

GOVT. OF NCT OF DELHI
DEPARTMENT OF SOCIAL WELFARE
(ADMINISTRATION BRANCH-II)
7TH FLOOR, MSO BUILDING, I.P. ESTATE
NEW DELHI-110002

F.No.44(11)/2022/DSW/Estt./19089-19149

Dated:-

09 JAN 2023

CIRCULAR

Sub:-Regarding Digital Delivery of Services

Please find enclosed a copy of letter F.No.E-12/5/2017-SeMT-Secy(IT)/7289-7358 dated 11/11/2022 received from Jt. Director (IT), Govt. NCT of Delhi, Information Technology Department, 9th Level, B-Wing, Delhi Secretariat, New Delhi-110002 regarding Digital Delivery of Services for necessary action.

Encl:- As above.



Section Officer (Admn-II)

To

Sr. System Analyst, DSW for uploading the circular on the Department website.

F.No.44(11)/2022/DSW/Estt./19089-19149

Dated:-

09 JAN 2023

Copy to:-

1. PPS to Secretary (SW), GLNS Complex, Delhi Gate, Delhi.
2. PA to Director (SW), GLNS Complex, Delhi Gate, Delhi.
3. All DDs / DSWOs/DDO/HOO/Supdt./In-charge of Homes/ Institutions/Schools..
4. Guard File.



Section Officer (Admn-II)

628/cc
10/1/23

Government of NCT of Delhi
Information Technology Department
9th Level, B-Wing, Delhi Secretariat, New Delhi-110002

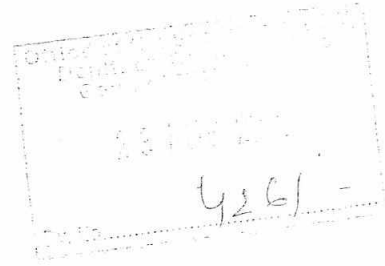
Adv. copy sent
14/11/22

F.No. E-12/5/2017-SeMT-Secy(IT)/ 7289-7358

Dated: 11/11/2022

To,

1. The ACS/ Pr. Secretaries/ Secretaries/
2. The Heads of Department
3. The Head of Autonomous bodies
4. The Head of Companies registered under Company Act
5. The Head of Statutory Bodies under GNCTD



Subject: - Digital Delivery of Services – reg.

Sir/Madam,

A review meeting with Secretary(IT) for the progress on Digital Delivery of Services was held on 03.11.2022. It has been observed that the goal of achieving Digitization of Services and further integration with e-District Delhi and e-SLA monitoring portal must be fully achieved and thus the following directions are hereby issued.

- I. All Department shall complete the process of making Government to Citizen (G2C) or Government to Business (G2B) services online and further integration with the e-District Delhi portal as applicable latest by 30.11.2022.
- II. Apart from existing services being delivered under the GNCTD e-District portal, the respective departments must explore and include the new services under the purview of the Digitization of Services also.
- III. Departments must ensure to integrate all services notified under time-bound delivery of services Act with e-SLA monitoring portal. In case any exemption from integration with e-SLA/e-district is required, the concerned Department must obtain appropriate approval from the Government for the exclusion of the services from the Right of Citizens to Time Bound Delivery of Services Act with detailed justification. Additionally, Departments shall also regularly monitor the services notified under the Right of Citizens to Time Bound Delivery act and take action on the application pendencies in order to achieve 100% compliance in time bound manner as per the act.
- IV. Departments are further requested to initiate the process of notifying all the pending services under the Delhi (Right of Citizens to Time Bound Delivery of Services) Act, 2011 as applicable.
- V. In case of any issues, the undersigned may be contacted.

DSW

DSW
Jt. Secy

25/11/22

DD (Admin I)
SSA (SW)

It is therefore requested to take immediate action on the above, to complete the process of delivering services digitally.

This issues with the approval of Secretary (IT).



19.12.22
Sh. Sunil JA

(Krishan Kumar)
Jt. Director (IT)

1732/200(A)
25/11/22