

## GOVERNMENT ORDER

### DEPARTMENT OF REVENUE– ATTESTATION OF DOCUMENTS

The purpose of this Government Order is to ensure that the defined process of service delivery for Attestation of Documents is followed. This would facilitate the electronic delivery of services through the instructions and guidelines as described in the following sections of the Government order. The important components of service delivery process is being listed below –

#### 1. Process for Registering service request for Attestation of documents :

The request for Attestation of documents can be accepted at the Suwidha centers or Gram Suwidha Kendra's (GSK) or any other arrangement made by Government for accepting the request, without discretion of any kind. Gram Suwidha Kendra(GSK) are being established under CSC scheme of Government of India. Under this scheme 2112, Gram Suwidha Kendra (GSK) under NeGP will be set up in state of Punjab. The Government Official should now onwards accept the service requests through electronic channel only. The applicant has option to submit a service request through any of the below mentioned procedures:

#### **Application at Suwidha center / Gram Suwidha Kendra**

Request for Attestation of documents from citizen should be acceptable in electronic form through Suwidha center/GSK. The systematic procedure for applying at Suwidha/GSK will be as follows:

- i. The Applicant will submit his request for attestation of documents to the Suwidha operator/GSK by providing him required details/ filling predefined service request form along with required supporting documents.
- ii. The Applicant will have to prove his identity to the Suwidha Operator/Authorized GSK using any government issued ID Proof.
- iii. The Suwidha Operator/ Authorized GSK will login into the e-District Application using his User ID, Password and Biometric identification.
- iv. The Suwidha Operator/ Authorized GSK after receiving the request will fill up the form with the details provided by the Applicant.
- v. The Suwidha Operator/ Authorized GSK shall scan (from original document) any supporting document provided by the Applicant and attach the same with the form.
- vi. The Suwidha Operator/ Authorized GSK shall collect the specified amount of fees and enter its details in the e-District Application & accordingly will submit the request into the e-District Application.
- vii. The Suwidha Operator/ Authorized GSK shall then print the Acknowledgement Receipt, carrying unique acknowledgement number, generated automatically by the e-District Application, signs it and hand it over to the Applicant.

- viii. This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.
- ix. The Suwidha Operator/ Authorized GSK should then prepare application case file, containing the supporting documents (attested copy) submitted by applicant & should dispatch or deliver, every day to the concerned office as indicated by the e-District application.
- x. An Executive Magistrate will receive the Application case files.
- xi. These application case files shall be made available to the concerned official as and when required and otherwise should be securely stored in the relevant record room.

## **2. Process of issuance of Attestation of Documents**

The concerned Executive Magistrate accountable for attestation of documents will have log in ID and Password for discharging his responsibility. The procedure for processing the service request will be as follows.

- i. Once the attestation of documents request has been registered, the e-District application would forward the application to Executive Magistrate for necessary action.
- ii. Executive Magistrate will log into his/her account daily, and receives the service requests. He examines the physical documents to be attested and takes the following action:
  - a. If he is satisfied then he shall physically attest the documents
  - b. Otherwise shall return the documents to the Suwidha operator/ Authorized GSK unattested and put his remarks and accordingly updates the e-District application.

## **3. Process for delivery of Attestation of documents**

- i. To receive the attested documents the applicant should visit same Suwidha center/Authorized GSK and provide the Acknowledgement receipt carrying the application number.
- ii. Suwidha Operator/ Authorized GSK should login in to the e-District Application, type the Application Number and retrieve the details of the application.
- iii. He hands over the attested documents to the applicant and updates the e-District application.
- iv. If the applicant needs to pay some additional fees, the Suwidha operator/ Authorized GSK collects the same and updates on e-District application.

## **4. Service Level for Attestation of documents**

Service levels for all the intermediate process activities have been clearly defined and it is preferable for all the concerned officials to observe the service levels as provided below. However these service levels are for internal reference of the department and cannot be pursued to the court of law.

**Processing of Attestation of documents**

| S. No. | Activities                             | Time required | Service Level ( from date of service request) |
|--------|--|---------------|---|
| 1.     | Attestation and delivery of documents. | Same Day      | Same Day                                      |

**5. MIS format for monitoring of Attestation of documents**

The e-District application is capable of generating MIS reports on various parameters. These computer generated reports should be referred by the concerned official for various purposes.

**6. Escalation Matrix**

Escalation matrix for the critical process activities has been clearly defined below and it is mandatory for all the concerned officials to take action on the computer generated escalations so as to meet the predefined service levels.

**Processing of Attestation of documents**

| S.No | Activity                               | Activity Owner | Service Level | L1                       |       |
|------|--|----------------|---------------|--------------------------|-------|
|      |  |                |               | Designation              | Time  |
| 1.   | Attestation and delivery of documents. | Suwidha/GSK    | Same day      | Project Manager, Suwidha | 1 day |