

**GOVERNMENT ORDER**

**Registration of Marriage under Special Marriage Act**

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

The request related to Registration of Marriage under Special Marriage Act 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 Registration of Marriage under Special Marriage Act 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> <ul style="list-style-type: none"><li>i. The Applicant will submit his request for Registration of Marriage under Special Marriage Act 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></ul>	<p>Any citizen will be able to apply for Registration of Marriage under Special Marriage Act through internet. The systematic procedure for applying through internet will be as follows:</p> <ul 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 Registration of</li></ul>

<ul style="list-style-type: none"> <li>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.</li> <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>Marriage under Special Marriage Act Application form 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 documents</b>		<b>Optional documents</b>
Bride and Grooms group photo	SSP Verification Letter Page1	Bridegroom's Passport
Bride's Photo	SDM Verification Letter Page1	Bride's Passport
Bridegroom's photograph	Newspaper Cutting English	Marriage card
Bridegroom Bride Joint Photo	Newspaper Cutting Punjabi	Marriage place certificate

	Bridegroom's Birth / Matric Certificate	Declaration	Certificate from Gurudwara Mandir	
	Bride's Birth / Matric Certificate	Ration Card/ Voter Card	Any Other Attachment	
	Bridegroom's Residence Proof	Bride's Residence Proof		

## 2. Process of Registration of Marriage under Special Marriage Act

All Government officers, directly or indirectly accountable for processing of service request for Registration of Marriage under Special Marriage Act 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 Registration of Marriage under Special Marriage Act 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 send 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 then takes time from D.C. for interview of the applicants and update the same in eDA for information of applicant. He then forwards the service request to D.C. for further action.
- iv. 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. He interviews the applicants & witnesses and 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 Reade & 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 Marriage Registration Certificate under Special Marriage Act

- i. After the approval of D.C. reader to D.C. takes print out of the digitally signed Registration of marriage certificate.

- ii. Applicant & the witnesses sign the certificate before D.C.
- iii. Reader to D.C. 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 Special Marriage Act

Service levels for all the intermediate process activities have been clearly defined and it is preferable for all the concerned process actors to observe service levels defined as per Annexure- C for the service of Registration of Marriage under Special Marriage Act. However these service levels are for internal reference of the department and can not 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.	Applicant appears for interview before DC	10 days	45 <sup>th</sup> day
9.	DC approves/Rejects the service request		
10.	Reader to DC prints the certificate		
11.	Applicant & witnesses signs the certificate		

12.	Applicant receives the final certificate		
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### 5. MIS format for monitoring of Registration of Marriage under Special Marriage Act System

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		L3	
				Designation	Time	Designation	Time	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	35 <sup>th</sup> day	DC	-	-	-	-	-
3.	Final Approval/ Rejection by DC	DC	45 <sup>th</sup> day	-	-	-	-	-	-