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## HOUSING & URBAN DEVELOPMENT DEPARTMENT

### NOTIFICATION

The 7th March, 2011

[No.6445-Reforms-UR-29/2011/HUD.]

**Subject:— Procedure for implementation of online payment at e-Seva Kendra for providing citizen centric services of Public Health Engineering Organization (PHEO).**

#### I. Introduction:

State Government have set up e-Seva Kendras named Jana Seba Kendra(JSK) in Urban areas to deliver Citizen Centric service at their door step by providing Single Window facility. Services like Registration of Birth, Issue of Birth Certificate, Registration and issue of Death Certificates, Reservation and Cancellation of Kalyan Mandap, Payment of Water Bill, and Payment of Holding Tax can be availed through these e-Seva Kendras.

Further simplification of the procedure for online payment of various State Government dues has been under active consideration for some time. Central Government and various state Governments have already introduced this facility for various online services and receipt of electronic payment after introduction of Net Banking facility. The provisions under the Information Technology (Amendment) Act, 2008 of Government of India (Sec. 6A) for Online services and Electronic payment has also drawn the attention of Government of Orissa and have taken initiative to provide these facilities to public at large through electronic mode. To begin with citizen centric service of Public Health Engineering Organization (PHEO) will be delivered through [www.orissaonline.gov.in](http://www.orissaonline.gov.in) portal accessible at e-Seva Services Kendras across the State.

## II. Short title & Commencement:

The Services at e-Seva Kendra along with provision for collection of payment for various Government-2-Citizen (G2C) Services, particularly Public Health Engineering Organization (PHEO) services to begin, shall take effect from **1st April, 2011** with an object to provide anytime, anywhere basis services to the citizens.

### Definitions:

Unless the context otherwise requires:—

**(a)** 'e-Payment'-means successful payment either the fees or tax or any other payment made through internet / e-Seva Kendras with a specific purpose in accordance with Statutory requirement of Municipality Act, Municipal Corporation Act, and instructions issued by Finance Department to various departments of Government of Orissa.

**(b)** 'e-Receipt' means the computerized receipt (Annexure-I) generated as evidence of payment at e-Seva Kendras on successful completion of the (online payment) transaction and which shall always bear the unique transaction reference number for authentication of the receipt of payments.

**(c)** Citizen Centric ULB services / transactions mean the following services provided by Urban Local Bodies and any other services notified from time to time.

- Registration of Birth
- Issue of Birth Certificate
- Registration and issue of death certificates
- Reservation and cancellation of Kalyan Mandap
- Payment of Water Bill
- Payment of Holding Tax

**(d)** Jana Seva Kendra / Common Service Centre / Village Level Enterprenurer (JSK / CSC / VLE):—

CSCs are the front-end delivery points for Government, Private and Social Sector services to public and will function as single window service provider. CSCs will offer G2C, G2G, B2C & B2B services in rural as well as urban areas, including receiving applications for various services, issuance of certificates, and collecting utility bills / payments such as electricity, telephone and water bills etc.

**(e) State Designated Agencies (SDA) / Service Centre Agency (SCA):—**

SDA/SCA has been identified by the Central Government responsible for implementing and managing the Government of India sponsored CSC scheme across the State.

**III. Payment Procedure for Services provided at e-Seva Kendras (JSK)**

The procedure would involve modalities for collection of payment of fees / taxes online and providing various services (G2C & G2G) to citizens' through **orissaonline.gov.in** portal at e-Seva Kendras.

Three options are available for online payment services to process online application, payment of fees, and calculation of fees / taxes:—

- ❖ e-Seva Kendra (through orissaonline.gov.in)
- ❖ e-Payment gateway as designated by Government of Orissa
- ❖ Internet Banking

**Payment through eSeva Kendra (JSK)—**

On receipt of money at CSC, *orissaonline* portal will generate an e-receipt which can be printed and given to the citizen as proof of payment for the service provided on-behalf of the concerned service provider / department. The introductory Services of the department are providing services through Urban CSCs.

**Procedures for water tax collection at CSC—**

The following procedures have been formulated with the concurrence of the Finance Department for receiving Water Tax fees at CSC.

- (i) Security Deposit amount mutually agreed to between OeSL and Public Health Engineering Organization (PHEO) will be transferred to the identified and designated Nodal Executive Engineer (EE) A/C of Public Health Engineering Organization, Government of Orissa in advance by *Orissaonline* to conduct online transaction like collection of fees / taxes through the *Orissaonline* portal.
- (ii) The Nodal Executive Engineer will open a zero based Saving Bank Account only for this purpose with a designated bank, preferably SBI Treasury Branch, Bhubaneswar.
- (iii) Transaction through *Orissaonline* is permitted up to 90% of the Security deposited with the Nodal EE. Conducting of water tax collection transaction by all the CSC / SCA through *Orissaonline* up to the maximum permissible limit after which the system will automatically get locked and no further transaction will be permitted.

- (iv) The day-to-day water tax collected through VLEs/CSC will be deposited by *Orissaonline* into the Nodal EE A/c on T+1 basis as approved by Government of Orissa. However under exceptional circumstances beyond the control of Orissa Online, such as link failure for more than six hours in a day, transfer of money may be allowed on T+2 basis. The User Charges @Rs.5/- (Rupees Five) only per transaction as has been notified by H&UD department vide letter No. 27292-Reform-UR-40/2010, dated 22nd October, 2008 can be claimed after raising a monthly bill on the Executive Engineer, PHEO for the list of customers services through *Orissaonline* for any particular month. The Nodal Executive Engineer will make payment of the transaction charges / user charges from the budget provision made for this purpose.
- (v) A computerized money receipt will be generated through *Orissaonline* portal and should be issued to the payee as proof of payment. A facsimile of Online Money Receipt for water tax is at *Annexure – I*.
- (vi) *Orissaonline* will provide online Daily Collection Report to Nodal EE and all concerned EEs of various Divisions and A.E. of PH Rent Sub-Division, Bhubaneswar with details of *Consumer No., Demand / Arrear Due, Amount Collected, Balance Payable* etc for their verification. Also a monthly reconciliation statement will be provided by *Orissaonline* to the Nodal EE and all concerned EEs of various Divisions for monthly reconciliation with their Bank Statements.
- (vii) The collected amount received from OeSL (*Orissaonline*) on T+1 basis will have to be deposited at Government Treasury through challan mentioning the appropriate Head of A/c till such time as online e-Payment to treasury has been facilitated.
- (viii) The mutually agreed Security Deposit amount which is to be deposited with the EE, PHEO for conducting day-to-day transaction through *Orissaonline* can be increased or decreased on mutual consent basing on the average volume of transaction for three days, so that amount transacted at no point is in excess off 90% of the Security Deposit available with PHEO.
- (ix) Transaction limit / distribution of available balance between SCA/CSC/VLEs will not be the responsibility of the Nodal EE. The distribution of available total Balance for conducting transactions to individual e-Seva Kendra will be done by SCA through *Orissaonline*.

#### IV. Role of Different Stake Holders:

##### (i) The role of OeSL / orissaonline.gov.in

The portal (*orissaonline.gov.in*) will enable services at e-Seva Kendras(JSK) by providing link to the e-Seva and e-Municipality portal / application through web services for providing various ULB services to public.

OeSL should coordinate with SCA and CSC to collect money and transfer it to PHEO designated Accounts.

*Orissaonline* will generate an MIS (Daily, Monthly and Quarterly Based Reports) based on all transaction, of a stakeholders, which can be accessed online through the portal. At the end of the day, the accumulated amount of all transactions has to be consolidated stakeholder wise.

##### (ii) Role of PHEO

The designated Nodal Officer of Nodal Division PH will need to verify the MIS (Daily Report) statement provided through *Orissaonline* and report mis-match, errors or omissions in writing to e-Seva Society with copy to OeSL.

The concerned officer of each individual Division will need to verify the MIS (Daily Report) statement provided through *Orissaonline* and report mismatch, errors or omissions pertaining to their Division in writing to e-Seva Society with copy to OeSL and designated Nodal Officer.

The Nodal EE will deposit the Security Deposit in a separate Bank A/c opened for this purpose. The collected amount received from OeSL (*Orissaonline*) on T+1 basis will have to be deposited at Government Treasury through challan mentioning the appropriate Head of A/c till such time as online e-Payment to treasury has been facilitated.

At the end of each month, the MIS (Monthly Report) statement for all transaction have to be reconciled with the Bank Statement of the designated Account by the designated Nodal Officer and report mismatch, errors or omissions in writing to e-Seva Society with copy to OeSL.

##### (iii) Role of SCA

SCA will have the authority/facility to distribute the available balance with them to all its different VLEs for conducting day to day transaction

through *orissaonline* portal. (The transfer of money from VLE to SCA is responsibility of the SCA/VLEs).

After each successful transaction the amount is online deducted directly from the available balance of the VLE. The money is transferred from the VLEs virtual account to the virtual account of *Orissaonline* portal. In case of insufficient balance in the VLEs account at any point of time, transactions will be suspended temporarily and no transaction will be allowed. Subsequently, on making balance available to the VLE for conducting transaction, their A/c will have to be automatically be re-activated.

**(iv) Role of CSC / VLE**

The CSC/VLE is responsible to provide the service to citizen as per the terms and conditions of the MoU signed between the Society, SCA and Service Provider (PHEO Departments etc.).

VLE is responsible to ensure that sufficient balance is available in their virtual account to avoid any kind of eventuality of not rendering services to citizen because of lack of balance.

**(v) e-Seva Society**

All disputes in regard to any transaction will be resolved through e-Seva Society as per the terms and conditions of the MoU signed between the Society, SCA and Service Provider (ULBs, Departments etc.)

After monthly reconciliation, SCAs and e-Seva Society shall raise a bill to OeSL for claiming their apportioned User Charges for the month for all the services provided. (If the amount due is nil, it shall also be mentioned in the invoice).

This has been concerned in by Finance Department vide their UOR No: **347-WFI** dated the 1st November, 2010.

By order of the Governor

S. GARG

Commissioner-*cum*-Secretary to Government

RECEIPT OF WATER TAX			
Money Receipt No	<b>TDOONWT100000476</b>	Money Receipt Date	<b>07-May-2010</b>
Consumer Id	<b>0101007</b>	Name of Consumer	<b>S.S.SENAPATHY</b>
Consumer Code		of Consumer	<b>Domestic</b>
Consumer Address	<b>PLAT NO-007 SALDANAGAR BHUBANESWAR</b>	Bill No.	<b>9</b>
Ticket Number	<b>55</b>	Bill Month/Year	<b>3/2010</b>
<b>Payment Details</b>			
Total Bill Amount	<b>2957</b>	Rebate Date	<b>15-Apr-2010</b>
		Net Payment With Rebate	<b>2898</b>
		Net Payment With Fine	<b>3105</b>
		Amount Paid	<b>3105</b>
		User Charge	<b>0</b>
		Grand Total	<b>3105</b>
Transaction Amount in Words : <b>Three Thousand One Hundred Five</b>			
<b>Disclaimer</b>			
The bill payment collected through Orissaonline is based on information provided by the concerned Department or Agency which may contain typographical error(s) or unsubstantiated data. Concerned Department or Agencies of Government reserves the right, in its sole discretion, to correct any errors or omissions in any portion for the payment made after due verification.			
<b>Dileep.M Solutions(Test Agency) Chandra Sekhar Nukala Saldanagar Near Market Building Bhubaneswar-751024</b>			
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### Abbreviations

CSC	:	Common Service Centre
Urban CSC	:	Urban Common Service Centre
EE	:	Executive Engineer
JSK	:	Jana Seva Kendra
OeSL	:	Orissa e-Governance Services Limited
PHEO	:	Public Health Engineering Organization
SDA	:	State Designated Agency
SCA	:	Service Centre Agencies
ULB	:	Urban Local Bodies
VLE	:	Village Level Entrepreneurs