

GOVERNMENT ORDER

RURAL AREA CERTIFICATE

Introduction

e-District project envisages integrated and seamless delivery of citizen services by district administration through automation of workflow, backend computerization and data digitization across key departments such as Revenue, Home, Food & civil supplies, Agriculture, Health, Social Security, Rural development and Panchayats etc for providing services to the citizens. This project is of paramount importance to the State as it would help in creating an electronic workflow system for the district administration and help in providing efficient individual departmental services through Suwidha centers or Gram Suwidha Kendra's (GSK) which would be the primary front end channels as envisaged in the project.

The purpose of this Government Order is to ensure that the defined process of service delivery for Issuance of rural area certificate in Electronic mode 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 Receiving & Registering service request for Issuance of Rural area Certificate:**

The request related to Issuance of Rural Certificate 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 shall 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 centers/GSK	Application through Internet
<p>Request for Issuance of Rural area certificate from citizen should be acceptable in electronic form through any of the Suwidha center/GSK. The systematic procedure for applying at a Suwidha/GSK will be as follows:</p> <ol style="list-style-type: none">The Applicant will submit his request for a Rural Area Certificate to the Authorized Suwidha operator/GSK by providing him required details and predefined service request form along with required supporting documents.The Applicant will have to prove his/her identity to the Authorized Operator using any government issued ID Proof.The Authorized Suwidha Operator/GSK will login into the e-District Application using his User ID, Password and/ or any other secure authentication.The Authorized Suwidha Operator/GSK after receiving the Pre defined service request form provided by applicant, will fill up the details in e-District ApplicationThe Authorized Suwidha Operator/GSK shall scan pre defined service request form along with required supporting documents provided by the Applicant and attach the same with the form.The Authorized Suwidha Operator/GSK shall then take a photograph of the Applicant using a Web Camera attached with his workstation and capture in e-District Application.The Applicant will check the details in the application form &	<p>Any citizen will be able to apply for Issuance of Rural area Certificate through internet. The systematic procedure for applying through internet will be as follows:</p> <ol style="list-style-type: none">If the citizen is accessing the e-District Application for the first time, he/she will have to Register and provide all required details, after which he/she would be issued a User ID and Password.The Applicant will login into the e-District Application using his User ID and Password & will select and open the Rural Area Certificate Application form available on the e-District Application and fill in the required details.The Applicant will scan and

<p>if found correct will sign the application form using a Pen or electronic pad or put his thumb impression using biometric device. Applicant will then pay the specified government fees and facilitation charges either manually by cash or electronically by Credit Card/Cash Card/Debit Card or by any other electronic payment method, if implemented to the Authorized Suwidha Operator/GSK.</p> <p>viii. The Authorized Suwidha Operator/GSK shall collect the specified amount of fees either manually by cash or electronically by Credit Card/Cash Card/Debit Card or by any other electronic payment method if implemented, and will enter his/her details in the e-District application.</p> <p>ix. The Authorized Suwidha Operator/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 under his/her Signature.</p> <p>x. This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.</p> <p>xi. The Authorized Suwidha Operator/GSK shall then prepare application case file, containing the supporting documents (attested copy) submitted by applicant & shall dispatch or deliver, every day to the concerned office as indicated by the e-District application. In future Department may discontinue the preparation of Physical record file.</p> <p>xii. An authorized official at the Tehsildar office will receive the Application case files on behalf of the Tehsildar.</p> <p>xiii. These application case files should be made available to the Tehsildar as and when required and otherwise should be securely stored in the relevant record room.</p>	<p>attach supporting documents, if any and will pay the fee using payment gateway. Upon successful payment of fee his request will be submitted on the e-District application.</p> <p>iv. Applicant will take a print of the acknowledgment receipt generated by the e-District application after submitting the service request.</p> <p>v. The Applicant will send the copy of supporting documents, if any to the concerned office through post.</p>
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2. Supporting Documents Required for Processing of Rural area Certificate

The applicant needs to attach attested copy of the following documents along-with his service request.

Sr. No.	Document	Mandatory / Optional	Sr. No.	Documents Required	Mandatory/ Optional
1.	Ration card	Mandatory	2.	Date of Birth proof	Mandatory
3.	Voter card	Mandatory	4.	Verification leaf	Mandatory
5.	Applicant Photo	Mandatory	6.	Applicant Scan or Electronic Signature	Mandatory
7.	School Certificate	Optional	8.	Any Other Relevant document	Optional

3. Back End Detailed Work flow Process of issuance of Rural area certificate

All Government officers, directly or indirectly accountable for processing of Rural area certificate request will have login ID and Password for accessing the Application workflow in e-District portal for service delivery in Electronic mode for discharging their responsibility. The procedure for application and processing Rural area certificate service will be as follows.

- i. Once the Rural area certificate request has been registered the e district application would forward the application to dealing clerk of the concerned Tehsildar.

- ii. Dealing clerk will log into his/her account daily, and receives the service requests. He examines the complete application details, based on which he enter his remarks e-District Application and forward it to Tehsildar.
- iii. Tehsildar will log into his/her account daily, and receives the service requests. He examines the complete application details and remarks of the dealing clerk in e-District Application. Based on which he can take the following three actions:
 - a. If he is satisfied with the details he will approve the request using digital signature.
 - b. If he is dissatisfied, he may reject the service request giving rejection remarks e-District Application & using digital signature.
 - c. He may mark the application to concerned Patwari for carrying out physical verification of the applicant.
- iv. Patwari will log into his/her account daily, and receives the service requests. He will do the physical verification of the applicant and prepares verification report. He updates his remarks in e-District Application against the service request and forwards it to Tehsildar for final decision.
- v. Tehsildar based upon the remarks of the Patwari may take any action out of the two mentioned in step iii (a) & iii (b).
- vi. If Tehsildar approves the request, the e-District application will generate a Rural area certificate digitally signed by Tehsildar & will store it into the e-District database.
- vii. If the Tehsildar rejects the Application he must provide a reason for the same and digitally sign his response.

****During all the steps mentioned above, the Tehsildar, Patwari & dealing clerk will have an access to various other electronic databases which they could refer to verify the credentials of the applicant.***

4. Process for delivery of Rural area certificate

- i. To receive the Rural area certificate the applicant shall visit any of the Suwidha center/GSK and provide the Acknowledgement receipt carrying the acknowledgement number.
- ii. The Authorized Suwidha Operator/GSK shall login in to the e-District Application, type the acknowledgement Number and retrieve the Digitally Signed certificate.
- iii. The certificate printout should be duly stamped & signed by the operator.

5. Service Level for Issuance of Rural area certificate

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

S. No.	Activities	Time required	Service Level (from date of service request)
1.	Filing of service request	1day	Day 0
2.	Generation of acknowledgement receipt		Day 0
3.	Marking of service request to Dealing Clerk		Day 0
4.	Dealing clerk receives & update the service request	1 days	1 st day
5.	Tehsildar reviews the case file & do the following Case A: approves/Rejects the service request or Case B: mark to Patwari for physical verification	1 day	2 nd day
6.	Patwari carry out the physical verification & update the service request.	3 days	5 th day
7.	Tehsildar approves/ rejects based upon Patwari's report	1 day	6 th Day
8.	Final Approval/ Rejection Case A Case B		2 Days 6 Days

6. MIS reports format for monitoring of Issuance of Rural area Certificate:

Various MIS reports will be generated by e-District Application and shall be referred by concerned official for various purposes.

7. Escalation Matrix for Issuance of Rural area Certificate:

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.

S.No	Activity	Activity Owner	Service Level	L1		L2	
				Designation	Time	Designation	Time
1.	Checking, reviewing & verifying the application details	Dealing Clerk	1 day	Tehsildar	2 day	SDM	2 day
2.	Checking, reviewing & updating the application	Patwari	3 days	Tehsildar	2 day	SDM	2 day
3.	Final approval/rejection or updating of the service request	Tehsildar	1 day	SDM	2 day	DC	2 day