

भारतीय गैर न्यायिक

बीस रुपये

रु.20

भारत

Rs.20

TWENTY  
RUPEES

INDIA

INDIA NON JUDICIAL

অসম অসম ASSAM

03AA 477371

## SERVICE LEVEL AGREEMENT

This Service Level Agreement is made on this 13<sup>th</sup> day of the month of September 2010 between the Deputy Commissioner, Barpeta, Assam hereinafter referred to as the 1<sup>st</sup> Party having its office in the office of the Deputy Commissioner, Barpeta, which unless repugnant to the contrary shall include his successors, administrators, heirs, agencies and nominees of the 1<sup>st</sup> Party.

AND

Srei Sahaj E-Village Ltd having its registered office at

i) Head office at Srei Sahaj E-Village Ltd., Mirania Garden, Plot No # 43,

10/B, Topsia Road (East), Kolkata - 700046

ii) Regional office at Srei Sahaj E-Village Ltd., C/O Naba Kr. Borah, 2<sup>nd</sup> Floor, Above Career Point, Bora Service Bye-lane, GS Road, Guwahati - 781007

13/9/10



*[Signature]*

Asst. Financing Officer  
BARPETA

Counter signed by

*[Signature]*  
ADDL. DEPUTY COMMISSIONER  
BARPETA

And Srei Sahaj E-Village Ltd. having been notified as the Service Centre Agency (SCA), under the State Designated Agency (SDA), viz. AMTRON, vide Govt. Notification No. IT 89/ 2006/ 414 dtd. 4<sup>th</sup> August 2009 and No. IT 155/2009/6 dtd. 30/12/ 09 for district level delivery of various Government services to the citizens (G2C) in a transparent, time-bound and affordable manner through the Common Service Centres (CSCs) named as "Arunodoy Kendras" being set up in Barpeta District under the National E-Governance Plan (NeGP) under Public Private Partnership (PPP) model for implementation of the project.

And Srei Sahaj E-Village Ltd., hereinafter referred to as the 2<sup>nd</sup> Party, which unless repugnant to the contrary, shall include his successors, administrators, heirs, assignees and nominees of the 2<sup>nd</sup> Party.

This Agreement shall remain in force from the date of signing of the same till any order to the contrary terminating the Agreement communicated by the appropriate authority of the Government or unless terminated on in accordance with the provisions of this Agreement, or after agreeing to termination on mutually agreed terms.

Now, therefore, both the parties hereto agree as follows:

1. District Administration, Barpeta will provide the 15 services under a definite timeframe and as per fee structure (charges) mentioned in the Notification No. 11 89/ 2006/ 414 dtd. 4th August 2009 of the Information Technology Deptt, Govt. of Assam.
2. Whenever any modification in the list of services is to be made, it will be in conformity with any subsequent Govt. order or order from the Deputy Commissioner, Barpeta as per exigency of the situation.
3. The Service Centre Agency (SCA) for Barpeta District, viz. Srei Sahaj E-Village Ltd. will submit the list of Village Level Entrepreneurs (VLEs) engaged by them in Barpeta District along with their proper address, contact numbers etc.
4. The VLEs will receive applications for G2C Services from citizens along with the requisite fee/ user charges and shall transmit the application along with all required Documents to the "Arunodoy Facilitation Centre" of DC Office, Barpeta.



*[Handwritten Signature]*  
Asst. Planning Officer  
BARPETA

*Countersigned by*  
*[Handwritten Signature]*  
ADDL DEPUTY COMMISSIONER (Dev)  
BARPETA

shall also be collected by the VLE from the Citizen.

7. All the VLEs shall be deputed as "Stamp Vendors" subject to fulfilment of terms and conditions as applicable for appointment of stamp vendors.
8. VLEs shall submit application for vendor license along with required documents through the SCA and the District Administration will provide the same to the eligible VLEs as per procedure.
9. As soon as the Service Level Agreement (SLA) is signed and other formalities are completed, District Administration will provide training to the VLEs for smooth delivery of G2C services.
10. When any VLE ceases to be a VLE, he/ she shall have to surrender immediately his/ her stamp vendor's license to the District Administration, Barpeta.
11. In pursuance of Govt. Of Assam Notification No. IT 155/2009/7 dtd. 30<sup>th</sup> December 2009 of the Information Technology Deptt, the District Facilitation Centre in the office of the DC, Barpeta will henceforth be known as "Arunodoy Facilitation Centre".
12. Pursuant to the said Notification, the SCA, viz. Srei Sahaj E-Village Ltd. will allocate at least 2 (two) resource to the Arunodoy Facilitation Centre at the DC office, Barpeta with PCs and printers to carry out coordination of G2C services and also for compilation of G2C reports.
13. The functioning of the Arunodoy Facilitation Centre and the VLEs will be supervised by the District E-Governance Society constituted by the Govt. in the Information Technology Deptt, vide No. IT 155/2009/3 dtd. 9/11/09.
14. The District E-Governance Society for Barpeta District will carry out the functions as per mandate of the Notification referred to above.
15. However, for day-to-day basis single point contact for the SCA and the VLEs, the District Administration, Barpeta will appoint a Nodal Officer, for G2C services.



*[Handwritten Signature]*  
ADML Planning Office  
BARPETA

Counter signed by  
*[Handwritten Signature]*  
ADML DEPUTY COMMISSIONER (DCV)  
BARPETA

Likewise, similar steps to be taken up for display of services in an Information Board in the Arunoday Facilitation Centre, DC office, Barpeta.

17. As all VLEs of the outlying suburbs of the district will file applications along with documents received from the citizens in the "Arunoday Facilitation Centre" located in the DC office, Barpeta, the charges or fees as per Govt. prescribed rates collected will be retained by them.
18. The application format for submission of applications by citizens will be printed by the VLE of the "Arunoday Facilitation Centre" of DC office in consultation with E-Governance Society and will be made available to all the VLEs.  
  
The cost of the application form to be realized from the citizen will be Rs. 5.00 (Rupees Five) only per application form in addition to other charges.
19. Both parties agreed to provide full support to each other for smooth delivery of the G2C services from the CSC.
20. This Agreement will be governed by the Govt. Notification of even No. dtd. 4<sup>th</sup> April '09 and whenever any doubt arises as to the implementation of any of the clauses of the Agreement, this Notification will be referred to, and wherever required Govt. may be referred to for advice and orders etc.
21. Both parties, viz. the District Administration, Barpeta and the SCA are bound by this Agreement, and the VLEs who are bound to the SCA will fall within the ambit of the terms and conditions of this Agreement.

In witness, whereof the parties hereto have caused this Agreement to be signed in their respective names.

For and on behalf of the office of the Deputy Commissioner, Barpeta (1<sup>st</sup> Party)

Signature: *Sri Dwijendra Nath Das.*

Name: *Sri Dwijendra Nath Das.*

Designation: *Asst Planning Officer & Nodal Officer (N.G.P), Barpeta*

Date: *13<sup>th</sup> September, 2010.*

*Das*


ASST. PLANNING OFFICER  
BARPETA

*Countersigned by*

*Das*

ADDC DEPUTY COMMISSIONER (Dev)  
BARPETA

The Service Centre Agency, namely for and behalf of on Srei Sahaj E-Village Ltd.  
(2<sup>nd</sup> Party)

Signature: 

Name: Nayanjyoti Ray

Designation: District Team Leader

Date: 9/9/10

Place: Barpeta



Office Seal