



Letter No. 8343/A1/2014-1, dated 14.5.2014

From  
Tmt. A. Suguna, M.A.B.L.,  
Deputy Secretary to Government.

To  
The Commissioner of Technical Education  
Chennai-25 (with.encl.)  
The Director of Collegiate Education,  
Chennai-6 (with encl.)  
and other Head of the Departments Under the aegis of  
Higher Education Department (with encl.)

The Registrar of all Universities Under the aegis of  
Higher Education Department (with encl.)

Sir / Madam,

Sub: e-Governance Services – Acceptance of Digitally Signed Certificates -  
regarding.

Ref: 1. G.O.(Ms) No.524, Revenue (RA2 (2) Department dated 14.10.2010  
2. G.O.(Ms) No.183, Social Welfare and Nutritious Meal Programme  
Department, dated 14.10.2010  
3. From the Secretary to Government, Information Technology  
Department Letter. No.1541/ e.Gov.II/ 2014-1, dated 5.5.2014.

I am to enclose a copy of the references cited.

2. In the circumstances stated in the letter 3<sup>rd</sup> cited, I am to request you to  
give suitable instructions to all the officials under your control to accept the digitally  
signed certificates issued by the competent authorities issued through e-District  
Portal.

Yours faithfully,

*[Handwritten signature]*  
19.5.14

for Deputy Secretary to Government.



**PERIYAR UNIVERSITY**  
**PERIYAR PALKALAI NAGAR, SALEM -11**

**REGISTRAR OFFICE**

PU/Estt./D-2/2014-14

Date: 04.06.2014

**CIRCULAR**

Copy Circulated to necessary action:

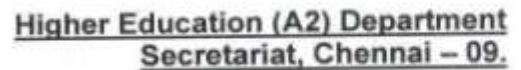
- To
1. All Affiliated Colleges / Constitute Colleges
  2. All Heads of the Departments
  3. File

\* Enclosures: Kindly see our university website.

*[Handwritten signature]*  
4.6.14.  
**REGISTRAR**

*[Handwritten signature]*  
4/6/14

*[Handwritten signature]*  
4/6/14



for Deputy Secretary to Government.

INFORMATION  
DEPARTMENT  
SECRETARIAT  
CHENNAI

8343  
12-5-14



INFORMATION TECHNOLOGY  
DEPARTMENT,  
SECRETARIAT,  
CHENNAI - 600 009.

Letter No. 1541/e.Gov.II/ 2014-1, dated 05.05.2014

From

Thiru T.K.Ramachandran, I.A.S.,  
Secretary to Government.

To

All Department of Secretariat,  
Chennai- 600 009. (w.e)

All District Collectors (w.e)



Sir,

Sub: Information Technology Department - e-District Project -  
Acceptance of Digitally Signed Certificate - Regarding.

- Ref: 1. G.O.(Ms.) No. 542<sup>524</sup>, revenue (RA2(2)) Department, dated 14.10.2010.  
2. G.O.(Ms.) No.183, Social Welfare Department, dated 14.10.2010.  
3. From the Chief Executive Officer, Tamil Nadu e-Governance Agency, letter Roc. No.2271/TNeGA/ 2014, dated 07.04.2013.

\*\*\*\*

I am directed to enclose a copy of the references first and second cited for your kind information.

2. As a part of e-Governance initiatives, Government is implementing various Mission Mode Projects and e-District Project is one of the Mission Mode Projects. In this regard, in the G.O. 1<sup>st</sup> cited, necessary enabling orders have been issued for issuance of digitally signed certificate for the following five services of Revenue Department.

- 1) Community certificate
- 2) Nativity Certificate
- 3) Income Certificate
- 4) Destitute Women Certificate
- 5) No Graduate Certificate

DS(E)  
ADS

ADS/CTE  
DS(E)  
Re. Spec  
L  
S  
P. Secy.

Sp. Secy.  
CTE.  
To all Districts  
B. Section.  
On  
12/5/2014.



4. Hence, I am directed to request you to give instructions to the Heads of Departments under your control/to accept the digitally signed certificates issued by the competent authorities issued through e-District Portal.

Yours faithfully,

Copy to:  
The Chief Executive Officer,  
Tamil Nadu e-Governance Agency,  
Nandanam, Chennai-600 035.

The State Informatics Officer,  
National Informatics Centre,  
E-Wing/First Floor, Rajaji Bhavan,  
Besant Nagar, Chennai- 600 090.



**ABSTRACT**

Revenue Department -- e-Governance Services -- Providing the Department Services to citizen through Internet -- Adopting the required process changes -- Orders Issued.

Revenue [RA2(2)]Department

G.O.Ms.No.524

Dated: 14.10.2010

Read:

1. G.O.Ms.No.17, Information Technology (e.Gov.II) Dept, dated 04.08.2007.
2. G.O.Ms.No.4, Information Technology (e.Gov.II) Dept, dated 20.4.2008.
3. G.O.Ms.No.8, Information Technology (e.Gov.I) Dept, dated 16.09.2008.
4. G.O.Ms.No.21, Information Technology (e.Gov.I) Dept, dated 03.08.2010.
5. From the CEO, TNeGA Letter No.25/C/2008 dated 05.08.2010.

**ORDER:**

The Government of Tamil Nadu has planned for major e-Governance initiatives which are in line with the National e-Governance Plan. The Tamil Nadu e-Governance Agency has co-ordinated efforts between the NIC, Wipro and the Revenue Department to make this initiative a reality. The main focus is to provide Citizen Centric Services in Electronic Form in the Revenue Department which will enable the citizen to access services utilizing the internet.

As part of this initiative, People's Computer Centres (பேபிள் கம்ப்யூட்டர் மையம்) in Public Private Partnership have been encouraged in rural areas in some Districts and the roll out is to continue. People's Computer Centres (பேபிள் கம்ப்யூட்டர் மையம்) are planned to be rolled out in the urban areas as well. In the event of absence of the People's Computer Centres, Web-Based Applications have been developed in such a manner that they can be accessed through People's Computer Centres or by any citizen directly, or at browsing centres etc. In this era of the internet, more and more citizens are familiar with accessing Web-Based Information and this effort is to ensure that the efficiency of the department is enhanced in delivery of services.

3. In the G.O-second read above, the e-District Project has been adopted for implementation in Tamil Nadu. In the initial phase, the Revenue Department Application that has been developed will be piloted in Krishnagiri District and then



rolled out in the Districts of Ariyalur, Perambalur, Coimbatore, Krishnagiri, Thiruvallur and the Nilgiris. All these Districts have been identified as e-Districts. In these Districts, as part of this scheme, the required hardware has been placed in the Taluk, Revenue Division and Collectorate Offices. In addition, each Pirta has been provided with a shared facility of two PCs for use of the Village Administrative Officer's and Revenue Inspector's concerned. NIC has developed the application after extensive consultation with the Revenue Department and the Information Technology Department has facilitated the overall effort.

4. In the reference 5<sup>th</sup> read above, the Chief Executive Officer, Tamil Nadu e-Governance Agency, the Nodal Agency for implementation of e-Governance in the State has sent a proposal to Government consisting of the features of the e-District Programme and the Application Software developed for the implementation of specific Citizen Centric Services of the Department and requested for issue of enabling orders by the Government. The details of the scheme are mentioned in the following paragraphs.

5. In the initial stage of the e-District Project, it is proposed to provide for processing and issuing of the following Certificates through a Web-Based Application:

- Community Certificate
- Nativity Certificate
- Income Certificate
- Destitute Women Certificate
- No Graduate Certificate

6. In order to enable ease in implementation, the procedure as is currently followed (as is) compared with the proposed Net-Based Procedure (to-be) is found in the Annexure to this Order. No major changes are contemplated in the procedure except to accommodate use of the computer internet in the submission, processing and delivery of the Certificate. Method of delivery of signed certificates may be determined from time to time by guidelines issued from Principal Secretary and Commissioner of Revenue Administration.

The process proposed is as follows:

- (a) The application may be submitted online in the prescribed format. To begin with the citizen's identity details (Citizen registration) are entered either directly in the prescribed format (online) or through the People's Computer Centres (தகவல் கணினி மையம்) or Browsing Centres or any other source. (A People's Computer Centres operator can log in to the e-District Application using the User ID and Password)
- (b) On submission of the citizens identity details, the citizen is provided with a Citizen Account Number (CAN) online consisting of 13 digits. This Citizen Account Number must be repeated by the citizen in future as it will save time in filling up data time and again.

- (5)
- (c) The People's Computer Centre may collect nominal charges for the services rendered.
- (d) Once the online application is filled up and submitted along with the required documents being scanned and attached, it will be sent online to the Village Administrative Officer/ Revenue Inspector (VAO/RI). An unique Application ID will be generated and acknowledgement will be issued to the application by the People's Computer Centres (पब्लिक कंप्यूटर केंद्र) operator. (Each Village Administrative Officer/ Revenue Inspector (VAO / RI) will be provided with a User ID and Password). The hard copy of the application along with the required attachments will be handed over to the VAO by the People's Computer Centres (पब्लिक कंप्यूटर केंद्र) staff and an acknowledgement will be collected from the VAO by the People's Computer Centres (पब्लिक कंप्यूटर केंद्र) staff.
- (e) The VAO / RI will ascertain the genuineness of the request as is done traditionally as to whether a certificate can be issued. (A print out may be taken if found necessary). After the application is recommended/not recommended by the VAO, the application is forwarded to the RI to review the same. (This is done online). On being recommended/not recommended by the RI, the application is forwarded to the Zonal Deputy Tahsildar (online).
- (f) The Zonal Deputy Tahsildar can see the details of the Application and then will review the details entered by the VAO/RI. On being satisfied with the information, he will then issue the certificate with his digital signature being affixed on the certificate. He also reserves the right to reject the application in which case the rejection is also done digitally. Zonal Deputy Tahsildar will approve/reject applications pertaining to Community Certificates BC/MBC, Income Certificate for less than Rs.50,000, No Graduate Certificates, as done in the manual system.
- (g) For other certificates the Zonal Deputy Tahsildar will mark the application recommended/not recommended along with his comments and forward it to Revenue Divisional Officer.
- (h) Revenue Divisional Officer can view the details of the Application and will go through the comments entered by VAO/RI/ZOT/Tahsildar in case of Community Certificate (ST) and on being satisfied with the information, he will approve the application and then issue the certificate with his Digital Signature being affixed on the certificate. He also reserves the right to reject the application in which case the rejection is also done digitally.
- (i) As the digital signature is unique to every officer, it does not require a manual signature and is valid by itself.



(j) To receive a printed copy, the Applicant/CSC Operator should log in to the e-District Application, type the CAN (Citizen Account Number) and retrieve the digitally signed document. This may then be printed out. This Certificate is legally valid (without any manual signature) due to the presence of the digital signature and has the same value as a manually signed Certificate.

(k) Those who wish to have manually signed certificates in addition to digitally signed certificate shall be provided the same by the authorities concerned, on request.

(l) At any point of time, the citizen may use his CAN (Citizen Account Number) to track the status of the request of his Certificate.

(m) The mobile number of the Applicant (if filled up on the application) will enable a SMS alert indicating the status of the request.

7. The Government after careful consideration decide to accept the proposals in the method of processing as listed in para 6 above to give effect to online submission of applications, due process on to final issue of respective certificate. Also, it is clarified that for those who do not wish to access the above services through the Internet (electronically) may continue to avail the existing mechanism and procedure for securing the services.

This order shall come into force on the date of issue of this order.

(By order of the Governor)

K. DHANAVEL  
Secretary to Government

To  
All Secretaries to Government, Chennai-9.  
All Departments of Secretariat, Chennai-9.  
The Principal Secretary/Commissioner of Revenue Administration,  
Chennai-5.  
The Chief Executive Officer, TNeGA, Chennai-35.  
The State Informatics Officer, NIC, Rajaji Bhavan, Chennai-90.  
The Collectors of Ariyalur, Perambalur, Krishnagiri, Coimbatore,  
Tiruvallur and Nilgiris.  
All Heads of Departments.  
The Accountant General (Secretariat), Chennai-9.  
The Accountant General, Chennai-16.  
Copy to:  
All Collectors,  
All Treasury Officers,  
The Pay and Accounts Office (East), (South) and (North), Chennai.  
The Pay and Accounts Officer, Madurai.  
SP/SC

//Forwarded by Order//

Section Officer



**ANNEXURE**

| S. No. | AS-IS Process   | Proposed To-Be Process  |
|--------|---|---|
| 1      | Citizen collects application form for issuance of Certificate   | Citizen is registered and a CAN number is issued. Citizen submits the application online with all supporting documents.   |
| 2      | He submits the application at the Taluk office along with the required supporting documents   | Application is filed using e-District portal and forwarded to VAO (landing point).  |
| 3      |   | Acknowledgement for receipt of application and the expected date for receiving the certificate are given to the citizen together with a unique application ID for the request made.   |
| 4      | At the Taluk Office, Record Clerk (RC) receives application form for Community certificate. Records the application form and forwards it to VAO   |   |
| 5      | VAO receives application and undertakes physical verification at the applicants residence and prepares verification report & submit to RI   | VAO receives application through e-District portal completes process of physical verification   |
| 6      | RI receives verification along with application. Revenue Inspector attest and approves the verification report and recommends for issuance of Certificate. In case the spot verification report is not satisfactory, RI includes his remark on the application. RI returns application form along with recommendation to Taluk Office | VAO enters recommended or not recommended and enters remarks, name, date of field verification, he digitally forwards the application to RI; then the case is available for RI comments. RI enters recommended or not recommended and enters remarks, name, date of field verification, he digitally forwards the application to Tehsildar. |
| 7      | Taluk office receives the application form along with RI/VAO's recommendation. Application request is approved by Tehsildar for issuing relevant Certificate to the applicant   | Tehsildar can review the comment of VAO/RI instantly. He can approve/disapprove the application. For approved application digital signature will be used while issuing the certificate.   |
| 8      | In case of negative remarks by RI/VAO, Tehsildar reserve the right of rejecting the application   | In case of negative remarks by RI/VAO, the Tehsildar reserves the right of rejecting/ approving the application - This is also performed digitally.   |
| 9      | Taluk office assistant prepares Certificate for approved applications. Records appropriate information in official record   |   |

p.t.o

|    |   |   |
|----|---|---|
| 10 | Tahsildar signs the certificate in two copies   |   |
| 11 |   | In case citizen does not request signed copy, digitally signed certificate is generated by the Tahsildar.               |
| 12 | Document attached with the application form is archived in a file along with a copy of the certificate and stored in the Taluk Office |   |
| 13 | Inward and outward register is accordingly updated  |   |
| 14 | Citizen collects Certificate from Taluk office  | In the case of signed copy, citizen collects certificate from the Taluk Office  |
| 15 |   | In the case of digitally signed certificate, People's Computer Centre operator downloads the certificate and prints it. |
| 16 |   | Citizen provides acknowledgement for receiving the certificate  |

!!True Copy!!

Section Officer





### ABSTRACT

Social Welfare & Nutritious Meal Programme Department – e-Governance Services –  
Providing e-Services to citizen through Internet – Adopting required process changes –  
Orders issued.

#### Social Welfare & Nutritious Meal Programme Department

G.O.Ms.No: 183

Dated: 14-10-2010

Puratasi 28 Thiruvalluvar Andu 2041

Read:

1. G.O.Ms.No.17, Information Technology (e.Gov.II) Department, dated 04.08.2007.
2. G.O.Ms.No.4, Information Technology (e.Gov.II) Department, dated 20.4.2009.
3. G.O.Ms.No.6, Information Technology (e.Gov.I) Department, dated 16.09.2009.
4. G.O.Ms.No.21, Information Technology (e.Gov.I) Department, dated 03.05.2010.
5. From the Chief Executive Officer, TNeGA, Letter No.25/C/2008 dated 05.09.2010.
6. From the Director of Social Welfare, letter No.43893/WW.1.(1)/2009 dated 06.09.2010.

#### ORDER:

The Government of Tamil Nadu have planned for major e-Governance initiatives which are in line with the National e-Governance Plan. The Tamil Nadu e-Governance Agency (TNeGA) has co-ordinated efforts between the National Informatics Center (NIC), M/s Wipro and the Social Welfare and Nutritious Meal Programme Department to make this initiative a reality. The main focus is to provide Citizen Centric Services in Electronic Form in the Social Welfare and Nutritious Meal Programme Department which will enable the citizen to access services utilizing the internet.

2. As part of this initiative, People's Computer Center (மக்கள் கணினி மையம்) also known as Common Service Centre. Public Private Partnership have been encouraged in rural areas in some Districts and the roll out is to continue. People's Computer

Centres (PCC) are planned to be rolled out in the urban areas as well. In the event of absence of the People's Computer Centres (PCC), Web-Based Applications have been developed in such a manner that they can be accessed through People's Computer Centres (மக்கள் கணினி மையம்) (or) by any citizen directly or at Browsing Centre etc. In this era of the internet, more and more citizens are familiar with accessing Web-Based information and this effort is to ensure that the efficiency of the department is enhanced delivery of services.

3. In the Government Order second read above, the e-District Project has been adopted for implementation in Tamil Nadu. In the initial phase, the Social Welfare and Nutritious Meal Programme Department, web based software application that has been developed, will be piloted in Krishnagiri District and then rolled out in the Districts of Chennai, Tiruvallur, Perambalur, Coimbatore, Thiruvananthapuram and The Nilgiris. All these Districts have been identified as e-Districts. National Informatics Centre has developed the software application after extensive consultation with the Social Welfare and Nutritious Meal Programme Department and the Information Technology (IT) Department has facilitated the overall effort.

4. In the letter fifth read above, the Chief Executive Officer, TNeGA, the Nodal Agency for Implementation of e-Governance in the State has sent a proposal to Government consisting of the features of the e-District Programme and the application software developed for the implementation of specific Citizen Centric Services of the Social Welfare and Nutritious Meal Programme Department and requested for issue of enabling orders by the Government. The details of the scheme are mentioned in the following paragraphs.

5. In the initial stage of the e-District Project, it is proposed to provide the following services through a Web-Based Application:

- Moovalur Ramamirtham Ammaiyar Ninaivu Marriage Assistance Scheme
- EVR Maniammaiyar Ninaivu Marriage Assistance Scheme for the Daughters of poor widows
- Annai Therasa Ninaivu Marriage Assistance Scheme for Orphan Girls
- Dr. Dharmambal Ammaiyar Ninaivu Widow Re-marriage Assistance Scheme
- Anjugam Ammaiyar Ninaivu Inter-caste Marriage Assistance Scheme
- Sivagami Ammaiyar Ninaivu Girl Child Protection scheme (Scheme-I for one child and Scheme-II for two children)

6. In order to enable ease in implementation, the procedure as is currently followed (as - is) compared with the proposed Net-Based Procedure (to-be) is found in the Annexure to this Order. No major changes are contemplated in the procedure except to accommodate use of the computer/internet in the submission, processing and delivery of the services. The processes proposed are as follows:

- (a) The application may be submitted online in the prescribed format. To begin with the citizen's identity details (Citizen registration) are entered either directly in the prescribed format (online) or through the People's Computer Centres (மக்கள் கணினி மையம்) or Browsing Centres or any other source. (A People's



Computer Centre operator can log in to the e-District Application using the User ID and Password)

- (b) On submission of the citizens identity details, the citizen is provided with a Citizen Account Number (CAN) online consisting of 13 digits. This Citizen Account Number must be repeated by the citizen in future as it will save time in filling up data time and again.
- (c) The People's Computer Centre may collect nominal charges for the services rendered.
- (d) Citizen Account Number must be repeated by the citizen in future as it will save time in filling up data time and again.
- (e) Once the online application is filled up and submitted along with the required documents being scanned and attached, it will be sent online to the respective Block. An unique Application ID will be generated and acknowledgement will be issued to the applicant by the People's Computer Centre (user interface) operator.
- (f) The BDO Assistant receiving the application through e-District portal will ascertain the genuineness of the request as is done traditionally and if the Assistant is satisfied with the details of the application, then Assistant will forward the application to the respective Extension Officer (Social Welfare) / Rural Welfare Officer (Women), as per the location and jurisdiction of the applicant through the e-District application for initiating the physical verification of the application.
- (g) The Extension Officer (Social Welfare) / Rural Welfare Officer (Women) will then carry out the physical verification and provide his/her comments. The application is then sent to the Assistant. The Assistant processes the service request and submits electronically to the Block Development Officer for approval. Block Development Officer may approve/reject the Application and then the application is forwarded to the next level of authority i.e the District Social Welfare Officer along with the remarks by the Block Development Officer electronically.
- (h) District Social Welfare Officer can review the comments by Block Development Officer / Extension Officer (Social Welfare) / Rural Welfare Officer (Women) After review, the District Social Welfare Officer shall either approve or reject the application. District Social Welfare Officer generates the proceedings for the application, that have been approved. The Accountant then initiates the process for securing the cheque from treasury and once the cheque is received from the treasury the details of the cheque are entered in the e-District application. The cheque is then handed over to the applicant.
- (i) At any point of time, the citizen may use his CAN (Citizen Account Number) to track the status of the request of his application.
- (j) The mobile number of the Applicant (if filled up on the application) will enable a SMS alert indicating the status of the request.
- (k) Those who wish to have manually signed certificates in schemes where such certificates are required in addition to digitally signed certificate shall be provided the same by the authorities concerned, on request.

- (i) The Login User ID and Password are provided to the officials involved in the workflow and also to the authorities concerned viz., the District Collector, Section Officers of concerned Sections in Social Welfare and Nutritious Meal Programme Department, the Secretary to Government, Social Welfare and Nutritious Programme Department and the Minister for the Department for viewing the progress through the Dash Board and generate reports at every level.

7. The Government after careful consideration decide to accept the proposals outlined in para 6 above in providing e-services of the Social Welfare department. Also, it is clarified that for those who do not wish to access the above services through the internet (electronically) may continue to avail the existing mechanism and procedure for securing the services.

8. This order shall come into force on the date of issue of this order.

(By order of the Governor)

Mohan Pyare,

Principal Secretary to Government

To

All Secretaries to Government, Chennai-9.  
All Departments of Secretariat, Chennai-9.  
The Director of Social Welfare, Chennai-5.  
The Chief Executive Officer, TNeGA, Chennai-35.  
The State Informatics Officer, Rajaji Bhavan, Chennai-90  
The Collectors of Ariyalur, Perambalur, Krishnagiri, Coimbatore, Tiruvannamalai and  
The Nilgiris.

Copy to:

All the District Collectors.  
The Accountant General (A&E), Tamil Nadu, Chennai-18 & (By Name)  
The Secretary to Hon'ble Chief Minister, Chennai-9  
The Special P.A. to Hon'ble Minister (Social Welfare), Chennai-9  
All Treasury Officers  
All Pay and Accounts Officers

// Forwarded By Order //

Section Officer



**ANNEXURE**

**(To G.O.Ms.NO. 183, Social Welfare and Nutritious  
Meal Programme Department. Dated 14-10-2010)**

*AS-TC*

*TO-RE*

| Serial No. |  | Automation and e-District   |  |
|------------|--|---|--|
| 1          | Citizen submits the application to Extension Officer (Social Welfare) /Rural Welfare Officer (Women)   | Citizen submits the application online with all supporting documents. Citizen is registered and a CAN number is issued.   |  |
| 2          | Extension Officer (Social Welfare) /Rural Welfare Officer (Women) is responsible for collecting all the supporting documents along with the application. | People's Computer Centre operator is responsible for collecting the physical supporting documents, scan it and sends electronically in addition to sending the physical application and supporting documents to the respective block office   |  |
| 3          | Block Development Officer receives the application and forward the attested application to District Social Welfare Officer                               | BDO Assistant receives the application through e-district portal, takes a print out and requests for physical verification by Extension Officer (Social Welfare) /Rural Welfare Officer (Women)   |  |
| 4          | District Social Welfare Officer orders for the physical verification by the Extension Officer (Social Welfare) /Rural Welfare Officer (Women)            |   |  |
| 5          | Extension Officer (Social Welfare) /Rural Welfare Officer (Women) does the field verification and submits the report to Block Development Officer        | Extension Officer (Social Welfare) /Rural Welfare Officer (Women) does the physical verification and submits the report to BDO Assistant, who enters the same remarks into the e-district portal.   |  |
| 6          | Block Development Officer performs the random verification by checking 50% applications  | BDO Assistant forwards the application online to the Block Development Officer for his approval   |  |
| 7          | Block Development Officer forwards the application to District Social Welfare Officer for her final approval   | Block Development Officer based upon the verification report from Extension Officer (Social Welfare) /Rural Welfare Officer (Women) makes his remarks and forwards the application online to District Social Welfare Officer for the final approval.<br>The BDO Assistant / Block Development Officer can reject or approve an application. The application is then forwarded to the next level of authority. |  |

|  |  |
|--|--|
| District Social Welfare Officer does a random verification by checking 15% of the applications                       | District Social Welfare Officer either approves or rejects the application and approved generates the proceedings.   |
| Based on the approval from District Social Welfare Officer a cheque is prepared by the clerk in the name of the girl | Based on the approval from District Social Welfare Officer the Accountant then initiates the process for getting the cheque from treasury and once the cheque is received from treasury the details of the cheque are entered in the e-district application. |
| District Social Welfare Officer issues the cheque/Bond to the citizen/mother with an entry in the register           | Accountant issues the cheque/Bond to the Citizen/Father/Mother/Guardian  |
| Transparency in Service request processing is at minimum levels  | Complete Transparency in Service request processing is provided to citizen and the Government officials at every stage as the progress of the application is tracked.  |
| Reports are prepared manually which is time consuming and with errors in data  | On-line reports can be generated at anytime and anywhere at every level of hierarchy with no errors.   |
| Monitoring of processing is difficult on a district wide or State wide scale.  | Monitoring is on-line and at a click of the mouse  |

// Forwarded By Order //

*Om. M. M. M.*  
Section Officer