Government of Jammu and Kashmir
Information Technology Department
Civil Secretariat, J&K

NOTIFICATION

August, 2023

In exercise of the powers conferred under Rule 6 clause (d) & (e) of the Jammu and Kashmir Informatioin Technology (Electronic Service Delivery Rules, 2013) notified vide SRO 89 of 2013 dated 18.03.2013, read with SRO 356 dated 07.08.2013, the rates for service charges payable to CSC-SPV for providing Doorstep Delivery of Online Services to be collected from the citizens of Union Territory of Jammu and Kashmir are hereby fixed as Rs. 75/- (Rs. Seventy Five only) per visit to citizens residence, in addition to the official fee prescribed for that public service vide Notification issued dated 24th January, 2023, vide No IT-Gen/13/2013, dated 24.01.2023, which shall be applicable in the Union Territory of Jammu and Kashmir with immediate effect.

This charge shall be inclusive of GST as applicable, conveyance Charge and delivery of print output of the respective certificate/ document as per the desired Citizen Service and CSC-SPV shall ensure the acknowledgement issued to citizen clearly indicating the fee charged.

A minimum of one VLE shall be earmarked by CSC-SPV for operating within the respective area / ward and all VLEs while visiting the Citizen residences shall carry their Photo Identity Cards issued by CSC-SPV and no nominated third person shall be allowed to visit citizen's residence in place of the VLE.
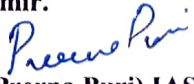
CSC-SPV shall ensure that all VLEs included in this initiative have valid Police Verification from J&K Police. CSC-SPV shall solely be responsible for all acts of their VLEs such as misrepresentation, frauds, torts, cyber fraud, behavioural/ criminal act etc and shall keep Information Technology Department and Government of Jammu & Kashmir indemnified of such acts.

The doorstep service shall be provided normally during day time only i.e. from 8.00 AM to 6.00 PM.

CSC-SPV shall run toll-free number and backend services for the request dispatch and counseling citizen for readiness of support documents / information required for the particular service requested. Feedback on the quality of service for 100% requests shall be taken by the backend team

CSC-SPV shall share weekly progress with the Department of Information Technology / JaKeGA and also give access to ITD on the service portal so developed for the initiative.

By Order of the Government of Jammu & Kashmir.

(Prerna Puri) IAS
Commissioner/ Secretary to the Government

No: IT-Gen/123/2022   **Dated:(4.08.2023**
Copy to:
1. All Financial Commissioners.
2. Principal Secretary to the Hon'ble Lieutenant Governor, UT of J&K.
3. All Administrative Secretaries.
4. Joint Secretary (J&K), Ministry of Home Affairs, Government of India.
5. Chief Executive Officer, Jammu & Kashmir e-Governance Agency, J&K.
6. Managing Director, CSC-SPV.
7. FA/CAO, Information Technology Department.
8. Private Secretary to the Chief Secretary, J&K.

9. Private Secretary to the Commissioner Secretary to the Governemnt, Information Technology Department.
10. Vice-President, CSC-SPV, J&K
11. Incharge Website, IT Department.
12. Notification File.