

F.No.19(5)/DIT/E-DIST/2013/Vol-III/ 6519-92
GOVERNMENT OF TRIPURA
DEPARTMENT OF INDUSTRIES & COMMERCE
(INFORMATION TECHNOLOGY)

Dated, Agartala, the 31st March, 2015

NOTIFICATION

In persuasion to the state wide roll out of the e-District Mission Mode Project in Tripura which is under the National e-Governance Plan (NeGP), 21(twenty one) services have been identified to be delivered under the Project. The notification is issued to ensure that the defined process of service delivery for the services offered through e-District Mission Mode Project is followed. This would facilitate the electronic delivery of the service through the instructions and guidelines as described in this Government order. Important components of service delivery process are listed below:-

1. Modes of Application

a. Application at Govt. Offices

The citizen can visit the Govt. offices for applying for the services along with all the necessary supporting documents.

b. Application through internet

The applicant may also visit the e-District portal on the internet. The portal would facilitate online submission of applications. The service application would be routed to the appropriate authority by the software for necessary processing.

2. Supporting Documents

Citizen will bring in all the required Documents in original for scanning purpose at the Govt. Offices. In online mode, citizen will do necessary scanning from originals.

3. Process for delivery of Service

- i. After service request is completed and is saved into the Database, the applicant gets a notification through SMS/email. It is hereby notified that all certificates would be digitally signed by the Decision taking authority before disbursement. The digitally signed certificate would be disbursed in the following modes :

a. **Through Govt. Offices**

Applicant will visit any Govt. office with the original acknowledgement receipt carrying service request number. The Authorized Operator at Govt. office will log into e-District application and retrieves the Digitally Signed certificate or service document, print it and hand it over to the applicant and update the status as delivered in e-District application and if application is rejected he will be informed on reason of rejection.

b. **Through Online Mode**

Citizen will log-in to the e-District Application with his registered user-id and password. Citizen will take print out of the Digitally Signed certificate or service document and if application was rejected he gets the reason of rejection.

4. General conditions

- i. It is hereby informed that all the services to be delivered under e-District project will be in compliance to "The Tripura Information Technology (Electronic Service Delivery) Rules, 2015".
 - ii. It is hereby informed that all such service requests shall be electronically forwarded to all concerned.
 - iii. For all legal purposes, the validity of a digital signature shall be on par with a manual signature. It shall be the responsibility of the officer with his digital signature to safeguard it from misuse.
 - iv. All departments should accept validity of a secure, digitally signed database as an authentic and trustable source for verification.
 - v. The authenticity of a printed copy of a Digitally Signed certificate can be established at e-District online portal through a unique application ID.
5. List of services to be delivered under e-District project is given at *Annexure I*. In case of Govt. offices, existing charges will be collected and will be deposited to the Government Exchequer through appropriate Treasury Challan. In case of Online mode, existing charges to be collected under e-District project will be collected online through Payment Gateway system and will be deposited to the Government Exchequer through appropriate Treasury Challan.

6. This notification will be in force from the date of launching of the services under e-District project. Concerned departments will issue necessary Government Orders indicating service levels for the services to be delivered under e-District project.

By order of the Governor,



31/3/15

(Puneet Agarwal)

Secretary to the
Government of Tripura

To:-

1. The Secretary to the Governor of Tripura for kind information of H.E. Governor.
2. The Principal Secretary to the Chief Minister, Tripura for kind information of the Hon'ble Chief Minister.
3. The PS to all the Ministers, Govt. of Tripura for kind information of the Hon'ble Minister.
4. The PPS to the Chief Secretary, Govt. of Tripura for kind information of the Chief Secretary.
5. All the Principal Secretary/Secretary, Govt. of Tripura
6. The Director of _____, Govt. of Tripura for information.
7. All the DM & Collectors.
8. The SIO, NIC, Tripura State Unit, Govt. of India.


31/3/15

(Puneet Agarwal)

Secretary to the
Government of Tripura

List of Services to be delivered under e-District

| Sl. No. | Service | Department |
|---------|--------------------------------------------------|------------------------------|
| 1 | Permanent Resident of Tripura Certificate (PRTC) | Revenue Department |
| 2 | Marriage Certificate | |
| 3 | Income Certificate | |
| 4 | Survival Certificate | |
| 5 | Land Valuation Certificate | |
| 6 | Distance Certificate | |
| 7 | Application and Disposal of Revenue Court Cases | |
| 8 | Right to Information | DM office |
| 9 | Grievance | |
| 10 | Character Antecedent Verification | |
| 11 | ST Certificate | Tribal Welfare Department |
| 12 | SC Certificate | SC Welfare Department |
| 13 | OBC Certificate – State | OBC Welfare Department |
| 14 | OBC Certificate – Central | |
| 15 | Issuance of License for Small Saving Agents | Directorate of small savings |
| 16 | Food Stuff License | Food Department |
| 17 | Issuance of Pattas under Forest Rights Act | Tribal Welfare department |
| 18 | Disability Certificate | SRC |
| 19 | Scholarships (Dress Grant for Muslim Minority) | School Education department |
| 20 | Unmarried Daughter Pension | Directorate Social Welfare |
| 21 | Gun License Renewal | Home Department |

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31/3/15