

Annexure to the Government Order for eDistrict

Delivery Timeline, Escalation/ Grievances Addressing Authorities and Service Charges for various services in eDistrict Project

S No.	Service	Department	Service Delivery Time Line	Escalation/ Grievance Addressing Authorities			Service Charge (Online/Sampark/ Deptt. centre) (Excluding Payment Gateway & Postal Charges)
				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)	Grievance Officer	-----	-----	0
4	Issuance Marriage Certificate						
a.	Chandigarh Compulsory Registration of Marriage Act 2012	Deputy Commissioner Office	<ul style="list-style-type: none"> • 3 Days or on the Day of Appointment • 1 Day or on the Day of Appointment (In case of Tatkal) • 37 Days (in case of Verification from external agencies) 	Marriage Registrar	Deputy Commissioner-cum-District Marriage Registrar		20
b.	Marriage Certificate under Special Marriage Act, 1954	Deputy Commissioner Office	• 32 Days or on the Day of Appointment after Notice	Marriage Officer	Deputy Commissioner		20

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				Level 1	Level 2	Level 3	
5	Issuance Caste Certificate	Deputy Commissioner Office	6 Days (Bonafide) 38 Days (Migration)	Tehsildar	Sub Divisional Magistrate	Deputy Commissioner	20
6	Issuance Income Certificate	Deputy Commissioner Office	6 Days	Tehsildar	Sub Divisional Magistrate	Deputy Commissioner	20
7	Permission for Events	Deputy Commissioner Office	10 Days	Sub Divisional Magistrate	Deputy Commissioner	-----	100
8	Issuance of Birth/Death Certificate – Late Entry Order	Deputy Commissioner Office	10 Days	Tehsildar	Sub-District Magistrate	Deputy Commissioner	50
9	Permission for using Loud Speaker	Deputy Commissioner Office	4 Days	Sub Divisional Magistrate	Deputy Commissioner	-----	50
10	Permission for shooting a Film / Movie	Department of Tourism and Deputy Commissioner Office	4 Days	Director Tourism	Additional Deputy Commissioner	Deputy Commissioner	200

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				Level 1	Level 2	Level 3	
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	3 Days	Superintendent	Director Social Welfare	Secretary Social Welfare	10
14	Sanction of Pension for Disabled	Department of Social Welfare	5 Days	Assistant Controller of Finance And Accounts	Director Social Welfare	Secretary Social Welfare	10
15	Sanction of Old Age Pension Scheme	Department of Social Welfare	5 Days	Assistant Controller of Finance And Accounts	Director Social Welfare	Secretary Social Welfare	10
16	Sanction of Pension for Widows	Department of Social Welfare	5 Days	Assistant Controller of Finance And Accounts	Director Social Welfare	Secretary Social Welfare	10
17	Issuance of Dependency Certificate	Deputy Commissioner Office	6 Days	Additional Deputy Commissioner	Deputy Commissioner	-----	50

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				Level 1	Level 2	Level 3	
18	Issuance of Legal Heir Certificate	Deputy Commissioner Office	6 Days	Sub Divisional Magistrate	Deputy Commissioner	-----	50
19	Issuance of Solvency Certificate	Deputy Commissioner Office	6 Days	Sub Divisional Magistrate	Deputy Commissioner	-----	50
20	Revenue Cases - 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	4 Days	Superintendent	Additional Deputy Magistrate	Deputy Commissioner cum District	200

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				Level 1	Level 2	Level 3	
		Office				Magistrate	
25	License for selling / storing Crackers	Deputy Commissioner Office	6 days for Renewal 7 day for New License or Delayed Condoned	Additional District Magistrate	District Magistrate	-----	200
26	Service request for Registration of Deeds - Power of Attorney	Deputy Commissioner Office	1 Day	Sub-Registrar	Deputy Commissioner cum Registrar	-----	50
27	Service request for Registration of Deeds - Partnership Deed	Deputy Commissioner Office	1 Day	Sub-Registrar	Deputy Commissioner cum Registrar	-----	50
28	Service request for Registration of Deeds - Deed of Trust	Deputy Commissioner Office	1 Day	Sub-Registrar	Deputy Commissioner cum Registrar	-----	50
29	Service request for Registration of Deeds - Mortgage Deed	Deputy Commissioner Office	1 Day	Sub-Registrar	Deputy Commissioner cum Registrar	-----	50
30	Issuance of Residence Certificate	Deputy Commissioner Office	6 Days	Tehsildar	Sub-District Magistrate	Deputy Commissioner	20

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				Level 1	Level 2	Level 3	
31	Scholarship for Physically Handicapped	Department of Education (School)	18 Days	Superintendent	District Education Officer		0
32	Issuance of Identity Card to the Disabled Persons	Department of Social Welfare	3 Days (Excluding time period for Medical Examination)	Superintendent	Director Social Welfare	Secretary Social Welfare	10
33	Payment of Water Bills	Municipal Corporation	Instant	Sub Divisional Engineer	Executive Engineer	-----	0
34	Request for Water & Sewage Connection	Municipal Corporation	8 Day (if fee is deposited within 2 days of intimation)	Sub Divisional Engineer	Executive Engineer	-----	20
35	Permission to use a Community Center	Municipal Corporation	Instant (Sampark) 1 Day (Online)	Joint Commissioner-I	-----	-----	100

Note:

- The request for copy of certificate issued through eDistrict application will be serviced instantly and can be availed by providing Unique Document Number/ Unique Application Number to the Sampark Operator or can be downloaded instantly from portal by online users after login 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(wherever applicable) shall be charged separately.
- The Annexure can be revised with the approval of competent authority.