



Urvashi Gulati, IAS

D.O. No. FCSJE/2011/Hry/1

Chief Secretary, Haryana
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Dated 14-07-2011

Subject: Effective implementation of Electronic Benefits Transfer (EBT) scheme in the State.

My Dear Deputy Commissioner,

As you are aware, the Electronic Benefits Transfer Scheme was started in 16 districts from the month of April, 2011. Subsequently, three more districts were included and the remaining two districts would be covered soon.

Your attention is drawn to the instructions on the subject issued by the Director, Social Justice & Empowerment vide his Memo No. 11117-37/SJE/EBT/2011 dated June 3rd, 2011, D.O. No. 12091-12106 dated June 16th, 2011 and No. 14473-88/EBT/SJE/2011 dated July 7th, 2011. A copy of the instructions is uploaded on the website of the department www.socialjusticehry.gov.in for ready reference.

In the Financial Inclusion model, the Technical Service Provider is appointed by the Bank and the Business Correspondent is appointed by the Technical Service Provider. The Bank is engaged by the Social Justice & Empowerment Department @ 2% service fee. To ensure a smooth roll-out of the scheme, the following steps are required to be taken by the District Administration under your direct and close supervision :

Establishing and monitoring the functioning of the Permanent Enrolment Centre :

At least one permanent Enrolment Centre will be established by the Business Correspondent of the bank in each rural block and Municipal Committee for enrolling the left-out pensioners under the EBT scheme. The pensioner will be required to carry one 'Know Your Customer' document for identification. Additional permanent enrolment centers in the block/MC may be got established by the Bank as per local requirements. The Deputy Commissioner will facilitate the Business Correspondent by providing space for the enrolment centers in any Government office or a prominent public place. A minimum facility of one table, three chairs (2 for enrolment team and one for pensioner) and one power point for charging battery is to be provided at the location identified for establishing the permanent enrolment centers. The department has also arranged some number of additional mobile enrolment teams for each of the

district. You are requested to deploy them in such a manner so that maximum coverage of left-out pensioners can be made.

Further, the permanent enrolment centers will be operational on all working days. The BDPO will be responsible for monitoring the operations of the permanent as well as mobile enrolments centers in a block and the Secretary/EO of the MC will be responsible for monitoring the operations of the enrolment centers in a municipal area. In addition, the DC may assign the duty to any other district head or senior officer of the district in case there is more than one enrolment center in the block/MC area. Complaints regarding pensioners' data are to be addressed to the District Social Welfare Officer who is the owner of the website data.

Monitoring the functioning of the Customer Service Points :

One CSP is to be established for every 700 account holders for carrying out bank transactions by the account holder, including withdrawal of pension. Although the norm is one CSP for 1,000 – 1,200 account holders, but the State Government has reduced this to one CSP for every 700 account holders on an average in order to ensure better quality of service. The scheme of the CSP should be such that there is a certainty of a visit of the CSP in the village on the fixed day.

The schedule of the CSP may be given wide publicity up to the village/ward level. The BDPO will be overall in-charge and accountable for monitoring the operations of the CSP within the block. Similarly, the Secretary/EO will be overall in-charge and accountable for monitoring the operations of the CSP within the municipal area.

Besides, you are advised to assign supervisory duties of each block and MC to HCS/IAS officers posted in the district.

Security of the CSP and the Enrolment Centers :

It is brought to your notice that the agent at the CSP is appointed by the Business Correspondent of the Bank after due diligence of his antecedents. He is a local person belonging to the cluster for which he is appointed. He should not be below 21 years of age and should be minimum Class X Pass. He is supposed to wear the uniform and label of the company for public identification. A CSP can carry out up to 150 transactions in a day and the cash limit fixed by the Bank for the CSP is Rs. 3.00 lacs. In view the cash handled and for crowd control, the District Police would ensure adequate protection at the CSP and the Enrolment Centers. Business correspondent shall distribute pension in a systematic manner and by positioning himself at a public office.

Service Quality:

Previously, the first version of the Service Level Performance Standards document defining the process and service quality was sent to you by the Directorate of Social Justice & Empowerment and a copy is also uploaded on the website, www.socialjusticehry.gov.in. A revised version of this document will be sent to you by the department after obtaining necessary approvals.

In case of any deficiency noticed in the service of the Business Correspondent at the permanent enrolment centers or the Customer Service Points, the District Coordinator of the Bank may be contacted for immediate redressal. In case of persistent default, the matter may be reported to the Director, Social Justice & Empowerment for an appropriate action. In this entire exercise, the officers of Social Justice & Empowerment Department in your district will provide you with the necessary assistance.

Best wishes,

Yours sincerely,

Gulab
(Urvashi Gulati)

All the Deputy Commissioners in the State