

BID DOCUMENT NO. _____

**REQUEST FOR PROPOSAL FOR BID AND SELECTION OF SERVICE
CENTRE AGENCIES TO SET UP, MANAGE AND OPERATE 6797
COMMON SERVICES CENTRES (TATHYA MITRA) IN THE STATE OF
WEST BENGAL**

**VOLUME 1:
PROJECT INFORMATION MEMORANDUM**

Date: _____

ISSUED BY

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(WBSRDA)
(State Designated Agency under the Department of Panchayat & Rural
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TABLE OF CONTENTS

1.	OVERVIEW OF THE COMMON SERVICES CENTRE (CSC) SCHEME	1
1.1	ICT as the Driver for Rural Empowerment	1
1.2	The National e-Governance Plan (NeGP)	1
1.3	The Common Services Center (CSC) Scheme	2
1.4	The Structure of the CSC Scheme*	3
1.5	Connectivity	6
1.6	Determining the CSC locations *	7
1.7	Integration of Existing Kiosks*	8
1.8	Nature of Government Support	8
1.9	CSC Service Profile	9
1.10	Restructuring the Delivery of Social Development related services in rural India	11
2.	STAKEHOLDER ROLES AND RESPONSIBILITIES*	13
2.1	The Service Center Agency	13
2.2	The Village Level Entrepreneur:	15
2.3	The NLSA	16
2.4	The State Designated Agency	17
2.5	The State Government	19
3.	STATE SPECIFIC INFORMATION	20
3.1	Profile of the State	20
3.2	The Scope of the Project:	22
3.3	State e-Readiness and details of existing projects/initiatives	23
4.	OVERVIEW OF THE SUGGESTED IT-ARCHITECTURE	29
4.1	Connectivity	29

4.2	IT Architecture	32
4.3	SCA-CSC Connectivity	34
4.4	State Data Centre (SDC)	36
4.5	IT Architecture at the CSC.....	37
4.6	Suggested IT Specifications for the SCA	43
5.	OPERATIONAL GUIDELINES FOR SCAs	46
5.1	Scheme Rollout Period*	46
5.2	Key Guidelines	47
5.3	Service Delivery Process	50
5.4	Payment and Collection	50
5.5	Transaction Charges to be charged to the Citizen	51
5.6	Revenue Support and Offsetting of e-Governance Revenues.....	53
5.7	Reconciliation and Controls*.....	55
5.8	Guidelines for delivering B2C Services	57
5.9	Human Resource Development	58
5.10	Other Operational Recommendation:	59
5.11	Responsibilities of the VLE*:	61
5.12	Responsibilities of Government of West Bengal*:.....	61
5.13	Service Level Metrics & Liquidated Damages.....	62

6.	TERMS AND CONDITIONS OF CONTRACT	70
6.1	Agreement	70
6.2	Exclusivity To Provide E-Government Services	71
6.3	Provision For Unsatisfactory Services	71
6.4	Payment	72
6.5	Implementation Schedule	73
6.6	Inoperative CSCs	73
6.7	Assigning Of Bid In Whole Or Part	74
6.8	Security	74
6.9	Dispute	74
6.10	Effects of Force Majeure	75

Preface

1. This Request for Proposal (RFP) is being released by West Bengal State Rural Development Agency (WBSRDA), under the Department of Panchayat & Rural Development, Government of West Bengal. The purpose of this document is

- a. To provide an overview of the Common Services Centers (CSC) Project as envisioned by the Government of West Bengal and an introduction to the existing IT enabled projects serving the Rural Citizens
- b. To list out the various activities and scope of the project
- c. To elicit proposals from competent and eligible Companies /Organizations / Consortia for undertaking this project as Service Centre Agencies (SCA)

2. Through this RFP, WBSRDA invites responses from those organizations interested in participating in the CSC project to bid for provision, implementation and support of various IT enabled e-Government and non-Government services in the rural areas as described in this document.

This RFP document comprises of four (4) volumes, as listed below:

Volume 1: Project Information Memorandum

Volume 2: Instruction to Bidder

Volume 3: Draft Master Service Level Agreement

Volume 4: Supplemental Information

3. Bid responses should be organized in the format as detailed in Volume 2 to qualify for participation in the evaluation process. To facilitate replies, a soft copy (MS Word document) of this RFP is provided at www.wbprd.nic.in & www.wbgov.com. The same may be used to respond to the Technical/Commercial bids.

4. Volume-3, gives the draft of proposed Master Service Agreement, which is required to be signed by the selected SCA.

5. Volume-4, outlines the outputs of independent studies undertaken by various professional firms relating to CSCs in the State of West Bengal. These are purely supplementary background information, and the bidders are required to make an independent study themselves. The government disclaims any factual/ or any other errors in these reports (the onus is purely on the individual bidders to verify such information) and the information provided there-in is purely intended to help the bidders to prepare a logical bid.

6. The last date for the receipt of proposals responding to the RFP is *[(Month) (Day), 2006]*

7. This RFP is not an offer by WBSRDA, but an invitation for obtaining bidder response. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of WBSRDA or other designated agencies with the preferred/ successful bidders. The Department of Panchayat & Rural Development, Government of West Bengal will be a confirming signatory to the formal contractual agreement.

1. OVERVIEW OF THE COMMON SERVICES CENTER (CSC) SCHEME

1.1 ICT as the Driver for Rural Empowerment

- a. ICT can be a powerful enabler of developmental goals as its use can dramatically improve communication and exchange of information to strengthen and create new economic and social networks.
- b. ICT is pervasive and crosscutting as it can be applied to the full range of human activity from personal use to business and government. ICT is multifunctional and flexible, allowing for tailored solutions to meet diverse needs of the population. ICT facilitates disintermediation, as it makes it possible for users to acquire products and services directly from the original provider, reducing the need for intermediaries. ICT is also transparent - it does not differentiate on the basis of economic status, religion or castes of its users.
- c. Access to information, backed with relevant infrastructure and services, not only allows rural populace to improve its quality of life but also supports and supplements its existing incomes in a sustainable way. Access to information and services like e-Government, micro-credit, literacy, education, health, etc., can provide a solid foundation for the economic prosperity of rural India.
- d. Rural consumers are willing to pay for products and services that meet their needs and are offered at affordable prices. Therefore, what Rural India needs is a new social contract - in which there will be common access infrastructure, provided at commercial prices rather than given for free.

1.2 The National e-Governance Plan (NeGP)

- a. The Government of India has formulated the National e-Governance Plan (NeGP) with the vision of providing all government services in an integrated manner at the doorstep of the citizen, at an affordable cost. The NeGP initiatives consist of 27 Central, State and Integrated

Mission Mode Projects (MMPs) along with 8 other support components for rapid introduction of e-governance in the country. The NeGP envisions a three pillar model for delivery of “web-enabled Anytime, Anywhere access” to information and services in rural India. These are:

- i Connectivity: State Wide Area Networks (SWANs)/NICNET
 - ii National Data Bank/ State Data Centres (SDCs)
 - iii Common Services Centers (CSCs)
- b. The NeGP is an enormous step towards making the Government accessible to citizens, in ways that can not only save huge costs to the Government but also make it more transparent and efficient in its day-to-day interactions with the common man. To that effect, the role of Common Services Centers, envisaged as the front-end delivery network for Government services assumes great significance.

1.3 The Common Services Centers (CSC) Scheme

- a. Common Services Centers are envisioned as the front-end delivery points for Government, private and social sector services to rural citizens of India. The idea is to develop a platform that can enable Government, private and social sector organizations to integrate their social and commercial goals for the benefit of rural populations in the remotest corners of the country through a combination of IT as well as non-IT services.
- b. The aim of the Scheme is not merely to roll out IT infrastructure but to build a network of 100,000+ rural businesses across India. To that effect, the CSC Scheme has been designed to create a value proposition for all stakeholders and alignment of their economic interests.
- c. The CSC Scheme is envisaged to be a bottom-up model for delivery of content, services, information and knowledge, that can allow like-minded public and private enterprises - through a collaborative

- framework - to integrate their goals of profit as well as social objectives, into a sustainable business model for achieving rapid socio-economic change in rural India.
- d. But beyond a delivery channel the CSC can play a role of an effective “change agent” that would provide a structured platform for socially inclusive community participation for collective developmental activities. Such change, it is proposed, would be undertaken through three important components:
- i A Public Private Partnership (PPP) Framework
 - ii Rural Entrepreneurship and Market Mechanisms
 - iii Government policy and support
- e. An ICT enabled CSC can:
- i Provide citizen centric services of the State and Central Government in a convenient and efficient manner through the CSCs across rural India.
 - ii Enhance the accountability, transparency and responsiveness of the Government to citizen’s needs.
 - iii Provide efficient and cost effective methods of service delivery to departments and agencies
 - iv Allow private and social sector to collaborate with the Government to offer world-class services in rural India
 - v Train village level entrepreneurs in business and IT management skills
 - vi Empower the rural citizen through information dissemination and market linkages

1.4 The Structure of the CSC Scheme

The Service Centre Agency (SCA) would be the prime driver of the CSC Scheme and the owner of the CSC business. The CSC structure is envisaged as follows:

- i At the first level would be the Village Level Entrepreneurs (VLEs). The SCA would manage a network of VLEs who in turn would manage the operational business of the CSC at the village level. The VLEs would report to the SCA.
 - ii At the second level would be the Service Centre Agency (SCA). The SCA would be responsible for the overall profitability and sustainability of the CSC business.
 - iii At the third level would be the agency designated by the State- the State Designated Agency (SDA) - to facilitate implementation as well as provide policy guidelines from time-to-time, Government to citizen (G2C) services, and disbursement of revenue support to the SCAs.
 - iv In addition, the DIT has appointed a National Level Service Agency (NLSA) to support the SDA as well as the SCAs to enable the CSC business in the State
- a. **The State Designated Agency (SDA):** The CSC Scheme would be rolled out in the State through the SDA. The SDA would play three major roles as follows:
 - i Facilitator for policy, regulatory and other relevant changes with the State Government
 - ii Facilitator for enabling e-Government services
 - iii Enabler for infrastructure and other support to the SCA
 - b. **Service Centre Agency (SCA):** The SCA would be the prime driver of the CSC eco-system. The SCA would be the owner of the CSC network in pre-defined areas of operations in the State. The SCA would undertake activities such as identifying the required applications and services, harnessing the State network, identifying and training the VLE, establishing the CSC (either directly or through the VLE), supplying, aggregating and updating content and services and so on. The SCA would be supported by the NLSA and the

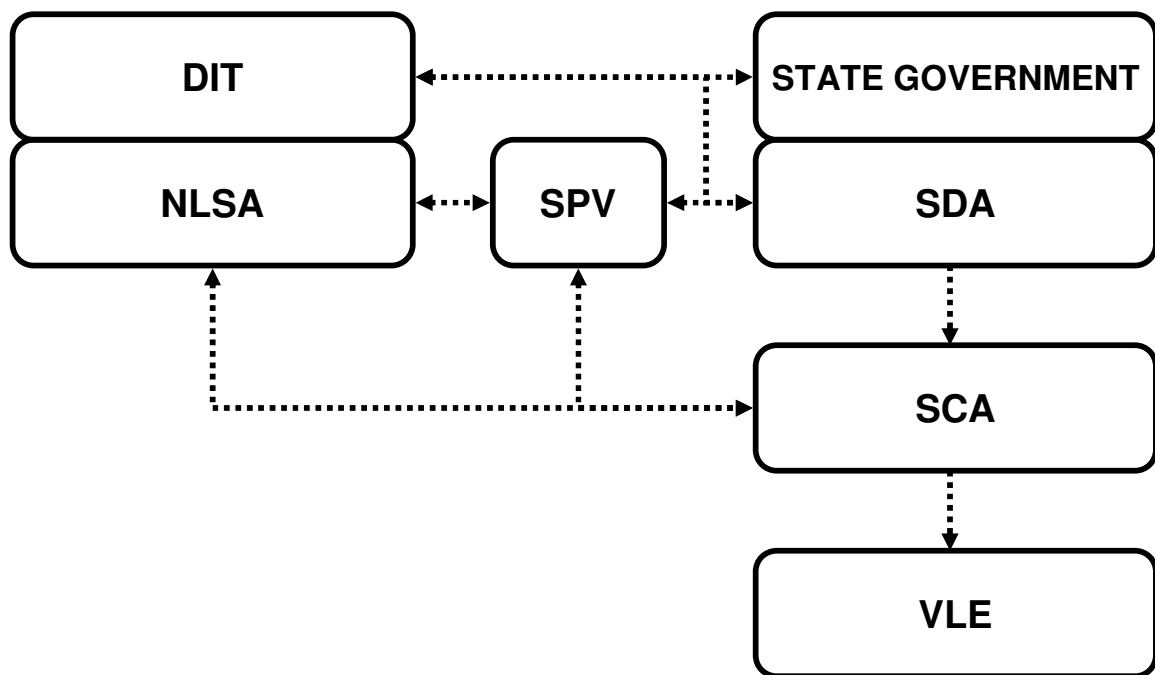
respective State Designated Agency (SDA) to implement the CSC Scheme

- c. Village Level Entrepreneur (VLE): The VLE is the key to the success of the CSC operations. A good VLE would be the one who has good entrepreneurial skills, strong social commitment as well as respect within the community. The VLE would manage the CSC business at the ground level. Selection and proper training of the VLE would play a vital role in effective implementation of the CSCs
- d. National Level Service Agency (NLSA): A project of this scale poses significant challenges of project management at the national level. Significant economies of scale can be achieved in the identification, customization and implementation of the physical and digital infrastructure required for the project. Further, many of the potential citizen-centric services would lend themselves to aggregation at the national level. To enable the State-specific implementation plans to benefit from such economies of scale, aggregation of best practices, content providers, etc., a National Level Service Agency (NLSA) has been appointed by the DIT for facilitating the rollout process on a Public Private Partnership format.
- e. Special Purpose Vehicle (SPV): In addition to the NLSA, an SPV has been proposed to undertake the day-to-day monitoring of the CSC Scheme on behalf of the Government. The SPV would undertake the following key roles and responsibilities:
 - i Lay down operating and financial guidelines within the CSC system
 - ii Providing a framework for collaborative decision making process
 - iii Catalyzing and maintaining content aggregation on an on-going basis
 - iv Build a common “Identity”

The SPV will have equity partners who would invest in the SPV, like DIT, NLSA, and Strategic Investors. The Equity Capital of the SPV,

in part, may also be subscribed to by the SCAs. The exact amount of investment would be determined at a subsequent juncture. The SPV may also be made responsible for channelizing the Government support to the SCAs. The SCAs would be expected to pay a fee to the SPV for all the above assistance / services. The CSC Implementation structure is outlined in Exhibit 1:

Exhibit 1: The Implementation Structure



1.5 Connectivity

- a. As part of the national e-governance plan (NeGP) of the Government of India (GOI), a State Wide area Network (SWAN) is in the process of being established to provide reliable broadband connectivity across the State up to the block level.
- b. A State Wide Area Network (SWAN) has been identified as the core connectivity option for supporting the CSCs. The SWAN Scheme proposes to establish 2 Mbps connectivity bandwidth up to the block level.

- c. It is envisaged that SWAN would be set up before the CSCs are operational, to the extent possible. The State/DIT will work with the SCA to determine the appropriate last mile connectivity options available.
- d. A brief report on West Bengal SWAN and its connectivity schematic is explained in Annexure 2 along with the details of District wise Point of Presence (PoP) of WBSWAN.

1.6 Determining the CSC locations

- a. The aim of the CSC scheme is to establish 100,000 rural kiosks across the country with an equitable distribution, 1 CSC for every 6-census village. Based on this 1:6 criteria, the SDA has identified 6797 as the total number of CSCs that would be located across the State as per the list detailed in Annexure A.
- b. In case the SCA decides to establish more CSCs than defined by the above clause 1.6 (a) and given in Annexure A, those additional CSCs would not be entitled for any revenue support.
- c. The State may at its discretion ask the SCA to increase the number of CSCs in its Zones on mutually acceptable terms and conditions

1.7 Integration of Existing Kiosks

- a. SDA has initiated CSC pilots in 13 selected Gram Panchayats of 7 districts to test the operational viability of the CSC Scheme for a period of 6 months. The SCA should make every effort to subsume existing kiosks within the ambit of the CSC Scheme. The location of pilot CSCs are: one each in Cooch Bihar & Jalpaiguri districts, two each in Burdwan, Bankura, Hooghly & Purba Medinipur districts and three in Birbhum district.
- b. Existing shortlisted Service Agency/kiosk operators are being given an opportunity to participate in the bid process of the CSC

Scheme as SCAs, subject to their meeting the stipulated eligibility criteria.

- c. The successful SCAs should make every attempt to accommodate existing kiosk operators as VLEs, as relevant, subject to the existing operators agreeing to assume the contractual liabilities of a VLE in terms of service delivery and the two parties arriving at an appropriate legal and commercial arrangement in this regard.
- d. The SCA may also like to leverage existing Self Help Groups/ NGOs and other well-established and reputed citizen-centric organisations/ groups and encourage them to participate in the CSC Scheme, by supporting them in their activities, in areas such as VLE identification, content localisation and human resource mobilisation.
- e. For kiosks not subsumed as per Clause 1.7.c, the State Government reserves the right to provide G2C services and SWAN connectivity to such existing kiosk operators on terms and conditions which are not adverse to the SCA.
- f. The State may not restrict the use of web-enabled Government services by any future CSC like entities, likely to be set-up or established. However no guaranteed revenue support would be provided to these CSC like entities.

1.8 Nature of Government Support

- a. No Capital Subsidy is envisaged under the CSC Scheme
- b. However, the track record of rural projects, underscores the need and essentiality for financial support to achieve sustainability around e-Government services. The challenge here is to develop a framework for ascertaining the 'optimum level' of Government support. It is therefore proposed to cover the revenue gaps and associated risks, which arise in rural markets.

- c. To ensure sustainability, it is proposed that the SCAs would be provided support in the form of a “Minimum Revenue Assistance / Guarantee against Governmental services”. The amount of support would be arrived at through a price discovery mechanism through this RFP for the final selection of SCAs. More details of the support calculation are available in Para 5.6 of this RFP

1.9 CSC Service Profile

- a. The CSCs would offer a multitude of services ranging in the areas of e-Government, education, health, agriculture, commercial, retail, etc. It is to be noted that delivery of Government services would be mandatory for the CSCs. To that effect, possible service areas (indicative) are listed below:
 - b. Key Government Services
 - i Land records
 - ii Collection of Land Revenue
 - iii Registration
 - iv Issue of certificates/ Government schemes
 - v Employment exchange
 - vi Electoral services
 - vii Pension schemes
 - viii Road transport
 - ix Public grievance
 - x Utility/Telephone Bills
 - c. Business to Consumer (B2C) services
 - i Commercial Services
 - Digital Photos
 - Web surfing
 - Photocopy
 - DTP
 - Email/Chats

- CD Burning
- Typing
- Printing
- Games
- Forms downloads/Estimates
- ii e-Commerce/online services
 - Railway Tickets
 - Astrology
 - Matrimonial
 - Shopping
 - Resumes
- iii Education Services
 - IT Education
 - English Skills Training
 - Tuitions
- iv Entertainment
 - DTH - Community TV
- v Telemedicine
 - Primary Healthcare
- vi Agriculture Services
 - Agri-inputs
 - Agri-loans
 - Agri-consulting and training
- d. Business-to-Business services (B2B)
 - i Advertising & Promotion Services
 - Space marketing of CSC
 - Promotions
 - ii Data Collection Services
 - Research Data collection
 - Data Entry

iii Distribution Services

- FMCG Products

iv Financial Services

- Loans/Deposits
- Referrals
- Insurance, etc.

1.10 Restructuring the Delivery of Social Development related services in rural India

- a. A Platform to create Demand-Driven Market Structures in Rural India: The CSC Scheme would focus on creating effective market mechanisms for demand-driven delivery of services in a PPP framework. Such mechanisms can provide the right springboard for rural empowerment with minimum government intervention. A concurrent activity undertaken in 100,000+ CSCs can accelerate the process of socio-economic development in rural India
- b. A Cost-effective Distribution Pipe for rural citizens: The CSC Network would be a distribution pipe through which the Government can distribute its various Schemes and offer its services directly to the rural consumer, in a cost-effective manner. Apart from e-Government services, the CSCs can be a delivery mechanism for offering private sector services like education, adult literacy, telemedicine, agriculture extensions, community health and hygiene, critical data on weather, disaster management, entertainment, communication, awareness, vocational training, etc.
- c. A transparent framework to deliver Good Governance in rural India: The CSC Scheme, by virtue of its design and application, would create a transparent platform for direct delivery of e-Government services as well as social development activities to the rural consumer. Such a system would provide the right impetus to promote Good Governance in rural India.

- d. A Sustainable Business Model for Rural Prosperity: The combined experience of DIT, State Governments, NLSA and SDAs at the top and the SCAs and VLEs at the bottom can provide numerous opportunities for implementing innovative business strategies and best practices.
- e. Social Inclusion of marginalized communities: By reaching the remote rural locations of India on a sustainable basis, and offering a variety of world-class services, the CSCs would encourage social inclusion of hereby marginalized communities and under-privileged sections of the rural society.

2. STAKEHOLDER ROLES AND RESPONSIBILITIES

2.1 The Service Centre Agency

The responsibilities of the SCA would include the following:

- a. Scouting for rural entrepreneurs: The SCA would scout for VLEs from a given geography. The SCA will also need to get into suitable agreements with the VLEs clearly delineating their respective roles, responsibilities and service-level liabilities. Once the SCA has entered into an agreement with the VLEs, the SCA would be responsible for maintaining documents and database of information related to the VLEs. GoWB recommends women entrepreneurs to be the VLEs of the CSC Scheme, preferably women members of the SHG clusters/Federations. Additional weightage will be given to SCAs who select women entrepreneurs from the SHG Cluster/Federation of the State, by going into a contractual agreement with the SHG clusters/Federations of each bidding Zone. State Government may provide assistance for pre-induction training to these women SHG members on areas like IT, Sales & Marketing and Financial management skills, to encourage proper selection of VLEs, if required.
- b. Training of VLEs: It will be the responsibility of the SCA to train (post-induction) the VLEs on various aspects of the CSC business, particularly the delivery of G2C services.
- c. Creating awareness: The SCA will sensitize the villagers about the benefits from the CSC and will promote the use of CSCs in the rural areas through the state-level and local promotion campaigns.
- d. Coordinating with the SPV: The SCA would work closely with the SPV in the areas of content aggregation, PR, government services, monitoring processes, etc.
- e. Government Services: The SCA would manage relationships with the SDA for provision of G2C Services through the CSCs. The SCA will

be required to interface with the State Government as well as the State Level Agencies and collaboratively work on improvement of services offered and introduction of new services from time to time including aspects such as service charges, collection and remittance, Quality of Service Parameters, protocols, security etc.

- f. **Back-end support:** The SCA will ensure adequate back-end support to the VLE. The SCA should also set up a call center for quick redressal of queries by the VLEs and common citizen. A dedicated team should be posted at each district of the bidding Zone, which will coordinate the activities with the VLEs.
- g. **Sales Management and follow-up:** The SCA should ensure that each and every VLE is involved in effective delivery of content and services. The SCA sales team at the district should also provide appropriate support to drive the CSC profitability.
- h. **Content and Service Management:** The SCA should develop a local content and services ecosystem by identifying the required applications and services, harnessing the network, supplying, aggregating and updating the content (this would include entering into appropriate commercial agreements with local third party content/service providers). The SCA will also have to identify, collaborate and contract with B2C/B2B service providers to create and manage specific services. At the back-end SCA will integrate the G2C and B2C content services and also integrate with the appropriate payment gateways.
- i. **Monitoring:** The SCA shall monitor the VLE at all times and provide adequate support for their smooth functioning. Each SCA will be evaluated based on the performance of the VLEs under it. It is the responsibility of the SCA to ensure cross-pollination of best practices across the various VLEs under its areas of operation to ensure the success of the CSC Scheme. The SCA should make provision to allow DIT/ SPV/SDA to monitor delivery of G2C services on-line.

- j. **Manage Service Delivery:** The SCAs will integrate suppliers, partners, the State Government and the CSCs and customers into a Web-enabled value chain. The key challenges for the SCA would be to manage secured, safe and trusted service delivery channel on one hand and integrate pieces of the service delivery chain on the other. SCA would host applications in a centralized data centre and deliver applications via the Internet. The SCA will maintain the security and integrity of the data, business processes and transactions at all times and protect all the assets of the project, intellectual and physical. The SCA will assume complete responsibility for the managerial, technical, financial, HR, logistics and other resources and ensure its viability, visibility and high quality of performance of the CSCs.
- k. **Connectivity:** The SCA will interact with the State/SDA as well as private telecom providers to enable appropriate last-mile connectivity to the CSCs

2.2 The Village Level Entrepreneur:

The roles & responsibilities of VLE would include the following:

- a. **Effective Service Delivery:** The VLE, through her CSC, should act as a service delivery point where she delivers services through which the population of the catchment area benefits.
- b. **Sales and Promotion:** The VLE should be actively involved in sales process of the given products and services and devise innovative methods for attracting more and more customers to the CSC.
- c. **Feedback:** The VLE should provide feedback at a regular interval to the SCA on enhancing services and also to improve processes for better delivery.
- d. **Catalyst for change:** The VLE is an entity that has to bring about a change in her environment by using ICT as a tool. It is therefore important that the right VLE is selected through an appropriate selection and training process. This will be facilitated by GoWB by

short-listing a large number of trained women SHG members from each bidding Zone. SCAs will identify & select the final group of VLEs from each bidding Zone, preferably from the list of trained and shortlisted women entrepreneurs of SHG Clusters/Federations. VLE is an entrepreneur who will run her business by using the network. In other words she should try to impart knowledge and try to educate the population.

- e. The VLE will endeavor without any prejudice to provide all services to the rural citizens.

2.3 The NLSA

The role of the National Level Service Agency has been formulated with a view to providing program management support to the DIT, SDA and SCA, to roll out the CSC Scheme. The roles and responsibilities of the NLSA have been outlined below:

- a. Enabling State Rollout: The NLSA would work with State Government/ SDA to enable the various stages of the State Rollout like preparing Bidding documentation, RFPs, managing the selection process for SCAs, Vendors, identifying G2C services, locations, etc.
- b. SCA Support: The NLSA will assist the SCAs in structuring and developing business plans which would form the basis of financing the project and its implementation.
- c. Mobilize resources: Based on the SCA business plans, the NLSA would help raise resources from lenders in the form of project finance, asset finance, stakeholder equity, term loans, suppliers' credit, etc.
- d. Building Skills and Expertise in the CSC System: A project befitting a National Mission would need enormous amount of capacity building in the areas of human, technological, organizational, institutional and other resource capabilities. As a part of the human resource development process, the NLSA will identify programs and agencies that can equip individual stakeholders with the understanding, skills

and access to information, knowledge and training that enables them to perform their roles effectively.

2.4 The State Designated Agency

The responsibilities of the State Designated Agency (SDA) will be as follows:

- a. Appointment of a Nodal Officer: The SDA would appoint a Nodal Officer and a core implementation team to represent the State and provide all state level support for smooth implementation of the CSC scheme.
- b. Facilitate e-readiness of the State: The SDA would co-ordinate with the State Departments and appropriate officials to develop an implementation plan for delivery of e-Government services. The SDA would also coordinate and facilitate interactions with various internal departments
- c. Provide policy and regulatory support: The SDA would facilitate any policy of regulatory support that the SCA or any other stakeholder may need to successfully implement the Scheme in the State
- d. Help identify CSC locations: The SDA in tandem with the District officials would help the SCA to identify suitable locations to set up the CSCs, as indicated in Annexure A.
- e. Select Service Centre Agencies (SCA): The SDA would undertake appropriate bidding and selection processes within the framework of the State rules and regulations to induct SCAs into the CSC Scheme.
- f. Facilitate training and capacity building: The SDA in association with DIT and NLSA would undertake appropriate training and capacity building programs to gear up the State Departments to facilitate e-Government services through the CSCs.
- g. Facilitate awareness campaigns: The SDA would undertake the necessary steps to promote and publicize the CSCs amongst all stakeholders as well as the rural customers.

- h. Facilitate the SWAN interface: The SDA would coordinate the SWAN implementation process with appropriate departments to ensure connectivity for the CSC Scheme. Where SWAN is not ready, the SDA in tandem with DIT, NLSA and SCA would select the right telecom providers to connect the CSCs.
- i. Monitor and disburse revenue support: The SDA in association with the SPV would monitor the SCA business to calculate the precise revenue support for disbursement on a periodic basis.

2.5 The State Government

The major roles envisaged for the State Government are as follows:

- a. Setting up of a High Level Committee for overseeing the implementation of the CSC Scheme including the selection of SCAs
- b. Driver for policy, regulatory and other relevant changes
- c. Providing Financial Support
- d. Service provider for e-Government services
- e. Physical and digital Infrastructure and other support to the State Designated Agency (SDA)/SCA
- f. Take an appropriate decision on the mode and degree of integration with the CSC Scheme of the existing physical, digital and institutional infrastructure of various Government Agencies/ Departments in the State, such as Schools, Gram Panchayats, Public Health Centers (PHC), etc and Post Offices (in consultation with GOI).
- g. Decide on the extent and modalities of integration with the CSC Scheme of existing Government schemes particularly development programmes in areas like Education, Health, Agriculture, Employment, etc.

3. STATE SPECIFIC INFORMATION

3.1 Profile of the State



i West Bengal is one of the India's fastest growing states in the last decade, with a 5.2% growth in per capita net SDP. Over the three-year period between 1998- 99 and 2000-01 it has also ranked as the fifth most

attractive destination for investments (As per Central Statistical Organization-CSO). Going forward, the state has identified IT as a priority focus sector to be developed into a growth engine. This focus is reflected in the fact that West Bengal was among the first states to articulate an IT policy (formalized on 1st January, 2000), based on the recommendations of the IT task force set up on March 1999. This was followed by a special incentive scheme introduced in November 2001, a dedicated ITES policy in June 2002 and a new IT Policy in September 2003. One tenth of India's market is in West Bengal. The percentage of population living below the poverty line has drastically reduced in recent years and a vast rural captive market is available in West Bengal. On an average, an amount of Rs.13100 Crores is being spent by the rural population on purchase of industrial goods every year and this is increasing nearly at a rate of 10% per annum (PwC study)

ii ADMINISTRATIVE SET-UP

Number of Districts = 18

Number of CD Blocks = 341

Number of Panchayat Samitis = 333

Number of Gram Panchayats = 3354

Number of Census Villages = 40, 782

Total Rural Population = 5.77 Crores

Average Number of House Holds per Gram Panchayat = 3400

3.2 The Scope of the Project:

- a. The State of West Bengal has 18 Districts, each district has blocks under them depending upon the geographical coverage and population, currently there are total of 341 blocks in the State. The blocks are further divided into Villages; there are 40782 Census Villages in the State. The State of West Bengal has grouped these 18 districts into Eight (8) Zones. The bidding for the CSC Scheme will be for each of these eight Zones. The bidder may bid for one or more Zones but a maximum of three (3) Zones would only be awarded to a particular bidder.
- b. In case no bid is received for any particular Zone, the lowest bidder in the other Zones would be offered first to quote for this Zone. In case of lack of interest among the existing parties, the particular Zone may be considered for re-bidding by the Government of West Bengal under different terms and conditions as they may deem fit. Government of West Bengal reserves the right to allocate the Zones to the bidders in case of equal bids. The Zones and the districts under each Zone are tabulated below:

SL. No.	Name of Zone	Districts
1	Zone 1	Darjeeling, Jalpaiguri & Cooch Bihar
2	Zone 2	Uttar Dinajpur, Dakshin Dinajpur & Maldah
3	Zone 3	Murshidabad & Nadia
4	Zone 4	North 24 Parganas & Paschim Medinipur
5	Zone 5	Burdwan & Purulia
6	Zone 6	South 24 Parganas & Howrah
7	Zone 7	Hooghly & Bankura
8	Zone 8	Purba Medinipur & Birbhum

3.3 State e-Readiness and details of existing projects/initiatives

The State of West Bengal has taken significant steps to enhance its IT capabilities. Some of the IT infrastructure projects are listed below:

S. No.	Name of the Initiative	Description	Status /Reach / Other details
1.	Banglar Mukh Portal	A single point entry portal for the state of West Bengal for providing government information and transaction services online to both citizens and businesses	Information of all the state departments is hosted online. This portal will be customized to deliver government services through the CSCs
2.	WBSWAN (West Bengal State Wide Area Network)	WBSWAN is an initiative to establish broadband connectivity across the State of <i>West Bengal</i>	Consultant has been appointed and implementation is in process. Expected to be completed by June 2007
3.	Computerization of Panchayats	The State has progressed with an initiative to computerize all its Panchayats, Panchayat Samitis and Zilla Parishad offices to enable efficient data collection and transfer	

A list of e-government initiatives of various departments are shown in the table below (PwC Report):

Sl. No	Name of the initiative	Description	Status/Reach
<u>Information Technology Department</u>			
1	Banglar Mukh	G2C Portal providing a single window to all web based government information and services for the citizens.	Already up and functioning at www.wbgov.com
<u>Land and Land Reforms</u>			
2	Computerization of land records	The land records and the cadastral maps have been computerized	All the 341 blocks and 42,309 mouzas in the state have been covered.
3	Bhumi	Pilot project in Hooghly District for computerization and concurrent data update, issue of ROR, mutation etc has been successful and plans for Statewide Rollout are currently being finalized.	Out of 18 blocks 11 blocks in the District have been declared online.
<u>Panchayat & Rural Development</u>			
4	Web Portal	The Department's portal provides both G2G and G2C services. This portal includes GIS maps for Districts, blocks and Gram Panchayats in the state.	Already up and functioning at www.wbprd.nic.in
5	Integrated Fund Monitoring and Accounting System	Backend Fund Monitoring and Accounting System	Installed in 17 Zilla Parishads and 78 Panchayat Samitis
6	Gram Panchayat Management System	The department is eager to roll it out to all gram Panchayats, provided they get adequate funding	Operational in 216 gram Panchayats
7	Common Service Centres (CSC)	A pilot project for creation of 'Common Service Centres' (CSCs) at selected 18 Gram Panchayats for ensuring service delivery to the citizens is being planned under a PPP Model.	18 Gram Panchayats planned to be covered
<u>Department of Agriculture</u>			
8	Agriculture Portal	The AgriPortal, as a single window source, covers all the aspects of the rural economy in the state – useful & relevant information to people, farmers, fishermen, artisans etc.	It covers 22 departments in the state.
9	File Movement Tracking System	File movement Tracking System has been developed by NIC and deployed at the headquarters.	
10	Fund Flow Monitoring System	Fund Flow Monitoring System developed by NIC and deployed at the headquarters	
<u>Property Registration</u>			

11	Computerisation of Registration Process	A pilot project in 5 registration offices in Hooghly District has been undertaken by the Finance Department, with support from DIT, GoI. This project has achieved automation of the registration process in the registry offices and computerized determination of 'market value' of the plot.	The project has been completed in 4 Registration offices of Sreerampore, Chandannagar, Janai and Singur.
Treasury Department			
12	Treasury Automation	The budget operations of the Finance Department have been automated and the annual budget of the state is prepared using the automated system.	All the 83 treasuries of the state are now automated
13	Portal	The department has recently created a very informative web Portal.	Portal available at: www.fin.nic.in
Commercial Tax			
14	Web Portal	The web portal of the Commercial Tax Directorate (http://wbcomtax.nic.in) offers both G2G and G2C services. The directorate has established online connectivity with their important establishments and check posts in the state.	Currently operational in HO, District, Sub Divisional and 27 check posts.
Health and Telemedicine			
15	Telemedicine	The Telemedicine system facilities remote examination of rural patients by experts in the referral hospitals.	The department has deployed Telemedicine Systems covering 3 Referral Hospitals and 6 Nodal Centres. So far 2927 patients have been benefited through the telemedicine system. By September 2006, the Telemedicine shall cover 5 Referral Hospitals and 15 Nodal Centres.
16	Hospital Information System	Hospital Information System has been developed for District, Medical College and autonomous hospitals and computerization is underway.	
17	Inventory control	Inventory control of drugs and automation of procurement process.	

18	Personnel Management System	Personnel Management System to document the basic information for all Departmental employees.	
19	GIS	GIS for improved decision support to healthcare administrators has been developed.	
20	Web Portal	The Department of Health and Family Welfare, through its Portal (www.wbhealth.gov.in) offers G2G and G2C services.	
21	Health Management Informative System	The department has introduced 'Health Management Informative System' in important hospitals of the state	
<u>Environment Management</u>			
22	Web Portal	West Bengal Pollution Control Board (www.wbpcb.gov.in) offers G2G and G2C services through the Portal. redressal of their grievances can be done at this portal.	
<u>Police Department</u>			
23	PS Computerisation	Webel Technology Limited (WTL) has implemented the computerization of 411 Police Stations including important police establishments and 52 Courts in the state.	
24	Thana Criminal Tracking System	Application for tracking of criminals.	
25	Police Personnel Management System	Application for management of police personnel.	
26	Document Tracking System	This application is used for tracking of documents in various Police stations.	
27	Financial Management System	This application helps the department to manage their finances properly	
28	Vehicle Management System	This application is used for keeping a track of registered vehicle in the state	
29	Material Management System	This application made by WTL is for management of materials procured by the department.	
<u>Transport Department</u>			
30	Smart Card	West Bengal is the first state in the country to introduce Smart Cards for the Driving License (DL) and the Registration Certificate (RC). The Transport Smart Cards with 4kb microprocessors and using Biometric Security System have been introduced in Kolkata PVD. Licenses- Sarathi software developed by NIC and is currently deployed in PVD,	So far 1.80 Lakh Smart cards have been issued to citizens in Kolkata

		Kolkata. Registration- Vahan software developed by NIC and is currently deployed in PVD, Kolkata. Permit Management software under development by NIC.	
<u>Consumers Affairs</u>			
31	Consumers Disputes Redressal System (CDRS)	The application is for the redressal of consumer disputes.	
32	Fund Flow Monitoring System (FFMS)	The application is for fund flow monitoring	
33	Letter & File Monitoring System (LFMS)	The application is for letter and file monitoring	
34	Service Record Monitoring System for Officials	The application helps in monitoring service records for the officials.	
35	Computerisation of Salary Accounts (COSA)	The application is for automation of salary accounts.	
36	Web based Complaint Redressal System (CCMS)	This portal is for the redressal of all complaints received.	
37	Cash Account of Legal Metrology (CALM)	This application helps in maintaining cash account of legal Metrology.	
38	District Fund Flow Monitoring System	This application helps in monitoring of District fund flow.	
<u>Water investigation and development</u>			
39	Web portal	The department has its own portal	
<u>Municipalities</u>			

40	Municipalities system	To facilitate easy and transparent flow of information across the Land, Law and the Marketing Units, query-based network application software has been developed. Moreover, the land and law database will also help in speedy implementation and monitoring of different schemes and projects.	
41	GIS	Establishing a GIS data-base in all 126 Municipalities/ Municipal Corporations. Providing a public interface for e-governance, data sharing etc. through touch screens/kiosks and Information Centres. Provision of Services to citizens – Birth / Death/ Trade License Payment of taxes – property / water Plan sanction work flow system Grievance handling system.	

4. OVERVIEW OF THE SUGGESTED IT-ARCHITECTURE

4.1 Connectivity

- a. As part of the National e-Governance Plan (NeGP) of the Government of India (GoI), a State Wide Area Network (SWAN) is being established to provide reliable connectivity across the State up to the block level. The SWAN would be a hybrid network using leased line, VSAT and RF technology. The last mile connectivity from the block to the village level is proposed to be through wireless broadband connectivity for which the SCA would have to invest for the mast, receiver and customer premise equipment (CPE) at each of the CSC location. It is the intent of the State Government to have SWAN in place before or simultaneously with the roll out of the CSCs. GoWB would not levy any SWAN network user charges for G2C services to the SCA for the first 4 years and will provide for recurring bandwidth costs.
- b. Connectivity requirements of the SCA may be divided in two parts : i) connectivity between the CSC and the Data Centre where the G2C e-Government services are to be delivered from,; & ii) connectivity for the other private services (B2C) to be delivered through CSCs. Over and above, SCA needs to work out the connectivity required to centrally manage the CSCs under its establishment. SCA may have various options to meet the above connectivity requirements.
- c. SWAN for e-Gov Services: As a part of National e-Governance Plan (NeGP) of the Government of India, a State Wide Area Network (SWAN) is being established to provide reliable and secured

connectivity across the State, upto the Block level. SWAN would have capacity of 2 Mbps presently (upgradable 8 Mbps) with leased lines connectivity vertically on four tiers i.e. State Hq – District Hq, District Hq – Sub-Division Hq, Sub-Division Hq – Block Hq, with minimum capacity of 2 Mbps in each link. It would be a converged Closed User Group (CUG) government network capable of providing services of

- i) Data, Voice and Video at SHq and DHq
- ii) Data and voice at SDHq and BHq
- iii) Internal throughout the State

The departmental offices located at various tiers as indicated above would be connected horizontally to the SWAN Points-of-Presence at various tiers, either through leased lines or through horizontal offices, with the capacity, as required by the applications / services (batch mode or OLTP), pertaining to those departmental offices.

Further, the State Government of West Bengal is also planning to establish a State Data Centre which would be seamlessly connected to the SWAN at the SHq. It is expected that in course of time all the data/content required for delivering e-Government services would be residing in the Data Centre except some specific e-Government services for which data/content would be residing at servers anywhere below the SHq. For access to the data required for delivering Central Government services, SWAN would be connected to NICNET at SHq level through a gateway.

- d. Last mile connectivity below Block level: SCA may work out several options to get the last mile connectivity required to connect the CSCs. It is expected that for most of the CSCs, the last mile connectivity

may be established through wireless technology. This will be provided especially by the telecom service providers with broadband capacity suitable to meet the requirements of CSC's online operations, unless the SCA himself or any member of the consortium is a licensed telecom service provider.

Department of IT is now facilitating to enhance its rural broadband connectivity provisions in and around the 20000 rural digital exchanges across the country, which are connected to the backbone with optical fibre cable. BSNL being the only TSP, having OFC backbone support to its rural exchanges at Sub-Block level, Department of IT is providing partial funding support to BSNL so that dedicated broadband wireline connectivity of capacity 256/512 Kbps would be available through copper immediately to those CSCs which would be located within 4-5 kms of those 20000 rural exchanges. For the CSCs, which would be located within 4-5 kms of the BSNL exchanges, SCA would avail of this connectivity option by entering into an agreement at a standard tariff plan applicable across the country. It may be noted that other value-added services, normally available with BSNL broadband connectivity scheme, would also be made available in case of this connectivity option. SCA would therefore be required to work out with BSNL for wireline broadband connectivity for those CSCs under its fold, which would be within 4-5 kms from the rural BSNL exchanges. A list of BSNL Rural Telephone Exchanges for West Bengal is enclosed at Annexure 3.

For the other locations where wireless connectivity would be the only option available, Department of IT is also facilitating to identify those rural locations where presently only BSNL is having towers for its mobile services. Department of IT is contemplating to partially support BSNL for those locations where BSNL are the only wireless

service provider with existing towers. Wireless broadband will be provided by BSNL for such 20000 CSC locations for 512 Kbps bandwidth. BSNL will supplement its wireless broadband services at those towers. Prospective SCA, may therefore explore to find out whether proposed CSC locations would be able to avail of either of the above connectivity options.

In case the above two connectivity options are not available to prospective SCA for an identified CSC location, SCA would have to work out other connectivity options. The detailed plan to provide such broadband connectivity to the CSCs need to be submitted by the SCA alongwith the bid proposal. The costs of such options need to be reflected in the business model submitted by the SCA for relevant bid unit.

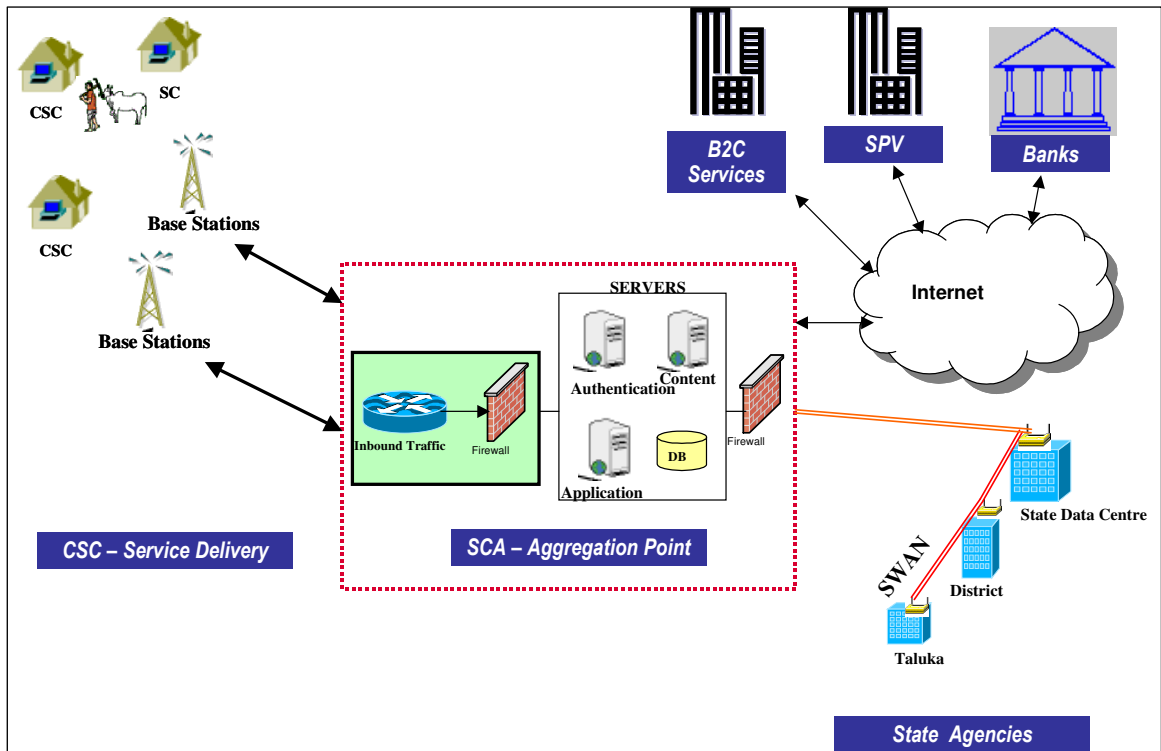
- e. Internet connectivity to CSCs: It is expected that in due course of time most of the e-Gov services would be web-based and CSCs would depend on internet connectivity which would be provided by the TSPs having ISP license. However, for the current situations as explained above in Para 4.1 (c) & (d), SCA would work out its requirement of internet bandwidth for CSCs under its fold through SWAN, BSNL or any other ISP, with appropriate charges, as applicable.

4.2 IT Architecture

- a. The SCA would act as a Service Access Provider (SAP) and network manager for CSCs. SCA should set up a portal for enabling access to the services of the non-government businesses and make them available to the VLE access points.
- b. The CSC will be the delivery point where the services of the Government and non-government businesses will be delivered to the

end user – a citizen. The CSC will be connected to the SCA through any of the connectivity options – Dial up, Leased line, VSAT, Wireless, SWAN, or services of other network services providers or a combination of such options.

- c. The suggested High-level architecture model is provided in the exhibit below followed by discussion on important features of the same.

Exhibit 11: Suggested IT Architecture**4.3 SCA-CSC Connectivity**

- a. As explained in Para 4.1 (c) earlier Department of IT, GoI under the NeGP Core Infrastructure project, has already taken an initiative to establish State Wide Area Network (SWAN) across the country. Further, as explained wireline and wireless connectivity would be Available at sub-block level so that villages located within 10-15Kms radius around the block Head quarters can also be connected.
- b. Such framework would create an enabling environment and an institutional mechanism so that CSCs which may be established through this scheme would avail connectivity and capacity of SWAN up to the block level and using the available connectivity below the block level. The SCA would have to provide for the mast, receiver and CPE at the CSC end.

- c. The SWAN backbone would typically be built on high speed Point to Point Leased Lines connecting the State HQ to various District HQs which in turn would aggregate the various Block HQs in a Star topology or a Ring Topology.
- d. d. The number of required points of connectivity being large and wide spread across the State, and also given the spread of the telecom network of various service providers, the SCA has the choice of having different service providers, the SCA would have choice in various places. The SCA may also have arrangements with different services providers for primary and fall back network options. Since the connectivity is so critical for delivery of both G2C and B2C services, the SCA should bring out the salient features of the proposed network architecture and proposed to be used on the ground, along with detailed notes, and architecture diagrams. In essence, the SCA must arrange for the best network solution at the most affordable cost to a CSC.
- e. The bidders will also need to make their own assessment on the sizing of the Internet bandwidth and other key components of the CSC connectivity system appropriate to meet the demand for the services and comply with the SDA requirements
- f. Private Service Providers: It is envisaged that SWAN would be set up before the CSCs are operational, to the extent possible. The State/DIT would work with the SCA to determine the appropriate last mile connectivity as explained in Para 4.1 (d).

- g. Requirements: The Network Operating Center (NOC) to be established should have capabilities to follow OSI Standards and should have following features:
 - i Should be addressable by TCP/IP based network
 - ii Should have the capability to run IP routing protocols like OSPF (Open Shortest Path Find)
- h. The SCA need not build a standalone SCA-CSC network or physically aggregate the traffic at the SDA Data Centre. With the available Last Mile Connectivity from a service provider the following should be established:
 - i. The Telecom Service Provider (TSP) could create a virtual SCA-CSC network and any CSC which is a part of such SCA-CSC network, could by means of last mile connectivity (Wireline or Wireless) become a member of this network.
 - ii. The SCA would also need to take connectivity to the TSP and be a part of the same SCA-CSC network, thereby allowing all CSCs to communicate with the SCA. The TSP could also prescribe controls, inter-CSC access and allow all CSC endpoints to communicate with the SCA.
 - iii. As the network uptime of the CSC is very critical, the SCA may preferably setup its own NOC to continuously monitor the network. The NOC could utilize the same network connectivity established to detect the critical network components at the network layer and enable the monitoring and management of the network.

4.4 State Data Centre (SDC)

- a. The State Government would host the entire e-governance applications backend infrastructure in terms of Client Server hardware, Applications, LAN Access switch, Server Farm, firewall, Core WAN router for connecting high speed Internet connection and high-speed WAN links connecting to various state departments/HQs.

- b. The SDC portal would eventually be the gateway for SCA/CSC-SDC interactions. The SCA would develop applications to provide all necessary options for providing G2C services. The SDC would provide a single point access to the various government services. Till the time the SDC becomes operational, short listed Government Services will be delivered through the State Portal:
<http://www.wbgov.com/e-gov>

4.5 IT Architecture at the CSC

- a. The IT architecture at the CSC should have the following features:
- i A simple architecture.
 - ii Robust integration at the levels of SCA. SCA would act as a Service Gateway for the CSCs.
 - iii The CSCs would operate under a well regulated and controlled environment
 - iv The CSCs will require computing capabilities in the form of PCs, printers, operating system and other related hardware. It is envisaged that CSC's would require a single terminal machine and as the demand increases the CSC would migrate to multi-terminal environment to deliver variety of services such as distance learning, IT Training etc.
 - v Cost effective solutions to meet the local needs of the rural populations
 - vi Upgradeable hardware to handle the growth in volumes over the next 4-5 years
 - vii The IT Infrastructure needs to be available continuously, hence the need for power backup
 - viii Ensure minimum complexity in the technical environment to minimize overheads on the Information Systems
 - ix Should enable Cost effective data transfer / communications mechanisms

b. There are two major components of the CSC IT-infrastructure - Digital Infrastructure and IT Software:

- i Digital Infrastructure would comprise of all onsite technology equipment, such as PCs, Printers, Scanners, Projectors, Digital Camera, Software, and power back ups such as UPS, Genset, etc.
- ii IT Software would comprise of operating System, application for providing services, IS Security and Management and maintenance tools etc.

The Exhibit shown below suggests the guidelines for the IT specifications for the CSC hardware:

Suggested IT Specifications* for CSC Hardware

Asset Type	Details	Indicative Specifications
Computer Terminals	Processor	<ul style="list-style-type: none"> ▪ Celeron Processor Chips or Sempron OR ▪ Intel Pentium IV, 3.0 GHz , 800 MHz FSB HT Processor, 2 MB Cache, 800Mhz FSB OR ▪ AMD 64 3000+ or higher
	Motherboard	Intel Original Motherboard, 845/915/945G Chip OR Equivalent
	Memory	<ul style="list-style-type: none"> ▪ 256 MB DDR SDRAM or Higher
	Hard Drive	<ul style="list-style-type: none"> ▪ 40 GB, SATA/IDE, 7200 RPM or Higher
	Optical Drive	<ul style="list-style-type: none"> ▪ 52X CD RW /DVD R Combo
	FDD	<ul style="list-style-type: none"> ▪ 1.44 FDD
	Speakers	<ul style="list-style-type: none"> ▪ Set of Speakers
	Graphics Card	<ul style="list-style-type: none"> ▪ Onboard Intel GMA900 Graphics, Integrated OR Equivalent
	Audio / Sound	<ul style="list-style-type: none"> ▪ Onboard Intel High Definition Audio system OR Equivalent
	LAN	<ul style="list-style-type: none"> ▪ Onboard integrated 10/100 Mbps LAN
	Fax/Modem	<ul style="list-style-type: none"> ▪ 56.6 Kbps Internal card
I/O Ports	<ul style="list-style-type: none"> ▪ 1 Serial, 1 Parallel, 6 USB (2.0 version), 2 PS/2 ports, 1 Serial, 1 Parallel, 1 VGA Port, 1 RJ45 LAN Port, Audio Port 	

Asset Type	Details	Indicative Specifications
	Keyboard / Mouse	<ul style="list-style-type: none"> ▪ USB or PS2 or serial, 107 Keys Keyboard - wired / wireless ▪ USB, PS2, Optical 2 button scroll Mouse - wired / wireless
	Monitor	<ul style="list-style-type: none"> ▪ 15" Colour Monitor
	Operating System	<ul style="list-style-type: none"> ▪ The equivalent of or an OS which delivers functional performances of Microsoft Windows XP Home / Microsoft Windows XP Professional / Linux RHEL 4.0
	Warranty	<ul style="list-style-type: none"> ▪ 3 years warranty
Printer	Dot Matrix Printers	<ul style="list-style-type: none"> ▪ 9 pin head ▪ Print Speed 300 cps ▪ Print Direction Bi-directional Logic Seeking ▪ 80 / 132 Column Printer ▪ Power supply fluctuation 90-270V
Optional Additional I Printer	MFD InkJet Based (Colour/ B&W)	<p>Inkjet (B&W/Colour)</p> <ul style="list-style-type: none"> • Print, • Up to 16 ppm in Black. (1200x1200dpi) • 12 ppm in Color. (4800x1200dpi optimized) ▪ External I/O Port 1 USB Port ▪ Supports MS Windows or Linux O/s
Video input	Web Camera	<ul style="list-style-type: none"> ▪ Intelligent Face Tracking ▪ VGA Sensor for low light video capture ▪ Built in microphone ▪ Low distortion, wide field of view lens ▪ 1.3 MP Resolution still photo capability ▪ USB2.0 high speed connectivity

Asset Type	Details	Indicative Specifications
Consumer Premise Equipment	Networking	<ul style="list-style-type: none">▪ ADSL Router with WAN modes supported: Connects to host through 10/100Base-TX Ethernet Port OR (For Dial Ups)▪ Fax/Voice/Data Modem supporting 56 Kbps with ITU-T V.92 Standards

Asset Type	Details	Indicative Specifications
Power Backup	<ul style="list-style-type: none"> • UPS • Battery • Generator • Alternate Sources including non-renewable energy sources • Any power backup system as indicated above should have proper power conditioning system essential for the local erratic power supply situations which may include surges due to lightning, low voltage below the specified transformer input voltage (brown out situation), elevation of neutral voltage due to unbalanced and uneven distribution etc. 	Customized depending on SCA's requirement.

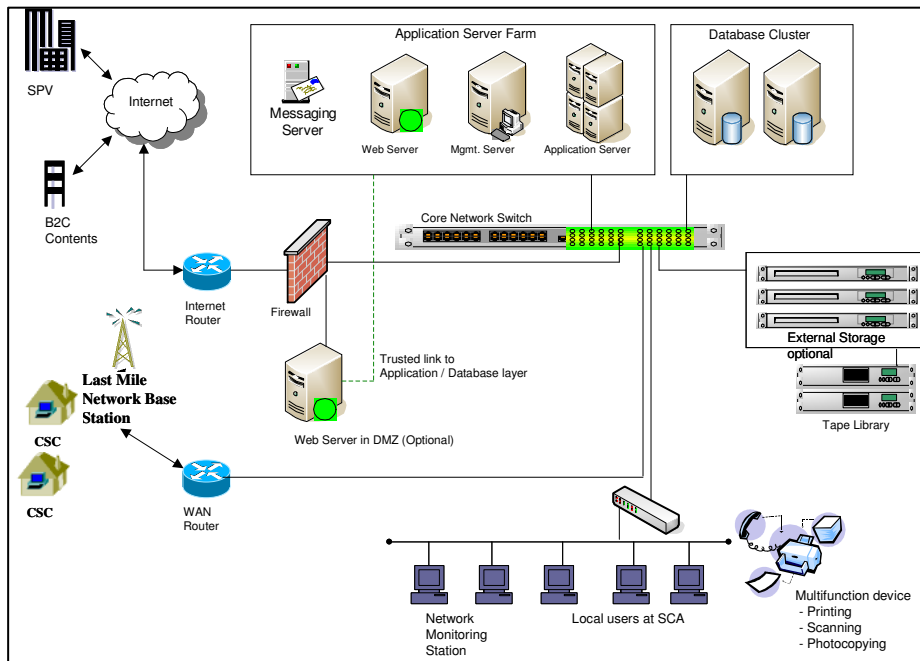
Asset Type	Details	Indicative Specifications
IT Software	Office Utility Software	<ul style="list-style-type: none"> The equivalent of or an OS which delivers functional performances of Microsoft Windows XP Home / Microsoft Windows XP Professional / Linux RHEL 4.0 and above
	SCA Portal/ Application	<ul style="list-style-type: none"> Web Based On/Off line mode access using Internet Explorer or compatible Web Browser
	IS Security Enterprise Management	<ul style="list-style-type: none"> Anti Virus Client Enterprise/ network Management client/ agent.

**The above table is only indicative. It is suggested that each SCA review various software and hardware options available based on the nature of services it intends providing through the CSCs. New range of rugged, power-saving hardware like PCs, etc. are being launched which have been designed to work under higher temperature, dusty environments similar to CSCs. Such options could also be considered by the SCA.*

4.6 Suggested IT Specifications for the SCA

a. The following Exhibits, shown below, provide an overview of the suggested IT Infrastructure at the SCA Hub:

An overview of SCA infrastructure



SCA Assets

Information Asset Type	Asset Description
IT Infrastructure	<ul style="list-style-type: none"> • Web Server • Application Server • Database/Storage/Back Up Server • Mail Server • Network Multi Function Device (MFD) (Print/Scan/Photocopy) • Personal computers (desktops) • Microphone/Headset • Firewall • Network components (routers, modems) <p>NOTE:</p>

Information Asset Type	Asset Description
	No. of IT assets and servers is a direct function of the number of CSCs and transaction volumes of each SCA. For a mid size SCA (say, approximately 200 CSCs under its purview), the Mail, Remote Management, Database and Application functionality may be housed under a single High-end server system. However, the SCA is required to take a thorough study of the requirements of IT infrastructure at the SCA NOC and decide infrastructure accordingly.
Software	<ul style="list-style-type: none"> • Operating System-Desktop • Operating System-Server • Database • Back-up Software • Web Server Application • Mailing System • Office Application Tools • Network Monitoring Tools • Antivirus with Auto-Update Feature • SCA Portal/Application • Anti-Spam Solution
Other Hardware	<ul style="list-style-type: none"> • Uninterruptible Power Supply (UPS) • Inverters • Genset
Documentation	<ul style="list-style-type: none"> • User Manuals • Trouble Shooting Guides • Training Manuals

- b. An indicative list of IT Assets required at SCA location is indicated in the table below. Each SCA would need to build and provide a detailed architecture and provide an appropriate solution to cater to the CSC needs.
- c. The SCA will extend technical support to a VLE and undertake critical services such as remote diagnostics of the CSC IT infrastructure and provide training and guidance to manage the CSC.

From a technology perspective the SCA/CSC relationship is discussed hereafter

- d. SCA shall be the first point resolution for all technical issues at the CSC. Hence the SCA should ensure:
 - i. Helpdesk assistance
 - ii. SLAs for resolution of issues
 - iii. Provide CSCs with IS Security guidelines
 - iv. Provide periodic training to VLE operators
 - v. Conduct periodic review of CSC environment
 - vi. Collate data to help VLEs in performance appraisal
 - vii. Provide means to upgrade software versions
 - viii. Patch updates for operating system
- e. The SCA should establish and operate a Data Centre of appropriate size and run applications, which will be VLE centric and accessed by all VLEs under the SCA. Specific services which SCA should provide includes:
 - i VLE master details
 - ii CSC infrastructure details
 - iii Recording of customer registration at CSC
 - iv Record of customer access
 - v Customer Billing and Collections
 - vi Data on Technical break down and resolution
 - vii CSC's staff data including attrition
 - viii Staff training and certification
 - ix Periodic upload of data across all CSCs on SCA's servers
- f. The core business services of SCA may be made available to CSCs through a centralized SCA portal /application. This portal could offer information, applications and services in one place. Thus, it will inherently organise tools to help the SCA/VLEs to organize their electronic workspace, their daily tasks, and their jobs as a whole.

5. OPERATIONAL GUIDELINES FOR SCAs

5.1 Scheme Rollout Period

- a. SCA shall start the roll out of the CSCs within 30 days of signing of the Master Service Agreement (MSA) consequent to the approval from Government of West Bengal and shall completely operationalize all the CSCs within one (1) year of signing of the MSA with West Bengal State Rural Development Agency (SDA). The SCA shall operate and manage the CSCs for four (4) years from the date of operationalization of all CSCs in the SCA's division or 5 years from the date of signing the MSA, whichever is earlier. However, the SCA would be able to avail of the revenue support bid for only after all the CSCs have been operationalized.
- b. SCA will have the permission and be authorized to deliver e-Governance services from the Common Services Center on the terms and conditions prescribed by the State within 30 days of the receipt of the formal order from the Government for a period of maximum five years, including the first year of roll out. At the end of this five (5) year period, the terms and conditions of the Service Level Agreement between the SCA and WBSRDA (SDA) will be reviewed, and a new agreement may be formulated for the next 4 years or for such periods as the State may decide.
- c. Once WBSRDA (SDA) signs an agreement with the SCA, the SCA has to design a very detailed plan of implementation. WBSRDA (SDA) or agencies authorized by WBSRDA (SDA) may conduct an audit to determine the actual roll out of the CSCs up to the satisfaction of WBSRDA (SDA) and to ensure that the objectives of the CSC scheme are met. It may be noted that the timelines and the service level agreements will be enforced strictly. Any delay in implementation of the CSCs within the stipulated period would be deemed as an event of default.

5.2 Key Guidelines

Following are some of the key operational guidelines for the SCAs to conduct and run the CSC business:

- a. **Mandatory delivery of G2C Services:** The Common Services Center will have to unconditionally provide all the e-Governance services and utility bill collection services as approved and decided to be delivered by the Government of West Bengal to the citizens. The SCA would charge fees for the e-Government services as prescribed by the State Government. However, the SCA would be free to decide charges for the non-government services.
- b. **SCA- VLE Relationship:** The VLEs are preferred to be franchisees or have profit sharing arrangements with the SCA to ensure a sense of ownership and provide enough incentive for the VLE. The same needs to be detailed in the business plan submitted by the bidder.
- c. **Location of CSCs:** A total of 6797 CSCs are going to be set up in West Bengal. Out of this, a total of 3695 CSCs have to be located at 3354 Gram Panchayat offices and 341 Block Offices (as per the allocation per bidding Zone). The SCAs are free to locate the balance 3102 CSCs anywhere within a Block within the overall ceiling prescribed as detailed in **Annexure 1**. The SCA however, would need to ensure that, not more than one (1) CSC is established in one Gram Panchayat, unless the number of Gram Panchayats in a Block is less than the number worked out as per 1:6 criterion. List of Gram Panchayats is attached at **Annexure 1**. The SCA would have to make his own arrangements to house the CSC other than the ones, which are to be, located at the GP & Block offices. For the CSCs to be located at the GP & Block offices, the SCA would need to enter into the required agreements with the department officials. The SCA would have to take the concurrence of the WBSRDA before deciding his final location preferences.

- d. **Physical Layout of the CSCs:** The CSC should be housed in a comfortable room of at least 150 - 200 sq ft. with adequate working space (2-3 people), furniture and storage space. The room should have cement flooring, concrete roof and *pucca* walls without any water leakages from any side. The room should have good ventilation and light with good space outside for parking, display boards, etc.
- e. **Branding of the CSCs:** The SCA shall comply with any branding/ logo/ colour scheme that the GoI or the State Government prescribes. The CSCs in West Bengal are branded as “**Tathya Mitra**” (which means “Information as a Friend”)
- f. **Physical Security at the CSCs:** SCA would have to make his own arrangements to provide for physical security at the CSCs. The SCA would have to ensure an appropriate insurance cover is in place to guard the infrastructure against any damages or trespassing.
- g. **Timings of Operation:** The Common Services Centers shall function for a minimum of 9 hours on all days notified as working days by the State Government. On all Sundays and public holidays, excluding the National Holidays, Common Services Center shall function for a minimum of four hours. This is only indicative and can be different in different regions and during different times of the year as will be prescribed by WBSRDA. The Shops and Establishment Act as applicable in the State will be adhered to, if relevant.
- h. **Service Level Agreements:** The SCA will be governed by the Master Service Level Agreement, a draft of which is included as Volume-3 of this RFP document, as may be modified from time to time. The expected Service Metrics are mentioned in Para 5.13 of this document. Service Levels that would be used for regular performance evaluation of Common Services Center operations would inter-alia include the following:
 - i. Every Common Service Center must be operational for at least 300 days in a year

- ii. Mean time to repair any hardware at the Common Services Center
- 3 working days
- i. SCA will report actual performance achieved every month to the SDA. The SCA will also be responsible for promptly investigating failures to meet the Service Levels by:
 - i. Initiating and reporting problem and identify root causes of failure related to not achieving the Service Levels;
 - ii. Promptly reporting problems related to the Services, as identified, to WBSRDA that reasonably could be expected to have adverse effect on the operations; and
 - iii. Developing and implementing improvements in procedures required to prevent repeated failures
- j. Adherence to Service Delivery Metrics: SCAs are expected to ensure strict observance of Service Agreement metrics laid out in this RFP document. For additional services to be added, separate Service Agreements will be put in place, and the Common Services Center systems shall be reinforced and enhanced suitably to meet new demands. The SCA shall ensure that the VLE keeps a citizen charter of the complete list of services available at the CSC, time taken for delivery and pricing of the various services prominently. In the event that SCA fails to achieve agreed Service Levels, the SCA would have to pay liquidated damages as prescribed in this RFP document.
- k. Grievance and Query handling Mechanism: The SCA shall ensure that the VLE maintains the following to receive and address complaints of rural citizens:
 - i. Complaints and suggestion book
 - ii. Suitable MIS Software to record and report complaints
 - iii. Telephone/mobile numbers of his supervisor / district in charge if any and telephone number of suitable senior officer at the headquarter

The SCA shall ensure that the VLE maintains a book of complaints and suggestions and submits the suggestions and complaints every week to the Nodal Agency (WBSRDA)

1. The SCA will obtain all applicable statutory clearances for providing all G2C, B2B and B2C services at the CSCs.

5.3 Service Delivery Process

- a. The State of West Bengal might consider the use of digital signatures and smart cards for electronic delivery of government services. The SCA would ensure that these advances in technology are optimally used to synergize the operations of CSCs with the efforts of the State Government. The SCA would have to give a detailed plan in his technical bid on service delivery using ICT.

5.4 Payment and Collection

- a. Cash and funds flow would be an integral part of the Scheme. The SCA may require to tie-up with several banks to manage / enable / support their funds and financial dealings. The potential SCA would have to provide the cash and fund flow management plan as part of the technical proposal in the bid. The selected SCA would need to explore the banking arrangement further in cooperation with the DIT & WBSRDA. The transactions executed by the VLE should be monitored by the SCA and WBSRDA through an authentication, authorization and accounting software. The SCA should also ensure deposit of the Government's share/ revenue from e-Government transactions collected by the CSC from the citizens in a manner prescribed by the State/ utility service provider. Appropriate safeguards need to be built so that such revenue is deposited in time and a proper receipt is given to the citizen who deposits such amount with the CSC operator.

- b. **Multiple Modes of receiving Payment:** It is currently envisaged that the rural citizens will make payment at the CSC by cash but considering the lifetime of the Scheme it is expected that banking facilities will also be widespread in the rural areas. Therefore, over the course of the Scheme period, the SCA and VLE can make arrangements to accept other payment methods like cheque, DD, credit & debit card, direct bank transfer, mobile payment, micro payments and other payment methods.
- c. **Receipt to the users:** The VLE should issue a receipt to all citizens for at least G2C and utility bill collection services. Serially numbered manual or computerized receipts should be issued to the customer for all transactions. WBSRDA may inspect this receipt books and the VLE should maintain these receipt books for at least 2 years for audit by the SDA or its designated agencies.
- d. **Utility Bill Payment:** In case of utility bill payments, the VLE shall issue a printed receipt generated through the application. The application should keep a digital/signed copy of the receipt for the purpose of non-repudiation. If the Utility Department has an application ready for use at the time of operation, the Utility Department would make available such application to the SCA.

5.5 Transaction Charges to be charged to the Citizen

- a. The transaction charges will be as decided by the Government of West Bengal as given below. These charges will be uniform across all Common Services Center in the State. The current charges are:
 - i. e-Government Services except Land Records: Up to Rs.5 per e-Government transaction per page (like Forms, certificate, marks sheets, etc.) or per service (like payment of tax, etc.) of output to be charged to the rural citizen.
 - ii. Utility transactions: No charge to the citizen

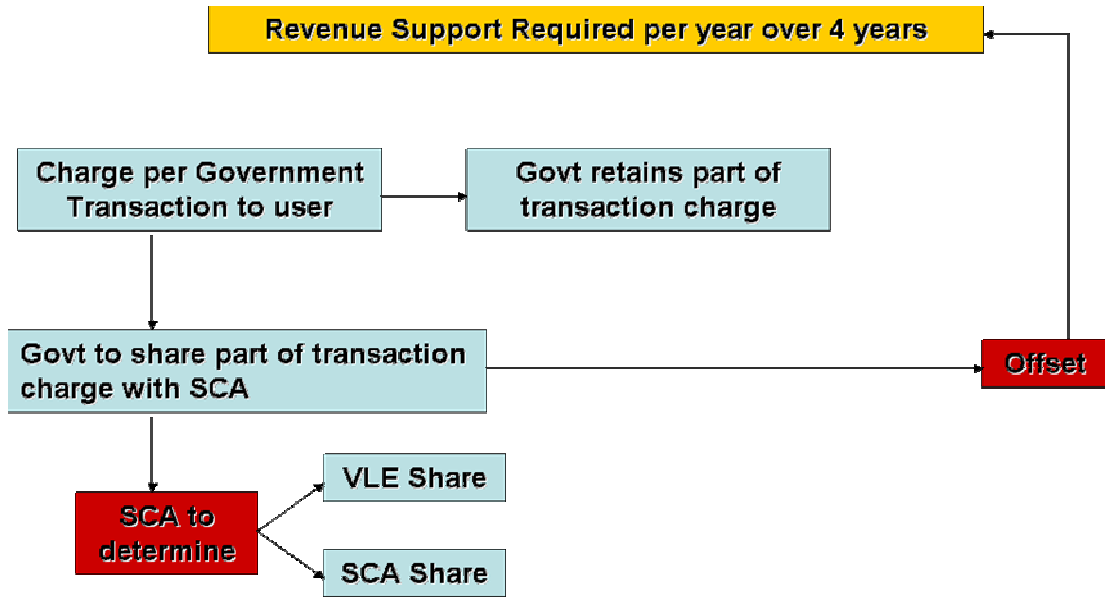
- iii. Land Records: Up to Rs.20 per land record transaction to be charged to rural citizen
- iv. For non-Government services, the SCA is free to decide the rate per transaction.
- b. Share of Transaction Charges: For facilitating the G2C transactions, the State Government/SDA will share the following amounts with the SCA:
- i. e-Government Services: The State Government/SDA would share Re. 1 with the SCA of the Rs.5 charged to the citizen per transaction
- ii. Utility Transactions: The utility service provider will pay the SCA/VLE Rs.4 per transaction for collecting bills on their behalf.
- iii. Land Records: The State Government would share Rs.10 out with the SCA of the Rs.20 charged (up to) to the citizen per land record transaction.
- c. The indicative transaction charges and sharing are tabulated below:

Exhibit 15: Indicative Transaction Charges

Type of transaction	Charge to citizen (MRP)	SCA/ VLE's share	GoWB's/SDA's share	Utility provider to pay
E-Government	Rs.5	Rs.4	Re. 1	Rs.0
Utility collection	Rs.0	Rs.4	Rs.0	Rs.4
Land record	Rs.20	Rs.10	Rs.10	Rs.0

5.6 Revenue Support and Offsetting of e-Governance Revenues

- a. As outlined earlier, each SCA would be indicating the desired level of support, which the Government will determine through this bidding process. Such support is essentially meant to be the equivalent of guaranteed revenues from delivery of G2C services through the CSCs. For the purposes of determining the amount of support to be disbursed, the revenues actually generated from the delivery of e-government services would be deducted from the revenue support bid accepted by the State to the extent of 70%. The SCA would be eligible for the balance revenue support upon tallying the MIS report generated by the SCA's data centre and the State Data Centre at the end of each quarter. The revenue support to be disbursed to the SCA would be re-evaluated at the end of each year, i.e., the fourth quarter, based on the revenue generated in each quarter and the revenue support disbursed at the end of each of the three quarters. Consequently, the revenue support to be disbursed at the end of the fourth quarter would be adjusted keeping in view the total revenues earned through G2C services through the year and the support disbursed in the first three quarters.

Exhibit 16: Revenue Support

- b. To better explain the revenue sharing and offsetting mechanism, a hypothetical example is explained below:

Revenue support sought by SCA and accepted by GoWB = Rs.3000 p.m. per CSC

Revenue generated from G2C services at a particular CSC (net of Government's share) = Rs.1000 p.m.

Revenue Offset by SDA @ 70% of net revenue generated (Rs 1000) from G2C services = Rs 700

Revenue support the SCA is eligible for = Rs.3000 – Rs.700 = Rs.2300 p.m.

- c. The above calculation is on a per CSC basis. However, the SCA would have to aggregate G2C revenues from all the CSCs it has bid for in the State for calculation of the revenue support per CSC per month.

- d. Once the actual e-governance revenues exceed the minimum support levels, the State Government would continue to share a part of the transaction charge with the SCA, as outlined in 5.5 of Volume 1 of this RFP, as may be modified to cover the new services from time to time.
- e. The SCA will be allowed to collect the transaction charge from the users on behalf of the State. The State's share of transaction charge from delivery of e-Government services, wherever stipulated, should be deposited by the SCA in SDA's bank account or as prescribed by SDA after retaining his share. Any delay in payment of this amount would attract liquidated damages at the rate of 10% of the total amount due or Rs.500 per CSC per month whichever is more. Three (3) consecutive defaults may lead to the termination of the CSC operator and/or the SCA.

5.7 Reconciliation and Controls

- a. The SCA would need to establish a comprehensive, online, and integrated Financial Accounting and Information System that would provide all the necessary checks and controls, provide access to all financial transactions and information, enable reconciliation of all financial transactions between the various CSCs involved and WBSRDA on a fortnightly basis.
- b. The SCAs would have to design a fool-proof, fraud-proof and obsolescence-proof system that is totally secure and that can accept all the new services and payment mechanisms e.g. smart card, payment gateways. The SCAs should take this aspect into account while preparing their technical and commercial bids.
- c. The SCA shall comply with all such stipulations prescribed by DIT, GoI / SDA for enabling online monitoring of CSCs on a continuing basis.

- d. MIS Reports: The SCA would be required to provide / facilitate centralized MIS reports for all government services transactions for all the CSCs under its purview. The SCA should ensure availability of web based MIS reports for:
 - i. Transaction Volumes
 - ii. Collections
 - iii. Payment Handover from one entity to another
 - iv. Transaction Commissions for GoWB and vendors
 - v. Transaction deduction for departments and service providers
 - vi. Exceptional scenarios like bounced cheque; disputed credit card transactions etc
- e. MIS reports should be able to provide drill down or drill through at each levels:
 - i. Block
 - ii. CSC
 - iii. Kiosk / Counter at CSC level
 - iv. Operator at Kiosk / Counter at CSC level
 - v. Service provider
 - vi. Service
 - vii. Payment instrument
 - viii. Day, Week, Month and Year
 - ix. Comparative / graphical analytical reports across Days, Weeks, Months and Years

The MIS reporting system should be able to export the report data to industry standard read-only formats, word processing and spreadsheet software applications
- f. The process and books of accounts and the computer system should be available for audit by the State government or its agencies.

5.8 Guidelines for delivering B2C Services

- a. The Common Services Centers Scheme envisages provisioning of the B2C services along with the G2C services. The SCA will have to integrate and coordinate with the various B2C Content providers. The entire responsibility for gathering the functional requirements of B2C services, development and deployment of the services rests with the SCA. However, the following disciplines will have to be observed while providing B2C services:
 - i. SCA should inform WBSRDA of any B2C service to be delivered through the CSCs system;
 - ii. Services opposed to public interest shall not be included in CSC portfolio;
 - iii. Inclusion of a B2C service should not adversely affect the functioning and performance of CSCs in relation to the G2C services;
 - iv. The IT and the physical security of the CSC should not be compromised;
 - v. The Government reserves its rights to instruct the SCA to host the B2C applications and databases on separate application servers, web servers and database servers, in the overall interests of the Common Services Centers Scheme;
 - vi. Further the government could also direct that the B2C Services be provided from a Workstation, which is different from the Workstation used for providing the G2C Services. However both the Workstations can be located in the same Common Services Center premises.

5.9 Human Resource Development

- a. The efficiency and image of the CSC would depend substantially on the efficiency of the VLEs. The SCA shall exercise due care and caution while selecting the operators. The following Guidelines are suggested in this regard:
 - i . The SCA shall impart training to all the VLEs, and all its employees so that they are well versed in the operations of the CSC.
 - ii . In case of retraining/refresher courses the timing and location of the training should be so arranged so that there is minimal disruption of the CSC operations.
 - iii The SCA should ensure that the VLE is trained before the CSCs are operational. In case of women SHG members, GoWB will provide necessary pre-induction training to facilitate VLE selection by SCAs
 - iv The SCA shall also be responsible for retraining the VLE whenever changes are made in the software/services
 - v . Both off-site and on-site training of the VLEs needs to be undertaken on a continuous basis
 - vi The SCA must provide a training strategy in their technical bids.
- b. Village Level Entrepreneur Selection Criteria: Following suggestions are made for selection of VLEs-
 - i. It is envisaged that all the VLEs would be women members of SHG Federation/Clusters in the age group of 20-30, but age will not be a restricting criteria
 - ii. Essential minimum education qualification of the VLE should be a 10th pass from any recognized board. GoWB will ensure that all the VLEs selected by the Government comply with this criterion.
 - iii. Preference should be given to local SHG members from the CSC village

- iv. The VLE should be fluent in reading and writing the local dialect as well as have base level knowledge of English language. The VLEs short listed by the GoWB would preferably have a certificate from any computer/training institute showing that she knows the basic operations of the computer and usage of standard applications. Otherwise the SCA should make arrangements for the selected VLEs to be trained in Basic Computer operations/ usage
- v. The VLEs will undergo a behavioral as well as assessment test for IT as well as English skills

5.10 Other Operational Recommendation:

- a. Call Center / Help Desk: The SCA may establish a Call Center / Help desk that will accept support calls from the VLE, Block and district level support staff. The primary function of this facility would be to provide support to the VLE and to receive feedback and respond to complaints logged by telephone / email /chat. Software to monitor complaints / resolution time / frequency of complaints etc. may be deployed in the Call Center. The Call center/ Help desk should be manned by trained technical/ support personnel during the normal working hours of the CSC.
- b. Maintenance of Common Services Center IT infrastructure: The SCA should pay special attention to the management of the IT hardware at the CSC, which includes the PCs, Networks, UPS, applications security systems etc. The maintenance service strategy for all the Common Services Center should be detailed in the technical bid including what responsibilities the SCA's and its IT partners are willing to take and the performance expected in terms of mean time to repair and in case of delays, what back-up plan is proposed. The key responsibilities here include :
 - i. Proactive monitoring of the network and its performance

- ii. Logging in CSC calls for maintenance and proactive monitoring so as to ensure that the calls are attended within a reasonable time
 - iii. Preventive maintenance for carrying out the necessary repairs and replacement of parts wherever needed to keep the performance levels of the hardware and equipment in tune with the requirements of the Service Level Agreements.
 - iv. Preventive maintenance should be planned and not be attended during working hours
 - v. Positioning rapid action teams at key places in the state to trouble shoot the technical snags.
- c. Servicing Equipment breakdown: The SCA will have put in place both a preventive and reactive maintenance strategy for attending to issues related to the CSC computers and peripheral devices like printers etc. This shall include:
- i. Deployment of required support personnel
 - ii. Maintenance and support contracts with manufacturers and service providers
 - iii. Keeping an inventory of spares, additional equipment
 - iv. Training and capacity building of VLEs
- d. Support for Software: The Support strategy for Software should include support for all software deployed through the CSCs
- e. Network: The Support strategy for network should include deployment of personnel who can solve issues related to network and Internet connectivity. To ensure that both citizens are served and SDA conditions are met it is recommended that the SCA should deploy a team that can trouble shoot connectivity related issues at the kiosk level and liaise with ISP and telecom providers to improve uptime and network performance.
- f. Operational support: The SCA will need to deploy supervisory staff that will periodically visit the kiosks and guide the VLE on good business practices, knowledge of G2C and B2C applications deployed

at the CSC and efficient delivery of services to the rural citizen. Operational support may also consist of periodic refresher training for all VLEs in a central place once in six months.

5.11 Responsibilities of the VLE:

- a. **Effective Service Delivery:** The VLE, through his CSC, should act as a service delivery point where she delivers services through which the population of the catchment area benefits. This delivery of services should lead to saving cost, time and manpower. It is the responsibility of the VLE to efficiently deliver Government services through the CSC.
- b. **Sales and Promotion:** The VLE should be actively involved in the sales process of the products and services given to him. She should devise innovative methods of attracting more and more customers to his center
- c. **Feedback:** It is the VLEs responsibility to provide feedback at a regular interval to the SCA to enable improvement in processes
- d. **Relation with Government functionaries:** The VLE shall maintain cordial relationship with Government and Panchayat functionaries at the local level

5.12 Responsibilities of Government of West Bengal:

The State Government will:

- a. Route its e-Government transactions through these Common Services Center
- b. Enter into Service Agreements with the SCA through the State Designated Agency
- c. Ensure that computerization of Government services is a continuous initiative
- d. Ensure uptime of the State Data Centre, SWAN and other IT infrastructure set up by the Government

- e. Evolve legally accepted mechanisms for authentication, of e-Government service certificates/ documents proposed for delivery at the CSC.
- f. Set up detailed Guidelines and Standards and monitoring mechanisms for Equipment specifications, Software Interoperability, VLE Qualifications, mandatory training, etc.
- g. Provide connectivity at the Block level once SWAN is established
- h. Provide the design of signage's, interiors and quality and styling of the decor, etc. to the successful SCA for implementation, if required for statewide branding and uniformity.
- i. Prescribe IT Security guidelines for proper conduct of IT services from time to time
- j. Prescribe and agree on Service Levels with the State departments for Back Office Processing of service requests of the rural citizens

5.13 Service Level Metrics & Liquidated Damages

- a. The operational portion of the Agreement between Government of West Bengal and the selected SCA will be in the form of a Master Service Agreement (MSA). The Service Level Metrics will specify the expected levels of service to be provided by the SCA. The SDA would also specify the penalties for breach of the critical MSA metrics. The key areas where Service Level Metrics can be defined are:
 - Roll out and operation of the CSCs
 - Services to the citizens
 - Technology maintenance
- b. Applicability of MSA: The MSA will be enforced from the end of 12 months from the effective date or when all centers are operational, whichever is earlier.

- c. Performance service levels: The SCA will be governed by the MSA that will be framed in a manner that enables success of the CSCs. Not only outcomes but also processes and suitable mechanisms will be developed to monitor the MSA. Non fulfillment of the MSA will constitute a breach of the agreement
- d. Following are definitions of the period for calculation of MSA breach and Stipulated period:
- Year : Financial year April – March
- Month : Any Calendar month – January, February, up to December.
- X months : Any x collection of Calendar months
- Quarter : Period of three months as mentioned: April – June; July –September; October – December and January – March

Exhibit 17: Table of Service Level Metrics

S No.	SLA	Penalty for breach	Material Breach	Stipulated period for mitigating material breach conditions	Remedial performance required for non termination during stipulated period
1.	<p>Rollout of CSCs as per the Scheme Rollout period specified</p> <p>A CSC will be deemed to be operational only after the being certified by <i>GoWB</i> or its nominated agencies</p>	<p>No revenue support to be granted during the delay period for any CSCs +</p> <p>Penalty of Rs. 100 per CSC that has been delayed, per additional day of delay</p>	<p>Rollout being delayed by 4 weeks as per the rollout schedule</p>	3 months	100% roll out of CSCs in the stipulated period for mitigating material breach

S No.	SLA	Penalty for breach	Material Breach	Stipulated period for mitigating material breach conditions	Remedial performance required for non termination during stipulated period
2	<p>Inoperability of CSCs A CSC will be deemed inoperable if it is not offering Government Services for a continuous period of seven days, or more than a cumulative period of ten days in a month. A CSC needs to offer Government Services for at least 300 days per year</p>	<p>No Revenue support + 10% per CSC per week of monthly revenue support sought or Rs.500 per CSC per week, whichever is more</p>	<p>If a CSC is inoperable for more than 30 days</p>	<p>7 days</p>	<p>CSC needs to be operational and certified operational by WBSRDA or its designated agencies</p>

S No.	SLA	Penalty for breach	Material Breach	Stipulated period for mitigating material breach conditions	Remedial performance required for non termination during stipulated period
3	<p>Default on Payment to State Government/ Department</p> <p>Payments have to be made no later than Monday of the following week</p>	10% of the total amount due OR Rs.500 per CSC per week, whichever is more.	Default for 3 consecutive weeks may lead to termination of VLE	None	None
4	<p>Default on deposit of collection with Utility providers</p> <p>Collection has to be deposited no later than 2 working days</p>	10% of the total amount due OR Rs.500 per CSC per day, whichever is more.	Default for 5 consecutive working days may lead to termination of VLE	None	None

S No.	SLA	Penalty for breach	Material Breach	Stipulated period for mitigating material breach conditions	Remedial performance required for non termination during stipulated period
5	Mean time to repair any hardware at the Common Services Center Any hardware problem has to be rectified within 3 working days	Would be deemed as inoperative and the liquidated damages as prescribed in Clause 2 of this Exhibit would apply	Same as Clause 2 of this Exhibit	Same as Clause 2 of this Exhibit	Same as Clause 2 of this Exhibit

6. TERMS AND CONDITIONS OF CONTRACT

6.1 Agreement

- a. The SDA shall execute an agreement with the SCA for the fulfillment of the contract on Rs.100/- non-judicial stamp paper in the prescribed format provided, within seven days from the date of acceptance of the Bid and intimation of the award of contract. The incidental expenses of execution of agreement shall be borne by the SCA.
- a. The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of Government of West Bengal and recovery of any consequential loss from the SCA.
- b. The SCA shall roll out and operate CSCs strictly in accordance with the Technical Specifications outlined in Chapter 4 of the Project Information Memorandum and shall ensure timely delivery and commissioning of the physical and digital infrastructure in the CSCs, as per the implementation schedule given in the contract.
- c. The installation of the digital and IT infrastructure shall be done at the risk and cost of the SCA.
- d. If the roll out is not effected before the specified period from the date of signing of contract as per specifications, SDA shall have the right to cancel the contract and take such other action as may be deemed fit, at the risk and cost of the SCA.
- e. The SCA shall use licensed versions of the software or any other applications, and shall be held liable for any consequent action arising out of patent/intellectual property right violations and SDA shall not be liable for any liabilities or damages arising thereof.
- f. The SCA will not be permitted to operate from any other premises other than from the one agreed between SDA and the SCA for this purpose.

- g. The agency shall insure the entire computer Hardware, Software, UPS, Generator, Computer peripherals and furniture supplied by it against the loss or damage due to Fire or Theft or Accident or due to any unforeseen circumstances.

6.2 Exclusivity to Provide E-Government Services

- a. The SDA will not make a commitment to the SCAs of granting exclusive rights to provide e-Government services offered by the Government of West Bengal through the CSCs
- b. However, only the selected SCA/s would be eligible to receive the revenue support as envisaged in the CSC scheme.

6.3 Provision for Unsatisfactory Services

- a. If services of the SCA are not found satisfactory at any stage during the project period in any of the CSCs, the SCA will be bound to remove the deficiencies at his own cost within the time period fixed by SDA. In case the SCA is not able to remove and rectify the deficiencies within the given time period, SDA will be competent to make alternative arrangements at the risk and cost of the SCA and the costs so incurred shall be deducted from the performance security or the revenue support amount payable to the SCA or otherwise charged to the SCA's account. In case of repetitive nature of disruption in services and if the SCA is unable to rectify the deficiencies, SDA will have the right to cancel the MSA and allot the CSCs to other agencies on terms and conditions as decided by SDA. The SCA would have to bear all the risks and costs of procuring the new agencies to function as SCAs.

6.4 Payment

The terms of payment will be as follows:

- a. The SCA will not be eligible for any revenue support until all the CSCs in its Zone/Zones are rolled out and certified to be operational by the WBSRDA or its designated agencies.
- b. No advance payment shall be made.
- c. The payment will be made on submission of bill in proper form by the SCA to the SDA. All remittance charges will be borne by the SCA.
- d. The SDA will pay the SCA the revenue support agreed/required on a quarterly basis on submission of audited financial certificate of operations for the concerned quarter, over a maximum period of four years after satisfactorily Operationalizing the CSC and having the same being certified by the WBSRDA or its designated agencies. The dates to be used in calculating quarterly periods are: March 31, June 30, September 30 & December 31.
- e. No payment will be made to the SCA if the infrastructure is not as per prescribed norms.
- f. If the CSC operations are not run during a quarter, no payment will be made for that quarter.
- g. If the CSC operations are not run for more than one month during the quarter, the payment will be made on a pro-rata basis.
- h. In case the CSC is able to generate additional income through subsequent delivery of e-Government services, the revenue generated will be set off against the revenue support sought to the extent mentioned.
- i. The revenue support to be paid at the end of fourth quarter of each year will be reassessed and adjusted based on total revenues generated through the year and the revenue support disbursed in the first three quarters.

- j. Any delay of more than one month from the date of submission of the invoice to the State Government in disbursement of revenue support by the SDA, would attract interest charges at State Bank of India's prime lending rate on the amount of revenue support sought for that quarter. These interest charges would be paid by the State Government to the SCA along with the revenue support to be disbursed.
- k. The SCA will deposit the revenue generated after retaining its own share of revenue generated from transaction charges from delivery of e-Government services, wherever prescribed, with WBSRDA as mentioned in this document. Any delay in payment of this amount would attract liquidated damages as indicated in Schedule 1: Service Level Metrics of the draft MSA.
- l. The SCA will deposit the amount collected towards utility bill payments as mentioned in this document. Any delay in payment of this amount would attract liquidated damages as indicated in Schedule 1: Service Level Metrics of the draft MSA.

6.5 Implementation Schedule

- a. The roll out and operations of the CSCs shall be completed as per the schedule indicated in Exhibit 4 of Volume 2 of this RFP:
- b. The bidders should give their acceptance of the implementation schedule in the prescribed form enclosed with Bid. Any deviation in the implementation schedule would be deemed as a material breach of the contract. A period of 3 months shall be provided to rectify the deviation, but shall attract liquidated damages as mentioned in Schedule 1: Service Level Metrics of the draft MSA of this RFP.

6.6 Inoperative CSCs

CSCs would attract liquidated damages for various inoperative periods as indicated in the draft MSA

6.7 Assigning of Bid In Whole Or Part

The SCA shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. No under letting or subletting to any persons or body corporate for the execution of the contract or any other part thereof is permitted, without the written consent of the WBSRDA/ Government of West Bengal.

6.8 Security

All security arrangements for the equipment located in the each CSC are the responsibility of the bidder and he will get it insured from general insurance company against calamities, theft, fire etc.

6.9 Dispute

- a. If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred by the bidder to the sole arbitrator, which in case of this Bid will be the Secretary [Nodal Department], or any officer as designated by the State Government, to be named in the contract, whose decision shall be final.
- b. All legal proceedings, if necessary, related to any of the parties (SDA or bidder) shall to be lodged in the court situated at the State/ District court of appropriate jurisdiction and not elsewhere.
- c. Any fact or condition, which may not have been mentioned in terms and conditions and may arise during the contract period, shall be decided as per the State Government policy rules. In case rules do not provide any such situation, the issue will be decided by the SDA.

6.10 Effects of Force Majeure

The SDA or the SCA, as the case may be, will be entitled to suspend or excuse performance of its respective obligations under this Agreement to the extent that such performance is impeded by an event of Force Majeure (a “Force Majeure”).

Annexure 1**Zone-wise break-up of CSCs in West Bengal**

Zone	Bid Package	No. of Gram Panchayat Offices	No. of Block Offices	Total No. of CSCs at Identified Govt. Locations GP+Block	Balance CSC as per SCA's choice of location, Zone specific, as indicated	Total No. of CSCs per Zone
1	Darjeeling, Jalpaiguri & Cooch Bihar	408	37	445	335	780
2	Uttar Dinajpur, Dakshin Dinajpur & Maldah	309	32	341	308	649
3	Murshidabad & Nadia	441	43	484	451	935
4	North 24 Parganas & Paschim Midnapur	490	51	541	425	966
5	Burdwan & Purulia	447	51	498	396	894
6	South 24 Parganas & Howrah	469	43	512	466	978
7	Hoogly & Bankura	400	40	440	392	832
8	Purba Medinipur & Birbhum	390	44	434	329	763
Total for the State		3354	341	3695	3102	6797

**Directory of District, Sub division, Panchayat Samiti/ Block
And Gram Panchayats in West Bengal**

Cooch Behar

Jalpaiguri

Darjeeling

Uttar Dinajpur

Dakshin Dinajpur

Malda

Murshidabad

Nadia

North 24 Paraganas

South 24 Paraganas

Howrah

Hoogly

Paschim Medinipur

Purba Medinipur

Purulia

Bankura

Burdwan

Birbhum

District: Cooch Behar Division: Jalpaiguri

Tel no: - DM- 03582-227101/227201, email- dm-cooch@wb.nic.in, Sabhadhipati- 03582-222550/222486. email- sabhadhipati@coochbehar.wb.nic.in AEO, ZP- 222527. e-mail- aeozp@coochbehar.wb.nic.in Project Director, DRDC-03582-222478, e mail- pddrdc@coochbehar.wb.nic.in, Secretary ZP- e mail- secyzp@coochbehar.wb.nic.in ,DPRDO- dprdo@coochbehar.wb.nic.in

Sub-Division: Cooch Behar Sadar

Phone –SDO- 03582-227105/106,
E mail- sdo_coochbeharsadar@coochbehar.wb.nic.in

Cooch Behar-I 15

03582-274535/274259, coochbehar1@coochbehar.wb.nic.in

Chandamari, Falimari, Haribhanga, Patchhara, Chilkirhat, Ghughumari, Jiranpur, Putimari-Fuleswari, Dauaguri, Guriahati-I, Moyamari, Deoanhat, Guriahati-II, Panisala, Sutkabari,

Cooch Behar-II 13

03582-270221, coochbehar2@coochbehar.wb.nic.in

Ambari, Dhangdhinguri, Madhupur, Takagachh-Rajarhat, Baneswar, Gopalpur, Marichbari-Kholta, Bararangras, Khagrabari, Patlakhawa, Chakchaka, Khapaidanga, Pundibari

Sub-Division: Dinhata

03581-255001

E mail- sdo_dinhata@coochbehar.wb.nic.in

Dinhata-I 16

03581-255045, dinhata1@coochbehar.wb.nic.in

Bara Atiabari-I, Dinhata Vill-II, Gosanimari-II, Putimari-I, Bara Atiabari-I, Gitaldaha-I, Matalhat, Putimari-II, Bara Soulmari, Gitaldaha-I, Okrabari, Bhetaguri-I, Dinhata Vill-I, Gosanimari-I, Petla, Bhetaguri-II

Dinhata-II 12

03581-244201, dinhata2@coochbehar.wb.nic.in

**Bamanhat-I, Burirhat-II, Kishamat Dasgram, Sukarukuthi,
Bamanhat-II, Chowdhurihat, Najirhat-I, Barasakdal, Gobra
Chhara Nayarhat, Najirhat-II, Burirhat-I, , Sahebganj,**

Sitai 5

03581-285231, sitai@coochbehar.wb.nic.in

Adabari, Chamta, Sitai-II, Brahmottar-Chatra, Sitai-I,

Sub-Division: Mathabhanga

03583-255287, e mail- sdo_mathabhanga@coochbehar.wb.nic.in

Sitalkuchi 8

03583-263231, setalkuchi@coochbehar.wb.nic.in

**Barokaimari, Chhotosalbari, Gosairhat, Lalbazar,
Bhawerthana, Golenowhati, Khalisamari, Sitalkuchi**

Mathabhanga-I 10

03583-255260, mathabhanga1@coochbehar.wb.nic.in

**Bairagirhat, Hazrahat-II, Kursamari, Shikarpur, Gopalpur,
Jorpatki, Nayarhat, Hazrahat-I, Kedarhat, Pachagarh,**

Mathabhanga-II 10

03583-255257, mathabhanga2@coochbehar.wb.nic.in

**Angarkata-Pardubi, Ghoksardanga, Nishiganj-II, Unishbisha,
Barasoulmari, Latapota, Premerdanga, Fulbari, Nishiganj-I,
Ruidanga,**

Sub-Divin: Mekhliganj

03584-255297, e-mail- sdo_mekhliganj@coochbehar.wb.nic.in.

Mekhliganj, 8

03584-244345, mekhliganj@coochbehar.wb.nic.in

**Bagdogra-Fulkadabri, Jamaldaha, Niztarof, Uchalpukuri,
Changrabandha, Kuchlibari, Ranirhat, Bhotbari,**

Haldibari 6

03584-263241, haldibari@coochbehar.wb.nic.in

**Boxiganj, Dakshin Bara Haldibari, Hemkumari, Uttar Bara
Haldibari, Dewanganj, Per-Mekhliganj**

Sub-Division: Tufanganj

03582-244220, e mail- sdo_tufanganj@coochbehar.wb.nic.in

Tufanganj-I 14

03582-244231, tufanganj1@coochbehar.wb.nic.in

Andaran-Fulbari-I, Balabhut, Dhalpal-I, Natabari-I, Andaran-Fulbari-II, Chilkhana-I, Dhalpal-II, Natabari-II, Balarampur-I, Chilkhana-II, Maruganj, Balarampur-II, Deocharai, Nakkatigachh,

Tufanganj-II 11

03582-263224, tufanganj2@coochbehar.wb.nic.in

Barokodali-I, Bhanukumari-II, Mahiskuchi-II, Salbari-I, Barokodali-II, Falimari, Rampur-I, Salbari-II, Bhanukumari-I, Mahiskuchi-I, Rampur-II,

Total GP-- 128

District: Jalpaiguri Division: Jalpaiguri

DM- 03561-230127/227333, fax-224811, e mail- dm-jpg@wb.nic.in Sabhadhipati-
03561-237045/237287, sbhadhipati@coochbehar.wb.nic.in AEO-
231109/232045(Accountant),

E-mail- aeozp@jalpaiguri.wb.nic.in, jalzp@sancharnet.in - Secretary ZP-
secvzp@jalpaiguri.wb.nic.in DPRDO- dprdo@jalpaiguri.wb.nic.in
PD, DRDC- 226989, pddrdc@jalpaiguri.wb.nic.in,

Sub-Division: Jalpaiguri (Sadar)

03561-232017, E mail- sdo_sadar@jalpaiguri.wb.nic.in

Jalpaiguri (Sadar) 14

03561-230449, sadar@jalpaiguri.wb.nic.in

Arabinda, Boalmari-Nandanpur, Kharija-Barubari-I, Paharpur, Bahadur, South Berubari, Kharija-Berubari-II, Patkata, Baropatia Nutanabos, Garalbari, Mondalghat, Belakoba, Kharia, Nagar Berubari

Maynaguri 16

03561-233052, maynaguri@jalpaiguri.wb.nic.in

Amguri, Domohoni-I, Madhabdanga-I, Padamoti-II, Barnis, Domohoni-II, Madhabdanga-II, Ramshai, Churabhandar, Khagrabari-I, Maynaguri, Saptibari-I, Dharmapur, Khagrabari-II, Padamoti-I, Saptibari-II,

Dhupguri 16

03563-250024, dhupguri@jalpaiguri.wb.nic.in

Banarhat-I, Salbari-I, Jharaltagram-I, Sakoyajhora-II, Banarhat-II, Salbari-II, Jharaltagram-II, Barogharia, Gadhearkuthi, Magurmari-I, Binnaguri, Godong-I, Magurmari-II, Chamurchi, Godong-II, Sakoyajhora-I,

Rajganj, 12

03561-254229, rajganj@jalpaiguri.wb.nic.in

Binnaguri, Fulbari-I, Majhiali, Sannyasikata, Dabgram-I, Fulbari-II, Mantadari, Sikarpur, Dabgram-II, Kukurjan, Panikauri, Sukhani,

Sub-division : Mal

03562-256485, e mail- sdo_malbazar@jalpaiguri.wb.nic.in

Mal 12

03562-255126, malbazar@jalpaiguri.wb.nic.in

Bagrakot, Damdim, Lataguri, Rajadanga, Changmari, Kranti, Moulani, Rangamati, Chapadanga, Kumlai, Odlabari, Tesimala,

Matiali 5

03562-260281, metiali@jalpaiguri.wb.nic.in .

Bidhannagar, Matiali Hat, Matiali-Batabari-II, Indong-Matiali, Matiali-Batabari-I,

Nagrakata 5

03565-272050, nagrakata@jalpaiguri.wb.nic.in

Angrabhasa-I, Champaguri, Sulkapara, Angrabhasa-II, Luksan

Sub-Division : Alipurduar

03564-256391, e mail- sdo_alipurduar@jalpaiguri.wb.nic.in

Madarihat-Birpara 10

03563-262224, madarihat@jalpaiguri.wb.nic.in

**Bandapani, Hantapara, Madarihat, Totopara Ballalguri,
Birpara-I, Khayarbari, Rangalibajna, Birpara-II, Lankapara,
Shishujhumra,**

Alipurduar -I 11

03564-246249, alipurduar1@jalpaiguri.wb.nic.in

**Banchukamari, Parorpar, Shalkumar-I, Vivekanda-I,
Chakowakheti, Patlakhawa, Shalkumar-II, Vivekanda-II,
Mathura, Purba Kanthalbari, Tapsikhata,**

Alipurduar -II 11

03564-224202, alipurduar2@jalpaiguri.wb.nic.in

**Chaporer Par-I, Mahakalguri, Shamuktala, Turturi, Chaporer
Par-II, Majherdabri, Tatpara-I, Bhatibari, Kohinoor,
Parokata, Tatpara-II,**

Falakata 12

03563-260238, falakata@jalpaiguri.wb.nic.in

**Dalgaon, Dhanirampur-II, Guabarnagar, Mairadanga,
Deogaon, Falakata-I, Jateswar-I, Parangerpar, Dhanirampur-
I, Falakata-II, Jateswar-II, Shalkumar,**

Kalchini 11

03566-240205, kalchini@jalpaiguri.wb.nic.in

**Chuapara, Jaigaon-I, Latabari, Rajabhatkhaoa, Dalsing Para,
Jaigaon-II, Malangi, Satali, Garopara, Kalchini, Mendabari**

Kumar-gram 11

03564-252239, kumargram@jalpaiguri.wb.nic.in

**Chengamari, Khoardanga-I, Newland Kumargram Sankos,
Turturikhanda, Kamakhyaguri-I, Khoardanga-II, Valka
Barabisa-I, Kamakhyaguri-II, Kumargram, Raidak, Valka
Barabisa-II**

Total GP-- 146

District: Darjeeling Division: Jalpaiguri

DM- 0354-2254233/ 2254266, fax- 254338, e mail- dm@darjeeling.wb.nic.in,
Sabhadhipati, Siliguri Mahakuma Parishad- 0353-2432597/2433443, fax-2433997,
AEO ZP- email- aeozp@darjeeling.wb.nic.in, smpslgaeo@sancharnet.in PD DRDC-
2433727/2530948, e mail- pddrdc@darjeeling.wb.nic.in, Secretary ZP-
secvzp@darjeeling.wb.nic.in DPRDO- dprdo@darjeeling.wb.nic.in . Darjeeling
Gorkha Hill Council- 0354-253155, fax-252814, PD DRDC- 254124.

Sub-division: Darjeeling Sadar

0354-2254298, email- sdo_sadar@darjeeling.wb.nic.in

Darjeeling-Pulbazar 23

0354-2260241, pulbazar@Darjeeling.wb.nic.in.

Bijanbari-Pulbazar, Goke-II, Kaijalia, Nayanor, Darjeeling-I,
Singtam Soom, Lodhoma-I, Relling, Darjeeling-II, Chungtong,
Lodhoma-II, Rimbik, RishirhatbloomField, Rangit-I, Lebong
Valley-I, Dabaipani, Badamtam, Rangit-II, Lebong Valley-II,
Sirikhola-Daragaon, Goke-I, Jhepi, Mazuwa,

Jorebunglow-Sukhia Pokhari 16

0354-2464271, jorebunglow@darjeeling.wb.nic.in

Lower Sonada-I, Rangbul, Lingiamaraybong, Upper Sonada,
Lower Sonada-II, Dhootria Kalej Valley, Munda Kothi,
Rangbhang Gopaldhara, Pokhriabong-I, Permaguritamsang,
Pokhriabong-II, Gorabari Margaret's Hope, Plungdung,
Ghum Khasmahal, Pokhriabong-III, Sukhia-Simana

Rongli-Rongliot 11

0354-2262236, ronglirongliot@darjeeling.wb.nic.in

Labdah, Maneydara, Tackling-I, Takdah, Lamahatta, Pubang-
Rampuria, Tackling-II, Singrimtam, Rangli, Ressep,
Rongchong,

Sub-division: Kalimpong

03552-255264, e mail- sdo_kalimpong@darjeeling.wb.nic.in

Garubathan 11

03552-264008, gorubathan@darjeeling.wb.nic.in

Dalim, Garubathan-II, Patengodak, Todeytangta,
Garubathan-I, Kumai, Pokhreybong, Samsing, Aahaley, Nim,
Rongo

Kalimpong-I 18

03552-255267, kalimpong1@darjeeling.wb.nic.in

Bong, Kalimpong, Samalbong, Tista, Dr. Grahams Homes, Lower Echhay, Samthar, Neembong, Dungra, Upper Echhay, Seokbir, Bhalukhop, Yangmakum, Pabringtar, Sindepong, Kafer Kanke Bong, Pudung, Tashiding

Kalimpong-II 13

03552-250222/280222, kalimpong2@darjeeling.wb.nic.in

Dalapchand, Kashyong, Lole, Lingseykha, Gitabling, Iava-Gitabeong, Payong, Kage, Lingse, Shangse, Pedong, Syakiyong, Shantuk

Sub-division: Karseong

0354-23302441, e mail- sdo_karseong@darjeeling.wb.nic.in

Kurseong 14

0354-2330266, kurseong@darjeeling.wb.nic.in

Gayabari-I, Shivakhola, St. Marry's-III, Seetong-III, Gayabari-II, St. Marry's-I, Seetong-I, Sukna, Gayabari-III, St. Marry's-II, Seetong-II, Pandu, Chimney-Deorali, Mahanadi

Mirik 6

0354-2443242, mirik@darjeeling.wb.nic.in

Chenga Panighata, Paheligaon School Dara-I, Paheligaon School Dara-II, Soureni-I, Duptin, Soureni-II

Sub-division: Siliguri

0353-2529021/2432666, e mail- sdo_siliguri@siliguri.wb.nic.in

Kharibari 4

0353-2554213, kharibari@siliguri.wb.nic.in

Binnabari, Buraganj, Kharibari-Panishali, Raniganj-Panishali

Matigara 5

0353-2581790, matigara@siliguri.wb.nic.in

Atharakhai, Matigara-I, Patharghata, Champasari, Matigara-II

Naxalbari 6

0353-2488403, naxalbari@siliguri.wb.nic.in

Gossaipur, Lower Bagdogra, Nakshalbari, Hatighisa, Maniram, Upper Bagdogra

Phansidewa 7

0353-2587342, phansidewa@siliguri.wb.nic.in

Bidhannagar-I, Chathat-Bansgaon, Ghospukur, Jals-Nijamtara, Bidhannagar-II, Fansideoa, Hetmuri

Total GP-- 134

District: Uttar Dinajpur Division: Jalpaiguri

**DM- 03523-252925/ 250006/252441, fax-252250, e-mail- dm@raiganj.wb.nic.in ,
Sabbadhipati- 03523-252826, fax- 252826, e-mail- sabbadhipati@raiganj.wb.nic.in .
AEO- 252276/255249, E-mail- aeozp@raiganj.wb.nic.in , Secretary ZP-
secvzp@raiganj.wb.nic.in PD DRDC- 252696/254134, pddrdc@raiganj.wb.nic.in.
DPRDO- dprdo@raiganj.wb.nic.in**

Sub-Division: Raiganj

03523-252444 Fax 03523-252444, sdo_sadar@raiganj.wb.nic.in

Hemtabad 5 hemtabad@raiganj.wb.nic.in

**(T) 03523-221223/ Bangalbari, Chainagar, Naoda, Bishnupur, Hemtabad
Fax 03523-221223,**

Itahar 12

**(T) 03523-277123/fax277123, itahar@raiganj.wb.nic.in Chhayghara,
Gulandar-I, Joyhat, Patirajpur, Durgapur, Gulandar-II,
Kapasias, Surun-I, Durlovpur, Itahar, Marnai, Surun-II**

Kaliaganj 8

**(T) 03523-258056/fax 258056, kaliaganj@raiganj.wb.nic.in Anatapur, Bhandar,
Dhankoil, Mustafanagar, Baruna, Bochadanga, Malgaon,
Radhikapur,**

Raiganj 14

**(T) 03523-244044/fax 252580, raiganj@raiganj.wb.nic.in Bahin, Gouri,
Mahipur, Sitgram, Barua, Jagadishpur, Maraikura, Bhatun,
Bindole, Kamalabari-I, Rampur, Birghoi, Kamalabari-II,
Serpur**

Sub-Division: Islampur

03526-255001, fax-255124, sdo_islampur@raiganj.wb.nic.in

Chopra 8
(T) 03526-263122/fax-263122, **chopra@raiganj.wb.nic.in** Chopra, Daspara,
Haptiagachh, Majhiali, Chutiakhore, Ghirnigaon, Lakhipur,
Sonapur

Goalpokhor –I 14 **goalpokhor1@raiganj.wb.nic.in**
(T) 03526-260102, Dharampur-I, Goti, Lodhan, Sahapur-I, Dharampur-II,
Goalpokhar, Mahua, Sahapur-II, Goagachh-I, Jaingaon,
Panjipara, Goagachh-II, Khagore, Pokharia

Goalpokhor –II 11
(T) 03525-258103/fax-258106, **goalpokhor2@raiganj.wb.nic.in** Belon, Kanki,
Sahapur-I, Surjapur-II, Baidyanandapur, Nijampur-I,
Sahapur-II, Toriyal, Chakjullia, Nijampur-II, Surjapur-I

Islampur 13
(T) 03526-255020/fax 255020, **islampur@raiganj.wb.nic.in** Agdimti-Khanti,
Gunjaria, Matikunda-II, Ranganj-II, Gaisal-I, Islampur,
Panditpota-I, Gaisal-II, Kamalgaon-Sujali, Panditpota-II,
Gobindapur, Matikunda-I, Ramganj-I

Karandighi 13
(T) 03525-252222/fax-252222, **karandighi@raiganj.wb.nic.in** Altapur-I, Dalkhola-
I, Lahutara-I, Rasakhowa-II, Altapur-II, Domohona,
Lahutara-II, Bazargaon-I, Karandighi-I, Raniganj,
Bazargaon-II, Karandighi-II, Rasakhowa-I

Total GP—98

District: Dakshnin Dinaipur Division: Jalpaiguri

DM- 03522-255201/255202, fax-255488, e-mail- dm@balurghat.wb.nic.in,
Sabhadhipati- 03522-255366/255229, AEO- 255506/255203, E mail-
aeozp@balurghat.wb.nic.in fax- 255279, Secretary ZP- secyzp@balurghat.wb.nic.in
PDDRDC- 2556689, pddrdc@balurghat.wb.nic.in, DPRDO-
dprdo@balurghat.wb.nic.in

Sub-division: Balurghat

03522-255205, e mail- sdo_sadar@balurghat.wb.nic.in

Hili 5

03522-250248, hili@balurghat.wb.nic.in

Binshira, Hili, Panjul, Dhalpara, Jamalpur

Balurghat 11

03522-255213, balurghat@balurghat.wb.nic.in

**Amritakhand, Chakvrigu, Gopalbati, Patiram, Bolla,
Chingishpur, Jalghar, Vatpara, Boaldar, Danga, Najirpur**

Kumarganj 8

03522-254205, kumarganj@balurghat.wb.nic.in

**Batun, Deor, Mohana, Safanagar, Bhour, Jakirpur,
Ramkrishnapur, Samjia**

Tapan 11

03521-252213, tapan@balurghat.wb.nic.in

**Ajmatpur, Gophanagar, Hazratpur, Rampara Chenchra,
Autina, Gurail, Malancha, Tapanchandipur, Dwipkhanda,
Harsura, Ramchandrapur**

Sub-division : Gangarampur

03524-259086, e mail- sdo_gangarampur@balurghat.wb.nic.in

Gangarampur 11

03521-255056, gangarampur@balurghat.wb.nic.in

**Ashokegram, Belbari-II, Gangarampur, Sukdevpur, Basuria,
Chaloon, Jahangirpur, Uday, Belbari-I, Damdama,
Nandanpur,**

Bangsihari 5

03524-259322, bangsihari@balurghat.wb.nic.in ,

**Ellahabad, Ganguria, Shibpur, Brajaballavpur,
Mahabari**

Harirampur 6

03524-265139, harirampur@balurghat.wb.nic.in

Bagichapur, Gokarna, Saiyadpur, Bairhatta, Pundari, Shirshi

Kushmandi 8

03524-263486, kushmandi@balurghat.wb.nic.in

**Akcha, Deul, Karanji, Maligaon, Beroil, Kalikamora,
Kushmandi, Udaypur,**

Total GP—65

District: Malda Division: Jalpaiguri

DM- 03512-252381/252415, fax-253092, e-mail-

dm@maldah.wb.mnic.in , Sabhadhipati- 03512-252377,fax- 252377, e mail-
sabhadhipati@maldah.wb.nic.in AEO- 252328/253049, e mail-
aeozp@maldah.wb.nic.in PDDRDC- **252754.pddrdc@maldah.wb.nic.in** , Secretary
ZP- **secyzp@maldah.wb.nic.in** ,DPRDO- **dprdo@maldah.wb.nic.in**

Sub-division : Chanchal

03513-253308, sdo_chanchal@maldah.wb.nic.in

Chanchol-I 8, chanchol1@maldah.wb.nic.in

**03513-252223. Alihanda, Chanchol, Kharba, Makdampur, Bhaganpur,
Kaligram, Mahanandapur, Motiharpur,**

Chanchol-II 7, chanchol2@maldah.wb.nic.in

**03513-265660, Bhakri, Dhangara-Bishanpur, Gourhanda, Kshempur,
Chandrapara, , Jalalpur, Malatipur,**

Ratua-I 10, ratua1@maldah.wb.nic.in

**03513-266229, Baharal, Chandmoni-II, Mahanandatola, Bhado, Bilaimari,
Debipur, Ratua, Chandmoni-I, Kahala, Samsi,**

Ratua-II 8, ratua2@maldah.wb.nic.in

**03513-282250, Araidanga, Paranpur, Pukhuria, Sreepur-I, Maharajpur,
Peerganj, Sambalpur, Sreepur-II,**

Harishchandrapur-I 7 harishchandrapur1@maldah.wb.nic.in,

**03513-255228, Bhingole, Harishchandrapur, Kusidha, Rashidabad, Barui,
Mahendrapur, Tulsihatta,**

Harishchandrapur-II 9, harishchandrapur2@maldah.wb.nic.in

**03513-255249 Daulatpur, Malior-I, Sadlichak, Doulatnagar, Malior-II,
Sultannagar, Islampur, Mashaldaha, Valuka,**

Sub-division: Malda Sadar
03512-252733, e mail- sdo_sadar@maldah.wb.nic.in

Englishbazar 11, englishbazar@maldah.wb.nic.in
03512-252297 Amriti, Jadupur-I, Kotwali, Narhatta, Binodpur, Jadupur-II,
Mahadipur, Sovanagar, Fulbaria, Kajigram, Milki

Gazole 15, gazole@maldah.wb.nic.in
03512-235330 Alal, Chaknagar, Karkach, Raniganj-II, Bairgachhi-I, Deotala,
Majhra, Sahajadpur, Bairgachhi-II, Gazole-I, Pandua,
Salaidanga, Babupur, Gazole-II, Raniganj-I

Habibpur 11, habibpur@maldah.wb.nic.in
03511-252214 Aktail, Bulbulchandi, Jajail, Rishipur, Aiho, Dhumpur,
Kanturka, Sreerampur, Baidyapur, Habibpur, Mangalpur

Kaliachak-I 14, kaliachawk1@maldah.wb.nic.in
03512-244258 Alinagar, Gayeshbari, Kaliachak-II, Silampur-II, Alipur-I,
Jalalpur, Mozampur, Sujapur, Alipur-II, Jaluabadhal, Naoda-
Jadupur, Bamongram-Mashimpur, Kaliachak-I, Silampur-I

Kaliachak-II 9, kaliachawk2@maldah.wb.nic.in
03512-248626 Bangitola, Rajnagar, Uttar Lakshmipur, Gangaprasad,
Rathbari, Uttar Panchanandapur-II, Hamidpur, Uttar
Panchanandapur-I, Mothabari

Kaliachak-III 14, kaliachawk3@maldah.wb.nic.in
03512-222526 Akandabaria, Bhagabanpur, Lakshmipur, Bakhrabad,
Charianantapur, Pardeonapur-Sovapur, Bedrabad,
Golapganj, Beernagar-I, Krishnapur, Sahabajpur, Beernagar-
II, Kumbhira, Sahabanchak

Manikchak 11, manikchawk@maldah.wb.nic.in
03512-272326 Chowki Mirdadpur, Enayetpur, Manikchak, Nurpur, Dakshin
Chandipur, Gopalpur, Mathurapur, Uttar Chandipur,
Dharampur, Heeranandapur, Nazeerpur

Old Malda 6 , oldmalda@maldah.wb.nic.in
03512-260239 Bhabuk, Mahisbathani, Muchia, Jatradanga, Mangalbari, Sahapur

Bamongola 6, bamongola@maldah.wb.nic.in
03511-266339 Bamongola, Gobindapur-Maheshpur, Jagdala, Pakuahat, Chandpur, Madnabati

Total GP- 146

District: Murshidabad Division: Presidency

Sabhadhipati- 03482-251653, sabhadhipati@murshidabad.wb.nic.in DM- 03482-251650, 250002, fax- 250145, e-mail- dm-mur@wb.nic.in, AEO- 03482-250527/508, fax-250483/257441, e mail- aeozp@murshidabad.wb.nic.in PDDRDC-250604, pddrdc@murshidabad.wb.nic.in, Secretary ZP- secyzp@murshidabad.wb.nic.in , DPRDO- dprdo@murshidabad.wb.nic.in

Sub-Division: Barhampur
03482-251700, sdo_sadar@murshidabad.wb.nic.in

Berhampore 17, bahrampur@murshidabad.wb.nic.in
(T) 03482-252656. Bhakuri-I, Haridasmati, Niyallispara Goaljan, Rangamati Chandpara, Bhakuri-II, Hatinagar, Radharghat-II, Chhaighari, Madanpur, Radharghat-I, Satui Chaurigachha, Daulatabad, Manindranagar, Rajdharpara, Gurudaspur, Naodapanur, Sahajadpur

Beldanga-I 13, beldanga1@murshidabad.wb.nic.in
(T) 03482-264047 Begunbari, Chaitannapur-II, Mahula-I, Sujapur-Kumarpur, Bhabta-I, Debkundu, Mahula-II, Bhabta-II, Kapasdanga, Mirjapur-I, Chaitannapur-I, Madda, Mirjapur-II

***Beldanga-II* 11, beldanga2@murshidabad.wb.nic.in**
(T) 03482-242234 Andulberia-I, Kashipur, Rampara-II, Andulberia-II, Ramnagar Bachhra, Shaktipur, Dadpur, Somepara-I, Kamnagar, Rampara-I, Somepara-II

- Hariharpara*** ***10, hariharpara@murshidabad.wb.nic.in***,
(T) 03482-230246 Beharia, Hariharpara, Malopara, Swaruppur, Choa,
Humaipur, Raipur, Dharampur, Khidirpur, Rukunpur
- Naoda*** ***10, naoda@murshidabad.wb.nic.in***
(T) 03482-274232 Bali-I, Kedarchandpur-I, Naoda, Sarangpur, Bali-II,
Kedarchandpur-II, Patikabari, Chandpur, Madhupur, Raipur
- Domkol*** ***13, domkal@murshidabad.wb.nic.in***
(T) 03481-230222, Ajimangjola, Garaimari, Juginda, Sarangpur, Bhagirathpur,
Garibpur, Juranpur, Dhulauri, Ghoramara, Madhurkul,
Domkal, Jitpur, Raipur
- Jalangi*** ***10, jalangi@murshidabad.wb.nic.in***,
(T) 03481-235022 Choapara, Ghoshpara, Khayramari, Sahebnagar, Debipur,
Jalangi, Sadikhanderah,, Faridpur, Katabari, Sagarpura
- Sub-Division: Lalbag**
03482-270222, eamil- **sdo_lalbag@murshidabad.wb.nic.in**
- Murshidabad-Jiaganj*** ***8, murshidabadjiaganj@murshidabad.wb.nic.in***
(T) 03482-270242 Bahadurpur, Kapasdanga, Prasadpur, Dahapara,
Mukundabag, Tentulia, Dangapara, Natungram
- Raninagar-I*** ***6, raninagar1@murshidabad.wb.nic.in***
(T) 03481-236370, Herampur, Islampurchak, Paharpur, Hurshi, Lochanpur,
TenkaraipurBalumati,
- Raninagar-II*** ***9, raninagar2@murshidabad.wb.nic.in***
(T) 03481-238033, Kalinagar-I, Katlamari-II, Rajapur, Kalinagar-II, Malibari-I,
Raninagar-I, Katlamari-I, Malibari-II, Raninagar-II,

Bhagawangola-I 8, bhagabangola1@murshidabad.wb.nic.in

(T) 03483-259223, Bhagawangola, Hanumantanagar, Kuthirampur, Mahisasthali,
Habaspur, Kantanagar, Mahammadpur, Sundarpur

Bhagawangola-II 6, bhagabangola2@murshidabad.wb.nic.in

(T) 03483-242228 Akheriganj, Baligram, Nashipur, Amdahara, Kharibona,
Saralpur

Lalgola 12, lalgola@murshidabad.wb.nic.in

(T) 03483-274232 Airmari Krishnapur, Dewansarai, Lalgola, Nashipur,
03483- 274406 Bahadurpur, Jasaitala, Manikchak, Paikpara, Bilborakopra,
Kalmegha, Maiya, Ramchandrapur

Nabagram 10 , , nabagram@murshidabad.wb.nic.in

(T) 03483-270037 Amarkundu, Kiriteswari, Narayanpur, Shibpur, Gura-
03483-270032 Pashla, Mahurul, Panchgram, Hajbibidanga, Nabagram,
Rasulpur

Sub-Division : Kandi

03484-261221/225226, eamil- sdo_kandi@murshidabad.wb.nic.in

Kandi, 10,

(T) 03484-261446 , kandi@murshidabad.wb.nic.in
03484-255826 Andulia, Hizole, Kumarsanda, Purandarpur, Gokarnal,
Jashahari Anukha-I, Mahalandi-I, Gokarna-II, Jashahari
Anukha-II, Mahalandi-II

Khargram 12, khargram@murshidabad.wb.nic.in,

(T) 03484-279033 Eroali, Jaipur, Kirtipur, Padamkandi, Balia, Jhilli, Mahisar,
Parulia, Indrani, Khargram, Margram, Sadal,

Burwan 13 baraya@murshidabad.wb.nic.in,

(T) 03484-271035, Burwan-I, Kalyanpur-II, Panchthupi, Sundarpur,
03484-279033 BurwaII, Kharjuna, Sabaldaha, Biprasekhar, Kuli, Sabalpur,
Kalyanpur-I, Kurunnorun, Sahora,

Bharatpur-I 8, bharatpur1@murshidabad.wb.nic.in
(T) 03484-225056 Alugram, Bharatpur, Gundiria, Sijgram, Amlai, Gadda, Jajan, Talgram,

Bharatpur-II 7, bharatpur2@murshidabad.wb.nic.in
(T) 03484-273047, Kagram, Salar, Simulia, Tenya-Baidyapur, Malihati, Salu, Talibpur

Sub-Division: Jangipur

03483-266234/266127, sdo_jangipur@murshidabad.wb.nic.in

Raghunathganj-I 6, raghunathganj1@murshidabad.wb.nic.in
(T) 03483-266062 Dafarpur, Jarur, Mirjapur, Jamuar, Kanupur, Raninagar

Raghunathganj -II 10, raghunathganj2@murshidabad.wb.nic.in

(T) 03483-264244 Barasimul Dayarampur, Jotkamal, Mitipur, Sekendra, Kasiadanga, Sammatinagar, Teghari-I, Giria, Lakshmijola, Sekalipur

Suti-I 6, suti1@murshidabad.wb.nic.in,
(T) 03483-230226 Ahiran, Bansabati, Nurpur, Bahutali, Harua, Sadikpur

Suti-II 10, , suti2@murshidabad.wb.nic.in
(T) 03485-262890 Aurangabad-I, Jagtai-I, Laxmipur, Umrapur, Aurangabad-II, Jagtai-II, Mahesail-I, Bajitpur, Kasimnagar, Mahesail-II

Samsorganj 9, samsorganj@murshidabad.wb.nic.in .
(T) 03485-265212 Bogdadnagar, Gajinagar Malancha, Nimtita,
03485-265229 Bhasaipaikar, Chachanda, Pratapganj, Dogachhi Napara, Kanchantala, Tinpukuria

Sagardighi 11, sagardighi@murshidabad.wb.nic.in.
(T) 03483-268021 Balia, Bokhara-I, Kabilpur, Patkeldanga, Bannyeswar,
03483-268072 Bokhara-II, Monigram, Sagardighi, Barala, Gobordhandanga, Moregram

Farakka **9, farakka@murshidabad.wb.nic.in**
(T) 03483-253208 **Arjunpur, Bewa-I, Mahadebnagar, Bahadurpur, Bewa-II,
Maheshpur, Beniagram, Imamnagar, Nayansukh,**

Total GP---254

District: Nadia Division: Presidency
Sabhadhipati-03472-252499, fax- 253085, e mail- sabhadhipati@nadia.wb.nic.in.
DM- 03472-251001/052, fax- 253030, e-mail- dm@nadia.wb.nic.in, AEO- 03472-
252233, fax- 253085, e mail- aeozp@nadia.wb.nic.in, admzp@sancharnet.in.
PDDRDC-252462/253079 e mail- pddrdc@nadia.wb.nic.in, Secretary ZP-
secyyp@nadia.wb.nic.in, DPRDO- dprdo@nadia.wb.nic.in

Sub-Division: Krishnanagar Sadar
03472-253080, e mail- sdo_sadar@nadia.wb.nic.in

Kaliganj **15, kaliganj@nadia.wb.nic.in,**
(T) 03474-266214, **Barachandghar, Hatgachha, Mira-I, Palitbegia, Debagram,
Juranpur, Mira-II, Panighata, Faridpur, Kaliganj, Plassey-I,
Rajarampur Ghoraihetra, Gobra, Matiari, Plassey-II**

Nakashipara 15, nakashipara@nadia.wb.nic.in
(T) 03474-255252, **Bethuadahari-I, Billwagram, Dharmada, Muragachha,
Bethuadahari-II, Birpur-I, Dogachhia, Nakasipara,
Bikrampur, Birpur-II, Haranagar, Patikabari, Bilkumari,
Dhananjaypur, Majhergram**

Chapra **13, chapra@nadia.wb.nic.in**
(T) 03474-270221 **Alfa, Chapra-II, Hridaypur, Pipragachhi, Bagberia, Hatisala-I,
Kalinga, Brittihuda, Hatisala-II, Mahatpur, Chapra-I,
Hatkhol, Maheshpur**

Krishnanagar-I **12, krishnanagar1@nadia.wb.nic.in**
(T) 03472-272450 **Assannagar, Bhatjungla, Dignagar, Joania, Bhaluka, Bhimpur,
Dogachi, Poragachha, Bhandarkhola, Chakdilynagar, Daypara,
Ruipukur,**

- Krishnanagar-II** 7, krishnanagar2@nadia.wb.nic.in
(T) 03472-261216 Belpukur, Dhubulia-II, Naopara-II, Sadhanpara-II,
Dhubulia-I, Naopara-I, Sadhanpara-I
- Nabadwip** 8, nabadwip@nadia.wb.nic.in
(T) 03472-248274 Bablari, Mahisura, Mayapur Bamanpukur-II, Charmajdia
Charbrahmanagar, Majdia Pansila, Mayapur Bamanpukur-I,
Swarupganj, Fakirdanga Gholapara
- Krishnaganj 7**, krishnaganj@nadia.wb.nic.in
(T) 03472-276214 Bhajanghat Tungi, Joyghata, Matiary Banpur, Taldah Majdia,
Gobindapur, Krishnaganj, Shibnibas

Sub-Division : Kalyani

033-25828523, e mail- sdo_kalyani@nadia.wb.nic.in

- Chakdaha** 17, chakdaha@nadia.wb.nic.in
(T) 03473-245055 Chanduria-I, Hingara, Saguna, Tatla-I, Chanduria-II,
Kancharapara, Sarati, Tatla-II, Dewli, Madanpur-I, Silinda-I,
Dubra, Madanpur-II, Silinda-II, Ghetugachhi, Rautari,
Simurali
- Haringhata** 10, haringhatha@nadia.wb.nic.in
(T) 03473-233313 Berohi-I, Haringhata-I, Kastodanga-II, Nagarukhra-II,
Berohi-II, Haringhata-II, Mollabelia, Fatepur, Kastodanga-I,
Nagarukhra-I

Sub-Division: Ranaghat

03473-210095, e mail- sdo_ranaghat@nadia.wb.nic.in

- Hanskhali** 13, hanskhali@nadia.wb.nic.in
(T) 03473-231346 Bagula-I, Betna Gobindapur, Mamjoan, Ramnagar
Barachupria-I, Bagula-II, Dakshinpara-I, Mayurhat-I,
Batkulla-I, Dakshinpara-II, Mayurhat-II, Ramnagar
Barachupria-I, Batkulla-II, Gajna

Shantipur 10, shantipur@nadia.wb.nic.in

(T) 03473-234360 Arbandi-I, Baganchra, Fulia Township, Nabla, Arbandi-II, Belgoria-I, Gayeshpur, Babla, Belgoria-II, Haripur

Ranaghat-I 10, ranaghat1@nadia.wb.nic.in

(T) 03473-281161 Anulia, Kalinarayanpur Paharpur, Nawpara Masunda, Ramnagar-II, Barasat, Payradanga, Tarapur, Habibpur, Khisma, Ramnagar-I

Ranaghat-II 14, ranaghat2@nadia.wb.nic.in

(T) 03473-255098 Anishmali, Baidyapur-II, Kamalpur, Raghunathpur Hijuli-II, Aranghata, Debagram, Majhergram, Bahirgachi, Duttafulia, Nokari, Raghunathpur Hijuli-I, Baidyapur-I, Jugalkishore, Shyamnagar,

Sub-Division: Tehatta

03471-250292, e mail- sdo_tehatta@nadia.wb.nic.in

Karimpur-I 8, karimpur1@nadia.wb.nic.in

(T) 03471-269233 Harekrishnapur, Jamsherpur, Karimpur-II, Pipulbaria, Hogolbaria, Karimpur-I, Madhugari, Shikarpur,

Karimpur-II 10, karimpur2@nadia.wb.nic.in

(T) 03471-270225 Dhoradaha-I, Murutia, Narayanpur-II, Rahamatpur, Dhoradaha-II, Nandanpur, Natidanga-I, Dighal Kandi, Narayanpur-I, Natidanga-II

Tehatta-I 11, tehatta1@nadia.wb.nic.in

(T) 03471-250224 Batai-I, Chhitka, Patharghata-I, Shyamnagar, Batai-II, Kanainagar, Pathatghata-II, Tehatta, Chanderghat, Natna, Raghunathpur

Tehatta-II 7, tehatta2@nadia.wb.nic.in

(T) 03471-252222 Barnia, Hanspukuria, Palsunda-I, Sahebnagar, Gopinathpur, Palasipara, Palsunda-II

Total GP-- 187

District: North 24 Parganas Division: Presidency

Sabhadhipati—033-2552-3005/25523640, e mail- sabhadhipati@barasat.wb.nic.in
DM- 25523662/3474, fax- 25523535, e-mail- dm@barasat.wb.nic.in, AEO- 25523007,
fax- 25622444, e mail- aeozp@barasat.wb.nic.in, Secretary ZP- e mail-
secyzp@barasat.wb.nic.in PD DRDC- 25523037, pddrdc@barasat.wb.nic.in ,
DPRDO- dprdo@barasat.wb.nic.in

Sub-Divn: Barrackpore

033-25920814/616, e mail- sdo_barrackpore@barasat.wb.nic.in.

Barrackpore-I 8, barrackpur1@barasat.wb.nic.in
(T) 25812317 Jethia, Kowgachi-I, Majhipara-Palasi, Panpur-Keutia,
Kampa-Chakla, Kowgachi-II, Mamudpur, Shibdaspur

Barrackpore-II 6 , barrackpur2@barasat.wb.nic.in
(T) 25376098 Bandipur, Bilkanda-II, Patulia, Bilkanda-I, Mohanpur, Sewli

Sub-Division : Barasat (Sadar)

033-25523311, sdo_sadar@barasat.wb.nic.in

Barasat-I 9, barasat1@barasat.wb.nic.in
(T) 25523344 Chhoto Jagulia, Ichhapur-Nilganj, Kotra, Purba Khilkapur,
Dattapukur-I, Kadambagachhi, Paschim Khilkapur,
Dattapukur-II, Kashimpur

Barasat-II 7, barasat2@barasat.wb.nic.in
(T) 953216-277238 Chandigarh-Rohanda, Falti Beliaghata, Kemia Khamarpara,
Kirtipur-I, Dadpur, Kiritipur-II, Shasan

Amdanga 8, amdanga@barasat.wb.nic.in
(T) 953216-260093 Adhata, Bodai, Maricha, Amdanga, Chandigarh, Sadhanpur,
Beraberia, , Taraberia

Deganga 13, deganga@barasat.wb.nic.in
(T) 953216-242243 Amulia, Champatala, Hadipur Jhikra-I, Sohail-Shwetpur,
Berachampa-I, Chaurasi, Hadipur Jhikra-II, Berachampa-II,
Deganga-I, Kolsur, Chakla, Deganga-II, Nurnagar

Habra-I 7, habra1@barasat.wb.nic.in
(T) 953216-252040 Bargoom-I, Kumra, Machhlandapur-II, Rautara, Bargum-II,
Machhlandapur-I, Prithiba,

Habra-II 8, habra2@barasat.wb.nic.in
(T) 953216-227074 Banspole, Bhurkunda, Guma-I, Rajibpur Bira, Beraberi,
Dighara Malikberia, Guma-II, Srikrishnapur,

Rajarhat 6 rajarhat@barasat.wb.nic.in
(T) 25736386 Chandpur, Mahisbathan-II, Rajarhat Bishnupur-I,
Jangrahatiara-II, Patharghata, Rajarhat Bishnupur-II,

Sub-Division: Bangaon

03215-255001/039, sdo_bangaon@barasat.wb.nic.in

Bagda 9, bagda@barasat.wb.nic.in
(T) 953215-263244 Asharu, Helencha, Malipota, Bagda, Koniara-I, Ranghat,
Bayra, Koniara-II, Sindrani

Bangaon 16, bangaon@barasat.wb.nic.in
(T) 953215-255059 Akaipur, Chhaighoria, Gangrapota, Kalupur, Bairampur,
DharamPukuria, Ghatbour, Palla, Chawberia-I, Dighari,
Gopalnagar-I, Sundarpur, Chawberia-II, Ganganandapur,
Gopalnagar-II, Tengra,

Gaighata 13, gaighata@barasat.wb.nic.in
(T) 953215-250039 Chandpara, Fulsara, Jaleswar-II, Sutia, Dharmapur-I,
Ichapur-I, Jhaudanga, Dharmapur-II, Ichapur-II, Ramnagar,
Duma, Jaleswar-I, Shimulpur

Sub-Division: Basirhat

03217-265297/222, sdo_basirhat@barasat.wb.nic.in

- Baduria** **14, baduria@barasat.wb.nic.in**
(T) 953217-238462 **Aturia, Chhatra, Jadurhati Uttar, Sayestanagar-II, Bagjola, Jagannathpur, Raghunathpur, Jadurhati Dakshin, Bajitpur, Jasikati Atghara, RamchandrapurUday, Chandipur, Nayabastia Milani, Sayestanagar-I**
- Basirhat-I** **7 basirhat1@barasat.wb.nic.in**
(T) 953217-265208 **Gochha Akharpur, Itinda Panitore, Pifa, Sankchura Begundi, Gotra, Nimdaria Kodalia, Sangrampur Shibhati,**
- Basirhat-II** **9, basirhat2@barasat.wb.nic.in**
(T) 953217-249238 **Begumpur Bibipur, Dhanyakuria, Kholapota, Ghorarash Kulingram, Rajendrapur, Chaita, Shrinagar Metia, Champapukur, Kachua**
- Haroa** **8 haroa@barasat.wb.nic.in**
(T) 953217-248243 **Bakjuri, Haroa, Shalipur, Gopalpur-I, Khasbalanda, Sonapukur Sankarpur, Gopalpur-II, Kulti**
- Hasnabad** **9 hasnabad@barasat.wb.nic.in**
(T) 953217-234478 **Amlani, Bhabanipur-I, Hasnabad, Patlikhanpur, Barunhat Rameswarpur, Bhabanipur-II, Makhalgachha, Bhebia, Murarisha**
- Hingalganj** **9, hingalganj@barasat.wb.nic.in**
(T) 953217-251229 **Bishpur, Hingalganj, Rupamari, Dulduli, Jogeshganj, Sahebkhali, Gobindakati, Kalitala, Sandelerbil**
- Minakhan** **8 minakhan@barasat.wb.nic.in**
(T) 953217-260103 **Atpukur, Chaital, Dhuturdaha, Minakhan, Bamanpukur, Champali, Kumarjole, Mohanpur**
- Sandeshkhali-I** **8 sandeshkhali1@barasat.wb.nic.in**
(T) 953217-252405 **Bayermari-I, Kalinagar, Sarberia Agarhati, Bayermari-II, Nazat-I, Sehera Radhanagar, Hatgachhi, Nazat-II**

Sandeshkhali-II 8 sandeshkhali2@barasat.wb.nic.in
(T) 953217-262050 **Bermajur-I, Durgamandop, Khulna, Manipur, Bermajur-II,
Jeliakhali, Korakati, Sandeshkhali**

Swarupnagar 10 swarupnagar@barasat.wb.nic.in
(T) 953217-253369 **Balti Nityanandakati, Bithari Hakimpur, Kaijuri,
Swarupnagar Banglani, Charghat, Saguna, Bankra Gokulpur,
Gobindapur, Sharapul Nirman, Tepur Mirzapur,**

Total GP-- 200

District: South 24 Parganas Division: Presidency
Sabhadhipati- 033-24791385/1738, sabhadhipati@alipore.wb.nic.in DM- 24793713,
fax- 24793456, e-mail: dm@alipore.wb.nic.in, AEO- 24798988, fax- 24791096, e mail-
aeozp@alipore.wb.nic.in, zpsouthpmsgy@vsnl.net.

Secreatry ZP-secyzp@ alipore.wb.nic.in,
DPRDO- dprdo@alipore.wb.nic.in PD DRDC- 24790201/2240,
pddrdc@alipore.wb.nic.in.

Sub-Division : Baruipur
033-24331081.e mail- sdo_baruipur@alipore.wb.nic.in

Baruipur 19, baruipur@alipore.wb.nic.in
(T) 24338221 **Begumpur, Dhaphdapi-II, Mallikpur, Shankarpur-II,
Belegachhi, Hardhah, Nabagram, Shikharbali-I,
Brindakhali, Hariharpur, Ramnagar-I, Shikharbali-II,
Champahati, Kalyanpur, Ramnagar-II, South Garia,
Dhaphdapi-I, Madarat, Shankarpur-I**

Bhangar-I 9 bhangar1@alipore.wb.nic.in
(T) 953218-270221 **Bodra, Durgapur, Pranganj, Chandaneswar-I, Jagulgachhi,
Shanksahar, Chandaneswar-II, Narayanpur, Tarda**

Bhangar-II 10 bhangar2@alipore.wb.nic.in
(T) 953218-270215 **Bamanhata, Bhagawanpur, Chaltaberia, Shanpukur (271454),
Benttata-I, Bhogali-I, Polerhat-I, Benttata-II, Bhogali-II
(271200), Polerhat-II**

Jaynagar-I 12 jaynagar1@alipore.wb.nic.in

(T) 953218-220247 Baharu Kshetra, Dhosa Chandaneswar, Khakurdaha, Uttar Durgapur, Bamangachhi, , Narayanitala, Chaltaberia, Harinarayanpur, Rajapur Korabeg, Dakshin Barasat, Jangalia, Sripur,

Jaynagar-II 10 jaynagar2@alipore.wb.nic.in

(T) 953218-226006, Baishata, Futigoda, Mayahauri, Sahajadapur, Beledurganagar, Gardoani, Mayda, Chuprijhara, Manirtat, Nalgora

Kultali 9 kultali@alipore.wb.nic.in

(T) 953218-283058 Deulbari Debipur, Jalaberia-I, Maipith Baikunthapur, Gopalganj, Jalaberia-II, Gurguria Bhubaneswari, Kundakhali Godabar, Meriganj-I, Meriganj-II

Sonarpur 11 sonarpur@alipore.wb.nic.in

(T) 2477-9488 Banhooghly-I, Kalikapur-II, Kheyadaha-II, Pratapnagar, Banhooghly-II, Kamrabad, Langalberia, Sonarpur-II, Kalikapur-I, Kheyadaha-I, Poleghat

Sub-Division: Canning

03218-255300, eamil- sdo_canning@alipore.wb.nic.in

Basanti 13 basanti@alipore.wb.nic.in

(T) 953218-232231 Amjhara, Chunakhali, Kanthalberia, Uttar Mokamberia, Basanti, Foolmalancha, Maszidbati, Bharatgarh, Jharkhali, Nafarganj, Charabidya, Jyotishpur, Ramchandrakhali,

Canning-I 10 canning1@alipore.wb.nic.in

(T) 953218-255205 Bansra, Gopalpur, Matla-I, Taldi, Daria, Hatpukuria, Matla-II, Dighirpar, Itkhola, Nikarighata

Canning-II 9 canning2@alipore.wb.nic.in

(T) 953218-265073 Atharobanki, Kalikatala, Sarengabad, Deuli-I, Matherdighi, Tambuldaha-I, Deuli-II, Narayanpur, Tambuldaha-II

Gosaba **14 gosaba@alipore.wb.nic.in**
(T) 953218-263256 Amtali, Chhota Mollakhali, Lahiripur, Rangabelia, Bali-I,
Gosaba, Pathankhali, Satjelia, Bali-II, Kachukhali,
Radhanagar-Taranagar, Shambhunagar, Bipradaspur,
Kumirmari

Sub-Division: Diamond Harbour

03174-255222, e mail- **sdo_diamondharbour@alipore.wb.nic.in**

Diamond Harbour-I **8 diamondharbour1@alipore.wb.nic.in**
(T) 953174-255219 Basuldanga, Derak, Mashat, Bolsiddhi Kalinagar,
Harindanga, Netra, Kanpur Dhanaberia, Parulia

Diamond Harbour-II **8 diamondharbour2@alipore.wb.nic.in**
(T) 953174-244224 Bhadura Haridas, Khordo, Patra, Kalatalahat, Mathur,
Sarisa, Kamarpol, Nurpur

Falta **13 falta@alipore.wb.nic.in**
(T) 953174-225318 Banganagar-I, Chaluari, Gopalpur, Noyapukuria,
Banganagar-II, Debipur, Harindanga-I, Belsingha-I, Falta,
Harindanga-II, Belsingha-II, Fatepur, Mallikpur

Kulpi **14 kulpi@alipore.wb.nic.in**
(T) 953174-266241 Baburmahal, Gajipur, Keoratala, Ramkrishnapur,
Belpukur, Iswaripur, Kulpi, Ramnagar-Gazipur, Chandipur,
Kamarchak, Rajarampur, Dhola, Karanjali, Ramkishore

Magrahat-I **11 magarahat1@alipore.wb.nic.in**
(T) 953174-250209 Yearpur, Lakshmikantapur, Shrichanda, Uttarkusum,
Ektara, Rangilabad, Sirakol, Hariharpur, Kalikapota,
Sherpur, Usthi

Magrahat-II **14 magarahat2@alipore.wb.nic.in**
(T) 953174-252235 Amratala, Dihikalas, Magrahat Paschim, Nainan, Dhamua
Dakshnin, Gokarni, Magrahat Purba, Urelchandpur, Dhamua
Uttar, Hotor Morjada, Mohanpur, Dhanpota, Jugdia, Multi

Mandirbazar10 mandirbazar@alipore.wb.nic.in

(T) 953174-260236 Anchna, Nisapur, Ghateswar, Krishnapur, Dakshin Bishnupur, Dhanurhat, Jagadishpur, Chandpur, Gabberia, Kecharkur

Mathurapur-I 10 mathurapur1@alipore.wb.nic.in

(T) 953218-224537 Abad Bhagawanpur, Krishnachandrapur, Mathurapur Purba, Uttar Lakshminarayanpur, Dakshin Lakshminarayanpur, Lalpur, Nalua, Mathurapur Paschim, Shankarpur, Debipur

Mathurapur-II 11 mathurapur2@alipore.wb.nic.in

(T) 953174-262404 Dighirpar-Bakultala, Kankandighi, Kumrapara, Radhakantapur, Gilarchhat, Kasinagar, Nagendrapur, Raidighi, Kautala, Khari, Nandakumarpur

Sub-Division: Kakdwip

03210-255200, e mail- sdo_kakdwip@alipore.wb.nic.in

Kakdwip 11 kakdwip@alipore.wb.nic.in

(T) 953210-255110 Bapuji, Rabindra, Sri Sri Ramkrishna, Swami Bibekananda, Madhusudanpur, Ramgopalpur, Srinagar, Netaji, Rishi Bankimchandra, Suryanagar, Pratapadityanagar

Namkhana 7 namkhana@alipore.wb.nic.in

(T) 953210-244220 Budhakhali, Haripur, Namkhana, Shibrapur, Frezarganj, Mausini, Narayanpur

Patharpratima 15 patharpratima@alipore.wb.nic.in

(T) 953210-265222 Achintyanagar, Dakshin Raipur, Gopalnagar, Ramganga, Banashyamnagar, Digambarpur, Heramba gopalpur, Sridharnagar, Brajaballavpur, Durbachati, Laksmijanardanpur, Srinarayanpur, Purnachandrapur, Dakshin Gangadharpur, G Plot, Patharpratima

Sagar 9 sagar@alipore.wb.nic.in

(T) 953210-242573 Dhablat, Dhaspara Sumatinagar-II, Ghoramara, Ramkarchar, Dhaspara Sumatinagar-I, Muriganga-I, Rudranagar, Gangasagar, Muriganga-II

Sub-Division: Alipore Sadar

033-24399829, e mail- sdo_sadar@alipore.wb.nic.in

Bishnupur-I 11 bishnupur1@alipore.wb.nic.in
(T) 24709567 **Amgachhia, Dakshin Gauripur Chakdhir, Kulerdari, Raskhali, Andhar Manik, Panakua, Bhandaria Kastekumari, Julpia, Paschim Bishnupur, Keoradanga, Purba Bishnupur**

Bishnupur-II 11 bishnupur2@alipore.wb.nic.in
(T) 24958111 **Bakhrat, Kanganberia, Patharberia Jaychandipur, Chak Enayetnagar, Khagramuri, Chandi, Maukhali, Ramkrishnapur Borhanpur, Gobindapur Kalicharanpur, Nahajari, Panchanan**

Budge Budge-I 6 budgebudge1@alipore.wb.nic.in
(T) 24821697 **Buta, Mayapur, Rajibpur, Chingripota, Nischintapur, Uttar Raipur**

Budge Budge-II 11 budgebudge2@alipore.wb.nic.in
(T) 24700111 **Burul, Gaja Poyali, Naskarpur, Satgachhia, Chakmanik, Kamrabad, North Baoyali, South Baoyali, Dongaria Raipur, Kasipur Alampur, Rania**

Thakurpukur Maheshtala 6 maheshtala@alipore.wb.nic.in
(T) 24474144 **Asuti-I, Joka-I, Asuti-II, Joka-II, Chatta, Raspunja**

Total GP-- 312

District: Howrah Division: Presidency

Sabhadhipati- 033-26604633/2531, sabhadhipati@howrah.wb.nic.in DM-26602961, Fax- 26603367, e-mail- dm@howrah.wb.nic.in, AEO-26606474, 26509574, fax- 26606474, e mail- aeozp@howrah.wb.nic.in, howrah_zp@vsnl.net, Secretary ZP- secyzp@howrah.wb.nic.in, PD DRDC-26507180, 26401469, pddrdc@howrah.wb.nic.in, DPRDO-dprdo@howrah.wb.nic.in

Sub-Division: Hawrah Sadar

033-26602329, e mail- sdo_sadar@howrah.wb.nic.in

**Bally Jagachha
26511925**

8, bally@howrah.wb.nic.in

**Bali, Durgapur Abhaynagar-I, Jagadishpur, Chakpara
Anandanagar, , Nischinda, Durgapur Abhaynagar-II,
Sanpuipara Basukati, Chamrail**

**Domjur
26700222**

18, domjur@howrah.wb.nic.in

**Bankra-I, Dakshin Jhawardaha, Mahiyari-I, Parbatipur,
Bankra-II, Mahiyari-II, Shalap-I, Bankra-III, Rudrapur,
Makardah-I, Shalap-II, Begari, Kolora-I, Makardah-II,
Uttar Jhawardaha, Domjur, Kolora-II, Narna**

**Jagatballabhpur 14
03214-232245**

, jagatballabhpur@howrah.wb.nic.in

**Baragachhia-I, Islampur, Maju, Shankarhati-II,
Baragachhia-II, Jagatballavpur-I, Pantihal, Shialdanga,
Gobindapur, Jagatballavpur-II, Polegustia, Hantal
Anantabati, Laskarpur, Shankarhati-I**

**Panchla
26616277**

11, panchla@howrah.wb.nic.in

**Banharishpur, Chara-Panchla, Jalabiswanathpur,
Sahapur, Beldubi, Deulpur, Jujarsaha, Suvarara,
Bikihakola, Gangadharpur, Panchla**

**Sankrail
26690220**

16 , sankrail@howrah.wb.nic.in

**Andul, Dhulagari, Manikpur, Raghudebbati, Banpur-I,
Duila, Mashila, Sankrail, Banpur-II, Jorhat, Nalpur,
Sarenga, Dakshin Sankrail, Kandua, Panchpara,
Thanamakua**

Sub-Division: Uluberia

26610336, e mail- sdo_uluberia@howrah.wb.nic.in

- Amta-I** **13, amta1@howrah.wb.nic.in**
03214-260239 **Amta, Bhandargachha, Khosalpur, Udang-II, Anulia,
Chandrapur, Raspur, Balichak, Kanpur , Sirajbati,
Basantapur, Khardah, Udang-I**
- Amta-II** **14, amta2@howrah.wb.nic.in**
03214-260228 **Amragori, Ghoraberia Chitnan, Kalna, Tajpur, Bhatora,
Hjhamtia, Kasmoli, Thalia, Binla Krishnabati, Jaypur,
Kusberia, Gazipur, Jhikia, Noyapara**
- Bagnan-I** **10, bagnan1@howrah.wb.nic.in.**
03214-266275 **Bagnan-I, Baksihat, Haturia-II, Sabsit, Bagnan-II,
Bangalpur, Kalyanpur, Bainan, Haturia-I, Khalore**
- Bagnan-II** **7, bagnan2@howrah.wb.nic.in.**
03214-266276 **Antila, Chandrabhag, Mualyan Benapur, Bantul-
Baidyanathpur, Saratchandra, Halyan, Orphooli**
- Shyampur-I** **10, shyampur1@howrah.wb.nic.in**
03214-264217 **Balichaturi, Belari, Kamalpur, Syampur, Baneswarpur-
I, Dhandali, Nabagram, Baneswarpur-II, Dingakhola,
Radhapur**
- Shyampur-II** **8, shyampur2@howrah.wb.nic.in**
03214-261216 **Amardaha, Bargram, Dihimondalghat-II, Nakol, Bachhri,
Dihimondalghat-I, Kharuberia, Shashati**
- Udaynarayanpur** **11, udaynarayanpur@howrah.wb.nic.in**
03214-257243 **Bhabanipur Bidhichandrapur, Harali Udaynarayanpur,
Khila, Rampur-Dihibhursut Asanda, Kurchi Shibpur, Debipur,
Harishpur, Garbhabanipur-Sonatala, Kanupat Mansuka,
Pancharul, Singti**
- Uluberia-I9, uluberia1@howrah.wb.nic.in**
033-26610263 **Bahira, Hatgachha-I, Kalinagar, Chandipur, Hatgachha-II,
Maheshpur, Dhulasimla, Heerapur, Tapna**

Uluberia-II **8, uluberia2@howrah.wb.nic.in**
033-26610360 **Baniban, Khalisani, Tehatta- Kantaberia-I, Tehatta-
Kantaberia-II, Basudevpur, Raghudevpur, Joyargori,
Tulsiberia**

Toatl GP-- 157

District: Hooghly Division: Burdwan
**Sabhadhipati- 26802681/2139, sabhadhipati@hhogly.wb.nic.in. DM-
26802122/2040, fax- 2680-2048,**
**E-mail- dm@hhogly.wb.nic.in, AEO- 26803266, fax- 26803267, e mail-
aeozp@hoogly.wb.nic.in, aeozp@vsnl.net PD DRDC- 26802796/1026, EPABX :
2680-2139. pddrdc@hhogly.wb.nic.in, Secretary ZP- secyzp@hoogly.wb.nic.in,
DPRDO- dprdo@hoogly.wb.nic.in**

Sub-Division: Chinsurah
033-26802535, e mail- sdo_sadar@hoogly.wb.nic.in

Balagarh **13, balagarh@hoogly.wb.nic.in**
03213-260301, **Baklia Dhobapara, Ektarpur, Somra-I, Charkrishnabati,
Guptipara-I, Somra-II, Dumurdaha, Nityanandapur-I,
Guptipara-I, Sripur-Balagarh, Jirat, Dumurdaha
Nityanandapur-II, Mohipalpur, Sija
Kamalpur**

Chinsurah-Mogra **10, magra@hoogly.wb.nic.in.**
03213-222640 **Bandel, Debanandapur, Kodalia-II, Saptagram, Chandrahati-
I, Digsui Hoyera, Mogra-I, Chandrahati-II, Kodalia-I, Mogra-
II**

Dhaniakhali **18, dhaniakhali@hoogly.wb.nic.in**
03213-256542/255249
**Belmuri, Dashghara-II, Gudubari-I, Perambua
Sahabazar, Bhandarhati-I, Dhanekhali-I, Gudubari-II,
Bhandarhati-II, Dhanekhali-II, Gurap, Somaspur-I,
Bhastara, Gopinathpur-I, Khajudaha Milki, Somaspur-
II, Dashghara-I, Gopinathpur-II, Mandra,**

Sub-Division: Srirampore

033-26623337/5823. E mail- sdo_srirampore@hoogly.wb.nic.in

Chanditala-I 9, chanditala1@hoogly.wb.nic.in

03212-241236 Ainya, Haripur, Masat, Bhagabatipur, Krishnarampur, Nababpur, Gangadharpur, Kumirmore, Shiyakhala

Chanditala-II 12, chanditala2@hoogly.wb.nic.in

03212-260221 Baksa, Chanditala, Janai, Mrigala, Barijhati, Dunkuni, Kapasaria, Naiti, Begumpur, Garalgachha, Monaharpur, Panchghora

Jangipara 10, jangipara@hoogly.wb.nic.in

03212-259666 Antpur, Jangipara, Radhanagar, Rasidpur, Dilakash, Kotalpur, Rajbalhat-I, Furfura, Mundalika, Rajbalhat-II

Sreerampur Uttarpara 6, srirampur-uttarpara@hoogly.wb.nic.in

033-26620082 Kanaipur, Payarapur, Rajyadharpur, Nabagram, Raghunathpur, Rishra

Sub-Divn: Arambagh

03211-255260, e mail- sdo_arambagh@hoogly.wb.nic.in

Arambag 15, arambagh@hoogly.wb.nic.in

03211-255070 Arandi-I, Gourhati-II, Malaypur-I, Salepur-I, Arandi-II, Harinkhola-I, Malaypur-II, Salepur-II, Batanal, Harinkhola-II, Mayapur-I, Tirole, Gourhati-I, Madhabpur, Mayapur-II

Khanakul-I 13, khanakul1@hoogly.wb.nic.in

03211-266241 Arunda, Khanakul-II, Pole-II, Thakuranichak, Balipur, Kishorepur-I, Rammohan-I, Ghoshpur, Kishorepur-II, Rammohan-II, Khanakul-I, Pole-I, Tantisal

**Khanakul-II 11, khanakul2@hoogly.wb.nic.in
03211-266205 Chingra, Marokhana, Palashpai-I, Rajhati-II, Dhanyagori,
Natibpur-I, Palashpai-II, Sabalsinghapur, Jagatpur, Natibpur-
II, Rajhati-I**

**Goghat-I 7, goghath1@hoogly.wb.nic.in
03211-244258 Bali, Goghat, Nakunda, Saora, Bhadur, Kumarsa,
Raghubati**

**Goghat-II 9, goghath2@hoogly.wb.nic.in
03211-244241 Badanganj-Falui-I, Hazipur, Mandaran, Badanganj-
Falui-II, Kamarpukur, Paschimpara, Bengai,
Kumarganj, Shyambazar**

**Pursurah 8, purshura@hoogly.wb.nic.in
03212-255049 Bhangamora, Dihibadpur, Pursurah-I, Shyampur,
Chiladangi, Kelepara, Pursurah-II, Sreerampur**

Total GP-- 210

District: Paschim Medinipur Division: Burdwan

**Sabhadhipati- 03222-262428/427, e mail- sabhadhipati@medinipur.wb.nic.in DM-
262570/571, fax- 262427, dm@medinipur.wb.nic.in AEO- 275071/371,
fax-260454/589, e mail- aeozp@medinipur.wb.nic.in, aeozp@sancharnet.in
PD DRDC- 262281. pddrdc@medinipur.wb.nic.in, Secretary ZP-
secyzp@medinipur.wb.nic.in, DPRDO-dprdo@medinipur.wb.nic.in**

Sub-Division: Kharagpur

03222-225345, e mail- sdo_kharagpur@medinipur.wb.nic.in

**Dantan-I 9, daatan1@medinipur.wb.nic.in
03229-253234 Ainkola, Chakismailpur, Monoharpur, Alikosha, Dantan-I,
Salikotha, Angua, Datan-II, Tarurui**

- Dantan-II 7, daatan2@medinipur.wb.nic.in**
03229-259257 Haripur, Porolda, Sauri Kotbar, Turka, Jenkapur, Sabra,
Talda
- Pingla 10, pingla@medinipur.wb.nic.in**
03222-241242 Dhaneswarpur, Jalchak-II, Kshirai, Pindurui, Gobordhanpur,
Jamna, Kusumda, Jalchak-I, Karkai, Maligram
- Kharagpur-I 7, kharagpur1@medinipur.wb.nic.in**
03222-251032 Arjuni, Gopali, Kalaikunda, Vetia, Barkola, Hariatora,
Khelarh,
- Kharagpur-II 9, kharagpur2@medinipur.wb.nic.in**
03222-247235 Chakmakampur, Kaliara-II, Paparara-I, Changual,
Lachhmapur, Paparara-II, Kaliara-I, Palsya, Sankoa
- Sabang 13, sabang@medinipur.wb.nic.in**
03222-249232 Balpai, Danrra, Nawgaon, Bhemua, Bishnupur, Dashgram,
Narayanbarh, Bural, Debhog, Sabang, Chaulkuri, Mohar,
Sharta
- Mohanpur 5, mohonpur@medinipur.wb.nic.in**
03220-232239 Mohanpur, Sautia, Tanua, Neelda, Shialsai,
- Narayangarh 16, narayangarh@medinipur.wb.nic.in**
03229-255229 Bakhrabad, Hemchandra, Manya, Pakurseni, Belda-I, Khursi,
Mokrampur, Ranisarai, Belda-II, Kunarpur, Narayangarh,
Tutraga, Gramraj, Kushbasan, Narma, Kashipur
- Keshiari 9, keshiari@medinipur.wb.nic.in**
03229-252236 Baghasthi, Keshiari, Lalua, Gaganeswar, Khajra, Nachipur,
Ghritagram, Kusumpur, Santrapur

Debra **14, debra@medinipur.wb.nic.in**
03222-244273 **Bhabanipur, Duan-I, Khanamohan, Satyapur, Bharatpur,
Duan-II, Malighati, Snarpur-Loyada, Debra-I, Golgram,
Radhamohanpur-I, Debra-II, Jalimanda, Radhamohanpur-II**

Sub-Division : Medinipur Sadar

03222-275330, e-mail- sdo_sadar@medinipur.wb.nic.in

Medinipur Sadar **9, midnapursadar@medinipur.wb.nic.in**
03222-2752111 **Banpura, Monidaha, Pathra, Chandra, Panchkhuri-I,
Shiromoni, Dherua, Panchkhuri-II, Tantigeria**

Garhbeta-I **12 , garbeta1@medinipur.wb.nic.in**
03227-265053 **Agra, Baramura, Garanga, Kharkusma, Amkopa,
Benachapra, Garhbeta, Sandhipur, Amlagora, Dhadika,
Katra Uttarbil, Shyamnagar**

Garhbeta-II **10 , garbeta2@medinipur.wb.nic.in**
03227-288237 **Amlasuli, Jeerapara, Patharpara, Sarboth, Goaltor,
Jogardanga, Pingbani, Gohaldanga, Makli, Piyasala**

Garhbeta-III **8, garbeta3@medinipur.wb.nic.in**
03227-282274 **Amsole, Nalbona, Raskunda, Shankarkanta, Karsa,
Nayabasat, Satbankura, Uriasai**

Keshpur **15, keshpur@medinipur.wb.nic.in**
03227-250248 **Amanpur, Enayetpur, Kalagram, SarishaKhola, Amrakuchi,
Golar, Jhentla, Shirsha, Anandapur, Jagannathpur, Keshpur,
Teghari, Dhalhara, Jorakeudi -Solidiha, Mugbasan**

Shalboni **10, shalboni@medinipur.wb.nic.in**
03227-285229 **Bankibandh, Debgram, Kashijora, Shatpati, Bhimpur,
Garhmal, Lalgeria, Bishnupur, Karnagarh, Shalboni**

Sub-Division: Ghatal

03225-255145, e mail- sdo_ghatal@medinipur.wb.nic.in

Chandrakona-I **6, chandrakona1@medinipur.wb.nic.in**
03225-260235 **Jara, Mangrul, Monoharpur-I, Lakshmipur, Manikkundu,
Monoharpur-II**

Chandrakona-II **6, chandrakona2@medinipur.wb.nic.in**
03225-266239 **Bandipur-I, Basanchora, Bhagabantapur-IIBandipur-II,
Bhagabantapur-I, Kuapur**

Daspur-I **10, daspur1@medinipur.wb.nic.in**
03225-254283
**Basudevpur, Nandanpur-I, Panchberia, Sarberia-II,
Daspur-I, Nandanpur-II, Rajnagar, Daspur-II, Niz
Narajol, Sarberia-I**

Daspur-II **14, daspur2@medinipur.wb.nic.in**
03225-250366
**Benai, Goura, Kheput Dakshnibarh, Ranichak, Chaipat,
Jyotghanashyam, Khukurdaha, Sahachak,
Dudhkomra, Kamalpur, Nishchintapur, Gochhati,
Khanjapur, Palashpai**

Ghatal **12, ghatal@medinipur.wb.nic.in**
03225-255045 **Ajabnagar-I, Dewanchak-I, Mansuka-I, Monoharpur-I,
Ajabnagar-II, Dewanchak-II, Mansuka-II, Monoharpur-II,
Beersingha, Irhpala, Mohanpur, Sultanpur,**

Sub-Division: Jhargram

03221-255026, e mail- sdo_jhargram@medinipur.wb.nic.in

Binpur-I **10, binpur1@medinipur.wb.nic.in**
03221-263260 **Andharia, Binpur, Lalgargh, Sijua, Baita, Dahijuri, Nepura,
Belatikri, Dharampur, Ramgarh**

- Binpur-II 10 , binpur2@medinipur.wb.nic.in**
03221-253240 **Banspahari, Bhulaveda, Kanko, Shimulpal, Belpahari, Ergoda, Sandapara, Bhelaidiha, Harda, Shilda**
- Jamboni 10 , jambani@medinipur.wb.nic.in**
03221-268249 **Chinchra, Dubra, Kapgari, Parihati, Chilkgarh, Gidhni, Kendadangri , Dharsa, Jamboni, Lalbandh,**
- Jhargram 13, jhargram@medinipur.wb.nic.in**
03221-255071 **Aguiboni, Dudhkundi, Patashimul, Shalboni, Bandhgora, Lodhasuli, Radhanagar, Chandri, Manikpara, Sapdhara, Chubka, Nedabahara, Sardiha**
- Gopiballavpur-I 7, gopiballabhpur1@medinipur.wb.nic.in**
03221-266240 **Alampur, Gopiballavpur, Saria, Shashrha, Amarda, Kendugari, Satma**
- Gopiballavpur-II 7, gopiballabhpur2@medinipur.wb.nic.in**
03221-266237 **Beliabera, Kharbandhi, Nota, Tapshia, Chorchita, Kuliana, Petbindhi**
- Nayagram 12, nayagram@medinipur.wb.nic.in**
03223-257206 **Ara, Baranegui, Chandrarekha, Malam, Baligeria, Berajal, Jamirapal, Nayagram, Barakhakri, Chandabilla, Kharikamathani, Patina**
- Sankrail 10 , sankrail@medinipur.wb.nic.in**
03223-258248 **Andhari, Khudmorai, Pathra, Sankrail, Chhatri, Kultikri, Ragrah, Dhanghori, Laudaha, Rohini**

Total GP-- 290

District: Purba Medinipur Division: Burdwan

**Sabhadhipati-03228-269677, sabhadhipati@tamluk.wb.nic.in , DM- 03228-266098, fax—269500, e-mail- dmpurbamdn@vsnl.net, dm@tamluk.wb.nic.in AEO-03228-269674/855, fax- 269673, e mail- aeozppurbamdn@vsnl.net, aeozp@tamluk.wb.nic.in
PD DRDC- 266227/984, pddrdc@tamluk.wb.nic.in.**

Sub-Division: Tamluk

03228-266220, sdo_sadar@tamluk.wb.nic.in

Nandakumar 12, mahishadal1@tamluk.wb.nic.in.

(T) 03228-275239 Byabattarhat Paschim, Bargodagodar, Kalyanpur, Seoraberia Jalpai-I, Basudevpur, Kumarara, Seoraberia Jalpai-II, Byabattarhat Purba, Chakshimulia, Kumarchak, Shitalpur Paschim, Dakshin Narikelda

Mayna

11, mayna@tamluk.wb.nic.in .

(T) 03228-260224 Bakcha, Mayna-I, Naichanpur-II, Srikantha, Mayna-II, Paramanandapur, Tilkhoja, Gozina, Naichanpir-I, Ramchak, Gokulnagar

Tamluk

12, tamluk1@tamluk.wb.nic.in

(T) 03228-264223 Anantapur-I, Bishnubarh-II, Padumpur-II, Sreerampur-I, Anantapur-II, Nilkunthia, Pipulberia-I, Sreerampur-II, Bishnubarh-I, Padumpur-I, Pipulberia-II, Uttar Sonamui

Shahid Matangini 10, tamluk2@tamluk.wb.nic.in .

(T) 03228-258239 Balluk-I, Kakharda, Raghunathpur-I, Shantipur-II, Balluk-II, Kharui-I, Raghunathpur-II, Dhalhara, Kharui-II, Shantipur-I

Panskura-I

14, panskura1@tamluk.wb.nic.in

(T) 03228-252278 Chaitanyapur-I, Haur, Panskura-I, Radhaballavchak, Chaitanyapur-II, Keshapat, Pratappur-I, Raghunathbari, Ghoshpur, Khandakhola, Pratappur-II, Gobindanagar, Mysora, Purusottampur

Panskura-II

13 , panskura2@tamluk.wb.nic.in .

(T) 03228-256231 Amalhandra, Deriachak, Kola-II, Sidhha-II, bdokolaghat@eth.net, Baishnabchak, Gopalnagar, Pulshita, Bhogpur, Khangdihi, Sagarbarh, Brindabanchak, Kola-I, Siddha-I

Nandigram-III 10, nandigram3@tamluk.wb.nic.in.
(T) 03228-272232 Brajalalchak, Chaukhali, Jalpai, Osmanpur, Brindabanpur-I,
Dibakarpur, Kulbari, Brindabanpur-II, Iswarpur, Nandapur
Baraghuni

Sub-Division: Haldia

03224-274817, e mail- sdo_haldia@tamluk.wb.nic.in

Mahisadal 11, mahishadal2@tamluk.wb.nic.in.
(T) 03224-240232 Amritaberia, Itamogra-I, Laksha-I, Natshal-I, Betkundu,
Itamogra-II, Laksha-II, Satish Samanta, Garh Kamalpur,
Kismat Naikundi, Natshal-I

Nandigram-I 10, nandigram1@tamluk.wb.nic.in
(T) 03224-232313 Daudpur, Kalicharanpur, Nandigram, Bhakutia, Gokulnagar,
Kendumari Jalpai, Samsabad, Haripur, Mahammadpur,
Sonachura

Nandigram-II 7, nandigram2@tamluk.wb.nic.in
(T) 03224-271203 Amdabad-I, Birulia, Boyal-II, Khodambari-II, Amdabad-II,
Boyal-I, Khodambari-I

Sutahata 6, sutahata1@tamluk.wb.nic.in
(T) 03224-281508 Ashadtalia, Guaberia, Joynagar, Chaitanyapur, Horkhali,
Kukrahati

Haldia 4, sutahata2@tamluk.wb.nic.in
(T) 03224-284287 Baruttarhingli, Deulpota, Chakdwipa, Devog

Sub-Division: Egra

03220-245500, sdo_egra@tamluk.wb.nic.in

Bhagawanpur-I 10, bhagabanpur1@tamluk.wb.nic.in.
(T) 03220-274279 Benodia, Gurgram, Kotbarh, Shimulia, Bhagwanpur,
Kajlagarh, Mahammadpur-I, Bivisanpur, Kakra,
Mahammadpur-II

Bhagawanpur-II 9, bhagabanpur2@tamluk.wb.nic.in.
(T) 03220-270220 Arjunagar, Garbari-I, Jukhia, Baroj, Garbari-I, Mugberia,
Basudevberia, Itaberia, Radhapur,

- Ramnagar-I** 9 ramnagar1@tamluk.wb.nic.in
(T) 03220-264220 Badhia, Haldia-I, Padima-II, Basantapur, Haldia-II,
Talgachhari-I, Gobra, Padima-I, Talgachhari-II
- Ramnagar-II** 8 ramnagar2@tamluk.wb.nic.in
(T) 03220-264246 Badalpur, Depal, Kalindi, Paldui, Balisai, Kadua, Maithana,
Satilapur

Total GP—223

District: Purulia Division: Burdwan
Sabhadhipati- 03252-22252/222575, sabhadhipati@purulia.wb.nic.in . DM-
222302/301, fax- 222490,
e-mail- dm@purulia.wb.nic.in , AEO- 03252-222537.226577, fax- 222575
(Anupam-9932662836), e mail- pzp@purulia.wb.nic.in , aeozp@purulia.wb.nic.in
,Secretary ZP- secyzp@purulia.wb.nic.in PD DRDC- 222294/574,
pddrdc@purulia.wb.nic.in , DPRDO- dprdo@purulia.wb.nic.in

Sub-Division: Purulia (Sadar) Purba
03252-223266, sdo_sadar@purulia.wb.nic.in

- Purulia -I** 8 purulia1@purulia.wb.nic.in
(T) 03252-222893 Bhandarpuara-Chipida, Dimdiha, Lagda, Durku, Manara,
Chakaltore, Garafusra, Sonajuri
- Purulia-II** 9 purulia2@purulia.wb.nic.in
(T) 03252-222790 Aگویا-Narra, Chharradumdumi, Hutmura, Belma,
Ghonga, Pindra, Bhangra, Golamara, Raghobpur
- Manbazar-I** 10 manbazar1@purulia.wb.nic.in
(T) 03253-255209 Bamni Majhihira, Chandra-Pairachali, Gopalnagar,
Manbazar, Bhalubasa, , Jitujuri, Baramasya-Ramnagar,
Bisri, Dhanarah, Kamta Jangidiri
- Manbazar-II** 7 manbazar2@purulia.wb.nic.in
03253-284251 Ankro Barakadam, Bari-Jagda, Buribandh, Kumari,
Bargoria-Jamtoria, Boro Jaragara, Dighi

Puncha (T) 03253-259207	10 <u>puncha@purulia.wb.nic.in</u> Bagda, Chirudih, Lakhra, Pirrah, Chandra, Jambad, Napara, Puncha, Kenda, Panipathar
Bandwan (T) 03253-257202	8 <u>bundwan@purulia.wb.nic.in</u> Bandwan, Dhadka, Kuchia, Kumra, Chirudih, Gurur, Kuilapal, Supudih
Hura (T) 03252-240223/340	10 <u>hura@purulia.wb.nic.in</u> Chatumadar, Jabarra, Ladhurka, Rakhera-Bispuria, Daldali, Kalabani, Lakhanpur, Hura, Keshergarh, Maguria- Lalpur
<u>Sub-Division: Purulia (Sadar) Paschim</u> 03252-223263, <u>sdo_sadar@purulia.wb.nic.in</u>	
Arsha (T) 03254-251017	8 <u>arsha@purulia.wb.nic.in</u> Arsha, Chatuhansa, Hensla, Puara, Beldih, Hetgugui, Mankiary, Sirkabad
Baghmundi (T) 03254-240207	8 <u>baghmundi@purulia.wb.nic.in</u> Ajodhya, Beergram, Matha, Sindri, Baghmundi, Burda- Kalimati, Serengdih, Tunturi-Suisa
Balarampur (T) 03252-244255	7 <u>balarampur@purulia.wb.nic.in</u> Balarampur, Bela, Genrua, Tentlow, Baraurma, Darda, Ghatbera-Kerowa
Barabazar (T) 03253-258224	10 <u>barabazar@purulia.wb.nic.in</u> Banjora, Berada, Latpada, Tumrasole, Bansbera, Bhagabandh, Sindri, Barabazar, Dhelatbamu, Sukurhutu
Joypur (T) 03254-252231	7 <u>joypur@purulia.wb.nic.in</u> Baragram, Joypur, Ropo, Upankahan, Ghagra, Mukundapur, Sidhi-Jamra
Jhalda-I (T) 03254-255261	10 <u>jhalda1@purulia.wb.nic.in</u>

**Ichag, Jhalda-Darda, Mathari-Khamar, Tulin, Ilu-Jargo,
Kalma, Noyadih, Hensahatu, MarumOsina, Pusti**

Jhalda-II (T) 03254-260555	9 <u>jhalda2@purulia.wb.nic.in</u> Bamniya-Belyadih, Chitmu, Nowahatu, Begunkodar, Hirapur Adardih, Rigid, Chekya, Majhidih, Tatuara
	Sub-Division: Raghunathpur
Tel No	<u>sdo_raghunathpur@purulia.wb.nic.in</u>
Raghunathpur-I (T) 03251-255278	7 <u>raghunathpur1@purulia.wb.nic.in</u> Arrah, Bero, Khajura, Sanka, Babugram, Chorpahari, Nutandi
Raghunathpur-II (T) 03251-262222	6 <u>raghunathpur2@purulia.wb.nic.in</u> Barrah, Joradih, Nildih, Cheliama, Mangalda-Mautore, Nutandih
Kashipur 13 (T) 03251-245238	<u>kashipur@purulia.wb.nic.in</u> Agardi-Chitra, Gorandih, Manihara, Sonathali, Barrah, Hadalda-Uparrah, Rangamati-Ranjandih, Beko, Kalidaha, Simla-Dhanara, Gagnabad, Kashipur, Sonaijuri
Neturia 7 (T) 03251-26450	<u>neturia@purulia.wb.nic.in</u> Bhamuria, Guniara, Raibandh, Sarbari, Digha, Janardandih, Saltore
Para 10 (T) 03251-266234	<u>para@purulia.wb.nic.in</u> Anara, Deoli, Jabarrah-Jhapra-II, Udaypur-Joynagar, Bahara, Dubra, Nadiha Surulia, Bowridih, Jabarrah- Jhapra-I, Para
Santuri (T) 03251-250230	6 <u>santuri@purulia.wb.nic.in</u> Balitora, Ramchandrapur-Kotaldi, Tarabari, Garsika, Muradi, Santuri

Total GP—170

District: Bankura Division: Burdwan

Sabhadhipati 03242-250644, e mail- sabhadhipati@bankura.wb.nic.in. DM 250304, fax- 252076, e-mail- dm@bankura.wb.nic.in, AEO- 240411/25257831, fax- 240411, e mail- aeozp@bankura.wb.nic.in, zpaebku@sancharnet.in, Secreatry ZP-250281 secyzp@bankura.wb.nic.in PD DRDC- 251089. pddrdc@bankura.wb.nic.in. DPRDO- dprdo@bankura.wb.nic.in

Sub-Division: Bankura Sadar

03242-250260, sdo_sadar@bankura.wb.nic.in

Bankura-I 6 bankura1@bankura.wb.nic.in
03242-259362/ 251330

Anchuri, Jagadalla-I, Kalapathar, Andharthole, Jagadalla-II,
Kenjakura

Bankura-II 7
03242-254627, bankura2@bankura.wb.nic.in

Bikna, Kosthia, Narrah, Sanbandha, Janbedia, Mankanali,
Purandarpur

Barjora 11
03241-257227, barjora@bankura.wb.nic.in

Barjora, Chhandar, Hatasuria, Pokhonna, Beliator,
Ghutgoria, Khanrari, Shaharjora, Brindabanpur, Godardihi,
Maliyara

Chhatna 13
03242-277233, chhatna@bankura.wb.nic.in

Arrah, Dhaban, Jirrah, Teghari, Cheenabari, Ghoshergram,
Metyala, Chhatna-I, Jamtora, Shaldiha, Chhatna-II,
Jhunjhka, Shushunia

Gangajalghati 10
03241-265228, gangajalghati@bankura.wb.nic.in

Banasuria, Gangajalghati, Lachhmanpur, Piraboni, Barashal,
Gobindadham, Latiaboni, Bhaktabandh, Kapista,
Nityanandapur

Mejia 5
03241-250221, mejia@bankura.wb.nic.in

Ardhagram, Kushtor, Ramchandrapur, Banjora, Mejia

Onda 15

03242-266236,onda@bankura.wb.nic.in

Chingani, Lodna, Nikunjapur, Ramsagar, Churamonipur, Majdiha, Onda-I, Ratanpur, Kalyani, Medinipur, Onda-II, Santor, Kantabari, Nakajuri, Punisole

Shaltora

8

03242-273224,shaltora@bankura.wb.nic.in

Bamuntor, Gogra, Pabra, Saltora, Dhekia, Kanuri, Salma, Tiluri

Sub-Division: Khatra

03243-255262, sdo_khatra@bankura.wb.nic.in

Indpur

7

03243-260222,indpur@bankura.wb.nic.in

Brahmandiha, Gaurbazar, Indpur, Veduasol, Brojarajpur, Hatgram, Raghunathpur

Khatra

7

03243-255239,khatra@bankura.wb.nic.in

Baidyanathpur, Dhanarah, Khatra Gram-I, Supur, Dahala, Gorabari, Khatra Gram-II

Hirbandh 5

03243-252332,hirbandh@bankura.wb.nic.in

Baharamuri, Hirbandh, Moshiara, Gopalpur, Maliyan

Raipur

10

03243-267224,raipur@bankura.wb.nic.in

Dhanarah, Fulkusma, Motgoda, Sonagara, Dheko, Melera, Raipur, Dundar, Mondalkuli, Shyamsundarpur,

Sarenga

6

03243-269243,sarenga@bankura.wb.nic.in

Bikrampur, Gargarla, Neturpur, Chiltor, Goalbari, Sarenga

Ranibandh 8

03243-250236,ranibandh@bankura.wb.nic.in

Ambikanagar, Haludkanali, Rajakata, Rautora, Barikul, Puddi, Ranibandh, Rudra

Simlapal

7

03243-262222,simlapal@bankura.wb.nic.in

Bikrampur, Lakshmisagar, Mondalgram, Simlapal, Dubrajpur, Machatora, Parswala,

- Taldangra 9**
03243-265347, taldangra@bankura.wb.nic.in
Amdangra, Harmasra, Saltora, Bibarda, Khalgram, Satmauli,
Fulmati, Panchmura, Taldangra,

Sub-Division: Bishnupur
03244-252055, sdo_bishnupur@bankura.wb.nic.in
- Indas 10**
03244-263231, Indus@bankura.wb.nic.in
Akui-I, Dighalgram, Karisunda, Sahaspur, Akui-II, Indas-I,
Mongalpur, Amrul, Indas-II, Rol,
- Joypur 9**
03244-249222, joypur@bankura.wb.nic.in
Gelia, Kuchiakol, Salda, Hetia, Maynapur, Shyamnagar,
Jagannathpur, Rautkhanda, Uttarbarh,
- Patrasayar 10**
03244-266232, patrasayar@bankura.wb.nic.in
Balsi-I, Belut-Rasulpur, Jamkuri, Patrasayar, Balsi-II, Biur-
Betur, Kushdwip, Beersingha, Hamirpur, Narayanpur,
- Kotulpur 8 kotulpur@bankura.wb.nic.in**
03244-240234
Deshrahkoyalpara, Kotulpur, Lego, Mirzapur, Gopinathpur,
Laugram, Madanmohanpur, Sihar,
- Sonamukhi 10 sonamukhi@bankura.wb.nic.in**
03244-275240
Coochdihi, Dihipara, Panchal, Radhamohanpur, Dhansimla,
Hamirhati, Piarbera, Dhulai, Manikbazar, Purbanabasan,
- Bishnupur 9, bishnupur@bankura.wb.nic.in**
03244-252057
Ayodhya, Bhara, Morar, Bankadaha, Dwarika-Gossainpur,
Radhanagar, Belsulia, Layekbandh, Uliyara,
- Total GP—190**

District: Burdwan Division: Burdwan
Sabhadhipati- 0342-2562401/405, fax- 2563327,
sabhadhipati@bardhaman.wb.nic.in. DM—2562428/494, fax- 2562397, e-mail-
dm@bardhaman.wb.nic.in, AEO—2562400/256333, fax- 256327, e mail-
aeozpbardhaman@wb.nic.in PD DRDC- 2562469/5196.
pddrdc@bardhaman.wb.nic.in, SecretaryZP-secyzp@bardhaman.wb.nic.in,
DPRDO- dprdo@bardhaman.wb.nic.in

Sub-Division : Asansol

0341-2252291/2222, sdo_asansol@bardhaman.wb.nic.in

Barabani 8

(T) 0341-2207465, barabani@bardhaman.wb.nic.in

Barabani, Itapara, Nuni, Panuria, Domohani, Jamgram,
Panchgechia, Punchrah

Jamuria 10

(T) 0341-2667047, jamuria@bardhaman.wb.nic.in

Bahadurpur, Dobrana, Madantor, Tapsi, Chinchuria,
Hijalgara, Parasia, Churulia, Kenda, Shyamla

Raniganj 6

(T) 0341-244301, raniganj@bardhaman.wb.nic.in.

Amrasota, Egra, Ratibati, Ballavpur, Jemeri, Tirat,

Salanpur 11

(T) 0341-2530243, salanpur@bardhaman.wb.nc.in

Achhra, Dendua, Kulberia Bolkunda, Alladi, Ethora,
Rupnarayanpur, Basudevpur Jemari, Jitpur-Uttarrampur,
Salanpur, Kalya , Samdi

Sub-Division : Durgapur

0343-2646105, sdo_durgapur@bardhaman.wb.nic.in

Durgapur Faridpur 6

(T) 0341-2670600, faridpur@bardhaman.wb.nic.in

Gaurbazar, Ichhapur, Laudoha, Gogla, Pratappur,

Galsi-I 9

(T) 0343-2512556, galsi1@bardhaman.wb.nic.in

Budbud, Loapur Krishnarampur, Paraj, Uchchagram,
Chaktentul, , Potna-Pursa, Loa Ramgopalpur, Mankar,
Serorai

Kanksa 7
(T) 0343-2524504, kanksa@bardhaman.wb.nic.in
Amlajora, Bidbehar, Kanksa, Trilokchandrapur, Bankati,
Gopalpur, Molandighi

Andal 8
(T) 0341-2373448, andal@bardhaman.wb.nic.in
Andal, Kajora, Madanpur, Sreerampur, Dakshinkhanda,
Khandara, Ramprasadpur, Ukhra

Pandabeswar 6
(T) 0341-2677321, Baidyanathpur, Chhora, Kendra, Behula, Haripura,
Nabagram

Sub-Division: Kalna

03454-255028/024, sdo_kalna@bardhaman.wb.nic.in

Kalna-I 9
(T) 03454-255150, kalna1@bardhaman.wb.nic.in
Atghoria Simlan, Dhatrigram, Krishnadevpur, Baghnagara,
Hatkalna, Nandai, Begpur, Kankuria, Sultanpur

Kalna-II 8
(T) 03454-241226, kalna2@bardhaman.wb.nic.in
Akalpaus, Badla, Baradhamas, Pindira, Anukhal, Baidyapur,
Kalyanpur, Satgachhi

Monteswar 13
(T) 0342-2750278, manteswar@bardhaman.wb.nic.in
Baghsan, Kusumgram, Monteswar, Vagra Mulgram,
Bamunpara, Majhergram, Pipalan, Denur, Mamudpur-I,
Putsuri, Jamna, Mamudpur-II, Shushunia

Purbasthali-I 7
(T) 03472-240335, purbasthali1@bardhaman.wb.nic.in
Bogpur, Jahannagar, Nasratpur, Sreerampur, Dogachhia,
Nadanghat, Samudragarh

Purbasthali-II 10
(T) 03453-248248
purbasthal2@bardhaman.wb.nic.in
Jhaudanga, Majdia, Nimdaha, Purbasthali, Kalekhantala-I,
Mertala, Patuli, Kalekhantala-II, Muksimpara, Pilla

Sub-Division: Katwa

03453-255552/50, sdo_katwa@bardhaman.wb.nic.in

Katwa-I 9

(T) 03453-255253,

katwa1@bardhaman.wb.nic.in

Alampur, Karajgram, Sargram, Gidhagram, Khajurdihi,
Sreekhanda, Goai, Koshigram, Sudpur

Katwa-II 7

(T) 03453-244238

katwa2@bardhaman.wb.nic.in

Agradwip, Jagadanandspur, Palsona, Sreebati, Gazipur,
Karui, Singi

Ketugram-I 8

(T) 03453-273231

ketugram1@bardhaman.wb.nic.in

Agardanga, Berugram, Murgram-Gopalpur,
Pandugram, Ankhona, Jyandas-Kandara, Palita, Rajur

Ketugram-II 7

(T) 03453-240260, **ketugram2@bardhaman.wb.nic.in**

Billeswar, Ketugram, Nabagram, Sitahati, Gangatikuri,
Maugram, Nirol

Mongalkote 15

(T) 03453-266222, **mangalkote@bardhaman.wb.nic.in**

Bhalugram, Jhilu-II, Lakhuria, Paligram, Chanak, Kaichar-I,
Majigram, Shimulia-I, Gotistha, Kaichar-II, Mongalkot,
Shimulia-II, Jhilu-I, Kshirgram, Nigan

Sub-Division: Sadar (North)

0342-2662353, **sdo_sadarnorth@bardhaman.wb.nic.in**

Ausgram-I 7

(T) 03452-255056, **ausgram1@bardhaman.wb.nic.in**

Ausgram, Bilwagram, Dignagar-II, Ukta, Berenda,
Dignagar-I, Guskara-II

Ausgram-II 7

(T) 0342-2517226, **ausgram2@bardhaman.wb.nic.in**

Amarpur, Eral, Ramnagar, Vedia, Debshala, Kota, Valki

Bhatar 14

(T) 0342-2322235, **bhatar@bardhaman.wb.nic.in**

Amarun-I, Banpash, Eruar, Sahebganj-I, Amarun-II,
Barabeloon-I, Mahachanda, Sahebganj-II, Bolgona,
Barabeloon-II, Mahata, Bamunara, Bhatar,
Nityanandapur

Burdwan-I 9
(T) 0342-251309, burdwan1@bardhaman.wb.nic.in
Baghar-I, Belkash, Rayan-I, Baghar-II, Kshetia, Rayan-II,
Bandul-I, Kurmun-I, Saraitikar

Burdwan-II 9
(T) 0342-2586243, burdwan2@bardhaman.wb.nic.in
Baikunthapur-I, Barasul-I, Kurmun-II, Baikunthapur-
II, Barasul-II, Nabastha-I, Bandul-II, Gobindapur,
Nabastha-II

Galsi-II 9
(T) 0342-2450242, galsi2@bardhaman.wb.nic.in
Adra, Gohogram, Maszidpur, Bhunri, Khano, Sanko,
Galsi, Kurkuba, Satinandi

Sub-Division: Sadar (South)
0342-2663322, sdo_sadarsouth@bardhaman.wb.nic.in

Khandaghosh10
(T) 03451-253310, khandakosh@bardhaman.wb.nic.in
Berugram, Khandaghosh, Shankari-I, Ukhrid, Gopalbera,
Lodna, Shankari-II, Kaiarh, Sagrhai, Shashanga

Jamalpur 13
(T) 03451-88251, jamalpur@bardhaman.wb.nic.in
Abujhati-I, Chakdighi, Jaragram, Paratal-II, Abujhati-
II, Jamalpur-I, Jyotsreeram, Ajhapur, Jamalpur-II,
Panchrah, Berugram, Jargram, Paratal-I

Memari-I 10
(T) 0342-250204, memari1@bardhaman.wb.nic.in
Amadpur, Daluibazar-II, Gop-Gantar-I, Nimo-II,
Bagila, Debipur, Gop-Gantar-II, Daluibazar-I,
Durgapur, Nimo-I

Memari-II 9
(T) 0342-2700271, memari2@bardhaman.wb.nic.in
Bara Palasan-I, Bijur-II, Kuchut, Bara Palasan-II,
Bohar-I, Satgachhia-I, Bijur-I, Bohar-II, Satgachhia-II

Raina-I 8
(T) 03451-260222, raina1@bardhaman.wb.nic.in
Hijalna, Narugram, Palsona, Sehara, Mugura, Natu,
Rayna, Shyamsundar

Raina -II 8

(T) 03451-251226, raina2@bardhaman.wb.nic.in

Arui, Gotan, Pahalanpur, Painta-II, Barabainan, Kaiti, Painta-I, Uchalan

Total GP-- 277

District: Birbhum Division: Burdwan

Sabhadhipati—03462-255672/255712,

Fax- 257003, sabhadhipati@birbhum.wb.nic.in DM- 255222/223, fax- 255346, e-

mail- dm@birbhum.wb.nic.in, AEO- 258642, fax- 257003, e mail-

aeozp@birbhum.wb.nic.in PD DRDC- 2562469/5196, pddrdc@birbhum.wb.nic.in.

Secretary ZP- secyzp@birbhum.wb.nic.in, DPRDO- dprdo@birbhum.wb.nic.in

Sub-Division : Suri Sadar

03462-255239, sdo_sadar@birbhum.wb.nic.in

Suri-I 7

(T) 03462-225409, suri1@birbhum.wb.nic.in

Alunda, Karidhya, Mallickpur, Tilpara, Bhurkuna, Khatanga, Nagari

Suri-II 6

(T) 03462-247240, suri2@birbhum.wb.nic.in

Abinashpur, Domdama, Koma, Banshanka, Kendua, Purandarapur

Saithiya 12

(T) 03463-230240, saithiya@birbhum.wb.nic.in

Ahmedpur, Banagram, Horisara, Panrui, Bhromorkol, Deriapur, Hatora, Sangra, Amarpur, Fulur, Mathpalsa, Sreenidhipur

Dubrajpur 10

(T) 03462-244244, dubrajpur@birbhum.wb.nic.in

Balijuri, Hetampur, Loba, Sahapur, Chinpai, Jashpur, Paduma, Gohaliara, Laxmi-Narayanpur, Parulia

Khayrashol 10

(T) 03462-240221, khayrashol@birbhum.wb.nic.in

Babuijore, Kendgore, Nakrakonda, Rupuspur, Barraha, Khoyrasole, Panchra, Hazratpur, Lokepur, Parsundi

Rajnagar 5

(T) 03462-278222, rajnagar@birbhum.wb.nic.in

**Bhabanipur, Gangmuri-Joypur, Tantipara, Chandrapur,
Rajnagar**

Mohamed-Bazar 12

(T) 03462-260221, mohamedbazar@birbhum.wb.nic.in

**Angargaria, Charicha, Hinglow, Puranagram, Bharkata,
Deucha, Kapista, Rampur, Bhutura, Gonpur, Mahamadbazar,
Sekedda**

Sub-Division : Bolpur

03463-252700, sdo bolpur@birbhum.wb.nic.in

Bolpur-Sriniketan 9

(T) 03463-264280, bolpur@birbhum.wb.nic.in

**Bahiri-Panchshowa, Raipur-Supur, Sarpalehana-Albandha,
Singhee, Kankalitala, Ruppur, Kasba, Sattor, Sian Muluk**

Ilambazar 9

(T) 03463-275224, ilambazar@birbhum.wb.nic.in

**Batkar, Ghurisha, Mongoldihi, Belati, Ilambazar,
Nanasole, Dharampur, Joydev-Kenduli, Sirsha**

Labhpur 11

(T) 03463-266229, labhpur@birbhum.wb.nic.in

**Bipratikuri, Dwaraka, Jamna, Labpur-II, Chauhatta-
Mahodari-I, Hatia, Kurunnahar, Thiba, Chauhatta-
Mahodari-II, Indus, Labpur-I**

Nanur 11

(T) 03463-241342, nanur@birbhum.wb.nic.in

**Bara Saota, Daskalgram-Kareya-I, Chandidas-Nanoor,
Daskalgram-Kareya-II, Kirnahar-I, Kirnahar-II, Uchkaran,
Charkalgram, Jalundi, Nawanagar-Kadda, Thupsara**

Sub-Division: Rampurhat

03461-255222, sdo rampurhat@birbhum.wb.nic.in

Mayureswar-I 9

(T) 03461-262253, mayureshwar1@birbhum.wb.nic.in

**Baraturigram, Dakshingram, Mollarpur-I, Bajitpur,
Jhikodda, Mollarpur-II, Dabuk, Kanachi, Talowan**

Mayureswar-II 7

(T) 03462-235369, mayureshwar2@birbhum.wb.nic.in

**Daspalsa, Kaleswar, Mayureswar, Ulkunda, Dheka,
Kundola, Satpalsa**

Rampurhat-I 9

(T) 03461-255104, rampurhat1@birbhum.wb.nic.in

**Ayas, Dakhalbati, Kusumba, Bonhat, Kasthogora,
Mashra, Barshal, Kharun, Narayanpur**

Rampurhat-II 9

(T) 03461-255142, rampurhat2@birbhum.wb.nic.in

**Bishnupur, Hansan-I, Margram-I, Budhigram, Hansan-II,
Margram-II, Dunigram, Kaluha, Sahapur**

Murarai-I 7

(T) 03465-252246 murarai1@birbhum.wb.nic.in

**Chatra, Gorsha, Murarai, Rajgram, Dumurgram,
Mahurapur, Palsa**

Murarai-II 9

(T) 03465-240306, murarai2@birbhum.wb.nic.in

**Amdole, Kushmore-II, Paikar-I, Jajigram, Mitrapur,
Paikar-II, Kushmore-I, Nandigram, Rudranagar**

Nalhati-I 9

(T) 03465-255236, nalhati1@birbhum.wb.nic.in

**Banior, Haridaspur, Kaitha-II, Barla, Kalitha,
Kurumgram, Bautia, Kaitha-I, Paikpara**

Nalhati-II 6

(T) 03465-259223, nalhati2@birbhum.wb.nic.in

**Bara-I, Bhadrapur-I, Noapara, Bara-II, Bhadrapur-II,
Shitalgram**

Total GP—167

Annexure 2

WBSWAN – A brief overview

To consolidate the efforts of Computerization in West Bengal Government Departments and initiate effective e-governance over the entire state, an exclusive Wide Area networking Backbone was planned. In 2001 West Bengal State Wide Area Network (WBSWAN), the wholly owned computer networking backbone for the Government of West Bengal was launched. Initially it connected the District Headquarters to State Head quarters in Kolkata over individual 2 MBPS terrestrial Leased lines hired from BSNL. The network was expanded in 2003 by including 8 more commercially important Sub Divisions viz. Siliguri, Haldia, Alipurduar, Kalyani, Kharagpur, Bolpur, Asansol, Durgapur.

Currently the Department of Information Technology (DIT, GOI) under the Ministry of IT, Govt of India has embarked on a countrywide e-governance Action Plan (NeGP). One of the major component of NeGP is establishment of inter operable SWAN in each state. In line with DIT, GOI guidelines, WBSWAN expansion up to each block in the state is planned.

WBSWAN Expansion

The present expansion proposes to reach the existing WBSWAN up to all Sub Divisions and Blocks using 2 Mbps terrestrial Leased Line. The project has already been implemented in the Bardhaman District, where in all 31 blocks and 6 sub divisions are connected to the WBSWAN back bone.

The expansion in the Bardhaman district is being done as a pilot for the entire country, wherein the connectivity will be extended up to all 277 Gram Panchayats (GP). Each GP will be connected to the WBSWAN POP at their respective Block Head Quarters. The connectivity medium will be wireless connectivity with dial up into the RAS provided as back up.

As defined in the NeGP guidelines the expanded WBSWAN will have wireless base stations in each block pop. Like the connectivity scheme planned for GPs located in Bardhaman district, individual GPs (CSCs) will eventually be equipped with wireless terminals to connect to the POP located at respective Block Head Quarter.

Service Availability

The WBSWAN has been implemented as an integrated IP based network carrying Data Voice and Video simultaneously. Current facility available on the WBSWAN can be summarised as follows

- Composite IP based DATA, VOICE & VIDEO capable back bone
- Common facilities
 - 1200 Strong VOIP network spread across the Districts
 - 24 No H.323 compliant Video end points connected to an MCU with multi session concurrent Video conferencing capability offering studio type VC facility to 18 District HQ and 2 Sub Division HQ
 - Web enabled Mail server
- Several government departments like Finance, Health & Family Welfare, Commercial Tax, West Bengal Police, Administrative Training Institute have built departmental WAN based applications using WBSWAN backbone for this District / sub division office connectivity.

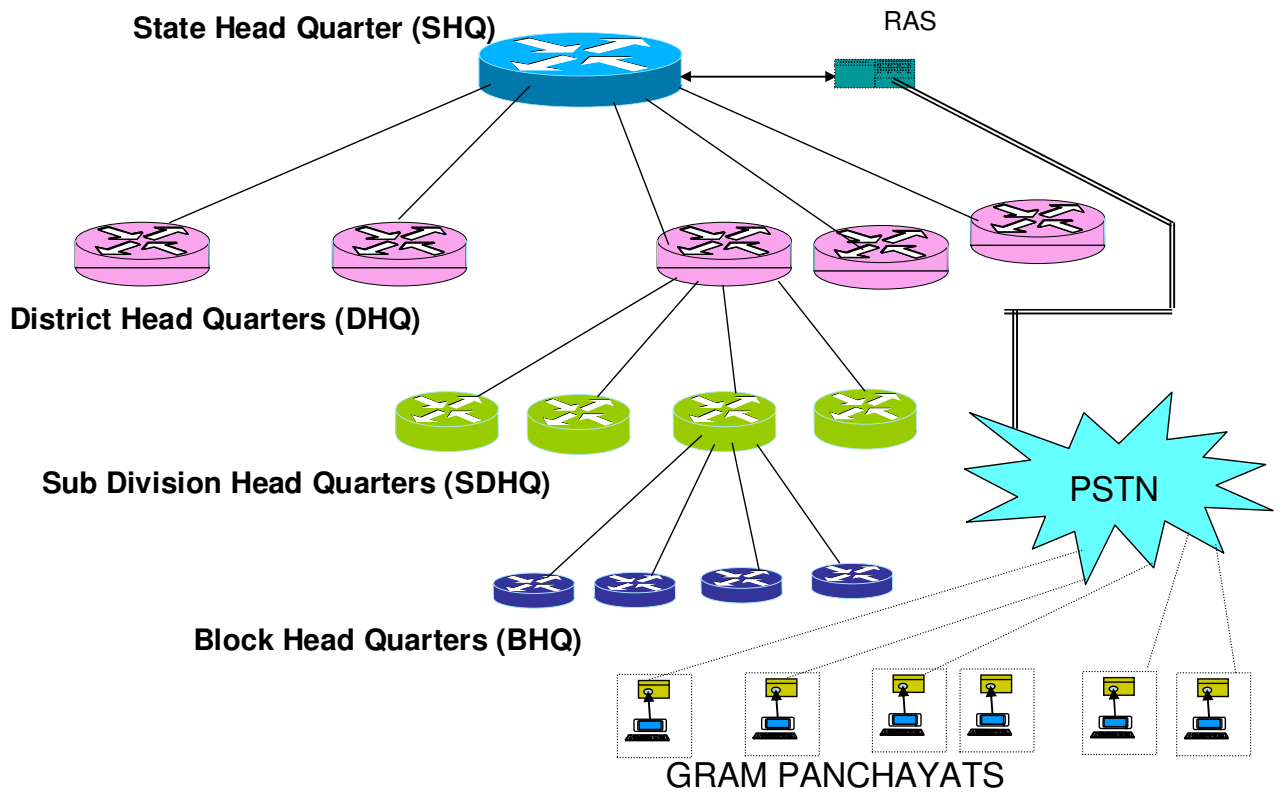
Besides existing services, the network proposes to provide Desktop Video Conferencing facility to these newly added POPs. The emailing facility is to be further enhanced with added features and would cater to the important Sub Division and Block functionaries. VoIP network will also be expanded so that at least one VoIP connection is present in each Sub Division and block.

As part of NeGP, various plans are underway to implement multitude of e-Governance projects in various departments of Government of West Bengal. These projects are being implemented in various District /Block Level offices of the respective Departments and directorates. A few examples of the ensuing projects are Telemedicine, Integrated Hospital management system, Computerisation of District Treasuries, Computerisation of Land & Land Reforms Department, Online VAT monitoring etc. Once the enhanced WBSWAN is in place these projects will be integrated using the SWAN backbone and will be delivered through the CSCs.

Deployment model

The basic underlying model for the Departmental WAN involves central server system at the Department/ Directorate hosts the data repository for the department and also various applications. The remote offices located in the District/ sub division and block towns connects to the central server through VPN built around WBSWAN and transacts various online activity. Any data capture done over the distributed network updates the relevant Data bases in the central location thus providing an instantly updated information base. The inherent built in security of the WBSWAN backbone and the Closed User Network environment provides the necessary security and authentication.

WBSWAN -The Basic Connectivity Schematic



WBSWAN EXPANSION – BASIC CONNECTIVITY CONCEPTS

District wise List Of POPs

Sl. No	DISTRICT	No. of POPs
I	Kolkata - State Switching Centre (Writers' Buildings)	1
II	Darjeeling	14
III	Hooghly	18
IV	Howrah	15
V	Jalpaiguri	15
VI	Malda	16
VII	Murshidabad	27
VIII	Nadia	20
IX	24 Parganas (North)	23
X	Paschim Medinipur	31
XI	Purba Medinipur	28
XII	24 Parganas (South)	30
XIII	Uttar Dinajpur	10
XIV	Dakshin Dinajpur	8
XV	Cooch Bihar	15
XVI	Bardhaman	34
XVII	Purulia	20
XVIII	Bankura	23
XIX	Birbhum	21

369

KOLKATA			
I			
Sl. No	Place	Type of Office	PH # with STD Code
1	Kolkata - State Switching Centre (Writers' Buildings)	STATE HQ	033-22145632

DARJEELING			
II			
Sl. No	Place	Type of Office	PH # with STD Code
1	Darjeeling	DISTRICT HQ	0354-2254233
2	Kalimpong	SUB DIVN HQ	0355-2255264
3	Kurseong	SUB DIVN HQ	0354-23302441
4	Siliguri	SUB DIVN HQ	0353-2529021

5	Darjeeling-Pulbazar	BLOCK	0354-2260241
6	Garubathan	BLOCK	0355-2264008
7	Jorebunglow-Sukhia Pokhari	BLOCK	0354-2464271
8	Kalimpong-II	BLOCK	0355-2250222
9	Kharibari	BLOCK	0353-2554213
10	Matigara	BLOCK	0353-2581790
11	Mirik	BLOCK	0354-2443242
12	Naxalbari	BLOCK	0353-2488403
13	Phansidewa	BLOCK	0353-2587342
14	Rongli-Rongliot	BLOCK	0354-2262236

III	HOOGHLY		
Sl. No	Place	Type of Office	PH # with STD Code
1	Chinsurah	DISTRICT HQ	033-26802122
2	Chandannagar	SUB DIVN HQ	033-26835460
3	Srirampur	SUB DIVN HQ	033-26623337
4	Arambag	SUB DIVN HQ	03211-255260
5	Balagarh	BLOCK	03213-260301
6	Chanditala-I	BLOCK	03212-241236
7	Chanditala-II	BLOCK	03212-244221
8	Chinsurah-Mogra	BLOCK	03213-222640
9	Dhaniakhali	BLOCK	03213-256542
10	Goghat-I	BLOCK	03211-244258
11	Haripal	BLOCK	03212-242240
12	Jangipara	BLOCK	03212-259666
13	Khanakul-I	BLOCK	03211-266241
14	Pandua	BLOCK	03213-266061
15	Polba-Dadpur	BLOCK	03213-266587
16	Pursurah	BLOCK	03212-255049
17	Singur	BLOCK	033-26300018
18	Tarakeshwar	BLOCK	03212-276260
IV	HOWRAH		
Sl. No	Place	Type of Office	PH # with STD Code
1	Howrah	DISTRICT HQ	033-26602961
2	Uluberia	SUB DIVN HQ	033-26610336
3	Amta-I	BLOCK	03214-260239

4	Amta-II	BLOCK	03214-260228
5	Bagnan-I	BLOCK	03214-266275
6	Bagnan-II	BLOCK	03214-266276
7	Bally Jagachha	BLOCK	033-26511925
8	Domjur	BLOCK	033-26700222
9	Jagatballabhpur	BLOCK	03214-232245
10	Panchla	BLOCK	033-26616277
11	Sankrail	BLOCK	033-26690220
12	Shyampur-I	BLOCK	03214-264217
13	Shyampur-II	BLOCK	03214-261216
14	Udaynarayanpur	BLOCK	03214-257243
15	Uluberia II	BLOCK	033-26610360

V	JALPAIGURI		
Sl. No	Place	Type of Office	PH # with STD Code
1	Jalpaiguri	DISTRICT HQ	03561-230127
2	Alipurduar	SUB DIVN HQ	03564-256391
3	Mal	SUB DIVN HQ	03562-256485
4	Alipurduar -I	BLOCK	03564-246249
5	Alipurduar -II	BLOCK	03564-224202
6	Dhupguri	BLOCK	03563-250024
7	Falakata	BLOCK	03563-260238
8	Kalchini	BLOCK	03566-240205
9	Kumargram	BLOCK	03564-252239
10	Madarihat-Birpara	BLOCK	03563-262224
11	Mal	BLOCK	03562-255126
12	Metiali	BLOCK	03562-260281
13	Moynaguri	BLOCK	03561-233052
14	Nagrakata	BLOCK	03565-272050
15	Rajgunj	BLOCK	03561-254229

VI	MALDA		
Sl. No	Place	Type of Office	PH # with STD Code
1	Malda	DISTRICT HQ	03512-252381
2	Chanchol	SUB DIVN HQ	03513-253308
3	Bamongola	BLOCK	03511-266339
4	Chanchol-I	BLOCK	03513-252223

5	Chanchol-II	BLOCK	03513-265660
6	Englishbazar	BLOCK	03512-252297
7	Gazole	BLOCK	03512-235330
8	Habibpur	BLOCK	03511-252214
9	Harishchandrapur-I	BLOCK	03513-255228
10	Kaliachak-I	BLOCK	03512-244258
11	Kaliachak-II	BLOCK	03512-248626
12	Kaliachak-III	BLOCK	03512-222526
13	Manikchak	BLOCK	03512-272326
14	Old Malda	BLOCK	03512-260239
15	Ratua-I	BLOCK	03513-266229
16	Ratua-II	BLOCK	03513-282250
VII	MURSHIDABAD		
Sl. No	Place	Type of Office	PH # with STD Code
1	Beharampur	DISTRICT HQ	03482-251650
2	Lalbagh	SUB DIVN HQ	03482-270222
3	Domkol	SUB DIVN HQ	03481- 230600
4	Jangipur	SUB DIVN HQ	03483-266234
5	Kandi	SUB DIVN HQ	03484-261221
6	Beldanga-I	BLOCK	03482-264047
7	Beldanga-II	BLOCK	03482-242234
8	Berhampore	BLOCK	03482-252656
9	Bhagawangola-I	BLOCK	03483-259223
10	Bhagawangola-II	BLOCK	03483-242228
11	Bharatpur- II	BLOCK	03484-273047
12	Bharatpur-I	BLOCK	03484-225056
13	Burwan	BLOCK	03484-271035
14	Farakka	BLOCK	03485-253249
15	Hariharpara	BLOCK	03482-230246
16	Jalangi	BLOCK	03481-235022
17	Khargram	BLOCK	03484-279033
18	Lalgola	BLOCK	03483-274232
19	Nabagram	BLOCK	03483-270037
20	Naoda	BLOCK	03482-247232
21	Raghunathganj-II	BLOCK	03483-264244
22	Raninagar-I	BLOCK	03481-236370
23	Raninagar-I	BLOCK	03481-238033
24	Sagardighi	BLOCK	03483-268021

25	Samsorganj	BLOCK	03485-265212 /03485-265229
26	Suti-I	BLOCK	03483-230226
27	Suti-II	BLOCK	03485-262890

VIII			
NADIA			
Sl. No	Place	Type of Office	PH # with STD Code
1	Krishnanagar	DISTRICT HQ	03472-251001
2	Kalyani	SUB DIVN HQ	033-25828523
3	Ranaghat	SUB DIVN HQ	03473-255147
4	Tehatta	SUB DIVN HQ	03471-250292
5	Chakdaha	BLOCK	03473-245055
6	Chapra	BLOCK	03474-270221
7	Hanskhali	BLOCK	03473-231346
8	Haringhata	BLOCK	03473-233313
9	Kaliganj	BLOCK	03474-266214
10	Karimpur-I	BLOCK	03471-269233
11	Karimpur-II	BLOCK	03471-270225
12	Krishnaganj	BLOCK	03472-276214
13	Krishnanagar-I	BLOCK	03472-272450
14	Krishnanagar-II	BLOCK	03472-261216
15	Nabadwip	BLOCK	03472-248274
16	Nakashipara	BLOCK	03474-255252
17	Ranaghat-I	BLOCK	03473-281161
18	Ranaghat-II	BLOCK	03473-255098
19	Shantipur	BLOCK	03473-234360
20	Tehatta-II	BLOCK	03471-252222

IX			
24 PARGANAS (NORTH)			
Sl. No	Place	Type of Office	PH # with STD Code
1	Barasat	DISTRICT HQ	033-25523662
2	Barrackpore	SUB DIVN HQ	033-25920814
3	Bashirhat	SUB DIVN HQ	03217-265297
4	Bongaon	SUB DIVN HQ	03215-255001
5	Amdanga	BLOCK	03216-260093
6	Baduria	BLOCK	03217-238462
7	Bagda	BLOCK	03215-263244
8	Barasat-II	BLOCK	03216-277238

9	Barrackpore-I	BLOCK	033-25812317
10	Barrackpore-II	BLOCK	033-25376098
11	Basirhat-II	BLOCK	03217-249238
12	Deganga	BLOCK	03216-242243
13	Gaighata	BLOCK	03215-250039
14	Habra-I	BLOCK	03216-252040
15	Habra-II	BLOCK	03216-227074
16	Haroa	BLOCK	03217-248243
17	Hasnabad	BLOCK	03217-234478
18	Hingalganj	BLOCK	03217-251229
19	Minakhan	BLOCK	03217-260103
20	Rajarhat	BLOCK	033-25736386
21	Sandeshkhali-I	BLOCK	03217-252405
22	Sandeshkhali-II	BLOCK	03217-262050
23	Swarupnagar	BLOCK	03217-253369

X	PASCHIM MEDINIPUR		
Sl. No	Place	Type of Office	PH # with STD Code
1	Medinipur	DISTRICT HQ	03222-262570/571
2	Ghatal	SUB DIVN HQ	03225-255145
3	Jhargram	SUB DIVN HQ	03221-255026
4	Kharagpur	SUB DIVN HQ	03222-225345
5	Medinipur Sadar	SUB DIVN HQ	03222-275330
6	Binpur-I	BLOCK	03221-263260
7	Binpur-II	BLOCK	03221-253240
8	Chandrakona-I	BLOCK	03225-260235
9	Chandrakona-II	BLOCK	03225-266239
10	Dantan-I	BLOCK	03229-253234
11	Dantan-II	BLOCK	03229-259257
12	Daspur-I	BLOCK	03225-254283
13	Daspur-II	BLOCK	03225-250366
14	Debra	BLOCK	03222-244273
15	Garbeta-I	BLOCK	03227-265053
16	Garbeta-II	BLOCK	03227-288237
17	Garhbeta-III	BLOCK	03227-282274
18	Gopiballavpur-I	BLOCK	03221-266240
19	Gopiballavpur-II	BLOCK	03221-266237
20	Jamboni	BLOCK	03221-268249
21	Keshiari	BLOCK	03229-252236

22	Keshpur	BLOCK	03227-250248
23	Kharagpur-I	BLOCK	03222-251032
24	Kharagpur-II	BLOCK	03222-247235
25	Mohanpur	BLOCK	03220-232239
26	Narayangarh	BLOCK	03229-255229
27	Nayagram	BLOCK	03223-257206
28	Pingla	BLOCK	03222-241242
29	Sabang	BLOCK	03222-249232
30	Sankrail	BLOCK	03223-258248
31	Shalboni	BLOCK	03227-285229

XI	PURBA MEDINIPUR		
Sl. No	Place	Type of Office	PH # with STD Code
1	Tamluk	DISTRICT HQ	03228-266098
2	Contai	SUB DIVN HQ	03220-255001
3	Egra	SUB DIVN HQ	03220-245500
4	Haldia	SUB DIVN HQ	03224-278110
5	Bhagawanpur-I	BLOCK	03220-274279
6	Bhagawanpur-II	BLOCK	03220-270220
7	Chandipur	BLOCK	03224-271203
8	Egra-I	BLOCK	03220-244245
9	Egra-II	BLOCK	03220-231059
10	Haldia	BLOCK	03224-284287
11	Kanthi-II	BLOCK	03220-253201
12	Kanthi-III	BLOCK	03220-250242
13	Khejuri-I	BLOCK	03220-280001
14	Khejuri-II	BLOCK	03220-282001
15	Mahishadal	BLOCK	03224-240232
16	Moyna	BLOCK	03228-260224
17	Nandakumar	BLOCK	03228-275239
18	Nandigram-I	BLOCK	03224-232313
19	Nandigram-III	BLOCK	03228-272232
20	Panskura-I	BLOCK	03228-252278
21	Panskura-II	BLOCK	03228-256231
22	Pataspur-I	BLOCK	03220-243263
23	Pataspur-II	BLOCK	03220-246239
24	Ramnagar-I	BLOCK	03220-264220
25	Ramnagar-II	BLOCK	03220-264246
26	Shahid Matangini	BLOCK	03228-258239

27	Sutahata	BLOCK	03224-281508
28	Tamluk	BLOCK	03228-264223

XII			
24 PARGANAS (SOUTH)			
Sl. No	Place	Type of Office	PH # with STD Code
1	Alipur	DISTRICT HQ	033-24793713
2	Baruipur	SUB DIVN HQ	033-24331081
3	Canning	SUB DIVN HQ	03218-255300
4	Diamond Harbour	SUB DIVN HQ	03174-255222
5	Kakdwip	SUB DIVN HQ	03210-255200
6	Basanti	BLOCK	03218-232231
7	Bhangore-II	BLOCK	03218-270215
8	Bishnupur-I	BLOCK	033-24709567
9	Bishnupur-II	BLOCK	033-24958111
10	Budge Budge-I	BLOCK	033-24821697
11	Budge Budge-II	BLOCK	033-24700111
12	Canning-I	BLOCK	03218-255205
13	Canning-II	BLOCK	03218-265073
14	Diamond Harbour-II	BLOCK	03174-244224
15	Falta	BLOCK	03174-225318
16	Gosaba	BLOCK	03218-263256
17	Jaynagar-I	BLOCK	03218-220247
18	Jaynagar-II	BLOCK	03218-226006
19	Kulpi	BLOCK	03174-266241
20	Kultali	BLOCK	03218-283058
21	Magrahat-I	BLOCK	03174-250209
22	Magrahat-II	BLOCK	03174-252235
23	Mandirbazar	BLOCK	03174-260236
24	Mathurapur-I	BLOCK	03218-224537
25	Mathurapur-II	BLOCK	03174-262405
26	Namkhana	BLOCK	03210-244220
27	Patharpratima	BLOCK	03210-265222
28	Sagar	BLOCK	03210-242573
29	Sonarpur	BLOCK	033-2477-9488
30	Thakurpukur Maheshtala	BLOCK	033-24474144

XIII			
UTTAR DINAJPUR			

Sl. No	Place	Type of Office	PH # with STD Code
1	Raigunj	DISTRICT HQ	03523-252925/ 250006/252441
2	Islampur	SUB DIVN HQ	03526-255001
3	Chopra	BLOCK	03526-263122
4	Goalpokhor –I	BLOCK	03526-260102
5	Goalpokhor –II	BLOCK	03525-258103
6	Hemtabad	BLOCK	03523-221223
7	Itahar	BLOCK	03523-277123
8	Kaliaganj	BLOCK	03523-258056
9	Karandighi	BLOCK	03525-252222
10	Raigunj	BLOCK	03523-244044

XIV	DAKSHIN DINAJPUR		
Sl. No	Place	Type of Office	PH # with STD Code
1	Balurghat	DISTRICT HQ	03522-255201
2	Gangarampur	SUB DIVN HQ	03524-259086
3	Gangarampur	BLOCK	03521-255056
4	Harirampur	BLOCK	03524-265139
5	Hili	BLOCK	03522-250248
6	Kumarganj	BLOCK	03522-254205
7	Kushmandi	BLOCK	03524-263486
8	Tapan	BLOCK	03521-252213

XV	COOCHBEHAR		
Sl. No	Place	Type of Office	PH # with STD Code
1	COOCHBEHAR	DISTRICT HQ	03582-227101
2	Dinhata	SUB DIVN HQ	03581-255001
3	Mathabhanga	SUB DIVN HQ	03583-255287
4	Mekhlignj	SUB DIVN HQ	03584-255297
5	Tufangunj	SUB DIVN HQ	03582-244220
6	Coochbihar-I	BLOCK	03582-274535
7	Coochbihar-II	BLOCK	03582-270221
8	Dinhata-II	BLOCK	03581-244201
9	Haldibari	BLOCK	03584-263241
10	Mathabhanga I	BLOCK	03583-255260

11	Mathabhanga II	BLOCK	03583-255257
12	Mekhliganj,	BLOCK	03584-244345
13	Sitai	BLOCK	03581-285231
14	Sitalkuchi	BLOCK	03583-263231
15	Tufangunj II	BLOCK	03582-263224

XVI	BARDHAMAN		
Sl. No	Place	Type of Office	PH # with STD Code
1	Burdwan	DISTRICT HQ	0342 2662428/494
2	Asansol	SUB DIVN HQ	0341-2252291
3	Katwa	SUB DIVN HQ	03453-255552
4	Durgapur	SUB DIVN HQ	0343-2545141
5	Kalna	SUB DIVN HQ	03454-255028
6	Barabani	BLOCK	0341-2207465
7	Raniganj	BLOCK	0341-244301
8	Salanpur	BLOCK	0341-2530243
9	Andal	BLOCK	0341-2373448
10	Ausgram-I	BLOCK	03452-255056
11	Ausgram-II	BLOCK	0342-2517226
12	Bhatar	BLOCK	0342-2322235
13	Burdwan-I	BLOCK	0342-2622577
14	Burdwan-II	BLOCK	0342-2586243
15	Durgapur Faridpur	BLOCK	0341-2670600
16	Galsi-II	BLOCK	0342-2450242
17	Jamalpur	BLOCK	03451-288251
18	Jamuraia	BLOCK	0341-2667047
19	Kalna-II	BLOCK	03454-241226
20	Kanksa	BLOCK	0343-2524504
21	Katwa-II	BLOCK	03453-244238
22	Ketugram-I	BLOCK	03453-243231
23	Ketugram-II	BLOCK	03453-270260
24	Khandaghosh	BLOCK	03451-253310
25	Manteswar	BLOCK	0342-2750522
26	Memari-I	BLOCK	0342-250204
27	Memari-II	BLOCK	0342-2700271
28	Mongalkote	BLOCK	03453-266222
29	Pandabeswar	BLOCK	0341-2677506
30	Pratappur, Galsi-I	BLOCK	0343-2512244
31	Purbasthali-I	BLOCK	03472-240335

32	Purbasthali-II	BLOCK	03453-248248
33	Raina -II	BLOCK	03451-251226
34	Raina-I	BLOCK	03451-260222

XVII			
PURULIA			
Sl. No	Place	Type of Office	PH # with STD Code
1	Purulia	DISTRICT HQ	03252 222302/301
2	Raghunathpur	SUB DIVN HQ	03251-255255
3	Arsha	BLOCK	03254-251017
4	Baghmundi	BLOCK	03254-240207
5	Balarampur	BLOCK	03252-244255
6	Bandwan	BLOCK	03253-257202
7	Barabazar	BLOCK	03253-258224
8	Hura	BLOCK	03252-240223
9	Jhalda-I	BLOCK	03254-255261
10	Jhalda-II	BLOCK	03254-260555
11	Joypur	BLOCK	03254-252231
12	Kashipur	BLOCK	03251-246238
13	Manbazar-I	BLOCK	03253-255209
14	Manbazar-II	BLOCK	03253-284251
15	Neturia	BLOCK	03251-264050
16	Para	BLOCK	03251-266234
17	Puncha	BLOCK	03253-259207
18	Raghunathpur-I	BLOCK	03251-255278
19	Raghunathpur-II	BLOCK	03251-262222
20	Santuri	BLOCK	03251-250230

XVIII			
BANKURA			
Sl. No	Place	Type of Office	PH # with STD Code
1	Bankura	DISTRICT HQ	03242 250304
2	Bishnupur	SUB DIVN HQ	03244-252055
3	Khatra	SUB DIVN HQ	03243-255262
4	Bankura-I	BLOCK	03242-259362
5	Bankura-II	BLOCK	03242-254627
6	Barjora	BLOCK	03241-257227
7	Chhatna	BLOCK	03242-277233
8	Gangajalghati	BLOCK	03241-265228
9	Hirbandh	BLOCK	03243-252332

10	Indas	BLOCK	03244-263231
11	Indpur	BLOCK	03243-260222
12	Joypur	BLOCK	03244-249222
13	Kotulpur	BLOCK	03244-240234
14	Mejia	BLOCK	03241-250221
15	Onda	BLOCK	03242-266236
16	Patrasayar	BLOCK	03244-266232
17	Raipur	BLOCK	03243-267224
18	Ranibandh	BLOCK	03243-250236
19	Sarenga	BLOCK	03243-269243
20	Shaltora	BLOCK	03242-273224
21	Simlapal	BLOCK	03243-262222
22	Sonamukhi	BLOCK	03244-275240
23	Taldangra	BLOCK	03243-265347

XIX	BIRBHUM		
Sl. No	Place	Type of Office	PH # with STD Code
1	Suri	DISTRICT HQ	03462-255222/223
2	Bolpur	SUB DIVN HQ	03463-252700
3	Rampurhat	SUB DIVN HQ	03461-255222
4	Nalhati-II	BLOCK	03465-259223
5	Bolpur-Sriniketan	BLOCK	03463-264280
6	Dubrajpur	BLOCK	03462-244244
7	Ilambazar	BLOCK	03463-275224
8	Khayrashol	BLOCK	03462-240221
9	Labhpur	BLOCK	03463-266229
10	Mayureswar-I	BLOCK	03461-262253
11	Mayureswar-II	BLOCK	03462-235369
12	Mohamed-Bazar	BLOCK	03462-260221
13	Murarai-I	BLOCK	03465-252246
14	Murarai-II	BLOCK	03465-240306
15	Nalhati-I	BLOCK	03465-255236
16	Nanur	BLOCK	03463-241342
17	Rajnagar	BLOCK	03462-278222
18	Rampurhat-II	BLOCK	03461-255142
19	Saithiya	BLOCK	03463-230240
20	Suri-I	BLOCK	03462-225409
21	Suri-II	BLOCK	03462-247240

Annexure 3

Nos	Name of District/Zone	Name of Block	Name of Exchange
1	NORTH 24 PARGANAS	BASIRHAT	ARBELIA
2			BAJITPUR
3			BHEBIA
4			BITHARI
5			CHAITAL
6			DHANPOTA BAZAR
7			GOPALPUR
8			HAROA
9			HINGALGANJ
10			ITINDA
11			JADURHATI
12			KACHUA
13			KALINAGAR-I
14			KALINAGAR-II
15			KATIAHAT
16			KHOLAPOTA
17			MALANCHA
18			MESIA
19			NAZAT
20			SANDESHKHALI
21			SWARUPNAGAR
22		BONGAON	AKAIPUR
23			ANGRAIL
24			BAGDA
25			CHAKLA
26			CHANDPARA BZR
27			GAIGHATA
28			GARAPOTA
29			GOPALNAGAR
30			HELENCHA
31			KURULIA
32			NAHATA
33			NATABERIA
34			PANCHPOTA

35			PETRAPOLE
36			TANGRA
37			THAKURNAGAR
38		HABRA	AMDANGA
39			BADARHAT
40			BELIAGHATA BRDG
41			BERACHAMPA
42			BHURKUNDA
43			BIRA
44			BURIRHAT
45			CHANDIUPUR
46			CHARGHAT
47			DURLAVPUR
48			GUMA
49			ISWARIGACHA
50			JIRAT GADAMARA)
51			JOYGACHI
52			KHARIBARI
53			KOLSURBAGJOLA
54			KUMRAKASIPUR
55			MASLANDAPUR
56			NIMA
57			PADMALAVPUR
58	SOUTH 24 PARGANAS	CANNING	BAMANGHATA
59			BASANTI
60			BHANGAR
61			BHOJERHAT
62			CHAMPAHATI
63			CHANDANESWAR
64			DAKSHIN BARASAT
65			DHAMUA
66			GHUTIARY SHARIF
67			GOCHARAN
68			GOSABA
69			JAMTALA
70			JIBANMANDAL HUT
71			JIBANTALA
72			KULTALI
73			KUMARHAT

74			MATHURAPUR
75			NIMPITH
76			PRATAPNAGAR
77			TALDI
78			THAKURANIBERIA
79			CO THEK
80			DHOLAHAT
81			FALTA
82			FATEHPUR
83			HOTUGANJ
84			KARANJALI
85			KASHINAGAR
86			KULPI
87			LAXMIKANTAPUR
88			MAGRAHAT
89			MANDIRBAZAR
90			NOORPUR
91			ROYCHAK
92			ROYDIGHI
93			SARARHAT
94			SARISHA
95			SRICHANDA
96			USTHI
97		HABRA	POLER HAT
98			5 NO. HAT
99			BAKKHALI
100			BAMANKHALI
101			CHEMAGURI
102			GANGASAGAR
103			KAKDWIP
104			LALPOOL
105			NAMKHANA
106			NISCHINTAPUR
107			PATHARPRATIMA
108			RAMGANGA
109			RAMGOPALPUR
110			RUDRANAGAR
111			UKILERHAT
112	BANKURA	BANKURA	ARALDIHI

113		CHHATNA
114		INDPUR
115		JHANTIPAHARI
116		KALISEN
117		KAMALPUR
118		KENJAKURA
119		NARRAH
120		NIKUNJAPUR
121		ONDA
122		PAIRACHALI
123		RATANPUR
124		SALDIHA
125		SUSUNIA
126	BISHNUPUR	AJODHYA
127		AKUI
128		AOUSNARA
129		BALSI
130		BANKADAHA
131		BHORA
132		DHAGARIA
133		GELIA
134		HETIA
135		INDUS
136		JOYPUR
137		JOYRAMBATI
138		KOTALPUR
139		KUSHADWIP
140		MAYNAPUR
141		PANCHAL
142		PATHARMURA
143		PATRASAYAR
144		POKHANNA
145		RADHAMOHANPUR
146		RADHANAGAR
147		RAMDIHA
148		RAMPUR
149		RAMSAGAR
150		RANGAMATI
151		RANPUR

152			RASULPUR
153			SABRAKONE
154			SASPUR
155		GANGAJALGHATI	AMARKANAN
156			BARJORA
157			BELIATORE
158			GODARDIHI
159			KALIDASPUR
160			MALIARA
161			MEJIA
162			MTPS
163			SALTORA
164			TILURI
165		KHATRA	BIBARDA
166			FULKUSMA
167			GARGARIA
168			GARHRAIPUR
169			JHILIMILI
170			LAKSHMISAGAR
171			MOLIAN
172			MUKUTMANIPUR
173			PANCHMURA
174			PIRALGARI
175			RANIBANDH
176			SARENGA
177			SIMLAPAL
178			TALDANGRA
179	BIRBHUM	BOLPUR	AHMEDPUR
180			BAHIRI
181			BAITARA.
182			BALLAVPUR
183			BANDAR
184			BANGACHATRA
185			BASAPARA
186			BINURIA
187			BIPRATIKURI
188			CHARKALGRAM
189			CHOWHATTA
190			

191		DASKALGRAM
192		DATINA
193		DEBOGRAM
194		GHURISHA
195		GOPINATHPUR.
196		ILAMBAZAR
197		JOYDEB-KENDULI
198		KANKALITALA
199		KASBA
200		KIRNAHAR
201		KOIRA
202		KOPAI
203		KURUNNAHAR
204		LABPUR
205		NANOR
206		PANCHSWA
207		RAIPUR
208		SIAN
209		SINGHI
210		SIRSHA
211		SURUL
212		BALIA
213		BANIOR
214		BARSHAPUKUR
215		BHABANANDAPUR
216		BHADRAPUR
217		CHATRA
218	NALHATI	KAITHA
219		KURUMGRAM
220		KUSHMORE.
221		LOHAPUR
222		MURARAI
223		PAIKAR
224		RAJGRAM
225	RAMPURHAT	BIRCHANDRAPUR
226		BISHNUPUR
227		CHANDPARA
228		DAKSHINGRAM
229		GODADHARPUR.

230			KALUHA.
231			MARGRAM
232			MOLLARPUR
233			NARAYANPUR
234			SHYAMPAHARI
235			SWADHINPUR
236			TARAPITH
237		SURI	BARRAH
238			BATIKAR.
239			DEOCHA
240			HAZRATPUR.
241			HETAMPUR
242			ITAGORIA
243			K.BISHNUPUR.
244			KALESWAR
245			KAPISTA.
246			KARIDHYA
247			KHOIRASOLE
248			KOTASUR
249			MAYURESWAR
250			MD. BAZAR
251			MUTHABERIA
252			PANCHAMI
253			PANCHRA
254			PANRUI
255			PURANDARPUR
256			RAJNAGAR
257			RAMNAGAR
258		SAHAPUR.	
259		SATPALSA	
260		SEKEDDA	
261		TANTIPARA	
262	BURDWAN	ASANSOL	CHINCHURIA
263			CHURULIA
264			DOMOHANI
265			JHANJRA
266			KHOTTADIHI
267			LALGANJ
268			NUTANDANGA

269		PANDAVESWAR
270		PANURIA
271		TIRAT
272		UKHRA
273	BURDWAN	AJAPUR
274		AMARUN
275		BAGHAR
276		BALGONA
277		BARABELOON
278		BARADIGHI
279		BHANDERDIHI
280		BHATAR
281		BIJUR
282		BITRA
283		BORSUL RSU
284		BULBULITALA RSU
285		CHANDRAPUR
286		CHOTKHAND
287		DEBIPUR
288		DEBPUR
289		DHAMACHIA
290		GALSI
291		GANGPUR
292		GANJA
293		HALDI
294		HATGOBINDAPUR RSU
295		HOSSENPUR
296		KALIBELE
297		KALIGRAM
298		KHANA JN.
299		KOITARA
300		KSHETIA
301		KUCHUT
302		KURMUN
303		MADHYAMGRAM RSU
304		MOINA
305		MONDALGRAM
306		MONTESWAR
307		NASIGRAM

308		NAWHATI
309		PALSIT
310		PARAJ
311		PIPLON
312		PUTSURI
313		RAMGOPALPUR
314		RASULPUR II (RSU
315		ROUTHGRAM
316		SANPAR
317		SATGACHIA
318		SHALIGRAM
319		SIJNA
320		SODHYA
321	DURGAPUR	BANKATI
322		BUDBUD
323		GOPALPUR
324		ICHHAPUR
325		KULDIHA
326		MANKAR
327		NACHAN
328		PANAGARH BAZAR
329		RAJBANDH
330		RANDIHA
331		TRILOCKCHANDRAPUR
332	GUSHKARA	ARUAR
333		AUSGRAM
334		BHEDIA
335		BONPAS
336		DIGNAGAR I ()
337		GENRAI
338		GOBINDAPUR
339		KALIDAHA
340		KAMARPARA
341		KASEMNAGAR
342		KOIRAPUR
343		MAHATA
344		ORGRAM
345		RAMNAGAR
346		SAHEBGANJ

347		ABHIRAMPUR
348		BADLA RSU
349		BAGHNAPARA
350		BAIDYAPUR
351		BISWARAMBHA
352		CHUPI
353		DHATRIGRAM
354		HATGACHA
355		LAKSHMIPUR
356	KALNA	MATISWAR
357		NADANGHAT
358		PARULIA
359		PURBA SATGACHIA
360		ROY DOGACHIA
361		SAHAJPUR
362		SAMUDRAGARH
363		SIMLON
364		SRIRAMPUR
365	KATWA	AGRADWIP
366		AGRADWIPGRAM
367		ANKHONA
368		BANKAPASHI
369		BELERHAT
370		CHURPUNI
371		GANGATIKURI
372		KANDRA
373		KARUI-KAITHAN
374		KETUGRAM
375		KEUGURI
376		KHUDRUN
377		KOICHAH
378		MEJHIARY
379		NIGON
380		NUTANHAT
381		PANCHANANTALA RSU
382		PANCHPARA
383		PATULI
384		RAIKHA
385		SINGI

386		SONGHOSPARA
387		SRIKHANDA
388		ANGUNA
389		ANTPARA
390		CHAKDIGHI RSU
391		JAMALPUR
392		JAUGRAM
393		KARALAGHAT
394		KHANDOGHOSH
395		KULEY
396		MADHABDIHI
397		MOSAGRAM
398		NABAGRAM I ()
399		NUTU
400		PAHALANPUR
401		PALASAN
402		PASANDA
403		RAINA
404		SEHARABAZAR
405		SHYAMSUNDAR
406		UCHALON
407	COOCHBEHAR	BALARAMPUR
408		BANESWAR
409		BAXIRHAT
410		CHANDAMARI
411		CHILKIRHAT
412		DAWAGURI
413		DEOCHORAI
414		DEWANHAT
415		GHUGHUMARI
416		MARUGANJ
417		NATABARI
418		PATLAKHOWA
419		PUNDIBARI
420		SAHEBERHAT
421		TAPURHAT
422		DINHATA
423		BHETAGURI
424		CHOUDHURIHAT
		GITALDAH

425			GOSANIMARI
426			NAYERHAT DTA)
427			NAZIRHAT
428			SAHEBGANJ
429		MATHABHANGA	GHOKSADANGA
430			NAYARHAT MTG)
431			NISHIGANJ
432			PREMERDANGA
433			SITAIHAT
434			SITALKUCHI
435		MEKHLIGANJ	CHANGRABANDHA
436			JAMALDAH
437			KUCHLIBARI
438			RANIRHAT
439	DAKSHIN DINAJPUR	BALURGHAT	BALAPUR
440			BARAKASHIPUR
441			BOLLA
442			CHINGISPUR
443			DANGERHAT
444			DEOR
445			GOPALGANJ
446			HILLI
447			KAMARPARA
448			KHANPUR
449			KHASPUR
450			PATIRAM
451			TRIMOHINI
452			GANGARAMPUR
453		DARALHAT	
454		KARDHA	
455		PRANSAGAR	
456		RAMPARA	
457		RAMPUR	
458		TAPAN	
459		HARIRAMPUR	BADALPUR
460			DANOGRAM
461			DAULATPUR
462			HARIRAMPUR
463			KUSHMANDI

464			MOHIPAL
465	HOOGHLY		BADANGANJ
466			BALIDEWANGANJ
467			GOGHAT
468			GOURHATI
469			HAJIPUR
470			HELAN
471			JANGIPARA
472			KAJORA
473			KAMARPUKUR
474		ARAMBAGH	KHANAKUL
475			KHATUL
476			KUMARGANJ
477			MADINA
478			MUTHADANGA
479			NAISARAI
480			PANDUGRAM
481			RAJBALHAT
482			SASTIPUR
483			SITALPUR
484			TIROLE
485		CHAMPADANGA	BAHIRKHAND
486			BALARAMBATI
487			BALIPUR
488			BARUIPARA
489			BEGAMPUR
490			BERABERI
491			BHAGABATIPUR
492			BORA
493			CHAMPADANGA
494			CHANDANPUR
495			CHANDITALA
496			CHILADANGI
497			DHIBATPUR
498			DUTTAPUR
499			DWARHATTA
500			EKSARA
501			GOBARHARA
502			GOPINAGAR

503		HARINKHOLA
504		HARIPAL
505		HARIPUR
506		JINPUR
507		KALACHARA
508		KHUSIGANJ
509		KULTEGHARI
510		MASAT
511		MOLOYPUR
512		NALIKUL
513		NASIBPUR
514		NATIBPUR
515		RAIPUR
516		RAMPARA
517		SABALSINGHAPUR
518		SHYAMPUR
519		SIKHALA
520		SITAPUR
521	DHANIAKHALI	ALIPUR
522		BAKULIA
523		BELMURI
524		BHANDARHATI
525		BOINCHEE
526		BOINCHEEPOTA
527		BOSO
528		DASGHARA
529		DHANIAKHALI
530		GARALMUDI
531		GAZINADASPUR
532		GUPTIPARA
533		GURUP
534		HARALHATTALA
535		JIRAT BALAGARH)
536		KASWARA
537		KHAJURDAHA
538		KHAMARGACHHI
539		KHANYAN
540		KULIAPARA
541		MAHANAD

542			MOGRA
543			NANDA
544			NEYAL
545			PAKRI
546			PANIPUKUR
547			POLBA
548			PUJINAN
549			RAMESWARPUR
550			SATITHAN
551			SEAPUR
552			SHERPUR
553			SIMLAGARH
554			SOMRA
555			SULTANGACHA
556	HOWRAH	JAGATBALLAVPUR	MAITAPUKUR
557			AJODHYA
558			BALICHAK
559			BHANDARGACHHA
560			BOXIRHAT
561			CHITRASENPUR
562			DEBANDI
563			DEULTI
564			GADIARA
565			GANGADHARPUR
566			GHORAGHATA
567			JAGATBALLAVPUR
568			JHIKIRA
569			JOYPUR
570			KALYANPUR
571			KANPURPURAS
572			KHALOR
573			MAJU
574			MUNSHIRHAT
575			NARIT
576			NUNTIA MUGKALYAN
577			PANCHARUL
578			RAJAPUR
579			RASHPUR
580			SASATI

581		SHYAMPUR
582		TAJPUR
583		UDANG
584	JALPAIGURI	BAROVISA
585		BHATIBARI
586		JASODANGA
587		KUMURGRAMDUAR
588		SALSALABARI
589		SANTALPUR
590		BANARHAT
591		BINNAGURI
592		CHAMURCHI
593		DOWKIMARI
594		ETHELBARI
595		JATESWAR
596		MADARIHAT
597		NATHUA
598		PALASBARI
599		SALBARI
600		SALKUMARHAT
601		SHISHUBARI
602		AMBARI FKT
603		BELACOPA
604		BHOTTPATTY
605		BHUTKIRHAT
606		BOULBARI
607		BROJOPUR
608		DEWANGANJ
609		LATAGURI
610		MANDALGHAT
611		PANBARI
612		RANINAGAR
613		HASIMARA
614		JOYGAON
615		PANCHELGURI
616		SATALI
617		BAGRAKOT
618		BARADIGHI
619		CHALSA

620			DAMDIM		
621			KRANTI		
622			MATTELI		
623		NAGRAKATA	LOOKSAN		
624			NAGRAKATA		
625	KRISHNAGAR	BETHUADAHARI	BARAANDULIA		
626			BARNIA		
627			BETHUADAHARI		
628			CHADERGHAT		
629			CHAPRA		
630			DEBAGRAM		
631			JURANPUR		
632			KALIGANJ		
633			MAJHERGRAM		
634			MATIARY		
635			MURAGAHHA		
636			PAGLACHANDI		
637			PALSUNDA		
638			PLASSEY		
639				KARIMPUR	BETAI
640					HOGALBERIA
641					KANTHALIA
642			KARIMPUR-I		
643			KARIMPUR-II		
644			MAHISBATHAN		
645			MALIAPOTA		
646			MURUTIA		
647			NARAYANPUR		
648			NATIDANGA		
649			NAZIRPUR		
650			PALASHIPARA		
651			SADIPUR		
652			SHYAMNAGAR		
653			SIKARPUR		
654			TEHATTA		
655			KRISHNAGAR	ASSANNAGAR	
656				BAGANCHRA	
657			BELPUKUR		
658			BHATJANGLA		

659		CHUAKHALI
660		DAKSHINPARA
661		DAYER BAZAR
662		DHUBULIA
663		DIGNAGAR
664		GOBINDAPUR
665		GOBRAPOTA
666		HANSKHALI
667		JOANIAVALUKA
668		MAHATPUR
669		MAJDIA
670		MAYAPUR
671		NRISINGHAPUR
672		PANDITPUR
673		SHYAMPUR
674		SWARNAKHALI
675		SWARUPGANJ
676	RANAGHAT	ARANGHATA
677		BADKULLA
678		BAGULA
679		BAHIRGACHHI
680		BALLAVPUR
681		BAMKIMNAGAR
682		BAPUJINAGAR
683		BARAJAGULI
684		BEGOPARA
685		BIROHI
686		BUNPUR
687		DHANTALA
688		DUTTAPHULIA
689		ERULI
690		FULIA
691		GANGNAPUR
692		GAZNA
693		HABIBPUR
694		HARINGHATA
695		KASTODANGA
696		MADANPUR
697		NAGARUKHRA

698			NOAPARA
699			PAYRADANGA
700			PURBABISHNUPUR
701			ROSULLAPUR
702			SIMURALI
703			TANGRAKHALI
704	MALDA		AIHO
705			BAMAN GOLA
706			BULBUL CHANDI
707			JAJOIL
708		BULBULCHANDI	KANTURKA
709			KEND PUKUR
710			MODI PUKUR
711			NALA GOLA
712			PAKUA HAT
713			ARAI DANGA
714			ASHA PUR
715			BATNA
716			BHALUKA BAZAR
717			CHANCHAL
718			CHANDI PUR
719			GOAL PARA
720			HARI PUR
721			HARISH CHANDRA PUR
722		HARISHCHANDRAPUR	KORIALI
723			KUMED PUR
724			KUSHIDA
725			MAHARAJ NAGAR
726			MAKDUM PUR
727			NAZIR PUR
728			PARAN PUR
729			RATUA
730			SAMSI
731			TULSIHATA
732		MALDA	ALAM PUR
733			AMRITI
734			BABU PUR
735			BAISHNAB NAGAR
736			BANGI TOLA

737			BEDE MOINA
738			DEO TALA
739			DHARAM PUR
740			EKLAKHI
741			GAZOLE
742			GOLAP GANJ
743			KALIA CHAK
744			KARKACH
745			KAZIGRAM CHANDI PUR
746			KESTO PUR
747			KHEJURIA GHAT
748			KUTUB GANJ
749			MAGURA
750			MAHADI PUR
751			MANIK CHAK
752			MILKY
753			MOTHA BARI
754			POPRA
755			SABDAL PUR
756			SATGHARIA
757			SUJA PUR
758	MIDNAPORE E ()	CONTAI	ALANGIRI
759			AMARSHI
760			ATBATI
761			BALIGHAI
762			BATHUARY
763			BHAGABANPUR
764			BHUPATINAGAR
765			DEULIHAT
766			HERIA
767			ITABERIA
768			KALABERIA
769			KALINDI
770			KHARAI BAZAR
771			MAITANA
772			MAZNA
773			MIRZAPUR
774			MONGLAMARO
775			PANCHETGARH

776			PANIPARUL
777			PATASPUR
778			PRATAPDIGHI
779			RAMNAGAR
780			SAHABAZPUT
781			SATMILE
782			TALTALA
783		DANTON	KUSHBASAN
784		GHATAL	BHAGABANTAPUR
785			GEONKHALI
786			HOREKHALI
787			KAPASARIA
788		HALDIA	KUKRAHATI
789			LAKSHYA
790			NANDIGRAM
791			TERAPEKKA
792			BOROJ
793			CHANSHERPUR
794			GOBARDHANPUR
795			HOUR
796			JASSORA
797			JIANDA
798			MATHCHANDIPUR
799		TAMLUK	MOYNA
800			NANDAKUMAR
801			NIMTOURI
802			NONAKURIBAZAR
803			PARAMANANDAPUR
804			RATULIA
805			S S PATNA
806			THEKUA
807	MIDNAPORE W()	AMLAGORA	AMLASULI
808			ANANDAPUR
809			CHANDUR
810			DADHIKA
811			GOALTORE
812			HOOMGARH
813			KESHPUR
814			NERADEUL

815		NOAHARI
816		RAMGARH
817		RASAKUNDU
818		SALBONI
819		SALBONI MINT
820		SATBANKURA
821		ALDARPUT
822		BAJKUL
823		BASANTIA
824		BETA
825	CONTAI	GARHARIPUR
826		JAHALDA
827		KAMARDAH
828		KHEJURI
829		NACHINDA
830		BELDA
831		DANTON
832		GOMUNDA
833		KESHIARY
834		KHAKURDA
835	DANTON	KULBANI
836		MALJAMUNA
837		MOHANPUR
838		NARAYANGARH
839		NEKURSINI
840		SONAKONIA
841		CHAIPAT
842		DASPUR
843		GOURA
844		JHAKRA
845		NARAJOLE
846		NATUK
847		RAJNAGAR
848		SARBERIA
849		SONAKHALI
850		SRINAGAR
851	HALDIA	REAPARA
852	JHARGRAM	BELIABERA
853		BELPAHARI

854		BINPUR
855		CHICHIRA
856		DAHIJURI
857		DUBRA
858		GIDHNI
859		GOIBALLAVPUR
860		LALGARH
861		LODHASULI
862		PARIHATI
863		SILDA
864	KHARAGPUR	AKALPOUSH
865		BARKHOLA
866		BENAPUR
867		CHANDKURI
868		CHANDRA
869		DASAGRAM
870		DEBRA
871		ERAL
872		GODAPIASAL
873		GURGURIPAL
874		HATIALKA
875		JAMNA
876		KARANDA
877		KHAJRA
878		KHALSULI
879		KOTAIGARH
880		LOWADA
881		MADPUR
882		MAKRAMPUR
883		MALIGRAM
884		MANIKPARA
885		MAOA
886		MARATALA
887		MOHAR
888		PANCHKURI
889		PINGLA
890		PIRAKATA
891		RADHAMOHANPUR
892		RUPNARAYANPUR

893			SABONG		
894			SALUA		
895			SHYAMCHAK		
896			SRIPUR		
897			TEMATHANI		
898		KULTIKRI	KULTIKRI		
899			NAYAGRAM		
900			ROHINI		
901		TAMLUK	BHOGPUR		
902			KHANYADIHI		
903			MACHINAN		
904			PURUSHOTTAMPUR		
905	MURSHIDABAD	BERHAMPORE	AMRITA KUNDU		
906			AMTALA		
907			ANDULBERIA		
908			BARUIPARA		
909			GAJNIPUR		
910			GUDHIA		
911			HARIHARPARA		
912			JITPUR		
913			MANIK NAGAR		
914			PATIKABARI		
915			RAMNAGAR		
916			REJINAGAR		
917			SARBANGAPUR		
918			SARGACHI		
919			SATUI		
920			SHAKTIPUR		
921			SWARUPPUR		
922			TAJPUR		
923			TRIMOHONI		
924			TUNGI		
925				DHULIYAN	BASUDEVPUR
926					BHASAIPAİKAR
927					KASHIM NAGAR
928					LAKSHMIPUR
929					MOHISAIL
930					NAYANSUKH
931				ILLAMBAZAR	DOMKAL

932		DOULATABAD
933		HARISHANKARPUR
934		ISLAMPUR
935		JALANGI
936		LOCHONPUR
937		NABIPUR
938		RANINAGAR
939		SAGARPARA
940		SEIKHPARA
941	JIAGANJ	AHIRON
942		AYRA
943		BALIA
944		BARALA
945		BARJUMLA
946		BASUPARA
947		BHAGWANGOLA
948		BOKHRA
949		BRAHMANPARA
950		GANKAR
951		GOBARDHANDANGA
952		LALGOLA
953		NABAGRAM
954		ORAHAR
955		PANCHGRAM
956		RAJANAGAR
957		RAJARAMPORE
958		RANITALA
959		SAGARDIGHI
960		SAIDAPUR
961		SEIKHDIGHI
962		SEKENDRA
963		SIMANAPARA
964		KANDI
965	ANDI	
966	BHARATPUR	
967	GOKARNA	
968	GOPEGRAM	
969	JAJAN	
970	JIBANTI	

971			JOYPUR
972			KARNA SUBARNA
973			KHARGRAM
974			KOGRAM
975			KULI
976			NAGAR
977			PANCHTHUPI
978			SALAR
979			SHERPUR
980			SIMULIYA
981			SONARANDI
982			TALGRAM
983			TENYA
984	PURULIA		ANARA
985			BABUGRAM
986			CHELIAMA
987			DUBRA
988			KASHIPUR
989		ADRA	MADHUKUNDA
990			MADHUTATI
991			NETURIA
992			R.C.PUR
993			RAMKANALI
994			SONATHALI
995			BAGMUNDI
996			BEGUNKODAR
997			CHASMORE
998			GARJOYPUR
999		JHALDA	KOTSHILA
1000			PUNDAG
1001			SHIRKABAD
1002			SUISA
1003			TULIN
1004			BANDWAN
1005			BARABHUM
1006		MANBAZAR	BORO
1007			GOPALNAGAR
1008			MANBAZAR
1009			PUNCHA

1010			HURA
1011			HUTMURA
1012		PURULIA	LAGDA
1013			LODHURKA
1014			RANGADIH
1015	SILIGURI		6TH MILE
1016			BIJANBARI
1017			CHONGTONG
1018			GAYABARI
1019			LOPCHUBAZAR
1020			MAHANADI
1021			MARGARET HOPE
1022			NAGRISPUR
1023		DARJEELING	PACHENBAZAR
1024			POKHRIABONG
1025			RAMMAM
1026			RANGBUL
1027			SONADA
1028			SOURENI
1029			SUKHIAPOKHRI
1030			TAKDAH
1031			TINDHARIA
1032			TUNG
1033			ALGARAH
1034			GAIRIBAS
1035			GORUBATHAN
1036			KAFER
1037			KALIJHORA
1038		KALIMPONG	LAVABAZAR
1039			MONSOONG
1040			MUNGPOO
1041			PEDONG
1042			RAMBHI
1043			TISTA
1044		SILIGURI	BATASI
1045			BIDHAN NAGAR
1046			CHATTERHAT
1047			GARIDHURA
1048			GHOSHPUKUR

1049			HARIPUR
1050			KHAPRAIL
1051			KHARIBARI
1052			LIJSIPOKHRI
1053			NIPANIA
1054			PANIGHATA
1055			PHANSIDEWA
1056	UTTAR DINAJPUR	DALKHOLA	CHAKULIA
1057			GOPALPUR
1058			KANKI
1059			KARANDIGHI
1060			RASAKHOWA
1061			SURJAPUR
1062			TUNGIDIGHI
1063		ISLAMPUR UD)	CHOPRA
1064			DARIVIT
1065			DHANTALA
1066			HAPTIAGACH
1067			KACHAKOLI
1068			LODHAN
1069			MATIKUNDA
1070			PANJIPARA
1071			RAMGANJ
1072			SAHAPUR
1073		SONAPUR	
1074		RAIGANJ	BAGHAN
1075			BAHIN
1076			BANGALBARI
1077			BHATOL
1078			BHUPALPUR
1079			BILASPUR
1080			BINDOLE
1081			CHURAMAN
1082			DALIMGAON
1083			DASPARA
1084			FATEPUR
1085			HEMTABAD
1086			ITAHAR
1087			KUMEDPUR

Request for Proposal: Selection of Service Centre Agencies

Volume 1: Project Information Memorandum

1088		KUNOR
1089		MAHARAJAHAT
1090		MIRJADIGHI
1091		PATIRAJPUR
1092		SAMASPUR
1093		SHYAMPUR
1094		TARANGAPUR