



**Invitation of Expression of Interest
for
Lease of Facilities in the Premises of SEWA
Kendras**

Punjab State e-Governance Society

Department of Governance Reforms,

Government of Punjab

SCO 162-164, Sector 34-A, Chandigarh-160022

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Document Control Sheet

SNo.	Particulars	Details
1.	Document Reference Number	PSeGS/UCSDC/EOISL/0516-I
2.	Start date of issue of RFP	23.05.2016
3.	Last date and time for receipt of EoI	10.06.2016 upto 01:00 PM
4.	Date and time of opening of Proposals	10.06.2016 at 03:00 PM
5.	Place for submission of Proposals	PSeGS, Department of Governance Reforms, 03 rd Floor, SCO 162-164, Sector 34-A, Chandigarh
6.	Place of opening of Proposals	Conference Room, PSeGS, Department of Governance Reforms, 03 rd Floor, SCO 162-164, Sector 34-A, Chandigarh
7.	Contact Details	In case of any queries/clarifications, you may contact to under mentioned officers: a. Mr. Kalwarn Singh, Project Manager, 09357242220 b. Mr. Vinesh Gautam, Consultant, 09878424584

1. Expression of Interest

1.1 Introduction

- (i) The objective of this Expression of Interest (Eoi) is to solicit proposals from the interested organizations for taking partial permises of SEWA Kendras on lease to establish their branch/extension counter/franchisee etc. to deliver their services as approved by PSeGS. Reputed organizations engaged in following activities/businesses may submit their proposals:
- Banks, Banking and Non-Banking Finance Companies approved by RBI
 - Insurance
 - Tour and Travel Advisors (Air, Rail, Buses etc.)
 - LPG distribution
 - Passport and Visa Consultants
 - Telecom Operators for mobile, DTH Services etc.
- (ii) The Government of Punjab through Punjab State e-Governance Society (PSeGS) has established 2147 Sewa Kendras in urban and rural areas of the State to provide various government services to the citizens in a convenient/hassle free manner and in close proximity to homes of the citizens. List of SEWA Kednras has been uploaded in separate EXCEL Sheets. These centres will be one stop-shop for availing all the government services to be delivered to the citizens in the State. An indicative list of government services which would be delivered through these centres is given at **Annexure-A**. The services include various regulatory services, certificate related services, and payment related services apart from variety of other services from various government departments.
- (iii) All the Sewa Kendras across the State have been constructed with uniform design and layout with an aim to ensure that citizens do not face any difficulty in availing government services.
- (iv) There are three types of Sewa Kendras as under:

S.No.	Type of Sewa Kendra	Location	Area	Features
a.	I	District Head Quarters	1000 Sq. Ft	7 Counters
b.	II	Urban Area	800 Sq. Ft	4 Counters
c.	III	Rural Area	400 Sq. Ft.	2 Counters

- (v) Detailed background of the project of setting up of Sewa Kendras, their numbers, facilities available etc. is as given in **Annexure-B**.
- (vi) Keeping in view that services rendered by the aforesaid organizations are also of great significance and importance to the citizens and a potential for synergy exists for delivery of government services and various other non-government services to the citizens through the SEWA Kendras PSeGS offers leasing of facilities available in the premises of SEWA Kendra to open their branches or extension counters. The organizations can utilize the infrastrucrue of SEWA Kendras to deliver their services to the citizens closure to their homes.
- (vii) This will result in saving of enormous amount of time and cost for the citizens. Providing of citizen services will definitely bring multiple social, economic and development benefits to the citizens.

1.2 Benefits to Organizations

- (i) The Organizations would gain following benefits by leasing permises at the SEWA Kendras:
- An alternate Delivery Channel for providing services at an affordable cost,
 - Reduces the cost of transaction,
 - Improved outreach with less staff,
 - Reduce the pressure on the existing main branches/extension counters,
 - Facilitates in extending the outreach and provides the ability to offer new products and services,
 - Expanding the footprint in all the existing Service area villages,

- Availability of full furnished infrastructure of Government,

1.3 Availability of Infrastructure to Organizations

- (i) Organizations will be provided the following facilities at the Sewa Kendras for their operations:
- a. One Counter.
 - b. Space at the help desk on shared basis.
 - c. Space for ATM or any other equipment required for delivery of services.
 - d. Electricity supply.
 - e. Broadband connectivity.
 - f. Water.
 - g. Facility management services.
 - h. Common waiting area.
 - i. The counters at Sewa Kendras will be operational during all working days from 9.30 am to 6 pm.
 - j. Security Guards would be available at Type I and Type -II SEWA Kendras during working hours of SEWA Kendras.

2. General Instructions

2.1 Submission of Proposals

- (i) Organizations should submit their proposals at this office address on or before the last date and time prescribed for receipt of proposals mentioned in document control sheet.
- (ii) The organizations are required to submit copies of the following documents alongwith their proposals:
- a. Company profile
 - b. List of SEWA Kendras identified for leasing of facilities.
 - c. List of services to be offered to citizens

2.2 Terms and Conditions for leasing of premises

Detailed terms and conditons for leasing of facilities including selection criteria, minimum reserve price, shall be shared in due course of time.

Annexure 'A'

List of Government Services proposed to be delivered through Sewa Kendras

A comprehensive list of government services, department wise, proposed to be delivered through Sewa Kendras is as below:

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

10.	Revenue	Countersigning of Documents
11.	Revenue	Attestation of Documents
12.	Health	Certified Copies of Birth/Death Certificates - Corporation Cities
13.	Health	Certified Copies of Birth/Death Certificates - MC Towns
14.	Health	Certified Copies of Birth/Death Certificates - Rural Areas
15.	Health	Copies of the Post Mortem report
16.	Health	Copy of Interim Medico Legal Report
17.	Health	Copy of Complete Medico Legal Report
18.	Health	Issuance of Disability Certificate Obvious Disability (Loco Motor, Blindness)
19.	Health	Issuance of Single Disability Certificate
20.	Health	Issuance of Multiple Disability Certificate
21.	Health	Registration of Death and Birth Certificate (after one year of event)
22.	Health	Birth and Death Certificate (Name Entry & New Birth Certificate)
23.	Health	Correction of entry in Birth and Death Certificate
24.	Health	Emergency Medical Response (Ambulance at 108)
25.	Health	Janani Suraksha Yojana Assistance
26.	Health	Mata Kaushalya Yojana Assistance
27.	Health	Supply of essential medicine (as notified by the department for different Institutions)
28.	Health	Facility for X-ray/Pathological Test/Vaccination - DT/Polio Anti Rabies, Anti Venom (as notified by the Department for different institutions)
29.	Transport	Renewal of Driving License

30.	Transport	a) Registration Certificate of vehicles (Non Transport)
		b) Registration Certificate of vehicles (Transport)
31.	Transport	Fitness Certificate for commercial vehicle
32.	Transport	Issue of Driving License - Motor Car/Motor Cycle
33.	Transport	Issue of Tax Clearance Certificate (for period of 2 years)
34.	Transport	Issue of Tax Clearance Certificate (for period beyond 2 years)
35.	Transport	Issue of Route Permit or National Permit
36.	Transport	Addition/deletion of Hire Purchase entry
37.	Transport	Transfer of Vehicle (if the place of registration is the same place)
38.	Home	Registration of Marriage under Hindu Marriage Act
39.	Home	a) Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)
		b) Renewal of Arms License (if the license is presented after every alternative cycle of 6 years, where police verification is necessary)
40.	Home	Addition/Deletion of weapon (if the license issuing district is the same where service has been sought)
41.	Home	Extension of purchase period of weapon (within permissible time period and if the license issuing district is the same where service has been sought)
42.	Home	Issuance of Marriageability Certificate
43.	Home	Registration of Marriage Under Special Act
44.	Home	Solemnization of Marriage
45.	Home	New Arms License
46.	Home	Duplicate Arms License

47.	Home	Entry of Weapon
48.	Home	NOC for Sale of Weapon
49.	Home	Permission to Carry the Weapon
50.	Home	Extension of Jurisdiction
51.	Home	Cancellation of License
52.	Home	Change of Address
53.	Home	Addition/Deletion of Retainer
54.	Home	Change of Bore
55.	Home	Permission for Deposit of Weapon in Death Case
56.	Home	Permission for Sale/Transfer of Weapon in Death Case
57.	Home	Extension of Cartridges
58.	Home	Registration of Foreigners (Arrival and Departure)
59.	Home	Extension of Residential Permit of Foreigners
60.	Home	Copy of FIR or DDR
61.	Home	NOC for use of loud speakers (applicable only in case S.D.M. obtains NOC from the concerned S.H.O before granting permission)
62.	Home	NOC for Fairs/Melas/Exhibition/Sports Events etc.
63.	Home	Stranger Verification (after receiving the verification from other District/State of which the stranger is resident)
64.	Home	Tenant/Servant Verification (if resident of local area)
65.	Home	Tenant/Servant Verification (if resident of other District/State and after receiving the verification from other District/State)
66.	Home	Other Verification related services
67.	Home	Copy of untraced report in road accident cases

68.	Home	Copy of untraced report in cases pertaining to stolen vehicles
69.	Home	Copy of untraced report in theft cases
70.	Home	NOC for pre-owned vehicles
71.	Home	Service Verification (in case of resident of Punjab)
72.	Home	Character Verification
73.	Home	Verification for renewal of Arms License
74.	Home	NOC for issuance/renewal of License of Arms Dealers
75.	Home	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc.
76.	Home	Passport Verification
77.	Home	Verification for fresh Arms License
78.	Home (Police)	Acknowledgement of Complaint
79.	Home (Police)	Information of action taken of complaints (FIR/DDR/ matter closed)
80.	Local Govt.	Sanction of Building Plans (other than Residential)
81.	Local Govt.	Sanction of Building Plans/Revised Building Plans (Residential)
82.	Local Govt.	Issue of Completion/Occupation Certificate for Buildings (All Categories)
83.	Local Govt.	Issue of No Objection Certificate/Duplicate Allotment/Re Allotment Letter
84.	Local Govt.	Issue of Conveyance Deed
85.	Local Govt.	Issue of No Due Certificate
86.	Local Govt.	Transfer of property in case of sale
87.	Local Govt.	Transfer of property in case of death (uncontested)
88.	Local Govt.	Issue of permission for mortgage
89.	Local Govt.	(a) Sanction of building Plans/Revised Building Plans

		(Residential)
		(b) Sanction of Building Plans/Revised Building Plans (other than Residential)
90.	Local Govt.	Issue of Completion/Occupation Certificate for Buildings (All Categories)
91.	Local Govt.	Sanction of Water Supply/Sewerage Connection in Corporation Cities
92.	Local Govt.	Sanction of Water Supply/Sewerage Connection - MC Towns
93.	Local Govt.	Sanction of Water Supply/Sewerage Connection in the Improvement Trusts
94.	Local Govt.	Issue of New Trade License by Municipal Committees and Municipal Corporations
95.	Local Govt.	Renewal of Trade License by Municipal Committees or Municipal Corporations
96.	Local Govt.	Removal of Solid Waste from Streets/Roads
97.	Local Govt.	Replacement of Street lights
98.	Local Govt.	Water pipes Leakages/Sewerage/Blocked/Overflow
99.	Local Govt.	Payment of Water Bill
100.	Local Govt.	Change of Title in Water Bill
101.	Local Govt.	Approval of Water Disconnection
102.	Local Govt.	Water Reconnection
103.	Local Govt.	Payment of Sewerage Bill
104.	Local Govt.	Change of Title in Sewerage Bill
105.	Local Govt.	Approval of Sewerage Disconnection
106.	Local Govt.	Sewerage Reconnection
107.	Local Govt.	Assessment of Disposal Charges

108.	Local Govt.	Water & Sewerage Bill Amendment
109.	Local Govt.	License for Slaughterhouse
110.	Local Govt.	License for a Rickshaw
111.	Local Govt.	License for setting up Communication Tower on Private Property
112.	Local Govt.	License for setting up Communication Tower on ULB Property
113.	Local Govt.	Renting/Leasing of ULB properties
114.	Local Govt.	Collection of Rent/Lease
115.	Local Govt.	Collection of Tahebazari Fees
116.	Local Govt.	Annual Fee for Communication Towers on ULB Property
117.	Local Govt.	Approval of Additional Construction
118.	Local Govt.	Sanction of Change of Land Use
119.	Local Govt.	Approval of Town Planning Scheme
120.	Local Govt.	Issue of NOC for Fire Safety
121.	Local Govt.	Issue of Fire Call Report
122.	Local Govt.	Approval for Hoardings/Advt. Boards on Private Properties
123.	Local Govt.	Contracting of Advertisement Sites with Relevant Media
124.	Local Govt.	Assessment and Collection of Property Tax
125.	Local Govt.	Issuance of TS -1 Certificate
126.	Local Govt.	Issue of Bus Pass (for Buses operated by the ULB)
127.	Local Govt.	Verification of Widows, Elderly, Handicapped etc. for inclusion in Appropriate Scheme
128.	Local Govt.	Payment of Regular Installment
129.	Local Govt.	Payment from Defaulters

130.	Local Govt.	Issuance of Possession Letters
131.	Local Govt.	Issuance of Allotment Letters
132.	Local Govt.	Sanction of Change of Land Use
133.	Local Govt.	Approval for Time Extension
134.	Local Govt.	Penalty for violation of approved Plan or Construction without Plan
135.	Local Govt.	Number of Applications received for Right to Information Act
136.	Local Govt.	Spray/Fogging for Prevention of Air borne Diseases
137.	Local Govt.	Conducting Fire Rescue Operation
138.	Local Govt.	Sterilization of Stray Dogs
139.	Local Govt.	Challan for Dumping Dirt and Garbage
140.	Local Govt.	Penalty for Stray Cattle
141.	Power/ Electricity	Normal fuse off Call/Complaint
142.	Power/ Electricity	Overhead Line Breakdowns
143.	Power/ Electricity	Breakdowns due to Breakage of Poles
144.	Power/ Electricity	Underground Cable Breakdowns
145.	Power/ Electricity	Distribution Transformer Failure
146.	Power/ Electricity	Power Transformer Failure (with Primary Voltage up to 66000 Volts)
147.	Power/	Street Light Faults

	Electricity	
148.	Power/ Electricity	Period of Scheduled Outage
149.	Power/ Electricity	a) Maximum duration in a single stretch
		b) Restoration of supply
150.	Power/ Electricity	Voltage fluctuations No Expansion/Enhancement of Network involved
151.	Power/ Electricity	a) Inspection Replacement of Slow/Fast/Creeping/Stuck up Meters
		b) Replacement of Burnt Meters
152.	Power/ Electricity	a) Release of Supply
		b) Release of Supply - Low Tension
		c) Release of Supply - High Tension (11000 Volts)
		d) Release of Supply - High Tension (33000 Volts)
		e) Release of Supply - Extra High Tension
		f) Erection of Sub Station required for Release of Supply
153.	Power/ Electricity	a) Transfer of Title and/or Change of Category
		b) Conversion from LT Single Phase to LT Three Phase or vice versa
		c) Conversion from LT to HT or vice versa
		d) Conversion from HT to EHT or vice versa
154.	Power/ Electricity	a) Shifting of Meter/Service Connection
		b) Shifting of LT/HT lines up to 11KV
		c) Shifting of HT line exceeding 11 KV

		d) Shifting of Transformer
155.	Power/ Electricity	a) Resolution of complaints on disputed Electricity Bill
		b) Reconnection of Supply following Disconnection due to Non-Payment of Bills
156.	Social Security	a) Sanction of all social security benefits to Old Age/Handicapped/Widow (Urban Areas)
		(b) Sanction of all social security benefits to Old Age/Handicapped/Widow (Rural Areas)
157.	Social Security	Issue of Identity Cards to all Categories of Handicapped Persons
158.	Social Security	Disbursement of Old Age/Widow/Other Pension and Benefits - New Cases
159.	Social Security	Senior Citizen ID Cards
160.	Social Security	Sanction of Scholarship to Physically Challenged
161.	Social Security	Disbursement of Scholarship to Physically Challenged - New Cases
162.	Social Security	Financial Assistance to Dependent Children (Urban)
163.	Social Security	Financial Assistance to Dependent Children (Rural)
164.	Agriculture/M andi Board	Supply of Soil Sample Results
165.	Agriculture/M andi Board	Issue of NOC/Duplicate Allotment/Re-Allotment
166.	Agriculture/M andi Board	Issue of Conveyance Deed
167.	Agriculture/M andi Board	Issue of No Due Certificate
168.	Agriculture/M andi Board	Re-transfer of Property in Case of Sale
169.	Agriculture/M andi Board	Re-transfer of Property in Case of Death (Uncontested)

170.	Agriculture/Mandi Board	Issue of NOC for Mortgage
171.	Agriculture/Mandi Board	Providing Financial Aid (Ex gratia) to Cultivators for any injury or death during Farming Operations
172.	Agriculture/Mandi Board	Issue of ID Card to farmers for Participation of Apni Mandi
173.	Agriculture	Issuance and Renewal of License for Sale of Seeds/Fertilizers/Insecticides
174.	Agriculture	Addition of Go down in Seeds/Fertilizers Licenses
175.	Agriculture	Issuance of Duplicate Agricultural License of Seeds/Fertilizers/Insecticides
176.	Agriculture	Addition/Deletion of item in License for Seeds/Fertilizers/Insecticides
177.	Food, Civil Supplies and Consumer Affairs	Issue of Ration Card
178.	Food, Civil Supplies and Consumer Affairs	a) Issue of Duplicate Ration Card
		b) Addition of New Member
		c) Deletion of Member
		d) Change of Name in Ration Card
179.	Food, Civil Supplies and Consumer Affairs	Issuance of Surrender Certificate
180.	Rural Development and Panchayat	Issuance of Job Card under NREGA
181.	Rural Development and Panchayat	Rural Area Certificate

182.	Welfare of SCs and BCs	Term Loan to SC
183.	Welfare of SCs and BCs	Term Loan to BC
184.	Welfare of SCs and BCs	Shagun Scheme
185.	Welfare of SCs and BCs	Sanction of Stipends/Scholarships
186.	Welfare of SCs and BCs	Disbursement of Stipends etc. - New Cases
187.	Welfare of SCs and BCs	Issue of Various Certificates like Caste, OBC etc.
188.	Housing and Urban Development	a) Sanction of Building Plans/Revised Building Plan (Residential)
		b) Sanction of Building Plans/Revised Building Plan (Commercial)
189.	Housing and Urban Development	Issue of Completion/Occupation Certificate for Buildings
190.	Housing and Urban Development	Issue of No Objection Certificate/Duplicate Allotment/Re Allotment Letter
191.	Housing and Urban Development	Issue of Conveyance Deed
192.	Housing and Urban Development	Issue of No Due Certificate
193.	Housing and Urban Development	Transfer of Property in case of Sale
194.	Housing and Urban Development	Transfer of Property in case of Death (Uncontested)

195.	Housing and Urban Development	Issue of Permission for Mortgage
196.	Housing and Urban Development	Attested copy of any Document
197.	Housing and Urban Development	Change of Ownership (Other than Death Cases)
198.	Housing and Urban Development	Demarcation of Plot
199.	Housing and Urban Development	Issue of Plinth/Roof Level Certificate
200.	Housing and Urban Development	Water Supply and Sewerage Connection
201.	Higher Education	Issuance of Duplicate Certificate
202.	Higher Education	Issuance of Original Migration Certificate/Detailed Marks Cards/ Verifications of Documents
203.	Higher Education	Degrees of Successful Candidates
204.	School Education	School Leaving Certificate
205.	School Education	Issuance of Duplicate Certificate
206.	Personnel	Issue of Residence Certificate etc.
207.	Rural Water Supply and Sanitation	Sanction of Water Supply Connection
208.	Industries &	Sanction of Water Supply and Sewerage Connection

	Export	
209.	Industries & Export	Mortgage 1 st Charge
210.	Industries & Export	Registration of Lease/Conveyance Deed
211.	Industries & Export	Conversion from lease to Free hold
212.	Industries & Export	Issue of Conveyance Deed in Municipal Corporations
213.	Grievances & Pensions	Acknowledgement of all Complaints
214.	Animal Husbandry	Issuance of Duplicate Certificates
215.	Animal Husbandry	Issuance of Migration Certificates/Detailed Marks Certificates/ Verification Of Documents
216.	Animal Husbandry	Degrees of Successful Candidates
217.	Animal Husbandry	Supply of Medicine/Vaccines at designated Hospital as decided by Govt.
218.	Town and Country Planning	Change of Land Use/NOC in case of Petrol Pump, Rice Sheller, Brick Kiln
219.	Town and Country Planning	Change of Land use where the Master Plans are notified and there Local Planning Areas are not notified. Residential, Industrial, Institution up to 25 acres and Commercial (excluding multiplex and shopping mall) up to 2 acres
220.	Town and Country Planning	a) Sanction of Building Plans up to 500 square meters
		b) Sanction of Building Plans above 500 square meters to 5000 square meters
		c) Sanction of building plans above 5000 square meters
221.	Town and	a) Issue of Completion/Partial Completion Certificate up to 500

	Country Planning	square meters
		b) Issue of Completion/Partial Completion Certificate above 500 square meters to 5000 square meters
		c) Issue of Completion/Partial Completion Certificate above 5000 square meters
222.	Town and Country Planning	Land use Classification Certificate (to be issued by Office of District/Deputy District Town Planner)
223.	All Departments (General)	General Service (Rectification of error occurred at the Level of an Official while delivering the Services)

Annexure 'B'

Detailed Background of SEWA Kendras Project

1. About Punjab State e-Governance Society (PSeGS); The PSeGS administers the implementation of e-Governance projects for the overall benefit of the citizens and public by setting up the necessary administrative, financial, legal and technical framework, implementation mechanism and resources in the State of Punjab. It facilitates establishment of service centers through the district level Sukhmani Societies or through other methods as an innovative way of providing facilitation to the public for delivering citizen services.

2. Brief Objectives and functions of PSeGS:

- (i) To take all necessary steps to promote efficiency, reduce delays; enhance accountability, transparency and objectivity in the functioning of the government.
- (ii) To assist the Department of Governance Reforms in formulating and implementing policies, procedures and guidelines for the adoption of Information Technology and e-governance for improvement of citizens services through various government departments & agencies and ancillary activities & services. To promote and disseminate Information Technology culture in the State so that the common man could avail the benefit of information technology and e- governance.
- (iii) To administer the implementation of e-Governance projects for ensuring use of Information Technology for masses and to lay down the necessary administrative, financial legal and technical framework and resources for the IT enabled Citizen Services.

- (iv) List and prioritize the areas for Citizen Services in consultation with the concerned Departments and take all steps for improving Citizen Services to the use of IT and to facilitate implementation of Citizen Charters framed by the other departments through the use of e-governance and IT as a tool.

3. Background of Project

- (i) The State of Punjab is spread over 50,362 square kilometers. It is administered through 4 divisions and 22 districts. The population, as per 2011 census, is 2,77,43,338 and it is increasing at the rate of 13.89 % per decade. There are 10 big cities which are administered by municipal corporations. The remaining 153 towns/cities are administered through municipal committees/councils and nagar panchayats. There are 12,673 villages as per census in the State.
- (ii) Government of Punjab has envisioned that Citizens of Punjab should get all government services delivered by any government department in an integrated manner, across the counter under one roof in Urban as well as Rural Areas. To make these services easily accessible in local vicinity of the citizens, Service Delivery Centers namely “Sewa Kendras” for a population of 8000-10000 (tentatively) in rural areas and covering 1.5 to 2 Square Kilometers (tentatively) in Urban areas will be setup.
- (iii) The objective of Government of Punjab is to facilitate citizens to avail all Government to Citizens services (G2C) anytime, anywhere in a hassle free, transparent and time-bound manner. The proposed Sewa Kendras will work as the front end for delivering citizen centric services. In the event of delivering citizen centric services online, these centers shall also facilitate citizens to avail services through internet or other dedicated network.

4. About Sewa Kendras

- (i) Sewa Kendras will be one stop shop to avail the entire gamut of citizen centric services of all the departments under one roof. It has been envisaged that 1758

SEWA Kendras in rural areas and 389 SEWA Kendras in urban areas would facilitate delivery of more than 223 citizen centric services relating to various departments of Punjab Government. Based on actual requirements and the work load, the PSeGS reserves the right to increase/decrease the number of Sewa Kendras at any stage. Following is the district wise detail of Sewa Kendras in the State.

District	Number of Sewa Kendras			
	Type I	Type II	Type III	Total
Amritsar	1	40	112	153
Barnala	1	10	40	51
Bathinda	1	34	89	124
Faridkot	1	2	43	46
Fatehgarh Sahib	1	10	38	49
Fazilka	1	6	77	84
Ferozepur	1	11	72	84
Gurdaspur	1	0	142	143
Hoshiarpur	1	16	125	142
Jalandhar	1	35	107	143
Kapurthala	1	15	54	70
Ludhiana	1	46	144	191
Mansa	1	10	61	72
Moga	1	11	70	82
Muktsar	1	5	73	79
SBS Nagar	1	5	49	55

District	Number of Sewa Kendras			
	Type I	Type II	Type III	Total
Pathankot	1	4	39	44
Patiala	1	31	113	145
Rupnagar	1	15	56	72
S.A.S.Nagar	1	34	45	80
Sangrur	1	25	114	140
Taran Taran	1	3	94	98

- (ii) Sewa Kendras shall establish an image for themselves as entities that care for citizens. Speed of delivery, effectiveness and courtesy would be the watchwords of Sewa Kendras which would be reflected through the actions, conduct and behavior of all the personnel associated with Sewa Kendras. These SEWA Kendras shall be operated, maintained and managed by a Service Operator who has been selected through separate competitive bidding process.
- (iii) The importance of geographic locations of these centers cannot be overemphasized. It is imperative that all centers have been set up in strategically identified places keeping in view the broad objective of enhancing accessibility and ease to the citizens at large. The centers shall have good ambience, amenities for citizens and responsive manpower.
- (iv) The indicative list of items to be provided by PSeGS at Sewa Kendras is as under:

Sl. No.	Item	Sewa Kendras Type I	Sewa Kendras Type II	Sewa Kendras Type III
1.	Total No. of Counters	7	4	2
2.	No. of Counters for Organization	1	1	1

Sl. No.	Item	Sewa Kendras Type I	Sewa Kendras Type II	Sewa Kendras Type III
3.	Reception cum Helpdesk (On sharing basis)	1	1	1
4.	Supervisor Room	1	1	0
5.	Approximate Area (Sq. Ft)	1000	800	400
6.	3 Seater Waiting Bench	3	2	1
7.	Staff Chairs	10	7	2
8.	Electrical appliances (e.g. Fan, Tube light, Bulb, etc.)	As Required	As Required	As Required
9.	Writing table for form filling	As Required	As Required	As Required
10.	Air Conditioner - 1.5 tons capacity	2	2	1
11.	Almirah/Storage cabinets etc.	As Required	As Required	As Required
12.	Fire Extinguisher	As Required	As Required	As Required
13.	Suggestion/Feedback Box	1	1	1
14.	Display Boards	As Required	As Required	As Required
15.	Electrical Cabling & Laying of Network Conduit pipe	As Required	As Required	As Required
16.	Internet Connectivity	As Required	As Required	As Required
17.	Power Connection	1	1	1
18.	Water Connection with storage	1	1	1
19.	DG Set (15/7.5/5 KVA for Type I/II/III)	1	1	1
20.	UPS*	1	1	1
21.	CCTV*	1	1	1
22.	Toilets	1	1	1

List of SEWA Kendras has been uploaded separately on EXCEL Sheets as well.