

**MUNICIPAL CORPORATION OF DELHI
(HEALTH DEPARTMENT)**

Bureau of Health Intelligence
Room No.58, Town Hall
Delhi - 110006

No. 725/BHI/VS/HQ/2009

Dated 22/12/09

CIRCULAR

In reference to letter No. F10(97)/2009/IT/3999 dated 10.7.09 from Secretary (IT) Govt. of NCT of Delhi, the Service Level Agreement (SLA) for Registration of Births and Deaths has been approved by the Competent Authority. The copy of the SLA document is attached herewith for needful information and implementation pl.

All DHO / Registrar are herewith requested to send the compliance report for onward communication pl.


(O/VS / CMO(HI) / ADC(IT))

Distribution

1. All Zonal DHO / Registrar (RBI)
2. All Zonal Sub-Registrar through DHO

Copy for information :

1. Secretary to Commissioner, for information of the Commissioner
2. Addl. Comm.(Health)
3. A.D.C. (I.T.)

Service Level Agreement
For
Registration and Issue of Birth and Death Certificates
in
Municipal Corporation of Delhi.

1. Back Ground

The citizen is legally required to register births and deaths that occur in the family under Registration of Births & Deaths Act, 1969 and Delhi Registration of Births & Deaths Rules 1999. The Health Department of Municipal Corporation of Delhi is authorized to register and issue certificates to these events that occur within their jurisdiction.

2. Procedure for registering births and deaths

The law allows 21 days for registering the events, failing which late fee, depending upon the number of days in excess of 21 days of the occurrence of the event, is liable to be paid. Late fee charges as per rules :-

- a. Information about event given
 - i. After 21 days but before the expiry of 30 days Rs. 2/-
 - ii. After 30 days but within one year Rs 5/-
 - iii. After one year Rs 10/-

N.B. If information about event is given after the expiry of one year from the date of its occurrence, an order from SDM is necessary, along with affidavit.

- b. Transaction fees @Rs. 5/- to be charged.

2.1. Role of Hospitals/Institutions

In case of institutional events it is the primary responsibility of the head of the institution to inform MCD about the event that has taken place in the prescribed form. These forms are freely available in all hospitals and are supplied free of cost. Alternatively the form can also be collected from any zonal office free of cost. The form comprises of two sections, i.e. legal information and statistical information. Both the sections of the form have to be filled in completely for issuance of the certificates.

All private hospitals located in MCD area & registered with Govt. of NCT of Delhi, all Govt. Hospitals, all MCD hospitals, require to be empanelled for adopting the on-line system, for which the application form of MCD is to be submitted. M.S. or authorized person will be issued the user's ID and password, for log-in and to upload the information in the Website www.mcdonline.gov.in

2.2. Role of Citizen

The citizen shall provide correct information necessary to fill in the requisite form. For reporting non-institutional events, the law authorizes the head of the family or the nearest relative to inform the event to the municipal office. He/ She would need to fill in the form and submit it to the nearest registration centre/CSB.

2.3. Role of MCD

1. For facilitating the empanelment of all Hospitals as per the guide lines.
2. Facilitate distribution of Registration Forms for the citizen as well as the non empanelled hospital.
3. Maintain the website / on-line system, with minimum down time.

2.4. Entry of Child's name in the birth record of MCD

If Birth is registered without the child's name, the citizens are still entitled to a birth certificate. However, subsequent inclusion of the name of the child in the record which can be done at CSB (Citizen Service Bureau) located in each zone. However, late fee is chargeable after one year of registration of event.

2.4.1. Role by Citizen

- a. Fill up form available in CSB in capital letters and submit to the Sub-registrar.

- b. In case of old registration a copy of class-X mark sheet to be attached.
- c. To deposit the prescribed fees

2.4.2. Role by MCD

- a. Receive the application, search for the record online and add the child's name.
- b. If it pertains to old record not available in the database, verify from central record room for adding the name of child.
- c. To issue a certificate with name of child.

2.5. Applying for Correction or cancellation of entry in the register of births and deaths.

The Act permits correction of mistakes in the names mentioned in the certificate issued. However no changes in the names recorded earlier are permitted.

2.5.1. Role by Citizen

- a. To apply for correction or cancellation of entry in the register of births and deaths, at CSB / Sub-Registrar posted at the CSB, or to DHO, Zonal office.
- b. To Fill the application form and attach correction letter from the institution in original, if the event is institutional.
- c. For non-institutional events to submit an affidavit and any two of the following authenticated documents in support of claim for correction :--
 - i. Affidavit
 - ii. Photocopy of Ration Card
 - iii. Photocopy of Pass Port
 - iv. Photocopy of Education Certificate (Mother / Father)
 - v. Photocopy of Marriage Certificate.
 - vi. Photocopy election Identity Card
 - vii. Photocopy of Service Identity Card / CGHS Card etc.
 - viii. Photocopy Land Paper
 - ix. Photocopy Bank Documents (pass book/ FD etc)
 - x. Original certified letter from two credible person

2.5.2. Role of mention / Hospital

In case of institutional events, any mistake in births and deaths registration by institution, a letter may be issued stating the correction required and also certifying that the corrections have been made in the original record kept at the institution.

2.5.3. Role of MCD

- a. To receive the request application along with all supporting document from the citizen
- b. To verify from the central record room/ database for necessary search and correction of the event on the register.
- c. To inform the citizen, in case of non-availability of records.

3. Issue of Certificate of Birth and Death

Information contained in the certificates issued by MCD is taken word by word from the municipal record kept by MCD. These certificates are issued only from CSBs through computerized system.

Stepwise procedure for issue of Birth and Death Certificates

For obtaining a birth or death certificate, the citizen can apply for its issue in one of the following way or Visit nearest CSB and apply personally .

3.1. Role of Citizen

Visit nearest CSB where the registration has been made.

- b. Fill up form correctly for issue of a certificate, which will facilitate the search. The form is available at CSB
- c. Submit form to the sub-registrar in CSB.
- d. To deposit requisite fees.
- e. Apply for the certificates through internet. If the registration is available, then the certificates will be sent through courier.

3.2. Role of MCD

- a. If the event has occurred between 1998 to 2009, the certificate can be issued immediately.
- b. Otherwise the certificates to be collected from Sub-Registrar of MCD after 7 days.

4. Time Schedule of delivery of Birth & Death Certificate/name addition/correction

MCD has introduced an online system for Registration of Births and Deaths. Digitalization of Records has been completed up to 1998. So the Time Frame will be different

Digitalized Records

- 1. Issue of Certificates – 7 days.
- 2. Name Addition—7 days
- 3. Correction – 15 Days.

Old Records (Manual Search)

- 1. Issue of Certificates – 7 days.
- 2. Name Addition—15 days
- 3. Correction- 30 days.

Department is liable to compensate the citizen an amount against delay/failure in providing the issuance of Birth & Death Certificate beyond above said time frame. However the staff is only liable for any penalty after the 5 days of grace.

Procedure .

- (a) The applicant shall file application for imposing penalty against the Sub-Registrar, before the DHO of the Zone
- (b) DHO shall dispose off the application within 30 days of its receipt. There shall be no second appeal/review.
- (c) The time frame which has been given here shall be applicable only when the application is duly filled in (complete in all respects) and having all the requisite documents as required by the RBD Act/Rules.

6. System of monitoring and collection of fees

- a. Initially to be implemented manually and to be online after the new system is implemented. All sub-registrars have been instructed to keep a Diary Register and to endorse the application received.
- b. The hierarchy will be : DHO Registrar
↓
Sub-Registrar
- c. A penalty of Rs. 10/-per day per application will be imposed on officer, responsible for delaying process.
- d. An e-Monitoring Service Level Agreement software has been developed by NIC which will have three levels i.e. MHO Level, Registrar and Sub-Sub-Registrar Level.
- e. SLA rules will be followed 10th November onward (as directed by Delhi Govt.)