

**DRAFT GOVERNMENT ORDER**

**Marriageability Certificate**

The purpose of this Government Order is to ensure that the defined process of service delivery for the issuance of Marriageability Certificate 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 issuance of Marriageability Certificate:**

The request related to issuance of Marriageability Certificate can be accepted at the Common Services Centre established under Government of India 100000 Common Service Centre (CSC) scheme under NeGP and Suwidha centers operational in the state or any other arrangement made by Government for accepting the request, without discretion of any kind. 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:

<b>Application at Common Service Center/ Suwidha centers</b>	<b>Application through Internet</b>
<p>Request for issuance of Marriageability Certificate from citizen should be acceptable in electronic form through any of the CSC/ Suwidha center. The systematic procedure for applying at a CSC/ Suwidha will be as follows:</p> <ol style="list-style-type: none"><li>i. The Applicant will submit his request for issuance of Marriageability Certificate to the Authorized CSC/ Suwidha operator by providing him required details/ filling predefined service request form along with required supporting documents.</li><li>ii. The Applicant will have to prove his identity to the Authorized Operator using any government issued ID Proof.</li><li>iii. The Authorized CSC/ Suwidha Operator will login into the e-District Application using his User ID, Password and Biometric identification.</li><li>iv. The Authorized CSC/ Suwidha Operator after receiving the request will fill up the form with the details provided by the Applicant.</li><li>v. The Authorized CSC/ Suwidha Operator should scan (from original document) any supporting</li></ol>	<p>Any citizen will be able to apply for issuance of Marriageability Certificate through internet. The systematic procedure for applying through internet will be as follows:</p> <ol style="list-style-type: none"><li>i. 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.</li><li>ii. The Applicant will login into the e-District Application using his User ID and Password &amp; will select and open the issuance of Marriageability Certificate Application form</li></ol>

<p>document provided by the Applicant and attach the same with the form.</p> <ul style="list-style-type: none"> <li>vi. The Authorized CSC/ Suwidha Operator should then take a photograph of the Applicant using a Web Camera attached with his workstation and attach it to the form.</li> <li>vii. The Applicant will check the details in the application form &amp; 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 CSC/ Suwidha Operator.</li> <li>viii. The Authorized CSC/ Suwidha Operator should collect the specified amount of fees and enter its details in the e-District Application &amp; accordingly will submit the request into the e-District Application.</li> <li>ix. The Authorized CSC/ Suwidha Operator should 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.</li> <li>x. This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.</li> <li>xi. The Authorized CSC/ Suwidha Operator should then prepare application case file, containing the supporting documents (attested copy) submitted by applicant &amp; should dispatch or deliver, every day to the concerned office as indicated by the e-District application.</li> <li>xii. Reader to DC will receive the Application case files.</li> <li>xiii. These application case files should be made available to the DC as and when required and otherwise should be securely stored in the relevant record room.</li> </ul>	<p>available on the e-District Application and fill in the required details.</p> <ul style="list-style-type: none"> <li>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.</li> <li>iv. Applicant will take a print of the acknowledgment receipt generated by the e-District application after submitting the service request.</li> <li>v. The Applicant will send the copy of supporting documents, if any to the concerned office through post</li> </ul>
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**Supporting Documents**

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

<b>Mandatory document</b>		<b>Optional document</b>
Self Declaration		Power of Attorney
Date of Birth Proof		Any Other Attachment
Ration Card1/Voter Card		

## **2. Process of issuance of Marriageability Certificate**

All Government officers, directly or indirectly accountable for processing of service request for issuance of Marriageability Certificate will have log in ID and Password for discharging their responsibility. The procedure for application and processing Registration of Marriage under Special Marriage Act service will be as follows.

- i. Once the issuance of Marriageability Certificate request has been registered the e district application would forward the application to Reader to D.C. for action purpose.
- ii. Reader to D.C. 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 whether the request is ok for processing or not.
  - a. If the supporting documents are not sufficient as per the requirement, he enters the remarks and sends back the file to Suwidha for Updation of documents by Applicant. Otherwise
  - b. If the supporting documents are ok, he generates the required notices and verification letters and sends them to concerned authorities.
- iii. Reader to D.C. receives verification reports & newspaper cutting and uploads the same into e-District application (eDA) for that particular service request. He forwards the service request to ADC or AC (G).
- iv. ADC or AC (G) will log into his/her account daily, and receives the service requests. He examines the complete application details including verification reports and remarks of the reader. He updates his remarks in the application and sends to DC for final approval/ rejection.
- v. D.C. will log into his/her account daily, and receives the service requests. He examines the complete application details including verification reports and remarks of the reader. Based on which he takes the following action.
  - a. If he is satisfied, he approves the service request using digital signature otherwise.
  - b. He rejects the service request using digital signature and update his remarks.

***\*During all the steps mentioned above, the Reader, AC(G), ADC & DC will have an access to various other electronic databases which they could refer to verify the credentials of the applicant.***

## **3. Process for delivery of Marriageability Certificate**

- i. To receive the Marriageability Certificate the applicant should visit any of the CSCs/ Suwidha center and provide the Acknowledgement receipt carrying the acknowledgement number.
- ii. The Authorized CSC/ Suwidha Operator should 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.

#### 4. Service Level for issuance of Marriageability Certificate

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.

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 reader to DC		Day 0
4.	Reader to DC receives & reviews application	3 day	3 <sup>rd</sup> day
5.	Reader to DC prints notice content & verification letter.		
6.	Reader to DC waits for any objection against the published notice for 30 days from the date of publication. And verification report from concerned offices.	30 days	33 <sup>rd</sup> day
7.	Reader to DC uploads verification report, newspaper publication & schedule interview date.	2 day	35 <sup>th</sup> Day
8.	AC(G) / ADC reviews the application & update remarks	2 day	37 <sup>th</sup> day
9.	DC approves/Rejects the service request	3 days	40 <sup>th</sup> day

#### 5. MIS format for monitoring of issuance of Marriageability Certificate

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.

S.No	Activity	Activity Owner	Service Level	L1	
				Designation	Time
1.	Checking; reviewing & updating the application, Sending verification letters & notice for publication	Reader to DC	3 <sup>rd</sup> day	DC	-
2.	Updation of verification report & newspaper cuttings	Reader to DC	33 <sup>rd</sup> day	DC	-
3.	Final Approval/ Rejection by DC	DC	40 <sup>th</sup>	-	-