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DEPARTMENT OF INFORMATION TECHNOLOGY

Notification

The 31st March/1st April, 2015

No. 45/IT/2015/460.—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.

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Chandigarh Administration.

DEPARTMENT OF INFORMATION TECHNOLOGY

Government Order

Electronic Delivery of Services under e-District MMP

The purpose of this Government Order is to ensure that the defined process of service delivery for the services offered under e-District 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 e-District will be carried out after the service has been made available electronic mode from e-District Application. The list of applicable services offered under e-District 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 e-District 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 e-District 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 e-District Application.
 - (vii) The applicant will check the details in the printed electronic application form and 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 11th August, 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 e-District 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 fill the electronic application form in e-District Application containing a self-declaration/self-certification as per "Chandigarh Administration Order No. 99/1/04-UTFII(12)-2014/6865, dated 11th August, 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 generate 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 e-District 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 e-District 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 sign 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 e-District 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 Centres :

- (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 hand over the printed copy of document/certificate to the Citizen and updates the status as delivered in e-District 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 e-District 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 9th 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 e-District) by applicants.
- (ii) It is hereby accepted that all such service requests pertaining to the services covered under the scope of e-District 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 predefined service levels.