

GOVERNMENT ORDER

DEPARTMENT OF REVENUE– COPYING SERVICE

The purpose of this Government Order is to ensure that the defined process of Copying 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 Copying :

The request for Copying 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 centers/ Gram Suwidha Kendra	Application through Internet
<p>Request for Issuance of copy of record from citizen should be acceptable in electronic form through any of the Suwidha center/GSK. The systematic procedure for applying at a Suwidha center/GSK will be as follows:</p> <ol style="list-style-type: none">The Applicant will submit his request for Copying to the Suwidha / Authorised GSK by providing him required details/ filling predefined service request form along with required supporting documents.The Applicant will have to prove his identity to the Authorized Operator using any government issued ID Proof.The Suwidha/Authorised GSK Operator will login into the e-District Application using his User ID, Password and Biometric identification.The Suwidha/Authorised GSK Operator after receiving the request will fill up the form with the details provided by the Applicant.The Suwidha/Authorised GSK Operator shall scan (from original document) any supporting document provided by the Applicant and attach the same with the form.	<p>Any citizen will be able to apply for Copying Service 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 Copying Application form

<ul style="list-style-type: none"> vi. The Applicant will check the details in the application form & if found correct will sign the application form using an electronic pad or put his thumb impression using biometric device. Applicant will then pay the specified government fees and facilitation charges in cash to the Authorized GSK/ Suwidha Operator. vii. The Authorized GSK / Suwidha Operator 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. viii. The Authorized GSK / Suwidha Operator 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. ix. This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request. x. The Authorized GSK / Suwidha Operator shall 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. xi. An authorized official at the Sadar Copying Agency will receive the Application case files. xii. These application case files shall be made available to the SCA Clerk as and when required and otherwise should be securely stored in the relevant record room. 	<ul style="list-style-type: none"> available on the e-District Application and fill in the required details. iii. The Applicant will scan and 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. iv. Applicant will take a print of the acknowledgment receipt generated by the e-District application after submitting the service request.
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Supporting Documents

No supporting document is required for the service of Copying.

2. Process of issuance of Copy of record

- 2.1. Once the copying service request has been registered by the Suwidha operator, the e-District application would forward the service request to SCA clerk.
- 2.2. SCA clerk will log into his/her account daily and receives the service request. He/She examines the application details and forwards the application to the Concerned department/Concerned Office/Sadar Kanungo /Office Kanungo as:

- 2.2.1. If the service request belongs to the office covered under e-District project, he/she forwards the service request to the reader of the concerned office/Sadar Kanungo/Office Kanungo electronically.
 - 2.2.2. If the service request belongs to the office not covered under e-District project then he/she forwards the service request to the reader of the concerned office/Any other official manually.
 - 2.3. Reader of the concerned department/office/Sadar Kanungo/Office Kanungo covered under e-District project shall receive the service request electronically whereas department/office not covered under e-District project shall receive the request manually. Reader of the concerned department/office/Sadar Kanungo/Office Kanungo examine the details and sends the original record file to the SCA clerk physically. Reader of the department/office covered under e-District project also updates the status in e-District application.
 - 2.4. SCA clerk receives the original record file manually. He/She takes the photocopy of the record and put up the file to the concerned SCA Assistant for physical signature and official stamp. He/She also send the request to SCA Assistant electronically If the service request belongs to the office not covered under e-District project then SCA Clerk update the date of receiving and forward the request to SCA Assistant electronically.
 - 2.5. SCA Assistant logs into his/her account daily and receive the service request. He/She reviews the Copy of record and undertakes following action:
 - 2.5.1 If he/she is satisfied, he/she signs and put official stamp on every page of copy of record and sends it to the SCA clerk manually. He/She updates the status in e-District application and also forwards the request electronically to SCA Clerk.
 - 2.5.2 If he/she is not satisfied with the copy of record, he/she sends back the copy of record to SCA clerk to refurnish the information. Again same procedure is followed from step 2.2
 - 2.6 SCA clerk send the Copy of record manually to Suwidha/GSK. He/She also updates the status in e-District application and forwards the service request electronically to Suwidha/GSK.
 - 2.7 Suwidha/GSK receives the copy of record manually from copying branch.

3. Process for delivery of Copy of record

- 3.1. To receive the copy of record, applicant should visit the concerned Suwidha center /GSK and provide the acknowledgment slip carrying acknowledgment number.
- 3.2. Suwidha operator/ GSK deliver the copy of record to the citizen and update the date of delivery in e-District application.
- 3.3. If the applicant needs to pay some additional fees, the GSK/ Suwidha operator collects the same and updates on e-District application

(Please Note: In the entire process above SCA Clerk/ SCA Assistant shall calculate the total fee to be collected from the applicant. After deducting the initial fees paid, the pending amount to be collected from the applicant shall be entered in the application by SCA Clerk/ SCA Assistant. The same shall be collected from the applicant before making final delivery of records to him).

4. Service Level for Issuance of Copy of record

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 Copying of record

S. No.	Activities	Time required	Service Level (from date of service request)
1.	Filing Of Copying Service	1Day	Day 0
2.	Generation Of Acknowledgement Receipt		Day 0
3.	Marking Of Copying Service To SCA Clerk		1st day
4.	SCA Clerk receives & mark to SCA Assistant	1 day	2 nd day
5.	SCA Assistant checks & update the service request after searching for record	3 days	5 th day
6.	SCA clerk <ul style="list-style-type: none"> Final Approval of service request OR Marking to Sadar Kanungo/ Sadar copying agency 	1 day	6 th Day
7.	Sadar Kanungo/ Sadar copying agency checks & update the service request after searching for record. Also send the copy of record to SCA clerk	2 days	8 th day
8.	Final Approval of service request OR closure by SCA clerk if record not found.	1 day (If record is sent in scanned form by Sadar Kanungo/ Sadar copying agency)	9 th Day

		3 days (If record is sent physically by Sadar Kanungo/ Sadar copying agency)	11 th day
9.	Suwidha /Authorized GSK receives the documents & delivers to the applicant	2 days (Postal)	9th day (if record is in electronic form attached with the service request in e-District application) 13th day (If record is to be sent physically)

5. MIS format for monitoring of Copying service

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 Copying of record

S.No	Activity	Activity Owner	Service Level	L1		L2	
				Designation	Time	Designation	Time
1.	SCA Clerk receives & mark to SCA Assistant	SCA Clerk	1 day	ADC	2 days	DC	2 day
2.	SCA Assistant checks & update the service request after searching for record	SCA Assistant	3 days	SCA Clerk	2 days	ADC	2 day
3.	SCA clerk <ul style="list-style-type: none"> Final Approval of service request OR Marking to Sadar Kanungo/ Sadar copying agency 	SCA Clerk	1 day	ADC	2 days	DC	2 day
4.	Sadar Kanungo/ Sadar copying agency checks & update the service	Sadar Kanungo/ Sadar	2 days	SCA Clerk	2 days	ADC	2 day

	request after searching for record. Also send the copy of record to SCA clerk	copying agency					
5.	Final Approval of service request OR closure by SCA clerk if record not found.	SCA Clerk	1 day (Scanned record) 3 days (Physical record)	ADC	2 days	DC	2 day