Annexure-X

Role and Responsibilities of Stakeholders

All Stakeholders are responsible for pursuing the following objectives besides their specific responsibilities to:

1. Provide all support to other stakeholders as and when requested and required.
2. Take the lead in resolving any project issues.
3. Active participation in all the phases of the project by dedicating time & resources.
4. Duly considering the project requirements before making any changes in the internal operations with respect to processes, services, technology, legal & human resource areas.
5. Strict adherence to the timelines and service level agreements.

A. Responsibilities of DIT, Chandigarh Administration

As owner of the Project, the role of DIT includes discharging the following responsibilities to:

1. Sign MoU/Agreements with all the participating Departments, SI and Bank for creating legal framework.
2. Create an Administrative Oversight Committee/Project Management Committee which will meet every quarter comprising of key officials of DIT, NIC, Treasury, participating departments/Private Entities.
3. Ensure access to the business data required for delivery of services through the existing/new service delivery channels.
4. Provide physical environment i.e. building, air conditioning, power supply connection etc. for Sampark centres.
5. Provide LAN/ Electrical Cabling work for UPS/Generator at Sampark centres.
6. Provide Bandwidth connectivity to log on to SP at the Data Centre.
7. Create Connectivity of participating departments with the Data Centre.
8. Own the copyright of Sampark application that is developed by the SI, system software procured for Data Centre and Sampark Centres.
9. Deploy a Supervisor at each Sampark centre.
10. Identify New Services and making all efforts for introducing these in Sampark centres.
11. Ensure that the different stakeholders participating in Sampark project are responsive to the needs of the citizens.
12. Ensure appropriate Grievance and Redressal mechanisms.
13. Conduct Performance Audit of Sampark Centre operations on quarterly basis.
15. Revenue sharing between DIT, SI and Bank for the B2C services those offered by the private entities (as part of Business Model).
16. Facilitate the participating Banker to setup ATMs at Sampark Centers.
17. Approval of advertisements to be displayed on LCD at Sampark Centers.

B. Responsibilities of NIC

NIC has the following set of responsibilities:

1. Facilitate any project related IT issues of SI for smooth functioning of the project.
2. Provide Physical Infrastructure (Power supply, Air Conditioning etc.) and physical space for Data Centre and Disaster recovery site.
3. Work along with DIT for the following:
   a. Identify new services to be introduced at Sampark Centres Opening of new Sampark (both Sampark/Jan Sampark/Gram Sampark) Centres.

C. Responsibilities of Department of Treasuries (through District Treasury Officer)

It has the following set of responsibilities:

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 centres 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 Centres and online portal on a regular basis.
4. To conduct reconciliation of bounced/dishonoured 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.

D. Responsibilities of Participating Departments/Private Entities

The following are the roles and responsibilities:
1. Participating Departments/Private Entities should enter into an Agreement with Chandigarh Administration to ensure that they discharge their responsibilities in an accountable 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.
E. Responsibilities of System Integrator

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

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.

   A) Generate MIS for stakeholders
   B) Portal Design and Development
   C) 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 Chandigarh Administration.
   D) New e-Governance 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 updation of content. The final updation on the portal would be carried out only after the authorization by official appointed by Chandigarh Administration.

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

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

10. SI will change and replace the existing IT and non-IT Infrastructure at the centres 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 Chandigarh Administration.

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 centres and Chandigarh Administration /NIC will provide only the physical space and environment.

12. Bear the recurring cost i.e. network bandwidth connecting Data Centre and Sampark centres, 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 Chandigarh Administration 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 Chandigarh Administration.

15. Deployment and training of manpower at Sampark Centres 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 set-up 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 Chandigarh Administration.

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 Chandigarh Administration.

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 Chandigarh Administration through Sampark Centers.

23. SI shall coordinate with a Bank selected by Chandigarh Administration 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 1:00 to 2:00 pm and 8:00 to 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 Chandigarh Administration.

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, Government of India or any other regulatory body setup by
Government of India 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 -VI) for displaying advertisements subject to the prior written approval of Chandigarh Administration. 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.

F. Responsibilities of the Bank
1. Collection of cash/cheques/drafts from Sampark centres twice daily i.e. between 1:00 to 2:00 pm and 8.00 to 8.30 pm.
2. Disburse money to the centres 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 centres through the Sampark application.
4. Provide two swipe machines at the Sampark Centres along with required telephone lines for debit/credit card transactions. The cost of telephone connectivity, consumables and infrastructure will be borne

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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 centres to facilitate the provision of the Banking Services in the neighbourhood 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 atleast 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 Centres 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 Chandigarh Administration. 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.