

PALLE SAMAGRA SEVA KENDRALU

Palle Samagra Seva Kendram (PSSKs) or One-Stop-Shop is a new initiative envisaged by the Telangana Govt. to provide financial and citizen services in villages. It is envisaged to extend all citizen services from a single gate way at Gram Panchayat level. It aims to not only make access to all Govt. services hassle free to the villagers but also make it cost and time effective. It is expected to provide services in the rural area more particularly to the poor and vulnerable alongside bridging digital divide and thus will be a game changer. This will usher in a new era of service delivery at grass root level in a transparent manner.

The PSSKs are established initially in 105 GPs in each of the 9 districts, It was launched on October 2nd, 2015. The following services are being provided from Palle Samagra Seva Kendram established at the Gram Panchayat

- Financial services from Banks with Stree Nidhi as Banking Correspondent
- Payment of pension
- NREGS services and wage payment
- Meeseva citizen services
- e- Panchayat services
- Access to other Govt. services including grievance redressal mechanism

Palle Samagra Seva Kendralu are being run on commercial mode by Village Level Entrepreneur (VLE) who is selected from SHGs. These VLEs are earning remuneration ranging from Rs.1000/- to Rs.8000/- per month in the form of commission from citizen services, banking correspondent activities etc.

At present the services are rendered through BSNL Connectivity in 105 centres. Alternative technologies viz. Wimax, ISP through MSOs, V Sat are being piloted to identify cost effective technology for providing connectivity in other villages. It is proposed to extend the services in another 1000 GPs where connectivity is available. The PSSK center are established in Gram Panchayat building with GP desktop and printer. For other requirements Stree Nidhi will extend credit support.

At present 16 Services are provided from 5 Departments.

Details of the Services:

1	MeeSeva	Application for student scholarship(fresh)
2	MeeSeva	Application for student scholarship (renewal)
3	MeeSeva	Community and date of birth certificate
4	MeeSeva	Current adangal / pahani
5	MeeSeva	Income certificate
6	MeeSeva	Nativity certificate
7	MeeSeva	OBC certificate
8	Panchayat Raj	Birth/Death certificate
9	Panchayat Raj	Child name inclusion
10	Panchayat Raj	Corrections in birth certificate
11	Panchayat Raj	Corrections in death certificate
12	Panchayat Raj	Non availability birth application
13	Panchayat Raj	Non availability death application
14	Rural Development	NREGA services (issue of job cards)
15	Sthreenidhi	BC services
16	SERP	SERP services

Key Strategies:-

- IT infrastructure costing Rs. 1.20 lakh per kiosk to be given on lease to VLE- V-SAT costing Rs. 0.75 lakh wherever required
- Band width costs Rs. 36000 per annum
- To be located in Panchayat Office or any other building
- Tripartite agreement with Stree Nidhi, VO and VLE
- Social audit by SSAT periodically
- To put in place proper checks and controls
- Village Level Committee to monitor and review
- Visit protocol for Stree Nidhi staff
- Coordination with departments concerned
- Service standards established-Citizen charter
- Will emerge as Self sustainable structure