

GOVERNMENT OF ASSAM
OFFICE OF DEPUTY COMMISSIONER:::::JORHAT

NO: NIC(ASM)/JOR(DU)/CSC/2010/39 Dated the 11th Feb 2010

O R D E R

In pursuance of Govt. Notification vide no. IT.89/2006/414 dated 4/8/09 published in "The Assam Gazette" & issued by the Information and Technology Department. It is hereby ordered to setup the COMMON SERVICE CENTRE in the Jorhat District under the National e Governance plan(NeGP) for District Level delivery of various Government (G2C) Services (as per Annexure I enclosed) to the Citizens to provide them transport, time-bound and affordable charges through it. The main objective of the scheme, Rate of the user charges, Maximum Service Delivery timelines, documents required and Appropriating Authorities for the district are described in the manner laid down as under:

MAIN OBJECTIVE OF THE SCHEME

- (i) There will be a common service centre to be setup by SCA (Service Centre Agency) i.e. M/S SREI Infrastructure Finance Limited in Jorhat District. The SCA will duly appoint VLE (Village Level Entrepreneur) as per list enclosed in Annexure II to run a particular CSC.
- (ii) The List of G2C services, Maximum Service Delivery Timelines & charges of Delivery of G2C services through CSC will be applicable as per the Annexure I enclosed herewith.

MANNER & PROCEDURE OF DELIVERY OF THE G2C SERVICES

- (A) A citizen can file an application for any of the G2C services as per Annexure I in the nearest CSC(VLE) of his/her district along with all requisite documents mentioned in Annexure I and pay the requisite fee/user charges as shown there under.
- (B) The VLE/SCA shall be responsible for transmitting application along with the required documents to the concerned Govt. office as per the Annexure I
- (C) 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.
- (D) 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.

- (E) The Information Technology Department would issue a separate notification on electronic acceptance of application from citizens and delivery of services through digitally signed certificates concerning the G2C services.

DEPOSIT OF GOVT. FEES AND CHARGES BY THE CSC/SCA

1. In case any of the G2C Services requires deposit of any Government fee/charges, the same shall be also be collected by the VLE from the citizen.
2. However, before collecting such fee, the SCA (M/S SREI Infrastructure Finance Limited) shall sign a Service Level Agreement with the concerned Govt. Department/Agency. Deposit and other terms & conditions of the said G2c Services shall be governed by the Service Level Agreement(SLA).
3. 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.
4. The SCA shall submit to the Information Technology Department and SDA (M/S Assam Electronics Development Corporation Limited) a copy of ant such SLA signed immediately.

As regards services of the area falling under Titabor Civil Sub-Division, all application received by CSC will be brought by respective SCA and handover it to Facilitation Centre at Titabor Civil Sub-Division Office for its final approval. Similarly, the SCA will submit application falling under Majuli Sub -Division (after obtaining the same from CSC) to the Facilitation Centre at Majuli Civil Sub-Division Office for its final approval.

Application related to services given from Deputy Commissioner's Office, Jorhat will be handed over to the Facilitation Centre at Deputy Commissioner's Office, Jorhat.

The District Facilitation Centers in Deputy Commissioner's Office, Jorhat , Titabor Civil Sub-Division and Majuli Civil Sub-Division will place those applications in the concerned Branch to whom it relate immediately on receipt of the same from SCA.

The concerned Branch of Deputy Commissioner's Office, Jorhat and SDO's office Titabor and Majuli are hereby directed to settle those application within the time stipulated for the work.

This Order will come into force with immediate effect as and when SLA signed by SCA as mentioned above.



Deputy Commissioner,
Jorhat

Copy forwarded for information and necessary action to:

1. The Commissioner and Secretary to the Govt. of Assam, Information and Technology Department, Dispur, Guwahati-6.
2. The Managing Director, Assam Electronic Development Corporation Limited, Bamunimaidan, Guwahati.
3. All Addl. Deputy Commissioner, Jorhat.
4. Sub-Divisional Officer(Civil), Titabar.
5. Sub-Divisional Officer(Civil), Majuli.
6. All The Sub-Divisional Officer, Jorhat Sadar.
7. All Branch Officers/EACs, Jorhat.
8. All Circle Officers, Jorhat District.
9. Notice Board.

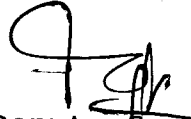


Deputy Commissioner,
Jorhat

GUIDELINES AND TIMELINES FOR DELIVERY OF G2C SERVICES THROUGH CSCs

NO	CITIZEN SERVICES	OFFICE IN WHICH PROCESSED	DOCUMENTS REQUIRED	DAYS WITHIN WHICH SERVICE WILL BE DELIVERED
	PRC	DC/SDO(C)	1.Passport photos-2 2.Admission form(education purpose)/call letter for recruitment 3. Gaon burah report/ ward commissioner report 4.Circle officer report 5.Police report 6.Uptodate Land Revenue receipt 7.Affix court fee stamp of Rs. 1.10	15 working days(Max 12 days in DC/SDO's office)
	Caste Certificate	DC/SDO(C)	1.Passport photos-2 2.Gaon burah/ Ward commissioner report 3.Photostate copy of S/C and original copy of S/C 4.Uptodate Land Revenue receipt 5.Affix court fee stamp of Rs. 1.10	15 working days(Max 12 days in DC/SDO's office)
	Caste Certificate other than SC	DC/SDO(C)	1.Certificate from authozized association/board	7 days(max 4 days in DC/SDO(c) office)
	Non creamy layer certificate	DC/SDO(C)	1.Caste Certificate 2.PRC 3. CO's report 4.Uptodate Land revenue payment receipt 5.Affix court fee stamp of Rs. 1.20	15 working days(max 12 days in DC/SDO's office)
	Next of Kin Certificate	DC/SDO(C)	1.Death Certificate 2.CO report 3.Court Affidavit 4.Death report form local Gaonburah/Local P.H.C./civil Hospital/Nursing Home	15 working days(max 12 days in DC/SDO's office)
	Bakijai Clearance Certificate	DC/SDO(C)	1. Affix court fee stamp of Rs. 5 2. Uptodate Revenue payment receipt 3. Affidavit	4days(max 2 days in DC/SDO(c)
	Certificate for age	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)
	Permission for delayed Birth/Death Certificate	DC/SDO(C)	1.Doctor certificate 2.Affidavit 3.All supporting documents	7 days (max 4 days in DC/SDO(c) office)
	Certified copy of Court order	DC/SDO(C)	1. Folio 2. Court fee stamp of Rs 1.50	7 days (max 4 days in DC/SDO(c) office)
	Certified copy of Electoral rolls	DC/SDO(C)	1.Application form with court fee stamp of Rs 1.10 with detail particulars.	5days (max 4 days in DC/SDO(c) office)

1	Permission of special events	DC/SDO(C)	1.NOC from venue authority from concerned authority. 2.Police Report 3.Municipality Tax/Amusement Tax	7 days (max 4 days in DC/SDO(c) office)
2	Public complaints	DC/SDO(C)	As enclosed by applicant	Reply in 30 days (max 27 days in DC/SDO(c) office)
3	Certified copy of Jamabandi copy	DC/SDO(C)	1.Uptodate Land revenue payment receipt 2.Affix court fee stamp of Rs. 3.75	7 days (max 4 days in DC/SDO(c) office)
4	Land Valuation Certificate	DC/SDO(C)	1.CO report 2.Jamabandi copy 3.Uptodate Land revenue payment receipt 4.Affix court fee stamp of Rs. 1.10	25 days (max 22 days in DC/SDO(c) office)
5	Certified copies of Mutation orders	SO/CO	Application	10days (max 7 days in DC/SDO(c) office)


 Deputy Commissioner,
 Jorhat