

Master Service Agreement

Between
Punjab Land Records Society,
(Office of Director Land Records)

And

M/s CMC LIMITED



पंजाब PUNJAB

D 517362

Master Services Agreement

THIS AGREEMENT is made this 20th day of October, 2006.

BETWEEN:

Authorised Representative, Punjab Land Records Society, Government of Punjab having its administrative office at Department of Land Records Punjab, Kapurthala Road, Jalandhar, Punjab, India hereinafter referred to as "Buyer" (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the FIRST PART;

AND

CMC Limited, a Company incorporated under the provision of the Companies Act, 1956 having its registered office at CMC Centre, old Mumbai Highway, Gachibowli, Hyderabad 500019, with its Northern Region Office at Jeevan Vihar Building, 3, Sansad Marg, New Delhi 110 001 (hereinafter referred to as "operator") of the SECOND PART.



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STAMP VENDOR
L.P. No. 124/99
Tahsil Chughtan Jalandhar

STAMP VENDOR

Authorised Representative Punjab Land Records Society
Government of Punjab
Punjab Land Records Society
Jalandhar



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WHEREAS

Authorised Representative, PLRS wishes to leverage state-of-art technologies and streamline the Administration of Citizen Service Centers in district, to provide a responsive and effective administration for an efficient, speedy, simple and cost effective service to the public of Punjab. To achieve this objective, the administration has decided to computerise the Land Records Management at all the Citizen Service Centres across the state of Punjab. The initiative is named as **"Computerisation of Land Records Management". ("The Project")**

Bids were invited by Authorised Representative, PLRS, Punjab on behalf of Punjab Land Records Society (PLRS) to select agencies to provide services (manpower, hardware, software, infrastructure and management) on Build-Own-Operate-Transfer (BOOT) basis as a Fixed Cost Model to run the computerised Land Records at all the Citizen Service Centres across the State of Punjab.

Authorised Representative, PLRS undertook selection of a suitable operator through competitive tendering for implementing the Project and in this behalf issued an Expression of Interest dated 25th April, 2005 followed by the Request for Proposal (RFP) dated 12th May, 2006 issued to the qualified Operators;

The Authorised Representative, PLRS intends to grant to the Operator the right to undertake and implement the Project on the terms and conditions set forth below for a period of Sixty Months from the date of Operationalisation of Services of first kanungo of that Tehsil/Sub-Tehsil at Citizen Service Centers ("Term") to

- (a) Procure, Install, Operate, maintain the equipments, provide manpower services and manage the services and the Project; and
- (b) At the end of the Term transfer backs all the Assets and exclusive facilities;

The Operator in pursuance of its bid undertakes to implement the Project during the Term. As part of the acceptance, the Operator shall furnish the Performance Guarantee as defined in this Agreement;



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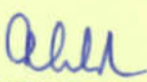
NOW THERE FORE, IN VIEW OF THE MUTUAL PROMISES AND CONSIDERATION SET OUT HEREIN, the Authorised Representative, PLRS on behalf of Punjab Land Records Society, Punjab and the Operator have agreed to enter into this Master Services Agreement ("MSA") to govern the way in which the Operator will build and manage the facilities and deliver the services specified under this Agreement and the Service Level Agreement ("SLA") in accordance with roles and responsibilities of the Authorised Representative, PLRS and its nominated agencies and the Operator as set forth in the RFP:

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1.1 Project Processes

1.1.1 Data Entry

1. The Operator shall do the data entry for all the registers as listed below:
 - (i) Shajra Nasab (Pedigree table) - The Shajra Nasab from the last Jamabandi of the respective village is to be entered.
 - (ii) Jamabandi - The latest Jamabandi of the village has to be entered.
 - (iii) Mutation - The data entry for mutation register for the existing period. i.e. all mutations carried out from previous Jamabandi and which are appearing in the remarks columns are required to be entered. Accordingly, each village may have mutation records from one year to five year based on the Daur for the respective village.
 - (iv) Roznamcha Waqiyati - The scope for data entry would include all entries which are relevant and required to be recorded in the remarks column of the Jamabandi.
 - (v) Khasra Girdawari - The Girdawari entries are to be entered for all seasons for Jamabandi period. The entries for number of seasons that are required to be entered will vary from one season to ten seasons depending on the daur of Jamabandi. As it is envisaged that the first six columns of the Girdawari would be available from the Jamabandi entry, the data entry requirement will be limited to the crop, the cultivator and means of irrigation. It is also observed that usually there is


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only approximate 20% change in the data for subsequent seasons with rest of the data remaining same.

- (vi) Field Book - To enter the field book which gives details of dimensions of each Khasra of the village.
 - (vii) Cadastral Maps / Musavis - To digitize the cadastral maps per village. A scanner of appropriate size and configuration may be required for the process of digitizing musavis.
2. The payment fee of data entry is inclusive of all the data entry, print outs and three level validations viz by the Operator, revenue department and public authentication.
 3. The digitized data should be validated by the Operator by hiring of suitable personnel preferably the retired Patwaris or Kanungos in the first stage. The Operator should bring to the notice of the concerned CRO about the wrong entries in the manual records.
 4. The Operator will ensure at least 98% accuracy at record level as per the manual records before handing over first printouts for second level authentication by Revenue Department. The Patwaris will check a sample of records to determine the level of accuracy of records being submitted by Operator.
 5. The procedure for subsequent validation of the data shall be as under:
 - (i) The second authentication of data shall be done by the concerned Patwari (100% checking), then by the concerned Kanungo (100% checking), and finally by the concerned CRO (25% checking).
 - (ii) After the checking by the revenue department, a copy of the documents shall be used for giving nakals to the citizens for public validations and checking. After this process and incorporation of changes by the Operator, last verification of the corrected records would again be done by Patwari (100% checking), then by the concerned Kanungo (100% checking), and finally by the concerned CRO (25% checking). The final cleaned data on a Compact Disk (CD) shall be handed over to the Deputy Commissioner. The same is to be loaded in the tehsil server. A copy of the clean records shall be printed and shall be handed over to appropriate authority for submission to the District Record Room.



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6. The Operator will ensure 100% accuracy at the time of final printouts as per the document verified by revenue department and public scrutiny.
7. Musavis have to be digitized at a central location as specified by PLRS. The digitization (drafting) of Musavis should be done using any standard CAD software (ex. AutoCAD) on the 1:1 scale. The cadastral map should be digitized in different layers like Road, Abadi, Khasra, Well, Water bodies, Railway line etc with proper colors for special features and a topology should be created. The file should then be converted to a shape file to make it workable with the PLRS Application Database. The digitization of Musavis should be in line with data entry plan wherein both, should be completed at the time of go-live. The first verification of digitized Musavi should be done by comparing with existing manual Musavi. The Musavis should then be updated by incorporating Tatima Shajras and the updated Musavi should be as per the Khasra number in Jamabandi. The second verification should be done by cross checking with respective field book.
8. The Operator will be responsible for ensuring security and back up of the data during the data entry process until the data is handed over to the Deputy Commissioner (Kanungo-wise).
9. Deputy Commissioner shall provide for availability of Patwaris / Kanungos along with documents to the Operator without any delay. Concerned Patwaris / Kanungos will be responsible for ensuring security of their documents during the entire data entry process completion.
10. The computerized data on CDs and one hard copy (binded suitably) shall be the final deliverable, along with intermediate copies of print outs used for validation purposes. Authorised revenue authority will be responsible for acceptance of all deliverables.

1.1.1.1 Responsibilities

A. District Administration

1. Data of all the manual records shall be provided by the District Administration.
2. For data entry purpose District Administration/PLRS will provide data entry module of the PLRS Application, manual records and will provide



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space (premises) with appropriate ventilation, normal electricity connection and lighting. All the other requisite resources and running expenses for data entry including, but, not limited to manpower, hardware, software licenses shall be arranged by the Operator at its own cost.

3. The Revenue authorities as provided in the rules of the PLRS will do all the necessary data validation and checking for the final acceptance of the deliverables in stipulated time, and must meet weekly/ fortnightly basis.
4. The necessary software shall be provided by the district administration.
5. The existing manual records/ data which have to be computerized (input data) should be provided to the Operator at the data entry premises on a regular basis, as per schedule. Proper handing over and taking over registers shall be maintained at the premises of data entry. All the records shall be provided Kanungo-wise.
6. Concerned patwaris shall be available during the data entry for any help or assistance, whenever required or requested by the operator.
7. At the time of verification of the computerized data, the deputed revenue officers shall verify the records/data and submit the same in the stipulated time. The documents after verification by the Patwari (100%), Kanungo (100%) and the CRO (25%) shall be returned to the Operator by the district administration within 3 weeks from the date of handing over of the data.
8. The district administration shall be responsible for the public validation of the data. The data shall be returned to the Operator within 2 weeks of handing over of the data.
9. The working hours for data entry shall be mutually decided between Deputy Commissioner and the Operator.
10. The final validated data provided to the district administration shall be accepted and will be made live within three weeks of the submission.
11. In case, there are delays in completing the data entry of a Kanungo due to:
 - a. All records of the Kanungo not made available to the Operator.
 - b. Delay in validation by the concerned Patwari (100% checking), then by the concerned Kanungo (100% checking), and finally by the concerned CRO (25% checking).


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- c. Delay in public validations
- d. Non availability of the concerned Patwari and Kanungos as per the request of the operator.
- e. Errors due to application software provided by PLRS.
- f. Legal issues related to any of the records.
- g. Any other reasons not accountable to the Operator.

The Operator shall bill for the work completed and the Deputy Commissioner Office shall make payment on pro-rata basis within 30 days of receipt of bill.

12. In case there is a delay in loading the server beyond three weeks, the Operator shall bill for the balance amount and the payment shall be made by the Deputy Commissioner office within 30 days of receipt of bill.

B. Operator

1. The Data Entry Operators should be trained on the application software.
2. The Data entry has to be completed in mutually agreed time frame drawn out between the Operator and Deputy Commissioner.
3. The hardware for the data entry process including the servers, desktop machines, UPS, Printers etc. involved will be the sole responsibility of the Operator including the operating system. The Operator will be responsible for the LAN connectivity in the premises to be used for the Data Entry. The Operator will also be responsible for the required software. Punjab Government shall not be responsible for any infrastructure creation.
4. The Operator shall be responsible for insurance of its equipment / infrastructure.
5. All amenities and refreshments, if any for operators have to be provided by the Operator.
6. The furniture required for the data entry process will be the sole responsibility of the Operator.
7. Any generator and its consumables etc. to be used during the data entry process for non-interruption of data entry operations. The electricity charges shall be borne by the Operator. Separate sub-meter shall be arranged by the Operator. Punjab Govt. shall arrange additional power load, if required.

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8. Any third party verification by hiring retired Revenue officials will be hired by the Operator.
9. The Operator shall be responsible for taking backups of all the data, which is computerized, on a regular basis.
10. The Operator shall provide 1st print out for the validation / checking by the Patwari/ Kanungo / CRO. The 2nd print shall be provided for public validation and the 3rd print for submission of final records. The stationary, ink and other consumables shall be provided by the Operator at its own expense. The final deliverable of CD and printout of all registers shall also be the responsibility of the Operator.
11. Any additional print outs demanded by District Administration shall be provided by the Operator at an additional cost. However, in case, additional print out is required because of reasons attributable to the Operator, no additional charges shall be payable.
12. In case there are more than 3 sheets of print outs per khewat, PLRS will pay/ provide for the extra stationery.
13. In case, there are delays in completing the data entry by the Operator due to any reason, there shall be penalty as per the agreed Service Level Agreement (SLA). Decision of the Deputy Commissioner shall be final and binding on the Operator.
14. In case, the Operator fails to maintain the defined accuracy level, there shall be penalty as per the agreed SLA.
15. The Operator shall report any deficiency on the part of Punjab Govt to the Deputy Commissioner at appropriate time to avoid delay in execution of project.
16. Data created shall be the property of Punjab Govt and the Operator will not use / share / transfer / give access to this data with any other operator / Government / Company / Individual / entity.
17. No language translation support shall be provided by Punjab Govt.

1.1.1.2 Progress/ Supervision/ Review/ Monitoring

- a. The district administration shall hold periodic review of the project and shall have the powers to supervise and take appropriate decisions in the Project in all forms. The Operator shall submit periodic reports, as may be mutually decided.




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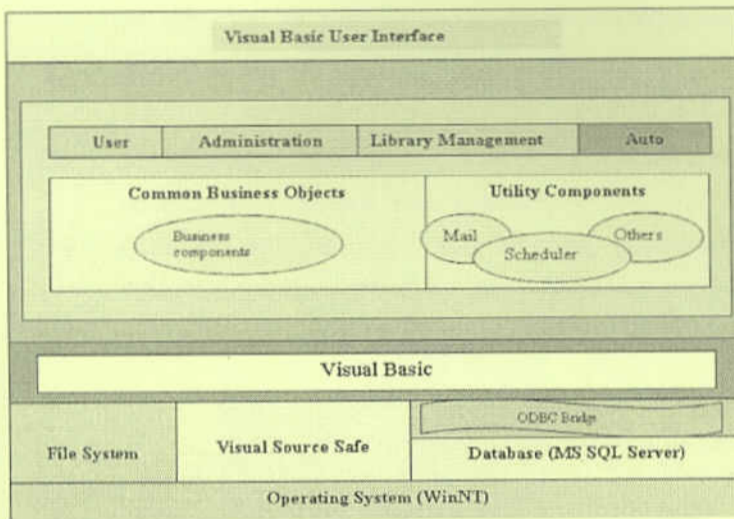
- b. Deputy Commissioner / Sub-Divisional Magistrate shall monitor the progress of the project on day to day basis and the Operator shall have to work under their supervision, guidance and direction and in doing so the respective authority shall have all the powers to direct, supervise and communicate with respect to project implementation and execution.

Data Entry screens and other features are detailed in Annexure 7 of Volume 1 of RFP.

1.1.2 PLRS Software for Land Records System

SYSTEM ARCHITECTURE

The System Architecture of PLRS Application is shown below:



The system architecture is designed to achieve:

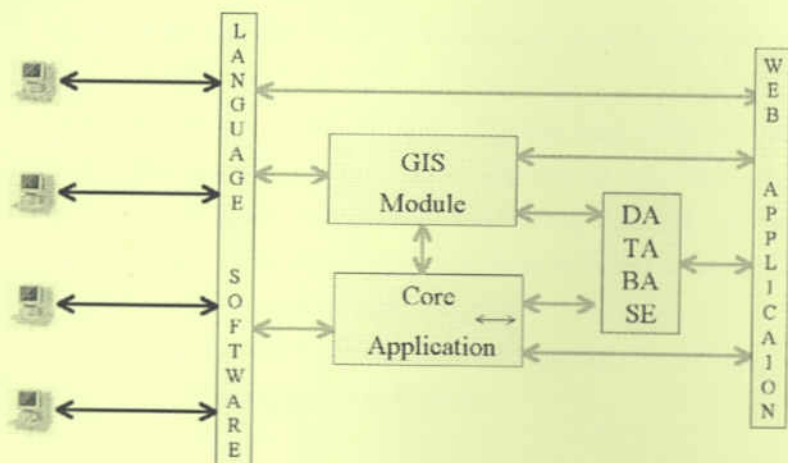
- Scalability:** Ability of the software to handle complete load of land records for the entire state.
- Flexibility:** Ability of the software to be integrated with different software, such as PRISM (Registration software) or any other single window e-governance concepts in the future.
- Web-readiness:** Provision for records including maps to be published on web.

The linking of major components of PLRS Software is show below:



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The system architecture is detailed below:

- (i) **Operating System** - The system uses Windows 2000 Server and MS SQL Server 2000 at the backend and Windows 2000 clients with IE 5.0 at the front end.
- (ii) **Application Software** - The PLRS software integrates the core application software with cadastral maps. The application is web enabled with Punjabi and English (Optional) interfaces. The different components of the application are shown below:

VB	Java Swing	Front End
Java 2 Enterprise Edition		Business Logic
Microsoft SQL Server		Database

Three-tier architecture for the application is shown in the above figure. The database is MS SQL Server 2000 and the application is developed in J2EE and Visual Basic, Java Servlets. The application software has the following capabilities:

- a. Data Capture
 - b. Data Processing
 - c. GIS Related
 - d. Web Related
 - e. Interface Language
 - f. Reports
 - g. Other Requirements
- (iii) **Database Software** - The database required is MS SQL Server 2000 and respective client licenses.



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- (iv) **Web Server** - The software uses Apache web server which is free of cost.
- (v) **Security** - The software has the best possible security features. The application has two environments from security point of view: the LAN environment in the Tehsil, and the web environment. In the LAN environment, broadly three types of security mechanisms:
 - a) Bio-metrics based access
 - b) Access Control List based access
 - c) Database level security

For the web environment, the security mechanisms are:

- a) Firewall to prevent access to unauthorized personnel
- b) Encryption of all data that is being transmitted over the networks
- c) Read only data on the web server

Data Entry Module

This module is used to perform data entry of following registers:

1. Jamabandi
2. Mutation
3. Khasra Girdawari
4. Field Book
5. Roznamcha Waqiat

The data entry module uses Inscript Punjabi Keyboard. To help the user, online help and a virtual keyboard are also provided.

Features of Punjabi Language ActiveX Control

- (i) This is a one-window component. As the user types, the results are displayed in the same window.
- (ii) This component uses the English Keyboard to type in Punjabi in Inscript Keyboard
- (iii) A virtual keyboard is displayed on the screen so that the user need not remember the character mapping.
- (iv) Help for each *character or matra* is available on the screen, helping the user in composing the message.
- (v) The component maintains a database of commonly used English words as well as language words. This feature increases the user's composing speed as well as reducing errors.
- (vi) English and any one other language can be used simultaneously.
- (vii) Words are edited according to their Phonetic English spellings.


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Transliteration Features

Some of the major features worth highlighting are:

- (i) To write a word ending with "aa" matra, adding a single "a" with space, adds the matra. For instance to spell **kya**, instead of typing kyaa, one can merely type "kya".
- (ii) Reverse logic is reverse transliteration from lingual to roman is also possible via the component.
- (iii) User can define Custom shortcuts or equivalentents that will overcome the regular word list or the regular phonetic logic. This is very useful with commonly used words. For instance, by typing DC, we can tweak the component to display the Hindi equivalent of *depte kamishnar*.
- (iv) Every key on the keyboard is mapped to specific lingual character.

Thus the phonetic nature of Indian languages makes them easily adaptable to another input method namely that of spelling the words phonetically in Roman English and then transliterating the matter into the chosen Indian language. This can be made use of in allowing the user to communicate in his mother tongue by using the Standard English keyboard.

Storage & Sorting Features - The language component can perform all the database operations - storage, sorting, inserting or retrieving for any kind of lingual, roman, ISCII or Unicode text.

Searching - Being based on the fixed character code, the language component allows efficient sorting, searching, display and editing of text. The component is efficient enough to search any kind of text input, be it Roman, ISCII, Unicode or Lingual in to the database where again any of the said types are stored as desired. Hence it can perform all the database operations for any kind of text desired.

PLRS Software developed to be used for Data Entry cum Citizen Service Center Operations has following **salient features** built into it:

1. The Land Record System is a very delicate system as any error in computerized data may result in increase in disputes and litigation and will defeat the very purpose of the Land Records Computerisation. Keeping this in mind, extra care has been taken in providing **extensive validation** checks during data entry, online as well as offline.
2. The Software prepared is totally **multi-user** in its functioning. That is, it is possible to ensure entry of data by various operators simultaneously.


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However, it is advised that only one operator should perform data entry of one register of a village at a time.

3. **Multi-Level security** has been incorporated by providing authorized access and protection at three levels. At level one, the system security features have been used. At second level, security features of the DBMS have been used. At final level, Land Records Computerisation Software ensures the authorization to use the Software to only authorized users by giving operators unique codes and secret passwords to operate.
4. The package is completely **menu-driven and user-friendly**. The user is reminded with suitable messages for a particular parameter for which he/she is going to feed the data. It is very easy for the user to make out the stage of data entry, and what previous information he/she has fed already.
5. Instead of entering the text as such, **extensive codifications have** been used at all levels and wherever the help is required on codes, it can be had by pressing only one key. This reduces errors, improves data entry speed and enables various types of queries and reports not otherwise possible.
6. Screen reports have been provided to give the user another facility for **validating data online**. Viewing on screen and then making the changes saves a lot of time involved in the correction process. Printing of checklist and wastage of stationery is also avoided in this way.

The PLRS Software application constitute of the following major modules:

1. **Administration Module:** Initiates software by entering villages, officials etc. It has options for setting permissions, and scope for housekeeping tasks - reindexing, archival.
2. **Data Entry Module:** Used for data entry of latest Jamabandi and other records to bring the system up to date or 'online'.
3. **Mutation Module:** For entering various types of mutations.
4. **Khasra Girdawari:** Updates the Girdawari (incorporating changes due to mutations); preparation of the bi-annual Girdawaris; Processing - Jinswar, Lal Kithab etc.
5. **Jamabandi:** Generates New Jamabandi based on old Jamabandi and subsequent mutations automatically.
6. **Reports:** Generates Nakal (of Jamabandi, Mutation Register, Girdawari etc.); Monthly Reports etc.



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7. **Citizen Interface:** Web-enabled maps; Click on khasra to see details; Web site; FAQs; Check pending mutations; File objections; Apply for Mutations etc.

More detail on PLRS Software Application is given in RFP Volume 1, Annexure Z.

1.1.3 Proposed Processes

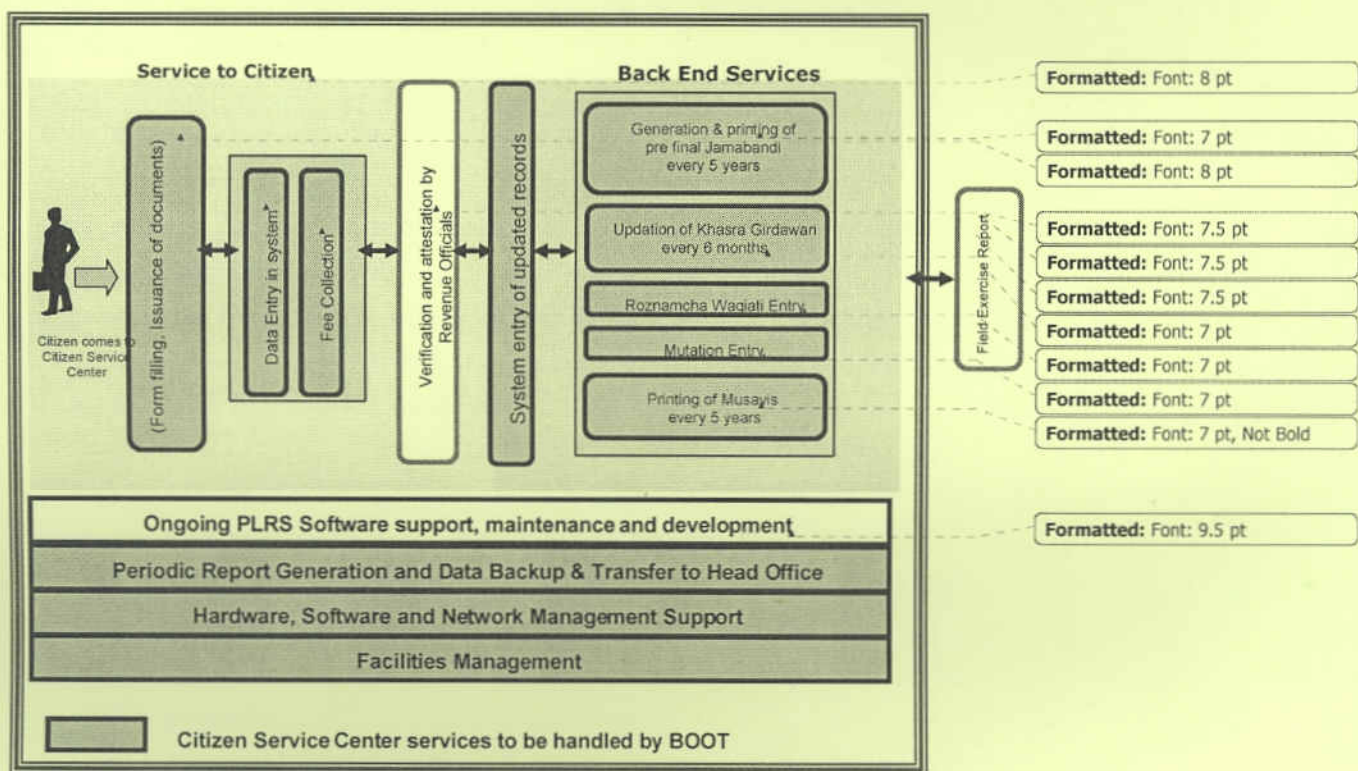
Tehsil/Sub-Tehsil offices handle the bulk of the citizen facing functions related to Land Records management. The service categorization can be broadly divided into two major areas:

1. Services that are rendered to citizens
2. Services that are performed within Department that support the service delivery function to the citizens.

Tehsil/Sub-Tehsil office provides a variety of services to its stakeholders. The high level services along the above classification are listed hereunder.

Land Records Management System Process:

The following describes a brief outline of the operations envisaged in the land records office:



The detailed process flow of the activities involved in each of the services is detailed in RFP Volume 1, Annexure 8.


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NOTE: The software applications and processes for Land Records may be updated/modified/changed by the State/PLRS at its own discretion before the commencement of the contract or during the project contract period.

1.2 Scope of Work

The scope of work for this project is as follows:

- 1) Data Entry and Digitisation of Land Records
- 2) Establishment of Infrastructure for Citizen Service Centers
- 3) Procurement of IT hardware on upfront payment basis for Citizen Service Centers.
- 4) Provision of Operation and Management of Land Record Services at Citizen Service Centres at 17 locations in Sangrur district

The implementation unit chosen for establishing Citizen Service Centers is at Tehsil and Sub-Tehsil level. Each centre at tehsil / sub-tehsil shall function as an independent unit. The data at all the centers at tehsil / sub-tehsil shall be consolidated at State Data Center as and when it is established for various purposes like Disaster Recovery, MIS reports etc. PLRS has developed the software application to be used for statewide computerization of the Land Records Management System.

The detailed scope of work is as follows:

1. Data Entry and Digitisation of Land Records

Data entry of tehsils and sub-tehsils is to be performed in a serial order i.e., completion of data entry of 1 tehsil / sub-tehsil will lead to start of data entry of next tehsil / sub-tehsil. However, data entry of more than one Tehsil may be undertaken simultaneously if the district administration is able to provide additional space etc.

The operator would be required to carry out the data entry for the following records:

- (i) Shajra Nasab (Pedigree table) - The Shajra Nasab from the last Jamabandi of the respective village is to be entered.
- (ii) Jamabandi - The latest Jamabandi of the village has to be entered.
- (iii) Mutation - The data entry for mutation register for the existing period. i.e. all mutations carried out from previous Jamabandi and which are appearing in the remarks columns are required to



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- (iv) Roznamcha Waqiyati – The scope for data entry would include all entries which are relevant and required to be recorded in the remarks column of the Jamabandi.
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- (vi) Field Book – To enter the field book which gives details of dimensions of each Khasra of the village.
- (vii) Cadastral Maps / Musavis – To digitize the cadastral maps per village. A scanner of appropriate size and configuration may be required for the process of digitizing musavis.

The detailed data entry and validation process is defined in section 2.1.4 of Volume 1 of the RFP. The scope of work for data entry will be inclusive of the first time data entry and all the subsequent copies after error corrections/validation from the Patwari, Kanungo and the CRO.

The operator would be responsible to provide all necessary consumables including stationary for print outs for verification. For data entry purpose District Administration/PLRS will provide data entry module of the PLRS Application, manual records and will provide space (premises) with appropriate ventilation, normal electricity connection and lighting. All the other requisite resources and running expenses for data entry including, but, not limited to manpower, hardware, software licenses shall be arranged by the Operator at its own cost. The operator would require arranging for back-up power including generator to avoid work disruptions due to power shortage. The operator would require porting the verified data into the Tehsil Server and a copy of the data on a CD should be sent to DLR office.



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The minimum quality of fanfold stationery as mentioned in Annexure-2 of Volume 1 of RFP will be 80 GSM for all internal processes or intermediate printouts (for validation etc) and 100 GSM for creation of New Jamabandi, Khasra Girdawari and other register and issue of nakals. In other words 80 GSM is required for all intermediate printouts and 100 GSM for all final printouts.

Two printouts of mussavi would be required while digitizing the mussavi of a village. The first printout could be done on 80 GSM sheet while the final printout to be handed to the patwari shall be taken on tracing cloth sample already displayed and shown to the bidders. It may be noted that after end of five year the printout to the patwari shall also be given on tracing cloth.

It is preferable that the Data Entry Operators have knowledge of complete Revenue System of Punjab and understand all the government notations involved in the process.

The Hardware for the data entry involved will be the sole responsibility of the operator including any additional/special Software for Data Entry purpose which will be borne by the operator at its own licensing cost. All software licenses for the purpose of data entry are to be arranged by the operator. The operator will be responsible for the LAN connectivity in the premises of the Data Entry.

The Operator is expected to prepare a data entry plan prior to commencement of this job and get it approved from the district administration. The district administration / PLRS reserve the right to formulate the plan and the same shall be implemented by the Operator. It is expected that the Operator would carry out data entry in such a manner that every Tehsil which is taken for data entry is completed on average within six months from commencement.

The Operator would require arranging minimum of 60 data entry operators for the whole district to carry out data entry for twelve to sixteen hours a day for speedy completion.

Punjab Land Records Society / Deputy Commissioner shall provide data entry module of application software and appropriate training on the


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Application Software along with revenue related training, which will be used during the data entry process to operator's data entry / operations staff. The training shall be imparted only one time. Operator shall further train it's staff at it's own level.

Please refer Annexure 5A for Tehsil-wise information on Record volumes.

The tentative data entry tehsil/sub-tehsil wise schedule is as follows:

Category	Total (Class-wise)
Super A	0
A	1
B	4
C	8
D	4
TOTAL	17

S.No	District	Tehsil/Sub-tehsil	No. of calendar days required to complete Data Entry & Digitisation
1.	Sangrur	Khanauri	42
2.	Sangrur	Amargarh	63
3.	Sangrur	Longowal	84
4.	Sangrur	Lehragaga	131
5.	Sangrur	Moonak	145
6.	Sangrur	Bhadaur	162
7.	Sangrur	Sherpur	177
8.	Sangrur	Dhanaula	186
9.	Sangrur	Bhawanigarh	199
10.	Sangrur	Dirba	216
11.	Sangrur	Ahmedgarh	230
12.	Sangrur	Tapa	264
13.	Sangrur	Dhuri	322
14.	Sangrur	Sangrur	388
15.	Sangrur	Malerkotla	439
16.	Sangrur	Sunam	482
17.	Sangrur	Barnala	629

Note: The above tentative data entry schedule is to be finalised between the BOOT Operator and PLRS.

2. Establishment of Infrastructure for Citizen Service Centres

The Operator has to set-up Citizen Service Centers wherein the state would provide ready site (including civil work and power connection) with core application (PLRS Land Records Software), software licenses for server operating systems, database licenses and any other special

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software licenses required to operate the said applications. The Operator is required to do the Power Cabling, LAN Cabling, Electrical wiring etc. as required for its operations. The Operator would also be required to invest on Desktop PCs for the counters and for revenue officials for workflow, consumables (paper, stationery, printer cartridge / toner etc.), printers, UPS, digital cameras, thin clients and token generation system, utilities payment, CD Cabinets, generator etc. The infrastructure should be ready and functional before commencing any kind of services.

3. Procurement of IT hardware on upfront payment basis for Citizen Service Centres

The Operator shall supply bio-metric finger print device (Quantity 1) and Switch (Quantity 1) per Citizen Service Centre on upfront payment basis. Please refer to Annexure 3 of Volume 1 of RFP for detailed Technical Specifications. Five year onsite comprehensive OEM warranty of the equipment to be installed at a tehsil/sub-tehsil shall be provided & managed by the Operator starting from the date of start of operation of first kanungo of that tehsil. This would be implemented independent of the data entry schedule.

4. Operations & Maintenance for provision of Land Records Services

These services shall be provided from the citizen service centers. The site for CSC will be provided by the District Administration with appropriate ventilation, normal electricity connection and lighting. All the other requisite resources and running expenses for data entry including, but, not limited to manpower, hardware, software licenses shall be arranged by the Operator at its own cost.

On successful completion of data entry of land records for 1 Kanungo, computerized operations for that Kanungo shall commence. Services for other Kanungos shall be added as and when their data entry is complete. The Operator is expected to install required hardware, software and other equipments in the Citizen Service Centre within a week after the completion of data entry of every Kanungo for operationalisation of that Kanungo. The Operator shall bear the payment of all utilities like water, electricity, telephone charges etc.

The Operator will provide land record services (as per the SLA Agreement) after successful completion of data entry of manual land records for respective locations. There are number of processes that are



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required to be carried out as part of the operations and maintenance of the Citizen Service Centers including the data and system. These processes and the scope of the Operator's services with respect to those processes are given in Annexure 8 of Volume 1 of the RFP.

The operations and maintenance would therefore include:

- (i) Provide management service for all the activities required for successful running of the computerized activities at Tehsils.
- (ii) Provide manpower for operations as specified under each of the category in Annexure 4 of the Volume 1 of the RFP to support the following:
 - a. Front and Back Office
 - b. Data entry
 - c. Printing of documents
 - d. Archiving of data
 - e. Assist the department to complete the process of Land Records through activities as Search, Generation & Issue of reports, Issuing various copies as per demand etc
 - f. Maintain the paper documents related to Land Records Process
 - g. Facilities Management including housekeeping & security etc.
- (iii) Procuring, commissioning, running and maintaining of Hardware and Software as specified to address needs in the Citizen Service center required to support the systems.
- (iv) Setting up infrastructure required for providing support services at front offices.
- (v) Setting up mechanisms for data transfer between the State level Data Center and the Citizen Service Centers at pre-decided fixed intervals of time. The mechanism would include setting up the periodicity and frequency of the data transfer and appropriate privileges for performing the same.
- (vi) Setting up the IT infrastructure in conformance with the architecture.
- (vii) Providing user training to all the personnel deployed at the front and back offices
- (viii) Liaison with all necessary external agencies to accomplish the commissioning and rollout as per contract terms and conditions.
- (ix) Appropriate replacement and /or replenishment of systems



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- (x) Setting up and maintaining the required infrastructure (Desktop PCs, UPS, chairs, CD Cabinets etc.) for providing land record related services at Citizen Service Centers.
- (xi) Provide consumables as required for the infrastructure, services to the citizens and the departmental MIS requirements including generation and printing of requisite documents & reports etc.
- (xii) Providing power requirements, general facility and infrastructural support, environmental support systems, and security measures in front offices, etc.
- (xiii) Complying with the Service Level Agreement.
- (xiv) Rollout of the system in all specified locations.
- (xv) PLRS reserves the right to ask Operator to add counter windows and front desk operators in tehsils / sub-tehsils that show high rise in volume of business. The requirement for additional windows and resources will solely be assessed by PLRS.

The operations and maintenance (including all related activities) at each tehsil/ sub-tehsil center for land records shall be provided by the Operator for a period of five years with the period being counted from the date of start of operation of first Kanungo of that Tehsil.

5. Suvidha Services (At Option of PLRS)

PLRS/ District Administration have envisaged offering services of Suvidha Project through the Citizen Service Centres at tehsil / sub-tehsil in future. The terms and conditions including additional infrastructure, manpower, hardware, consumables, payment etc. will be mutually agreed between the Operator and deputy commissioner. These services shall be provided using the same or additional infrastructure after taking into account the additional load and the feasibility of catering to the same without over-straining the existing Service Centre Infrastructure.

In addition to above detailed scope of work the Operator is also required to submit MIS Reports as detailed in Annexure 1 of the Volume of the RFP. The format of the MIS report shall be mutually decided between PLRS and the BOOT operator.




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Note: After SWAN is implemented in the State the BOOT Operator is required to test the connectivity between the Citizen Service Centers and State Data Centre for the purpose of uploading data from Citizen Service Center to the State Data Centre within 30 days thereafter.

1.3 Services to be provided to Citizens

The scope of services to be provided to citizens / villagers is as follows:

- 1) Issuance of Nakals of following land record registers
 - a) Jamabandi
 - b) Mutation
 - c) Roznamcha Waqati
 - d) Khasra Girdawari
 - e) Field Book
 - f) Musavi
- 2) Entry of Mutations Orders and Fard Badrs

Note: In addition to above, at the option of PLRS, the successful BOOT Operator may provide other project related services like issuance of Encumbrance Certificate, Caste Certificate, Residence Certificate, SC/ST certificate, Income Certificate etc. The rate will be mutually decided and agreed upon on the basis of cost plus incurred by the operator for providing such services.



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1.4 Role, Responsibility & Accountability

Current Responsibility Matrix

Party	Build	Operate	Transfer
OPERATOR	<ol style="list-style-type: none"> 1. Supply, install and commission on upfront payment basis switches. 2. Supply install and commission equipment Desktop PCs, printer, UPS, Generator, CD Cabinets etc. on service charge basis. 3. Deployment of requisite resources. 4. Providing general facility /infrastructural / environmental support systems, safety and security measures in Citizen Service Centers. 5. Appropriate replacement and /or replenishment of systems 6. After SWAN is implemented in the State the BOOT Operator is required to test the connectivity between the Citizen Service Centers and State Data Centre for the purpose of uploading data from Citizen Service Center to the State Data Centre within 30 days thereafter. 	<ol style="list-style-type: none"> 1. Data Digitisation 2. O&M of Hardware & Software, equipments, Network etc. 3. Facility Management including management of infrastructure, utilities (like electricity, telephone etc.), ensuring safety and security of equipment of resources and data etc. 4. Installation of current & future upgraded versions of Land Records applications and Configuration, Initialization & Master Data Entry as & when required. 5. Data Migration & Porting at all stages. 6. Ensure Data Security, Maintenance, Management, Backup, Archival, Retrieval & Recovery. 7. Providing services like Nakal Issuance, Mutation, New Jamabandi generation and printing, New Khasra Girdawari generation and printing, Musavis. 8. Back-office operations like generation of MIS reports etc. 	<ol style="list-style-type: none"> 1. The Operator shall transfer the operations and management of the citizen service centers to PLRS or its authorized operator as per the contract terms & the exit management plan agreed upon. 2. The equipment supplied on upfront payment basis would be transferred in fine working order to PLRS/ its authorized operator on exit. 3. The other equipment completing five years of usage shall be transferred in fine working order to PLRS on zero cost basis and the balance equipment on mutually agreed depreciated value.




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Party	Build	Operate	Transfer
OPERATOR		<p>9. Helpdesk services like helping citizens with answers to their queries, Initial checking of the documents for completeness and proper sequencing, and Issuance of Token number etc.</p> <p>10. Supply of consumables i.e. Printed Stationary Cost of power consumed Housekeeping & Security etc.</p> <p>11. Keep the systems software like OS, antivirus etc. up to date. Any cost involved in purchasing the updates will be reimbursed by PLRS along with the current month's O&M bills.</p> <p>12. Report all the problems related to PLRS Applications in the formats provided by PLRS.</p> <p>13. The cost of insurance cover where ever applicable.</p> <p>14. Training and assistance to respective officials for using the application at front desk counter machines.</p> <p>15. Upload the data to the State Data Center HQ database.</p> <p>16. Ensuring the reports are sent to state head quarters with in time.</p> <p>17. Management and quality control of all services and infrastructure.</p> <p>18. Ensuring the SLAs is met.</p> <p>19. Any other service which is required for the successful execution of the project.</p>	<p>4. It excludes the following items</p> <ul style="list-style-type: none"> • People • Operational Liability • Contingent liability • Any Pending litigation & proceedings




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Party	Build	Operate	Transfer
<p style="text-align: center;">Punjab Land Records Society</p>	<ol style="list-style-type: none"> 1. Physical Center Setup <ul style="list-style-type: none"> ▪ Network Connectivity to Block Headquarter ▪ Fans, ACs, fire Safety eqpt. 2. Provide separate power connection with meter / sub meter to support the power needs of the Citizen Service Centre. (The operator shall pay for all the power bills for the meter / sub-meter installed for operations.) 3. Application Development & Implementation at all the locations 4. Furnish specifications and quantities for procurement of hardware and software 5. Development of detailed user manuals for application software. 6. Preparation of a detailed Project Plan for the complete application software implementation, post-implementation activities and up-gradation. 7. Testing & Acceptance of Application Software for its correct functioning before its implementation. 	<ol style="list-style-type: none"> 1. Maintenance and up gradation of the PLRS application 2. Resolution of fault/ queries raised by the application user 3. On site support to resolve application problems 4. Training of application users viz. Patwaris, Kanungos, and Operator etc. 5. Coordinating software installation and hand holding in case of any problems including software bugs 6. Maintenance and updatation/upgradation of the application software. 7. Responsible for the design of the application and its components 8. Conducting Software trainings for the Operator staff on the installation and operation of PLRS application, data migration etc. 9. Providing documentation for use of application software, master data entry etc. 10. Workshops for users on PLRS Application. 	




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Party	Build	Operate	Transfer
District Administration	<ol style="list-style-type: none"> 1. Provide Civil Site. 2. Co-ordination with various departments and executing agencies. 3. Provide manual records for data entry and digitization. 	<ol style="list-style-type: none"> 1. Deployment of Revenue officials for verification and attestation of records 2. Making the required master data available on paper to BOOT Operator as required. 3. Arranging resolution of application software problems/bugs etc. from PLRS. 4. Any other requirements that could arise during operations of the center for effective governance and to meet any administrative requirements 5. Application Software Requirement/Bug will be reported in writing with complete details and evidence. 6. Responsible for any legal issues due to implementation of Application Software. 7. Responsible for ownership of data generated using application software. 8. Responsible for any damage or financial losses due to use of application software. 	<ol style="list-style-type: none"> 1. To takeover from BOOT Operator after completion of term or in event of non-performance by the BOOT Operator.

1.5 Management Requirements

1.5.1 Accountability & Administrative Management

The Operator shall be responsible for the overall management and quality assurance of the work being handled by the operator.

Citizen Service Hours of the Citizen Service Centers (Week End working details to be worked out later)

Location	Timings
Tehsils	Mon - Friday (9am - 5pm)



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1.5.2 People Management

In order to efficiently operate and maintain the Citizen Service Centers, an appropriate Centre Organization Structure is to be followed. The structure shall address minimum requirement of manpower at the Center, Operator is expected to undertake a detailed manpower assessment and recommend structure. Details of manpower required as stated in RFP Volume 1, Annexure 4 are the minimum (indicative) figures; the Operator is expected to arrive at the optimum number based on the information provided in RFP and field visits undertaken by the Operator.

The people management would need to be so planned by Operator as to comply with the Service level requirements. The various categories of people, their skill levels and certification needs, required to perform the tasks allocated to them, the number of people in each category and each location must be maintained in such a way that:

- 1 The Operator will be bound to supply support manpower for work specified above.
- 2 The Operator needs to assign Project manager for the overall management of the operation and related tasks.
- 3 The defined levels of response time to attend to a job proactively/reactively are complied with.
- 4 The defined levels of repair and restoration time are complied with.
- 5 In the event of an assigned person not being available due to sickness, or having left the Operator's organization, or unable to perform as expected, equally competent personnel are assigned as replacements immediately.
- 6 The 'Data Entry Operators' / 'Counter Operators' should not be frequently changed as it creates disruption of work and slows down the workflow.
- 7 Contact details of all such personnel are made available to enable the service compliance and any changes in such details are communicated well in advance.
- 8 All salaries and statutory benefits will have to be borne by the Operator and Authorized Representative; Punjab Land Records Society office shall make no payments.
- 9 The operator should ensure that the behavior of manpower is decent.
- 10 In case of any unlawful activity or indiscipline by any of the staff employed by BOOT operator, the concerned staff shall be immediately replaced by the BOOT Operator on the written directives of the Deputy Commissioner.



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- 11 The Operator shall submit the affidavit from each of its personnel stating that he/she would not ask for employment in Government on the basis of working in the offices of the Revenue Department.
- 12 Technical support manpower to be stationed at requisite offices and should be readily available as and when support is required at any location.
- 13 The Operator has to ensure that training will be given to the support manpower and shall bear the costs thereof.
- 14 The Operator shall ensure that all staffs are well trained in using Land Records Management Software.
- 15 The Operator shall ensure the minimum qualification standards expected from the staffs to be deputed
 - a. Data Entry operator
 - Minimum Education: Class 12th exams passed
 - Languages known (Read, Write and Spoken): Punjabi and English
 - Should be aware of Land Records Management and terms used.
 - Typing Speed
 - Gurmukhi minimum 30 words
 - English minimum 40 words
 - Operating knowledge about computers, printer etc.
 - Should have operating knowledge of computer
 - Prior experience of working as Data Entry Operator will be an added advantage
 - b. Project Manager/Supervisor
 - Minimum Education: Post Graduation (Economics / Commerce / Science / Management stream)
 - Languages known (Read, Write and Speak): Punjabi, Hindi, English
 - Should be aware of Land Records Management process and terms used
 - Computer knowledge
 - Should have operating knowledge of computers and networking
 - Prior project management experience of at least 3 years of handling such large projects
 - Excellent writing, communication, time management and multi-tasking skills


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c. Database Administrator

- Minimum Education: Bachelor or Master degree in Computer Science, Information Technology, Electrical Engineering or equivalent technical training and experience.
- Minimum total experience of 2 years as DBA with at least 1 year experience on MS SQL Server
- MCDBA certification preferred
- Experience in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh, and SQL programming and tuning
- Broad production support background across multiple hardware and software platforms including Windows NT, LINUX
- Ability to work across multiple sites and working teams.
- Self-motivated with strong team spirit
- Excellent writing, communication, time management and multi-tasking skills

1.5.3 Operations & Maintenance Management

The maintenance, upkeep and physical security of the Citizen Service Center shall be the responsibility of the operator. The operations & maintenance management should be planned to ensure compliance with service level standards.

1.5.3.1 Sites

Sites for Land Records Management will be made available by Deputy Commissioner /President of the District Implementation Committee of the District. However the operator would be responsible for its maintenance and cleanliness.

Site Handover Details:

Name of the District	Name of the Site	Date of Handover to the Operator

Site Handover is to be made to the Operator based on the Checklist prepared and sent by the PLRS.

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1.5.3.2 Supply of Consumables

The Operator should make available all the consumables and any other goods or articles required from time to time for functional operations of the project, which include but not limited to:

1. Cartridges and/or ribbons for printers
2. Pre-printed computer stationery required for various applications and certificates
3. Plain paper, files folders and other office stationery articles
4. CDs, DATs and other storage consumables
5. Fire safety management to be provided at every center
6. Utilities like electricity, telephone etc. changes generator fuel, UPS battery etc.
7. Any other item which is required for the successful execution of the project.

The stationery used for all statutory certificates shall be security paper, to prevent duplication. If any doubt arises, whether any item or article can be categorized as required for functional operations or not, or with regard to the quantities used, the decision of the Authorised Representative, Punjab Land Records Society shall be final. The Operator shall maintain an inventory adequate for one month's operation at each Citizen Service Center.

1.5.3.3 Physical Security

Physical access to technical suites and other areas of the centre should be controlled and monitored on an ongoing basis to maintain and control access to restricted areas.

Access to the server area should be strictly regulated, and limited to only those personnel who are necessary for its operation. The physical security at the premises allotted for the purpose of Data Entry & Digitisation of Land Records and O&M for provision of Land Records Services would be the responsibility of the Operator.

1.5.3.4 Disaster Recovery

Disaster Recovery - The Operator will be responsible for ensuring the continuity of service, in case of any disaster within a reasonable time and as agreed with Authorised Representative, PLRS. The operator would be free to



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effective" to restore and offer services to services levels.

consists of the planning and activities that allow to an acceptable state of work and associated unplanned calamitous event, which causes damage focuses on activities to restore the processes rather than the physical attributes.

Requirements

Networking & Ancillary Equipment

networking & all other equipment to be used and/or Operator shall

minimum requirements of PLRS Application. supported with documentary proof.

able of delivering high performance during the time period of the . A team of technical experts to ensure compliance of this

ment shall inspect the hardware. solution should incorporate reliable network architecture, nunication technology and equipment. Suitable redundancy shall be

Electronic display and token system - An electronic display and token e system is to be provided at each Citizen Service Center to regulate e entry and queuing of citizens at the center. The system should be

transparent and operating in accordance with Land Records Application. It should also have the provision of generating the reports to show the maximum waiting time by any citizen.

Printers & necessary stationery - To print Nakals and other land records related documents and hard copies of MIS reports (for district head quarters, state head quarters) to be generated at each center. The Operator shall provide the requisite number of printers with appropriate configuration and necessary stationery required for this purpose. It printers should support Gurmukhi language.

RFP Volume 1, Annexure 3 provides the minimum Hardware and peripheral devices for the different classes of Citizen Service Center. These shall list the minimum configuration and minimum number of resources deployed. Operator is required to add more types/categories of resources

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based on scope of work and services to be delivered. Also, Operator must do his own calculation (based on transaction load and SLA requirements etc. to arrive at optimum numbers/quantities) for various categories of resources.

The state/PLRS may avail (at their option) from the Operator (if acceptable to the Operator) supply of any additional equipment/item on Upfront Payment basis for their internal requirements at the lowest price amongst the prices quoted by the various Operators for that equipment/item.

All existing equipment available with PLRS including PCs, Digital Cameras, Gensets, LAN Cabling etc will be transferred to the operator on mutually agreed terms and conditions. Only those equipment would be transferred which meet the minimum specification required to operationalize the project.

1.5.4.2 Hardware Maintenance and Support

1 Scope

The scope of hardware support services will include preventive and corrective comprehensive maintenance and cover installation, on-site diagnosis and resolution of hardware faults in response to problem reports. Resolution of hardware problems detected during routine operational support activities will be taken care.

2 Service Requirements

Support in response to problem reports will usually require Support staff to visit the installation site with necessary diagnostic tools and determine the fault, after understanding the problem. The Support staff will diagnose the faulty modules / sub-assemblies, etc. If the problem is of intermittent in nature, the support staff will try to simulate the problem in all possible operating situations.

3 Network Administration

Network Administration & Management consists of the following activities but not limited to:

- Administering User IDs.
- Network analysis and performance optimizing.
- Continuous monitoring and management of network during the working hours of Tehsils on each working day and restoration of breakdown within prescribed time limits.



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- Ensuring network security and database security at all times.

4 System Support

System support consists of the following but not limited to:

- Taking daily system backup.
- Installation and reload support for OS like Win XP/NT/XP Server edition, Office 97/00/XP, Databases etc.
- Installation and reload support for application software.
- Rectification of system software problems due to crashing or malfunctioning of the OS, RDBMS or front end within the time limits prescribed.
- Installation of upgrades of software namely, OS, RDBMS, Anti Virus and front end application.
- Guarding the systems against virus infections using the latest anti-virus tools.
- One set of all backups should be handed over to the administration for administrative custody. The administration will detail the responsibility and frequency for the same prior to go-live.

1.6 Effective Date

This Agreement shall be effective from 20th day of October in the Year 2006.

1.7 Term

- Data Digitisation:** As a part of contract Agreement, the operator will be given 1 month (or mutually agreed period between Authorised Representative, Punjab Land Records Society and Operator) lead time to set up the entire infrastructure and other requirements necessary for commencement of Data Digitisation at various locations. Term of the contract is three years from the date of signing the agreement for the purpose of data entry.
- Operations and Management of Citizen Service Centers:** As a part of contract the operator will be given 3 months (or mutually agreed period between Authorised Representative, Punjab Land Records Society and Operator) lead time to set up the entire infrastructure and other requirements necessary for commencement of Citizen Service Center operations at various locations. Term of the contract is five years from the date of start of operation of first kanungo of that tehsil.



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- c. Any delay in setting up of infrastructure as per the guidelines will lead to penalty for which operator will be responsible. Details shall be formulated in contract between Authorised Representative, Punjab Land Records Society and Operator.
- d. On the expiry of this Agreement, the Operator and any individual assigned for the performance of the services under this Agreement shall handover or cause to be handed over all the Confidential Information and all other related materials in its possession, including all the hardware supplied by the Operator under this agreement, to Authorised Representative, PLRS.
- e. That the products and technology delivered to Authorised Representative, PLRS during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by the Operator to other locations apart from the locations mentioned in the RFP without prior written notice and approval of Authorised Representative, PLRS. All hardware, Software & documents used by Operator for Authorised Representative, PLRS are the legal properties of Authorised Representative, PLRS.

1.8 Compensation and Billing

1.8.1 Compensation:

The charges payable to the operator towards the services rendered for the following activities are defined as follows:

- a) **For Data Digitisation Charges** : As per FF1 of the Schedule of the Rates
- b) **For Supply of IT hardware on upfront payment basis for Citizen Service Centres** : As per FF2 of the Schedule of the Rates
- c) **O&M for provision of Land Records Services**: As per FF3 of the Schedule of the Rates
- d) **Generation and Printing reports in addition to MIS Reports (as specified in RFP, Volume 1, Annexure 1)** : As per FF4 of the Schedule of the Rates

All the rates mentioned in schedule are exclusive of taxes and levies.

1.8.2 Billing and Payment

A Pre-receipted bill (separate bills for different categories) in triplicate in the name of "Punjab Land Records Society, Punjab" shall be submitted and the



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payment will be certified by the Authorised Representative, PLRS as per the following schedule:

Any penalties imposed on the operator for non-performance will be deducted from the payments as per the provisions mentioned under "Service Level Agreement Penalties" of the Service Level Agreement.

The payments for each of the following three categories will be done to the Operator as per the process detailed in this section.

1 Data Entry and Digitisation of Land Records

The payment shall be made as per the following schedule: -

S.No.	Milestone	Value
1.	• On completion of the data entry of each Kanungo and the acceptance by Tehsildar / Naib-tehsildar	• 90% of the due amount after deduction of penalties, if any
2.	• Fee payable on go-live for each Kanungo (implementation)	• Balance 10%

The Invoices shall be submitted to Deputy Commissioner by the Operator with the report duly certified by the Tehsildar / Naib-tehsildar. The payment shall be released by the Deputy Commissioner on monthly basis to the Operator

Penalties if any shall be levied as per the provisions of the SLA Agreement. The Deputy Commissioner will release the payment within 30 days of submission of invoice subject to the condition that the invoice and supporting documents being in order.

The payment fee of data entry is inclusive of all the data entry, all print outs and all level of validations.

NOTE: The data entry of Shajra Nasab would be got entered separately from the BOOT operator either on the man-month basis or per box basis to be mutually decided between the BOOT operator and PLRS subsequently
Incase, there are delays in completing the data entry of a Kanungo due to:

- a. Records of the Kanungo not made available to the Operator.



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- b. Delay in validation by the concerned Patwari (100% checking), then by the concerned Kanungo (100% checking), and finally by the concerned CRO (25% checking).
- c. Delay in public validations
- d. Non availability of the concerned Patwari and Kanungos
- e. Errors due to application software provided by PLRS
- f. Legal issues related to any of the records
- g. Any other reasons not accountable to the Operator

The Operator shall bill for the work completed on pro-rata basis and the concerned tehsil level authorities shall approve and the payment on pro-rata basis shall be released by the Deputy Commissioner within 30 days of receipt of bill.

In case there is a delay in loading the data in the tehsil server beyond three weeks due to delay attributable to PLRS/district administration, the operator shall bill for the balance amount and the payment shall be made by the Deputy Commissioner office within 30 days of receipt of bill.

Note: A payment of interest at the rate @ 0.75 per two months would be made to BOOT Operator on the account of delayed payments due for more than a month subject to the approval of the Deputy Commissioner.

2 Supply of IT hardware on upfront payment basis for Citizen Service Centres

The payment shall be made (tehsil-wise) by Deputy Commissioner / President, District Implementation Committee of PLRS of the District to the Operator for the following IT hardware installed in a Citizen Service Centre two weeks from the date of operation of first kanungo of that tehsil/Sub tehsil:

- Bio-metric finger print device
- Switches



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3 O&M for provision of Land Records Services

- a The payments shall be made (tehsil-wise) by authorities at District Headquarters to the successful tender on monthly basis.
- b The payment shall be based on per transaction charges.
- c No additional payment will be made for any regular data entry activities carried out for updation of land records.
- d A report of transactions performed during the month would be submitted by the operator and certified by the Tehsildar / Naib-tehsildar.
- e The Invoices shall be submitted to DC at District by the Operator with the report duly certified by the Tehsildar / Naib-tehsildar. The payment shall be released by the DC on monthly basis to the Operator for the previous month's transactions charges for the Land Record Services.
- f The DC will release the 90% of the payment of the bills. The balance 10% payment would be released along with the 90% payment of the next month's bill.

Any penalties imposed on the operator for non-performance will be deducted from the payments as per the provisions mentioned under "Service Level Agreement Penalties" of the Service Level Agreement

Note: A payment of interest at the rate @ 0.75 per two months would be made to BOOT Operator on the account of delayed payments due for more than a month subject to the approval of the Deputy Commissioner.

4 Generation and Printing reports in addition to MIS Reports (as specified in RFP, Volume 1, Annexure 1)

The payment shall be made monthly by the DC after the submitted bill is verified and certified by the Tehsildar / Naib-tehsildar. The payment will be made on the basis of number of actual page printouts.

5 Suvidha Services

The payment will be made on terms mutually agreed between the Operator and Deputy Commissioner for the additional services rendered by the operator.

All the applicable taxes and other statutory deductibles like work contract tax, service tax and income tax etc. will be deducted at source as per the



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prevalent rules and regulations at the time of making payments to the operator during the billing cycles.

All work contract tax and income tax as applicable will be deducted at source as per the prevalent rules and regulations at the time of making payments to the operator during the billing cycles.

1.9 Work Policy

- a. That the Operator agrees to employ its best efforts to meet the Assignment deadlines and standards applicable.
- b. That the Operator and Authorised Representative, PLRS shall mutually agree upon the premises where such Services will be provided/ carried out. Any individual assigned for the performance of the services under this Agreement, shall observe the rules and regulations of Citizen Service Centers; provided however, the adherence to such working hours of Citizen Service Centers shall not constitute justification for non accomplishment of agreed schedules.
- c. That the Operator shall not, knowingly engage any person with criminal record/conviction or any person who participates in a pre-trial diversion program and any such person shall be barred from participating directly or indirectly in providing the services under this Agreement.
- d. That the Operator shall make sure that proper working atmosphere is maintained in the working area. No staff member is allowed for any sort of misbehavior in the premises of Citizen Service Centers or other departments. In case of any such incidence operator will be solely responsible and shall immediately discontinue the services of the person involved.
- e. That the Operator and any individual assigned for the performance of the services under this Agreement agree to comply with the entire Citizen Service Center standard/special physical security procedures of Citizen Service Center in place at the locations where Operator is performing work.

1.10 Independent

- a. That the Operator and/or its employees, agents and representatives shall perform all services hereunder as an Independent Operator and nothing contained herein shall be deemed to create any association, partnership,



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