DEPARTMENT OF REVENUE– COUNTERSIGNING OF DOCUMENTS

The purpose of this Government Order is to ensure that the defined process of service delivery for countersigning of documents 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 Countersigning of documents :**

   The request related to Countersigning of documents can be accepted 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
Request for Countersigning of documents from citizen should be acceptable in electronic form through any of the GSK/ Suwidha center. The systematic procedure for applying at a GSK/ Suwidha will be as follows: <ol type="i"> - The Applicant will submit his request for Countersigning of documents to the Authorized GSK/ Suwidha operator by providing him required details/ filling predefined service request form along with required supporting documents.   - The Applicant will have to prove his identity to the Authorized Operator using any government issued ID Proof.   - The Authorized GSK/ Suwidha Operator will login into the e-District Application using his User ID, Password and Biometric identification.   - The Authorized GSK/ Suwidha Operator after receiving the request will fill up the form with the details provided by the Applicant.   - The Authorized GSK/ Suwidha Operator shall scan (from original document) any supporting document provided by the Applicant and attach the same with the form.   - The Authorized GSK/ Suwidha Operator 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.   - The Authorized GSK/ Suwidha Operator 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.

viii. This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.

ix. The Authorized GSK/ Suwidha Operator shall then prepare application case file, for all the service requests received, containing printout of the form with original signature or thumb impression and the original documents provided by applicant for countersigning.

x. An authorized person at e-District cell will receive the Application case files which are to be verified from the e-District application database.

xi. These application case files shall be made available to the countersigning authority as and when required and should be securely stored in the relevant record room.

Supporting Documents

The applicant needs to attach Original documents to be countersigned along-with his application form.

2. **Process of Countersigning of documents**

All Government officers, directly or indirectly accountable for processing of Countersigning of document request will have log in ID and Password for discharging their responsibility. The procedure for processing the countersigning service will be as follows.

i. Once the Countersigning of documents request has been registered, the e-District application would forward the application to Countersigning authority and dealing clerk for information and e-District cell for action purpose.

ii. The operator at e-District cell receives the complete case file from GSK/ Suwidha operator and check the document for physical verification and database verification and does the following:

- If document is to verified from database, prepare a noting & sends documents to Dealing clerk & also updates the system.

- If the document is for physical verification prepare noting & sends original documents to concerned department for verification

iii. Suwidha/GSK operator receives original documents and the verification report from the concerned department and prepares noting on the basis of the verification report. He forwards the complete case file including the original documents, the verification report and the noting to the final countersigning authority. Also updates the e-district application.

iv. e-District application notifies dealing clerk.

v. Dealing clerk retrieves the application details & do the following.

- If the case is of database verification, he verifies details from e-District database, add remarks and submits to countersigning authority.

- In case of physical verification, reviews the verification report, add remarks in e-District application as well on the noting attached to the original documents & forwards to the countersigning authority.

vi. e-District application notifies countersigning authority.

vii. The countersigning authority will log into his/her account daily, and receives the service requests. He also receives the physical case file from his dealing clerk. He examines the complete file details, based on which he enter his remarks whether to accept the service request or not.

- If he is to accept the service request, he uses his digital signature to accept the request on e-District application. Also he physically countersigns the original documents.
- If he is not satisfied, he will reject the service request using rejection component

viii. The original documents are than send back to Suwidha for final dispatch to GSK/ Suwidha center where the service request was registered.

ix. E-District cell operator would receive the countersigned documents.

3. Process for delivery of Countersigned documents

i. To receive the countersigned documents, the applicant should visit the same GSK/ Suwidha center where he registered the service request initially and provide the Acknowledgement receipt carrying the application number.

ii. The Authorized GSK/ Suwidha Operator should login in to the e-District Application, type the Application Number and retrieve the service request.

iii. He gives the countersigned documents to the applicant and updates the final status of the service request.

4. Service Level for Countersigning of documents

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 of Countersigning of documents

S. No.	Activities	Time required	Service Level (from date of service request)
1.	Filing of service request		Day 0
2.	Generation of acknowledgement receipt	1day	Day 0
3.	Sending documents to e-District cell/ Concerned Department		Day 0

4.	Postal Activity- 2 days		
5.	e-District cell receives documents & verifies from database. Prepares noting	1 day	3rd day (database verification)
6.	Concerned line department receives documents	2 days	4th day (Physical verification)
7.	Line department carries out verification & prepares report		
8.	Postal Activity- 2 days		
9.	e-District cell receives verification report & upload	1 day	7th day
10.	Designated authority reviews the file & approve/reject service request	1 day	4th day (database verification) 8th day (Physical verification)
11.	e-District cell sends back documents to GSK/Suwidha		
12.	Postal Activity- 2 days		
13.	GSK/Suwidha receives documents	1 day	6th day (database verification) 10th day (Physical verification)

5.   MIS format for monitoring of Countersigning of documents

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 of Countersigning of documents

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	Checking; reviewing & verifying from Database	e-District cell	3rd day	DC	2 day	-	-	-	-
2.	Uploading the verification report	e-District cell	7th day	DC	2 day				
3.	Designated Authority receives, verifies & countersigns	Designated Authority	4th day (database verification) 8th day (Physical verification)	DC	2 day				
4.	e-District cell sends documents back to GSK/ Suwidha	e-District cell	4th day (database verification) 8th day (Physical verification)	DC	2 day				