

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

IT,E&C Department – Electronic Services Delivery - MeeSeva – Enhancement of MeeSeva Services User Charges for Category ‘A’ services from Rs.25/- to Rs.35/- and for Category –‘B’ services from Rs.35/- to Rs.45/ - Orders – Issued.

INFORMATION TECHNOLOGY & COMMUNICATIONS (eGOV) DEPARTMENT

G.O.MS.No. 6

Dated: 23-03-2018

Read the following:

1. G.O. Ms. No.10, of IT&C (Infrastructure) Department, dt: 18.10.2011.
2. G.O. Ms. No.12, of IT&C (Infrastructure) Department, dt: 24.10.2011.
3. G.O. Ms. No.1, of IT&C (Infrastructure) Department, dt: 03.01.2012.
4. G.O. Ms. No.29, of IT&C (Infrastructure) Department, dt: 25.07.2012.
5. Proposal received from MeeSeva service providers for enhancement of service charges.
6. File No. ESD/12050/3/2017-FIN-ESD

ORDER

The Government of Andhra Pradesh has initiated the ‘Mee Seva’ Project to improve public services delivery to the citizen through a well defined architecture and protocol. The Director, Electronic Services Delivery (Meeseva) [ESD-MeeSeva] was authorised to deliver the citizen-oriented e-services. These services are classified into two categories: Category – A, delivered across the counter and Category – B, undergoing a workflow by the department official concerned following Statutory processes / Notices / Hearings / Field Inspections etc.

2. MeeSeva Services user charges were fixed taking into consideration the documents needed for each service, the time required for data entry, and service levels for each category of services. Vide G.O. 4th cited, the user charges were revised to enhance the Departmental share of Transaction charges.

3. The MeeSeva Service Providers and the Village Level Entrepreneurs made representations to the Government, stating that as the user charges were fixed more than five years back when the project was started, requested for enhancement of the user charges of Category ‘A’ services from the existing Rs. 25/- to Rs. 35/-, and those of Category ‘B’ services from the existing Rs. 35/- to Rs. 45/-.

4. Accordingly, vide ref 6th cited the Director, ESD(MeeSeva) submitted a proposal to the Government, requesting that the MeeSeva Services User Charges be enhanced by Rs.10/- for both the Categories A and B from the existing rates. Under the proposed revision of user charges -

- a. The existing departmental share of Rs.7/- shall remain unchanged for both category-A and category-B services.
- b. The stationery cost shall prevail as per the tender finalized for this purpose from time to time.
- c. The existing share of the service providers, shall also remain unchanged.
- d. The IT infrastructure cost, at Rs. 3 and Rs. 5 for category A and B services shall remain unchanged too.
- e. The implementing authority, ESD-MeeSeva, in view of the ever increasing burden of technical and manpower costs, may be entitled to receive a proportionate increase in its share of revenues.

P.T.O

- f. The entire benefit of the proposed increase in user charges of Rs.10/- per transaction for both category A and category B services, after deducting the proportionate ESD share, shall accrue to the Village Level Entrepreneur.
5. In the 170 Government Urban MeeSeva centres, where the service providers administer these service centres through the service provider's employees, the incremental revenues collected from these Government-run Urban MeeSeva centres shall be retained by the office of Director, ESD-MeeSeva. Since the service providers are required to maintain these Government Urban MeeSeva centres, upto 30% of the incremental revenues shall accrue to the service providers for operational costs that include hardware and software maintenance and other office infrastructure upkeep of the Government urban MeeSeva centres.
6. The existing and proposed user charges for categories "A" and "B" transactions in ESD (MeeSeva) is shown in the below Table-1:

Table-1 : Existing and Proposed User Charges for Categories "A" and "B" Transactions in ESD(MeeSeva)

Category	Existing User Charges	Proposed User Charges
A	Rs.25/-	Rs.35/-
B	Rs.35/-	Rs.45/-

7. After careful examination of the issue, the Government permits the Director ESD (MeeSeva), to enhance the existing user charges as shown in the last column of Table 1, subject to the conditions laid down in paragraphs 4 and 5.
8. The revised rates shall come into force with immediate effect and the Director, ESD (MeeSeva), AP is requested to take necessary action accordingly. These orders are issued with the concurrence of Finance Department vide their U.O.No.36022/185/2017 dated.08.09.2017.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

K. VIJAYANAND
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Director, ESD (MeeSeva), Vijayawada
All the Joint Collectors & Additional Director, ESD (MeeSeva) of A.P.

Copy to:
The Chief Secretary to Govt.
All Spl. Chief Secretaries, Prl. Secretaries, Secretaries to Govt.
The Chief Commissioner for Land Administration, O/o CCLA
The IG, Registration and Stamps Dept.
The Director Municipal Administration
All the District Collectors of A.P.
The MD, APTS
The Director of Treasuries & Accounts, A.P. Hyderabad.
Finance (Expr.GAD.II) Dept.
The PS to Hon'ble Minister for IT
The PS to Prl. Secretary, IT
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SECTION OFFICER