E Tech. Education

Mimi Maya Ram Marg.

Government of NCT of Delhi HIEF SECRETARY, DELHI V.

5<sup>th</sup> Level, A-Wing; Delhi Secretariat I.P. Estate, New Delhi - 110002

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Dated:

e-SLA is one of the flagship projects of Government of NCT of Delhi which was implemented by various Departments in which 44 services have been launched in public domain. The list of these services is annexed at Annexure - I.

Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2. 2011 and Rules which were notified in official Gazette are available at http://delhi.gov.in. The Act empowers the citizens for timely delivery of services... THE RESERVE OF THE STREET OF THE STREET

It is enjoined that all the Departments need to be covered under e-SLA project.

It is, accordingly, requested that 5 services [having public interface] of each Department may be identified by every Department for integration under e-SLA project.

The Departments are requested to send list of such services which 5. can be integrated under e-SLA to the undersigned in a week's time.

3969/0017

(P. K. Tripathi) Chief Secretary, Delhi

All Pr. Secretaries / Secretaries Heads of Department of Govt. of NCT of Delhi/ Corporations / Autonomous Bodies

> (Except Delhi Police, MCD, NDMC, Weight & Measure Department, Department of Revenue, Excise and Entertainment Deptt., Delhi Jal Board, Transport Department, Trade & Taxes Department)

## List of Notified Services

| s.<br>NO | NAME OF SERVICE  | SLA Days         | DEPARTMENT/<br>ORGANISATION   |
|----------|--|------------------|---|
| 1.       | New Electricity Connection ( Domestic)                       | Thirty five days | BSES Rajdhani Power<br>Limited  |
| 2.       | New Electricity Connection ( Domestic)                       | Thirty five days | BSES Yamuna Power<br>Limited  |
| 3.       | New Electricity Connection (Domestic)                        | Thirty five days | North Delhi Power<br>Limited (NDPL)                                   |
| 4.       | Registration of Eating House                                 | Fifty five days  | Delhi Police  |
| 5.       | Work Plan for Financial Assistance                           | Thirty days      | Delhi Park and Garden<br>Society, Department of<br>Environment, GNCTD |
| 6.       | Grant of License to Chemist                                  | Thirty five days | Drugs Control   |
| 7.       | Eco-Club Grant for Schools and Colleges                      | Thirty days      | Department of<br>Environment, GNCTD                                   |
| 8.       | Issuance of Ration Card (APL)                                | Forty five days  | Food Supplies and<br>Consumer Affairs                                 |
| 9.       | Issuance of Birth Certificate                                | Seven days       | Municipal Corporation of<br>Delhi (MCD)                               |
| 10       | Issuance of Death Certificate                                | Seven days       |   |
| 11       | Issuance of Birth Certificate                                | Seven days       | New Delhi Municipal<br>Council (NDMC)                                 |
| 12       | Issuance of Death Certificate                                | Seven days       |   |
| 13       | Issuance of Domicile Certificate                             | Twenty one days  |   |
| 14       | Issuance of Income Certificate                               | Twenty one days  |   |
| 15       | Issuance of Nationality Certificate                          | Twenty one days  |   |
| 16       | Issuance of OBC Certificate                                  | Sixty days       | Parameter   |
| 17       | Issuance of SC/ST Certificate                                | Sixty days       | - Revenue   |
| 14       | Issuance of SC/ST Certificate (Other State)                  | Sixty days       |   |
| 10       | Issuance of Solvency Certificate                             | Twenty one days  |   |
| 20       | Designation under Dellait Value Added                        | Fifteen days     | Trade and Taxes   |
| 2        | I Issuance of Learner's Driving License                      | One day          |   |
|          | 2 Issuance of Permanent Driving License                      | One day          | Transport   |
|          | Renewal of Permanent Driving License                         | One day          |   |
|          | 4 Transfer of Ownership of Vehicle                           | Twenty one days  |   |
|          | S Issuance of Certificate of Vehicle Fitness                 |                  |   |
|          | Issuance of Registration Certificate of Vehicle              | Twenty one days  |   |
| 2        | Grant of Licenses as Manufacturer of<br>Weights and Measures | Forty five days  | Weights and Measures  |
| -        | 8 Grant of Licences as Repairer of Weights                   | Forty five days  |   |

|    | and Measures  |                  | Water                                 |
|----|---|------------------|---------------------------------------|
| 29 | Grant of Licences as Dealer in Weights<br>and Measures  | Forty five days  |                                       |
| 30 | Renewal of Licences as Manufacturer of<br>Weights and Measures                                | Forty five days  |                                       |
| 31 | Renewal of Licences as Repairer of<br>Weights and Measures                                    | Forty five days  |                                       |
| 32 | Renewal of Licences as Dealer in Weights and Measures   | Forty five days  |                                       |
| 33 | First (Fresh) Registration of Pharmacist (Pharma. D. / Degree / Diploma Holder)               | Seven Days       | Delhi Pharmacy Council                |
| 34 | Renewal of Registration certificates of already registered Pharmacist                         | Seven Days       |                                       |
| 35 | Luxury Tax Registration   | Twenty Five Days | Excise, Entertainment & luxury Tax    |
| 36 | Registration of Cable operator  | Twenty Five Days |                                       |
| 37 | Grant of Performance license in a licensed premises   | One Day          | Delhi Police                          |
| 38 | Title Verification & Authentication of declaration regarding newspaper / magazines / journals | Forty Five Days  |                                       |
| 39 | Health Trade License  | Sixty Days       | New Delhi Municipal<br>Council (NDMC) |
| 40 | Booking of Parks  | Fifteen Days     |                                       |
| 41 | Booking of Community Halls  | One Day          |                                       |
| 42 | New Electricity Connection (Domestic)   | Thirty Five Days |                                       |
| 43 | New Water Connection (Domestic)   | Thirty Five Days |                                       |
| 44 | Building Plan Approval  | Sixty Days       |                                       |

## List of Integrated Services (yet to be notified):-

| S. No | Service Name                                      | SLA Days | Department Name                   |
|-------|---|----------|-----------------------------------|
| 1     | Park Booking                                      | 1        | Municipal Corporation of<br>Delhi |
| 2     | Community Hall Booking                            | 1        |                                   |
| 3     | Appointment of Returning Officer                  | 22       | Registrar Office (CS)             |
| 4     | Appointment of Auditor                            | 15       |                                   |
| 5     | Online Registration of Shops and<br>Establishment | 1        | Labour Department                 |
| 6     | Free Hold of DDA Flats                            | 45       | Delhi Development<br>Authority    |
| 7     | Free Hold of Group Housing Flats                  | 45       |                                   |
| 8     | New Water Connection (Domestic)                   | 35       | Delhi Jal Board                   |