

(TO BE PUBLISHED IN PART -IV OF THE DELHI GAZETTE - EXTRAORDINARY)

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
(DEPARTMENT OF INFORMATION TECHNOLOGY)  
9<sup>TH</sup> LEVEL, B-WING, DELHI SECRETARIT, NEW DELHI-110013

No: F.6(100)/IT/2011 / 7465-73

Dated: the 14<sup>th</sup> day of September, 2011

**NOTIFICATION**

No: F.6 (100)/IT/2011/7465-73 In exercise of the powers conferred by sub section (1) of section 9 read with sub section (2) of section 11 of the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011, the Government of National Capital Territory of Delhi hereby appoints the officers as the Competent Officers and Appellate Authorities, as under:-

S. NO.	NAME OF SERVICE	COMPETENT OFFICER	APPELLATE AUTHORITY	DEPARTMENT/ ORGANISATION
1.	New Electricity Connection (Domestic)	Head- Door Step Service ( New Connection)	Head - Customer Care	BSES Rajdhani Power Limited
2.	New Electricity Connection (Domestic)	Deputy General Manager and Head-Meter Management Group	Assistant Vice President and Head-Door Step Service	BSES Yamuna Power Limited
3.	New Electricity Connection ( Domestic)	Sr. General Manager (Commercial)	Vice President (Commercial)	North Delhi Pov Limited (NDPL)
4.	Registration of Eating House	ACP (Arms / Licensing)	Addl. Dy. Commissioner of Police (Licensing)	Delhi Police
5.	Work Plan for Financial Assistance	Range Officer	Chief Executive Officer	Delhi Park and Garden Society Department of Environment, GNCTD



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6.	Grant of License to Chemist	Head of Office	Drugs Controller	Drugs Control
7.	Eco-Club Grant for Schools and Colleges	Sr. Scientific Officer	Director (Environment)	Department of Environment, GNCTD
8.	Issuance of Ration Card ( APL)	Additional Commissioner (Vig.)	Special Commissioner	Food Supplies and Consumer Affairs
9.	Issuance of Birth Certificate	Deputy Health Officer ( Concerned MCD Zone)	Deputy Commissioner ( Concerned MCD Zone)	Municipal Corporation of Delhi (MCD)
10.	Issuance of Death Certificate	Deputy Health Officer ( Concerned MCD Zone)	Deputy Commissioner ( Concerned MCD Zone)	Municipal Corporation of Delhi (MCD)
11.	Issuance of Birth Certificate	Director (Personnel), NDMC	Secretary (NDMC)	New Delhi Municipal Council ( NDMC)
12.	Issuance of Death Certificate	Director (Personnel), NDMC	Secretary (NDMC)	New Delhi Municipal Council ( NDMC)
13.	Issuance of Domicile Certificate	Concerned area SDM	ADM (Concerned Revenue District)	Revenue
14.	Issuance of Income Certificate	Concerned area SDM	ADM (Concerned Revenue District)	Revenue
15.	Issuance of Nationality Certificate	Concerned area SDM	ADM (Concerned Revenue District)	Revenue
16.	Issuance of OBC Certificate	Concerned area SDM	ADM (Concerned Revenue District)	Revenue
17.	Issuance of SC/ST Certificate	Concerned area SDM	ADM (Concerned Revenue District)	Revenue

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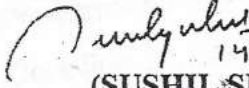
18.	Issuance of SC/ST Certificate- Other State	Concerned area SDM	ADM (Concerned Revenue District)	Revenue
19.	Issuance of Solvency Certificate	Concerned area SDM	ADM (Concerned Revenue District)	Revenue
20.	Registration under Delhi Value Added Tax ( DVAT) and Central Sale Tax, Act	Additional Commissioner-IV	Special Commissioner-III	Trade and Taxes
21.	Issuance of Learner's Driving License	Deputy Commissioner ( Operations)	Additional Commissioner ( Operations)	Transport
22.	Issuance of Permanent Driving License	Deputy Commissioner ( Operations)	Additional Commissioner ( Operations)	Transport
23.	Renewal of Permanent Driving License	Deputy Commissioner ( Operations)	Additional Commissioner ( Operations)	Transport
24.	Transfer of Ownership of Vehicle	Deputy Commissioner ( Operations)	Additional Commissioner (Operations)	Transport
25.	Issuance of Certificate of Vehicle Fitness	Deputy Commissioner (Operations)	Additional Commissioner ( Operations)	Transport
26.	Issuance of Registration Certificate of Vehicle	Deputy Commissioner ( Operations)	Additional Commissioner ( Operations)	Transport
27.	Grant of Licenses as manufacturer of Weights and Measures	Assistant Controller	Controller	Weights and Measures
28.	Grant of Licenses as Repairer of Weights and Measures	Assistant Controller	Controller	Weights and Measures

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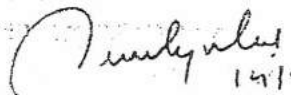
29.	Grant of Licenses as Dealer in Weights and Measures	Assistant Controller	Controller	Weights and Measures
30.	Renewal of Licenses as Manufacturer of Weights and Measures	Assistant Controller	Controller	Weights and Measures
31.	Renewal of Licenses as Repairer of Weights and Measures	Assistant Controller	Controller	Weights and Measures
32.	Renewal of Licenses as Dealer in Weights and Measures	Assistant Controller	Controller	Weights and Measures

By order and in the name of the  
Lieutenant Governor of the  
National Capital Territory of Delhi,

  
14/9/2011  
(SUSHIL SINGH)  
JOINT SECRETARY (IT)

Copy for information and necessary action to:-

1. BSES Rajdhani Power Limited
2. BSES Yamuna Power Limited
3. North Delhi Power Limited (NDPL)
4. Delhi Police
5. Delhi Park and Garden Society, Department of Environment, GNCTD
6. Drugs Control
7. Department of Environment, GNCTD
8. Food Supplies and Consumer Affairs
9. Municipal Corporation of Delhi (MCD)
10. New Delhi Municipal Council (NDMC)
11. Revenue Department.
12. Trade and Taxes Department
13. Transport Department
14. Weights and Measures

  
14/9/2011  
(SUSHIL SINGH)  
JOINT SECRETARY (IT)



Government of NCT of Delhi  
DEPARTMENT OF INFORMATION TECHNOLOGY  
9<sup>th</sup> Level, B-Wing, Delhi Secretariat,  
IP Estate, New Delhi - 110002

108LC 33311  
OFFICE OF THE COMMISSIONER (P.S.)  
By/Despatch No. 27 SEP 2011  
2956/A  
GOVT. OF NCT OF DELHI

No: F10 (97)/2009/IT/ST/D/1704-21

Dated: 26/9/11

Subject: - Imprest Money provisions to facilitate Penalty Payment for delay in service delivery as per The Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011

Sir/Madam,

SS (P&C/Comp.)

Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 and Delhi (Right of Citizen to Time Bound Delivery of Services) Rules, 2011 have been brought into force w.e.f. 15th September 2011.

Following 32 services of 14 Departments/organization are covered under e-SLA :-

S. NO.	SERVICE NAME	NO. OF DAYS	DEPARTMENT/ ORGANISATION
1.	New Electricity Connection ( Domestic)	35	BSES Rajdhani Power Limited
2.	New Electricity Connection ( Domestic)	35	BSES Yamuna Power Limited
3.	New Electricity Connection ( Domestic)	35	North Delhi Power Limited (NDPL)
4.	Registration of Eating House	55	Delhi Police
5.	Work Plan for Financial Assistance	30	Delhi Park and Garden Society, Department of Environment
6.	Grant of License to Chemist	35	Drugs Control
7.	Eco-Club Grant for Schools & Colleges	30	Department of Environment,
8.	Issuance of Ration Card ( APL)	45	Food Supplies and Consumer Affairs
9.	Issuance of Birth Certificate	7	Municipal Corporation of Delhi
10.	Issuance of Death Certificate	7	Municipal Corporation of Delhi
11.	Issuance of Birth Certificate	7	New Delhi Municipal Council
12.	Issuance of Death Certificate	7	New Delhi Municipal Council
13.	Issuance of Domicile Certificate	21	Revenue
14.	Issuance of Income Certificate	21	Revenue

AC (P&C) SA

15/10/11  
18/10/11  
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note to  
Mr. S. L.  
Mr. S. L.  
Mr. S. L.  
Mr. S. L.

17/10/11

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15.	Issuance of Nationality Certificate	21	Revenue
16.	Issuance of OBC Certificate	60	Revenue
17.	Issuance of SC/ST Certificate	60	Revenue
18.	Issuance of SC/ST Certificate- Other State	60	Revenue
19.	Issuance of Solvency Certificate	21	Revenue
20.	Registration under Delhi Value Added Tax (DVAT) and Central Sale Tax, Act	15	Trade & Taxes
21.	Issuance of Learner's Driving License	1	Transport
22.	Issuance of Permanent Driving License	1	Transport
23.	Renewal of Permanent Driving License	1	Transport
24.	Transfer of Ownership of Vehicle	21	Transport
25.	Issuance of Certificate of Vehicle Fitness	15	Transport
26.	Issuance of Registration Certificate of Vehicle	21	Transport
27.	Grant of Licenses as Manufacturer of Weights & Measures	45	Weights & Measures
28.	Grant of Licenses as Repairer of Weights & Measures	45	Weights & Measures
29.	Grant of Licenses as Dealer in Weights & Measures	45	Weights & Measures
30.	Renewal of Licenses as Manufacturer of Weights & Measures	45	Weights & Measures
31.	Renewal of Licenses as Repairer of Weights & Measures	45	Weights & Measures
32.	Renewal of Licenses as Dealer in Weights & Measures	45	Weights & Measures

2. Reference is made to meeting chaired by Chief Secretary, Delhi on 27-06-2011. In the said meeting, salient features of the Act viz. objectives, responsibility of Competent Officers / Appellate Authorities, provision of penalty amount as per said Act, provision of cash incentives as per said Act, liability of the Government servant, liability of Department, conferment of powers of DDO to Competent Officer etc. were highlighted and following decisions were taken:-

- Departments will inform the names of the Competent Officer and Appellate Authority to Department of Information Technology immediately.



- Powers of DDO may be conferred to Competent Officer by the concerned Departments.
- Imprest of Rs. 1000/- may be provided to VATO, Executive Magistrate etc. [Officers Implementing Public Service] for payment of compensatory cost to citizens.
- This imprest money shall be exclusively used for payment of compensatory cost to the citizen by the Competent Officer.
- Monthly reconciliation of this account shall be done by concerned Drawing and Disbursement Officer (DDO) for which necessary orders will be issued by the concerned Departments in this regard.
- In case, Government employee files an appeal against the penalty imposed and does not succeed, the Appellate Authority may direct for deduction of the compensatory cost (already paid to the citizen) from the salary of Government employee as "miscellaneous receipt".
- In case of enhancement of imprest amount to be required, Departments will take approval of Finance Department through Department of Information Technology.

It is accordingly requested that all the Departments need to ensure that necessary imprest amount is available with Competent Officer for making payment to citizen in case of delay in delivery of service as per SLA.

*Rajendra*  
22/01/11  
(Rajendra Kumar)  
Secretary(IT)

- Commissioner, Delhi Police, Police Headquarter, I. P. Estate, I.T.O. New Delhi - 110002.
- The Commissioner, Municipal Corporation of Delhi, Town Hall, Delhi - 110006.
- Pr. Secretary-cum-Commissioner (Transport), Transport Department, 5/9, Under Hill Road, Delhi - 110054.
- The Chairman, New Delhi Municipal Council, Palika Kendra, Sansad Marg, New Delhi - 110001.
- The Commissioner, Department of Food & Supplies and Consumer Affairs, Vikas Bhawan, IP Estate, New Delhi - 110002
- The Divisional Commissioner, 5, Sham Nath Marg, Delhi - 110054.
- The Commissioner, Trade & Taxes Department, Vyapar Bhawan, IP Estate, New Delhi - 110002.
- Secretary (Environment), 6<sup>th</sup> Level, C-Wing, Delhi Secretariat, New Delhi
- Sh. A. J. Kurian, Additional Commissioner, MCD, Dr. S. P. M. Civic Centre, Minto Road, New Delhi - 110002.
- The Controller, Weights and Measures Department, Vikas Bhawan, IP Estate, New Delhi - 110002.