts for centralized storage of data is envisaged. |
| Department of Transport | | | |
| 9. | Computerisation of Transport Department (Non Commercial Activities) | Driving Licenses, Registration of Vehicle, Transfer of Ownership, Issuance of NOC, Permits, Taxes and Traffic Checking and Challans. | Pilot implemented in district Ropar. State-wide rollout is planned on BOOT model. |
| Municipal Corporation, Department of Local Government | | | |
| 10. | Computerisation of Municipal Corporations | Collection of water & Sewerage charges, house tax, License fees. | Pilot working in Municipal Corporation Ludhiana. PPP model for rollout across the State. |
| Department of Treasuries & Accounts | | | |
| 11. | Computerization of Treasuries & Sub | Instant availability of funds position at State Head Quarters | All district treasuries and 51 Sub-treasuries are computerized. |

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| | Treasuries. | | Remaining 26 Sub-treasuries are being covered during the current financial year 2005-06. |
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Annexure IV**Market Driven (value added) Services**

- (1) To seek participation of quality private sector participants and hence facilitate a sustainable revenue model, market driven services have to be stacked, along with Government services. The potential services include banking & insurance, tele-medicine, education, telecommunication, entertainment, bus/ rail/ air inquiry & ticketing, retaining, hospitality, e-Mandis etc. However, the contents of services must be localized for optimum use of information by the local citizens

- (2) A market survey to this effect is under progress, which will ascertain area specific demand & willingness to pay for various potential services. The analysis of the survey will be provided in the bid document that would be provided to the potential SCAs, to enable them to understand the markets better and design their business plans accordingly. However, the bidders would be free to undertake independent surveys to assess the markets

Annexure V**Capacity Building Plan**

- (1) The Training Programme for CSC Stakeholders envisages world-class training inputs to a wide spectrum of participants at a cost that is affordable and in a language and format that is easy to understand and implement. In addition to VLEs' training, personnel from the SCAs, and concerned staff from the State Government would be covered under the Training Programme
- (2) Development of training content for CSC stakeholders is a critical component of the entire training and capacity building exercise
- (3) The plan would include finalization of training module and identification of training partners, training centres/ institutes, faculty etc. The Punjab Government may provide necessary support in this regard, in terms of financial assistance or sponsorships

Annexure VI**E-Government Services**

| S. No. | Services | Department |
|---------------|---|--|
| 1 | Issue Ration Cards to APL / BPL and AAY Families | Food, Civil Supplies and Consumer Affairs Department |
| 2 | To supply essential commodities to the consumers under the various State Government Orders | Food, Civil Supplies and Consumer Affairs Department |
| 3 | Custom Milling under the State Procurement Order | Food, Civil Supplies and Consumer Affairs Department |
| 4 | Allotment of Ration Depots / Fair Price Shops in Rural and Urban Areas | Food, Civil Supplies and Consumer Affairs Department |
| 5 | To grant license for running Coal business under the State Government Orders | Food, Civil Supplies and Consumer Affairs Department |
| 6 | To grant license for distribution of kerosene under the State Government's Orders | Food, Civil Supplies and Consumer Affairs Department |
| 7 | To restrict unauthorized acquisition or sale of auto LPG under the relevant State Government Acts | Food, Civil Supplies and Consumer Affairs Department |
| 8 | To regulate supply and distribution of LPG cylinders at price fixed by GOI under the Liquefied Gas (Regulation of Supply and Distribution) Order, 2001 | Food, Civil Supplies and Consumer Affairs Department |
| 9 | To check adulteration in Petrol and Diesel under The Motor Spirit and High Speed Diesel (Regulation and Supply and Distribution and Prevention of Malpractice) Order, 1998 | Food, Civil Supplies and Consumer Affairs Department |
| 10 | To regulate production, storage and supply of petroleum products in the interest of sustaining public life, economy etc. under The Petroleum Products Order, 1999 | Food, Civil Supplies and Consumer Affairs Department |
| 11 | To restrict the sale and use of Solvent, Raffinate and Slop under The Solvent, Raffinate and Slop (Acquisition, Sale, Storage and prevention of Use in Automobiles) order, 2000 | Food, Civil Supplies and Consumer Affairs Department |
| 12 | To restrict the sale and use of Naphtha under The Naphtha (Acquisition, Sale, Storage and Prevention of Use in Automobiles) order, 2000. | Food, Civil Supplies and Consumer Affairs Department |
| 13 | Edible Oil Packaging under The Edible Oils Packaging (Regulation) Order, 1998 | Food, Civil Supplies and Consumer Affairs Department |

| S. No. | Services | Department |
|--------|--|--|
| 14 | To bring awareness among the consumers and redressal of their grievances under the Consumer Protection Act, 1986 | Food, Civil Supplies and Consumer Affairs Department |
| 15 | Enforcement of Standard of Weights & Measures under Standards of Weight & Measures Act, 1985 | Food, Civil Supplies and Consumer Affairs Department |
| 16 | Hiring of Godown and Plinths for storage of food grains and their maintenance. | Food, Civil Supplies and Consumer Affairs Department |
| 17 | Equitable distribution and availability of articles at fair price shops | Food, Civil Supplies and Consumer Affairs Department |
| 18 | Registration of a Complaint under the Criminal Procedure Code | Police |
| 19 | Issue of an FIR (First Information Report) under the Criminal Procedure Code | Police |
| 20 | Status of a complaint under Criminal Procedure Code | Police |
| 21 | Status of investigation of FIR under Criminal Procedure Code | Police |
| 22 | Status of stolen motor vehicles | Police |
| 23 | Status of stolen arms | Police |
| 24 | Status of recovered stolen property | Police |
| 25 | Status of a trial under Criminal Procedure Code | Police |
| 26 | Status of passport verification | Police |
| 27 | Status of Nationality verification | Police |
| 28 | Registration of permissions for processions etc. under Police Act | Police |
| 29 | Status of permissions for processions etc under Police Act | Police |
| 30 | Proclaimed offenders / absconders under Criminal Procedure Act | Police |
| 31 | Status of verification of arms license under Arms Act | Police |
| 32 | Information on missing persons / dead bodies under Criminal Procedure Act | Police |
| 33 | Human Resources Information under Police Rules | Police |
| 34 | Verification reports for parole to prisoners | Police |
| 35 | Verification of domestic servants, tenants, job seekers etc. | Police |
| 36 | Registration of foreigners | Police |
| 37 | Information about the beat patrolling officers of area | Police |
| 38 | Issuance of Permits | Police |
| 39 | Grant of Licenses | Police |
| | • Issue of License for Loud-speaker | Police |
| | • Issue of License for Hotel/Eating House | Police |
| | • Issue of License for place of Public Entertainment | Police |
| | • Issue of License for Theatres, Video Parlours, Amusement Parlours | Police |
| | • Issue of License for Cinema houses | Police |

| S. No. | Services | Department |
|--------|--|------------|
| | <ul style="list-style-type: none"> Issue of License for Processions | Police |
| | <ul style="list-style-type: none"> Issue of License for possession of Firearms | Police |
| | <ul style="list-style-type: none"> Issue of License for firecrackers (wholesale) | Police |
| | <ul style="list-style-type: none"> Issue of License for storage of petroleum/petroleum derivatives | Police |
| 40 | Grant of No-objection Certificates (NOCs) | Police |
| | <ul style="list-style-type: none"> NOC for sale of Liquor in Hotel/Restaurant premises | Police |
| | <ul style="list-style-type: none"> NOC for construction of religious structure | Police |
| | <ul style="list-style-type: none"> NOC for construction of Hotels, Swimming pools etc. | Police |
| 41 | Grant of Character Certificates | Police |
| 42 | Renewal of Licenses, NOCs and other permits | Police |
| 43 | Traffic Management | Police |
| 44 | Regulation of general traffic and of motor traffic in particular | Police |
| 45 | To render technical advice in the event of a motor accident | Police |
| 46 | To enforce traffic restrictions (speed limits, lane rules etc.) | Police |
| 47 | To instill traffic sense in the minds of the people through publicity | Police |
| 48 | To prevent illegal transport of contraband commodities | Police |
| 49 | Security Patrol units and Traffic Aid Posts | Police |
| 50 | Prevention of Social Atrocities, and anti – social activities | Police |
| | <ul style="list-style-type: none"> Prevention of atrocities committed on women | Police |
| | <ul style="list-style-type: none"> Prevention of Domestic Violence | Police |
| | <ul style="list-style-type: none"> Prevention of Disputes between husband and wife | Police |
| | <ul style="list-style-type: none"> Prevention of Harassment for Dowry | Police |
| | <ul style="list-style-type: none"> Prevention of Sexual harassment of women at the place of their service or work | Police |
| | <ul style="list-style-type: none"> Prevention of Harassment caused to women by telephone calls or by letters | Police |
| | Prevention of Cruelty to senior citizens | Police |
| 51 | Action against obscene literature, audio-video cassettes | Police |
| 52 | Action against Copyright infringements | Police |
| 53 | Black marketing of cinema tickets | Police |
| 54 | Unauthorised lottery, betting on cricket matches, horse races etc. | Police |
| 55 | Cyber crimes | Police |
| 56 | Enforcement of Cable Network Regulation Act | Police |
| 57 | Railway Police | Police |
| 58 | Registration of Complaints | Police |
| 59 | Registration on “Mobile Police Stations” | Police |
| 60 | Registration at the concerned Railway Police Station | Police |

| S. No. | Services | Department |
|--------|---|-----------------------|
| 61 | Registration at aggrieved passenger's destination Railway Police Station, and subsequent forwarding of the same for investigation and other procedural actions. | Police |
| 62 | Rescue & Relief | Police |
| 63 | Emergency services | Police |
| 64 | Response to "100" calls | Police |
| 65 | Granting of Bails for Bailable Offences | Police |
| 66 | Granting of Bails for Non-bailable Offences | Police |
| 67 | Bandobast for private function | Police |
| 68 | Response to PCR to the scene of crime / place of assistance | Police |
| 69 | Security of individuals / institutions | Police |
| 70 | Resource management i.e. transport, finance, arms | Police |
| 71 | Payment for Inquest Report | Police |
| 72 | Payment for Post Mortem Report | Police |
| 73 | Application for jobs as part of recruitment | Police |
| 74 | Formulation of long term plans for the State | Planning |
| 75 | Formulation of five year plans for the State | Planning |
| 76 | Release research reports on various social, economic and fiscal issues for planned development of the State | Planning |
| 77 | Provide advice to various government institutions on their planned schemes | Planning |
| 78 | Monitoring the status of various schemes under implementation | Planning |
| 79 | Receipts from the public and departments for credit to Govt. through banks | Treasuries & Accounts |
| 80 | Payments of claims against Government on Bills / Cheques | Treasuries & Accounts |
| 81 | Payments to banks against the payment to pensioners | Treasuries & Accounts |
| 82 | Sale of judicial and non-judicial stamp papers | Treasuries & Accounts |
| 83 | Custody of valuables of departments | Treasuries & Accounts |
| 84 | Maintenance of banking accounts of local bodies and non-governmental institutions | Treasuries & Accounts |
| 85 | Prepare design documents for construction of roads, bridges and government buildings | Public Works |
| 86 | Issue orders for repair of roads, bridges and government buildings | Public Works |
| 87 | Prepare the Common Schedule of Rates | Public Works |
| 88 | Fixation of rent of private premises requisitioned for housing government officers | Public Works |
| 89 | Issue NOC for public buildings, petrol pumps etc. | Public Works |
| 90 | Reservation of government rest houses and circuit houses | Public Works |
| 91 | Issue permits for construction of approaches on both sides of roads to private individual, other institutions, factories, petrol pumps etc. | Public Works |
| 92 | Issue settlement notices against court cases and arbitrations arising out of service matters and / or conflict in agreements of projects | Public Works |

| S. No. | Services | Department |
|--------|---|-------------------------------------|
| 93 | Registration of a Society under the State Co-operative Societies Act | Registrar of Co-operative Societies |
| 94 | Liquidation of a Society under the State Co-operative Societies Act | Registrar of Co-operative Societies |
| 95 | Settlement of disputes under various provisions of the State Co-operative Societies Act | Registrar of Co-operative Societies |
| 96 | Supervision of society accounts on a periodic basis | Registrar of Co-operative Societies |
| 97 | Collection of MIS reports by all types of Societies on a periodic basis | Registrar of Co-operative Societies |
| 98 | Analysis of MIS reports submitted by Societies for purposes of making long term and short term policies and schemes | Registrar of Co-operative Societies |
| 99 | Implementation of Schemes announced by the department and Government (Central and State) | Registrar of Co-operative Societies |
| 100 | Issue of land utilization certificate to the citizens | Rural Development and Panchayats |
| 101 | Payment of pensions to the beneficiaries | Rural Development and Panchayats |
| 102 | Issue of Registration Certificates for Births and Deaths | Rural Development and Panchayats |
| 103 | Implement centrally sponsored schemes | Rural Development and Panchayats |
| 104 | Issue of tax receipt for the buy of cattle at fairs | Rural Development and Panchayats |
| 105 | Provision of information on Provident Fund for Landless Agricultural Labourers | |
| 106 | Availability of Public Information about Processes | Transport |
| 107 | Availability of Forms | Transport |
| 108 | Application for License Vehicle Types: -Motor Cycle w gear -Motor Cycle w/o gear -Light Motor Vehicle -Medium Goods Vehicle -Medium Passenger Motor Vehicle -Heavy Goods Vehicle -Heavy Passenger Motor Vehicle -Auto Rickshaw -Cab License Types - Learner's | Transport |
| 109 | Registration for Driver's Test (including date and schedule) | Transport |
| 110 | Actual conducting of test as per schedule | Transport |
| 111 | Issue of Learners License as per CMV 1989 | Transport |
| 112 | Issue of Driving Licenses as per CMV 1989 | Transport |

| S. No. | Services | Department |
|--------|---|------------|
| 113 | Issuance of duplicates and renewal of licenses | Transport |
| 114 | Issue of Registration Certificates of vehicles as per CMV 1989 | Transport |
| 115 | Renewal of Registration Certificate | Transport |
| 116 | Change of ownership details on Registration Certificate | Transport |
| 117 | Re-registration of vehicles from other district/ State | Transport |
| 118 | Registration Certificate to effect de-hypothecation | Transport |
| 119 | Issue of new registration no. (Surrender old registration no.) | Transport |
| 120 | Issue of Permits as per CMV 1989 - National operator permit - Tourist permit - Permit for the establishment of driving schools | Transport |
| 121 | Tax Collection - Motor Vehicle Tax - Toll and Allied | Transport |
| 122 | Transfer of ownership of vehicles as per CMV 1989 | Transport |
| 123 | Issuance of Time tables of buses | Transport |
| 124 | Issuance of bus tickets | Transport |
| 125 | Issuance / renewing of bus passes | Transport |
| 126 | Advance booking facilities (for interstate transport?) | Transport |
| 127 | Enforcement of Penal Provisioning of the Motor Vehicle Act | Transport |
| 128 | Collection, compilation and analysis of road accidents statistics | Transport |
| 129 | Organization of Road Safety Weeks, Seminars & Exhibitions | Transport |
| 130 | Providing grants-in-aid to Non-Governmental Organisations | Transport |
| 131 | Providing refresher training to heavy vehicle drivers | Transport |
| 132 | Undertaking various publicity measures | Transport |
| 133 | List Places to visit | Tourism |
| 134 | List of Approved Travel Agents | Tourism |
| 135 | List of Approved Tour Operators | Tourism |
| 136 | Information on Tourism Policies | Tourism |
| 137 | Information on National Tourism Policy | Tourism |
| 138 | Information on Eco Tourism Policy | Tourism |
| 139 | Information on Rural Tourism Policy | Tourism |
| 140 | Schedule of trains | Railways |
| 141 | Seat availability | Railways |
| 142 | Reservation of Tickets | Railways |
| 143 | Cancellation of Tickets | Railways |
| 144 | Passenger Status | Railways |
| 145 | Train/Fare Accommodation | Railways |
| 146 | Train enquiry | Railways |
| 147 | Availability Status at Stations | Railways |

| S. No. | Services | Department |
|--------|---|---------------------------|
| 148 | Information related to Development schemes pertaining to: - Rural Aquaculture - Paddy-cum-fish culture - Reclamation of Beels/lakes - Cold water fisheries - Etc... | Fisheries |
| 149 | Training for fishers | Fisheries |
| 150 | Providing Information on seeds, fertilisers, cropping patterns, yeilds, technology, weather patterns etc. | Agriculture |
| 151 | Providing information in case of calamities through Early Warning Systems | Agriculture |
| 152 | Providing Market / Commodity Prices including Information on Futures | Agriculture |
| 153 | Providing marketing facilities to the farmers for their produce | Agriculture |
| 154 | Agriculture Credit Services | Agriculture |
| 155 | Providing information on Horticulture Services | Agriculture |
| 156 | Providing information on Watershed management | Agriculture |
| 157 | Imparting training to the farmers about the latest technology developed by research institutes for the production of different crops. This is done through a number of training camps organized at the block and village level by the Department. | Agriculture |
| 158 | Monitoring the supply and quality of agricultural inputs like seeds, fertilizers, pesticides, irrigation water, and machinery and equipments, etc. This is done through a network of licensed dealers and manufacturers. | Agriculture |
| 159 | Monitoring the soil health, quality of water and crop health. Minimizing the use of pesticides and to control the environmental pollution with adoption of integrated pest management. The state has a number of laboratories for testing of fertilizers, seeds | Agriculture |
| 160 | Diversification of areas from traditional crops to oilseeds & pulses crops, sugarcane, maize, cotton, etc. | Agriculture |
| 161 | Implementation of beneficiary oriented schemes for economic upliftment of farming community e.g. contract farming, bee-keeping, vermiculture, etc. | Agriculture |
| 162 | Dissemination of information related to various government schemes, subsidies and programs. | Agriculture |
| 163 | Agricultural Advisory Services | Agriculture |
| 164 | Provision of OPD / Care services | Health and Family Welfare |
| 165 | Performing diagnostic tests | Health and Family Welfare |
| 166 | Issue of Medical certificate | Health and Family Welfare |

| S. No. | Services | Department |
|---------------|--|---------------------------|
| 167 | Handling emergencies | Health and Family Welfare |
| 168 | Manage various complaints | Health and Family Welfare |
| 169 | Undertake inspections | Health and Family Welfare |
| 170 | Issue disability certificate | Health and Family Welfare |
| 171 | Giving old age pensions | Health and Family Welfare |
| 172 | Providing referrals for better health care | Health and Family Welfare |
| 173 | Participation in rallies | Health and Family Welfare |
| 174 | Telemedicine | Health and Family Welfare |
| 175 | Training students | Health and Family Welfare |
| 176 | Reimbursements | Health and Family Welfare |
| 177 | Use of ambulance | Health and Family Welfare |
| 178 | Help beneficiaries to get money | Health and Family Welfare |
| 179 | Counselling people | Health and Family Welfare |
| 180 | Arrange blood donation | Health and Family Welfare |
| 181 | Handle donations | Health and Family Welfare |
| 182 | Family planning operations | Health and Family Welfare |
| 183 | Manage AMC | Health and Family Welfare |
| 184 | Produce court evidences | Health and Family Welfare |
| 185 | Perform VIP duties | Health and Family Welfare |
| 186 | Undertake Food sampling | Health and Family Welfare |
| 187 | Participation in national programs related to checking of food | Health and Family Welfare |
| 188 | Prepare various reports of disease surveillance | Health and Family Welfare |
| 189 | Outsourcing of services | Health and Family Welfare |

| S. No. | Services | Department |
|---------------|--|--------------------------------|
| 190 | Issue of Chemist Licenses | Health and Family Welfare |
| 191 | Issue of Termination of Pregnancy Certificates | Health and Family Welfare |
| 192 | Collection of Octroi tax | Department of Local Government |
| 193 | Issue of licenses | Department of Local Government |
| 194 | Collection of house tax, property tax | Department of Local Government |
| 195 | Water supply | Department of Local Government |
| 196 | Transit pass | Department of Local Government |
| 197 | Advertisement tax | Department of Local Government |
| 198 | Entertainment tax | Department of Local Government |
| 199 | Maintain records of Land & property | Department of Local Government |
| 200 | Birth and Death Registration | Department of Local Government |
| 201 | Process Applications for Building (clearance of maps, etc.) | Department of Local Government |
| 202 | Maintenance and regulation of civil amenities such as parking lots, slaughter houses, etc. | Department of Local Government |
| 203 | Receive request for Registration | Excise and Taxation |
| 204 | Processing of Refund | Excise and Taxation |
| 205 | Filing of Return | Excise and Taxation |
| 206 | Cancellation of Registration | Excise and Taxation |
| 207 | Handling Amendments | Excise and Taxation |
| 208 | Filing of Tax Receipts | Excise and Taxation |
| 209 | Request for issuance of statutory forms | Excise and Taxation |
| 210 | Monthly Statement of tax paid | Excise and Taxation |
| 211 | Provide copies of orders | Excise and Taxation |
| 212 | Provide copies of assessments | Excise and Taxation |
| 213 | Scrutinize returns (VAT) | Excise and Taxation |
| 214 | Audit (VAT) | Excise and Taxation |
| 215 | Assessment (VAT) | Excise and Taxation |
| 216 | Registrations (VAT) | Excise and Taxation |
| 217 | Amendments/Cancellations (VAT) | Excise and Taxation |
| 218 | Refunds (VAT) | Excise and Taxation |
| 219 | Appeals and Litigations (VAT) | Excise and Taxation |
| 220 | Enforcement (VAT) | Excise and Taxation |
| 221 | Investigation (VAT) | Excise and Taxation |

| S. No. | Services | Department |
|--------|---|------------------|
| 222 | Availability of Citizen Charter, Excise duty rates and rules, making available all forms; Information on legal provisions, rights and obligations | Excise & Customs |
| 223 | Registration under Central Excise | Excise & Customs |
| 224 | Filing of Central Excise | Excise & Customs |
| 225 | Filing of claims permissions, intimations | Excise & Customs |
| 226 | Tracking of show cause notices, adjudication orders, appellate decisions | Excise & Customs |
| 227 | Acknowledgement of declarations, intimations, applications | Excise & Customs |
| 228 | Processing of claims, permissions, intimations | Excise & Customs |
| 229 | Excise Control Code (ECC) Number allotment | Excise & Customs |
| 230 | Grievance Redressal (including consideration of RTI) | Excise & Customs |
| 231 | Availability of Citizen Charter, Information on tax rules and tax rates | Income Tax |
| 232 | Availability of Online tax Calculator. | Income Tax |
| 233 | Filing of returns of income: Simplification of return form, e-filing through intermediaries and direct filing | Income Tax |
| 234 | Filing of TDS Returns | Income Tax |
| 235 | Payment/Refund/Report non-receipt of taxes | Income Tax |
| 236 | PAN & TAN related services including application submission, allotment of card and tracking status | Income Tax |
| 237 | Grievance redressal (including aspects of RTI) | Income Tax |
| 238 | Company registration | Company Affairs |
| 239 | Registration of Charges | Company Affairs |
| 240 | Issuance of certified copies of documents | Company Affairs |
| 241 | Registration of documents filed with ROC | Company Affairs |
| 242 | e-Filing | Company Affairs |
| 243 | Grievance Redressal (including aspects of RTI) | Company Affairs |
| 244 | Issue of Name Availability Letter | Company Affairs |
| 245 | Issue of Certificate of Incorporation | Company Affairs |
| 246 | Issue of Certificate for Commencement of Business | Company Affairs |
| 247 | Availability of Citizen Charter, Information on different schemes & provisions like Tatkal, all required Forms | Passport & Visa |
| 248 | Issuance of New Passport | Passport & Visa |
| 249 | Renewal / Additional Booklet | Passport & Visa |
| 250 | Name/ Address or other information modification | Passport & Visa |
| 251 | Issuance/ renewal/ revalidation of Visa: Tourist Visa, student Visa, Business visa Journalist Visa, Employment Visa and Visa to Missionaries | Passport & Visa |
| 252 | Issuance/ Renewal of Person of Indian Origin (PIO) Card: All forms, info regarding PIO eligibility, process, benefits and validity | Passport & Visa |
| 253 | Grievance Handling (including aspects of RTI) | Passport & Visa |
| 254 | Issuance and submission of all forms: Forms for NIN and NID Card | National ID |

| S. No. | Services | Department |
|--------|---|--|
| 255 | Issuance of NIN and NID Card | National ID |
| 256 | Replacement & Updation of Card | National ID |
| 257 | Availability of Citizen Charter, Information on tenders, rate contracts etc. and availability of all forms | eProcurement |
| 258 | Availability of Tender documents | eProcurement |
| 259 | Registration of vendors | eProcurement |
| 260 | Registration & issuing of certificates | eProcurement |
| 261 | E-Tendering: submission of bids, attending of bid opening | eProcurement |
| 262 | Issue of Rate Contracts | eProcurement |
| 263 | Issue of Supply orders | eProcurement |
| 264 | Inspection: issuance of inspection call, receive inspection note quality audit etc. | eProcurement |
| 265 | Payment: submission of bills, receive payments | eProcurement |
| 266 | Debit Adjustment: Indentors can receive debit | eProcurement |
| 267 | Grievance Handling (including aspects of RTI) | eProcurement |
| 268 | Issue of Permanent Account Number (PAN) | Central Board of Direct Taxes |
| 269 | Filing of Returns by Companies (Form 1) | Central Board of Direct Taxes |
| 270 | Excise Tax Registration (Form R-1) | Central Board of Excise and Customs |
| 271 | Filing monthly returns for production and removal of goods (Form E.R. 1) | Central Board of Excise and Customs |
| 272 | Service Tax Registration (Form ST-1) | Central Board of Excise and Customs |
| 273 | Filing Half-yearly Service Tax Returns | Central Board of Excise and Customs |
| 274 | Issue of Industrial Entrepreneur Memoranda | Industrial Policy and Promotion |
| 275 | Issue of Industrial License | Industrial Policy and Promotion |
| 276 | Issue of Importer Exporter Code | Director General of Foreign Trade |
| 277 | Filing of FC-GPR (Reporting of Forex Transaction) | RBI |
| 278 | Construction of Houses. | Urban Planning and Development Authority |
| 279 | Preparation of Regional Plans & Master Plans under the Regional & Town Planning & Development Act & Rules for the town & cities for their orderly growth & development. | Urban Planning and Development Authority |
| 280 | Preparation of layout plans of New Townships being developed | Urban Planning and Development Authority |

| S. No. | Services | Department |
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| 281 | Preparation of Integrated Block Development Plans of community development blocks in the rural sector & planning of focal villages. | Urban Planning and Development Authority |
| 282 | Preparation of Development Schemes of Improvement Trusts. | Urban Planning and Development Authority |
| 283 | Preparation of regulatory Town Planning Schemes of Municipal Corporations and other urban local bodies. | Urban Planning and Development Authority |
| 284 | Preparation of traffic improvement schemes of urban local bodies. | Urban Planning and Development Authority |
| 285 | Preparation of plans and project reports under the centrally-sponsored scheme for integrated development of Small & Medium Towns (IDSMT). | Urban Planning and Development Authority |
| 286 | Issue of Forms | Land Records |
| 287 | Issue of extracts of land records | Land Records |
| 288 | Issue of Regional maps (Printed maps) | Land Records |
| 289 | Issue of Certified copies of patta and all other documents | Land Records |
| 290 | Issue of RTC copy with crop updation details | Land Records |
| 291 | Issue of separate RTC by measuring and sub-dividing the field | Land Records |
| 292 | Transfer/ Mutation of Land ownership | Land Records |
| 293 | Modification to RTC records | Land Records |
| 294 | Assignment/Licensing/Transfer of Land | Land Records |
| 295 | Assignment of House -Site RoR | Land Records |
| 296 | Information on land assignment for cultivation purpose | Land Records |
| 297 | Licensing of land for other purposes | Land Records |
| 298 | Clearance/NOC from Land Acquisition angle | Land Records |
| 299 | Information on distribution of Ceiling surplus Land | Land Records |
| 300 | Rectification of erroneous entry of land records | Land Records |
| 301 | Query / Search Facility in the Land Records Information System | Land Records |
| 302 | Survey of Land | Land Records |
| 303 | Providing information related to land-crop and land resource statistics | Land Records |
| 304 | Fixation of Fair Rent | Land Records |
| 305 | Providing information on the implementation of Tenancy Laws | Land Records |
| 306 | Provision of information on subsidies etc. | Land Records |
| 307 | Copy of Land Map and Boundaries | Land Records |
| 308 | Issue of Crop and Land Resource Statistics | Land Records |
| 309 | Registration of all documents under the Registration Act, 1908 | Property Registration |
| 310 | Certified copies of the registered documents | Property Registration |
| 311 | Encumbrance certificates of any property in the jurisdiction of the office | Property Registration |
| 312 | Registration of Societies/Association | Property Registration |
| 313 | Registration of partnership firms under the Indian Partnership Act, 1932. | Property Registration |
| 314 | Certified copies from the Registers of Societies/firms. | Property Registration |

| S. No. | Services | Department |
|--------|--|-----------------------|
| 315 | Deposit/opening of wills under the Registration Act 1908. | Property Registration |
| 316 | Refund of stamps. | Property Registration |
| 317 | Sale of Stamps / Stamp Paper / Stamp duty payment | Property Registration |
| 318 | Registration of Documents | Property Registration |
| 319 | Registration of Sale Deeds | Property Registration |
| 320 | Registration of Firms and Societies | Property Registration |
| 321 | Registration of Chits | Property Registration |
| 322 | Registration of Non trading companies | Property Registration |
| 323 | Registration of Marriages | Property Registration |
| 324 | Issue of Nationality certificates | Property Registration |
| 325 | Issue of Community certificates | Property Registration |
| 326 | Issue of Nativity/ Residence certificates | Property Registration |
| 327 | Issue of Solvency certificates | Property Registration |
| 328 | Issue of Income certificates | Property Registration |
| 329 | Issue of Document writer's License | Property Registration |
| 330 | Issue of Scribe's License | Property Registration |
| 331 | Recording encumbrances to land and properties | Property Registration |
| 332 | Preparation of encumbrance certificates | Property Registration |
| 333 | Market Valuation and Revision of Immovable Properties | Property Registration |
| 334 | Conduct of Elections for Parliament and Legislative Assembly | Election |
| 335 | Implementation of Tenancy laws / Distribution of Ceiling Surplus Land | Property Registration |
| 336 | Public Grievance Handling | Property Registration |
| 337 | Adjudication of documents and also of documents executed outside the state | Property Registration |
| 338 | Registration of Names in Electoral Roll | Election |
| 339 | Application for Inclusion of name in the Electoral Roll | Election |
| 340 | Application for correction of name in the Electoral Roll | Election |
| 341 | Supply of Copies of Electoral Roll | Election |
| 342 | Registration of Factories under the Factories Act, 1948. The Deputy Director of Factories & Assistant Director of Factories ensures that the occupiers of factories take necessary safety measures so that health and safety of workers can be protected. | Labor |
| 343 | Registration of Shops & Commercial Establishments Act under the State Shops & Commercial Establishments Acts. Notified cities/ towns under the Act to regulate the working hours of the establishments and enforce weekly off day and ensuring health and safety | Labor |
| 344 | Registration of the employers under the Contract Labour (Regulation & Abolition) Act, 1970 licensing of contractors under the Act to regulate the working conditions of contract labour and abolition of contract labour in certain cases. | Labor |
| 345 | Registration of employers and licensing of contractors under the Inter State Migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1979 to regulate the conditions | Labor |

| S. No. | Services | Department |
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| | of employment of migrant workers. | |
| 346 | Registration of Motor Transport under the Motor Transport Workers Act, 1961. | Labor |
| 347 | Registration of employers and licensing of contractors under the Building & Other Constructions Workers (Regulation of Employment & Conditions of Service) Act, 1996. | Labor |
| 348 | Registration of trade unions under the Trade Union Act, 1926. | Labor |
| 349 | Certification of standing orders under the Industrial Employment Standing Orders Act, 1946. | Labor |
| 350 | Fixation/ Revision of minimum wages under Minimum Wages Act, 1948. | Labor |
| 351 | Grants permission for layoff/retrenchment of workers in industrial establishments employing hundred or more workers. | Labor |
| 352 | Grants permission for closure of industrial establishments employing hundred or more workers. | Labor |
| 353 | Appellate authority under the Payment of Gratuity Act 1972. | Labor |
| 354 | Implementation of EE (CNV) Act, 1959. As per section 4 of the Act every establishment in public and private sector shall before filling up any vacancy in any employment in that establishment, notify that vacancy to the prescribed Employment Exchanges | Employment |
| 355 | Efficient and effective service to the employers as well as to the job seekers. The Employment Exchanges submit candidates to the employers on the basis of seniority of registration and other requisites etc | Employment |
| 356 | Implementation of the Unemployment allowance under various Acts related to the Educated Unemployed Youth Rules etc. | Employment |
| 357 | Providing dissemination of educational and vocational information | Employment |
| 358 | Implementation of specific sections of the PWD Act 1995 related to the identification and reservation of vacancies for physically handicapped, setting up of a special Employment Exchange for physically handicapped, disbursement of unemployment allowance | Employment |
| 359 | Disbursal of Old Age Pension (State Scheme) to citizens. | SC/BC Welfare, Social Security and Women & Child Development |
| 360 | Financial Assistance to widows and destitute women | SC/BC Welfare, Social Security and Women & Child Development |
| 361 | Financial Assistance to orphans and destitute children | SC/BC Welfare, Social Security and Women & Child Development |

| S. No. | Services | Department |
|--------|---|--|
| 362 | Financial Assistance to disabled persons | SC/BC Welfare, Social Security and Women & Child Development |
| 363 | Issue of Identity Cards to Senior Citizens for availing facilities in hospitals, libraries, buses etc. | SC/BC Welfare, Social Security and Women & Child Development |
| 364 | Providing aid to Non-Governmental organisations working for the welfare of children, women, handicapped and weaker sections of the society. | SC/BC Welfare, Social Security and Women & Child Development |
| 365 | Providing information on various schemes for the deaf & dumb, blind and physically handicapped, mentally challenged persons | SC/BC Welfare, Social Security and Women & Child Development |
| 366 | Providing information on various State schemes for women and children | SC/BC Welfare, Social Security and Women & Child Development |
| 367 | Providing information on various State schemes for the aged | SC/BC Welfare, Social Security and Women & Child Development |
| 368 | Implementation of various industrial policies pertaining to provision of subsidies | Industries & Commerce |
| 369 | Implementation of the Industrial policy 2003 | Industries & Commerce |
| 370 | Provide freight subsidy | Industries & Commerce |
| 371 | Grievance redressal | Industries & Commerce |
| 372 | Arbitration on providing interest on delayed payments to SSI units | Industries & Commerce |
| 373 | Enforcement of various safety norms for industries | Industries & Commerce |
| 374 | Enforcement of various quality norms | Industries & Commerce |
| 375 | Co-ordination for mitigation of problem of industrial association and disposal of representations | Industries & Commerce |
| 376 | Providing single window facilities and ensuring time-bound clearances for industries through Udyog Sahayak | Industries & Commerce |
| 377 | Prepare rate contract of items for supply to the State Government offices | Industries & Commerce |
| 378 | Registration of firms and societies | Industries & Commerce |
| 379 | Transfer of plots/sheds and execution of conveyance deed | Industries & Commerce |
| 380 | Recovery of rent/hire purchase instalment of plots/sheds of industrial estates | Industries & Commerce |
| 381 | Recovery of I.F.L, S.M.M, IRDD Act 1935 | Industries & Commerce |
| 382 | Testing and quality control services | Industries & Commerce |
| 383 | Registration of SSI units | Industries & Commerce |
| 384 | Industrial data collection | Industries & Commerce |
| 385 | IL/LOI/IEM recommendations | Industries & Commerce |
| 386 | BIFR/AAIFR cases handling | Industries & Commerce |
| 387 | Providing information on handloom schemes | Industries & Commerce |
| 388 | Providing information on craft melas etc. | Industries & Commerce |
| 389 | Sample Industrial Surveys | Industries & Commerce |

| S. No. | Services | Department |
|--------|--|---|
| 390 | Issue notifications, mining contracts, certificate of approvals | Industries & Commerce |
| 391 | Keep people informed of the services made available for them by Government | Information and Public Relations Department |
| 392 | Improve voluntary compliance of tax laws | Information and Public Relations Department |
| 393 | Liaise with the press. | Informational and Public Relations Department |
| 394 | Issue of press notes, bulletins to the press. | Information and Public Relations Department |
| 395 | Review of the tone and temper of Hindi, English and Urdu newspapers published in the State. | Information and Public Relations Department |
| 396 | Submission of fortnightly confidential report of Government about the policy of newspapers published in the State. | Information and Public Relations Department |
| 397 | Visit of press representatives to different areas. | Information and Public Relations Department |
| 398 | Arrangement of press conference. | Information and Public Relations Department |
| 399 | Accreditation of press representatives and issue of certificates. | Information and Public Relations Department |
| 400 | Publication and display of classified advertisements in newspapers and centralized payment of bills thereof. | Information and Public Relations Department |
| 401 | Publicity of the achievements of the State Government within and outside the State through cultural programmes. | Information and Public Relations Department |
| 402 | Publicity of the cultural and economic development of the State | Information and Public Relations Department |
| 403 | Arrange exhibitions within and outside the State. | Information and Public Relations Department |
| 404 | Arrange exhibitions by other States, Central Government and other national institutions. | Information and Public Relations Department |
| 405 | Showing of newsreel, documentary and feature films and publicity of the progress, development and culture of the State through their medium. | Information and Public Relations Department |
| 406 | Liaison with All India Radio - Rural radio forum publicity through radio. | Information and Public Relations Department |
| 407 | Take care of publicity through television. | Information and Public Relations Department |
| 408 | Information on Government Orders and Regulations | Information and Public Relations Department |
| 409 | Manage field publicity and act as an information Centre. | Information and Public Relations Department |
| 410 | Control all officers serving in the Information and Public Relations Department. | Information and Public Relations Department |
| 411 | To prescribe the syllabi, courses of studies and text books for school education | Department of Education |

| S. No. | Services | Department |
|--------|--|-------------------------|
| 412 | To arrange for the preparation, writing , compilation, printing, Publishing and sale of text books, other educational material and undertake the publication of any other educational work, book or periodicals; | Department of Education |
| 413 | To hold examinations for school education, publish the results of such examinations and grant certificates to persons who have passed these examinations | Department of Education |
| 414 | To prescribe conditions for affiliation of institutions in terms of teachers and their qualifications, curriculum, equipment, buildings and other educational facilities | Department of Education |
| 415 | To institute and award scholarships, medals and prizes | Department of Education |
| 416 | To enroll all the children in the various age groups for different programs | Department of Education |
| 417 | To provide early childhood education to the children in the age group of 3-6 years | Department of Education |
| 418 | To provide quality education up to Class X | Department of Education |
| 419 | To develop literacy and numeric skills and social awareness in students | Department of Education |
| 420 | To create scientific attitudes in the children through contemporary education techniques | Department of Education |
| 421 | To promote cooperation, tolerance and self-control | Department of Education |
| 422 | To promote vocational efficiency and productivity | Department of Education |
| 423 | To develop among children the qualities of social, industrial and cultural leadership | Department of Education |
| 424 | To prepare the children for higher education | Department of Education |
| 425 | To provide teacher education at Elementary and Secondary levels | Department of Education |
| 426 | On-line educational programmes | Department of Education |
| 427 | Information pertaining to Scholarships | Department of Education |
| 428 | Registration / Application for various scholarship programmes | Department of Education |
| 429 | Status of application for scholarship programmes | Department of Education |
| 430 | List of Universities and Institutions | Department of Education |
| 431 | Information pertaining to Loan/Aid | Department of Education |
| 432 | Registration / Application for various Loan/aid schemes | Department of Education |
| 433 | Status of application for Loan/Aid | Department of Education |
| 434 | Information pertaining to various literacy Schemes | Department of Education |
| 435 | Dissemination of results for various exams | Department of Education |
| 436 | To bring about qualitative improvement in the existing educational system | Department of Education |
| 437 | To develop syllabi and curricula of the various subjects at School stage | Department of Education |
| 438 | To undertake and promote investigations, surveys, studies and researches in various fields/sectors of education | Department of Education |
| 439 | To provide Pre and In-service education for teachers and educational supervisors | Department of Education |

| S. No. | Services | Department |
|--------|--|--------------------------------------|
| 440 | To formulate and implement pilot projects for bringing about qualitative improvement in different fields of school education | Department of Education |
| 441 | To develop new techniques and methodologies in the field of school education | Department of Education |
| 442 | To monitor and develop educational programs | Department of Education |
| 443 | To introduce and implement New Education Policies Centre/State | Department of Education |
| 444 | Conduct of semester as well as annual examinations in various diploma / ITI courses. | Department of Technical Education |
| 445 | Issue of certificates like Detail Marks Card, Provisional certificates, Final diploma certificates, NTSC certificates, | Department of Technical Education |
| 446 | Issue of No Objection Certificates for higher studies. | Department of Technical Education |
| 447 | Issue of duplicate Detail Marks Card/ Diploma / NTSC certificates. | Department of Technical Education |
| 448 | Verification of documents sought by National /International agencies. | Department of Technical Education |
| 449 | To formulate and implement policies, procedures and guidelines for the adoption of Management Information System, Information Technology, Computerisation in Government Offices and office automation including the policies, procedures and guidelines | Department of Information Technology |
| 450 | To promote efficiency, reduce delays, enhance accountability, transparency and objectivity in decision making by creating computer based Management Information Systems (MIS) and Decision Support Systems(DSS)to assist Government in policy making, planning | Department of Information Technology |
| 451 | To establish an Information Super-Highway and make available full international connectivity and access to Information through Internet, Intranet, LAN, MAN, WAN, E-MAIL, WEB SERVERS and Web sites, VSAT & other Modes of Communication or any other form | Department of Information Technology |
| 452 | To create comprehensive State-wide Computer Networks and a State Telecom Network for use by all Government Departments, Institutions, agencies as also the public and private sector. | Department of Information Technology |
| 453 | To provide support required by any Department in connection with any aspect of Information Technology including the hiring of professionals, consultancy services, procurement of hardware and software, development of special purpose software projects | Department of Information Technology |
| 454 | To enter into collaborations, MoUs, partnerships etc. in the Government, public sector or private sector and to hire professionals, consultants and other specialised agencies in pursuance of the objectives of the Department. | Department of Information Technology |

| S. No. | Services | Department |
|--------|--|--------------------------------------|
| 455 | To create, organise and maintain centralised data-warehouse, information-repository, and software-library to be shared by all Departments, Institutions, Agencies and wherever possible, the general public. To handle intellectual property rights in Information | Department of Information Technology |
| 456 | To simplify and modernise the storage, retrieval, transmission, distribution and exchange of information in electronic format. | Department of Information Technology |
| 457 | To work out procedures for data entry and its verification, validation, security, storage and up-dation on regular basis. | Department of Information Technology |
| 458 | To create and manage a cadre of professionals for providing necessary technical and professional assistance to the Government Departments, Institutions and Agencies for computerisation. To formulate policies and rules regarding hiring the services | Department of Information Technology |
| 459 | To frame policies for human resource development, re-orientation and redeployment in all departments and training at all levels in the Government. For this purpose to work out training and incentive packages for staff of all categories in Government. | Department of Information Technology |
| 460 | To identify the future technical manpower requirements in the relevant high technology areas and frame strategies to meet these requirements in consultation with the Department of Technical Education and Industrial Training. | Department of Information Technology |
| 461 | To promote and disseminate Information Technology culture in the State. | Department of Information Technology |
| 462 | To promote the use of Information Technology in education, introduce computer education and learning in all schools and colleges in the State. | Department of Information Technology |
| 463 | To ensure optimal use of the services and infrastructure facilities being provided by NIC to avoid overlapping and duplication of functions and efforts by interfacing with NIC. To ensure Centre-State Co-ordination in all IT related matters. | Department of Information Technology |
| 464 | To facilitate inter-departmental coordination in all IT related matters and to devise modalities for information sharing so as to avoid duplication of data entry and development of software. | Department of Information Technology |
| 465 | To formulate and implement short-term as well as long term plans for adoption of all aspects of Information Technology including Personal Computers, Notebook Computers and peripherals such as printers, pagers, cellular and internet phones, fax-modems | Department of Information Technology |
| 466 | To set up an Empowered Committee under the Chairmanship of C.S. to speedily decide policy issues affecting several departments and to review and monitor at a high level the progress of all departments with regard to IT related matters. | Department of Information Technology |
| 467 | To develop a plan for restructuring of administrative set-up so as to improve delivery of services and increase efficiency. | Department of Information Technology |

| S. No. | Services | Department |
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| 468 | Issue Voter's Identity Card | Election |
| 469 | Issue of Domicile Certificate | Tehsil Office |
| 470 | Issue of Caste Certificate | Tehsil Office |
| 471 | Issue of Land Records (ROR) | Tehsil Office |
| 472 | Issue of Rural Area Certificate | Tehsil Office |
| 473 | Issue of Marriage Certificate | Tehsil Office |
| 474 | Grant of Loans for Setting Up of Village Industries | Khadi & Village Industries |
| 475 | Family Status Certificate (In lieu of Dependant / Legal Heir Certificate) | Miscellaneous Assistance Branch |
| 476 | Applications for Business conducted away from registered location | Commercial Taxes |
| 477 | Renewal of Registrations (Licenses and Permits) | Commercial Taxes |
| 478 | Issue of Licenses (for obtaining concessions) | Commercial Taxes |
| 479 | Clarifications regarding rates of taxes applicable | Commercial Taxes |
| 480 | Provision of Forms prescribed under CST, SST etc. | Commercial Taxes |
| 481 | Filing of Returns | Commercial Taxes |
| 482 | Issuance of Final Assessment Orders | Commercial Taxes |
| 483 | Filing of Appeals against Final Assessment Order | Commercial Taxes |
| 484 | Filing of Revisions against orders of lower authorities | Commercial Taxes |
| 485 | Collection of Taxes | Commercial Taxes |
| 486 | Collection of Refund | Commercial Taxes |
| 487 | Acknowledgement of declarations, limitations, applications, returns etc. | Commercial Taxes |
| 488 | Public Grievance Handling | Commercial Taxes |
| 489 | Grant of Loans for Setting Up of Village Industries | Khadi & Village Industries |
| 490 | Grant of Family Status Certificate (In lieu of Dependant / Legal Heir Certificate) | Miscellaneous Assistance Branch |
| 491 | Providing information on Rules and Regulations and requirements for Registration | Employment |
| 492 | Provision of Forms | Employment |
| 493 | Registration of Candidates | Employment |
| 494 | Addition of Qualifications for candidates | Employment |
| 495 | Renewal of Registrations | Employment |
| 496 | Transfer of Registration Card to other Employment Exchange | Employment |
| 497 | Provision of Unemployment certificate | Employment |
| 498 | Provision of printed handouts / bills etc. | Employment |
| 499 | Information on various Guidance Programmes | Employment |
| 500 | Review of Old Cases | Employment |
| 501 | Receipt of requisitions from employers | Employment |
| 502 | Submission of candidature to employers | Employment |
| 503 | Aid employer – candidate interaction through Employment Fairs (Rojgar Melas) | Employment |
| 504 | Provision of Unemployment Allowance as per State/Central | Employment |

| S. No. | Services | Department |
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| | rules | |
| 505 | Provision of information on permanent/ temporary jobs | Employment |
| 506 | Provision of information on wage rates | Employment |
| 507 | Permission for development of Land/Building | Municipalities |
| 508 | Issue of Building Licenses | Municipalities |
| 509 | Permission for alterations to buildings | Municipalities |
| 510 | Issue of building Plan Approval and Completion Certificates | Municipalities |
| 511 | Renewal of Building License | Municipalities |
| 512 | Collection of Property Tax and other mandatory and obligatory taxes | Municipalities |
| 513 | Issue of License for trades | Municipalities |
| 514 | Registration of Contractors / Advertising Agencies | Municipalities |
| 515 | Application for Water supply connection | Municipalities |
| 516 | Taking Deposits and Charges for Water supply connection | Municipalities |
| 517 | Sanction of order for Water supply connection | Municipalities |
| 518 | Repairs of Water supply connection | Municipalities |
| 519 | Transfer of names of Property tax assessment | Municipalities |
| 520 | Transfer of names of Water supply/house service connections | Municipalities |
| 521 | Provision of Public Health Services | Municipalities |
| 522 | Payment of Electricity bills | Municipalities |
| 523 | Payment of Water and sewerage bills | Municipalities |
| 524 | Payment of Telephone bills | Municipalities |
| 525 | Payment of Property Tax | Municipalities |
| 526 | Payment of Sales Tax | Municipalities |
| 527 | Public Grievance Handling | Municipalities |
| 528 | ATM: Cash withdrawals and deposits | B2C Services |
| 529 | ATM: Issue of statements of account | B2C Services |
| 530 | Mutual Funds: Collection of applications | B2C Services |
| 531 | Mutual Funds: Transfer of shares | B2C Services |
| 532 | Cell Phone Bill Payments | B2C Services |
| 533 | Booking Airline Tickets | B2C Services |
| 534 | Checking Speed Post Status | Posts |
| 535 | e-Post facility | Posts |
| 536 | Filing complaint with the Central Vigilance Commission | Central Vigilance Commission |
| 537 | Information on Court Judgements | Judiciary |
| 538 | Information on various Government Acts | Judiciary |
| 539 | Tracking daily Orders/ Court Case Status | Judiciary |
| 540 | Providing updated information on Disaster Recovery and management | Home |