



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

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F4.9 (795)/RISL/Tech/Misc./2020/

Dated:

All LSPs
E-Mitra Project

Sub: Amendment in EOI No: F4.9 (795)/RISL/Tech/Misc./2020/20244008, dated: 31.08.2020 "Selection of Service Providers to set up and manage e-Mitra kiosks (urban and rural) under e-Mitra Project in the state of Rajasthan".

Dear LSP,

An interactive session with the top management of Local Service Providers (LSPs) was held under the chairmanship of Commissioner & Special Secretary, IT&C on 14-02-2024. Agenda was to discuss on the progress of e-Mitra projects, expectations from LSPs, interventions required at the level of DoIT&C and to invite new innovations / ideas from LSPs in the larger interest of e-Mitra project.

Based on the discussion in meeting and to improve quality of service, amendments enclosed in Annexure "A" has been done in EOI and will be effective from **1st April 2024**.

Encl: Annexure "A"

(Umesh Chand Joshi)
SA (Jt. Director)
Dated:

F4.9 (795)/RISL/Tech/Misc./2020/

Copy to the following for information and necessary action to:

1. PS to MD, RISL.
2. PA to Collector & Chairman, All Districts
3. PA to Director (F), RISL
4. AD/SA/ACP, Doit&C District Office, All Districts
5. Sh. Mayank Sharma, PM, Trigyn Technologies to implement amendment in system.
4. Guard file

SA (Jt. Director)

Validity unknownSignature valid

RajKaj Ref
6430636



Digitally signed by Umesh Chand Joshi
Designation : System Analyst (Joint
Director)
Date: 2024.04.04 12:29 IST
Reason: Approved



Annexure "A"

Subject: Amendment in EOI No: F4.9 (795) /RISL/Tech/Misc./2020/20244008, dated: 31.08.2020 "Selection of Service Providers to set up and manage e-Mitra kiosks (urban and rural) under e-Mitra Project in the state of Rajasthan"

S. No	Clause No.	Present Clause	Proposed Changes
1	9.1) SLA for Kiosk only: (i) Service Delivery/ Non-operational kiosk: Non-operational kiosk:	<p>9.1) SLA for Kiosk only: (i) Service Delivery/ Non-operational kiosk: A Kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for continuous 3 months. Such suspended Kiosk will have facility to apply online for reinstatement as below: (1) 0 to 3 months, the kiosk may apply for reinstatement by paying Rs. 500/- (2) 4th to 9th month, the facility to apply for reinstatement will not be available. (3) 10th to 12th month, the kiosk may apply for reinstatement by paying Rs. 1000/- (4) After 12th month: the kiosk owner will be blacklisted from applying for new kiosk for next 2 years. (5) The LSP has to dispose reinstatement application within 15 days of receiving the application. Otherwise, the application would be automatically approved. This SLA to Kiosk will be applicable after 3 month of kiosk approval by department.</p>	<p>9.1) SLA for Kiosk only: (i) Service Delivery/ Non-operational kiosk: A Kiosk is to be suspended if it did zero transaction in a month or less than 10 transactions for continuous 3 months. Such suspended Kiosk will have facility to apply online for reinstatement as below: (1) 0 to 3 months, the kiosk may apply for reinstatement by paying Rs. 500/- (2) 4th to 6th month, the kiosk may apply for reinstatement by paying Rs. 1000/- (3) 7th to 12th month, the kiosk may apply for reinstatement by paying Rs. 1500/- (4) After 12th month: the kiosk owner will be blacklisted from applying for new kiosk for next 2 years. (5) The LSP has to dispose reinstatement application within 15 days of receiving the application. Otherwise, the application would be automatically approved. This SLA to Kiosk will be applicable after 3 month of kiosk approval by department.</p>
2	9.1) SLA for Kiosk only: (i) Operation other than designated address:	<p>If a kiosk is found operating at location other than approved location, penalty of Rs. 1000/- will be applicable. On second default, the kiosk will be suspended for 3 months. Digitally signed by Umesh Chand Joshi Director) Date: 2024.04.02 13:12:29 IST Reason: Approved</p>	<p>If a kiosk is found operating at location other than approved location, penalty of Rs. 1000/- will be applicable. On second default in a financial year, the kiosk will be suspended for 1 year.</p>
3	9.1) SLA for Kiosk only: (v) Kiosk Operator Certification Policy:	<p>Every new approved kiosk operator must hold valid RSCIT certification or acquire it within six months of assuming the role; failure to do so will result in the removal of the kiosk operator.</p>	<p>Every new approved kiosk operator must hold valid RSCIT certification or acquire it within six months of assuming the role; failure to do so will result in the removal of the kiosk operator.</p>

S. No	Clause No.	Present Clause	Proposed Changes
4	9.1) SLA for Kiosk only: (v) Non-Compliance to LSP Directions/ Guidelines	New Clause	LSPs will be allowed to temporarily deactivate kiosk for reasons like not attending training, not following LSP/ Department Guidelines etc. Temporary close period will be up to 7 days after which kiosk will be auto reactivated.
5	9.2) SLA for Kiosk & LSP (vii) Kiosk Certification Policy:		To be removed
6	9.2) SLA for Kiosk & LSP (vii) Identity Card:	New Clause	The kiosk owner and operators need to wear their ID cards while serving citizens at their respective kiosks. If during inspection they are found without ID card, a penalty of Rs 100 will be imposed per instance for the defaulting kiosk. LSP Staff [State Coordinator, District Coordinator, Master Trainer] need to appear with ID card during official meeting/trainings called by the office of DLO, DoIT&C. If any staff member is found without their ID card during these events, a penalty of Rs 200 will be levied on the LSP for each occurrence.
7	9.3) SLA for LSP only: (ii) GST Deposit:	(ii) GST Deposit: If LSP does not deposit the Quarterly GST, RISL will give LSP 1 month notice to explain the reason of non-deposition of GST. If RISL is not satisfied with the reason/ explanation on the matter, LSP will be deactivated till GST is paid and kiosk migration will be allowed. In a financial year, If an LSP is defaulter 3 times in GST return file/deposit then the LSP will be terminated from the project.	(ii) GST Deposit: LSP to submit the quarterly undertakings of GST compliances to RISL in the specified format along with the self-certified copy of challan/receipt, latest by the 15th day of the subsequent month. If LSP does not submit the Quarterly GST undertaking for 2 consecutive quarters and the RISL did not get the credit input for these quarters till the end of 3 rd quarter, the defaulter LSP will be terminated from the project.

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RajKaj Ref
6430636

Digitally signed by Umesh Chand Joshi
Designation : System Analyst (Joint
Director)
Date: 2024.04.02 13:12:29 IST
Reason: Approved

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8	<p>9.3) SLA for LSP only: (v) Kiosk Roll-Out and Consistency:</p>	<p>9.3) SLA for LSP only: (v) Kiosk Roll-Out: Following SLA will be applicable to new LSPs after one year from date of agreement with that respective LSP</p> <table border="1" data-bbox="540 898 1125 1640"> <thead> <tr> <th data-bbox="540 1276 643 1640">SLA</th> <th data-bbox="540 1083 643 1276">Breach</th> <th data-bbox="540 898 643 1083">Penalty for breach</th> </tr> </thead> <tbody> <tr> <td data-bbox="643 1276 1125 1640"> Setting up of kiosks: Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 10 kiosks in each district out of which at least 5 kiosks must be in rural. New LSP shall roll-out at least 50 kiosks in each district out of which at least 25 kiosks must be in rural. </td> <td data-bbox="643 1083 1125 1276"> Non-roll out or non-maintain rollout as per kiosk roll out plan. </td> <td data-bbox="643 898 1125 1083"> Rs. 1000/- per short kiosk. </td> </tr> </tbody> </table> <p>Validity unknown Signature valid</p> <p>RajKaj Ref 6430636</p> <p>Digitally signed by Umesh Chand Joshi Designation : System Analyst (Joint Director) Date: 2024.04.02 13:12:29 IST Reason: Approved</p>	SLA	Breach	Penalty for breach	Setting up of kiosks: Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 10 kiosks in each district out of which at least 5 kiosks must be in rural. New LSP shall roll-out at least 50 kiosks in each district out of which at least 25 kiosks must be in rural.	Non-roll out or non-maintain rollout as per kiosk roll out plan.	Rs. 1000/- per short kiosk.	<p>Following SLA will become applicable to new LSPs one year from the date of agreement with the respective LSP. Existing LSPs need to obtain a minimum of 30 functional and transactive kiosks in each district within six months from the effective date of this Revised LSP EOI.</p> <table border="1" data-bbox="540 111 1341 436"> <thead> <tr> <th data-bbox="540 363 594 436">SLA</th> <th data-bbox="540 170 594 363">Breach</th> <th data-bbox="540 111 594 170">Penalty for breach</th> </tr> </thead> <tbody> <tr> <td data-bbox="594 363 1027 436"> New LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 30 functional and transactive kiosks* in each district out of which at least 15 kiosks must be in rural. *Non-functional kiosks will not be considered </td> <td data-bbox="594 170 1027 363"> Non-roll out or non-maintain rollout as per kiosk roll out plan. </td> <td data-bbox="594 111 1027 170"> Rs. 1000/- per short kiosk each month </td> </tr> <tr> <td data-bbox="1027 363 1341 436"> Existing LSPs - LSP shall have at least 30 functional and transactive kiosks* in each district within 6 months from the date of effectiveness of this Revised LSP EOI out of which at least 15 kiosks must be in rural. *Non-functional kiosks will not be considered </td> <td data-bbox="1027 170 1341 363"> Non-compliance on minimum no. of kiosks in particular district </td> <td data-bbox="1027 111 1341 170"></td> </tr> </tbody> </table>	SLA	Breach	Penalty for breach	New LSPs - Establish & operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period. LSP shall roll-out at least 30 functional and transactive kiosks* in each district out of which at least 15 kiosks must be in rural. *Non-functional kiosks will not be considered	Non-roll out or non-maintain rollout as per kiosk roll out plan.	Rs. 1000/- per short kiosk each month	Existing LSPs - LSP shall have at least 30 functional and transactive kiosks* in each district within 6 months from the date of effectiveness of this Revised LSP EOI out of which at least 15 kiosks must be in rural. *Non-functional kiosks will not be considered	Non-compliance on minimum no. of kiosks in particular district	
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10	6.1 (iii) Application Workflow: For new kiosk onboarding	<p>(1) The service providers shall submit e-Mitra Kiosk Registration application online for e-mitra kiosk registration along with all requisite documents and eligibility proofs, police character certificate, bank credential of the kiosk owner, etc.</p> <p>(7) This whole system will be dynamic & automated with no manual intervention of LSP in kiosk apply process.</p> <p>Validity unknown</p>	<p>(1) The service providers shall submit e-Mitra Kiosk Registration application online for e-mitra kiosk registration along with all requisite documents and eligibility proofs, police character certificate, bank credential of the kiosk owner, etc.</p> <p>(7) This whole system will be dynamic & automated with no manual intervention of LSP in kiosk apply process.</p> <p>(8) Upon the approval of the new kiosk, it is required that the kiosk initiates an online transfer to top up their e-Mitra kiosk wallet with a minimum amount of Rs 5000/- to receive a corresponding credit limit and become eligible for transactions.</p>												
11	6.3) Migration of Existing kiosks: (i) Migration Fees:	<p>Migration Fees: Rs 100 per Kiosk</p> <p>This Amount will not be refunded to kiosk irrespective of application is submitted/rejected.</p> <p>Reason: Approved</p> <p><i>Digitally signed by Umesh Chand Joshi</i> <i>2024.04.02 13:12:29 IST</i></p>	<p>(i) Migration Fees: Rs 1000 per kiosk will be charged as the kiosk migration fees. This Amount will not be refunded to kiosk irrespective of application is submitted/rejected/accepted.</p>												

S. No	Clause No.	Present Clause	Proposed Changes
12	<p>6.3) Migration of Existing kiosks: (iii) Timeline for LSP to accept or reject migration request of kiosks:</p>	<p>(iii) Timeline for LSP to accept or reject migration request of kiosks:</p> <ol style="list-style-type: none"> 1) Migration of kiosks from one LSP to another (2nd LSP) will be allowed only in April month every year. 2) A kiosk will be allowed to generate migration token by paying fees from 3 to 10 April of every year. Using the token, the kiosk will be allowed to apply for migration and withdraw/cancel his migration application from 3 to 20 April of the year. 3) LSP will be allowed to accept or reject migration application of kiosk from till 20th day of April month of the year. 4) Kiosks for which migration application has been approved by 2nd LSP will be migrated on 3rd day of May month of the year. 5) (5) Migration applications not approved by LSP within given time will stand rejected. 	<p>(iii) Timeline for LSP to accept or reject migration request of kiosks:</p> <ol style="list-style-type: none"> 1) Migration of kiosks from one LSP to another (2nd LSP) will be allowed only once in a financial year during the month of June for two random days (Migration Period). 2) A kiosk will be allowed to generate migration token by paying fees. Using the token, the kiosk will be allowed to apply for migration and withdraw/cancel his migration application. 3) LSP will be allowed to accept or reject migration application of kiosk till T+10 days where T is the start date of Migration Period 4) Kiosks for which migration application has been approved by 2nd LSP will be migrated to New LSP. 5) Migration applications not approved by 2nd LSP will stand rejected.

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