

GOVERNMENT ORDER

BIRTH/ DEATH CERTIFICATES

Introduction

e-District project envisages integrated and seamless delivery of citizen services by district administration through automation of workflow, backend computerization and data digitization across key departments such as Revenue, Home, Food & civil supplies, Agriculture, Health, Social Security etc for providing services to the citizens. This project is of paramount importance to the State as it would help in creating an electronic workflow system for the district administration and help in providing efficient individual departmental services through Common Service Centers (CSCs) which would be the primary front end channels as envisaged in the project.

The purpose of this Government Order is to ensure that the defined process of service delivery for Birth/Death certificates 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 following services of Health and Family Welfare department are currently being covered under the project.

- A. Issuance of Birth/ Death/ Not availability certificates (NAC).
- B. Addition of Name of Child in Birth certificates
- C. Corrections in Birth/ Death certificates
- D. Delayed registration of Birth/ Death events

The important components of service delivery process is being listed below –

1. Process for Registering service request for Issuance of Birth/ Death Certificate:

The request related to issuance of Birth/ Death certificate can be accepted at the Suwidha centers or Gram Suwidha Kendra's (GSK) or any other arrangement made by Government for accepting the request, without discretion of any kind. Gram Suwidha Kendra(GSK) are being established under CSC scheme of Government of India. Under this scheme 2112, Gram Suwidha Kendra (GSK) under NeGP will be set up in state of Punjab. 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 Suwidha centers/Gram Suwidha Kendra	Application through Internet
<p>Request for Birth/ Death/ Non Availability certificate related service from citizen should be acceptable in electronic form through any of the Suwidha center/GSK. The systematic procedure for applying at a Suwidha center/GSK will be as follows:</p> <ul style="list-style-type: none">i. The Applicant will submit his request for a Birth/ Death/ Non Availability Certificate to the Suwidha operator/Authorised GSK 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 Suwidha operator/Authorised GSK will login into the e-District Application using his User ID, Password and Biometric identification.iv. The Suwidha operator/Authorised GSK after receiving the request will fill up the form with the details provided by the Applicant.v. The Suwidha operator/Authorised GSK shall scan any supporting document (Original copy) provided by the Applicant and attach the same with the form.	<p>Any citizen will be able to apply for Birth/Death/Non Availability certificate related service through internet. The systematic procedure for applying through internet will be as follows:</p> <ul style="list-style-type: none">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 Birth/ Death Certificate Application

<ul style="list-style-type: none"> vi. The Suwidha operator/Authorised GSK shall 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 GSK/ Suwidha Operator. viii. The Suwidha operator/Authorised GSK shall 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 Suwidha operator/Authorised GSK shall 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 Suwidha operator/Authorised GSK shall then prepare application case file, containing the supporting documents submitted (Attested copy) by applicant & should dispatch or deliver, every day to the concerned office as indicated by the e-District application. xii. An authorized official at the CMO/EOMC/SMO/Block PHC office will receive the Application case files on behalf of the CMO/ EOMC/SMO/Block PHC. xiii. These application case files should be made available to the CMO/ EOMC/SMO/Block PHC as and when required and otherwise should be securely stored in the relevant record room. 	<ul style="list-style-type: none"> form available on the e-District 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 provide original copy of the following documents to the Suwidha center/Authorised GSK and needs to submit attested copy of the same. .

Addition of name of Child in Birth Certificate

1. Addition of name in Birth Certificate

I. Mandatory Documents

- i. Application cum self-declaration from parent or guardian
- ii. Birth Certificate in original/ photocopy
- iii. School certificate or passport or driving license or any other document on which date of birth and name is mentioned (Attested copy) or self-declaration for child less than 5 year
- iv. Fees: Less than one year = Free and More than one year = Rs 10

2. Corrections in Birth Certificate

I. Mandatory Documents

- i. Application
- ii. Self Declaration (Describe the reason of correction) under state rule 11
- iii. Witnesses of two credible persons like Sarpanch/ Panch/ Municipal Councilor/ MLA/ MP or Gazetted Officer under state rule 11.
- iv. Birth Certificate in original/photocopy.
- v. Report of hospital/Nursing home in case of institutional delivery.
- vi. School certificate of child/Father/Mother in case of correction in their name.

- vii. Voter Card or Ration Card for proof of residence and relationship.

II. Optional Documents

- i. Copy of Bank Passbook
- ii. Copy of Passport
- iii. Copy of Driving License
- iv. Birth/School Certificate of other children (If any)

3. Corrections in Death Certificate –

I. Mandatory Documents

- i. Application
- ii. Death Certificate in original/photocopy
- iii. Self-Declaration (Describe the reason of correction)
- iv. Witnesses of two credible persons like Sarpanch/ Panch/ Municipal Councilor/ MLA/ MP or Gazetted Officer under state rule 11.
- v. School certificate of deceased.
- vi. Voter Card or Ration Card for proof of residence and relationship.
- vii. Copy of post mortem report and FIR in accidental/ suicide/ murder cases.

II. Optional Documents

- i. Copy of report of cremation ground or immersion of ashes or Bhog da card or antim ardas
- ii. Copy of Property papers or insurance policy.
- iii. Copy of Passport or Bank passbook.

4. Late Registration of Birth / death events – Within one year

I. Mandatory Documents

- i. Application
- ii. Affidavit attested by Magistrate or Notary Public.
- iii. Information form (in duplicate) No. 1 for Birth and No. 2 for death.
- iv. Proof of birth like hospital/ nursing home report or immunization card etc (In Case of Birth).
- v. Proof of death like hospital/ nursing home report or immersion of ashes or post mortem and FIR or cremation ground report or Antim Ardas/ Bhog da Card (In Case of Death).
- vi. Report of Registrar that Birth/Death event is not registered.

5. Late Registration of Birth / death events – After one year

I. Mandatory Documents

- i. Application
- ii. Self-declaration (As per Prescribed format).
- iii. Information form (in duplicate) No. 1 for Birth and No. 2 for death
- iv. In case of birth - proof of birth like hospital/ nursing home report in case of institutional births and copy of school certificate or passport or immunization card or driving license in case of domiciliary birth or any other proof which shows date and place of birth.
- v. Witnesses of two credible persons like Sarpanch/ Panch/ Municipal Councilor/ MLA/ MP or Gazetted Officer under state rule 11.
- vi. In case of death – proof of death like hospital/ nursing home report in case of institutional death and copy of postmortem and FIR report in case of accidental/ suicide/ murder cases and report of immersion of ashes or cremation ground report or Antim Ardas/ Bhog da Card in other cases or any other proof which shows place of death, date of death and name of deceased.
- vii. Voter card or Ration card for proof of residence
- viii. Non – availability certificate pertaining to the year of occurrence of event.

II. Optional Documents

- i. Copy of birth/school certificate of brothers/sisters of child.
- ii. In case of doubt, non-availability certificate prior to year of occurrence and after the year of occurrence can be obtained from concerned registrar.

--	--	--

2. Data entry of Birth/ Death

a. Urban Area

In the urban areas falling under respective local bodies (Municipal committee/ corporation etc.) the information of any Birth or Death (happened at Home/ Hospital or any other place) will be received by the concerned computer clerk at the EOMC office. It is the duty of the concerned computer clerk to enter that information in the e-District application using suitable data entry module. He is also required to attach the scanned copy of the Birth/ Death information form while entering a particular record in the e-District application. Upon entry of the information in the e-District application a registration number will be generated by the e-District application.

b. Rural Area

In rural areas it is the duty of the concerned ANM to collect the information regarding Birth or Death (through ASHA worker, Chaukidaar of the village or Head of the Family) and keep with her. She updates the details in her register and assigns registration number manually. ANM has to visit the SMO office on monthly basis and update the records in the database.

3. Process of various services related to issuance of Birth/ Death/ Non Availability Certificate

a. Process of issuance of Birth/ Death certificate

All Government officers, directly or indirectly accountable for processing of Birth/ Death/ Non Availability certificate request will have log in ID and Password for discharging their responsibility. The procedure for application and processing Birth/ Death certificate service will be as follows.

➤ **Case A : Urban Areas**

- I. Once the Birth/Death certificate service request has been registered by the dealing clerk, he will examine the complete application details and do the following:
 - a. If previously issued DSN (Document Serial Number) is provided with application request, they will query the database for application details through DSN.
 - b. If DSN is not provided and the application lies within the data digitized range, they queries & verifies the application details from database.
 - c. Else Dealing clerk verifies the details from the physical records. If the record found then he enter the details in the application, put his remarks & forwards the application to EOMC.
- II. EOMC logs into account and checks the application details & remarks of dealing clerk. He takes the following action.
 - a. If he is satisfied, he will finally approve the application using digital signature and approved certificate will go to the Suwidha account for issuance of multiple copies.
 - b. If he is not satisfied he will reject the request giving his rejection remarks. In case record is not found to be registered then NAC(Non-availability certificate) will be issued.
- III. e-District application is updated upon action of the EOMC.

Scenario 1: First copy

Scenario 1.1: Delivery of First certificate by EOMC office

For the current year record, first copy of the certificate will be issued free of cost to the citizen by EOMC office.

Scenario 1.2: Delivery of First certificate by District /Sub Division Hospital.

For the current year record, first copy of the certificate will be issued manually by District/Sub district hospital and the same record is updated in EDA (eDistrict Application) on monthly basis.

Scenario 2: Delivery of Multiple copies

- i. For multiple copies, applicant should visit the Suwidha Center.
- ii. Suwidha Center operator receives the service request and fetches the approved digitally signed certificate from the database.
- iii. Applicant pays the requisite fees.
- iv. Suwidha Center operator put hologram on each certificate and print the required number of certificates

➤ **Case B : Rural Areas (within Current Year)**

Scenario 1: Delivery of First certificate by ANM

ANM will issue the first copy to the citizen free of cost manually and the same record is updated in EDA on monthly basis.

Scenario 2: Delivery of First certificate by SMO/PHC/CHC

The concerned Medical Officer (MO) will issue the first copy of the certificate to the citizen free of cost manually and the same record is updated in EDA on monthly basis.

Scenario 3: Delivery of Multiple copies (Within Current year)

- I. Once the Birth/Death certificate service request has been registered, the e-district application would forward the application to concerned Dealing Clerk SMO office.
- II. Dealing clerk SMO logs into his/her account daily, and receive the service requests. He will examine the complete application details and update his remarks. He takes the following action.
 - a. If he is satisfied, he forwards the application to SMO for further action
 - b. If the data is not found, he sends hard copy of noting for physical verification of applicant details to Primary health center (ANM/ Block PHC/ CHC/CMO/Any other registrar).
 - Primary health center sends the verification report to Dealing clerk, SMO through post.
 - Dealing clerk receives the verification report, logs onto the account, adds remarks and marks it to SMO for further action.
- III. SMO logs into account and checks the application details & remarks of dealing clerk. He takes the following action.
 - a. If he is satisfied, he will finally approve the application using digital signature.
 - b. If he is not satisfied he will reject the request giving his rejection remarks. In case record is not found to be registered then NAC(Non-availability certificate) will be issued.
- IV. e-District application is updated upon action of the SMO.
- V. Once the service request is approved, information goes to Suwidha centre for issuance of Birth/Death certificate.

Scenario 4: Delivery of Multiple copies (Before Current year)

- I. Once the multiple copies of Birth/Death certificate service request has been registered, the e-district application would forward the application to concerned Dealing Clerk CMO office.

- II. Dealing clerk CMO logs into his/her account daily, and receive the service requests. He will examine the complete application details and update his remarks. He takes the following action.
 - a. If he is satisfied, he forwards the application to Supdt.CMO for further action.
 - b. In case of any document deficiency/wrong information, he sends the application back to Suwidha giving his remarks.
- III. Supdt. CMO logs into his account and checks the application details & remarks of dealing clerk. He put his own remarks into the application & forwards the application to ADR.
- IV. ADR logs into account and checks the application details & remarks of dealing clerk & Supdt. CMO. He takes the following action:
 - a. If he is satisfied, he will finally approve the application using digital signature.
 - b. If he is not satisfied he will reject the request giving his rejection remarks. . In case record is not found to be registered then NAC(Non-availability certificate) will be issued.
- V. e-District application is updated upon action of the ADR.
- VI. Once the service request is approved, information goes to Suwidha centre for issuance of multiple copies of Birth/Death certificates.

** In case of non-traceability of the record, Non Availability certificate will be issued.*

***During all the steps mentioned above, the Dealing clerks/ CC/ Superintendent/ ADR/ EOMC/ CMO will have an access to various other electronic databases which they could refer to verify the credentials of the applicant.*

b. Process of Addition of Name of child in Birth certificate

➤ **Case A : Rural Areas**

- I. Once the Addition of Name in Birth certificate service request has been registered, the e-district application would forward the application to concerned Dealing Clerk CMO office.
- II. Dealing clerk logs into his/her account daily, and receive the service requests. He will examine the complete application details and do the following:
 - a. If previously issued DSN (Document Serial Number) is provided with application request, they will query the database for application details through DSN.
 - b. If DSN is not provided and the application lies within the data digitized range, they queries & verifies the application details from database.
 - c. If Dealing clerk verifies the details from the physical records. He put his remarks into the application & forwards the application to Supdt. CMO.
 - d. Else In case of any document deficiency/wrong information, he sends the application back to Suwidha giving his remarks.
- III. Supdt. CMO logs into their account and receives the updated application request. Verifies the application details & add their remarks marks the application to ADR.
- IV. ADR logs into account and checks the application details & remarks of dealing clerk & Supdt. He takes the following action:
 - a. If he is satisfied, he will finally approve the application using digital signature.
 - b. If he is not satisfied he will reject the request giving his rejection remarks.
- V. e-District application is updated upon action of the ADR.
- VI. Once the service request is approved, information goes to Suwidha centre for issuance of Birth certificate.

➤ **Case B : Urban Areas**

- I. Once the Addition of Name in Birth certificate service request has been registered, the e-district application would forward the application to concerned Dealing Clerk EOMC office.

- II. Dealing clerk logs into his/her account daily, and receive the service requests. He will examine the complete application details and do the following:
 - a. If previously issued DSN (Document Serial Number) is provided with application request, they will query the database for application details through DSN.
 - b. If DSN is not provided and the application lies within the data digitized range, they queries & verifies the application details from database.
 - c. If Dealing clerk verifies the details from the physical records. He put his remarks into the application & forwards the application to EOMC.
 - d. Else In case of any document deficiency/wrong information, he sends the application back to Suwidha giving his remarks.
- III. EOMC logs into account and checks the application details & remarks of dealing clerk. He takes the following action.
 - a. If he is satisfied, he will finally approve the application using digital signature.
 - b. If he is not satisfied he will reject the request giving his rejection remarks.
- IV. e-District application is updated upon action of the EOMC.
 - a. Once the service request is approved, information goes to Suwidha centre for issuance of Birth certificate.

**During all the steps mentioned above, the Dealing clerks/ CC/ Superintendent/ ADR/ EOMC will have an access to various other electronic databases which they could refer to verify the credentials of the applicant.*

c. Process of Correction of Name in Birth/ Death certificates

➤ **Case A : Rural Areas**

- I. Once the Correction in Birth/ Death certificate service request has been registered, the e-district application would forward the application to concerned Dealing Clerk CMO office.
- II. Dealing clerk logs into his/her account daily, and receive the service requests. He will examine the complete application details and do the following:
 - a. If previously issued DSN (Document Serial Number) is provided with application request, they will query the database for application details through DSN and also verify the attached documents.
 - b. If DSN is not provided and the application lies within the data digitized range, they queries & verifies the application details from database and also verifies the attached documents.
 - c. If Dealing clerk verifies the details from the attached documents / physical records. He put his remarks into the application & forwards the application to ADR.
 - d. Else In case of any document deficiency/wrong information, he sends the application back to Suwidha giving his remarks.
- III. ADR checks the application details & remarks of dealing clerk. He put his own remarks into the application & forwards the application to CMO.
- IV. CMO logs into account and checks the application details & remarks of dealing clerk & ADR. He takes the following action.
 - c. If he is satisfied, he will finally approve the application using digital signature.
 - d. If he is not satisfied he will reject the request giving his rejection remarks.
- V. e-District application is updated upon action of the CMO.
- VI. Once the service request is approved and correction order will be issued, information goes to Suwidha centre for updation of record and issuance of Birth/Death certificate.

➤ **Case B : Urban Areas**

- I. Once the Correction in Birth/ Death certificate service request has been registered, the e-district application would forward the application to concerned Dealing Clerk EOMC office.
- II. Dealing clerk logs into his/her account daily, and receive the service requests. He will examine the complete application details and do the following:
 - a. If previously issued DSN (Document Serial Number) is provided with application request, they will query the database for application details through DSN.
 - b. If DSN is not provided and the application lies within the data digitized range, they queries & verifies the application details from database.
 - c. If Dealing clerk verifies the details from the physical records. He put his remarks into the application & forwards the application to EOMC.
 - d. Else In case of any document deficiency/wrong information, he sends the application back to Suwidha giving his remarks.
- III. EOMC logs into account and checks the application details & remarks of dealing clerk. He takes the following action.
 - a. If he is satisfied, he will finally approve the application using digital signature and correction order will be issued.
 - b. If he is not satisfied he will reject the request giving his rejection remarks.
- IV. e-District application is updated upon action of the EOMC.
- V. Once the service request is approved and correction order is issued, information goes to Suwidha centre for updation of record and issuance of Birth/Death certificate.

**During all the steps mentioned above, the Dealing clerks/ / ADR/ CMO/EOMC will have an access to various other electronic databases which they could refer to verify the credentials of the applicant.*

d. Process of Delayed registration of Birth/ Death

➤ Scenario A : Period After One Year

- I. Once the Late Entry of Birth/ Death service request has been registered, the e-district application would forward the application to concerned Miscellaneous Clerk in SDM/EM office.
- II. Miscellaneous Clerk (SDM/EM office) will log into account and receives intimation for application request. He verifies attached supporting documents & adds remarks and sends to SDA (Sub Divisional Asst.)
- III. Sub Divisional Assistant (SDA) logs into account and retrieves the application details. Checks the application details & remarks of Miscellaneous Clerk. He will add his remarks & forward to SDM/EM for further action.
- IV. Sub divisional Magistrate (SDM)/Executive Magistrate (EM) logs into account and retrieves the application details. He reviews remarks & accordingly takes the following action.
 - a. If he is satisfied, he will approve the order for late entry.
 - b. If he is not satisfied he will reject the request giving his rejection remarks.
 - c. Or SDM/EM adds remarks for Physical verification of the applicant.

For Urban Areas:

- i. Application marks to dealing clerk EOMC for physical verification.
- ii. Dealing clerk EOMC will log into his account and receives the service request for physical verification of the applicant. He conducts physical verification & updates his remarks into e-District application & forward to SDM/EM after adding his remarks.

For Rural Areas:

- i. Application marks to Tehsildar/SMO for physical verification.

- ii. Tehsildar/SMO will log into account and receives request for conducting physical verification of applicant. He sends the application to concerned Patwari/ANM for physical verification of applicant.
 - iii. Patwari will log into his account and receives the service request for physical verification of the applicant. He conducts physical verification & updates his remarks into e-District application & updates to Tehsildar. ANM conducts physical verification and send report back to SMO.
 - iv. Tehsildar/SMO receives updated request & forward to SDM/EM after adding his remarks
- V. SDM/EM receives the physical verification report and accordingly take the following action:
- a. If he is satisfied, he will approve the late entry order.
 - b. If he is not satisfied he will reject the request giving his rejection remarks.
- VI. SDM/EM will forward the approved late entry order to the Dealing Clerk (EOMC) – In case of Urban cases or to the Block PHC/CHC for further action and Dealing Clerk (CMO) for information -In Case of Rural cases:

For Urban Areas:

- a. Dealing clerk EOMC retrieves the application details, checks the late entry order, update the record, notification will also be sent to CMO office to update the record and forward the application to EOMC for further action.
- b. EOMC logs into account and checks remarks of dealing clerk. He takes the following action.
 - i. If he is satisfied, he will finally approve the application using digital signature
 - ii. If he is not satisfied he will reject the request giving his rejection remarks.

For Rural Areas:

- a. Dealing clerk PHC /CHC logs into his/her account daily, and receive the service requests. He will examine the complete application details and update the record and forward to SMO for following action.
 - b. SMO logs into account and checks the application details & remarks of dealing clerk. He takes the following action.
 - i. If he is satisfied, he will finally approve application using digital signatures.
 - ii. If he is not satisfied he will reject the request giving his rejection remarks.
- VII. Once the service request is approved, information goes to Suwidha centre for issuance of Birth/Death certificate.

➤ **Scenario B : Period Within One Year (After 30 days and within 1 Year)**

i. For Urban Areas

- I. If the requested date is within one year then e-District application marks the service request to the Dealing clerk EOMC (for urban Areas).
- II. Dealing clerk logs into his/her account daily, and receive the service requests. He will examine the complete application details and update his remarks. He forwards the application to EOMC for further action.
- III. EOMC logs into their accounts and receives the updated application request. He checks the application details & remarks of dealing clerk. He forwards the application to Dealing Clerk CMO for verification.
- IV. Dealing Clerk CMO checks the application details & remarks of dealing clerk & EOMC. He verifies the record, put his own remarks & forwards the application to CMO.
- V. CMO logs into account and checks the application details & verification report of dealing clerk CMO. He takes the following action.

- a. If he is satisfied, he will approve the order for late entry using digital signature and send to Dealing Clerk EOMC
- b. If he is not satisfied he will reject the request giving his rejection remarks.
- VI. Dealing clerk EOMC retrieves the application details, checks the late entry order, update the record and forward to EOMC for further action.
- VII. EOMC logs into account and checks remarks of dealing clerk. He takes the following action.
 - a. If he is satisfied, he will finally approve the application using digital signature.
 - b. If he is not satisfied he will reject the request giving his rejection remarks.
- VIII. Once the service request is approved, information goes to Suwidha centre for issuance of Birth/Death certificate.

ii. For Rural Areas

- I. If the requested date is within one year then e-District application marks the service request to the Dealing clerk of concerned SMO office
- II. Dealing clerk logs into his/her account daily, and receive the service requests. He will examine the complete application details and update his remarks. He takes the following action.
 - c. If he is satisfied, he forwards the application to SMO for further action
 - d. If the data is not found, he sends hard copy of noting for physical verification of applicant details to ANM/ PHC/ CHC.
 - i. ANM/ PHC/ CHC sends the verification report to Dealing clerk, SMO through post.
 - ii. Dealing clerk receives the verification report, logs onto the account, adds remarks and marks it to SMO for further action.
- III. SMO logs into account and checks the application details & remarks of dealing clerk. He takes the following action.
 - a. If he is satisfied, he will finally approve the order for late entry and birth/death certificate using digital signature.
 - b. If he is not satisfied he will reject the request giving his rejection remarks.
- IV. e-district application notifies Dealing clerk about the updated status of the service request. Dealing Clerk SMO office updates the record. For manual records, it will be updated month wise when ANM visited the center.
- V. Once the service request is approved, information goes to Suwidha centre for issuance of Birth/Death certificate.

2. Process for delivery of Birth/ Death/ Non Availability certificate

- i. To receive the Birth/ Death/ Non Availability certificate the applicant should visit any of the GSK/ Suwidha center and provide the Acknowledgement receipt carrying the acknowledgement number.
- ii. The Authorized GSK/ 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.

3. Service Level for Issuance of Birth/ Death/ Non Availability

Service levels for all the intermediate process activities have been clearly defined and given below. It is preferable for all the concerned process actors to observe them. However these service levels are for internal reference of the department and cannot be pursued to the court of law.

o **Issuance of Birth / Death / Non Availability Certificate**

S. No.	Activities	Time required	Service Level (from date of service request)
--------	------------	---------------	---

Urban Areas			
1.	Filing of application request	1day	Day 0
	Generation of acknowledgement receipt	1day	Day 0
	Marking of application request to Dealing clerk EOMC office		
2.	Retrieval of application details from database by Dealing clerk	1 day	1 st day (Database Verification)
	Retrieval of application details from physical records Dealing clerk	2 days	3 rd day (Physical Verification)
3.	Verification of details by Supdt EOMC	1 day	2 nd day (Database Verification)
			4 th day (Physical Verification)
4.	EOMC logs onto e-district application and verifies remarks of Supdt.	1 day	3 rd day (Database Verification)
			5 th day (Physical Verification)
Rural Areas (Multiple copies – Within current year)			
1.	Filing of application request	1day	Day 0
	Generation of acknowledgement receipt	1day	Day 0
	Marking of application request to Dealing clerk SMO office		
Case A- 2.	Verification of application details by Dealing clerk SMO and marks to SMO	1 day	1 st day
Case B- 2.	Verification of application details by Dealing clerk SMO and mark to PHC/CHC for physical verification.	1 day	1 st day
B.2.1	Time taken by PHC or Civil Hospital for Physical verification	3 days	4 th day
B.2.2	Remarks of Dealing clerk on physical report	1 day	5 th day
3.	SMO logs onto e-district application and verifies remarks of dealing clerk	1 day	2 nd day (For case A)* and 6 th day (For Case B)*
Rural Areas (Multiple copies –Before Current year)			
1.	Filing of application request	1day	Day 0
	Generation of acknowledgement receipt	1day	Day 0
	Marking of application request to Dealing clerk CMO office		
2.	Verification of application details by Dealing clerk	2 days	2 nd day
3.	Verification of application details by Supdt. CMO	2 days	4 th day
4.	ADR logs onto e-district application and verifies remarks of Supdt. CMO & approves/ rejects	1 day	5 th day

* Time of SLA will start once the ANM update the record in EDA.

o **Addition of name of Child in birth Certificate**

S. No.	Activities	Time required	Service Level (from date of service request)
Rural Areas			
1.	Filing of application request	1day	Day 0
	Generation of acknowledgement receipt	1day	Day 0
	Marking of application request to Dealing clerk CMO office		
2.	Retrieval of application details from database by Dealing clerk	1 day	1 st day (Database Verification)
	Retrieval of application details from physical records Dealing clerk	2 days	3 rd day (Physical Verification)
3.	Verification of details by Supdt. CMO	1 day	2 nd day (Database

			Verification)
			4 th day (Physical Verification)
4.	ADR logs onto e-district application and verifies remarks of Supdt. CMO & approves/ rejects	1 day	3 rd day (Database Verification)
			5 th day (Physical Verification)
	Urban Areas		
1.	Filing of application request	1day	Day 0
	Generation of acknowledgement receipt	1day	Day 0
	Marking of application request to Dealing clerk EOMC office		
2.	Retrieval of application details from database by Dealing clerk	1 day	1 st day (Database Verification)
	Retrieval of application details from physical records Dealing clerk	2 days	3 rd day (Physical Verification)
3.	Verification of details by Supdt. EOMC	1 day	2 nd day (Database Verification)
			4 th day (Physical Verification)
4.	EOMC logs onto e-district application and verifies remarks of Supdt	1 day	3 rd day (Database Verification)
			5 th day (Physical Verification)

o **Correction of name in birth / death Certificate**

SN	Activities	Time required	Service Level (from date of service request)
	Rural Areas		
1.	Filing of application request	1day	Day 0
	Generation of acknowledgement receipt		
	Marking of application request to dealing clerk CMO office	1 day	Day 0
2.	Retrieval of application details from database by Dealing clerk	1 day	1 st day (Database Verification)
	Retrieval of application details from physical records by Dealing clerk	2 days	2 nd day (Physical Verification)
3.	Verification of details by ADR	2 days	3 rd day (Database Verification)
			4 th day (Physical Verification)
4.	CMO logs onto e-district application and verifies remarks of ADR. Approves/ rejects service request	2 days	5 th day (Database Verification)
			6 th day (Physical Verification)
	Urban Areas		
1.	Filing of application request	1day	Day 0
	Generation of acknowledgement receipt		
	Marking of application request to dealing clerk EOMC office	1 day	Day 0
2.	Retrieval of application details from database by Dealing clerk	1 day	1 st day (Database Verification)
	Retrieval of application details from physical records by Dealing clerk	2 days	2 nd day (Physical Verification)
3.	EOMC logs onto e-district application and verifies remarks of dealing clerk. Approves/ rejects service request	3 days	4 th day (Database Verification)
			5 th day (Physical Verification)

o **Late entry of name in birth / death Certificate**
Delayed registration -Within One Year

S. No.	Activities	Time required	Service Level (from date of service request)
Urban Areas			
1.	Filing of application request	1 day	Day 0
	Generation of acknowledgement receipt		Day 0
	Marking of application request to dealing clerk EOMC office		
2.	Verification of application details from physical supporting documents by Dealing clerk EOMC	1 day	1 st day
3.	Verification of application by EOMC	1 day	2 nd day
4.	Physical verification by Dealing Clerk CMO	2 days	4 th day
5.	Verification of application details and generate late entry order by CMO	1 day	5 th day
6.	Verification of application and late entry order by dealing clerk EOMC	1 day	6 th day
7.	EOMC logs onto e-district application and verifies remarks of dealing clerk	1 day	7 th day
8.	Issuance of Fresh Birth Certificate	3 days	10 th day
Rural Areas			
1.	Filing of application request	1 day	Day 0
	Generation of acknowledgement receipt		Day 0
	Marking of application request to dealing clerk SMO office		
2.	Verification of application details by Dealing clerk SMO and mark to PHC/CHC for physical verification.	1 day	1 st day
3.	Time taken by PHC/CHC for Physical verification	3 days	4 th day
4.	Remarks of Dealing clerk on physical report	1 day	5 th day
5.	SMO logs onto e-district application and verifies remarks of dealing clerk	1 day	6 th day
6.	Issuance of Fresh Birth Certificate	3 days	9 th day

Delayed registration -After One Year

S. No.	Activities	Time required	Service Level (from date of service request)
1.	Filing of application request	1 day	Day 0
	Generation of acknowledgement receipt		
	Marking of application request to Misc clerk SDM/EM office		Day 0
2.	Verification of application details by Miscellaneous clerk	1 day	1 st day
3.	Verification of details by SDA	1 day	2 nd day

4.	SDM/EM logs onto e-district application and verifies remarks of SDA and marks for physical verification to dealing clerk EOMC(for urban) and Tehsildar/SMO (for rural)	1 day	3 rd day
	Urban Areas		
4.1	Physical verification by dealing clerk EOMC	4 days	7 th day
4.2	Verification of details by EOMC	1 day	8 th day
	Rural Areas		
4.1	Marking of application by Tehsildar/SMO to Patwari/ANM	1 day	4 th day
4.2	Physical verification by Patwari/ANM & updation	3 days	7 th day
4.3	Marking of application by Tehsildar/SMO to SDM/EM	1 day	8 th day
5.	Final approval/ rejection of late entry order by SDM/EM and forward to dealing clerk EOMC (for urban) and dealing clerk CMO (for rural)	1 day	9 th day
	Urban Areas		
5.1	Verification of late entry order by dealing clerk EOMC	1 day	10 th day
5.2	EOMC logs onto e-district application and verifies remarks of dealing clerk	1 day	11 th day
	Rural Areas		
5.1	Verification of late entry order by dealing clerk CMO	1 day	10 th day
5.2	Time taken by PHC/CHC for Physical verification	3 days	13 th day
5.3	Remarks of Dealing clerk on physical report	1 day	14 th day
5.4	CMO logs onto e-district application and verifies remarks of dealing clerk	1 day	15 th day
6.	Issuance of Fresh Birth Certificate	3 days	14 th day (for urban) & 18 th day (for rural)

4. MIS reports format for monitoring of Issuance of Birth/ Death/ Non Availability 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.

5. 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.

Auto Escalation Matrix – Issuance of Birth/ Death/ Non Availability certificate

- o Issuance of Birth / Death / Non Availability Certificate

S.No	Activity	Activity Owner	Service Level	L1		L2
				Designation	Time	Designation

Urban Areas						
1.	Updation of application with in digitization range by dealing clerk EOMC	dealing clerk	1 day	Supdt. EOMC	2 day	EOMC
2.	Updation of application outside digitization range by dealing clerk EOMC	dealing clerk	2 days	Supdt. EOMC	2 day	EOMC
3.	Updation of request by Supdt EOMC	Supdt EOMC	1 day	EOMC	2 day	CMO
4.	Final approval by EOMC	EOMC	1 day	DC	-	-
Rural Areas (Multiple copies – Within current year)						
1.	Updation of application with in digitization range by dealing clerk SMO office	dealing clerk	1 day	SMO	2 day	CMO
2.	Physical verification by PHC/Civil Hospital	PHC/Civil Hospital	3 days	Dealing Clerk SMO	2 day	CMO
3.	Remarks of Dealing clerk on physical report	dealing clerk	1 day	SMO	2 day	CMO
4.	Final approval by SMO	SMO	1 day	CMO	-	-
Rural Areas (Multiple copies - Before Current year)						
1.	Updation of application with in digitization range by dealing clerk SMO	dealing clerk	2 days	Supdt. CMO	2 days	-
2.	Updation of request by Supdt CMO	Supdt CMO	2 days	ADR	2 days	-
3.	Final approval by ADR	ADR	1 day	DC	-	-

o **Addition of name of Child in Birth Certificate**

S.No	Activity	Activity Owner	Service Level	L1		L2
				Designation	Time	Designation
Rural Areas						
1.	Updation of application with in digitization range by dealing clerk CMO	dealing clerk	1 day	Supdt. CMO	2 days	CMO
2.	Updation of application outside digitization range by dealing clerk/ computer clerk	dealing clerk	2 days	Supdt. CMO	2 days	CMO
3.	Updation of request by Supdt CMO	Supdt CMO	1 day	ADR	2 days	CMO
4.	Final approval by ADR	ADR	1 day	DC	-	-
Urban Areas						
1.	Updation of application with in digitization range by dealing clerk EOMC	dealing clerk	1 day	Supdt. EOMC	2 days	CMO

2.	Updation of application outside digitization range by dealing clerk	dealing clerk	2 days	Supdt. EOMC	2 days	CMO
3.	Updation of request by Supdt EOMC	Supdt EOMC	1 day	EOMC	2 days	CMO
4.	Final approval by EOMC	EOMC	1 day	DC	-	-

o **Correction of name in Birth / Death Certificate**

S.No	Activity	Activity Owner	Service Level	L1		L2
				Designation	Time	Designation
Rural Areas						
1.	Updation of application with in digitization range by dealing clerk CMO	dealing clerk	1 day	ADR	2 days	CMO
2.	Updation of application outside digitization range by dealing clerk	dealing clerk	2 days	ADR	2 days	CMO
3.	Verification by ADR	ADR	2 days	CMO	-	-
4.	Final approval by CMO	CMO	2 days	DC	-	-
Urban Areas						
1.	Updation of application with in digitization range by dealing clerk EOMC	dealing clerk	1 day	EOMC	2 days	CMO
2.	Updation of application outside digitization range by dealing clerk	dealing clerk	2 days	EOMC	2 days	CMO
3.	Final approval by EOMC	EOMC	3 days	DC	-	-

o **Late entry of name in Birth / Death Certificate**
Delayed registration -Within One Year

S.No	Activity	Activity Owner	Service Level	L1		L2
				Designation	Time	Designation
Urban Areas						
1.	Verification remarks of Dealing clerk EOMC on supporting documents	Dealing clerk EOMC	1 day	EOMC	2 days	CMO
2.	Verification by EOMC	EOMC	1 day	DC	-	-
3.	Physical verification by Dealing Clerk CMO	Dealing Clerk CMO	2 days	CMO	-	-
4.	Verification of application details and generate late entry order by CMO	CMO	1 day	DC	-	-
5.	Verification of application and late entry order by dealing clerk EOMC	Dealing Clerk EOMC	1 day	EOMC	2 days	CMO

6.	Final approval by EOMC	EOMC	1 day	DC	-	-
	Rural Areas					
1.	Verification remarks of dealing clerk SMO on supporting documents	Dealing clerk SMO	1 day	SMO	2 days	CMO
2.	Physical verification by PHC/Civil Hospital	PHC/Civil Hospital	3 days	Dealing Clerk SMO	-	-
3.	Remarks of Dealing clerk on physical report	Dealing clerk SMO	1 day	SMO	2 days	CMO
4.	Final approval by SMO	SMO	1 day	CMO	-	-

Delayed registration -After One Year

S.No	Activity	Activity Owner	Service Level	L1		L2
				Designation	Time	Designation
	Urban Areas					
1.	Verification remarks of Miscellaneous clerk on supporting documents	Miscellaneous clerk	1 day	SDA	2 days	SDM/EM
2.	Updation of remarks by SDA	SDA	1 day	SDM/EM	-	-
3.	Updation by SDM/EM. Approval/ rejection/ Physical verification	SDM/EM	1 day	DC	-	-
4.	Physical verification by dealing clerk EOMC	dealing clerk EOMC	4 days	EOMC	-	-
5.	Verification of details by EOMC	EOMC	1 day	DC	-	-
6.	Final approval/ rejection of late entry order by SDM/EM	SDM/EM	1 day	!	-	-
7.	Verification of late entry order by dealing clerk EOMC	dealing clerk EOMC	1 day	EOMC	-	-
8.	Final approval by EOMC	EOMC	1 day	Dc	-	-
	Rural Areas					
1.	Verification remarks of Miscellaneous clerk on supporting documents	Miscellaneous clerk	1 day	SDA	2 days	SDM/EM
2.	Updation of remarks by SDA	SDA	1 day	SDM/EM	-	-
3.	Updation by SDM/EM. Approval/ rejection/ Physical verification	SDM/EM	1 day	DC	-	-
4.	Marking by Tehsildar for verification to Patwari	Tehsildar	1 day	SDM/EM	2 days	DC
5.	Physical verification by Patwari	Patwari	3 days	Tehsildar	2 days	SDM/EM
6.	Remarks updation by Tehsildar	Tehsildar	1 day	SDM/EM	2 days	DC
7.	Final approval/ rejection of late entry order by SDM/EM	SDM/EM	1 day	DC	-	-

8.	Verification of late entry order by dealing clerk CMO	dealing clerk CMO	1 day	CMO	-	-
9.	Physical verification by PHC/Civil Hospital	PHC/Civil Hospital	3 days	Dealing Clerk CMO	2 days	CMO
10.	Remarks of Dealing clerk CMO on physical report	Dealing Clerk SMO	1 day	CMO	-	-
11.	Final approval by CMO	CMO	1 day	DC	-	-