**E-SERVICES DETAILS FORMAT**

***(To be filled by the Departments of GNCTD****)*

**Department Name: Date:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S.No.** | **eService Name** | **Category\***  **(A/B/C/D/E/F)** | **Standard Service Group\*** | **Local / Regional Service Name**  **(as displayed on eTaal Portal)** | **Brief Service Description**  **(Should be 100 to 250 characters)** | **Service Type\***  **(**G2C / G2B / B2C) |
|  | *Column 1* | *Column 2* | *Column 3* | *Column 4*  Example:  Tourism-Issuance of Restaurant License  *(Department Name – Service Name)* | *Column 5* | *Column 6* |
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**Please Note: \*** Kindly refer information regarding “table headers” given at ‘Annexure I’:

***Approved by:***

HoD/Competent Authority

(Signature and stamp)

‘Annexure I’

***Column 2:***

| **Category A** | **Category B** | **Category C** | **Category D** | **Category E** | **Category F** |
| --- | --- | --- | --- | --- | --- |
| **Statutory and Non Statutory Services** | **Utility Bill payments** | **Business to Citizen (B2C) Services** | **Informational Services** | **Social Benefits** | **Mobile Governance** |
| 1. Statutory services like   * Certificates * Payment of taxes (Income Tax/VAT…) * Payment of subsidies/ Scholarships/ Social welfare transfers (DBT…)   2. Non Statutory services like   * Services delivered under Agriculture/ PDS/Rural development schemes etc. | Water bill, telephone bill, electricity bill, e-municipality services, piped-gas bill etc. | 1. Transactions like banking transactions, Mobile/ DTH recharge.  2.Transactions like banking transactions, Mobile/ DTH recharge. | 1. Information access from various e-Governance Portals/Websites.  2. Downloading of forms,tenders  3. Enquiry (such as Passport Status, dial.gov.in service, Railway PNR enquiry, result of an examination etc.) | Repetitive Government disbursements to citizens like social sector pensions, MGNREGA Payment, DBT, Scholarships etc. which are periodic in nature are to be accounted in this category. | End-to-end services delivered through mobile device are to be accounted in this category. |

***Column 3*:**

| **Sl.No.** | **Service Name** | **Description** |
| --- | --- | --- |
| **1.** | **Certificates** | **All type of statutory certificates issued by Government i.e. Caste Certificate, Income Certificate, Birth Certificate etc. come under this category.** |
| **2.** | **Licenses and Permits** | **Services related to licenses & permits like arm licenses, inner line permits, etc. come under this category.** |
| **3.** | **Land Revenue** | **Services related to land holdings come under this category.** |
| **4.** | **Integrated Finance Management Services** | **Integrated Finance Management Services includes services related to finance management like treasuries.** |
| **5.** | **Commercial Tax** | **It includes services like Dealers Registration, VAT Returns, payments etc.** |
| **6.** | **Utility Services and Bill Payment** | **Utility services like electricity, gas, water, telephone etc. and their bill payment come under this category.** |
| **7.** | **Social Welfare and Pension** | **It includes services like Sr. citizen, old age/widow pension, freedom fighter pension etc.** |
| **8.** | **Transport** | **It includes services like Driving License Issue, Registration of Vehicle, Transfer of Ownership etc.** |
| **9.** | **Education** | **Services like backward class scholarship, post metric scholarship etc. are covered.** |
| **10.** | **Public Distribution System** | **It include services like Issue of Ration Card, Modification of details in Ration Card, etc.** |
| **11.** | **Agriculture & Allied** | **The services under this category are: Agriculture Market Information, Agricultural Advisory Service, Animal Disease Alert, etc.** |
| **12.** | **Court and Judiciary** | **It includes services like cause list, case proceedings, certified copy of judgment/daily order, etc.** |
| **13.** | **Election** | **This service includes Electoral Roll Creation etc.** |
| **14.** | **Police** | **This includes services like FIR Lodged, Missing/ Lost persons, etc.** |
| **15.** | **Personnel and Admin** | **This includes services like Employee Training, posting/transfer, ACR status monitoring, etc.** |
| **16.** | **Grievance** | **This includes services like Grievances Received & Redressed.** |
| **17.** | **RTI** | **This group includes any e-transaction related to RTI Act.** |
| **18.** | **Information Service** | **It provides data/knowledge/information on various services offered through dial.gov service, forms download, Govt. Programs and schemes etc.** |
| **19.** | **Property Registration & House Tax** | **Services related to registration of property acquired or transferred come under this category.** |
| **20.** | **Health** | **Services like Child Registration, Pregnant Women Registration, Patient Registration, etc. come under this category.** |
| **21.** | **Rural Development** | **Services like Job Card Issued, Job Demanded and Job Provided under MGNREGA are included here.** |
| **22.** | **Employment** | **This includes services related to registration of potential candidates/ unemployed youth etc** |
| **23.** | **e-Procurement** | **It includes services like No. of Bidders Enrolled, No. of Tenders Created, No. of Bids Received, etc.** |
| **24.** | **Industry and Commerce** | **It includes services like Registration of Companies, Registration of LLPs etc.** |
| **25.** | **Urban Development including Municipality Services** | **It includes services like Flat allotment and municipality taxes by State Development authority.** |
| **26.** | **Passport & Visa Services** | **It includes services related to passport and visa.** |
| **27.** | **Financial Inclusion** | **It includes services related to financial Inclusion.** |
| **28.** | **Skill Development** | **It includes services related to skill development.** |
| **29.** | **State Specific Services** | **There are certain services that are specific to a particular state. Those services are not found in other state. Such services come under this group.** |
| **30.** | **Other Services** | **Services which are not included in any of the above mentioned standard services are covered under this group.** |

***Column 6:***

G2C, Govt-to-Citizen

G2B, Govt-to-Business

B2C, Business-to-Citizen