

# **CHAPTER – I**

## **INTRODUCTION**

### **[Section 4 (1) (a)]**

#### **1.1 SALIENT FEATURES OF RIGHT TO INFORMATION ACT – 2005.**

- ☐ Parliament enacted Right to Information Act on 15-05-2005.
- ☐ The Provisions of sub – section (1) of section 4, sub – section (1) and (2) of section 5, section 12, 13, 15, 16, 24, 27 and 28 of the Act shall come into force at once, and the remaining provisions shall come into force on the 120<sup>th</sup> day of its enactment.
- ☐ To Promote Transparency and accountability of every public authority.
- ☐ To enhance effective functioning of the Government
- ☐ Optimum utilization of limited fiscal resources
- ☐ Preservation and confidentiality of sensitive information

#### **1.2 CONCEPT**

- ☐ To provide for setting out the practical regime of right to information for citizens.
- ☐ To secure access to information under the control of the public authorities.
- ☐ To promote transparency and accountability in the working of every public authority.

#### **1.3 INFORMATION MEANS**

- ☐ Any material in any form including records, documents, memos, E-Mails, Opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data, material etc.,
- ☐ In any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force.

#### **1.4 RECORD MEANS**

- a) Any document, manuscript or file
- b) Any microfilm, microfiche and facsimile copy of a document
- c) Any reproduction of image or images embodied in such micro film whether enlarged or not and Any other material produced by a computer or any other device

## **1.5 WHO IS PUBLIC AUTHORITY**

Any authority or body or institution of self-government established or constituted-

- a. By or under the Constitution.
- b. By any other law made by parliament
- c. By any other law made by State Legislature.
- d. By notification issued or order made by the Government, and includes any-
  - i. Body owned, controlled or substantially financed,
  - ii. Non-Government organization substantially funded directly or indirectly by the Government

## **1.6 WHAT IS RIGHT TO INFORMATION**

The right to information accessible under this act which is held by or under the control of any public authority and includes the right to

- i. Inspection of works, documents, records,
- ii. Taking notes, extracts or certified copies of documents or records
- iii. Taking certified samples of material
- iv. Obtaining information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in a computer or in any other device.

## **1.7 APPLICATION FEE TO ACCOMPANY REQUEST FOR OBTAINING INFORMATION**

A request for obtaining information under sub-section (1) of section 6 shall be accompanied by an application fee by way of cash or by demand draft or by bankers Cheque payable to the Accounts Officer or any other duly authorized officer of the Public Authority, against proper receipt, at the following rates:-

- a) In respect of public authorities at the Village level – no fee,
- b) In respect of public authorities at Mandal level – Rs.5/- per application;
- c) In respect of public authorities other than those covered above – Rs.10/- per application;

## **1.8 FEE TO BE CHARGED FOR PROVIDING INFORMATION**

For providing information under sub-section (1) or sub-section (5) of Section 7, shall be charged, by way of cash or demand draft or bankers Cheque, payable to the Accounts Officer or any other duly authorized officer of the Public Authority, against proper receipt, at the following rates:-

- A)** Priced Material; Publications printed matter, text, maps, plans, floppies, CDs, samples, models or material in any other form, which are priced, the sale price thereof;
- B)** Other than priced material;
  - i. Material in printed or text form ( in A4 or A3 size paper ) Rs.2/- per each page per copy;
  - ii. Material in printed or text form in larger than A4 or A3 size paper – actual cost thereof;
  - iii. Maps and Plans - actual cost thereof;
  - iv. Information in Electronic format viz., Floppy, CD or DVD:
    - a) Rupees fifty for Floppy of 1.44 MB;
    - b) Rupees one hundred for CD of 700 MB; and
    - c) Rupees two hundred for CD (DVD).
- V. Samples and Models – actual cost thereof;
- VI. Inspection of records – no fee for the first hour; and a fee of rupees five for each fifteen minutes (or fraction thereof) thereafter;
- VII. Material to be sent by post – the actual postal charges in addition to the charge payable as per these rules.

**1.9 CONTACT INFORMATION FOR MORE INFORMATION.**

| Name & Designation of the PIO                             | Address for communication   | Phone No.   | Email ID   |
|---|---|---|--|
| Sri. P. Vijaya Bhasker Goud<br>Deputy Director<br>(Admin) | O/o.<br><br>Commissioner,<br>ESD(Mee Seva)<br>Road<br>No.7,Banjara<br>hills,<br>Hyderabad-<br>500034. | 23352595<br><br>(O)<br>23352849<br>(O)<br>23356650<br>(F) | <a href="mailto:dydir_admin_eseva@telangana.gov.in">dydir_admin_eseva@telangana.gov.in</a> |

| Designation of the Appellate Authority                          | communication   | Phone No.   | E mail ID  |
|---|---|---|--|
| Sri<br>G.T.Venkateshwar<br>Rao, I.R.S.,<br>Commissioner,<br>ESD | O/o.<br>Commissioner,<br>ESD(Mee Seva)<br>Road<br>No.7,Banjara<br>Hills,<br>Hyderabad-<br>500034. | 23352595<br>(O)<br>23352849<br>(O)<br>23356650<br>(F) | <a href="mailto:dir_eseva@telangana.gov.in">dir_eseva@telangana.gov.in</a> |

**Chapter - II**  
**Organization, Functions and Duties**  
**[Section 4(1) (b) (i)]**

**2.1 Particulars of the organization, functions and duties:-**

| Sl.No | Name of the Organization                | Address  |   | Functions   | Duties   |
|-------|---|--|---|---|--|
| 1     | Commissionerate, ESD(MeeSeva) Hyderabad | O/o. Commissioner, ESD(MeeSeva), MCH Ward Office, Road No: 7, Banjara Hills, Hyderabad. Ph. Nos; 040-23352849, 040- 23352595 Fax:040-3356650 | 1 | Providing multiple services to citizens through G2C, B2C services to citizens under one roof i.e. through Mee Seva/eSeva centers. All back end works to provide multiple services.,   | Overall Administrative, Technical& Financial, Matters. |
|       |   |  | 2 | Facility for payment of utility bills like water, electricity, property tax etc., through Internet for Twin Cities i.e. through <a href="http://www.e sevaonline.com">www.e sevaonline.com</a>                                    |  |
|       |   |  | 3 | PCC Digital CALL CENTRE This facility provides to the citizens to register their grievances pertaining to various Govt. departments through TOLL FREE Number 1100 from BSNL lines. The call centre works 24 HOURS basis in a day. |  |
|       |   |  | 4 | As a Enrolment Agency Monitoring of Aadhaar Enrolment.  |  |
|       |   |  | 5 | Maintenance of eSeva/Mee Seva centers through CSPs  |  |

## **Chapter - III**

### **Powers and Duties of Officers and Employees [Section 4(1) (b) (ii)]**

#### **3.1. The powers and duties of officers and employees**

| <b>Sl. No</b> | <b>Name of the Officer /Employee &amp; Designation</b>               | <b>Duties Allotted</b>   |
|---------------|--|--|
| 1             | Sri. G.T.Venkateshwar Rao,<br>I.R.S., Commissioner ESD<br>(Me eSeva) | <ul style="list-style-type: none"><li>• Head of the Department All the powers &amp; Decision making authority of the department i.e Administration, Technical &amp; Financial matters etc.</li><li>• For providing better citizen services in an integrated manner through suitable technical and commercial arrangements.</li><li>• Updating EDS in accordance with the emerging technologies and channels and providing interfaces for backward integration.</li><li>• Establish more efficient, cost of effective which are e- Government gateway prescribing standards to interact with the backend database and applications of various Government departments and agencies. The gateway will support public key infrastructure (PKI) access control, secure electronic payments besides access to core databases like citizen and land records data.</li><li>• Identify services and prepare guidelines enabling service delivery through electronic service channels</li><li>• The Commissioner, ESD shall publish the following notification and changes appropriately in the state portal for the information of general public. All the departments of the Government shall inform Commissioner, ESD, the list of Competent Authorities in respect of different public services and local limits of their respective jurisdiction in the state. The information shall specify the nature of such service, name of the competent authorities, the period of effectiveness of the authority. The competent Authorities to inform the Commissioner, ESD with respect of retirements, transfers suspensions or terminations from services of the employee.</li></ul> |

|   |   |   |
|---|---|---|
|   |   | <ul style="list-style-type: none"> <li>• The Commissioner, ESD may authorize body corporate suitably qualified, equipped for the purpose and selected through the specified process to undertake activities required for delivery of public services electronically.</li> <li>• The Commissioner ESD may revoke the authorization of the Authorised Service Provider or Authorized Agent.</li> <li>• The Commissioner, EDS may cause an audit to be conducted for the records and accounts of the Authorized Agencies in the state .</li> <li>• T. Wallet Project.</li> <li>• T. Application Project.</li> <li>• Citizen 360</li> <li>• I P I H</li> </ul>  |
| 2 | <b>Sri.Vijaya Bhasker Goud<br/>Deputy Director(Admin)</b> | <ul style="list-style-type: none"> <li>• Overall Office Administration.</li> <li>• All service matters relating to ESD staff &amp; releasing of salaries to all staff.</li> <li>• All procurement and maintenance of office machinery, electrical, equipment, hardware,</li> <li>• Electrical equipment, hardware, stationery etc.</li> <li>• AMC of House Keeping, Air Conditioners, Phones, Generator, Invertors /Ups etc.,</li> <li>• All issues relating to administration of Mee Seva centres in the state reading to both Govt. owned centers (Netxcell) and franchisees (SCAs).</li> <li>• Selection of service provider for supplying of Secured Stationery</li> <li>• Selection of service provider for Parishkaram Call Centre.</li> <li>• Selection of service providers for all applications of ESD from Me eSeva/central portal/SSDG/e-district.</li> <li>• Identifying service provider for advertisements in ESD centers.</li> </ul> |

|   |             |   |
|---|-------------|---|
|   |             | <ul style="list-style-type: none"> <li>• Recruitment of Manpower for ESD/Districts.</li> <li>• Issuing of new ESD centers /Name Change requests handling.</li> <li>• All promotional activities of Mee Seva such as publicity activities (posters scrolling in TVs, News papers, short Commercial films etc)</li> <li>• Inward and outward section which includes receipts of letters from letters from various departments /private agencies/ Government relating to administrative matters.</li> <li>• All legal mater in co-ordination with the officers concerned</li> <li>• Review and consolidation of periodic inspection report submitted by the officers.</li> <li>• Finalization of proceedings for payment of transaction charges to Netxcell (CSP)/SCAs.</li> <li>• Replies to LAQ/LCQ/Assurances etc.,</li> <li>• Disciplinary &amp; Misappropriation/ theft cases etc.</li> <li>• Maintenance of Office Vehicles, telephones and Data cards etc.,</li> <li>• Processing of RTI Act cases as PIO.</li> <li>• Audit replies on administrative matters &amp; Monitoring of audit &amp; inspection of this office.</li> <li>• Files relating &amp; District Me eSeva inspection by Dy. Directors &amp; other staff.</li> <li>• Amendments &amp; Agreements with services providers/CSPs.</li> <li>• Processing files of all Assets.</li> <li>• Correspondence with Governments on Administrative matters.</li> <li>• Processing of tenders and contract files.</li> <li>• Printing &amp; supply of Pattadhar Pass Book/Title Deeds.</li> <li>• Performance review of all ESD staff at every 3 months.</li> <li>• Sanction of leaves/holidays to ESD staff.</li> <li>• Any other work entrusted by the commissioner ESD.</li> <li>• DD (Admin) may take assistance of DD (Tech) or DD Finance wherever required relating to the particular subject.</li> </ul> |
| 3 | G.Varalaxmi | <ul style="list-style-type: none"> <li>• Maintenance of all ESD accounts i.e issue of</li> </ul>  |



|  |   |   |
|--|---|---|
|  | <p><b>Deputy Director (Finance)</b></p> | <p>cheques monitoring of Receipts and reconciliation of the following accounts.</p> <ol style="list-style-type: none"> <li>individual centers accounts.</li> <li>Pooling account</li> <li>Mee Seva &amp; eSeva funds accounts with banks.</li> <li>Investments accounts</li> <li>All online accounts</li> <li>Liaison with Administrative officers of all the Districts for financial matters i.e maintenance of Accounts and reconciliation etc.,</li> </ol> <ul style="list-style-type: none"> <li>Collection of Transaction charges from all participating Departments along wither relevant taxes.</li> <li>Remittance of Service Tax and TDS relating to all CSPs and SCAs to the authorities concerned as per rules.</li> <li>Payments of daily collections to all participating departments as per respective agreement from pooling account along with MIS reports. This should be monitored closely to see that no delays.</li> <li>Replies to audit on the accounts of all Govt. Me eSeva/Seva accounts.</li> <li>Scrutiny to audit reports and submission of replies to audit objections to the respective Audit Parties.</li> <li>Reconciliation of Mee Seva &amp; eSeva accounts with all participating Departments.</li> <li>Introduction of computerized accounting package and concurrent audit.</li> <li>Generation of financial reports.</li> <li>Staff pay bills /Arrears bills /other miscellaneous bills.</li> <li>Issue of all cheques where proceedings are issued by DD(Admin).should ensure that there is no delay in issuing the cheques.</li> <li>Budgetary provision of AC/DC bills.</li> <li>Auditing of Mee Seva &amp; eSeva centers</li> <li>Permanent Advance.</li> <li>Preparation of Budget estimates and revised budget estimates for EDS every year &amp;correspondence with Govt. DD to monitor personally the budget is utilized.</li> <li>Ag Audit /eSeva Head office audit.</li> <li>Processing of vigilance cases and vigilance officer</li> </ul> |
|--|---|---|

|    |  |   |
|----|--|---|
|    |  | <p>of EDS.</p> <ul style="list-style-type: none"> <li>• Follow up of all disciplinary and misappropriation cases &amp; furnishing of periodical reports to vigilance Commission.</li> <li>• Inward and outward section which includes receipts of letters from various departments /private agencies/ Governments relating to these subjects.</li> <li>• Any other work entrusted by the Commissioner ESD.</li> </ul>   |
| 4. | <b>Sri.Vijaya Bhasker Goud<br/>DEPUTY<br/>DIRECTOR(TECHNICAL):</b> | <ul style="list-style-type: none"> <li>• Technology implementation in all ESD centers in the State for successful functioning of the activities of MeeSeva &amp; Central Portal.</li> <li>• Ensuring efficient service delivery across all channels of ESD covering issues of connectivity, Hardware, Software.</li> <li>• Ensuring that all the four core applications of ESD are maintained properly.</li> <li>• Technical Co-ordination with all participating departments.</li> <li>• Co-ordination with the Additional Directors of ESD/AOs/eDMs in the Districts on all technical issues of ESD.</li> <li>• Co-ordination with Contract Service Providers and SCA on all technical issues of ESD.</li> <li>• Identification of new services to MeeSeva &amp; Central Portal and follow up with concerned agencies.</li> <li>• Fixing of sharing patterns for each service.</li> <li>• Ensuring that all services are delivered as per Citizen Charter.</li> <li>• Regular monitoring the all existing services of various departments such as <ul style="list-style-type: none"> <li>✓ Transaction reconciliation</li> <li>✓ Modification to the transaction process</li> <li>✓ Modification to the reports required for departments and ESD</li> <li>✓ Technical issues to the reports required for departments and ESD</li> </ul> </li> <li>• Entering into Agreements with Govt. Departments and Private Agencies in respect of all new services.</li> <li>• Execution and renewal of Agreements (G2C and B2C).</li> </ul> |

|   |   |   |
|---|---|---|
|   |   | <ul style="list-style-type: none"> <li>• Arranging to provide BSNL Leased Lines connectivity to MeeSeva Centers, proper functioning and processing of Payment throughout the State.</li> <li>• Correspondence with departments and with Service Providers for better delivery of existing services and new services to be added.</li> <li>• Providing Technical guidance on issues of developments and modification brought into Systems.</li> <li>• Implementation and monitoring of Citizen Services Centers (CSCs) Project.</li> <li>• Regular monitoring the CSC's transaction reconciliation, modification to the transactions process, technical issues in making transactions.</li> <li>• Work relating to CSCs. Furnishing of CSC weekly/monthly/quarterly status report and taking action on the reports.</li> <li>• Monitoring and evaluation of the performance of CSC's by Online Monitoring Tool.</li> <li>• Co-ordination of Local, National and International visitors to ESD centers.</li> <li>• Issues concerned with for supplying of Secured Stationery to all Centers.</li> <li>• Maintenance of Parishkaram Call Centre.</li> <li>• Inward and outward section which includes receipts of letter from various departments/private agencies/Government relating to Technical matters.</li> <li>• Any other work entrusted by the Commissioner ESD.</li> </ul> |
| 5 | Sri. D. Sreekanth<br>Superintendent (Admin) | To Assist to DD (Admin) and APIO of the office .To look after and supervise the work of A2, A3&A6 sections.   |
| 6 | Sri. N. Srinivas<br>Superintendent (Fin)    | To Assist to DD (Fin) in financial related issues and overall supervision of Finance wing staff.  |

## Chapter - IV

### [Section 4(1) (b) (iii)]

The procedure followed in decision-making process, including channels and accountability.

| Sl. No | Activity   | Description   | Officers- Decision-making process    | Designation of final decision-making authority |
|--------|--|---|--------------------------------------|--|
| 1      | Goal-setting & Planning                          | a) Expansion of new services  | Dy.Director (Tech) &SPM              | Commissioner, ESD                              |
|        |  | b) Center side Operations   | Dy.Director (Tech)                   |  |
| 2      | Budgeting  | a) Requisition for plan & Non-plan resources -  | DD(Admn), DD(Fin)                    | Commissioner, ESD                              |
|        |  | b) Utilization of eSeva transaction charges   |                                      |  |
| 3      | Formulation of Programmes , schemes and projects | a) Introduction of new dept services  | Dy. Director / State Project manager | Commissioner, ESD                              |
| 4      | Release of funds                                 | a) Utilization of financial resources under budget schemes and eSeva revenues for budgetary implementation monitoring etc.,   | DD(Fin)                              | Commissioner, ESD                              |
| 5      | Citizen issues                                   | a) Citizen grievances redressal   | D.D. Tech                            | Commissioner, ESD                              |
| 6      | Monitoring & evaluation                          | a) Review on transactions   | DD (Admn) and DD (Fin)               | Commissioner, ESD                              |
|        |  | b) Processing of departmental monitoring collections and remittance to the concerned department departmental monitoring collections and remittance to the concerned department. | DD(Fin)                              | Commissioner, ESD                              |

## **Chapter – V**

The rules, regulations instructions, manuals and records, held by the it or under its control or used by its employee for discharging its functions;

| <b>Sl. No</b> | <b>Details of Manuals Description:</b>           | <b>No. of. Pages</b> |
|---------------|--|----------------------|
| 1             | Mee Seva Manual                                  | 1 to 119             |
| 2             | Mee Seva user manual for OSS operators phase -II | 1 to 291             |

| <b>Sl. No</b> | <b>CCA&amp; Rules</b> |  |
|---------------|-----------------------|--|
| 1             | ESD Rules             |  |

## Chapter - VI

### **Rules, Regulations, Instructions, Manual and Records, held by this office for discharging functions [Section 4(1) (b) (v)]**

| Sl.No               | Description                                      | Gist of contents  | Price of the publication if priced |
|---------------------|--|---|------------------------------------|
| Rules & Regulations |  |   |                                    |
| 1                   | G.O.Ms. No. 169 of the ITE&C Dept. Dt.03.11.1999 | Twins Pilot project, Approval of organizational structure   | NIL                                |
| 2                   | G.O.Ms. No.6 of the ITE&C Dept. Dt.21.06.2000    | TWINS Provision of Integrated Citizen Services -Extension of Pilot Project to 24 Integrated Citizen Service centres in Twin Cities - Implementation on BOOT Basis                                       | NIL                                |
| 3                   | G.O.Rt. No.47 of the ITE&C Dept. Dt.10.11.2000   | ITE&C -TWINS - Establishing the TWINS centers in twin cities of Hyderabad and Secunderabad - Tenders called for preparation of counters and other interior works - Constitution of Evaluation Committee | NIL                                |
| 4                   | G.O.Rt. No.102 of the ITE&C Dept. Dt.25.08.2001  | Financing of eGovernance Projects - TWINS (eSeva) - Fixation of user charges for the services rendered through TWINS (eSeva)  | NIL                                |
| 5                   | G.O.Ms. No.44 of the ITE&C Dept. Dt.15.10.2001   | TWINS - Change of name of TWINS to eSeva - Orders – Issued  | NIL                                |
| 6                   | G.O.Ms. No.1 of the ITE&C Dept. Dt.15.01.2003    | Designating Jt. Collectors of 21 Districts (except Hyderabad & Ranga Reddy) as Additional Directors, eSeva  | NIL                                |
| 7                   | G.O.Ms. No.499 of the ITE&C Dept. Dt.21.11.2003  | eSeva -Replication of eSeva in the Municipalities in the State - sanction of Organization structure at districts covering 21 districts (other than Hyd & RangaReddy Districts)                          | NIL                                |
| 8                   | G.O.Ms. No.24 of the ITE&C Dept. Dt.02.12.2003   | ITE&C Dept - eGovernance - user charges for services rendered through AP Online - Revised Orders - Issued   | NIL                                |

|    |   |  |     |
|----|---|--|-----|
| 9  | G.O.Ms. No. 9 of the ITE&C Dept.<br>Dt.27.02.2004         | IT & C Re-designating Director, eSeva, under the administrative control of IT & C as Director, Electronically, Deliverable Services (ESD) and according the status of a separate Directorate as one of the Department and appointing Deputy Director (Admin) as Drawing Officer for Directors, ESD | NIL |
| 10 | G.O.Ms. No.239 of the ITE&C Dept.<br>Dt.16.03.2004        | APFC Volume -II - Declaration of Director, eSeva as Head of the Department for exercising Financial Powers - Amendment to Appendix-I and Chapter 11, Article6 of A.P. Financial Code Volume- I   |     |
| 11 | G.O.MS. No.10 ITE&C(infrastructure )<br>dated:18.10.2011. | Deals with ESD Rules   |     |
| 12 | Memo.No.1283/ITE&C/MeeSeva/eGov./2016 dated:01.10.2016.   | Deals with transfer of Me eSeva centers to a new a name or to a New person.  |     |
| 13 | Memo.No.1467/ITE&C/Me eSeva/2016 dated:28.12.2016.        | Deals with Uniform Procedure for sanction of new Mee Seva Franchise centers in all the districts in the State and powers delegated to District Collector for Sanction of New Mee Seva Franchisee Centers and overall powers of Commissioner.   |     |

## **Chapter - VII**

### **A Statement of the Categories of Documents held by the Public**

#### **Authority under its Control [Section 4(1) (b) (vi)]**

| <b>Sl. No.</b> | <b>Category of document</b>                           | <b>Title of the Document</b> | <b>Designation and address of the custodian (held by / under the control of whom)</b> |
|----------------|---|------------------------------|---|
| 1              | Agreements with the Technology Partners & CSPs        | Contracts                    | DD (Admn)   |
| 2              | Agreements with the departments for providing service | Contracts                    | DD(Tech)  |
| 3              | eSeva Manual  | Informative Manual           | DD (Admn)   |
| 4              | Budget  | Finance                      | DD(Fin)   |



## **Chapter – VIII**

### **The Particulars of any Arrangement for Consultation with or Representation by the Members of the Public in relation to the Formulation of Policy or Implementation thereof [Section 4(1) (b) (vii)]**

| Sl. No           | Function/Service | Arrangements for consultation with or representation of public in relations with policy formulation | Arrangements for consultation with or representation of public in relations with policy implementation |
|------------------|------------------|---|--|
| -Not Applicable- |                  |   |  |

## **Chapter - IX**

### **Boards, Councils, Committees and other Bodies constituted as part of Public Authority**

#### **[Section 4(1) (b) (viii)]**

Information on boards, councils, committees and other bodies related to the public authority in the following format.

-Nil-

**Chapter-X**  
**Directory of Officers and Employees**  
**[Section 4(1) (b) (ix)]**

| Sl. No | Name of the Office/<br>administrative unit   | Name of the<br>Officer /<br>Employee          | Designation                               | Office Tel :<br>Residence Tel:<br>Fax               | email  |
|--------|--|---|---|---|--|
| 1      | O/o the Commissioner,<br>ESD (eSeva), Rd No.7,<br>Banjara Hills,<br>Hyderabad – 34 | Sri.<br>G.T.Venkatesh<br>war Rao              | Commissioner                              | Off: 040-<br>23352849,<br>23352595<br>Fax :23356650 | <a href="mailto:dir_meeseva@telangana.gov.in">dir_meeseva@te<br/>langana.gov.in</a>                  |
| 2      | O/o the Commissioner,<br>ESD (eSeva), Rd No.7,<br>Banjara Hills,<br>Hyderabad – 34 | Sri. P. Vijaya<br>Bhasker Goud                | Dy.<br>Director<br>(Admn)                 | Off: 040-<br>23352849,<br>23352595<br>Fax :23356650 | <a href="mailto:dydir_admin_eseva@telangana.gov.in">dydir_admin es<br/>eva@<br/>telangana.gov.in</a> |
| 3      | O/o the Commissioner,<br>ESD (eSeva), Rd No.7,<br>Banjara Hills,<br>Hyderabad – 34 | Smt.G.Varalaxmi                               | DD<br>(Finance)<br>& Vigilance<br>Officer | Off: 040-<br>23352849,<br>23352595<br>Fax :23356650 | <a href="mailto:dydir_fin_eseva@telangana.gov.in">dydir_fin_eseva<br/>@<br/>telangana.gov.in</a>     |
| 4      | O/o the Commissioner,<br>ESD (eSeva), Rd No.7,<br>Banjara Hills,<br>Hyderabad – 34 | Sri. P. Vijaya<br>Bhasker Goud<br>(In charge) | Deputy<br>Director<br>(Technical)<br>I&C  | Off: 040-<br>23352849,<br>23352595<br>Fax :23356650 | <a href="mailto:dydir_tech_eseva@telangana.gov.in">dydir_tech_esev<br/>a@<br/>telangana.gov.in</a>   |
| 5      | O/o the Commissioner<br>ESD(eSeva),Rd<br>No.7,Banjara Hills<br>Hyderabad-34        | Sri. D. Sreekanth                             | Supdt(Admin)                              | Off:040-<br>23352849,23352595.<br>Fax:23356650      | -----  |
| 6      | O/o the Commissioner,<br>ESD (eSeva), Rd No.7,<br>Banjara Hills,<br>Hyderabad - 34 | Sri. N. Srinivas                              | Supdt.<br>(Finance)                       | Off: 040-<br>23352849,<br>23352595                  | -----  |

## **Chapter-XII**

### **Budget Allocated to Each Agency including Plans etc. [Section 4(1) (b) (xi)]**

#### **Details of Budget Allocated & Released Director, ESD (MeeSeva)**

| Sl.No.       | Head of Account   | Budget<br>Allocated<br>2017-18 | Expenditure<br>incurred |
|--------------|---|--------------------------------|-------------------------|
| 1            | <b>NON-PLAN<br/>ESTABLISHMENT<br/>EXPENDITURE</b><br>3451-Secretariat Economic Services<br>MH-092 Other Offices<br>SH-12-Director, Electronically<br>Deliverable Services, HOD                | 74,82,000                      | 92,71,874               |
| 2            | <b>PLAN<br/>SCHEME EXPENDITURE</b><br>3451-Secretariat Economic Services<br>MH-092 Other Offices<br>GH-25 State Sector Schemes<br>SH-12-Director, Electronically<br>Deliverable Services, HOD | 7,79,00,000                    | 4,27,76,630             |
| <b>TOTAL</b> |   | <b>8,53,82,000</b>             | <b>5,20,48,504</b>      |

### **Chapter-XIII**

#### **Manner of Execution of Subsidy Programs including the amounts allocated and the details of the beneficiaries of such programs**

**[Section 4 (1) (b) (xii)]**

|   |
|---|
| Describe the activities/programmes/schemes being implemented by the public authority for which subsidy is provided. |
| NOT APPLICABLE  |

|  |                         |   |
|--|-------------------------|---|
| Provide information on the nature of subsidy, eligibility criteria for accessing subsidy and designation of officer competent to grant subsidy under various programmes/schemes. |                         |   |
| Name of programme/activity   | Nature/scale of subsidy | Eligibility criteria for grant of subsidy |
| NOT APPLICABLE   |                         |   |

|   |                       |                    |
|---|-----------------------|--------------------|
| Describe the manner of execution of the subsidy programmes. |                       |                    |
| Name of programme/activity                                  | Application Procedure | Sanction Procedure |
| NOT APPLICABLE  |                       |                    |

## **Chapter-XIV**

### **Particulars of Recipients of Concessions, Permits or Authorization Granted by the Public Authority**

#### **[Section 4(1) (b) (xiii)]**

|  |                        |                           |
|--|------------------------|---------------------------|
| Provide the names and addresses of recipients of benefits under each program /scheme separately in the following format. |                        |                           |
| Institutional Beneficiaries  |                        |                           |
| Name of programs/scheme:   |                        |                           |
| Sl.No.   | Name & address of      | Nature/quantum of benefit |
|  | recipient institutions | granted                   |
| NOT APPLICABLE   |                        |                           |

|                          |                         |                           |
|--------------------------|-------------------------|---------------------------|
| Individual Beneficiaries |                         |                           |
| Sl. No.                  | Name & Address of       | Nature/quantum of benefit |
|                          | recipient beneficiaries | granted                   |
| NOT APPLICABLE           |                         |                           |

#### **CSC 2.0 scheme Key Features**

- A self-sustaining network of 2.5 lakh CSCs in Gram Panchayats
- Large bouquet of e-services through a single delivery platform
- Standardization of services and capacity building of stakeholders
- Localised Help Desk support
- Sustainability of VLEs through maximum commission sharing
- Encouraging more women as VLEs.

**G2CServices:** Passport Service, PAN Card Service, NIOS, IGNOU and Navodaya Admissions, UIDAI Services, Election Services, Public Grievances and Electricity Bill collection services.

**Agriculture:** Farmers M Kisan Registration, Soil Health card.

**B2CServices:** Telemedicine Service, Insurance sale, Insurance premiums payments, Data Card, Mobile and DTH Recharge and Bill Payments, CSC Bazaar, Travel Service (IRCTC reservation, Flight and Bus Ticket Booking) and FASTag service.

**Financial Inclusion:** Banking, Pension Service, Insurance Service, PMFBY and Digital Finance Literacy services.

**Education:**Digital Literacy, SarkariPareeksha (Self-learning competitive exams preparation materials), Super-30 materials, CCC & BCC, Tally Kaushal Praman Patra, Introduction GST course, Skill Development courses.

**Digi Pay** (Aadhaar Enabled Payment System) : Digi Pay is an Aadhaar Enabled Payment System (AEPS) developed by NPCI and CSC SPV. It is a bank led model which allows online interoperable financial inclusion transaction of any bank using Aadhaar authentication. Through Digi Pay Service Balance Enquiry, Cash Withdrawal and Cash Deposit services are offering through CSCs. CSC VLEs are disbursing Pensions, MGNREGA wages and other withdrawals.

## **Chapter-XV**

### **Information Available in Electronic Form**

#### **[Section 4(1) (b) (xiv)]**

| Electronic format | Description (site contents or title address / location where available etc.,) | Designation and address of the custodian of information (held by whom?) |
|-------------------|---|---|
| Websites          | <a href="http://www.tg.meeseva.gov.in">www.tg.meeseva.gov.in</a>              | Commissioner ESD  |
| Websites          | <a href="http://www.e seva.telangana.gov.in">www.e seva.telangana.gov.in</a>  | Commissioner ESD  |
| Websites          | <a href="http://www.onliletg.meeseva.gov.in">www.onliletg.meeseva.gov.in</a>  | Commissioner ESD  |



## **Chapter-XVI**

### **Particulars of Facilities available to Citizens for Obtaining Information**

#### **[Section 4(1) (b) (xv)]**

Particulars of information dissemination mechanisms in place / facilities available to the public for accessing of information.

| Sl. No. | Facility            | Description (Location of Facility/Name etc.)                     | Details of Information made available  |
|---------|---------------------|--|--|
| 1       | Notice Board        | In all Mee Seva Centers  | 1. The name of the Services provided by eSeva/MeeSeva.                                 |
| 2       | Information Counter | Parishkaram Call Center  | 1100 Toll Free Parishkaram Call Center for resolving grievances to provide information |
| 3       | Websites            | <a href="http://www.tg.meeseva.gov.in">www.tg.meeseva.gov.in</a> | Information regarding citizen services   |
| 4       | Notice Board        | Commissioner, ESD office   | Information about public announcement, Notification, Tenders and meetings.             |

## **Chapter-XVII**

### **Names, Designations and other Particulars of Public**

#### **Information Officers**

#### **[Section 4(1) (b) (xvi)]**

| Public Information Officer(S) |                             |   |                           |  |
|-------------------------------|-----------------------------|---|---------------------------|--|
| S. No.                        | Name of office              | Name & designation of PIO                             | Phone Nos                 | Email  |
| 1                             | Commissioner, ESD (MeeSeva) | Sri P. Vijaya Bhasker Goud<br>Deputy Director (Admin) | 040-23352849,<br>23352595 | <a href="mailto:dydir_admin_esd@telangana.gov.in">dydir_admin_esd@telangana.gov.in</a> |

| Assistant Public Information Officer(s) |                                    |                                     |                           |                               |
|---|------------------------------------|-------------------------------------|---------------------------|-------------------------------|
| S. No.                                  | Name of office/administrative unit | Name & designation of APIO          | Phone Nos                 | Email                         |
| 1                                       | Commissionerate, ESD (Mee Seva)    | Sri .D.Sreekanth,<br>Superintendent | 040-23352849,<br>23352595 | Supdt1_eSeva@telangana.gov.in |

| Appellate Authority |  |   |                           |                              |
|---------------------|--|---|---------------------------|------------------------------|
| Sl. No.             | Name Designation & Address of Appellate Officer  | Jurisdiction of Appellate Officer                   | Phone Nos                 | Email                        |
|                     |  | (offices/administrative units of the authority)     |                           |                              |
| 1                   | O/o the Commissioner, ESD<br>1 <sup>st</sup> Floor MCH Ward Office,<br>Road No: 7, Banjara Hills,<br>Hyderabad - 500034. | Sri. G.T. Venkateshwar Rao, I.R.S.,<br>Commissioner | 040-23352849,<br>23352595 | dir_meeseva@telangana.gov.in |

## **Chapter-XVIII**

### **Other Useful Information**

#### **[Section 4(1) (b) (XVII)]**

|   |
|---|
| The information or details of publications which are of relevance of use to the Citizens  |
| <input type="checkbox"/> <a href="http://www.tg.meeseva.gov.in">www.tg.meeseva.gov.in</a> |
| <input type="checkbox"/> Mee Seva Manual  |