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Director,  
Govt. Medical College-32,  
UT, Chandigarh.

Department of Information Technology /  
Chandigarh Administration.

Notification

07712

HOD, IT

12-8 APR 2015

Dated, Chandigarh, the 31-03-20

No.45/IT/2013/460 The Adviser to the Administrator, Union Territory, Chandigarh, is pleased to release the enclosed Government Order on Electronic Delivery of Services under e-District MMP to ensure that the defined process of service delivery for the services offered under e-District Mission Mode Project, is followed. A copy of the Government Order is attached as Annexure-A.

Dr. S.B. Deepak Kumar, IAS,  
Secretary Information Technology,  
Chandigarh Administration.

Chandigarh, Dated  
The March, 2015

Endst. No. 45/IT/2015/461

Dated 31-03-2015

A copy is forwarded to the Controller of Printing and Stationary, UT, Chandigarh, for publication of the above Notification in the Chandigarh Administration Gazette (extraordinary). Twenty (20) spare copies of the Notification may be supplied at an early date for official use.

Director Information Technology,  
Chandigarh Administration.

Dated 31-03-2015

Endst. No. 45/IT/2015/462

A copy is forwarded to: All Administrative Secretaries/HODs/Boards/Corporations/Offices in Chandigarh Administration for information.

Director Information Technology,  
Chandigarh Administration.

Dated 31-03-2015

Endst. No. 45/IT/2015/483-464

A copy is forwarded to the following :

- (i) ADC to HE, the Governor of Punjab and Administrator, U.T., Chandigarh for information of the HE, the Administrator, UT, Chandigarh.
- (ii) PA to Adviser to the Administrator, UT, Chandigarh for information of the AA.

Director Information Technology,  
Chandigarh Administration.

for circulation

M. Mohan Lal de Director  
13/4/15

**DEPARTMENT OF INFORMATION TECHNOLOGY  
CHANDIGARH ADMINISTRATION**

**GOVERNMENT ORDER**

**Electronic Delivery of Services under eDistrict MMP**

The purpose of this Government Order is to ensure that the defined process of service delivery for the services offered under eDistrict Mission Mode Project is followed. This would facilitate the electronic delivery of the service through the instructions and guidelines as described in this Government order. The Departments would accept the service requests through electronic channel only for the services identified under this order. No parallel manual processing for the services offered under eDistrict will be carried out after the service has been made available electronic mode from eDistrict Application. The list of applicable services offered under eDistrict Mission Mode Project is per Annexure I.

Chandigarh Administration may revise the enclosed Annexure I from time to time with due approval of the competent authority. The process for delivery of service in electronic mode is as below:

**Process for Service Request**

The request related to services in eDistrict will be accepted through Sampark Centers and Internet, without discretion of any kind.

**1 Modes of Submission of Service Request**

**a. Submission through Sampark Centers**

Request for the service by the citizen would be accepted in electronic form through all Sampark Centers. The procedure for submitting the service request through Sampark Centres is as follows:

- i. The applicant will submit his service request to the Sampark operator by providing requisite information along with supporting documents.
- ii. The applicant will prove his/her identity to the authorized Sampark operator using any ID proof issued by Government.
- iii. The Sampark operator will login into the e-District Application using his login credentials.
- iv. After receiving the request from citizen, the Sampark operator will fill the electronic form as per the information provided by the applicant.
- v. The Sampark operator would scan the supporting document(s) provided by the applicant and upload the same in the electronic form of eDistrict Application.
- vi. If required the Sampark operator would capture photograph of the applicant using a Web Camera or scan the photograph of the citizen and upload the same in the electronic form of eDistrict Application.



- vii. The applicant will check the details in the printed electronic application form & if will sign the application form containing a self-declaration/ self-certification as per "Chandigarh Administration Order No. 99/1/04-UTFII(12)-2014/6865 dated 11.08.2014". After remitting specified fees and facilitation charges in the form of cash/DD/Cheque (as specified by department).
- viii. The Sampark operator would enter payment details in the e-District Application.
- ix. The Sampark operator would print the Acknowledgement carrying Unique Application Number(UAN), generated by the e-District Application, and would hand over a print out of acknowledgement to the applicant. The Unique Application Number is also sent to the applicant via SMS and email (if provided) in the application.
- x. This Unique Application Number is to be quoted by the applicant for any future reference regarding his service request.
- xi. The applicant would be notified about the status of the service request through email / sms.

**b. Application through internet**

- i. The applicant would create a User ID by registering in the eDistrict Application. The applicant would need to validate his/her identity by providing OTP sent on the mobile his/her mobile phone.
- ii. A applicant would fills the electronic application form in eDistrict Application containing a self-declaration / self-certification as per "Chandigarh Administration Order No. 99/1/04-UTFII(12)-2014/6865 dated 11.08.2014" and submit the application after uploading the requisite documents.
- iii. The applicant would be required to pay the requisite fee online for the service he/she want to avail.
- iv. e-District Application would generates Acknowledgement carrying Unique Application Number(UAN) for all future communication. The Unique Application Number would also be sent to the applicant via SMS and email (if provided) in the application
- v. The applicant would be notified about the status of the service request through email / SMS

**2 Process of Issuing the Certificate / Document**

All Government officials, associated directly or indirectly with the processing of service request will use eDistrict Application to process the service request. The procedure for processing the service request is as follows.

- i. Upon the receipt service request the e-district application would forward it to the concerned official for processing. The service request will be processed at the various levels by the designated officials
- ii. In case processing involves field verification, the Field Officer will verify and upload his verification report in eDistrict Application.
- iii. Based on the processing of the service request Competent Authority would approve or reject the request.



- iv. If the service request is approved the competent authority would sign the certificate / document digitally and Digitally Signed certificate / document will be generated. The Citizen would be notified via SMS / eMail
- v. If the service request is rejected the competent authority would digitally signs the reason of rejection and citizen would be notified about the same via SMS / eMail
- vi. During the course of processing remarks / comments would be recorded at all levels in the eDistrict Application

### **3 Process for Delivery of Certificate / Document**

Upon approval / rejection of the service request the applicant would be notified through SMS/email.

#### **Through Sampark Centers**

- i. Applicant would visit any Sampark Centre with the original acknowledgement receipt carrying Unique Application Number.
- ii. If the service request is approved operator at Sampark Centre would retrieve the Digitally Signed document / certificate and would hands over the printed copy of document / certificate to the Citizen and updates the status as delivered in eDistrict application
- iii. If the service request is rejected, the Sampark operator would retrieve the reason of rejection, print it and would hand it over to the applicant
- iv. The Sampark operator would stamp 'Delivered' on the acknowledgement slip.

#### **Through Online Mode**

The Applicant would download the Digitally Signed Document / Certificate from eDistrict Application

#### **By Post**

In case citizen had opted for the delivery of certificate / document by post or if it is a service mandate, the certificate / document / reason of rejection would be delivered through registered/speed post at the address for correspondence provided by the applicant

### **4 Acceptance of Digital Signature**

As per the Section III of IT Act 2000(21) published in the Gazette of India on 9<sup>th</sup> June 2000, digital signature has been recognized as legal signature. Any document digitally signed using valid Digital Signature is admissible in the Court of Law for legal purposes under Indian Evidence Act 1872.

Valid Digital Signature Certificates are issued by licensed Certifying Authorities under the Ministry of Communications and Information Technology, Government of India under Section 24 of the Indian IT-Act 2000.

This Government Order recognizes the use of Digital Signature, used and issued in accordance with IT Act 2000 for the purpose of electronic delivery of services.

## 5 General conditions

- i. It is hereby accepted that the Sampark Centres would offer services to facilitate the submission of service requests (under eDistrict) by applicants.
- ii. It is hereby accepted that all such service requests pertaining to the services covered under the scope of eDistrict shall be electronically forwarded to concerned Departments.
- iii. For all legal purposes, the validity of a digital signature shall be at par with a hand written signature. It shall be the responsibility of the officer to ensure the safety of his Digital Signature Certificate so that it is not misused.
- iv. The authenticity of a printed copy of a Digitally Signed Certificates/ Documents can be established at online portal through a Unique Document ID.
- v. Delivery of all services through electronic mode will be supported by escalation and grievance redressal mechanism which is a critical process activity. It is mandatory for all concerned officials to take action on computer generated escalations so as to meet pre-defined service levels.





Annexure to the Government Order for eDistrict

S No	Service	Escalation/ Grievance Addressing Authorities					Service / Facilitation Charge (Online/Sampark) (Excluding Payment Gateway & Postal Charges) exclusive of statutory payments
		Department	Service Delivery Time Line	Level 1	Level 2	Level 3	
1	Request for Right to Information	All Departments	30 Days	Appellate Authority	Chief Information Commissioner	-----	0
2	Request for Grievance Redressal	All Departments	15 Days	Grievance Officer	Department Head	Administrative Secretary	0
3	Issuance of Bus Pass for CTU Buses	Chandigarh Transport Undertaking	Instant (Sampark), 2 days (Online)	Director Transport	Secretary Transport	-----	0
4	Issuance Marriage Certificate	Deputy Commissioner Office	6 Days 37 Days (in case of Verification from external agencies)	Marriage Registrar/ Marriage Officer	Additional Deputy Commissioner	Deputy Commissioner	20
5	Issuance Caste Certificate	Deputy Commissioner Office	11 Days (Bonafide) 43 Days (Migration)	Tehsildar	Sub Divisional Magistrate	Deputy Commissioner	20

S No	Service	Escalation/ Grievance Addressing Authorities					Service / Facilitation Charge (Online/Sampark) (Excluding Payment Gateway & Postal Charges) exclusive of statutory payments
		Department	Service Delivery Time Line	Level 1	Level 2	Level 3	
6	Issuance Income Certificate	Deputy Commissioner Office	11 Days	Tehsildar	Sub Divisional Magistrate	Deputy Commissioner	20
7	Permission for Events	Deputy Commissioner Office	11 Days	Superintendent	Sub Divisional Magistrate	Deputy Commissioner	100
8	Issuance of Birth/Death Certificate -- Late Entry Order	Deputy Commissioner Office	11 Days	Superintendent	Sub Divisional Magistrate	District Magistrate	50
9	Permission for using Loud Speaker	Deputy Commissioner Office	4 Days	Sub Divisional Magistrate	Additional Deputy Commissioner	Deputy Commissioner	50
10	Permission for shooting a Film / Movie	Department of Tourism	8 Days	Director Tourism	Secretary Tourism	----	200
11	Request for New Electricity Connection for loads up 99 kW	Engineering Department	10 Days	Executive Engineer	-----	-----	20
12	Payment of Electricity Bills	Engineering Department	Instant	Executive Engineer	-----	-----	0
13	Issuance of Identity Card/Certificate to Senior Citizens	Department of Social Welfare	5 Days	Superintendent	Director Social Welfare	Secretary Social Welfare	10



S No	Service	Escalation/ Grievance Addressing Authorities				Service / Facilitation Charge (Online/Sampark) (Excluding Payment Gateway & Postal Charges) exclusive of statutory payments
		Department	Service Delivery Time Line	Level 1	Level 2	Level 3
14	Sanction of Pension for Disabled	Department of Social Welfare	7 Days	Assistant Controller of Finance And Accounts	Director Social Welfare	Secretary Social Welfare
15	Sanction of Old Age Pension Scheme	Department of Social Welfare	10 Days	Assistant Controller of Finance And Accounts	Director Social Welfare	Secretary Social Welfare
16	Sanction of Pension for Widows	Department of Social Welfare	7 Days	Assistant Controller of Finance And Accounts	Director Social Welfare	Secretary Social Welfare
17	Issuance of Dependency Certificate	Deputy Commissioner Office	12 Days	Tehsildar	Additional Deputy Commissioner	Deputy Commissioner
18	Issuance of Legal Heir Certificate	Deputy Commissioner Office	12 Days	Tehsildar	Sub Divisional Magistrate	Deputy Commissioner
19	Issuance of Solvency Certificate	Deputy Commissioner Office	12 Days	Tehsildar	Sub Divisional Magistrate	Deputy Commissioner



S No	Service	Escalation/ Grievance Addressing Authorities					Service / Facilitation Charge (Online/Sanpark) (Excluding Payment Gateway & Postal Charges) exclusive of statutory payments
		Department	Service Delivery Time Line	Level 1	Level 2	Level 3	
20	Revenue Cases - Case Status and Copy of Final Order	Deputy Commissioner Office	Instant	Sub Divisional Magistrate	Additional Deputy Commissioner	Deputy Commissioner	0
21	Publishing of Daily Cause List	Deputy Commissioner Office	Instant	Sub Divisional Magistrate	Additional Deputy Commissioner	Deputy Commissioner	0
22	Service Request for Firm Registration	Deputy Commissioner Office	27 Days	Tehsildar	Registrar	Deputy Commissioner	200
23	Service Request for Society Registration	Deputy Commissioner Office	27 Days	Tehsildar	Registrar	Deputy Commissioner	200
24	Issuance of License to transport Arms and Ammunition	Deputy Commissioner Office	4 Days	Superintendent	Additional Deputy Magistrate	Deputy Commissioner cum District Magistrate	200
25	License for selling / storing Crackers	Deputy Commissioner Office	14 days	Additional District Magistrate	District Magistrate		200
26	Service request for Registration of Deeds - Power of Attorney	Deputy Commissioner Office	3 Days	Additional Deputy Commissioner	Deputy Commissioner	-----	50

S No		Service	Escalation/ Grievance Addressing Authorities			Service / Facilitation Charge (Online/Sampark) (Excluding Payment Gateway & Postal Charges) exclusive of statutory payments
		Service Delivery Time Line	Department	Level 1	Level 2	Level 3
27	Service request for Registration of Deeds - Partnership Deed	3 Days	Deputy Commissioner Office	Additional Deputy Commissioner	Deputy Commissioner	-----
28	Service request for Registration of Deeds - Deed of Trust	3 Days	Deputy Commissioner Office	Additional Deputy Commissioner	Deputy Commissioner	-----
29	Service request for Registration of Deeds - Mortgage Deed	3 Days	Deputy Commissioner Office	Additional Deputy Commissioner	Deputy Commissioner	-----
30	Issuance of Residence Certificate	11 Days	Deputy Commissioner Office	Tehsildar	Sub-District Magistrate	Deputy Commissioner
31	Scholarship for Physically Handicapped	18 Days	Department of Education (School)	Superintendent	District Education Officer	0
32	Issuance of Identity Card to the Disabled Persons	6 Days	Department of Social Welfare	Superintendent	Director Social Welfare	10
33	Payment of Water Bills	Instant	Municipal Corporation	Sub Divisional Engineer	Executive Engineer	-----
34	Request for Water & Sewage Connection	8 Day (if fee is deposited within 2 days of intimation)	Municipal Corporation	Sub Divisional Engineer	Executive Engineer	-----



S No	Service	Escalation/ Grievance Addressing Authorities				Service / Facilitation Charge (Online/Sampark) (Excluding Payment Gateway & Postal Charges) exclusive of statutory payments
		Department	Service Delivery Time Line	Level 1	Level 2	Level 3
35	Permission to use a Community Center	Municipal Corporation	Instant (Sampark) 1 Day (Online)	Additional Commissioner	Commissioner	100

**Note:**

- The request for copy of certificate issued through eDistrict application will be serviced instantly and can be availed by providing Unique Document ID/ Unique Application Number to the Sampark Operator or can be downloaded from portal by online users after logging into the eDistrict Portal.
- This Government Order will come into effect for each service from the date of launch / Go-Live of corresponding service in electronic mode through eDistrict MMP.
- Apart from above mentioned Online/Sampark service/facilitation charges additional printout would be charged at Rs. 2 per page (after 1 Page).
- Any service specific charges like printing of smart card etc. (wherever applicable) shall be charged separately.
- The Annexure may be revised with the approval of competent authority.

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