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NOTIFICATION

No. B. 16012/4/2009-PLG(ICT), the 16th May, 2012. In exercise of the powers conferred by clause (i), (k), (m) and (n) of rules 2 of the Mizoram Citizen Services (Electronic Governance) Rules, 2010, the Governor of Mizoram is pleased to notify the Rates of the Service Charges, Maximum Timeline for Delivery of Services, Documents required and Approving Authorities for District level delivery of various Government (G2C) Services to the citizens in the manner laid down as under with immediate effect and until further order.

1. **G2C Services, Timelines & Charges for Delivery of G2C Services through CSCs :**
 - (i) The list of G2C services, Maximum Service Delivery Timelines & Charges for Delivery of G2C Services through CSCs is as per the Annexure-I of this Notification.
 - (ii) The Charges shown in Annexure-I includes service charge and Government fee which is required to be deposited in the Treasury/Government exchequer.
 - (iii) The timelines shown in the Annexure-I are maximum time that may be taken for delivery of the service.
 - (iv) The Information & Communication Technology Department may revise the Annexure-I from time to time.
 - (v) For the G2C Services, the user charges and timelines shall be applicable for every district in the state uniformly.
 - (vi) The SCA shall ensure that every VLE prominently displays the Annexure-I in the CSC premises for the benefit of the citizens.
 - (vii) The Deputy Commissioners and the SDOs (Civil) shall ensure that the Annexure-I is displayed prominently in the Public Facilitation Centre of their respective offices for the benefit of the citizens.
2. **Manner and Procedure of Delivery of the G2C Services :**
 - (i) A citizen can file an application for any of the G2C services as per Annexure-I in the nearest CSC of his/her district along with all requisite documents mentioned in the Annexure-I and pay the requisite fee/user charges as shown there under.
 - (ii) The VLE/SCA shall be responsible for transmitting the application along with the required documents to the concerned Government office as per the Annexure-I.
 - (iii) The VLE/SCA shall also be responsible for delivery of the Service in form of Certificate etc. to the citizen at the concerned CSC where the citizen deposited the application.
 - (iv) The Information & Communication Technology Department would issue a separate notification on electronic acceptance of applications from citizens and delivery of services through digitally signed certificates concerning the G2C services.

3. Deposit of Govt. Fees and Charges by the CSC/SCA :

- (i) In case any of the G2C Services requires deposit of any Government fee/charges, the same shall also be collected by the VLE from the citizen.
- (ii) However, before collecting such fee, the SCA shall sign an SLA with the concerned Govt. Department/Agency.
- (iii) Deposit and other terms and conditions of the said G2C Service shall be governed by that SLA.
- (iv) Any such service, including collection of fee or charges of any Department of the State Government, or any of its agencies, for the delivery of which the SCA has signed an SLA with the concerned Department or agency, shall be deemed to be a G2C Service.
- (v) The SCA shall submit to the Information & Communication Technology Department and the SDA a copy of any such SLA signed immediately.

4. Remittance of Service Charges and other prescribed charges

- (i) Remittance of the amount collected through CSCs
 - a) Of the total amount of service charge collected through the Common Service Centres, the share of DeGS shall be remitted by the concerned Service Centre Agency (SCA) on a fortnightly basis with the head of account of District e-Governance Society (DeGS) in lieu of services provided by the District Administration.
 - b) Likewise, of the total service charge amount collected through the Common Service Centres, the share of Principal Office shall be remitted by the Service Centre Agency (SCA) on a fortnightly basis with the fund of the Principal Office concerned with the particular Notified Citizen Service transaction to which the service charge relates. In respect of transaction relating to the State Government offices, the aforesaid amount shall be credited with the Government treasury in the appropriate head of account.
 - c) The SCA shall also deposit the prescribed charges other than the service charges, as mentioned in sub-section (b) above, as collected through such CSCs managed by such SCA, on a fortnight basis with the Government treasury in the appropriate head of account.
 - d) However, the aforesaid remittance shall not apply in respect of application status enquiry services.
- (ii) Remittance of the amount collected through e-District Centres
 - a) Of the total service charge and other prescribed charges amount that has been collected through the e-District centres, the kiosk operator so appointed by the Principal Office to run the e-district centre shall hand over the total service charges as well as the prescribed charges amount collected, along with the system generated transaction details at the end of each working day to the Nodal Officer so appointed by the Principal Office.
 - b) Such amount shall be deposited by such Nodal Officer to the concerned head of account of the DeGS or the Principal Office, as the case may be, on a fortnight basis.

6. Services Related to the Revenue & Disaster Management Department :

- (i) The respective SCA shall approach the concerned authority for issue of the requisite License in favor of the VLEs and execute necessary documents on behalf of the VLEs including security deposit etc.
- (ii) The applicable rates for the G2C Services which are related to the Revenue and Disaster Management Department shall be revised by the Information & Communication Technology Department in consultation with that Department.
- (iii) In case any VLE ceases to be a VLE, he/she shall have to surrender immediately his/her License to the License Issuing Authority.

S.S. Garbyal,

Principal Secretary to the Govt. of Mizoram,
Information & Communication Technology.

Annexure - I

Timelines and Charges for Delivery of G2C Services through CSCs

Sl. No.	Citizen Services	Office in which processed	Documents required	Days within which service will be delivered	Rates/Fees		Level of security required (none/ password/ biometric/digital signature)
					Government fees	VLE/e-District Center	
1.	Residential Certificate	DC, SDO	1) Chairman, Local Council recommendation 2) Voters ID Xerox	3 Working Days	10	20	Digital Signature
2.	Caste/Tribe Certificate	DC, SDO	1) Chairman, Local Council recommendation 2) Voters ID Xerox	3 Working Days	10	20	Digital Signature
3.	Income Certificate	DC, SDO	1) Chairman, Local Council recommendation 2) For Govt. Sector, Employee Salary Slip enclosed.	3 Working Days	10	20	Digital Signature
4.	Inner Line Permit (Temporary)	DC, SDO	1) Applicant's Photos	7 Working Days	100	50	Digital Signature
5.	Inner Line Permit (Permanent)	DC, SDO	1) Applicant's Photos 2) Applicant's Voter ID or Panchayat ID 3) Sponsors ID 4) Sponsors Photos	7 Working Days	200	50	Digital Signature
6.	Bakijai Clearance Certificate	DC, SDO	1) Bank Manager Form Clearance certificate 2) Bakijai Notice 3) Warrant of Arrest	7 Working Days	10	20	Digital Signature
7.	Land Valuation Certificate/ Fixation of Rent	DC, SDO	1) Information of land like LSC no. per square feet Area.	15 Working Days	10	20	Digital Signature
8.	Housing Loan Clearance Certificate	DC, SDO	1) Voters ID 2) Chairman, Local council recommendation	7 Working Days	10	20	Digital Signature
9.	Land Acquisition Order	DC	NA	15 Working Days	10	20	Digital Signature
10.	Application for Disaster Management Funds	BDO	1) Applicants Photos 2) Chairman, Local Council recommendation 3) Copy of LSC	15 Working Days	10	20	Digital Signature
11.	Tax Exemption Certificate	DC, SDO	1) Tribal certificate 2) Chairman, Local council recommendation 3) Voters ID	7 Working Days	10	20	Digital Signature
12.	Public Grievance Redressal	DC, SDO	NA	7 Working Days	10	20	Digital Signature
13.	Right to Information (RTI) services	DC, SDO CO, BDO	NA	7 Working Days	10	20	Digital Signature