

R.N.I.No. TELMUL/2016/73158.  
HSE No. 1051/2023-2025.

[Price: ₹.: 15-00.]



**తెలంగాణ రాజ పత్రము**  
**RULES SUPPLEMENT TO PART-I**  
**EXTRAORDINARY**  
**OF**  
**THE TELANGANA GAZETTE**  
**PUBLISHED BY AUTHORITY**

---

No. 04] HYDERABAD, THURSDAY, APRIL 10, 2025.

---

**NOTIFICATIONS BY GOVERNMENT**

—x—

**INFORMATION TECHNOLOGY ELECTRONICS AND**  
**COMMUNICATIONS DEPARTMENT**  
**(ADMN)**

e-GOVERNANCE, ELECTRONIC SERVICE DELIVERY AND  
STATE GOVERNMENT ROLE - 'ELECTRONIC SERVICE  
DELIVERY RULES, 2025'.

***[G.O.Ms. No. 4, Information Technology Electronics &  
Communications (Admn), 10<sup>th</sup> April, 2025.]***

In exercise of the powers conferred by sub-section (1) of section 90 read with sub-sections (1) and (2) of section 6 of the Information Technology Act, 2000 (central Act No.21 of 2000) and in supersession of the Telangana Information Technology (Electronic Service Delivery) Rules, 2011 issued in G.O.Ms.No.10, Information Technology and Communications (Infrastructure) Department, Dated: 18-10-2011, the Government of Telangana hereby makes the following rules, for use of electronic records and electronic signatures in Government and its agencies:-

[1]

G -41/1.

RULES**1. Short Title, Extent and Commencement:**

- (a) These Rules may be called the Telangana Information Technology (Electronic Service Delivery) Rules, 2025
- (b) They shall extend to the whole of the State of Telangana.
- (c) They shall come into force on the date of their publication in the Official Gazette.

**2. Definitions. –** In these Rules, unless the context otherwise requires, -

- (a) **“Act”** means the Information Technology Act, 2000 (Central Act 21 of 2000) (hereinafter referred to as Act);;
- (b) **“MeeSeva Franchisee”** means an operator of an electronically enabled kiosk, who is permitted under these Rules, to deliver public services to the users with the help of a computer resource, following the procedures prescribed herein ;
- (c) **“Service Centre Agency (SCA)”** means a body corporate authorized by the Director of Electronic Service Delivery, to establish and manage a system of delivering services electronically, in accordance with these Rules. The **Service Centre Agency (SCA)** can also be a Department or Agency of the Government ;
- (d) **“Body Corporate”** means any company and includes a firm, sole proprietorship or other association of individuals engaged in commercial or professional activities ;
- (e) **“Certificate”** means a certificate or the certified copies required to be issued by a Statutory Authority empowered under any Act, Rule, Regulation or Order of the Government, to issue a certificate to confirm the status, right or responsibility of a person, natural or artificial, in accordance with any such Act, Rule, Regulation or Order of the Government and includes a certificate in electronic form printed and issued by an MeeSeva franchisee or an **Service Centre Agency** or /the State Electronic Records Repository on such special stationery as may be prescribed by the respective departments ;

- (f) **“Competent Authority”** means a Statutory Authority, empowered under any Act, Rule, Regulation or Order of the Government to issue a certificate or grant of a License, permit, sanction or approval or for authorizing a payment or receipt on behalf of the Government ;
- (g) **“Electronic Signature Certificate”** means the certificate issued under sub-section (4) of section 35 of the Act ;
- (h) **“Digitally Signed Database”** means a collection of data or information created, stored and managed in electronic form and authenticated by a Statutory Authority or a Competent Authority using his or her **Digital Signature Certificate** ;
- (i) **“Director of Electronic Service Delivery”** means the official of the Government notified as the Director of Electronic Service Delivery ;
- (j) **“Electronic Service Delivery”** means the delivery of public services in the form of receipt of forms and applications, issue or grant of any license, permit, certificate, sanction or approval and the receipt or payment of money by electronic means following the procedure prescribed hereunder ;
- (k) **“One Stop Shop Centers (OSS)”** The Government of Telangana had established around 800 One Stop Shops (OSS) with Self Help Groups women in 2015-16 in collaboration with the StreeNidhi Credit Cooperatives Federation (SN) with an aim of serving MeeSeva and banking services to rural communities. StreeNidhi had identified and trained the suitable Self Help Groups women who are having 10+2 or 10+3 qualification to run these One Stop Shop centers and Commissioner, ESD had developed the required portal and provided the necessary trainings on services of MeeSeva. These One Stop Shop centers are now providing MeeSeva services on par with other MeeSeva franchisees.
- (l) **“Public Service”** means any service provided by the Government or any of its agencies either directly or through any Service Centre Agency, which shall include, inter alia, the receipt of forms and applications, issue or grant of any license, permit, certificate, sanction or approval and the receipt or payment of money ;

- (m) **“State Electronic Records Repository”** within the Information Technology & Communications department is an electronic repository of the Departments’ Digitally Signed Records for the purpose of accessing such certificates at a centralized/decentralized locations and printing and delivering them to the citizens through courier or by post.

**3. Use of Digital Signature Certificates for Electronic Service Delivery:**

- (1) It shall be lawful for the Competent Authorities and other Statutory Authorities to deliver public services adopting the system of Electronic Service Delivery with the use of Digital Signature Certificates, in accordance with these Rules.
- (2) The nature of the license, permit, certificate, sanction or approval and of the receipt or payment of money, which can be effected under the system of Electronic Service Delivery, shall be such as those notified by the Director of Electronic Service Delivery from time to time.
- (3) Any license, permit, certificate, sanction or approval delivered in accordance with these Rules shall be admissible in any proceedings, without further proof or production of the original, as evidence of any contents of the original or of any fact stated therein of which direct evidence would be admissible.
- (4) The receipt or payment of money by or in favour of Government adopting the system of Electronic Service Delivery shall be deemed to be a receipt or payment effected in compliance with the Financial Code and Treasury Code of the Government.

**4. Duty of the Government to deliver all public Services through electronic mode :-**

- (1) Every Competent Authority/ the Heads of the Department shall publish as prescribed within Ninety days from the coming into force of these Rules:-
  - (a) All public services of the department, agency or body which are not currently delivered in electronic mode through MeeSeva;
  - (b) The department/Agency or body shall ensure that any new public service shall be delivered in electronic mode through MeeSeva within Ninety days

- (c) Further every portal managed by any Department for Electronic Services Delivery should capture user credentials like name, address/contact number in orders to ensure that there is no fraudulent application
  - (d) The manner of delivery of such services and their service levels;
  - (e) The designated officers for delivery of each such service through electronic mode and, thereafter, review and update these publications every year.
- (2) Notwithstanding anything stated above,
- the competent authority / the Heads of the Department, while introducing electronic services, shall ensure that all the statutory services delivered electronically shall not be delivered in manual format.

**5. Powers of Director of Electronic Service Delivery:-**

- (1) The Government of Telangana has laid out a clear vision to create a knowledge society by using Information Technology in all aspects of development and governance. Pioneering efforts are being made to reach the benefits of Information Technology to the citizens - urban and rural, rich and poor, literate and illiterate and has created eSeva (Electronically Deliverable Services) to provide Citizen Services.
- (2) The Director of Electronic Service Delivery shall have the powers specified in these Rules, including the power to grant, suspend or revoke authorization to the Service Centre Agency, notification of Information Technology systems as 'protected systems', within the meaning assigned to the same under the Act, basing on the satisfactory results of audit of systems engaged in Electronic Service Delivery, and such other powers as the Government may notify from time to time.
- (3) It shall be the responsibility of the Director of Electronic Service Delivery to ensure that the system of Electronic Service Delivery, specified under these Rules functions efficiently and effectively for the benefit of the users.

**6. Notification of Competent Authorities**

- (1) All the departments of the Government shall inform Director of Electronic Service Delivery, the list of Competent Authorities in respect of different public services and local limits of their respective jurisdictions in the State. The information shall specify the nature of such service, the names of the competent authorities, the period of effectiveness of the authority and the extent of jurisdiction.

- (2) It shall be the responsibility of the respective appointing/controlling authorities of Competent Authorities to inform the Director of Electronic Service Delivery immediately with respect to retirements, transfers, suspensions or termination from services of employees holding positions of Competent Authorities and also shall get these changes implemented in their respective software applications through their technology partners. The above process should be part of charge handing over and taking over consequent on such retirements, transfers, suspensions or termination from services of employees. **The communication is received from respective departments via email/letter**

- (3) The Director of Electronic Service Delivery shall publish all such notifications and changes appropriately in the MeeSeva Portal for the information of general public, the Authorized Service Providers for Electronic Service Delivery and the MeeSeva franchisees.

#### **7. Service Centre Agency for Electronic Service Delivery**

- (1) The Director of Electronic Service Delivery may authorize body corporate suitably qualified, equipped for the purpose and selected through the specified process to undertake activities required for delivery of public services electronically by entering into an agreement.
- (2) It shall be the responsibility of the Service Centre Agency to provide the notified services electronically to the users in conformity with these Rules, by establishing the required electronic delivery infrastructure and a network of MeeSeva franchisees in coordination with the Director of Electronic Service Delivery on mutually agreed terms.
- (3) The Service Centre Agency shall be accountable for the efficiency, quality and accuracy of the services provided. The participating departments may, for this purpose, lay down norms on the efficiency, quality and accuracy in provision of their respective services, in the form of service levels.

#### **8. Suspension and Revocation of Authorization by Director of Electronic Service Delivery**

- (1) The Director of Electronic Service Delivery may, if he is satisfied after making such enquiry, as he may think, that the Service Centre Agency or any MeeSeva franchisee has made a statement in, or relation to, the application for the issue or renewal of the authorization, which is incorrect or false in material particulars; failed to comply with the terms and conditions subject to which the authorization was granted; failed to maintain the procedures and standards under this Act, any rule, regulation or order made there under, revoke the authorization of such Service Centre Agency.

(2) The Director of Electronic Service Delivery may not revoke the operation of an authorization of an Service Centre Agency unless the Service Centre Agency.

(3) has been given a reasonable opportunity of showing cause against the proposed revocation.

(4) The Director of Electronic Service Delivery may, if he has reasonable cause to believe that there is any ground for revoking a authorization under sub-rule (a), by order suspend such authorization pending the completion of any inquiry ordered by him;

Provided that no authorization shall be suspended for a period exceeding ten days unless a notice of 15 days is given to the SCA by the Director of Electronic Service Delivery, explaining the circumstances necessitating the revocation of the authorization, examine the explanation, if any, submitted by the SCA in response to such a notice, before coming to a conclusion to revoke the authorization.

(5) As soon as may be after an authorization is revoked, the Director of Electronic Service Delivery shall make alternative arrangements for delivery of services electronically, to the extent they are adversely impacted by such revocation.

(6) No Service Centre Agency whose authorization has been suspended or any MeeSeva franchisee appointed by such SCA shall provide any notified services electronically to the users in conformity with these Rules, during such suspension.

Where the authorization of a MeeSeva franchisee is suspended or revoked, the Director of Electronic Service Delivery shall publish notices of such suspension or revocation, as the case may be, in the State Portal.

**9. Commencement of Operation by Service Centre Agency:** The Service Centre Agency shall commence its commercial operation for Electronic Service Delivery (ESD) only after –

(1) It has confirmed to the Director of Electronic Service Delivery the adoption of procedures and standard specified under these Rules; and

(2) It has installed facilities and infrastructure associated with efficient delivery of electronic services and in an error-free manner.

- 10. Requirements prior to Cessation as Authorized Service Centre Agency:** Before ceasing to act as an Service Centre Agency, such an Service Centre Agency shall, give notice to the Director of Electronic Service Delivery of its intention to cease acting as an SCA:

Provided that

- (1) the notice shall be made ninety days before ceasing to act as SCA or ninety days before the date of expiry of authorization;
- (2) Advertise sixty days (60) before the expiry of authorization or ceasing to act as a Service Centre Agency, as the case may be, the intention in such daily newspaper or newspapers and in such manner as the Director of Electronic Service Delivery may determine;
- (3) Make a reasonable effort to ensure that discontinuing its certification services, causes minimal disruption to its MeeSeva franchisees and users.

**11. Uniform procedure for sanction of new MeeSeva franchisees in all the Districts in the State**

(1) Sanction of new MeeSeva franchisee centers

- (2) The Collector of the concerned District being the head of DeGS (District eGovernance Society) is the Authority to sanction the franchisee centers in the District".

(a) The DeGS Committee members shall be as follows:-

- Collector/District Magistrate - Chairman
- Additional Collector (Revenue) - Convener/Additional Director of ESD
- Commissioner of Police/Superintendent of Police - Member
- Additional Collector (LB) - Member
- District Rural Development Officer - Member
- Municipal Commissioner - Member
- District Panchayat Officer - Member
- Superintendent Engineer, Electricity Department - Member
- District Transport Officer - Member
- District Registrar, Registration & Stamps - Member
- Deputy Commissioner Labour Department - Member
- District Civil Supplies officer - Member
- NGO Representative/Industrialist Representative
- eDistrict Manager - Member

- (b) The Additional Collector (Revenue) is designated as Additional Directors, Electronic Services Delivery (ESD) in place of Joint Collectors.

**(3) Viability criteria for sanctioning of new MeeSeva centers (Annexure-IV):**

The DeGS may decide about the location i.e. village/ward of the MeeSeva centre based on the following criteria:

- (a) Average population per existing MeeSeva centers as per 2021 (Population Projected)
- (b) No of working MeeSeva centers/Active Common Service Centre/One Stop Service Centers
- (c) No of MeeSeva centers with zero or very low transactions
- (d) Distance from Existing MeeSeva center/Active Common Service Centre/One stop Service Centers
- (e) **The distance and population criteria shall be as follows:-**
  - (i) There should be at least one MeeSeva Centre per Panchayat, subject to the condition of one center up to 5000 population. In Gram Panchayats, where habitations are dispersed and spread out, especially in forested areas/hill areas/tribal areas/arid regions/inaccessible terrains, DeGS can permit additional centers to be set up in habitations with a population of less than 5000.
  - (ii) New Centers can be sanctioned by assessing the viability based on the following Parameters.
    - (1) In GHMC limits, one center for a population of 15,000 and no new center to be allotted within a distance of 1 Kilo Meter radius from the existing MeeSeva/Active Common Service Centre/One Stop Service Center.
    - (2) In Urban areas other than GHMC for every 10,000 Population with distance of 2 Kilo Meters radius from the existing MeeSeva/Active Common Service Centre/One Stop Service Center.
    - (3) Rural and Semi-Urban areas, for every 8,000 Population with distance of 3 Kilo Meters radius from the existing MeeSeva/Active center/One Stop Centre.
  - (4) In order to ensure uniformity and transparency in sanctioning of new MeeSeva franchisee centers, following procedure shall be followed.
    - (a) Publishing in daily newspapers seeking applications from the individuals for sanction of franchisee centers in the locations identified.

**G -41/2.**

The eligibility criteria are as under:-

- (i) Graduation or above;
  - (ii) Computer certification course;
  - (iii) Age criteria 21 years to 44 years;
  - (iv) Willingness to invest in required infrastructure;
  - (v) Police clearance certificate for selected candidates;
  - (b) Mandal is Criteria for Local candidate
  - (c) Conducting a written test exam.
  - (d) Followed by Interview
  - (e) Due representation shall be given to the under privileged/disabled youth and other such sections of the society to the extent possible while selecting individuals
- (5) All the newly allotted franchisees in all the Districts shall come under the purview of existing Service Centre Agencies towards Franchisee management, as allotted by Commissioner of Electronic Service Delivery.
- (6) **II. Change of location for MeeSeva franchisee**
- (a) The Collector shall be the authority to approve shifting of location of Franchisee centre from the location originally granted for a valid reason subject to the viability criteria mentioned in Annexure -IV
  - (b) It should be within the Gram Panchayat Area up to 1 KM. it should not be shifted to other Village or Mandal Headquarter.
- (7) **III . Cancellation of MeeSeva franchisees**
- (a) The Collector shall have authority to cancel the permission granted to any Franchisee if:
    - (i) The performance is not satisfactory in terms of number of transactions/ center timings/behavior with citizens;
    - (ii) The Franchisee indulges in activities like excess collection of charges/ misuse of Secured stationary/commits fraud;

- (iii) Fails to serve the citizens satisfactory according to orders issued by the Government from time to time; and
- (iv) The Collector has to give reasonable opportunity i.e. a show cause notice to be issued before cancellation/any action on the concerned MeeSeva franchise

(b) The Collectors shall periodically review the performance of the Franchisees on important parameters of quality of service. Wherever the performance of the franchisee is very low, the same shall be cancelled

**(8) Commissioner of ESD, MeeSeva shall have concurrent authority to sanction /location change and to cancel the Franchisee centers in all the districts by following the same process as mentioned in rule 11.**

**(9) The Commissioner, ESD will be the Appellate authority**

**(10) Change of Ownership :**

(a) The ownership of the Franchisee centers is not transferable/heritable except with the prior approval of the Commissioner, ESD, MeeSeva in following circumstances.

- (i) **Deceased:** Within family members- by verifying the FSC Card/Family member certification or any other relevant document
- (ii) **Health related issues:** The supporting documents submitted by the applicant may be verified through the medical invalidation team in the Medical and Health Department
- (iii) **Job opportunities:** In case where a MeeSeva franchisee owner gets a Job, the MeeSeva franchisee can be transferred in the name of the operator working in the same MeeSeva franchisee by conducting comprehensive checks on their eligibility criteria and operator login details available with Service Centre Agency.
- (iv) Eligibility Criteria as followed during the sanction of new MeeSeva centers have to be checked for change of ownership.
- (v) In case MeeSeva wants to relinquish and person coming then a selection process to be followed i.e. conducting a written test exam and followed by interview.

(11) **Training and other issues.**

- (a) The MeeSeva franchisee should be fluent in speaking, reading and writing the local dialect as well as have base level knowledge of English language.
- (b) The MeeSeva franchisee should undergo a behavioral as well as assessment test for Information Technology, Telugu and English language skills.
  - (i) The Authorized Service Provider shall ensure that all the MeeSeva franchisees obtain Digital Signature Certificates before they are permitted to deliver any public service electronically.
  - (ii) The Authorized Service Provider may also impart appropriate training to the MeeSeva franchisee to impart them the skills required to deliver the electronic services efficiently and in an error-free manner.
  - (iii) The Model Terms and Conditions for appointment of MeeSeva franchisees is at Annexure I and the Declaration to be signed by the MeeSeva franchisee for Delivering the Electronic Services is at Annexures II and III.

- 12. The Director, ESD, through a state level committee appointed by Government shall explore various Online/Commercial services in to MeeSeva centers so as to provide better services to citizens in an uniform basis.
- 13. **Creation of repository of digitally signed electronic records by Government Authorities:** All Government Authorities, Statutory Authorities or Certificate Issuing Authorities, empowered by any Act, Rule, Regulation or order of the Government, to issue any license, permit, certificate, sanction or approval, may, as soon as can be, after the coming into effect of these Rules create, establish and maintain a repository and database of digitally signed electronic records together with the associated software applications and workflow to enable electronic delivery of such licenses, permits, certificates, sanctions or approvals as the case may be. For such purpose, Head of the Department controlling several Statutory Authorities or Government Authorities may establish and maintain a centralized application and a repository of digitally signed electronic records or determined by Director, ESD.

**14. Creation of Electronic repository of data for better Electronic Service Delivery**

- (1) In order to improve the Electronic Service Delivery System, Director of ESD shall utilize the required data from Government Departments, historical data of Electronic Service Delivery related projects. The Director ESD shall create an Electronic Repository using the above data.
- (2) All the departments shall provide the requested data through a web service to Director, ESD in order to facilitate the authorities of respective departments in decision making on the services availed by the citizens.
- (3) The Director ESD shall utilize this data to identify any duplicates/ineligibilities for any welfare related activities.

**15. Procedure for making changes in a repository of digitally signed electronic records:**

- (1) Any Statutory Authority, Government Authority or Competent Authority, either suo moto, or on an application by an interested party, may make or order to make an appropriate change in a repository of digitally signed electronic records, after following the procedure prescribed in the relevant Act, Rule, Regulation or Order.
- (2) Any such authority shall have privileges for making or ordering changes only in respect of the electronic records pertaining to their own jurisdiction.
- (3) Any change effected to any record in a repository of digitally signed electronic records, and any addition or deletion of a record from such repository of electronic records shall invariably be digitally signed/letter and an electronic audit trail of all such changes shall be maintained.

**16. Creation of secure application software for Electronic Service Delivery**

- (1) All the Departments of the Government participating in the scheme of Electronic Service Delivery, shall get appropriate software applications created, using which, the Statutory Authority, Government Authority or Competent Authority, digitally signs the license, permit, certificate, sanction or approvals, and get the same audited by a third party agency, so as to ensure its security, reliability, performance and consistency, before it is deployed.

- (2) Every Service Centre Agency shall create its own application software in consultation with the respective departments, which will enable such SCAs to deliver electronic services in accordance with these Rules in coordination with the Director, ESD on mutually agreed terms.
- (3) Such application software shall, inter alia, possess the following features and capabilities
  - (a) Secure Login of MeeSeva franchisees and other employees of the Authorized Agency, as are required to access the application system, through use of secured login.
  - (b) Secure access of MeeSeva franchisees, to the repositories of digitally signed electronic records maintained by the Government Authorities, Statutory Authorities and Competent Authorities, for printing and delivery of the digitally signed license, permit, certificate, sanction or approvals;
  - (c) Assigning of a unique identification to each license, permit, certificate, sanction or approval and to the voucher or receipt issued by any MeeSeva franchisee while providing electronic services to the citizens;
- (4) The application software shall comply with the requirement of the Information Technology (use of Electronic Records and Digital Signatures) Rules. The Director of Electronic Service Delivery shall get such software application audited by a third party agency, as to its security, reliability, performance and consistency, before it is deployed by the Authorized Agency.

**17. Delivery of Electronic Services by the MeeSeva franchisee / SCA/ Director of State Electronic Records Repository**

- (1) On a request made by a user for provision of a service, relating to the issue of any license, permit, certificate, sanction or approval and to the receipt or payment of money, the MeeSeva franchisee shall access the respective departmental repository of digitally signed electronic records through their secured application specified in Rule 14 above, in respect of any license, permit, certificate or approval or the database in respect of any payment or receipt.
- (2) The MeeSeva franchisee shall be permitted to have such access only with the use of his or her digital signature certificate.
  - (a) MeeSeva franchisee shall use Digital Signature certificate to sign each transaction receipt or payment of money, which can be effected under the system of Electronic Service Delivery

- (b) MeeSeva franchisee is signing the receipt/certificate issued to the customer as an acknowledgement of receipt of Payment. In the absence of the Authorised Agent, his/her Operator is signing physically.
  - (c) If the Digital Signature is implemented for Authorised Agents all the transactions shall be signed digitally and the log of the signatures will be stored in the Service Centre Agency/Authorized Agent Database.
  - (d) There will a proof of transaction performed by the Authorised Agent even if any other operator performs the transactions and signs the receipt.
- (3) The MeeSeva franchisee shall accept the prescribed fees, tax, duty, payment along with the applicable service charge, download the related license, permit, certificate, sanction or approval or the database record relating to any payment or receipt, print the license, permit, certificate, sanction or approval from the repository of digitally signed electronic records, or the payment voucher or receipt from the relevant database, and print the document using the secure application software.
- (4) The document relating to any license, permit, certificate, sanction or approval shall consist of the following information
  - (a) The license, permit, certificate, sanction or approval in the form prescribed in the relevant Act, Rule, Regulation or Order;
  - (b) The name and designation of the Competent Authority, Statutory Authority or Government Authority who had digitally signed the electronic record along with the date and time of creation of such record;
  - (c) A declaration automatically generated in the name and designation of the current incumbent of the office of Competent Authority, Statutory Authority or Government Authority, to the effect that the electronic record was preserved from the time it was originally signed digitally till date, adopting the prescribed security procedure;
- (5) The MeeSeva franchisee shall issue a printed receipt for all payments received.
- (6) In case any exigency like health issues, away from head quarters, death etc, the Director is authorized to change Admin login authorization to family members/operators so as to provide MeeSeva services to the citizens.

**18. Verification of Digitally Signed documents**

- (1) The respective participating department shall cause to be created a system (portal/website) of online verification of any license, permit, certificate, sanction, approval or receipt in a particular manner delivered by any MeeSeva franchisee/ State Electronic Records Repository in the course of the delivery of any notified electronic service.
- (2) Any person or authority, desirous of verifying the authenticity of any document or certificate issued under these Rules, may access such portal/website using the unique number printed on the document sought to be verified.

**19. Audit of the Information Systems and Accounts of SCA**

- (1) The Director of Electronic Service Delivery may cause an audit to be conducted of the records and accounts of the Authorized Agencies in the State, at such intervals as deemed necessary by an agency empanelled as an information security auditing organization.
- (2) Such an audit may cover aspects such as the security, confidentiality and the privacy of information, the functionality and performance of any software application used in the Electronic Service Delivery and the accuracy of accounts kept by the Authorized Agencies.
- (3) It shall be incumbent on the Authorized Agencies to provide such information and assistance to the audit agencies, to comply with the directions given by the audit agencies and to rectify the defects and deficiencies pointed out by the audit agencies.

**20. Use of Special Stationery in Electronic Service Delivery**

The special stationery used for delivery of the services shall be prescribed by the respective departments. The Authorized Agencies shall use the said special stationery for delivering the services.

**21. Penalty for contravention of Rules**

Whoever knowingly or intentionally contravenes any provisions of these Rules, for the contravention of which no punishment has been separately provided in the Act, shall be punishable with imprisonment up to six months, or with fine which may extend up to fifty thousand rupees, or both.

**22. Penalty for committing fraud**

Whoever knowingly or intentionally commits a fraud, like using of MeeSeva brand or providing MeeSeva services without valid MeeSeva authorization causing wrongful loss to any Government agency or to user, by fraudulent misuse of the Electronic Service Delivery system, shall be punishable with imprisonment term that may extend up to 3 years, and shall also be liable to fine up to Rs.50,000/-.

**23. Penalty for misrepresentation**

- (1) Whoever makes any misrepresentation to, or suppresses any material fact from the Director of Electronic Service Delivery for obtaining any authorization, shall be punished with imprisonment for a term which may extend to two years, or with fine which may extend to one lakh rupees, or with both.
- (2) In order to have uniform procedure, the following guidelines may be kept in view, while dealing the complaint cases, irregularities by MeeSeva franchisees.

| S. No<br>(1) | Type of Irregularities by<br>MeeSeva franchisee<br>(2)                                      | Category<br>(3)           | 1st Instance<br>(4)                                   | 2nd Instance<br>(5)       | 3rd Instance<br>(6)             |
|--------------|---------------------------------------------------------------------------------------------|---------------------------|-------------------------------------------------------|---------------------------|---------------------------------|
| 1)           | Irregular timings of the center                                                             | Contravention<br>of Rules | 2000                                                  | 3500                      | 5000                            |
|              | Not displaying the service charges<br>chart/ Not Maintaining Secured<br>Stationary Register |                           |                                                       |                           |                                 |
|              | Not displaying the Parishkram Call<br>Center, Tahsildar Number, eDM<br>Contact Number       |                           |                                                       |                           |                                 |
|              | Closing the center without prior<br>intimation to District<br>Administration                |                           |                                                       |                           |                                 |
|              | Misbehavior with Customers                                                                  |                           |                                                       |                           |                                 |
|              | Denial of Services                                                                          |                           |                                                       |                           |                                 |
| 2)           | Excess Collection from Citizens<br>more than prescribed charges                             | Committing<br>fraud       | 5000                                                  | 10000                     | Removal of<br>the<br>franchisee |
| 3)           | Running of the MeeSeva<br>center/operator login at<br>unauthorized location                 | Contravention<br>of Rules | 10000 and<br>deactivation<br>of MeeSeva<br>for 15days | Removal of the franchisee |                                 |
| 4)           | Running centre by unauthorized<br>persons                                                   | Contravention<br>of Rules | 10000 and<br>deactivation<br>of MeeSeva<br>for 15days | Removal of the franchisee |                                 |
| 5)           | Collusion of VLEs with concerned<br>department officials and<br>supporting for malpractices | Committing<br>fraud       | 50000                                                 | Removal of the franchisee |                                 |
| 6)           | Misuse of Secured Stationary                                                                | Committing<br>fraud       | Removal of the franchisee and legal procedure         |                           |                                 |

G -41/3.

**24. Guidelines to the participating Departments to create a secured application for processing the requests:**

The Powers are vested with Director of Electronic Service Delivery to issue the regulations consistent with the Act, and any Rules made there under, by the Central or State Government, to carry out the purposes of these Rules, which may including the following aspects:

- (1) The manner of creating, establishing and maintaining the repository of digitally signed electronic records are in State Data Centre;
- (2) The manner of encrypting sensitive electronic records requiring confidentiality, while they are digitally signed;
- (3) The manner of implementing the security guidelines, including the requirements for the storage and management restrictions for downloading the certificates onto browsers and of complying with the requirements of Competent Authorities;
- (4) The requirements for maintaining audit trails of all changes made to digitally signed databases from time to time;
- (5) The manner of digitally signing the event of deletion of a record from the repository of digitally signed electronic records authorized by respective departments,;
- (6) The manner of provisioning secure access to the repository of digitally signed electronic records; and
- (7) The norms on the service levels to be complied with by the Authorized Agency;
- (8) The format or formats of the documents and declarations referred to therein; and
- (9) Procedure for online verification of transactions, envisaged in Rule

**ANNEXURE-I**

[See Rule 11 (11)(iii)]

**Model Terms and Conditions for appointment of MeeSeva franchisees**

The terms and conditions for the functioning of the MeeSeva franchisees shall inter alia include the following—

- (1) The MeeSeva franchisee shall establish infrastructure and information technology resources as per the prescribed standards and requirement;
- (2) The MeeSeva franchisee shall render all the notified and permitted services as per the provisions of these Rules;
- (3) The MeeSeva franchisee shall maintain an accurate audit trail of all operations;
- (4) The MeeSeva franchisee shall print the correct information or document without any errors, omissions or misrepresentations as available in the electronic form on the prescribed stationary.

- (5) The MeeSeva franchisee shall use the Electronic Service Delivery (ESD) for purposes specified in these Rules, avoiding unauthorized, illegal or malafide uses of ESD systems.
- (6) The MeeSeva franchisee shall maintain appropriate security controls to protect its information technology resources and processing facilities as prescribed by the Authorized Agency.
- (7) The MeeSeva franchisee shall attend the training as prescribed by the SCA for efficient rendering of services to the users.
- (8) The MeeSeva franchisee shall accept any other related obligation(s) as may be notified under the Rules and any Regulations or Order made there under;

#### **Annexure II**

[See Rule 11 ((11)(iii)]

#### **Declaration to be signed by the MeeSeva franchisee for Delivering the Electronic Services**

I,....., having been appointed as an MeeSeva franchisee by M/s. .... (Name of the SCA) having its registered office at ....., to electronically deliver services as notified under the AP Information Technology (Electronic Service Delivery ) Rules 2011 with the location of my IT Center / kiosk / Common Service Centre at ..... (location), make the following declaration.

- (1) That the computer output in the form of computer printouts attached herewith is the correct representation of its original as contained in the computer systems accessed by me for providing the service.
- (2) That the information contained in the computer printouts has been produced from the aforesaid computer systems during the period over which the computer was used regularly.
- (3) That during the said period, information of the kind contained in the computer printout was regularly recorded by the aforesaid computer systems in the ordinary course of the activities.
- (4) That throughout the material part of the said period, the computer was operating properly, and there have been no such operational problems that affect the accuracy of the electronic record contained in the aforesaid computer systems.
- (5) I will follow the operational guidelines as shown at Annexure - III

That the matter stated above is correct to best of my knowledge and belief.

Signature of AA:

Name of AA:

Public Key of Digital Signature of AA:

**Annexure III****[See Rule 11 (11)(iii)]****Operational Guidelines MeeSeva franchisee for Delivering the Electronic Services**

1. The Center owner should maintain minimum Timings from 10:00 AM to 05:00 PM
2. The center owner should run the MeeSeva at the sanctioned location only.
3. The MeeSeva owner should do at least 30 monthly transactions in each login. If not, operator login will be disabled.
4. The MeeSeva center's internal and external painting should be as specified by the Commissioner ESD(MeeSeva).
5. The MeeSeva Owner should place the Citizens Charter, Signed Board, and MeeSeva Logo in the MeeSeva center.
6. The MeeSeva Owner should display the Toll-free number, Mandal Tahsildar number, eDistrict Manager, and DM Mobile numbers in the center.
7. The MeeSeva operator should renew the agreement in time. If he fails to renew the agreement within the due date, the MeeSeva franchisee should approach The Commissioner ESD(MeeSeva) with a valid reason for renewal.
8. The MeeSeva owner should maintain minimum facilities for Citizens who are availing the services.
9. The MeeSeva owner should maintain a secured stationary register up to date.
10. The allotted secured stationary is not shareable with other MeeSeva centers. The MeeSeva owner is responsible for the misuse of the secured stationary allotted.
11. The MeeSeva franchisee should work for promotion of Digital literacy in the area/District when ever/wherever there is need to such improve this activity.

That the matter stated above is correct to best of my knowledge and belief.

Signature of AA:

Name of AA:

Public Key of Digital Signature of AA:

**Annexure IV – Viability Criteria****(See Rule 11(3)(6) and (10))****Identification of New MeeSeva centers**

- I. Population as per 2021 (project)
- II. Number of MeeSeva centers working/Active Common Service Centre/One Stop Service Centers
- III. Average population per MeeSeva
- IV. No of MeeSeva centers with zero or very low transactions
- V. Distance from Existing MeeSeva center/Active Common Service Centre/ One Stop Service Centers
- VI. Scope of new MeeSeva centers

**JAYESH RANJAN,***Special Chief Secretary to Government.*