

Ministry of Tech. Education
 NO. 7368
 20 DEC 2011
 Muni Maya Ram Marg,
 V. Tower, Pitam Pura,
 Delhi - 110088

43/4

Government of NCT of Delhi
OFFICE OF THE CHIEF SECRETARY, DELHI
 5th Level, A-Wing; Delhi Secretariat
 I.P. Estate, New Delhi - 110002

No: F10(97)/1209/IT/IA-III/9403
CIRCULAR

Dated: 19/12/11

e-SLA is one of the **flagship projects** of Government of NCT of Delhi which was implemented by various Departments in which 44 services have been launched in public domain. The list of these services is annexed at **Annexure - I**.

AS
20/12

2. Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 and Rules which were notified in **official Gazette** are available at <http://delhi.gov.in>. The Act empowers the citizens for timely delivery of services.

AS
21/12

3. It is enjoined that all the Departments need to be covered under e-SLA project.

DD(Admin)
AS
21/12

4. It is, accordingly, requested that 5 services [having public interface] of each Department may be identified by every Department for integration under e-SLA project.

5. The Departments are requested to send list of such services which can be integrated under e-SLA to the undersigned in a week's time.

3969/DD/IA
22/12/11

4328/PP/AS
20.12.11

AS
22/12/11

(P. K. Tripathi)
 Chief Secretary, Delhi

To,
 All Pr. Secretaries / Secretaries
 Heads of Department of
 Govt. of NCT of Delhi/
 Corporations / Autonomous Bodies

AS
22/12/11

3352/E-IV
22/12/11

(Except Delhi Police, MCD, NDMC, Weight & Measure Department, Department of Revenue, Excise and Entertainment Deptt., Delhi Jal Board, Transport Department; Trade & Taxes Department)

List of Notified Services

S. NO	NAME OF SERVICE	SLA Days	DEPARTMENT/ ORGANISATION
1.	New Electricity Connection (Domestic)	Thirty five days	BSES Rajdhani Power Limited
2.	New Electricity Connection (Domestic)	Thirty five days	BSES Yamuna Power Limited
3.	New Electricity Connection (Domestic)	Thirty five days	North Delhi Power Limited (NDPL)
4.	Registration of Eating House	Fifty five days	Delhi Police
5.	Work Plan for Financial Assistance	Thirty days	Delhi Park and Garden Society, Department of Environment, GNCTD
6.	Grant of License to Chemist	Thirty five days	Drugs Control
7.	Eco-Club Grant for Schools and Colleges	Thirty days	Department of Environment, GNCTD
8.	Issuance of Ration Card (APL)	Forty five days	Food Supplies and Consumer Affairs
9.	Issuance of Birth Certificate	Seven days	Municipal Corporation of Delhi (MCD)
10.	Issuance of Death Certificate	Seven days	
11.	Issuance of Birth Certificate	Seven days	New Delhi Municipal Council (NDMC)
12.	Issuance of Death Certificate	Seven days	
13.	Issuance of Domicile Certificate	Twenty one days	Revenue
14.	Issuance of Income Certificate	Twenty one days	
15.	Issuance of Nationality Certificate	Twenty one days	
16.	Issuance of OBC Certificate	Sixty days	
17.	Issuance of SC/ST Certificate	Sixty days	
18.	Issuance of SC/ST Certificate (Other State)	Sixty days	
19.	Issuance of Solvency Certificate	Twenty one days	Trade and Taxes
20.	Registration under Delhi Value Added Tax (DVAT) and Central Sale Tax, Act	Fifteen days	
21.	Issuance of Learner's Driving License	One day	Transport
22.	Issuance of Permanent Driving License	One day	
23.	Renewal of Permanent Driving License	One day	
24.	Transfer of Ownership of Vehicle	Twenty one days	
25.	Issuance of Certificate of Vehicle Fitness	Fifteen days	
26.	Issuance of Registration Certificate of Vehicle	Twenty one days	
27.	Grant of Licenses as Manufacturer of Weights and Measures	Forty five days	Weights and Measures
28.	Grant of Licences as Repairer of Weights	Forty five days	

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	and Measures		
29	Grant of Licences as Dealer in Weights and Measures	Forty five days	
30	Renewal of Licences as Manufacturer of Weights and Measures	Forty five days	
31	Renewal of Licences as Repairer of Weights and Measures	Forty five days	
32	Renewal of Licences as Dealer in Weights and Measures	Forty five days	
33	First (Fresh) Registration of Pharmacist (Pharma. D. / Degree / Diploma Holder)	Seven Days	Delhi Pharmacy Council
34	Renewal of Registration certificates of already registered Pharmacist	Seven Days	
35	Luxury Tax Registration	Twenty Five Days	Excise, Entertainment & luxury Tax
36	Registration of Cable operator	Twenty Five Days	
37	Grant of Performance license in a licensed premises	One Day	
38	Title Verification & Authentication of declaration regarding newspaper / magazines / journals	Forty Five Days	Delhi Police
39	Health Trade License	Sixty Days	New Delhi Municipal Council (NDMC)
40	Booking of Parks	Fifteen Days	
41	Booking of Community Halls	One Day	
42	New Electricity Connection (Domestic)	Thirty Five Days	
43	New Water Connection (Domestic)	Thirty Five Days	
44	Building Plan Approval	Sixty Days	

List of Integrated Services (yet to be notified):-

S. No	Service Name	SLA Days	Department Name
1	Park Booking	1	Municipal Corporation of Delhi
2	Community Hall Booking	1	
3	Appointment of Returning Officer	22	Registrar Office (CS)
4	Appointment of Auditor	15	
5	Online Registration of Shops and Establishment	1	Labour Department
6	Free Hold of DDA Flats	45	Delhi Development Authority
7	Free Hold of Group Housing Flats	45	
8	New Water Connection (Domestic)	35	Delhi Jal Board