

## Service Name:

Name of Service:

Preliminary information of the Department

### Background Information on the Department

<b>Name of the Department</b>						
<b>Head of Department</b>				<b>Designation:</b>		
<b>Nodal Officer</b>				<b>Designation:</b>		
<b>Address (Head Office)</b>						
<b>Contact numbers</b>	<b>HOD</b>	<b>Off:</b>		<b>Nodal Officer</b>	<b>Off:</b>	
		<b>Mobile:</b>			<b>Mobile:</b>	
<b>Fax No</b>	<b>HOD</b>			<b>Nodal Off</b>		
<b>Email id:</b>					--	
<b>Contents of the questionnaire filled by</b>	<b>Name</b>		<b>Sign</b>	<b>Date:</b>		
<b>Contents of the questionnaire validated by</b>	<b>Name</b>		<b>Sign</b>	<b>Date:</b>		
<b>Department website address, if any</b>	NA					
<b>Documents Collected ( Attachment with the Questionnaire)</b>						

#### 1.1 Departmental set-up:

	No of offices	No of personnel	No. of IT Staff (in-house)	No of IT Staff (out-source)
<b>Head Office</b>				
<b>Divisional offices</b>				
<b>District Offices</b>				
<b>Village Offices</b>				

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## Service Details

Service Name	
Is the service <del>is</del> given under any Statutory Act? Yes/No (If Yes Please provide Name and Copy of Act)	
Any Dependency On <del>Legacy-historic Data/records?</del> (Yes/No) <b>If yes Which form/record/database</b> <ul style="list-style-type: none"> <li><b>Historic data relates to any records created/made in the past which is required for service delivery. i.e. A Birth Certificate of a particular year is issued after verifying historic data related to Birth records of that particular year.</b></li> </ul>	
<b>Any Dependency on other Department for Service Delivery?</b> <ol style="list-style-type: none"> <li><b>I. Total Number of Departments Involved in overall Service Delivery.</b></li> <li><b>II. Please provide the name of departments.</b></li> </ol>	
<b>Any Fee charged for this service?</b> (Yes/No) <b>If yes</b>	

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<p><b>I. <u>Statutory Fee or Fee notified Facilitation Charges/ Govt. Fees for the Service by Govt. If any.</u></b></p> <p><b>— <u>Facilitation Charges, If any</u></b></p> <p><b>— <u>Yes/No ( What is the Charge per Transaction)</u></b></p> <p><b>II. <u>          </u></b></p>	
<p><b>No of Transactions</b></p> <p><b>I. <u>{Daily</u></b></p> <p><b>II. <u>Monthly</u></b></p> <p><b>III. <u>{Daily/ Yearly}</u></b></p>	
<p><b>Potential Increase in transactions (Year on Year)</b></p> <p><b>Please provide data for last 5 years.</b></p>	
<p><b>Type of service <u>delivery</u></b></p> <p><b>I. <u>{Information</u></b></p> <p><b>II. <u>{Financial</u></b></p> <p><b>III. <u>{non-Non financial)</u></b></p>	
<p><b>Prerequisite Documents</b></p>	

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I. <del>{Mandatory</del> /Optional}	
II. _____	
<u>Is any Standardize Form is available for availing this service? (Yes/No) If yes Please Provide the sample copy?</u>	
Level of Automation ( Manual/ Partial Automated/ Fully Automated) Please provide the details of application if automated?	
Backend Computerization (Yes/No If Yes Please provide the details of backend Computerization?)	
If the Service Delivery is automated; Whether these officials/actors are using Digital Signatures ?	
<u>Is this Service integrated with SMS Gateway?</u> <u>(Yes/No If Yes; Please provide the details of SMS gateway)</u> <del>Is this Service has been integrated with Payment Gateway?</del> <del>(Yes/No If Yes; Please provide the details of Payment</del>	

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gateway.)	
<p><u>Is this Service integrated with Payment Gateway?</u> (Yes/No If Yes; Please provide the details of Payment gateway.)</p> <p><del>Is this Service has been integrated with SMS Gateway?</del> (Yes/No If Yes; Please provide the details of SMS gateway)</p>	
<p><u>Whether</u> If the Data Digitization is required for this service? (Yes/No If Yes Please provide current status of digitization and Action Plan to complete the data digitization)</p>	
<p>What are the Current Service <del>standards</del> <u>levels</u> in number of days? <del>_____</del> <u>to deliver the service?</u></p>	
<p>From where the Service can be applied (<del>online</del>, Through SUWIDHA, Departmental offices, CSC, SAANJH Kendra's etc.) Please specify.</p>	

If service is applied only through Departmental offices Can this service be applied through citizen Service Delivery Channels like SUWIDHA , Common Service Center (CSC) etc.

Please specify.

How is the Service currently being delivered to Citizens? (Online/Over the Counter/By Post /Through Citizen Delivery Channels etc.) ~~Please specify?~~

Please specify.

**Service Work Flow (Flow Chart) Process Involved in Delivery of the Service**

According to the Service workflow Please provide these details:

<p>▲ Number of Actor/ Officials Involved In <u>Work Flow Processing</u>.</p> <p>_____</p>	
<p>▲ Is Physical Presence of Citizen is required as per Act and rules <u>and guidelines issued by the Department</u>?</p> <p>If Yes How many times Citizen has to visit for availing this service?</p>	
<p>▲ Final Approving Authority</p>	

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▲ Actor Involved	Department	Activity

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Information about Actors/officials involved in Work Flow							
Actor / Officials	Number of officials in State	Number of officials having Computer literacy	Number of officials having computing infrastructure	Number of officials having official email id	Number of officials having digital Signatures	Number of officials having <del>Internet</del> Connectivity	Number of officials who has been provided training.

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Flow Chart for Service Delivery:

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## Input and Output Formats

<b>Is there a Standardised Physical Input Form for this service?</b> If Yes, Please provide the hardcopy of Input form.	
<b>Are the Intermediate noting's being used for processing of this service?</b> If Yes, Please Provide the hardcopy of noting's .	
<b>Is there a standardised Final Output Certificate/format?</b> If Yes, Please provide the hardcopy of output certificate/format?	
<b>If any special stationary is required for Printing output Certificate:</b> If Yes Please specify.	

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**Suggestion for Simplifying the processing of Delivery of Services — Service Delivery mechanism of the service — Key Govt. Process Reengineering (GPR) Areas**

Service Delivery mechanism (Manual/ Partial Automated/ Fully Automated)	
Monitoring Mechanism of the service (Escalation Matrix)	
Key Pain Areas (if Any)?	
Any GPR is any GPR has been initiated earlier taken earlier for this service?	

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**Key GPR Recommendations (if Any)**

**Your comments and suggestions to improve the service delivery**

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