

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

IT&C Dept. – e-Seva the integrated citizen service centre – Entrustment of counter operations in Twin Cities of Hyderabad & Secunderabad and Ranga Reddy district to U.T.I. Bank Limited on the basis of no costs to Government – Orders – Issued.

INFORMATION TECHNOLOGY & COMMUNICATIONS DEPARTMENT
e-Gov2 Wing

G.O.Ms.No.16

Dated:22.06.2004
Read the following:

1. G.O.Ms. No. 6, IT&C Dept., dt.21.06.2001
2. G.O.Ms.No.28, IT&C Dept., dt.01.05.2001
3. Lr. No. 514/Dir/eSeva/2003, from Director, eSeva dt.21.11.2003
4. Lr. No. UTIB/OPES/157 from the Vice President, UTI Bank Ltd., Hyderabad, to Director, eSeva dt. 28.11.2003
5. Lr. No. 5781/879/TFR/2003, from PFS to Deputy Governor, RBI dt.09.01.2004
6. From the General Manager, R.B.I., Mumbai, Lr. No.DGBA- GAD No.1004/42.04.013/2003-04, dt. 27.02.2004 addressed to the Chairman & M.D., UTI Bank Ltd., Mumbai
7. From the Vice President, UTI Bank Ltd., Begumpet, Hyderabad, Lr.No.NIL, dt.18.03.2004 addressed to the Secretary to Govt. (IF), Finance Dept.
8. From the Director, eSeva, Lr.No.542/Dir/eSeva/2003, dt.26.03.2004

ORDER:

Government in the G.O. first read above have sanctioned a comprehensive scheme for extension of TWINS (now e-Seva) project to 26 Integrated Citizen Service Centers (ICSCs) in twin cities of Hyderabad and Secunderabad to be implemented on a Build-Own Operate and Transfer (BOOT) basis. Director, e-Seva was to assess the actual manpower required for counter operations and to draw personnel from participating departments and agencies on a pro-rata basis on the condition that the respective parent departments shall continue to bear the expenses towards pay and allowance of such staff. Government on the representation from certain departments expressing difficulty to spare manpower, subsequently permitted Director, e-Seva to meet the requirement of personnel for e-Seva counters through outsourcing under the explicit understanding that the participating departments would meet the actual expenses on a pro-rata basis. Director, e-Seva with the help of APTS Ltd., short listed M/s. RAM Informatics Ltd. and M/s. Jyothy Computer Services to provide the required manpower @ Rs.4, 800/- per counter per month.

2. There have been long over dues pending from AP Transco and some other departments. The Chief Secretary, after detailed deliberations, directed the IT&C Department to make the necessary budgetary provision to meet the manpower costs also in order to ensure the sustenance of e-Seva services.

3. Director, e-Seva alternatively mooted a proposal to entrust the counter operations in Twin cities of Hyderabad & Secunderabad and Ranga Reddy district to banks at no costs to Government. All operational costs in connection with the collection of bills viz., salaries of personnel managing counters at e-Seva Centers, Insurance coverage for cash in counters, chest handling, transit, pickup costs, cash management cost, transfer of collection amounts to the participating departments, reconciliation of amounts with bank accounts and participating departments from time to time, providing online account details to user department, etc., will be met by the bank.

4 In response to the above, the UTI Bank Ltd., expressed willingness to take over all the counter operations in Twin cities of Hyderabad & Secunderabad and Ranga Reddy district at no costs to Government, subject to obtaining necessary approvals, if any, from Reserve Bank of India/State Government. UTI Bank Ltd., requested that all the departments should open a collection account with the bank to ensure transfer of amounts collected within one day to the respective departments. The Bank also suggested in general that payments worth more than Rs.5,000 shall only be through Cheques/Pay Orders throughout all e-Seva counters. Reserve Bank of India vide their letter 6th read above nominated UTI Bank Ltd., for collection of various State Government receipts including the Government receipts collected at e-Seva Centers in Twin Cities of Hyderabad and Secunderabad and Ranga Reddy district.

5 Government after careful consideration of the request of the Director, eSeva on the proposals of UTI Bank Ltd., hereby order that:

- a) all participating departments utilizing the services of e-Seva should open a collection account with UTI Bank Ltd., to enable smooth and quick transfer of amounts collected in the e-Seva centers, and also that
- b) all the participating departments shall not accept cash payments of Rs.5000/- and above at departmental counters and accept such payments only through Cheques/Pay Orders.

6. The Director, e-Seva will enter into a detailed agreement with UTI Bank in this regard duly taking into account all the operational issues while finalizing the agreement he should take legal opinion and obtain the necessary approval from Government before signing the agreement.

7. This order issues with the concurrence of Finance Department vide their U.O.No.5781/879/TFR1/03 dated 15.4.2004

8. A copy of this order is available at www.aponline.gov.in and www.ap-it.com

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

J.C. MOHANTY

PRL. SECRETARY TO GOVERNMENT

To
Director, EDS
Vice President, UTI Bank Ltd., Begumpet, Hyderabad
All the Departments of Secretariat
All the Heads of Department
The Accountant General, Andhra Pradesh, Hyderabad
The Pay & Accounts Officer, Andhra Pradesh, Hyderabad
Copy to:
PS to Prl. Secy to Govt., IT&C Dept.
SC/SF

//FORWARDED :: BY ORDER//

SECTION OFFICER