

**Government of Punjab**  
**Punjab State e-Governance Society .**  
**O/o Directorate of Governance Reforms**  
**Plot No. D-241, Phase 8B, Sector 74, Mohali**

To,

All the Deputy Commissioners,  
State of Punjab.

**Letter No. DGR-PSeG0SEWA/3/2020/126974/3106      Date: 30.04.2021**

**Subject: Regarding Operations of Sewa Kendras(SK) in the wake of sudden surge in COVID-19 Cases in the State**

1. In reference to the subject, it is informed that presently around 2400 SK personnel are working in 516 SKs of the state for public service delivery. These Sewa Kendras witness heavy public footfall (Appx. 40k-50k) on daily basis and the SK personnel are involved in lot of public dealing in receipt, processing & delivery of applications. Therefore, the public as well as Sewa Kendras staff are more vulnerable to COVID-19 infection.
2. To ensure the complete safety of all the SK personnel and visitors, following are the changes in Sewa Kendras operations w.e.f 01<sup>st</sup> May 2021 till 31<sup>st</sup> May 2021:-
  - i. **Sewa Kendra Timings:** The timings of Sewa Kendras shall be from 9 AM to 4 PM.
  - ii. **Payments:** All the payments and transactions at Sewa Kendras should be encouraged through POS machines and other digital modes to avoid cash handling.

- iii. **Mandatory Vaccination:** COVID vaccination certificate is mandatory for Sewa Kendra personnel (*DM/ ADM/ MT/ Operators/ Security Guards/ Engineers/ Runner or any other staff*) to attend the office and personnel currently without certificate shall be vaccinated before resuming duties. No staff member should be allowed if they don't have the vaccination certificate.
- iv. **Service delivery through appointment only:** To avail any service, applicants are required to take prior appointment mandatorily. No applicant shall be entertained without having valid appointment. Appointment can be taken from:

<b>Mobile Apps</b>	M-Sewa, COVA
<b>Website</b>	<a href="https://darpg.punjab.gov.in/sewa-kendras/">https://darpg.punjab.gov.in/sewa-kendras/</a>
<b>Contact No.s</b>	8968593812-13

- v. **Mandatory use of mask:** Use of masks is mandatory in Sewa Kendras by Operators and Citizens.
- vi. **Limited number of Applicants:** Limited number of applicants, equal to the no. of serving counters at the Sewa Kendra concerned to be allowed inside Sewa Kendra while remaining public may be asked to wait outside the Sewa Kendra.
- vii. **Delivery through courier:** Output document delivery to applicants through courier mode shall be encouraged.

*Press releases in local newspapers and social media may be issued for public awareness.*

3. In this regard, you are kindly requested to oversee the implementation of aforementioned measures at all the Sewa Kendras of your district. Further, additional measures, if any, may be taken to ensure safe operations of Sewa Kendras as per guidelines of Department of Health and Department of Home, Govt. of Punjab.
4. This is being issued after approval of the Addl. Chief Secretary, GR on File No. 126974 dated 29.04.2021.

  
for Director

**Endst No. DGR-PSeG0SEWA/3/2020/126974/3107-3110      Date: 30.04.2021**

A copy of above is forwarded to the below for information and necessary actions and ensure compliance:-

1. The Addl. GM, PSeGS
2. All the DTCs, DeGCs and ADeGCs
3. The COO, M/s BLS Kendras Pvt. Ltd
4. The VP, M/s DSSPL

  
for Director