To,

CEOs of all States/UTs.

Sub: - Services to be rendered by CSC E Governance India Ltd. – regarding.

Sir/Madam,

I am directed to refer to the Commission’s letter No. 23/1/2013 (CSC)-ERS, dated 15.04.2013 forwarding therewith a copy of Memorandum of Understanding (MoU) dated 04.04.2013 signed between CSC E Governance Services India Limited and Election Commission of India regarding the electoral services to be rendered to citizens. CEOs of several States have entered into contract/agreement with CSC at their own level and taking these services through CSC.

As CSC is having a large network in rural and urban areas in the country with adequate infrastructure and manpower, and presently providing many utility services to citizens of India through their centres, the Commission has decided to expand scope of electoral services like search facility in the electoral roll and online filing of various registration forms e.g. Forms 6, 6A, 7, 8,8A etc. to the citizens through CSC in the States, on the following terms and conditions, as additional way for providing various services to citizens.

1. CEOs of the States and UTs will evaluate if services from CSC are required as one of the channel besides existing mechanism or if existing mechanism is to be stopped and given to CSC. Based on the evaluation they will engage CSC for providing service to the citizens. If CEOs decides to take such services of CSC, NDA and SLA (following existing CISO guidelines) will be signed between CSC and CEOs State wise.

2. CSC will not be permitted to profile the data obtained for electors while submitting applications for modification, correction etc. in any way.

3. The charges for transaction for electoral registration application forms, printing of electoral roll per page, submission of form EPIC-001, tracking of application status and registration of complaint on NGS through CSC will not exceed Re.1/-
4. For enrolment and form processing the rate will not be exceeding Re.1/-, if online application is to be submitted and attached soft copy provided by the applicant for needful document and photograph.

5. Rate will not be exceeding Rs. 2/- if taking a photograph through web camera and scanning documents for uploading is involved (Re.1/- for form processing and Rs.1/- for Photo and scanning documents).

6. No hard photograph will be taken from applicant or preserved in the computer at CSC centre.

7. For fresh enrolment at CSC centre, documentary proof of Date of Birth shall be insisted on.

8. EPIC – Cost of EPIC preparation will not be exceeding Rs. 30/-, including all charges such as cost of card, printing and delivery to concerned elector, as per time limit fixed as 7 days max for generation and additional 8 days for delivery to the applicant at home. If time limits are not met with then no charges are payable to CSC.

9. For replacement EPIC also, the cost will not be exceeding Rs. 30/- including cost of card, delivery to concerned elector, as per time limit fixed as 7 days max for generation and additional 8 days for delivery to the applicant at home. If time limits are not met with then no charges are payable to CSC. However, if collection is done by applicant at CSC, the cost should not exceed Rs. 25/-. 

10. CSC service centres will be prominently popularise as ECI voter’s facilitation centres by way of putting a board in front of the centre and by way of putting posters, banners and publicity material inside the centre. The draft design of board with logo and other material will be separately provided by SVEEP division to CEOs.

11. The electoral data, NGS & Voter helpline 1950 will be integrated with CSC, for which necessary action will be taken by ICT divisions of the Commission.

12. IT division of the Commission will provide necessary API to CSC for facilitating transactions electronically between CSC centres and respective EROs/ DEOs.

13. SPV-CSC and ER division of ECI will sign non-disclosure agreement and SLA, with clear mention of binding of CSC for not holding and electoral roll data in any form at CSC or any other place under SPV-CSC.

14. Formal roll out will be done shortly.
15. CEOs will ensure that CSC centres are following the guidelines as above and monitor the functioning of CSC voter facilitation centres in their States, if CSCs are engaged by them for providing electoral roll related services to citizens.

16. Citizens who wish to avail services through these outlets will have to pay the small fee mentioned above; however, free services will remain available to all citizens through the existing mechanism of voter registration centres, BLOs and other election officials.

Yours faithfully,

(RITESH SINGH)
UNDER SECRETARY

Copy to:-

1. The Chief Executive Officer, CSC e-Governance Services India Ltd., Electronics Niketan, 3rd Floor, Deity, 6, CGO Complex, Lodhi Road, New Delhi – 110003.
2. Dir(IT) for taking further necessary action.
3. Dir(ICT) for taking further necessary action.