

## **GOVERNMENT ORDER**

### **DEPARTMENT OF SOCIAL SECURITY AND WOMEN & CHILD DEVELOPMENT – SENIOR CITIZEN IDENTITY CARD**

The purpose of this Government Order is to ensure that the defined process for sanctioning of Senior Citizen Identity card 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 sanctioning of Senior Citizen Identity Card :**

The request related to sanctioning of Senior Citizen Identity card 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 shall now onwards accept the service requests through electronic channel only. The applicant has to submit the service request through below mentioned procedure:

#### **Application at Suwidha Centers/ Gram Suwidha Kendra**

Request for sanctioning of Senior Citizen Identity Card from citizen shall be acceptable in electronic form through any of the Suwidha Center/GSK. The systematic procedure for applying at Suwidha/GSK will be as follows:

- i. The Applicant shall submit his request for sanctioning of Senior Citizen Identity Card to the Suwidha operator/Authorized GSK by providing him required details along with required supporting documents.
- ii. The Applicant shall have to prove his identity to the Authorized Operator using any government issued ID Proof.
- iii. The Suwidha operator/Authorized GSK shall login into the e-District Application using his User ID, Password and/or any other secure authentication.
- iv. The Suwidha operator/Authorized GSK after receiving the request shall fill up the details provided by the Applicant in e-District screen form.
- v. The Suwidha operator/Authorized GSK shall scan the required supporting documents provided by the Applicant and attach the same with the screen form.
- vi. The Suwidha operator/Authorized GSK shall then take a photograph of the Applicant using a Web Camera attached with his workstation and attach it to the screen form.
- vii. The Applicant shall check the details in the application form & if found correct will sign the application form or put his thumb impression. Applicant will then pay the specified

- government fees and facilitation charges (if applicable) to the Suwidha Operator/ Authorized GSK.
- viii. The Suwidha operator/Authorized GSK shall collect the specified amount of fees and update the e-District Application.
  - ix. The Suwidha operator/Authorized 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/Authorized GSK shall then prepare application case file, containing the supporting documents submitted by applicant & shall dispatch every day to the District Social Security Office (DSSO). In future Department of Social Security may discontinue the preparation of physical record file.
  - xii. Dealing hand DSSO shall receive the application case files. These application case files shall be made available to the DSSO as and when required and otherwise should be securely stored in the relevant record room.

**Supporting Documents**

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

S.No	Mandatory Document	Documents allowed
1.	Proof of Age	Matriculation Certificate <b>OR</b> Voter card <b>OR</b> Copy of Passport <b>OR</b> Attested Senior Citizen ID Card application form by Medical officer
2.	Applicant Signature	
3.	Application form	

**2. Process of issuance of Senior Citizen Identity Card**

The procedure for application and processing Senior Citizen Identity Card service request will be as follows.

- i. Once the Senior citizen Identity card request has been registered the e district application would forward the application to Dealing Clerk of the concerned DSSO.

- ii. Dealing Clerk, DSSO office will log into his/her account daily, and receives the service requests. He examines the complete application details and undertakes the following actions:
  - If he is satisfied with the details and attached documents he enters his remarks and forwards the service request to DSSO through e-District application.
  - In case of document deficiency, he enters his remarks and sends back the service request to Suwidha Center/GSK.
- iii. DSSO will log into his account daily, and receives the service requests. He examines the complete application details and remarks of dealing clerk and undertakes the following actions:
  - If he is satisfied with the details he will approve the service request using digital signature.
  - If he is dissatisfied, he may reject the service request giving the rejection remarks and using digital signature.

**3. Process for delivery of Senior Citizen Identity Card**

- i. To receive the Senior Citizen Identity card the applicant shall visit the Suwidha center/Authorized GSK and provide the Acknowledgement receipt carrying the acknowledgement number.
- ii. The Suwidha center/Authorized GSK login in to the e-District Application, type the acknowledgement number and retrieve the digitally sign Senior citizen Identity card.
- iii. The authorized operator shall take the print out of Senior citizen Identity card, sign and put stamp on it before giving it to the citizen.

**4. Service Level for Issuance of Senior Citizen Identity Card**

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.

**Processing and Sanctioning of Senior Citizen Identity Card**

S. No.	Activities	Time required	Service Level ( from date of service
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			request)
1.	Filing of application request	1day	Day 0
2.	Generation of acknowledgement receipt		
3.	Dealing clerk verifies documents and forwards the service request to DSSO for final approval	5 days	5 <sup>th</sup> day
4.	Final approval by DSSO	2 days	7 <sup>th</sup> day

**5. MIS format for monitoring of Issuance of Senior Citizen Identity Card**

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.

### Processing and Sanctioning of Senior Citizen Identity Card

S.No	Activity	Activity Owner	Service Level	L1		L2	
				Designation	Time	Designation	Time
1.	Verification of documents	Dealing hand DSSO	5 <sup>th</sup> day	DSSO	2 days	DC	2 days
2.	Final approval of request	DSSO	7 <sup>th</sup> day	ADC	2 days	DC	2 days

### Annexure -1

Abbreviations:

- DSSO: District Social Security Office(r)