ANNEXURE I

QUESTIONNAIRE FOR THE CITIZENS

1. Name:

2. Age: a) Less than 30 years   b) 31-40 years   c) 41-50 years   d) 51-60 years

3. Gender: a) Male   b) Female

4. Education Qualification:
   a) Illiterate/ Can Sign Name only
   b) Primary/ Middle/Metric/10+2
   c) Graduate/ Post Graduate
   d) Professional

5. What is your level of awareness about the services offered to the citizens in the Sampark centres?
   a) Fully Aware   b) Not Aware

6. Are the forms for various services provided at Sampark centre available in Hindi also?  a) Yes   b) No   c) Not Aware

7. Does the staff at the Sampark centre provide proper guidance about the documents required to be attached along with the service application forms?
   a)Provided
   b)Not Provided

8. Are the citizens provided equivalent help for filling the service delivery forms in sampark centres?
   a) To large extent
b) To some extent  
c) Not at all  

9. Do you think the timings of sampark centre are appropriate for the provision of services?  
a) Yes  
b) No  

10. Is the number of inquiry/ Token counters sufficient at Sampark centre in Chandigarh?  
a) Sufficient  
b) Not Sufficient  

11. What is your purpose of visit at Sampark centre?  
____________________________________________________  

12. Number of times you have to visit Sampark centre for availing a particular services?  
a) Once in a month  
b) Twice a month  
c) Thrice in a month  
d) More than a month  

13. How do you come to know about the completion of the service you requested for?  
a) Through e-mail  
b) Through Letter  
c) Through phone/SMS alert  
d) By visiting Sampark centre  
e) By courier  

14. What are the modes of payments for availing services? a) By Cash  
   b) Draft   c) Cheque  

15. Is the provision of Customers complaint redressal mechanism available at sampark centre?
a) Yes  
b) No

16. Do you find the staff at the enquiry counter' cooperative at sampark centre in Chandigarh?  
a) Cooperative  
b) Never attended  
c) Rarely attended  
d) Rude

17. Do you think Sampark centres in Chandigarh have led to simplification of procedure in availing services?  
a) Yes  
b) No

18. Do you think Sampark Centres in Chandigarh provide services to customers in a time bound manner?  
a) To large extend  
b) To some extend  
c) Not at all

19. Do you find the working of sampark centres in Chandigarh transparent in delivering services to customers?  
a) Fully transparent  
b) Quite Transparent  
c) Not at all transparent  
d) Cannot say

20. Are the employees at the Sampark centres well skilled to perform their work?  
a) Highly skilled  
b) Skilled  
c) Not at all skilled  
d) Skilled to some extent

21. Do you think Sampark centres in Chandigarh have satisfied its customer?  
a) Yes  
b) No

22. Are you helped by someone at Sampark Centre for getting the services done?  
a) Yes  
b) No  
c) Not at all
23. Are the washrooms clean in the Sampark centres?
   a) Yes
   b) No

24. Is clean water available for drinking at Sampark centres?
   a) Yes
   b) No

25. Is the condition of the building sound?
   a) Yes
   b) No

26. Are the visual signs clearly indicated at the Sampark centres?
   a) Yes
   b) No

27. What is the average waiting period in the queue at the Sampark centre?
   a) Less than 10 minutes
   b) 10-20 minutes
   c) 20-30 minutes
   d) More than 30 minutes

28. What all problems do you face when you visit Sampark centres?
   a) Improvement in infrastructure
   b) Time consuming
   c) Assistance to fill form
   d) Response system of employees
   e) All of the above
   f) None

29. What are the suggestions for improving the working of sampark centres in Chandigarh to satisfy the citizens?
ANNEXURE II

Questionnaire II for Citizens

1: Are Sampark Centers conveniently located in Chandigarh?
   A. Yes
   B. To some extent
   C. No
   D. Not at all

2: Are there adequate signboards directing to locate Sampark Centers in Chandigarh?
   A. Yes
   B. To some extent
   C. No
   D. Not at all

3: Do you find the staff at the enquiry counter cooperative at Sampark Centers in Chandigarh?
   A. Very cooperative
   B. Partially cooperative
   C. Cooperative
   D. Not cooperative at all

4: How is the behavior of dealing employee at the customer counter at Sampark Centers in Chandigarh?
   A. Very courteous
   B. Courteous
   C. Rude
   D. Cannot say

5: What is the skill level of the employees at the Sampark Centers in Chandigarh?
   A. Highly skilled
   B. Skilled
   C. Skilled to some extent
   D. Not at all skilled
6: Are you aware of all the services provided at the Sampark Centers in Chandigarh?
   A. Fully aware
   B. Partially aware
   C. Not aware
   D. Not aware at all

7: Is your query attended at the Counters at Sampark Centers in Chandigarh?
   A. Yes
   B. Often but not every time
   C. Rarely attended
   D. Never attended

8: Have the Sampark Centers in Chandigarh led to simplification of procedure for the customers in availing the services?
   A. Yes
   B. To some extent
   C. No
   D. Not at all

9: Do you think Sampark Centers in Chandigarh provides services customers in a time bound manner?
   A. Yes
   B. To some extent
   C. No
   D. Not at all

11: Do you find working of Sampark Centers in Chandigarh is transparent in delivering services to the customers?
   A. Fully transparent
   B. Partially Transparent
   C. Quite Transparent
   D. Not at all transparent
12: Do you think Credit/debit card facility for payment of dues should be introduced at Sampark Centres in Chandigarh?
   A. Yes
   B. To some extent
   C. No
   D. Not at all

13: How would you rate overall concept of delivering of services through Sampark Centers in Chandigarh?
   A. Excellent
   B. Very Good
   C. Average
   D. Poor

14: Are you satisfied with ambience at the Sampark Centers in Chandigarh?
   A. Fully satisfied
   B. Partially satisfied
   C. Quite Satisfied
   D. Not satisfied

15: Is the counter of senior citizens well attended by the operators/employees at the Single Window at the Sampark Centers in Chandigarh?
   A. Yes
   B. Often but not every time
   C. Rarely attended
   D. Never attended
ANNEXURE III

Questionnaire for Employees

1: Will permanent employment instead of contractual employment enhance more efficiency in the performance of Employees at Sampark Centres in Chandigarh?

   A. Definitely Yes
   B. Yes
   C. Yes to some extent
   D. No

2: Do you think any inadequacy of equipment such as hardware, software and networking, or power supplies alike come in the way of efficiently delivering services to customers at Sampark Centres in Chandigarh?

   A. Yes
   B. To some extent
   C. No
   D. Not at all

3: Are you satisfied with the overall working ways in context of delivering services to customers at Sampark Centres in Chandigarh?

   A. Highly satisfied
   B. Partially satisfied
   C. Dissatisfied
   D. Highly dissatisfied

4: Installation of token numbers and display LED’s at the peak hours are required in the way to improve the efficiency in delivering services to customers at Sampark Centres in Chandigarh?

   A. Yes
   B. To some extent
   C. No
   D. Not at all
5: Is there proper coordination between back-end and front-end office at Sampark Centres in Chandigarh to facilitate citizens with the services in a limited time bound Manner?
   A. Yes  
   B. To some extent  
   C. No  
   D. Not at all

6: Do you think the Sampark centres in Chandigarh have resulted in better record Management?
   A. Strongly agree  
   B. Agree  
   C. Disagree  
   D. Strongly disagree

7: Do you think training facilities provided to employees is adequate in handling different jobs at Sampark Centre in Chandigarh?
   A. Yes  
   B. To some extent  
   C. No  
   D. Not at all

8: Are you satisfied with the salary given to you at Sampark Centre in Chandigarh?
   A. Highly satisfied  
   B. Satisfied  
   C. Dissatisfied  
   D. Highly Dissatisfied

9: Do you think Credit/debit card facility should be made an optional mode of payment at Sampark Centres in Chandigarh?
   A. Yes  
   B. To some extent  
   C. No  
   D. Not at all

10: How is the behavior of the customer with the dealing operator at the counter at the Sampark Centres in Chandigarh?
    A. Very cooperative  
    B. Cooperative  
    C. Rude  
    D. Cannot say
# ANNEXURE IV

## Requirements met by Portal of Sampark Center

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Functional Requirement</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1 | Informational Services | - Provide general information to portal visitors about Government Departments, services, the requirements for requesting the service, and the Chandigarh Administration in general  
- The portal would have news section where news feeds can be published from leading newspapers and Public Relations Department’s website. |
| 2 | Transactional Services | - Provide online government services to portal visitors through linkage to other backend business applications  
- Allow visitors access to the e-Forms service of the portal |
| 3 | Single Window Interface | The main objective of SP solution is to provide a single window interface to citizens who are accessing services from many departments |
| 4 | Accessibility | - Authenticate users through single-sign-on for accessing the portal and applications existing within the e Governance system  
- Should support integration with Digital certificates  
- Log in registered users to their own personalized pages and allowing registered users the ability to personalize their home pages |
| 5 | Service Integration | SP is a service delivery channel and the services provided in the portal shall be integrated with the respective backend department information systems using Service Oriented Approach. |
| 6 | e-Forms | Being the first point of contact between the Government and any service requester (citizens and businesses), Sampark will host an e-Forms section for the use by citizens in requesting |
services. Government services are normally requested via filling an application form. This section of the portal site will allow citizens to fill in the service form online and submit the form to the concerned department for processing. It should also include:

- back end integration with databases
- uploading of photographs
- attachment of supporting documents in PDF format
- provision of scanned signatures
- generating receipt by citizen for future references

<p>| 7 | Transaction Accounting | It should have comprehensive accounting and financial management functionality to produce transaction and financial reports for Sampark centres, departments and other stakeholders. It should produce financial statements required by the departments in respect of all amounts received by Sampark on their behalf. It should be able to produce statements of accounts as per the requirements of the Finance Department, UT for those between Sampark and the participating departments and also between Sampark and the Bank along with Aggregator for periodic reconciliation of the amounts received and accounted. |
| 8 | Online Payment Services | In SP, to perform the G2C/G2B transactions online, users would have to be provided with online payment facility, which enables the users to pay using a credit card/debit card facility. SP shall provide the online payment mechanism which shall support all the industry standard and secured online payment methods. |
| 9 | Service Delivery Channels | • The information and transaction services to the users shall be provided using following service channels: (i) provide online services through the internet using the SP (ii) provide the services through Sampark centres (iii) Call Centre for information and status |</p>
<table>
<thead>
<tr>
<th>Updates</th>
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<tbody>
<tr>
<td>- The portal shall provide multi-channel access including mobile/wireless support besides internet</td>
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<tr>
<td>- The portal application should be mobile enabled and be able to send mobile alerts and SMS to the citizens regarding the services requested</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reporting</th>
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<tbody>
<tr>
<td>- The portal shall provide analysis facility to record usage patterns providing forward looking predictions of user/service interests in SP. It shall also provide standard transaction reports.</td>
</tr>
<tr>
<td>- The portal shall provide activity reporting facility for logging the user behavior and profile information.</td>
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<table>
<thead>
<tr>
<th>Collaboration Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The portal shall provide collaboration services such as Message Boards, Bulletin boards that can be leveraged by the various participating departments.</td>
</tr>
<tr>
<td>- The portal shall provide social networking features such as chat, bulletin boards etc that can be used by both internal users and general citizens</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for email should be enabled with NIC email servers</td>
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</table>

<table>
<thead>
<tr>
<th>Usability Perspective Features</th>
</tr>
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<tbody>
<tr>
<td>- The portal shall provide strong personalization features enabling the citizens and users to customize the portal pages to fit the stored preferences profile of the user accessing the portal. Personalization should be focused on presenting information and services relevant to the user. Personalization should also encompass defined screen layout, preferred colors, preferred links etc.</td>
</tr>
<tr>
<td>- The SI is required to develop the guidelines, requirements, specifications, styles, and templates for the common look and feel that will be applied to all Government web sites and portals linked to Sampark whether currently existing, under development, or</td>
</tr>
</tbody>
</table>
will be developed in the future. This includes developing:

- Common color schemes and fonts utilized in web pages
- Common site layout
- Site templates that can be used as starting points to develop other Departmental web sites
- Graphical images and logos following the branding directions and guidelines
- Mechanisms for redirection between sites and returning back to previous pages

• The navigation, look and feel of the portal should be primarily consistent throughout to provide enriched user experience. The exact format and layout shall be defined during the analysis and design phase of the project.

• The portal shall provide powerful search features through the automatic categorization and indexing functionality as provided by various portal applications.

• The portal shall provide comprehensive FAQ section to guide users on various issues, such as terms and conditions, SLA, delivery turnaround time etc.

• The design of the portal has to be changed after 3 years. This will include changing the look and the feel of the portal as well. This change in design is to be approved by Chandigarh Administration.
## ANNEXURE V

**Existing IT and Non IT Infrastructure**

The list pertains to single Sampark Center and shall be replicated in all the Sampark Centers

<table>
<thead>
<tr>
<th>S No</th>
<th>Item</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Computer Desktop, Photostat Machine, Laser Printer, DMP Printer, Webcam, Router</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
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<td>3</td>
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<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Premium Lounge Chair for Citizens</td>
<td>12</td>
</tr>
<tr>
<td>3</td>
<td>Computer Chairs</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>Writing Table with four chairs. All centers may not have sufficient space for chairs. We may have Writing Table Only</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>LCD, Displaying social messages &amp; advertisement together in frame of 20:80</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>Touch Screen Panels- For status checking, FAQs</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>Holder and Magazines and Newspapers – English, Hindi &amp; Punjabi</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>Fire Extinguisher</td>
<td>2</td>
</tr>
</tbody>
</table>
ANNEXURE VI

Responsibilities of Department of Treasuries

1. The District Treasury Officer is the authorized representative of Chandigarh Administration for financial transactions and is responsible for reconciliation of transactions conducted through Sampark.

2. To conduct tripartite reconciliation of receipts with the SI (at the Sampark centers and online portal) and with the Banking partner (with respect to the deposits in the Bank/Treasury) on a daily basis.

3. To conduct financial audit with respect to financial transactions from the Sampark Centers and online portal on a regular basis.

4. To conduct reconciliation of bounced/dishonored Cheques as well as charge back transactions in case of online Sampark Services.

5. To keep record of transaction backup submitted by SI on daily basis.

Responsibilities of Participating Departments/Private Entities

1. Participating Departments/Private Entities should enter into an Agreement with CA to ensure that they discharge their responsibilities in an accountant manner, particularly in relation to the maintenance of databases, backend applications and security systems to support the requirements of the front-end delivery systems set up under the Sampark Project.

2. Assign roles and responsibilities of the officials in redressing the grievance registered by a citizen online.

3. Departments may computerize their respective Department services by developing suitable applications and maintaining the databases on a real-time basis.

4. Deploy appropriate number of adequately skilled persons to operate and update the databases at Department applications as per transactions through Sampark project.

5. Ensure the MIS from the Sampark Project in the desired format.
6. Provide SI the required access to the database(s) for the services included under the Sampark project to allow transactions to be conducted through the Portal or Centres

7. Departments shall coordinate with the employees of the SI stationed at the Department for managing the e-Forms

8. To procure digital signature certificates for Departmental users.

**Responsibilities of System Integrator**

1. Procurement & installation of Hardware, System software, Anti-virus, Printers, UPS etc. at Sampark centers.

2. Procurement & installation of Hardware, System software, Database, Printers at Data Centre.

3. Procurement of non IT Infrastructure (furniture etc.) at the Sampark & Jan Sampark Centres.

4. Procurement & Installation of Hardware, System Software, Database, Network equipment for the Disaster Recovery Site.

5. Network cabling & equipment required to connect to the Sampark Servers with core switch at Data Center and Disaster Recovery Site.

6. Application Development (this would include either upgrading the existing application or developing a new one) & Implementation (Digital Signature Certificates, Touch Screen Panels, Mobile, Swipe machines, Electronic Token System). This should be compliant with its respective standards.

- Generate MIS for stakeholders
- Portal Design and Development
- The design of the SP has to be changed after 3 years. This will include changing the look and the feel of the portal as well. This change in design is to be approved by CA
- New e-Gov initiatives like PDS, GST application, CIPA etc. are to be integrated with the Sampark application
7. SI would develop the CMS and will provide the UserIDs to the respective Departments for the updating of content. The final updating on the portal would be carried out only after the authorization by official appointed by CA.

8. Touch screen kiosks to be set up at each of the Sampark centers to give information and status tracking of applications and complaints.

9. SI shall have the ownership of the Hardware at Sampark centers & Data centre till the completion of the agreement.

10. SI will change and replace the existing IT and non-IT Infrastructure at the centers with new IT and non-IT Infrastructure through a buyback arrangement and maintain them for 5 years. At the end of 5 years, these will be transferred to CA.

11. Network equipment and operations: The new SI would have to provide all the network equipment required to set up the Data Centre and the Sampark centers and CA/NIC will provide only the physical space and environment.

12. Bear the recurring cost i.e. network bandwidth connecting Data Centre and Sampark centers, electricity bill, maintenance (hardware, software, network, civil, electrical, air conditioning, furniture etc.).

13. Any loss or theft of any infrastructure (furniture, air conditioner etc.) provided by CA or procured by SI will be responsibility of the SI and should be covered at its own costs.

14. Procuring and using digital signatures for its Staff. The digital signatures should be compulsory for only SI staff to log in. Nobody should be given access without digital signatures except to those that have been approved by CA.

15. Deployment and training of manpower at Sampark Centers on a continuous basis. This includes training of nodal/concerned persons in participating departments (for eForms) with provision of quarterly refresher course. Training material should be available online as well for future reference. This training should be mandatory and penalty would be levied in case it is not complied with. All new recruits will be compulsorily given training for a
period of 1 week. All deployed manpower would be compulsorily given refresher training after every 6 months.

16. Providing the required functionality to setup and institutionalize a system for receipt and delivery of RTI Applications and Grievance Redressal.

17. Set up Call Centre (agent and IVRS) to be used as a delivery channel and helpdesk and the space for the same to be provided by the SI. The citizen will be expected to pay for the calls made to a call centre. The setting up and recurring charges to be borne by the SI.

18. SI shall tie up with SMS Service Provider for SMS based services i.e. information, status delivery, push and pull services, etc. In case of mobile alerts, status sent, the SMS cost can be directly charged from individuals on a monthly subscription basis at rates approved by CA.

19. The application should also be Swipe Machine enabled and Electronic Token enabled.

20. SI should take daily incremental backups in a DVD and deposit it at DTO every day. Also a complete backup of all the data and transactions should be taken on a monthly basis and submit it to CA.

21. SI shall tie up with Payment Aggregator for payment gateway to manage the financial transactions that occur at the portal through Credit Card, Debit Card, Direct Debit and Cash Cards (Not mandatory).

22. SI shall disburse Pension payments or any other payments (monthly, bi-monthly or quarterly, as the case may be) decided by CA through Sampark Centers.

23. SI shall coordinate with a Bank selected by CA for collections at the Sampark Centres (Cash, Swipe machines) and complete reconciliation of all the transactions either through Centres or through Portal via Payment Aggregator. To handover cash/cheque/drafts twice a day, between 1-2 pm and 8-8.30 pm each day to the Bank from every centre.
24. Provide reporting and MIS (including information and details regarding bounced cheques on the same day) to the stakeholders on a daily basis.

25. Provide physical space at the centres for swipe machines (provided by the bank) for credit/debit card transactions and ensure the application is integrated with the swipe machines.

26. Strict adherence to the Service level agreement signed with CA.

27. Insurance and security of the Sampark centres and cash to be responsibility of the SI.

28. The information security norms need to be followed by SI. The Sampark applications developed should as per CERT-in guidelines, GoI or any other regulatory body setup by GoI for the purposes of information security, financial audit, etc.

29. The SI shall be responsible for the Data from the existing application to the new application and for the service delivery as per satisfaction of the citizens, awareness to increase its penetration and follow the portal framework guidelines for development, etc.

30. The SI shall be responsible for maintaining the confidentiality of all the transactions conducted by it on behalf of the Administration.

31. The SI shall be allowed to use LCD (Annexure -X) for displaying advertisements subject to the prior written approval of CA. The same LCD shall be used for displaying visual/ text messages relating social & promotional activities (SMPA) of the Administration free of cost and the display ratio for SMPA and other commercial advertisements should not be less than 20:80 within the display area of the LCD at any given point of time. The SI would be entitled to collect the revenue earned from such commercial advertisements. However, the Administration reserves the sole right for using the complete display for any video based SMPA of the Administration free of cost for a daily period for which shall not be more than one hour at any point of time during the day.
32. The SI shall be responsible for maintaining the confidentiality of all the transactions conducted by them on behalf of the Administration.

33. In case of any eventuality, the SI should have necessary arrangements for backup and ensure that the system is working.

34. Transfer of the following items on AS-IS basis and in operational condition after the completion of the contractual period
   
   - Application along with source code & IP
   - Masters & Transaction Data during the contractual period.
   - Hardware including network equipment
   - Internal Network
   - Office equipment

   It excludes the following items
   
   - People
   - Operational Liability
   - Contingent liability
   - Any Pending litigation & proceedings

**Responsibilities of the Bank**

1. Collection of cash/cheques/drafts from Sampark centers twice daily i.e. between 1-2 pm and 8-8.30 pm.

2. Disburse money to the centers for pension payments and any other such services to be added in future.

3. Provide information online on bounced cheques to departments as well as to Sampark centers through the Sampark application.

4. Provide two swipe machines at the Sampark Centers along with required telephone lines for debit/credit card transactions. The cost of telephone connectivity, consumables and infrastructure will be borne by the Bank. The Bank also needs to take care of the uptime and connectivity of the swipe machines.
5. To set up ATMs at Sampark centers to facilitate the provision of the Banking Services in the neighborhood of the citizen. The installation, operations, maintenance (including energy charges), security etc. will be sole responsibility of the Bank.

6. To setup a mechanism for the resolution of failed online transactions.

7. Data Management for all the cash collections and swipe machine payments.

8. Provide at least one Currency counting and Fake note detection machine at each Sampark Center.

9. Bank would be responsible for reconciliation of funds collected during a day through Online Transactions (Credit/Direct Debit/Debit Cards) via Payment Aggregator, Cash Collections and through Swipe Machines at the Centers and will further transfer the funds to the Treasury/ Departments/Organizations. MIS for the same will also be submitted by the Bank to the SI, Departments, Treasury and CA. Bank shall also highlight the discrepancies in case of mismatch between funds collected and the number of transactions done. SI shall be responsible for transferring the funds through online transactions made via the Payment Aggregator to the Bank.

10. The Bank shall ensure compliance with international information security standards i.e. should be ISO 27001 certified.

11. The bank shall ensure that all the information and/or data obtained by it from client/customers are stored securely and equipped with reasonable precautions against damage.

12. Provide online access to the Administration with respect to all transactions done by the Bank on its behalf.

13. The Bank shall be responsible for maintaining the confidentiality of all the transactions conducted by them on behalf of the Administration.