

## **+Service Level Agreement under the Revenue Department**

### **1. About Service Level Agreement (SLA):-**

“This is Service Level Agreement between the Revenue Department, Government of National Capital Territory of Delhi and citizen of Delhi. This will come into effect from September 15, 2011

### **2. Purpose of SLA:-**

“This SLA is meant to bring more accountability and responsiveness on part of the Revenue Department, Government of National Capital Territory of Delhi as well as the citizen of Delhi for issuing of certificates as per details given below with committed time delivery schedule along with penalty applicable on Department and compensating the citizen on failure/delay in the said service.”

### **3. Role and responsibilities of Citizen for availing various services**

- a) To submit the required application form duly filled along with relevant documents.
- b) To cooperate during the submission/clarification/verification.
- c) To fulfill the short-comings if any, communicated by department within stipulated time.
- d) To follow the instructions/guidelines, etc.

### **4. Roles and Responsibilities of Department**

- a) To receive application complete in all respect along with necessary documents.
- b) To scrutinize the application on preliminary basis at the receiving counter along with necessary documents at first instance and communicate deficiency/short comings, if any, immediately.
- c) To communicate to the citizen in case of some shortcomings left out/ clarifications/ verifications etc. in the stipulated time within five days after receipt of the detailed scrutiny report.

### **5. Time Schedule of delivery of said service through SLA**

A Certificate shall be granted to an applicant subject to fulfillment of statutory / documentary requirements within time frame from the date of the receipt of the application. If the application for issuance of certificate is found deficient in regard to documentary requirements, then, a letter shall be issued to the applicant within 5 days of the receipt of the application. After removing the objection by the applicant certificate shall be issued within prescribed time limit for

all concerned. The time taken by the applicant for removing the objection will be deleted from the total time for SLA.

If the applicant does not turn up for rectification, the application will be deemed disposed after 15 days and there will not be any liability of SLA.

For SC/ST/OBC certificate where the father of the applicant does not belong to Delhi, the concerned officer assistant will send a letter to concerned state DM/SDM for the verification report. The application will come under service level agreement after the receipt of verification report from the concerned state

**6. Commitment of Government in case of delay / failure of service within the stipulated time.**

Department is liable to compensate the citizen of for delay / failure in providing the service for an amount as indicated below.

S.No.	Delivery of Services	Service Delivery Time in number of days
1	SC /ST Certificate	60 days
2	OBC Certificate	60 days
3	SC/ST Certificate Other State	60 days (after receiving the verification report from the concerned state)
4	Domicile Certificate	21 days
5	Income Certificate	21 days
6	Nationality Certificate	21 days
7	Solvency Certificate	21 days

- Note:**
1. Penalty for delay is Rs.10/- per day for non delivery of service, beyond the prescribed time period, subject to a limit of Rs. 200/-
  2. The SDM of the respective subdivision is the Competent Authority to impose the penalty on the defaulting Govt Servant and to pay the compensatory cost to the citizen on his/her demand.
  3. The ADM of the respective district is the Appellate Authority to hear appeals against the orders passed by the Competent Officer.

District	Subdivision	Competent Officer	Address	Phone No	Appellant Authority	Address	Phone No
North	Civil Lines	SDM (Civil Lines)	1, Kripa Narain Marg, Delhi - 54	23918044	ADM (North)	1, Kripa Narain Marg, Delhi - 54	23968716
	Kotwali	SDM(Kotwali)	Room No-1, Old Court Building, Kashmiri Gate, Delhi- 110054	23863323	---- do----		
	Sadar Bazar	SDM(Sadar Bazar)	Room No.27 & 28, 2nd Floor, Old Civil Supply Building, Tis Hazari, Delhi - 54	23954835	---- do----		
Central	Daryaganj	SDM(Daryaganj)	14, Darya Ganj, New Delhi- 110002	23284931	ADM (Central)	14, Darya Ganj, New Delhi- 110002	23284932
	Paharganj	SDM(Paharganj)	Flatted factory complex, Jhandewalan, Paharganj, New Delhi	23559400	---- do----		
	Karol Bagh	SDM(Karol Bagh)	14, Darya Ganj, New Delhi- 110002	23283589	---- do----		
South	Kalkaji	SDM(Kalkaji)	Behind Batra Hospital, Institutional Area, Tuglakabad, New Delhi	29956500	ADM (South)	M.B. Road, Saket, New Delhi-	29536774

							110068		
	Defence Colony	SDM(Defence Colony)	M.B. Road, Saket, New Delhi-110068		29536904	---- do----			
	Hauz Khas	SDM(Hauz Khas)	Old Tehsil Building, Mehrauli, New Delhi		26641772	---- do----			
New Delhi	Connaught Place	SDM(Connaught Place)	C-Block, Vikas Bhawan, I.P. Estate, N. Delhi		23386228	ADM (New Delhi)	12/1, Jam Nagar House, Sahajahan Road, N. Delhi 110011		23389549
	Parliament Street	SDM (Parliament Street)	12/1, Jam Nagar House, Sahajahan Road, N. Delhi 110011		23389549	---- do----			
	Chanakya Puri	SDM(Chanakya Puri)	12/1, Jam Nagar House, Sahajahan Road, N. Delhi 110011		23386844	---- do----			
South West	Delhi Cantt	SDM(Delhi Cantt)	Office of D.C (South west), Old terminal Tax Building, Kapeshera, New Delhi-110037		25069185	ADM (South West)	Office of D.C (South west), Old terminal Tax Building, Kapeshera, New Delhi-		25069485

								110037		
	Najafgarh	SDM (Nazafgarh)	SDM Office, DDO Office Complex, Najafgarh, New Delhi		25017834	---- do----				
	Vasant Vihar	SDM (Vasant Vihar)	Old Terminal Tax Building, Kapashera Delhi		25065622	---- do----				
West	Patel Nagar	SDM (Patel Nagar)	Old Middle School Building, Lawrence Road, Rampura, Delhi - 110035		27391613	ADM (West)		Old Middle School Building, Lawrence Road, Rampura, Delhi - 110035		27394541
	Rajouri Garden	SDM (Rajouri Garden)	Old Middle School Building, Lawrence Road, Rampura, Delhi - 110035		27395615	---- do----				
	Punjabi Bagh	SDM (Punjabi Bagh)	Co-operative Bank Building, Nangloi, Delhi - 110041		25947588	---- do----				
North East	Seemapuri	SDM (Seemapuri)	D.C Office Complex, Nand Nagri, Opposite Gagan Cinema, Delhi-93		22132202	ADM (North East)		D.C Office Complex, Nand Nagri, Opposite Gagan Cinema,		22115490



