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Government of Kerala
കേരള സർക്കാർ
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KERALA GAZETTE

കേരള ഗസറ്റ്

EXTRAORDINARY

അസാധാരണം

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GOVERNMENT OF KERALA

Information Technology (B) Department

NOTIFICATION

G O. (P) No. 24/2010/ITD. Dated, Thiruvananthapuram, 4th August, 2010.

S. R. O. No. 797/2010.—In exercise of the powers conferred under section 90 read with sections 6 and 6A of the Information Technology Act, 2000 (Central Act 21 of 2000), the Government of Kerala hereby makes the following rules, namely:—

1. *Short title and commencement.*—(1) These rules may be called the Kerala Information Technology (Electronic Delivery of Services) Rules, 2010.

(2) They shall come into force at once.

2. *Definitions.*—(1) In these Rules, unless the context otherwise requires,—

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- (a) "Act" means the Information Technology Act, 2000 (Central Act 21 of 2000);
- (b) "authorized agent" means an agent of the Government or of the service provider and includes an operator of an electronically enabled kiosk or front office who is permitted under these rules to deliver public services to the users with the help of a computer resource or any communication device, by following the procedure specified under these rules;
- (c) "certificate" means a certificate required to be issued by a statutory authority empowered under any Act, Rule, Regulation or Order of the Government to issue a certificate to confirm the status, right or responsibility of a person, natural or artificial, in accordance with any such Act, Rule, Regulation or Order of the Government and includes a certificate in electronic form printed and issued by a service provider with electronic signature on such stationery as may be specified by the Government;
- (d) "departmental access point" means the front office of a Government department, wherever so established and manned by the authorized agent of the Government, through which the citizen can apply for e-services;
- (e) "electronic delivery of service" means the delivery of public services in the form of receipt of forms and applications, issue or grant of any license, permit, certificate, sanction or approval and the receipt or payment of money by electronic means or any other such public service rendered by following the procedure specified under these rules;
- (f) "e-service" means a service as specified in rule 3;
- (g) "government" means the Government of Kerala;
- (h) "official gazette" means the official gazette of the Government;
- (i) "principal office" means and includes any office, authority, body or agency owned or controlled by the Government or any institution of Local Self Government who, deliver any service to the citizens;

- (j) "principal office's fee" means any duly authorized taxes, charges, dues or any other moneys due in respect of a service payable by any person to the principal office concerned that are otherwise payable under the relevant law when making an application to the concerned principal office;
- (k) "repository of electronically signed electronic records" means collection of all electronically signed electronic records, stored and managed in accordance with these rules;
- (l) "service charge" means amount payable to the service provider for electronic delivery of services rendered and does not include the principal office's fee;
- (m) "service provider" means any electronic delivery of services provider defined under sub-section (1) of section 6A of the Act;

(2) Words and expressions used and not defined in these rules but defined in the Act shall have the same meanings assigned to them in the Act.

3. e-Services.— (1) The e-services which are available under these rules are specified in column (2) of the table below. The principal office or offices providing the service, the form of application and the format of certificate issued shall be as provided in columns (3), (4) and (5) thereof, respectively:—

Sl. No.	e-services	Principal office	Application	Certificate
(1)	(2)	(3)	(4)	(5)
1	Caste Certificate	Village/Taluk Office	Form 1A	Form 1C
2	Residence Certificate	do.	do.	Form 2C
3	Identification Certificate	do.	do.	Form 3C
4	Relationship Certificate	do.	do.	Form 4C
5	Nativity Certificate	do.	do.	Form 5C
6	Legal Heir Certificate	do.	do.	Form 6C
7	Solvency Certificate	do.	do.	Form 7C
8	Location Certificate	do.	do.	Form 8C

(1)	(2)	(3)	(4)	(5)
9	Domicile Certificate	Village/Taluk Office	Form IA	Form 9C
10	Income Certificate	do.	do.	Form 10C
11	Possession Certificate	do.	do.	Form 12C
12	Community Certificate	do.	do.	Form 13C
13	Possession and Non-attachment Certificate	do.	do.	Form 14C
14	Inter-caste Marriage Certificate	do.	do.	Form 15C
15	Life Certificate	do.	do.	Form 16C
16	Valuation Certificate	do.	do.	Form 17C
17	Widow/Widower Certificate	do.	do.	Form 18C
18	One and the same Certificate	do.	do.	Form 19C
19	Religion/Caste Conversion Certificate	do.	do.	Form 20C
20	Destitute Certificate	do.	do.	Form 21C
21	Family Membership Certificate	do.	do.	Form 22C
22	Dependency Certificate	do.	do.	Form 23C
23	Non-remarriage Certificate	do.	do.	Form 24C

(2) Government may notify additional services as e-services from time to time.

4. *Service provider to collect service charge.*—(1) The application for an e-service submitted to a service provider shall be accompanied by a service charge of Rs. 20 (Twenty rupees) payable in cash to the service provider, at the time of making the application.

(2) Service charges for allied e-services are the following, namely:—

1. Status enquiry : Rs. 2 (Rupees Two only)
2. All print-out related to e-services : Rs. 2 (Rupees Two only) per page

3. All scanning of documents : Rs. 2 (Rupees Two only) per page related to e-services

4. Acknowledgement Receipt : Nil

(3) This service charge will not include any taxes, fees, charges, dues or other sums of money that are otherwise payable under the relevant law when making an application to the concerned Principal Office.

5. *Principal Office's fee to be collected by service provider.*—

(1) Principal Office's fee, if any, shall also be collected by the service provider in cash, except for those payments that are ordinarily required to be made in the form of court fee stamps or treasury chalans.

(2) The Principal Office's fee collected by the service provider shall be remitted with the concerned principal office by the service provider in its entirety. Service provider shall have no claim on the principal office's fee.

6. *Remittance of service charge and principal office's fee by the service provider.*—(1) 50% of the service charge collected by the service provider for an e-service, will be shared by the Government. This will exclude the allied e-services mentioned in sub-rule (2) of rule 4.

(2) Of the total service charge collected, the share of the Government shall be remitted by the service provider to the treasury on the same day.

7. *Presumption with regard to service charge paid to service provider and other conditions of obtaining e-services.*—(1) In case of any service charge paid by any person to a service provider in respect of any specified e-service, the print-out on paper of the electronic acknowledgement generated by the computer resource in Form No. 1RF and signed and sealed by the service provider and provided to such person by the service provider shall, prima facie, be proof of such payment and it shall be presumed that the dues or claims, for which the acknowledgement is purportedly issued, have been satisfied to that extent; however, mere payment by itself shall not create any right, title, extension or condoning the delay or limitation, or relaxation in favour of such person to which he is not otherwise entitled.

(2) The service charge once collected shall not be refunded.

(3) Payment of service charges to the service provider by no means creates any rights or title, temporary or permanent in nature in favour of the person concerned regarding obtaining the notified e-services. Mere payment does not necessarily ensure the delivery of services, rather all conditions of delivery of the service must be met fully at the time of making payment to the service provider.

(4) Additionally, in case any person impersonates, counterfeits, forges or resorts to any illegal means to obtain any of the e-services, he shall be liable to be prosecuted. The onus of proving otherwise shall solely lie with the person concerned before any authority or court of law.

8. *System of Electronic Delivery of Service.*—(1) For the purpose of electronic delivery of services the Government shall on its own or through a service provider deliver public services through electronically enabled kiosks or any other electronic service delivery mechanism.

(2) Any license, permit, certificate, sanction, payment receipt or approval delivered in accordance with these Rules shall be admissible in any legal or other proceedings, without further proof or production of the original, as evidence of any contents of the original or of any facts stated therein, provide it is verifiable by one or more of the following manner as explained below:

- (a) The license, permit, certificate, sanction, payment receipt or approval or any other such public service has a unique identification number generated by the computer resource which can be used to verify its authenticity and content.
- (b) The license, permit, certificate, sanction or approval or any other such public service has a bar code which can be used to verify its authenticity and content.
- (c) The license, permit, certificate, sanction or approval or any other such public service can be verified with the electronic signature of the authority which has issued it.
- (d) Any other means notified by the Government.

9. *Responsibility of service provider and their authorized agents.*—

(1) The Government shall notify the functions, responsibilities and liabilities of service provider and their authorized agents in respect of the electronic services delivered which may be updated from time to time.

10. *Audit of service provider and authorized agents.*— (1) The Government shall cause an audit to be conducted of the affairs of the service providers and their authorized agents every year by appointing audit agencies.

(2) Such an audit may cover aspects such as the security, confidentiality and the privacy of information, the functionality and performance of any software application used in the electronic delivery of services and the accuracy of accounts kept by the service providers and their authorized agents.

(3) It will be incumbent on the service provider and their authorized agents to provide such information and assistance to the audit agencies appointed by the Government to comply with the directions given by the audit agencies and to rectify the defects and deficiencies pointed out by the audit agencies.

11. *Filing of form, application or any other document.*—Any form, application or any other document referred to in clause (a) of sub-section (1) of section 6 of the Act may be filed with any office, authority, body, agency or service provider owned or controlled by the Government of Kerala using the software specified by it and such office, authority, agency or service provider shall, while generating such software, take into account the following features of the electronic record, namely:—

- (a) life time;
- (b) preservability;
- (c) accessibility;
- (d) readability;
- (e) comprehensibility in respect of linked information;
- (f) evidentiary value in terms of authenticity and integrity;
- (g) controlled destructibility; and
- (h) augmentability.

12. *Issue or grant of any license, permit, sanction or approval.*—Any license, permit, sanction or approval referred to in clause (b) of sub-section (1) of section 6 of the Act may be issued or granted by using the software specified under rule 11.

13. *Miscellaneous.*—The Government shall, by appropriate order, from time to time notify the norms on the service levels to be complied with by the principal office and other officers involved in the process flow.

Affix Court fee
Stamp for Rs. 5

FORM 1A

(See rule 3)

COMMON APPLICATION FORM FOR OBTAINING VARIOUS SERVICES
FROM TALUK/VILLAGE OFFICE

Nature of Certificate applied for

Purpose : State Central To be produced before

Language in which the Certificate is required : English Malayalam

Part I (General Details)

1. Name of person for whom certificate is applied for

2. Gender (M/F):.....

3a. Age : 3b. Date of Birth

Details	4. Present Address	5. Permanent Address
House No.		
House Name		
Street/Place		
Post Office		
Pincode		
Village		
Taluk		
District		
Name of Local Body		
Type of Local Body	<input type="checkbox"/> Grama Panchayat <input type="checkbox"/> Municipality <input type="checkbox"/> Corporation	

6. Name of Father : 7. Name of Mother :

8. Marital Status : Married Unmarried Widow Widower Divorced

9. Name of Spouse :

10. Name of Guardian :

11. No. of years residing at the present address :

12. Phone (Res.) Code : Number : 13. Mobile

14. Email :

15. Ration Card No. : 16. Driving License No. :

17. Election ID Card No. : 18. Passport No. :

19. Unique Identity No. (UID), if any

Part I A (To be filled for Caste/Community Certificate)

20 (a) to 20 (c) to be filled for the community/non creamy layer certificates
(Items 20d to 20i to be filled if caste/religion has been converted)

20a. Religion :20b. Caste. :20c. : Category : Gen/SC/ST/OBC

20d. Original Religion :20e. Original Caste :20f. Original Name :

20g. Certificate No.20h. Dated.....20i. Religious Authority :

Part II B (To be filled for Income/Solvency Certificates)

21. Income Details:

	Income from land	Salary/Pension	Income from Business	Income from Labour	Income of NRI Member	Rental Income	Any other Income	Total
Self								
Spouse								
Father								
Mother								
Unmarried Family Members								
Total								
Grand Total in Words								

Part II C (To be filled for Solvency/Land Valuation/Possession/
Non attachment/Income/Location Certificates)

22. Property Details:

District	Taluk	Village	Old Survey/Sub Div. No.	Re-Survey Block	Re-Survey/Sub Div. No.	Thandapper No.	Land Type (Wet/Dry)	Extent (in Ha.)	*Market Value of Property	*Liability Amount

*To be filled for Solvency and Land Valuation certificates only

**Part II D (To be filled for Caste/Identification/Nativity/
Residential/Domicile Certificates)**

Enter Place of Birth details as follows :

	State	District	Taluk	Village
23. Applicant				
24. Father				
25. Mother				

Part II E (To be filled for Identification and One and the same Certificate)

26. Alias name (s)
27. Identification Marks : (i)
- (ii)

Part II F (To be filled for Inter Caste Marriage Certificate)

- 28a. Date of Marriage 28b. Spouse's Religion.....
- 28c. Spouse's Caste

Part II G (To be filled for legal heir/widow(er) not re-married Certificates)

29. Name and address of deceased/deserted :
30. Employed as: 31. Date of demise :
32. Death Certificate No.: 33. Place of Death :
- (Death Certificate may be attached) 34. If deserted, how long :

35. Details of legal Heirship Claimants:

Sl. No.	Name of person	Gender	Relationship	Age	Occupation

**Part II H (To be filled for dependency/relationship/family
membership Certificates)**

36. Name and address of person with whom related/dependent :

37. Details of Relatives/dependents/family members:

Sl. No.	Name of person	Gender	Relationship	Age	Occupation

38. e-District Registration Number if any :

39. Enclosures with the application :

DECLARATION

I do hereby certify that the particulars mentioned above are complete and true to the best of my knowledge and belief. I also agree that any loss to Government due to the Incomplete or Incorrect information provided above may be recovered from my movable/immovable assets. I also agree that the certificate so issued and any benefits accrued in lieu of that stands nullified on proved misrepresentation.

Signature :

Name of Applicant :

Relationship with the person for whom certificate is applied for (relationship to be specified if the above declaration is signed by Parent/Guardian/Authorized Representative)

Place :

Date :

Instructions for filling the Application

1. Please enter the application particulars correctly and completely.
2. The personal details will be stored in the citizen database as part of the e-District project.
3. Filling up of e-District Registration Number is mandatory for all future correspondence.
4. In order to avail services quickly, please ensure that the information given is correct and complete.
5. Filling up of Part-I (General details) is mandatory in all applications.
6. Fill up only Part-I (General details) for Life Certificate and Destitute Certificate.
7. For additional information, please refer Kerala Information Technology (Electronic Delivery of Service) Rules, 2010.

Village Officer's Verification Report

FORM 1C
(See rule 3)



GOVERNMENT OF KERALA
CASTE CERTIFICATE

Number : Date :

Certified that the person with the details mentioned below belongs to the SC under:

- The constitution (Scheduled Castes) Order, 1950
- The constitution (Scheduled Tribes) Order, 1950 [as amended by the Scheduled Castes and Scheduled Tribes Orders (Amendment) Act, 1976.]

Name of Person to whom Certificate is issued	
Gender	
Age	
Name of Father/Mother	
House Name, House Number	
Post Office with Pincode	
Panchayat	
Village	
Taluk	
District	
Community/Caste	
Religion	
Date of issue of Certificate	
Designation of the issuing officer	
Name of office	
Purpose issued for	

This certificate is issued based on the details given in the application, local enquiry, facts and records produced.

Signature/Digital Signature of the Approving Authority

NOTE

1. This digitally signed document is legally valid as per the Information Technology (IT) Act, 2000.
2. Authenticity of this document can be verified from <http://edistrict.kerala.gov.in/>