

**GOVERNMENT OF ASSAM
INFORMATION TECHNOLOGY DEPARTMENT
ASSAM SECRETARIAT, BLOCK - C, 2nd FLOOR
DISPUR, GUWAHATI - 781 006**

NOTIFICATION

No.: IT.155 / 2009 / 334

Dated Dispur, the 24th April, 2015

Subject: Notification on User Charges and other Charges for delivery of G2C services electronically under the State wide roll out of the e-District Project in Assam.

In order to provide transparent, time-bound and affordable Government to Citizen (G2C) Services to the citizens through the Arunodoy Common Services Centre (CSCs) and Public Facilitation Centres (PFCs) being set up in Assam under the National e-Governance Plan (NeGP), the Governor of Assam is pleased to notify the user charges, service delivery timelines, documents required and approving authorities for district level delivery of various Government to Citizen (G2C) services under the e-district project in the manner laid down as under.

This notification supersedes the earlier Notification No.: IT/89/2006/414 published on 4th August 2009,

PREAMBLE:

In order to improve the Public Service Delivery System, the Government of Assam has created necessary institutional framework and enacted "The Assam Right to Public Service Act, 2012". Under the Act as on date around 55 services have been notified by various departments which are to be delivered to the public within the stipulated time frame.

The Government of Assam is also implementing the National e-Governance Plan (NeGP) of Government of India. The main objective of NeGP is to deliver the public services electronically in an efficient, transparent and reliable manner to the citizen through common services centers at their locality or through other available access channels.

As part of the NeGP, the State Government is implementing various core infrastructure projects namely (i) Assam State Wide Area Network (ASWAN), (ii) Common Services Centres (CSCs), (iii) State Data Centres (SDCs), (iv) State Portal & State Services Delivery Gateway (SP & SSDG) etc. including capacity building.

The e-district project, is one of the Mission Mode Project under NeGP, initiated by Department of Electronics & Information Technology, Government of India. The project envisages delivery of the various G2C services at the various level of the District Administration electronically to the citizen through Common Services Centers and Public Facilitation Centres. The state wide roll out of the e-district project is in an advanced stage of implementation.

Applications for the notified services can be submitted either at the CSC or at the PFC as per the convenience of the citizen. The CSC or PFC operator shall be responsible for transmitting the application along with the required documents to the concerned competent government office and deliver the service to the citizen at the CSC or PFC itself.

1. **DEFINITIONS;**

- (i) **NeGP** means National e-Governance Plan, a programme of the Department of Electronics & Information Technology, Government of India, New Delhi.
- (ii) **SDA** means the State Designated Agency appointed by the State Government, which for Assam is the Assam Electronics Development Corporation Ltd. (AMTRON).

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- (iii) **SCA** means the Service Centre Agency, selected by the Government of Assam, for execution of the CSC scheme in PPP (Public Private Partnership) model for implementation of the project in Assam.

There are two agencies currently managing the operation of CSC through VLEs, and these are M/s SREI Infrastructure Finance Ltd, and AMTRON. The SCA wise distribution of the Districts is as below:-

- (i) AMTRON covering districts viz. Cachar, Hailakandi, Kamrup, Kamrup (Metro), Karbi Anglong, Karimganj, Morigaon, Nagaon and Dima Hasao.
- (ii) M/s SREI Infrastructure Finance Ltd. covering districts viz. Baksa, Barpeta, Bongaigaon, Chirang, Darrang, Dhemaji, Dibrugarh, Dhubri, Goalpara, Golaghat, Jorhat, Kokrajhar, Lakhimpur, Nalbari, Sivasagar, Sonitpur, Tinsukia & Udalguri.
- (iv) **CSC** means Arunodoy Common Services Centre set up in Assam under NeGP.
- (v) **VLE** means Village Level Entrepreneur duly appointed by the SCA to run a particular CSC or CSC operator
- (vi) **G2C** means any Government to Citizen Service as defined in Clause 2 and Clause 4(ii) of this Notification.
- (vii) **SLA** means Service Level Agreement which requires to be signed between the SCA and the concerned Department for which the SCA / CSC may collect Govt. fee or charges.
- (viii) **PFC** means Public Facilitation Centres set up at all the District Headquarters, SDOs and Circle Offices (CO).
- (ix) **DeGS** means District e-Governance Society setup in all the districts.
- (x) **"Right to Public Service Act"** means Assam Right to Public Service Act 2013
- (xi) **"IT Act"** means IT Act 2000 and subsequent amendment in 2008.

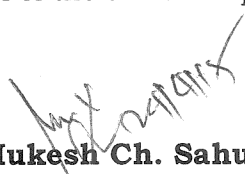
2. **G2C Services, Timelines & Charges for Delivery of G2C Services through CSCs/PFCs:**

- (i) The list of G2C services, maximum service delivery timelines & charges for delivery of G2C Services through CSCs/PFCs is as per the Annexure – I of this Notification. The services will be made available to the citizens in electronic mode.
- (ii) The charges shown in Annexure – I are in addition to any taxes, levies, fees or departmental charges which are otherwise required to be deposited in the Treasury/ Government exchequer.
- (iii) The timelines shown in Annexure – I are maximum time that may be taken for delivery of the service.
- (iv) The Information Technology Department may revise and/or update the Annexure – I from time to time.
- (v) For the G2C Services, the user charges and timelines shall be applicable to every district in the State uniformly.
- (vi) The user charge receipt collected by the CSCs/PFCs through the delivery of the G2C services will be shared as per the following table.

Delivery Channel	VLE	DeGS	SCA
CSC	62.5%	7.5%	30%
PFC	0%	100%	0%

- (vii) The SCA shall ensure that every VLE prominently displays the Annexure – I in the CSC premises for the benefit of the citizens as well as in their respective portals.

- (viii) The Deputy Commissioners, SDOs (Civil) and Circle Officers shall ensure that the Annexure- I is displayed prominently in the Public Facilitation Centre of their respective offices for the benefit of the citizens.
- (ix) The additional charges (Printing and Scanning) for availing the services through PFCs / CSCs is fixed as per Annexure - II.
- (x) The user charge rates notified shall be applicable until further orders and may be revised from time to time by the IT Department, Government of Assam.
3. **Manner and Procedure of the Electronic Delivery of the G2C Services:**
- (i) A citizen can file an application for any of the G2C services as per Annexure - I in the nearest CSC/PFC of his/her district along with all the requisite documents mentioned in the Annexure - I and pay the requisite fee/user charges as shown thereunder. A citizen should also pay the additional fees (Printing and Scanning charges of relevant documents) through PFCs/ CSCs as per Annexure - II.
- (ii) The VLE/PFC operator shall log into State Portal i.e. www.assam.gov.in for which they have to register themselves in the State Portal.
- (iii) The VLE/PFC Operator shall be responsible for assisting the citizen and transmitting the application along with the required documents to the concerned Government office as per the Annexure - I.
- (iv) The CSCs/PFCs shall also be responsible for delivery of the Service in form of certificates/permissions etc. to the citizen at the concerned CSC/PFC where the citizen deposited the application.
- (v) The CSC/PFC operators shall be responsible for submission of the filled up application forms and supporting documents (physical copies) to the concerned DC/SDO (Civil)/Circle office delivering the service. The application forms and supporting documents (physical copies) will be stored in those concerned offices for future reference, retrieval and needful action. The Digitally signed certificates will be provided to the citizens.
4. **Deposit and sharing of the Govt. Fees and user Charges by the CSC/ SCA:**
- (i) In case any of the G2C Services requires deposit of any Government fee/user charges, the same shall also be collected by the VLE from the citizen.
- (ii) Deposit and sharing of the user charges and other terms and conditions of the said G2C Service shall be done as per the direction of IT Department.
5. **Deposit of Govt. Fees and Charges by the PFC:**
- (i) In case any of the G2C Services requires deposit of any Government fee/ user charges, the same shall also be collected by the PFC from the citizen.
- (ii) The amount collected through the PFCs will be submitted to the respective DeGS.
- (iii) DeGS shall submit the Management Information System (MIS) of revenue collected to the IT Department at regular interval
6. **Date of Taking Effect of the Rates etc.:** The Rates etc. mentioned in Annexure - I shall be applicable from the date of launch of the e-District project in Assam and shall remain in force until further orders.



(Mukesh Ch. Sahu, IAS)

Commissioner Secretary to the Government of Assam,
Information Technology Department

Copy forwarded for information and necessary action to:

1. The Additional Chief Secretary to Chief Minister, Assam, Dispur, Guwahati.
2. The Commissioner & Secretary to the Governor of Assam, Guwahati.
3. All Principal Secretaries, Assam, Dispur.
4. The Principal Secretary, Assam Legislative Assembly, Dispur.
5. All P.S. to Ministers, Assam, Dispur, Guwahati-6.
6. All P.S. to Parliamentary Secretaries, Assam, Dispur, Guwahati-6.
7. S.O. to Chief Secretary, Assam.
8. All P.S. to Addl. Chief Secretaries, Assam.
9. All Commissioner & Secretaries / Secretaries, Assam, Dispur.
10. Press Adviser to Chief Minister, Assam.
11. Director General of Police, Assam, Ulubari, Guwahati-7.
12. Registrar General, Gauhati High Court, Guwahati-1.
13. The Secretary, Assam Public Service Commission, Khanapara, Guwahati-22.
14. The Agriculture Production Commissioner, Assam, Guwahati-6.
15. The Chairman, Assam Administrative Tribunal, Guwahati.
16. The Chairman, Assam Board of Revenue, Guwahati.
17. The Secretary, O/O the Upa-Lokayukta, Assam, Shaktigarh Road, Bhangagarh, Guwahati (Opposite Sohum Emporio).
18. The Secretary, State Information Commission, Housefed Complex, Dispur.
19. The Secretary, State Election Commission, Dispur, Guwahati-6.
20. The Secretary, SEBA, Bamunimaidan, Guwahati-21.
21. The Secretary, AHSEC, Bamunimaidan, Guwahati-21.
22. All Departments of Assam Secretariat, Dispur, Guwahati-6.
23. All Heads of Department, Guwahati.
24. All Principal Secretaries of Autonomous Councils.
25. All Deputy Commissioners / Sub-Divisional Officers / Circle Officers.
26. Director, Information & Public Relations, Assam, Dispur.

By Order etc.


Deputy Secretary to the Government of Assam,
Information Technology Department

ANNEXURE - I

Timelines and Charges for Delivery of G2C Services through CSCs/PFCs

Sl. No.	Citizen Services	Office in which processed	Document required	Days within which services will be delivered	Rate applicable (in Rs.) (to be paid to VLEs for G2C services through CSCs/PFCs)	Level of security required (none/password/biometric/digital signature)
01	Permanent Resident Certificate	DC,SDO,CO	As per ARTPS : (xii) Two copies of passport size photographs. (xiii) Records of Immovable property if any, with up-to-date Land Revenue Paid Slip. (xiv) Copy of Indian Passport or (xv) Certified copy of NRC 1951 (xvi) Certified copy of the voters list to check the linkage. (xvii) Copy of the PRC of any member of the family of the applicant stating relationship, if any. (xviii) Copy of the Birth Certificate issued by competent authority. (xix) Copy of HSLC Certificate/Admit Card. (xx) Employment Certificate issued by the employer showing joining in present place of posting, if any. (xxi) Documents related to parents and forefathers having continuously resided in Assam for a minimum period of 50 years or (xxii) Documents related to guardian having continuously resided in Assam for a minimum period of 20 years.	14 days	Rs. 30/-	Biometric and Digital Signature and password
02	Non Creamy layer Certificate	DC,SDO,CO	As per ARTPS : 1. Permanent resident certificate or any other proof of residency. 2. OBC/MOBC certificate issued by competent authority.	30 Days	Rs. 30/-	Biometric and Digital Signature and password

			3. Income certificate of parents from the Circle Officer if they are agriculturists/ Income certificate from controlling authority/ Treasury Officer if retired salaried persons.			
03	Next of Kin Certificate	DC,SDO,CO	As per ARTPS : 27. Death Certificate of the deceased person. 28. Valid documents showing relationship with the deceased person 29. Self Declaration Affidavit.	Maximum of 30 days	Rs. 30/-	Biometric and Digital Signature and password
04	Permission for Delayed Birth	DC,SDO,CO	As per Pilot Project : 1. Doctor Certificate. 2. Affidavit. 3. All supporting documents.	7 working days	Rs. 30/-	Biometric and Digital Signature and password
05	Permission for Delayed Death	DC,SDO,CO	As per Pilot Project : 1. Doctor Certificate. 2. Affidavit. 3. All supporting documents.	7 working days	Rs. 30/-	Biometric and Digital Signature and password

ANNEXURE - II

Additional Charges for Delivery of G2C Services through CSCs/PFCs

1. Additional Printing Charges - Rs. 10/- Page*
2. Additional Scanning Charges - Rs. 5/- Page*

*Note:

- a) Additional Printing/Scanning charges will be retained in total by the VLE in case service is rendered through CSC.
- b) Additional Printing/Scanning charges will be retained by the DeGS in total in case service is rendered through PFC.