



**GUIDELINES FOR SETTING UP OF BANGALORE ONE
AND KARNATAKA ONE CENTRES ON FRANCHISEE
MODEL**

MARCH 2, 2022

DIRECTORATE OF ELECTRONIC DELIVERY OF CITIZEN SERVICES
DPAAR(e-Governance), MS Building, Bangalore

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Guidelines for setting up Bangalore One & Karnataka One centres on franchisee model:

I. Mode of Operation of Bangalore One/ Karnataka One centres on franchisee model

Operations Partner of Bangalore One and Karnataka One, shall act as Master Franchisee and shall select franchisee post obtaining approvals from District e-Governance Societies (DeGS,) which shall operate under the Master Franchisee. Operations Partner shall execute an agreement with the selected franchisee. Operations Partner shall be responsible to operate Bangalore One/ Karnataka One centres set up on franchisee model on same terms and conditions of the contract between EDCS Directorate and Operations Partner executed for Bangalore One and Karnataka One Projects. Terms of SLA agreement between EDCS Directorate and Operations Partner shall be applicable for all centres set up on franchisee model.

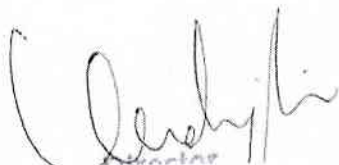
II. Commercial Terms

EDCS Directorate will continue to pay only the transaction charges as per the agreement for all the transactions which shall be done through the centres set up under franchisee model. Operations Partner will share its transaction charges with franchisee as per the below table:

Share of Franchisee	75%
Share of Operations Partner	25%

Note:

- Amount to be paid to Franchisee shall be arrived at, after deducting the applicable GST and TDS.
- Operations partner shall get their share of transaction charges including GST component. Operations Partner shall be responsible to remit the GST to Government and submit the proof to the EDCS Directorate on a monthly basis without fail.
- Operations Partner shall retain applicable TDS on the share of Franchisee and also issue TDS Certificate to Bangalore One /Karnataka One franchisee owners. Operations Partner shall be responsible to remit the TDS to Government submit the proof to the EDCS Directorate on a monthly basis without fail.
- For services where transaction charge is collected from citizens, payment to franchisee shall be at source.
- For services where transaction charge is collected from Departments, payment to franchisee shall be paid once in a month by the Operations Partner.



III. Selection of franchisee:

Operations partner has to invite applications from individuals interested in obtaining Bangalore One /Karnataka One Franchisee. Operations partner has to give wide publicity at their own cost, seeking applications, through leading daily newspapers/Television/Social Media etc. Applications have to be received only through online Karnataka One system. Operations Partner has to follow directives issued by Directorate of EDCS on publicity approach to be adopted. Applications received through Bangalore One /Karnataka One system have to be scrutinized by Operations Partner and only such applications which meet the requirement should be forwarded to DeGS of respective District for approval. DeGS of respective District can either accept /reject or seek more information for applications received. Upon approval of the application, Bangalore One /Karnataka One Franchisee certificate shall be generated. On boarding/ De boarding, Relocation of centre should be also handled through Karnataka One System.

Relocation/withdrawal by Franchisee /Termination of Franchisee shall also be handled through Karnataka One system and approvals for the same shall be by DeGS of respective District. Addition of counters for the existing centres shall be also decided by DeGS of respective District.

IV. Responsibilities of District e-Governance Societies (DeGS):

- a. The District e-Governance Society constituted by the Government of Karnataka under the chairmanship of Deputy Commissioners in each district is responsible, on behalf of Government, to coordinate and monitor the implementation and operation of the Bangalore One/Karnataka One Project in the respective districts. DeGS shall monitor the SLAs
- b. Deputy Commissioner & other District Officials of respective Departments shall regularly inspect all Bangalore One /Karnataka One centres in the district & monitor functioning and ensure that all services are being delivered through the Bangalore One / Karnataka One centres without any hindrance
- c. DeGS shall be responsible for approvals for new Bangalore One /Karnataka One Franchisee/ Termination of License and approvals for relocation of Bangalore One /Karnataka One centres. DeGS shall be responsible for approvals for requests for additional counters for the existing centres
- d. DeGS shall be responsible for approvals of withdrawal requests submitted by franchisee.
- e. DeGS shall be responsible for in time delivery of applications and also responsible for quality of disposals

- f. DeGS shall be responsible to held at least one monthly meeting with concerned departments and Operations Partner
- g. DeGS shall conduct enquiry on the complaints received from Citizens or Organizations against Bangalore One/ Karnataka One Centres/Operations Partner
- h. DeGS shall have the authority to replace Bangalore One/ Karnataka One center Franchisee operator if any complaint is received against him/her. Decision of DeGS shall be final and binding.
- i. DeGS will be Approving authority for replacing the terminated or voluntary exit of Bangalore One /Karnataka One centers upon getting proposal from the operational partner, who will select the Bangalore One/ Karnataka One center operator from the waitlist.

V. Responsibilities of Taluka Task force

- a. To assist DeGS in all the works related to Bangalore One/ Karnataka One Project .
- b. Tahsildar & other taluka level departmental Officials of respective taluka shall regularly inspect all Bangalore One/Karnataka One centres in the taluka & monitor functioning and ensure that all services are being delivered through the Bangalore One/ Karnataka One centres without any hindrance.
- c. Taluka task force shall be responsible for in time delivery of applications and also responsible for quality of disposals
- d. Upon authorization from DeGS, Taluka task force shall conduct enquiry on the complaints received from Citizens or Organizations against Bangalore One/ Karnataka One Centres

VI. Number of Franchisee to be set up in BBMP jurisdiction and other ULB's of the state

- a) In BBMP jurisdiction, in 72 wards where Bangalore One doesn't have its presence, Franchisee centre's shall be set up.
- b) In other ULB,s the following criteria shall be followed:
 - i. 1 centre in every ULB shall be set up, irrespective of population numbers
 - ii. Additional centres shall be set up as per the below criteria
 - 1 per 40000 population in city corporations
 - 1 per 30000 population in CMC's
 - 1 per 20000 population in TMC's
 - 1 per 10000 population in TP's (Town Panchayats)

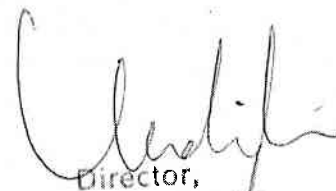
Note: Existing Government owned centres shall be considered while arriving at the number of franchisee centres to be set up. For example, if the total centres to be set up is arrived at 10 for Tumkur City Corporation, the number of franchisees set up will be 4 as 6 Government owned centres are already functional.

VII. Criteria for selection of Franchisee

- a) Applicant should be citizen of India and domicile of Karnataka.
- b) Applications received from individuals shall only be considered. Applications received from Companies /NGO's/ Proprietorship / Partnership shall not be considered.
- c) Applicant should have passed Diploma /ITI/PUC II/Graduate or equivalent with technical competence. Higher the qualification, higher the preference. Evaluation criteria will be prescribed by Directorate of EDCS separately.
- d) Applicant should know to read, write, and speak Kannada and English Languages
- e) Applicant should be conversant with typing in both Kannada and English
- f) One individual can apply for only one centre
- g) Applicant should be free from any criminal proceedings.
- h) Applicant should be willing to invest on the space, IT and Non IT Infrastructure required for setting up of Bangalore One/Karnataka One centre and also should be willing to bear the operational expenses required for operating centre.

VIII. Fees to be charged to applicants seeking Franchisee license

- a) Operations Partner shall charge not more than Rs.100/- per application as application fee. This fee is non-refundable fee.
- b) There shall be a registration fee of Rs.5000/- as one time charges which shall be non-refundable and the same shall be retained by Operations Partner.
- c) Operations Partner shall take deposit not more than Rs.5000/- per Franchisee towards refundable security deposit and this covers all services except Aadhar Services.
- d) Operations Partner shall take deposit of not more than Rs.25000/- per Franchisee towards refundable security deposit for on boarding Aadhar Services(Enrolment of 0-5 years /Mobile number and email id update through CELC)


Director,

IX. Scope of the proposal:

It is proposed to set up Karnataka One centres on franchisee model in all ULB's, where Karnataka One centres have not been set up.

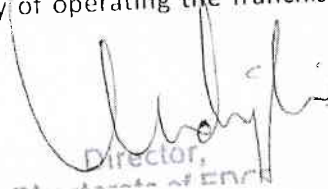
It is also proposed to set up additional Bangalore One/Karnataka One centres on franchisee model in cities where Bangalore One /Karnataka One centres are already operational. However, centres on franchisee model shall be set up in such locations, where there is no presence of B1/K1 centres, so as to cater to all residents of the city.

X. Term of the franchisee:

The Term of the franchise shall be co-terminus with the term of the Operations Partner as per the contract.

XI. Operational Requirements

- a) Bangalore One /Karnataka One centres set up on franchisee model should minimum operate 12 hours a day i.e., from 8 AM to 8 PM on all days in a year. However, centres can operate more than the prescribed hours of 12 hours.
- b) Directorate of EDCS shall decide on services which could be offered through centres proposed to be set up on franchisee model.
- c) Bangalore One/Karnataka One centre set up on franchisee model can deploy additional operators apart from the owner of the franchisee. However, the operators should have minimum qualification as prescribed in the guidelines.
- d) Franchisee owner shall submit all the details through an online application for creation of user for himself/herself and also for additional operators in the Karnataka One system. After verification of the applicant details and the documents, user shall be created.
- e) Only authorised users will be allowed to use the Bangalore One/ Karnataka One system for offering services and the users will be authenticated through biometrics (finger print). User shall be allowed to log in to Bangalore One/ Karnataka One application based on the biometric authentication.
- f) Bangalore One/ Karnataka One centre's set up on franchisee model shall operate on a pre-paid model.
- g) Operations Partner shall be responsible for managing the wallet of franchisee and also shall have entire responsibility of operating the franchisee centres on pre-paid model.


Director,
Directorate of EDCS

- h) Operations Partner shall provide the pre-printed stationery of receipts at no cost.
- i) For services where secured stationery like holograms, pre-printed stationery etc. is required, in such cases Operations Partner shall supply the same to the franchisee and the inventory of the same shall be managed by Operations Partner.
- j) Bangalore One/ Karnataka One centre's set up on franchisee model shall mandatorily issue the receipt on a pre-printed stationery of Karnataka One for all transactions performed at the centres.
- k) Bangalore One/ Karnataka One centre's set up on franchisee model should operate only from the premises where the Bangalore One/ Karnataka One centre has been set up and with the Computer/s authorised for use. Mac id binding shall be done to ensure that only authorised computer/s are being used.
- l) Businesses which could be performed along with B1/K1 One centres will be prescribed by Directorate of EDCS separately.

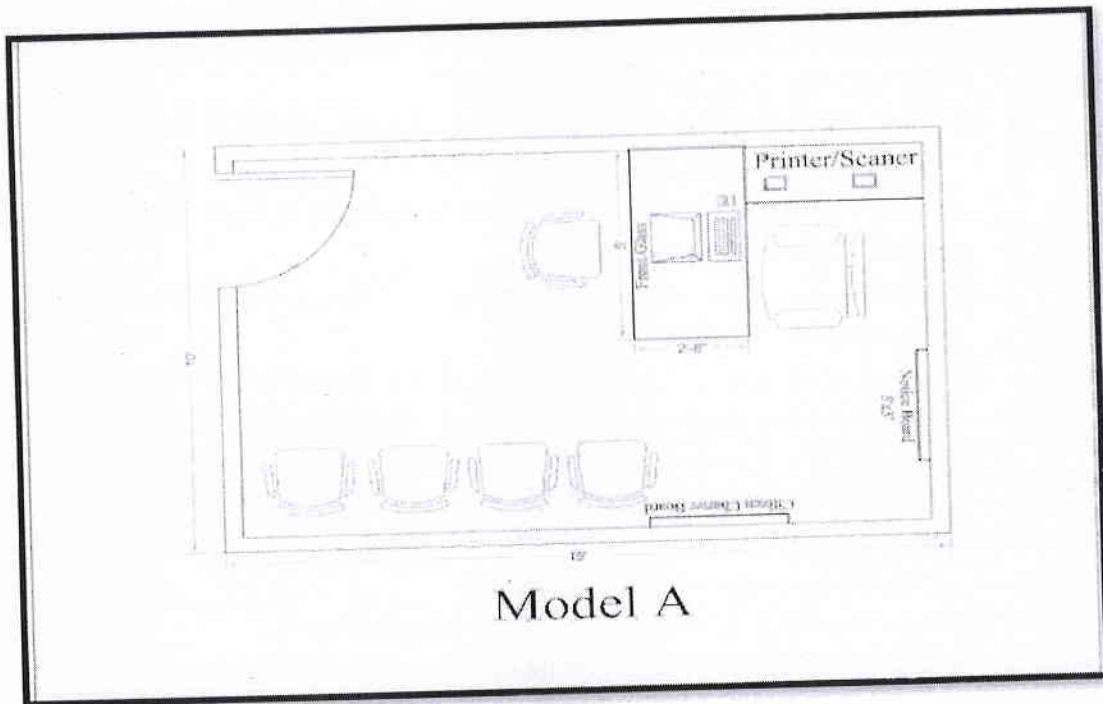
XII. Requirement of Non-IT Infrastructure for setting up of centre

- a) Bangalore One/ Karnataka One centre's set up on franchisee should have an exclusive partition with an exclusive entry.
- b) Centre with one Counter should be at least 150 Sq. ft. and 4 chairs should be available for Customers to sit.
- c) Centre with two Counters should be at least 200 Sq. ft. and 5 chairs should be available for Customers to sit.
- d) Centre with three Counters should be at least 300 Sq. ft. and 6 chairs should be available for Customers to sit.
- e) Branding should be as per the branding standards of Bangalore One/ Karnataka One (Name board/Monogram of Bangalore One /Karnataka One)
- f) The Space to be converted as B1/K1 centre has to be painted (Internal and External) as per the specifications prescribed by EDCS Directorate. Franchisee centres shall also display the service rate list for key services as prescribed by EDCS Directorate.
- g) Franchisee should keep their premises neat and clean.
- h) The room should have tile/granite flooring, RCC roof and brick cement / stone cement walls without any water leakages from any side.
- i) The room should have good ventilation and light with good space outside for parking, display boards, etc.
- j) Furniture's shall be as per the specifications of Bangalore One /Karnataka One (Counter Table/ Operator chair/ Printer Table/ customer waiting chair)

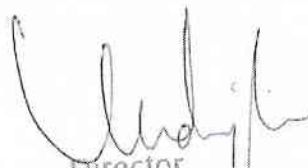
- XIII. Requirement of IT Infrastructure for setting up of centre
- a) Desktop /Laptop
 - b) Multi-Function Printer(Print/Scan)
 - c) Colour Printer for Ration card printing
 - d) Bio Metric scanner (Finger Print Scanner)
 - e) Dot Matrix Printer (for printing receipts)
 - f) Bar Code Scanner
 - g) Web Camera
 - h) Should be provided with Broadband connectivity from two different Internet Service Provider(ISP's) so as to ensure that services are not affected due to connectivity issues.
 - i) Should have UPS with at least 6 hours back up.

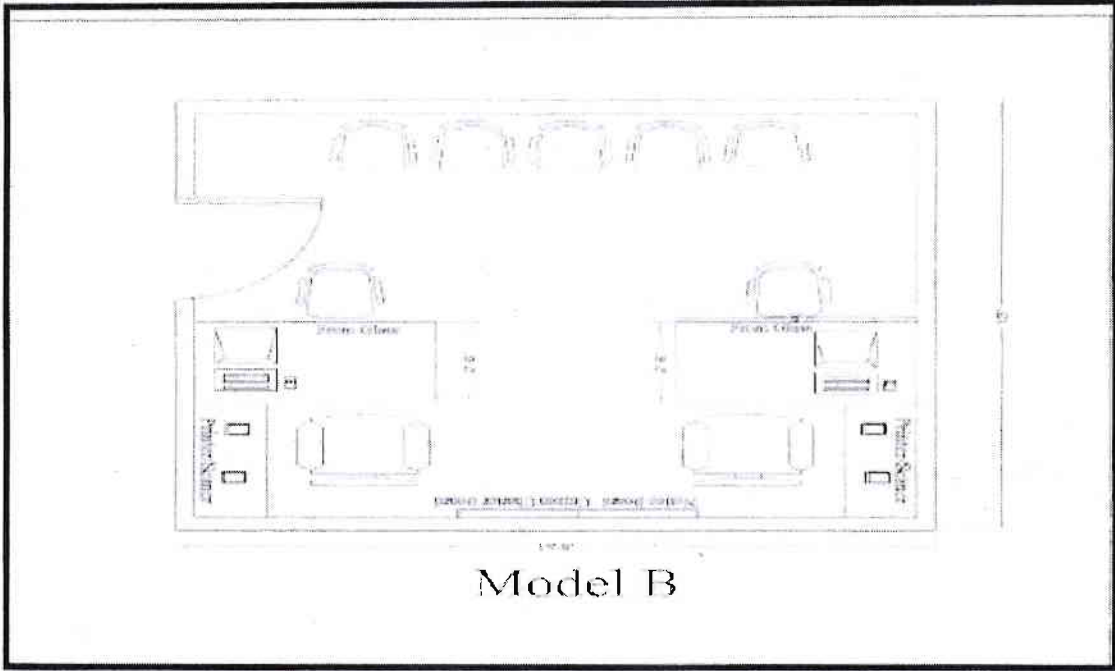
- XIV. Layout of typical Bangalore One/ Karnataka One centre to be set up on Franchisee model

- a) Layout of Bangalore One/ Karnataka one Centre with Single Counter



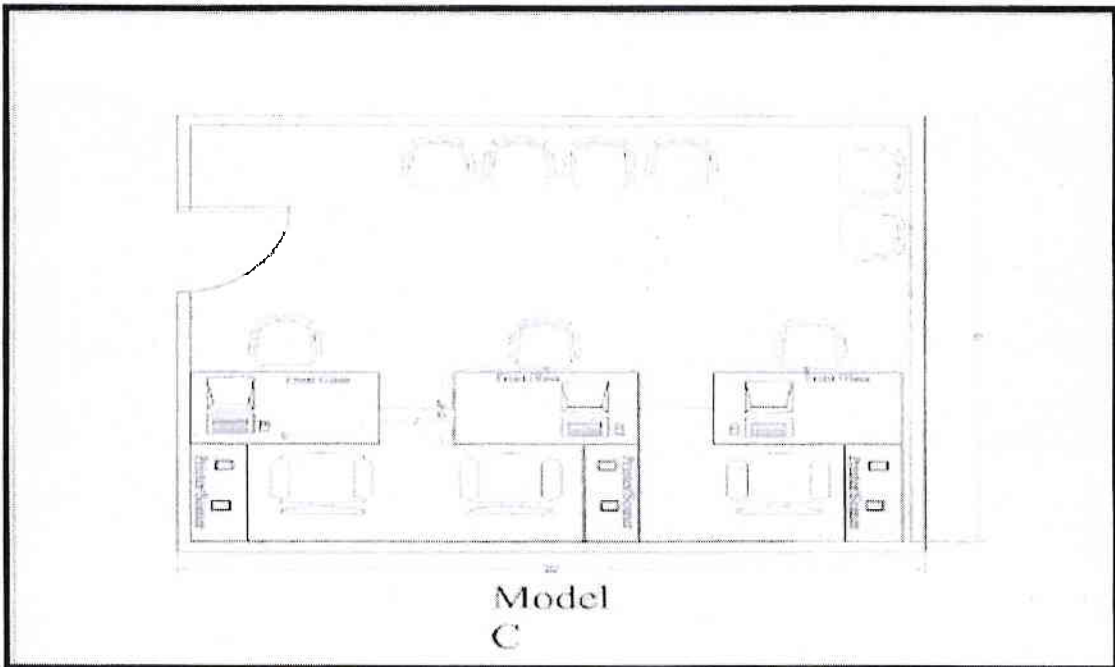
- b) Layout of Bangalore One/ Karnataka One centre with 2 counters


Director,
Directorate of EDCS.



Model B

c) Layout of Bangalore One/ Karnataka One centre with 3 counters



Model C

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 Director,
 Directorate of EDCS.

