

By Fax / e-Mail

GOVERNMENT OF ODISHA
REVENUE AND DISASTER MANAGEMENT DEPARTMENT

RDM-IMU-EGOV-0001-2012- 9823 Dated 30th March, 2015

From

Dr. Taradatt, IAS
Additional Chief Secretary

To

All Collectors

Sub: Collection of user fees / service charges for delivery of public services under e-District Project.

Madam/Sir,

In order to have transparency in delivery of public services, various certificates i.e. Income Certificates, Residence Certificates, SC/ST Certificates, OBC/SEBC Certificates, Solvency Certificates, Legal Heir Certificates and Certified Copies of RoRs are being issued online under e-District Project. For getting these services the applicants have to apply either through CSCs on payment of service charges of CSCs prescribed by the Department of IT vide their Notification No. 71/IT dated 06.01.2011 along with user fees prescribed in Revenue and DM Department Resolution No. 38196 dated 07.09.2011 or at Tahasil Offices on payment of user fees only.

Instances have come to the notice of Government through grievance / allegation petitions regarding anomalies in collection of user fees / service charges by CSCs for delivery of different kinds of services under e-District Project.

In order to remove any ambiguity with regard to payment of user fees / service charges for different kinds of services under e-District Project the prescribed user fee / service charge structure is enclosed separately in annexure to this letter for guidance. Any charges by the CSCs beyond the prescribed rate will amount to gross violation and appropriate action against the said CSCs shall be taken as per the terms and conditions of the agreement executed by the concerned CSCs with the District Collectors in consultation with IT Department.

The Tahasildars as well as CSCs may be instructed to put the user fee / service charge structure on notice board for information of the citizens.


Yours faithfully,


30.3.15

Additional Chief Secretary

Memo No. 9824 /R&DM., Dated 30th March, 2015

Copy forwarded to all Sub-Collectors / Tahasildars for information and necessary action.



30/03/2015

Deputy Secretary to Govt.

Memo No. 9825 /R&DM., Dated 30th March, 2015

Copy forwarded to Deputy Secretary to Govt., IT Department for information and necessary action.

It is requested that the functioning of CSCs may be periodically reviewed to ensure that the CSCs collect service charges at the prescribed rate and the CSCs collecting any excess charges may be taken to task as per the law / as per the terms and conditions of the agreement executed.


30/03/2015

Deputy Secretary to Govt.

Annexure

**Services & Charges for delivery of G2C services under
e-District Project**

Sl. No.	Services / Certificates	User fees for services (Rs.)	Service charges of CSCs
1.	Income Certificate	Rs. 30/-	Rs. 20/-
2.	Residence Certificate	Rs. 30/-	Rs. 20/-
3.	SC / ST Certificate	Rs. 30/-	Rs. 20/-
4.	OBC / SEBC Certificate	Rs. 30/-	Rs. 20/-
5.	Solvency Certificate	Rs. 30/-	Rs. 20/-
6.	Legal Heir Certificate	Rs. 30/-	Rs. 20/-
7.	Certified Copies of RoR	Rs. 30/-	Rs. 20/-

N.B.

The acknowledgement of receipt of Application, Delivery of Certificate and the money receipt for payments received from citizens shall be issued free of cost by the CSC Operator to the citizens. Besides the above for extra printing the charge per page is Rs. 10/- and for scanning of documents to be attached along with application, the scanning charge per page is Rs. 5/.

[CSC-Common Service Centre (Jana Seva Kendra)]