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HOUSING & URBAN DEVELOPMENT DEPARTMENT

NOTIFICATION

No. 12691—Reforms-UR-29/2011/HUD

The 21st May 2011

SUBJECT—Procedure for implementation of Online payment at e-Seva Kendra for registration of Birth/Death and issue of Birth/Death Certificates.

I. Introduction

State Government have set up e-Seva Kendras named Jana Seba Kendra (JSK) in Urban areas to deliver Citizen Centric Service at their door step by providing Single Window facility. Services like Registration of Birth, Issue of Birth Certificate, Registration and issue of Death Certificates, Reservation and Cancellation of Kalyan Mandap, Payment of Water Bill and Payment of Holding Tax can be availed through these e-Seva Kendras.

Further simplification of the procedure for Online payment of various State Government dues has been under active consideration for some time. Central Government and various State Governments have already introduced this facility for various Online services and receipt of electronic payment after introduction of Net Banking facility. The provisions under the Information Technology (Amendment) Act, 2008 of Government of India (Sec. 6-A) for Online services and Electronic payment has also drawn the attention of Government of Orissa and have taken initiative to provide these facilities to public at large through electronic mode. To begin with Citizen Centric Services of Birth & Death registration and Issuance of Certificate will be delivered through www.orissaonline.gov.in portal accessible at e-Seva Services Kendras across the State.

II. Short title & Commencement :

Definitions :

Unless the context otherwise requires ;

- (a) 'e-Payment'-means successful payment either the fees or tax or any other payment made through internet/e-Seva Kendra with a specific purpose in accordance with statutory requirement of Municipality Act, Municipal Corporation Act, and instructions issued by Finance Department to various departments of Government of Orissa.

- (b) 'e-Receipt' means the computerized receipt (Annexure-I) generated as evidence of payment at e-Seva Kendras on successful completion of the (Online payment) transaction and which shall always bear the unique transaction reference number for authentication of the receipt of payments.
- (c) Citizen Centric ULB services/transactions mean the following services provided by Urban Local Bodies and any other services notified from time to time.
- Registration of Birth
 - Issue of Birth Certificate
 - Registration of Death
 - Issue of Death Certificate
- (d) Jana Seva Kendra/Common Service Centre/Village Level Enterprenurer (JSK/CSC/VLE) : CSCs are the front-end delivery points for Government, Private and Social Sector Services to public and will function as single window service provider. CSCs will offer G2C, G2G, B2C & B2B services in rural as well as urban areas, including receiving applications for various services, issuance of certificates, and collecting utility bills/payments such as electricity, telephone and water bills etc.
- (e) State Designated Agencies (SDA)/Service Centre Agency (SCA) : SDA/SCA has been identified by the Central Government, responsible for implementing and managing the Government of India sponsored CSC Scheme across the State.

III. Payment Procedure for Services provided at e-Seva Kendra's :

The procedure would involve modalities for collection of payment of fees Online and provide various services (G2C & G2G) to citizen through www.orissaonline.gov.in portal at e-Seva Kendras.

Three options are available for Online payment services to process Online application, payment of fees and calculation of fees.

- ❖ e-Seva Kendra (through orissaonline.gov.in)
- ❖ e-Payment gateway as designated by Government of Orissa.
- ❖ Internet Banking, Credit Card/Debit Card.

Payment through e-Seva Kendra (JSK) :

On receipt of money at CSC, [orissaonline](http://orissaonline.gov.in) portal will generate an e-receipt which can be printed and given to the citizen as proof of payment for the service provided on behalf of the concerned service provider/department. The introductory Services of the department are providing services through Urban CSCs.

Procedures for receiving fees for birth & death registration & issuance of certificate :

The following procedures have been formulated with the concurrence of the Finance Department for receiving fees at CSC.

- (i) One Health Officer of any Urban Local Body (ULB) will be declared as the Nodal Officer and will open a zero based Saving Bank Account only for this purpose with a designated bank preferably at Bhubaneswar. In this case City Health Officer (CHO), Bhubaneswar Muncipal Corporation will be declared as the Nodal Officer.

- (ii) The VLE/CSC through SCA will maintain a prepaid balance with Orissaonline (OeSL) and will be permitted to transit up to 90% of the above amount, so that at any point of time the limit does not exceed. So the chance of over transaction is ruled out.
- (iii) A computerized money receipt will be generated through Orissaonline portal and should be issued to the payee as proof of payment. A facsimile of Online Money Receipt for fee is at Annexure-I.
- (iv) Orissaonline will provide Online Daily Collection Report to Nodal Officer and all concerned CHOs of various ULBs with details of Name of the child/person, Father's Name, Mother's Name, Name of the ULB, date, amount collected, Transaction ID etc.
- (v) The collected amount received from OeSL (Orissaonline) on T+1 basis will have to be deposited at Government Treasury through challan mentioning the appropriated Head of A/C till such time as Online e-Payment to treasury has been facilitated by the Nodal CHO.

IV. Role of Different Stakeholders :

(i) The role of OeSL/Orissaonline.gov.in

The portal (orissaonline.gov.in) will enable services at e-Seva Kendras (JSK) by providing link to the e-Seva and e-Municipality portal/application through web services for providing various ULB services to public.

OeSL will co-ordinate with SCA and CSC to collect money and transfer it to Nodal CHO designated Account.

Orissaonline will generate an MIS (Daily, Monthly, and Quarterly Based Reports) based on all transaction, of stakeholders, which can be accessed Online through the portal. At the end of the day, the accumulated amount of all transactions has to be consolidated stakeholderwise.

(ii) Role of Nodal CHO

The designated Nodal CHO will need to verify the MIS (Daily Report) statement provided through Orissaonline and report mis-match, errors or omissions if any in writing to OeSL and with copy to e-Seva Society.

The concern officer of each individual ULB will need to verify the MIS (Daily Report) statement provided through Orissaonline and report mis-match, errors or omissions pertaining to their ULB in writing to e-Seva Society with copy to OeSL and designated Nodal Officer.

At the end of the month, the MIS (Monthly Report) statement for all transaction have to be reconciled with the bank statement of the designated Account by the designated Nodal CHO and report mis-match, errors or omissions in writing to e-Seva Society with a copy to OeSL.

(iii) Role of SCA

SCA will have the authority/facility to distribute the available balance with them to all its different VLEs for conducting day to day transaction through orissaonline portal. (The transfer of money from VLE to SCA is responsibility of the SCA/VLEs).

After each successful transaction the amount is Online deducted directly from the available balance of the VLE. The money is transferred from the VLEs virtual account to the virtual account

of Orissaonline portal. In case of insufficient balance in the VLEs account at any point of time, transactions will be suspended temporarily and no transaction will be allowed. Subsequently, on making balance available to the VLE for conducting transaction, their A/c will have to be automatically be re-activated.

(iv) Role of CSC/VLE

The CSC/VLE is responsible to provide the service to citizen as per the terms and conditions of the MoU signed between the Society, SCA and Service Provider (H. & U.D. Department).

VLE is responsible to ensure that sufficient balance is available in their virtual account to avoid any kind of eventuality of not rendering services to citizen because of lack of balance.

(v) e-Seva Society

All disputes in regard to any transaction will be resolved through e-Seva Society as per the terms and conditions of the MoU signed between the Society, SCA and Service Provider (ULBs, Departments etc.)

The VLE will charge user fee for the birth & death services as per the notification issued by H. & U.D. Department from time to time.

This has been concurred in by Finance Department vide their UOR No. 2407 PSF, dated 26-4-2011.

By order of the Governor

SAURABH GARG

Commissioner-*cum*-Secretary to Government

Abbreviations

CSC	..	Common Service Centre
Urban CSC	..	Urban Common Service Centre
CHO	..	City Health Officer
JSK	..	Jana Seva Kendra
OeSL	..	Orissa e-Governance Services Limited
SDA	..	State Designated Agency
SCA	..	Service Centre Agencies
ULB	..	Urban Local Bodies
VLE	..	Village Level Entrepreneurs

Online Money Receipt of Birth Certificate :

Duplicate Receipt of Birth Certificate				
Name of the Local Body	Bhubaneswar Municipal Corporation			
Money Receipt Number	TDBIRTH100009010	Money Receipt Date	10 June 2010 6 : 26 : 36 P.M.	
Registration No.	6463/2010	Registration Date	30 April 2010	
Date of Birth	10 April 2010	Place of the Birth	SASWAT CLINIC BHUBANESWAR	
Name of the Child	ANWESHA MISHRA	Father's Name Address	Durgaprasad Mishra At Nuagan, Sakhigopal Biswanathpur Nuagan, Puri.	
Government Fee	User Charges	Total	..	Payable Amount
0	10	10		10
Date of Collection of Certificate	24 July 2010			
PMG Square JSK (SREI Sahaj e-Village Ltd.) PMG Square JSK Plot No. N-B/7, Unit-III, Kharabela Nagar, Bhubaneswar-751001				
<input type="button" value="Print"/>				
Documents to be Collected >				
> Discharge Certificate of Hospital/Nursing Home				
> Application Form for request of Certificate				
> Copy of Identity & Address Proof				

Online Money Receipt of Death Certificate :

Duplicate Receipt of Death Certificate				
				Receipt Id TDDEATH100007837
Name of the Local Body	Cuttack Municipal Corporation			
Money Receipt Number	TDDEATH100007837	Date	28-5-2010 03 : 39 : 02 P.M.	
Registration No.	3823/2010	Registration Date	28-5-2010	
Date of Birth	1-5-2010	Place of the Death	SCB Medical, Cuttack	
Name of the deceased	Jasoda Ojha	Father's/ Husband's Name	W/o Natabar Ojha	
Address	Anjira, Muraripur Saragada Mukundapur, Jenaspur, Jajpur.			
Government Fee	User Charges	Total	..	Payable Amount
0	10	10		10
(Payment Rs. 7 through challan No. :K0842605 at CUTTACK)				
Date of collection of the Certificate : 24-7-2010				
				Signature
				CMC JSK (SREI Sahaj e-Village Ltd.) Niladri Das
				CMC Campus, Choudhury Bazar, Cuttack-753001
Print				
Documents Collected >				
> Discharge Certificate of Hospital/Nursing Home				
> Application Form for request of Certificate				
> Copy of Identity & Address Proof				