

অসম  বাজপত্র
THE ASSAM GAZETTE

सत्यमेव जयते

অসাধাৰণ

EXTRAORDINARY

প্রাপ্ত কৰ্তৃত্বৰ দ্বাৰা প্ৰকাশিত

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GOVERNMENT OF ASSAM
ORDERS BY THE GOVERNOR
INFORMATION TECHNOLOGY DEPARTMENT

NOTIFICATION

The 4th August, 2009

No. IT. 89/ 2006/ 414.--In order to provide transparent, time-bound and affordable Government to Citizen (G2C) Services to the citizens through the Common Services Centres (CSCs) being set up in Assam under the National eGovernance Plan (NeGP), the Governor of Assam is pleased to notify the Rates of the User Charges, Maximum Service Delivery Time Lines, Documents required and Approving Authorities for District level delivery of various Government (G2C) Services to the citizens in the manner laid down as under.

PREAMBLE: The Information Technology Department, Government of Assam, inter-alia, is responsible for implementing the National e-Governance Plan (NeGP), Government of India. The NeGP consists of Establishment of (i) Assam State Wide Area Network (ASWAN), (ii) Common Service Centres (CSCs), (iii) State Data Center (SDC) and (iv) E-District. It needs to be mentioned that the above projects are at various stages of implementation in the state.

The main objective of NeGP is to take the administration to the door steps of the people in order to ensure that Government Services are efficient, transparent and reliable while at the same time ensuring that the life of the common citizens is made easier. Quite often, citizens are required to move from one Government office to the other for obtaining various services viz. Caste Certificate, Birth Certificate, Non-Creamy Layer Certificate, to name a few. The obvious disadvantage of such a system is that it involves expenditure on transport, lodging etc. on the part of the citizen, in addition to loss of wages etc. The CSCs scheme envisaged by the Government of India and adopted by the State Government aims at establishing computer kiosks at the rate of one per a cluster of six villages. These kiosks are intended to be single window points for Business to Citizen (B2C) and Government to Citizen(G2C) services. In the proposed model a citizen can file an application for any of the Government services in these kiosks and the kiosk operator is responsible for transmitting the application along with the required documents to the concerned competent government office and deliver

the service to the citizen at the kiosk itself. Initially, the transmission of the application will be manual and subsequently as the system stabilizes, the transmission would be made electronically and the certificates would be authenticated with the digital signatures.

1. DEFINITIONS:

- (i) **NeGP** means National eGovernance Plan, a programme of the Department of Information Technology, Government of India, New Delhi.
- (ii) **NLSA** means the National Level Service Agency which is notified by the Department of Information Technology, Government of India, New Delhi, and at present is M/S IL&FS.
- (iii) **SDA** means the State Designated Agency appointed by the State Government, which for Assam is the Assam Electronics Development Corporation Ltd. (AMTRON).
- (iv) **SCA** means the Service Centre Agency, selected by the SDA for execution of the CSC scheme in **PPP (Public Private Partnership)** model for implementation of the project in Assam. There are two agencies selected currently, and these are **M/s SREI Infrastructure Finance Ltd, and M/S Zoom Developers (P) Ltd.** The SCA wise distribution of the Districts is as below:-
 - (i) M/S Zoom Developers (P) Ltd. covering districts viz. Cachar, Hailakandi, Kamrup, Kamrup(Metro), Karbi Anglong, Karimganj, Morigaon, Nagaon, N.C. Hills and
 - (ii) M/S SREI Infrastructure Finance Ltd. covering districts viz. Baksa, Barpeta, Bongaigaon, Chirang, Darrang, Dhemaji, Dibrugarh, Dhubri, Goalpara, Golaghat, Jorhat, Kokrajhar, Lakhimpur, Nalbari, Sivasagar, Sonitpur, Tinsukia & Udalguri.
- (v) **CSC** means Common Service Centre set up in Assam by any one of the SCAs.
- (vi) **VLE** means the Village Level Entrepreneur duly appointed by the SCA to run a particular CSC.
- (vii) **G2C Services** means any Government to Citizen Service as defined in the Clause 2 and Clause 4(iv) of this Notification.
- (viii) **SLA** means Service Level Agreement which requires to be signed between the SCA and the concerned Department for which the SCA/ CSC may collect Govt. fee or charges.

2. G2C Services, Timelines & Charges for Delivery of G2C Services through CSCs:

- (i) The list of G2C services, **Maximum Service Delivery** Timelines & Charges for Delivery of G2C Services through CSCs is as per the **Annexure – I** of this Notification.
- (ii) The Charges shown in Annexure-I are in addition to any levies or Government fee which is otherwise required to be deposited in the Treasury/ Government exchequer.
- (iii) The timelines shown in the Annexure-I are maximum time that may be taken for delivery of the service.

- (iv) The Information Technology Department may revise the Annexure-I from time to time.
- (v) For the G2C Services, the user charges and timelines shall be applicable for every district in the state uniformly.
- (vi) The income generated by the VLEs through the delivery of the G2C services will be shared by them with the concerned SCA on mutually agreed terms. However, the SCA shall at all times keep the Information Technology Department and the SDA informed of the sharing of the income.
- (vii) The SCA shall ensure that every VLE prominently displays the Annexure-I in the CSC premises for the benefit of the citizens.
- (viii) The Deputy Commissioners and the SDOs(Civil) shall ensure that the Annexure-I is displayed prominently in the Public Facilitation Centre of their respective offices for the benefit of the citizens.

3. Manner and Procedure of Delivery of the G2C Services:

- (i) A citizen can file an application for any of the G2C services as per Annexure-I in the nearest CSC of his/her district along with all requisite documents mentioned in the Annexure-I and pay the requisite fee/ user charges as shown there under.
- (ii) The VLE/ SCA shall be responsible for transmitting the application along with the required documents to the concerned Government office as per the Annexure-I.
- (iii) The VLE/ SCA shall also be responsible for delivery of the Service in form of Certificate etc. to the citizen at the concerned CSC where the citizen deposited the application.
- (iv) The process as mentioned would continue to be manual in the District until the Information Technology Department notifies receipt of applications from citizens and issuance of digitally signed certificates by the District administration.
- (v) The Information Technology Department would issue a separate notification on electronic acceptance of applications from citizens and delivery of services through digitally signed certificates concerning the G2C services.

4. Deposit of Govt. Fees and Charges by the CSC/SCA:

- (i) In case any of the G2C Services requires deposit of any Government fee/ charges, the same shall also be collected by the VLE from the citizen.
- (ii) However, before collecting such fee, the SCA shall sign an SLA with the concerned Govt. Department/ Agency.
- (iii) Deposit and other terms and conditions of the said G2C Service shall be governed by that SLA.
- (iv) Any such service, including collection of fee or charges of any Department of the State Government, or any of its

agencies, for the delivery of which the SCA has signed an SLA with the concerned Department or agency, shall be deemed to be a G2C Service.

- (v) The SCA shall submit to the Information Technology Department and the SDA a copy of any such SLA signed immediately.

5. Services Related to the Revenue & Disaster Management Department:

- (i) All the VLEs shall be designated as STAMP VENDORS subject to fulfillment of Terms and Conditions as are applicable for appointment of Stamp Vendors.
- (ii) The respective SCA shall approach the concerned authority for issue of the requisite License in favour of the VLEs and execute necessary documents on behalf of the VLEs including security deposit etc.
- (iii) The applicable rates for the G2C Services which are related to the Revenue and Disaster Management Department shall be revised by the Information Technology Department in consultation with that Department.
- (iv) The SCA shall keep the Information Technology Department and the SDA informed of the VLEs designated as Stamp Vendors.
- (v) In case any VLE ceases to be a VLE, he/ she shall have to surrender immediately his/ her Stamp Vendor's License to the License Issuing Authority.

6. Monitoring of the Delivery of G2C Services to the Citizens:

- (i) The concerned Deputy Commissioners shall submit monthly report on the delivery of the G2C services from the date of taking effect of this Notification to the Information Technology Department as per proforma shown at Annexure-II of this Notification.
- (ii) The monthly report should be sent by email to it_deptt@assam.nic.in and arunodoy.csc@amtron.in

- 7. Date of Taking Effect of the Rates etc:** The Rates etc. mentioned in Annexure-I shall be applicable from the 4th August, 2009 and shall remain in force until further orders.
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Timelines and Charges for Delivery of G2C Services through CSCs

SI No.	Citizen Services	Office in which processed	Documents required	Days within which service will be delivered	Rate applicable (in Rs.)(to be paid to VLEs for G2C services through CSCs)	Level of security required (none/ password/biometric/digital signature)
01	PRC	DC,SDO(C)	1. Passport photos-2. 2. Admission form (education purpose)/Call letter for recruitment. 3. Any supporting documents.	15 working days (Max 12 days in DC/SDO's office)	20	1
02	Caste Certificate	DC/SDO(C)	1. Passport photos-2. 2. Certificate from authorised associations/board.	15 working days (Max 12 days in DC/SDO's office)	20	
03	Caste Certificate other than SC	DC/SDO(C)	1. Certificate from authorised associations/board	7 days (max 4 days in DC/SDO(C) office)	20	
04	Non creamy layer certificate	DC/SDO(C)	1. Caste Certificate. 2. CO Report (to be obtained by authority).	15 working days (Max 12 days in DC/SDO's office)	20	
05	Next of Kin Certificate	DC/SDO(C)	1. Death Certificate. 2. CO Report (to be obtained by authority).	15 working days (Max 12 days in DC/SDO's office)	20	
06	Bakijai Clearance Certificate	DC/SDO(C)	1. Affidavit	4days (max 2 days in DC/SDO(C) office)	20	
07	Senior Citizen Certificate	DC/SDO(C)	1. Age proof certificate from Doctor or Birth certificate or any document of proof of age. 2. Passport size photo-1.	7 days (max 4 days in DC/SDO(C) office)	20	
08	Permission for delayed Birth/Death Certificate	CO	1. Doctor certificate. 2. Affidavit. 3. All supporting documents.	7 days (max 4 days in DC/SDO(C) office)	20	

SI No.	Citizen Services	Office in which processed	Documents required	Days within which service will be delivered	Rate applicable (in Rs.)(to be paid to VLEs for G2C services through CSCs)	Level of security required (none/ password/biometric/digital signature)
09	Certified copy of Court order	DC/SDO(C)	1. Folio	7 days (max 4 days in DC/SDO(C) office)	20.00 +printing charges@ Rs. 2.00/page	
10	Certified copy of Electoral rolls	DC/SDO(C)		5 days (max 2 days in DC/SDO(C) office)	20	
11	Permission of special events	DC/SDO(C)	1. NOC from venue authority, ASEB, Fire Brigade (as applicable). 2. Police Report (to be obtained by authority).	7 days (max 4 days in DC/SDO(C) office)	20	
12	Public complaints	DC/SDO(C)	As enclosed by applicant	Reply in 30 days (max 27 days in DC/SDO(C) office)	20	
13	Certified copy of Jamabandi copy	DC/SDO(C)	Application with court fee stamp	7 days (max 4 days in DC/SDO(C) office)	20.00 +printing charges@ Rs. 5.00/page	
14	Land Valuation certificate	DC/SDO(C)	1. CO Report (to be obtained by authority). 2. Jamabandi copy.	25 days (max 22 days in DC/SDO(C) office)	20	
15	Certified copies of Mutation orders	SO/CO	Application	10 days (max 7 days in SO/CO office)	2.000 +printing charges@ Rs. 2.00/page	

V.S. BHASKAR,
Commissioner & Secretary to the Govt. of Assam
Information Technology Department, Dispur.