



WE AIM TO SIMPLIFY THE DIFFICULTIES IN USING ONLINE GOVERNMENT AND NON GOVERNMENT SERVICES

## **About us**

Established in 2012-13, **Eseva Kendra** is an online service provider that helps people make use of online services on various platforms of the central and state governments and non-government entities. We make this happen by providing a business opportunity to individuals and groups through our franchise programme.

Visiting a government office or a private firm, filling up application forms, making fee payments in cash, etc. are becoming thing of the past as the governments, both at the center and state and private entities are making more and more services available online. Ever-increasing internet penetration and the use of mobile phones and laptops by individuals are pushing governments and non-government establishments to digitise more of their services.

Making use of online services is convenient for the citizens since they can save time, money, and energy. For the government, making services available online is a convenient way of reducing expenditure as well as increasing efficiency and speed. But, for an ordinary citizen who is not well versed in the use of the internet and computers, it would be a difficult task to take advantage of the convenience of the online services. Along with this, all citizens may not be aware of the formalities to be completed for submitting various applications and making payments. In such a situation, it is too difficult for a layman to use online services at the convenience of their home. We work as a middleman helping such people satisfy their needs.

Since the need for such a service is felt across Kerala, it is necessary to set up facilitation centers at various places in the states. We aim to capitalize on this opportunity by allowing entrepreneurs to start their own businesses under our franchise opportunity. Under this programme, an Eseva Kendra will provide about 300 central and state government services and non-government services. Our Vision and Mission are to help common people by providing them the benefits of online government services through our platform.

One of the pioneers in this field, Eseva Kendra has more than 250 successful franchisees functioning across Kerala. We provide complete training and live support for the franchise owners to run their centers smoothly. We have created detailed training modules for educating new franchisees. Along with that, a live support facility is provided from 10 AM to 10 PM on all working days. While undergoing the training process, the franchise owners and proprietors will also get a live experience by a 2-day field visit.

No business can survive unless marketing activities are undertaken. With this aim, Eseva Kendra will provide instructions to franchisees for carrying out marketing activities in their respected localities.

# Read the following information carefully if you are interested in opening our franchise

- 1. For delivering Kerala government services directly to people, the only authorised agency under the IT Department is Akshaya Center.
- 2. The agency that directly provides central government services is CSC (Common Service Center Digital Seva).
- 3. Franchisees are not allowed to use the name, and/or phrases resembling the name, and/or logo of either Akshaya or CSC under any circumstances. If such a practice is brought to our notice, the franchise license will be terminated.
- 4. CSC (digital Seva) registration is provided by the central government free of cost. It is not allowed to charge any fees for this purpose. Our organisation does not do the marketing of CSC under any circumstance.
- 5. You are required to obtain the necessary license for your unit from your panchayat in your name.
- 6. You are solely responsible for the monetary transactions taking place within your organisation.
- 7. If you provide any additional service that is not specified in the franchise agreement of Eseva Kendra, you are solely responsible for the same.
- 8. The payment of service tax for the franchise is the obligation of the franchise owner.

### We create solutions for you to build your business

- Provide the best platform Our platform is a one-stop solution for using the online services provided by governments and non-government organisations. This makes your business smooth.
- 2. Optimise business ideas Our learnings during the last 9 years have helped us formulate the core ideas that help the business run effectively.
- 3. Train your employees The training modules of Eseva Kendra are prepared in such a way as to train your employees and make them well versed in the busi ness within a short span of time.
- 4. Valuable ideas to grow Apart from training and life-long live support, our ex perts will assist you by giving instructions for growing your business through marketing activities.

#### Who we are

- We are the pioneers in providing Eseva Kendra franchisees, a complete online solution to access online government and non-government services, that help citizens avail online government services across Kerala.
- 2. We provide about 300 central and state government services and non-gov ernment services.
- 3. Important non-government services like money transfer, travel and tourism services, banking, insurance, and project report preparation.
- 4. We have 9 years of experience in this field.
- More than 250 centers are successfully running across Kerala under our franchise programme.

#### Why you should choose us

- 1. 9-year legacy We have been providing Eseva Kendra franchisees for about 9 years. All our franchisee partners, both old and new, are running successfully. This was made possible by our commitment, professionalism, reliability.
- 2. Successful business model Are you looking to start a business with minimum investment? Then, you must explore this opportunity. Since every citizen has to avail some kind of government service, our franchise programme provides immense opportunities to build a successful business.
- 3. Training We provide detailed training spanning 15-30 days to our franchise partners before establishing their center.
- 4. Lifelong live-support We have a dedicated group of 10 professionals working at our headquarters to help our franchisees clarify their doubts and resolve the issues faced by them. The live support is available from 10 AM to 10 PM on working days.
- 5. All services under one roof We provide a complete solution for common people to make use of the government services.
- 6. Authorised services Eseva Kendra has obtained all necessary authorisations and certifications to provide services related to Indian Railways, PAN card, digital signature, insurance, and money transfer.
- 7. Marketing support Being the pioneer in the field of providing a complete online solution for government and non-government services, we have mastered the art of marketing without which a business cannot succeed. We will share our marketing expertise with the franchisees to expand their business.

#### **Core Values**

**Truthfulness -** Help people make use of government and non-government services at an affordable price.

**Reliability -** Always willing to help resolve the issues and support in growing the business.

**Learning -** We learn as we grow and implement the learnings to strengthen ourselves



#### **SERVICES WE ARE PROVIDING**



PAN CARD



**GST SERVICES** 



TRAIN TICKET



LIFE INSURANCE



SPICE MONEY



**DIGITAL SIGNATURE** 



FLIGHT BOOKING



**VEHICLE INSURANCE** 









































# സ്ഥായിയായ ബിസിനസ്



ഞങ്ങളോടൊപ്പം ചേർന്ന് ആളുകളുമായി നല്ല അറിവുകൾ പങ്കുവെച്ചുകൊണ്ട് ഈ ബിസിനസ് പഠിക്കുകയും വളർത്തുകയും ചെയ്യാം

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