Registration of Marriage under Hindu Marriage Act 1955

The purpose of this Government Order is to ensure that the defined process of service delivery for the Registration of Marriage under Hindu Marriage Act 1955 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 Registration of Marriage under Hindu Marriage Act 1955**

    The request related to Registration of Marriage under Hindu Marriage Act 1955 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:

Application at Common Service Center/ Suwidha centers	Application through Internet
Request for Registration of Marriage under Hindu Marriage Act 1955 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: i. The Applicant will submit his request for Registration of Marriage under Hindu Marriage Act 1955 to the Authorized CSC/ Suwidha operator 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 Authorized Operator using any government issued ID Proof. iii. The Authorized CSC/ Suwidha Operator will login into the e-District Application using his User ID, Password and Biometric identification. iv. The Authorized CSC/ Suwidha Operator after receiving the request will fill up the form with the details provided by the Applicant. v. The Authorized CSC/ Suwidha Operator should scan (from original document) any supporting document provided by the Applicant and attach the same with the form.	Any citizen will be able to apply for Registration of Marriage under Hindu Marriage Act 1955 through internet. The systematic procedure for applying through internet will be as follows: 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. ii. The Applicant will login into the e-District Application using his User ID and Password & will select and open the Registration of Marriage under Hindu Marriage Act 1955 Application form available on the e-District

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.

vii. 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 CSC/ Suwidha Operator.

viii. The Authorized CSC/ Suwidha Operator should 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.

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.

x. This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.

xi. The Authorized CSC/ Suwidha Operator 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.

xii. Dealing clerk in the office of Tehsildar will receive the Application case files.

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.

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.

v. The Applicant will send the copy of supporting documents, if any to the concerned office through post

Supporting Documents

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

Mandatory document		Optional document
Bridegroom's photograph	Bride's Identity	Family witness
Bride's photograph	Marriage photos	Declaration
Bridegroom's Date of Birth Proof	Applicant's Signature	Marriage card
Bride's Date of Birth Proof	Self Declaration	Certificate from Gurudwara
Bridegroom's Residence Proof	Statement Form	Divorce deed
Bride's Residence Proof		Bride's Father/Mother/Guardian's ID Proof

	Bridegroom's Identity		BrideGroom's Father/Mother/Guardian's ID Proof	
			Any Other Attachment	

2. Process of Registration of Marriage under Hindu Marriage Act 1955

All Government officers, directly or indirectly accountable for processing of service request for Registration of Marriage under Hindu Act 1955 will have log in ID and Password for discharging their responsibility. The procedure for application and processing Registration of Marriage under Hindu Act 1955 service will be as follows.

i.   Once the Registration of Marriage under Hindu Act 1955 request has been registered the e district application would forward the application to Dealing clerk in Tehsildar office for action purpose.

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 whether the request is ok for processing or not.

      a.   If the supporting documents are not sufficient as per the requirement, dealing clerk enters his remarks and send back the file to Suwidha/ CSC for document Updation by Applicant. Otherwise

      b.   If the supporting documents are ok, dealing clerk enters remarks and forwards the request to Tehsildar for further action.

iii.   Tehsildar logs into the e-District application on a regular basis and check all the pending service requests for Registration of Marriage under Hindu Act 1955. He should examine the complete application details and the remarks of Dealing Clerk, based on which he further processes the service request.

      a.   If he is satisfied, he approves the service request using digital signature.

      b.   Otherwise, if he is dissatisfied

           o   He may send it back to dealing clerk with remarks. Or

           o   He may reject the service request using digital signature. In this case he must enter rejection remarks.

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During all the steps mentioned above, the dealing clerk & Tehsildar 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 Marriage Certificate**

   i. After the approval of Tehsildar, Dealing Clerk takes print out of the digitally signed marriage certificate.

   ii. Applicant & the witnesses sign the certificate before Tehsildar

   iii. Tehsildar sends the certificate to e-District cell.

   iv. Applicant visits e-District cell and shows the acknowledgement receipt carrying service request number.

   v. Operator at e-District cell receives acknowledgement receipt and delivers the certificate to Applicant.

4. **Service Level for Registration of Marriage under Hindu Marriage Act 1955**

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.	Dealing clerk receives & reviews application.	1 day	1st day
5.	Tehsildar approves/ rejects service request.	1 day	2nd day

5. **MIS format for monitoring of Registration of Marriage under Hindu Marriage Act 1955**

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		L2	
				Designation	Time	Designation	Time
1.	Checking; reviewing & updating the application	Dealing clerk	1st day	Tehsildar	2 day	SDM	2 days
2.	Final Approval/ Rejection by DC	Tehsildar	2ND DAY	SDM	2 days	--	--