

Annexure-I

53210

GOVERNMENT OF NCT OF DELHI
DEPARTMENT OF INFORMATION TECHNOLOGY
9TH LEVEL, B-WING, DELHI SECRETARIAT, IP ESTATE, NEW DELHI

No. F-10 (97)/2008/IT/PT/IV/340-28

Dated:- 28-1-2013

CIRCULAR

Sub:- Incorporation of SMS service of mobile to track status of application on e-SLA Monitoring System.

The e-SLA Monitoring System was formally launched in September, 2011. A need has been felt for mobile tracking of status of applications.

In order to enable citizens to track the status of their applications on mobile phone, a 14 digit numeric code is being introduced. This will include 10 digits for application & 4 digits for service code.

All HODs are requested to send their nodal officers at Department of Information Technology, GNCTD for training as per annexure and introduce the requisite charges for mobile based tracking system immediately.

Sh Sandeep Ahlawat, Head SeMT may be contacted on the schedule date and time

SIO, NIC, GNCTD may be contacted for providing technical support.

(Ajay Chagti)
Addl. Secretary (IT)

To,

The Pr.Secretaries/Secretaries/HODs,
Government of NCT of Delhi,
Local Bodies/Autonomous Bodies

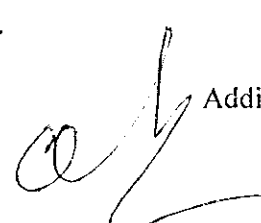
No.

Dated:-

Copy to:-

- 1) SIO, NIC, Delhi Secretariat, New Delhi.
- 2) Head, SeMT, Department of IT, GNCTD.

(Ajay Chagti)
Additional Secretary (IT)



DEPARTMENT OF INFORMATION TECHNOLOGY

Government of NCT of Delhi
9th Level, B-Wing, Delhi Secretariat,
New Delhi - 110002.

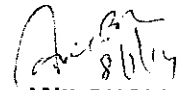
F. No.F.2 (13)/2010/IT/ 243-267

Date: 8-1-14

CIRCULAR NO 2 /2014

It has been observed that names of the designated Nodal Officers of the Departments/Autonomous bodies/ Local bodies of GNCTD, whose services have been integrated under e-SLA, are not updated, after their transfer/ retirement.

It is therefore requested to update the details of Nodal Officers under e-SLA may please be sent to the information to Department of Information Technology, GNCTD at the earliest, in the enclosed format, enabling us update the website accordingly.



ANIL BHOLA

Dy. Secretary (IT)

Copy to:

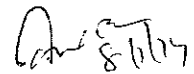
1. The Commissioner, Delhi Police, Police Headquarter, I. P. Estate, New Delhi - 02.
2. The Vice Chairman, Delhi Development Authority, Vikas Sadan, New Delhi - 110003.
3. The Pr Secretary, Irrigation & Flood Control Department, 4th Floor, ISBT Building, Kashmere Gate, Delhi - 110006.
4. The Chairman, NDMC, Palika Kendra, Sansad Marg, New Delhi - 110001.
5. The Pr. Secretary-cum-Commissioner, Food Supplies and Consumer Affairs, GNCTD, K-block, Vikas Bhawan, I. P. Estate, New Delhi - 110002.
6. The Pr. Secretary - cum - Divisional Commissioner, Revenue Department, GNCTD, 5, Sham Nath Marg, Delhi - 110054.
7. The Commissioner, North Delhi Municipal Corporation, Dr Shyama Prasad Mukherjee Civil Centre, Jawaharlal Nehru Marg, New Delhi - 110002.



8. The Commissioner, South Delhi Municipal Corporation, Dr Shyama Prasad Mukherjee Civic Centre, Jawaharlal Nehru Marg, New Delhi - 110002.
9. The Registrar, Co – operative Societies, Old Court Building, Parliament Street, New Delhi – 01.
10. The Secretary, Delhi Park & Garden Society, Environment Department, GNCTD, 6th Level, Delhi Secretariat, New Delhi – 110002.
11. The Secretary, Environment Department, GNCTD, 6th Level, Delhi Secretariat, New Delhi – 110002.
12. The CEO, Delhi Jal Board, Varunalay Phase – II, Karol Bagh, New Delhi – 05.
13. The Commissioner, Trade & Taxes Department, Vyapar Bhawan, I.P. Estate, New Delhi – 02.
14. The Commissioner, Excise, Entertainment and Luxury Tax Department, GNCTD, Vikas Bhawan, I. P. Estate, New Delhi – 110002.
15. The Secretary – cum – Commissioner, Transport Department, GNCTD, 5/9, Under Hill Road, Delhi – 110054.
16. The Commissioner, Labour Department, GNCTD, 5, Sham Nath Marg, Delhi – 110054.
17. The Director, Dte of Employment, 5 Shamnath Marg, Civil Lines, Delhi – 54.
18. The Commissioner, East Delhi Municipal Corporation, Udyog Sadan, FIE, Patparganj, Delhi – 110092.
19. The Director, Dte of Education, Old Secretariat, Civil Lines, Delhi – 110054.
20. The Controller, Weights & Measurement Department, C- Block, Vikas Bhawan, I. P. Estate, New Delhi – 110002.
21. Delhi pharmacy Council, 198 main building, Civil Lines, New Delhi – 54.
22. The Drug Controller, Drug Control Department, F- 17, Karkardooma, Delhi – 32.
23. The CEO, BSES YPL, Shakti Kiran Building, Near Karkardooma Court, Delhi – 92.
24. The CEO Tata Power – ddl House, Hudsons Lines, Kingsway Camp, Delhi – 110009.

Copy for information to:

1. PS to Pr. Secretary (IT), GNCTD, 9th Level, Delhi Secretariat, New Delhi – 110002.



ANIL BHOLA
Dy. Secretary (IT)



Proforma:

Please provide the detail of Head of Department and Nodal officer for e-SLA in following format:-

Name of Department: _____

Address: _____

Name & Designation of HOD: _____

Telephone, Fax & E-mail ID of HOD: _____

S. No.	Name & Designation of Nodal Officer for e-SLA	Office Address of Nodal Officer	Telephone, Fax & e-mail address of nodal officer

Name & Signature of HOD



171c

Govt. of NCT of Delhi
DEPARTMENT OF INFORMATION TECHNOLOGY
9th Floor, B-Wing, Delhi Secretariat, New Delhi – 110002.

No:F.2 (13)/2010/IT/4291

Dated: 14-08-12

Circular

Subject:- **Implementation of e-SLA.**

The list of services brought under The Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 was last modified / updated vide Notification dated 21 Feb 2012. Currently 96 services of various Departments / Agencies are covered under the Act.

2. The Chief Secretary, GNCTD vide order dated 12.09.2011 had directed that following actions are required to be taken for implementing the same:-

- (i) Seamless integration of concerned services with e-SLA monitoring software and daily data upload provisions.
- (ii) Confirmation of Appointment of Nodal Officer and Competent Officer by concerned Department / Organizations.
- (iii) Preparation of Notice Board and updating of Citizens Charter in this regard, including information to be brought into public domain as to how to avail these services along with name of officers, addresses etc.
- (iv) Availability of imprest money with Competent Officer for payment to citizens in case of default as compensatory cost.

3. All Departments / Agencies are once again requested to issue necessary orders in this regard (if not already issued). In this regard, a copy of the order may also be sent to Department of Information Technology, GNCTD.

4. A draft notice is enclosed as Annexure – I for facilitation of Departments.

Encl: As above


(Rajendra Kumar)
Secretary (IT)

To,

The HODs of Govt. of NCT of Delhi (As per list attached).

11/6/11

Annexure-1

PUBLIC NOTICE UNDER THE DELHI (RIGHT OF CITIZEN TO TIME BOUND DELIVERY OF SERVICE) ACT & RULES, 2011

1. Name of the Department

2. Detail of the Competent Officer who shall ensure to pay compensatory cost to the applicant citizen in case of delay as per Rule 4 of The Delhi (Right of Citizen to Time Bound Delivery of Service) Rules, 2011

- Name:
- Post:
- Office Address:
- Telephone No:
- Fax:

3. Details of service and timeline

S. No.	Name of the Services	Timeline to deliver the services

4. The above said services are covered under the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011. If the services are not delivered in stipulated timeline, please contact competent officer.

5. Citizen should take application-id from dealing official at the time of submitting application so as to track the status of the application on website <http://esla.delhi.gov.in>

6. As per the Act, if the services are not delivered within the time frame, Rs. 10/- per day maximum of Rs. 200/- can be claimed from Competent Officer under Section 7 & 8 of The Delhi (Right of Citizen to Time Bound Delivery of Service) Act, 2011.

110/L

Government of NCT of Delhi
DEPARTMENT OF INFORMATION TECHNOLOGY
9th Level, B-Wing, Delhi Secretariat, IP Estate, New Delhi-110002

No. FR(13)/2010/IT/171

Dated:- 15/2/12

CIRCULAR

Sub: Implementation of e-SLA project.

1. Department of Information Technology, GNCTD in consultation with participating Departments is integrating **SMS Gateway in e-SLA project within a month's time** in phased manner.
2. All the Departments are therefore requested to **capture mobile number** in the application for the service being delivered on e-SLA platform, so that the same is available on NIC e-SLA platform for integration with SMS Gateway.
3. A suggested template for sending SMS is enclosed herewith.

Rajendra
14/2/12
(Rajendra Kumar)
Secretary (IT)

To

All Pr.Secretaries/Secretaries/
Heads of Department/Corporations/Autonomous under
Govt of NCT of Delhi
[As per list enclosed]

Encl:-As above.

12/12

Format of SMS -Draft Template

(1) Your application number _____ for
_____ service has been received and is under process.

(2) Your service request having application number _____ is
accepted/rejected.