



GOVERNMENT OF KERALA

Abstract

Local Self Government Department – Information Kerala Mission – setting up of Janasevana Kendrams in Municipalities – Implementation of *Sevana* Application Software – Norms for operationalising Janasevana Kendram - approved – Orders issued.

LOCAL SELF GOVERNMENT (D) DEPARTMENT

G.O. (Rt) 1288/2005/LSGD

Thiruvananthapuram, Dated 31-03-2005

Read:- (1) G.O. (Rt) No. 3961/2004/LSGD dated 12.11.2004
(2) G.O. (Rt) No. 4174/2004/LSGD dated 30.11.2004
(3) Letter No. IKM/EMD/GC/2005 dated 07.03.2005 from Executive Mission Director, Information Kerala Mission.

ORDER

In the G.O. read as 1st paper above Govt. have accorded sanction for the proposal of Fast Track Computerisation of Municipalities to install Janasevana Kendram in all the 53 Municipalities in the State as a priority project under the Hundred Day's Programme of Govt. of Kerala. Further, Govt. has approved the technical scheme for Janasevana Kendrams in Municipalities as per the G.O. read 2nd.

2) The Executive Mission Director, Information Kerala Mission vide his letter read as 3rd paper above has now forwarded a proposal on the norms for operationalising the Janasevana Kendrams with specific reference to the *Sevana* Software Application suite for Birth, Death, Marriage and Still Birth Registrations, Issue of Certificates and other related transactions.

3) The Govt. have examined the matter in details and are pleased to approve the norms as appended, for operationalising the Janasevana Kendrams and *Sevana* Software suite in Municipalities.

4) The Secretaries of the Municipalities and the officers in charge of Birth, Death and Marriage Registrations shall strictly adhere to the instructions.

The Information Kerala Mission will consolidate reports of compliance of the directions issued by the Govt. for the functioning of the Janasevana Kendrams on a quarterly basis and submit them to the Secretary, Local Self Govt. Department.

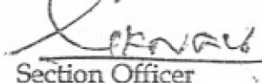
(By order of the Governor)

P.N. CHANDRASEKHARAN
Deputy Secretary to Govt.

To

Director of Urban Affairs, Thiruvananthapuram.
Regional Joint Director of Municipal Administration, Kollam, Kochi, Kozhikode.
The Secretaries of all Municipalities (through Chairman)
Executive Mission Director, Information Kerala Mission.
The Director of Local Fund Audit, Thiruvananthapuram
Accountant General (A&E/ Audit), Kerala, Thiruvananthapuram.
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Section Officer

NORMS FOR OPERATIONALISING JANASEVANAKENDRAMS IN MUNICIPALITIES WITH SPECIFIC REFERENCE TO BIRTH, DEATH, MARRIAGE AND STILL BIRTH REGISTRATIONS

1.0 Introduction

The Janasevanakendram is a modern computerised front office designed for Local Self Government Institutions (LSGIs) by the Information Kerala Mission (IKM) for improved service delivery. It is being established in all Municipalities in Kerala under a special campaign initiated under the hundred days' programme of the Government of Kerala. The Information Kerala Mission aims at extending its e-governance programme for urban local self government institutions centred around Janasevanakendrams.

The norms for operationalising Janasevanakendrams in Municipalities with specific reference to transactions relating to Birth, Death, Marriage and Still birth registrations is covered in this document.

2.0 Objectives of Janasevanakendrams

The following shall be the objectives of Janasevanakendrams:

- 2.1 To provide improved and efficient civic services to the citizens approaching the LSGIs for redressing their grievances and for availing public goods.
- 2.2 To arrive at a system of benchmarking of service offerings in the Janasevanakendrams and to arrive at a roadmap for achieving this.
- 2.3 To publicly declare the particulars of individual officers responsible for providing specific civic services in the LSGI and also the supervisory officers responsible for handling complaints regarding service delivery.
- 2.4 To ensure that the services provided in Janasevanakendrams are of standards comparable to the benchmarks fixed and to establish institutional mechanisms to ensure that the quality of service offerings in the Janasevanakendrams remain reliable, and sustainable.

- 2.5 To widely publicise the diverse services offered by the Janasevanakendrams, the standards for the service offerings, the criteria for service delivery, the backend mechanisms for providing the services, the decision-making mechanisms involved, the expenses, and the limitations, if any.
- 2.6 To handle all grievances of the public promptly and to establish clear and effective mechanisms for redressing these grievances and also complaints relating to service delivery in Janasevanakendrams.
- 2.7 To interact with the public in an extremely decent, humane, hospitable and helping manner and to extend a very friendly and pleasant ambience to them.
- 2.8 To ensure that the Janasevanakendram is a clean and tidy citizen space and that it is maintained specklessly neat and dust free with appropriate facilities for lighting and cooling and with provision for safe drinking water and sparkling clean toilets.
- 2.9 To make known the officers in the LSGI who are responsible for maintaining the Janasevanakendram in a citizen friendly manner and to ensure the continuance and sustainability of the people centred service delivery system.
- 2.10 To ensure that the backend processing of official documentation including files, registers and accounts arising from various transactions in the Janasevanakendrams are maintained in accordance with the norms prescribed from time to time systematically and without any gaps.
- 2.11 To devise mechanisms for empowerment of the masses by various means including regular broadcasting of comprehensive information on functioning of the LSGI using modern Information Communication Technologies.
- 2.12 To devise systems for disclosing as much information, regarding the activities and programmes of the LSGI, as possible, to the public thus accepting beyond doubt that citizens are the absolute masters of the local self government systems.

3.0 Management of Janasevanakendrams

3.1 The LSGI shall devise meticulous mechanisms for management of the Janasevanakendrams. A team of officers shall be established, and continuously trained in order to carry out the various operations in the Janasevanakendrams and to achieve the objectives. The Secretary of the Municipality shall head the team and shall be responsible for the computerisation programme in toto. He shall also take personal ownership of the quality of implementation of the programme.

3.2 Empowered Committee

A high level empowered committee shall be constituted in each Municipality which shall consist of the following

- (i) Chairman of the Municipality
- (ii) Vice Chairman of the Municipality
- (iii) Secretary of the Municipality
- (iv) Nodal Officer
- (v) Officer in Charge from Information Kerala Mission for the Municipality

3.3 Civil Society activities in Municipality linkages for Janasevanakendram

3.3.1 The Janasevanakendram programme shall be placed before the Municipal council as a separate agenda and discussed. The matters shall also be placed at ward sabha meetings and ward council meeting as a separate agenda and modalities of functioning of the Janasevanakendram discussed. The support of the Information Kerala Mission shall be obtained specifically for these purposes.

3.3.2 Communication shall also be sent out to residents' associations, civil society organisations and the media regarding the Janasevanakendram functioning to invoke their interest and participation.

3.3.3 Special campaigns to include marginalised sections shall be taken up by the Municipality and efforts to make the services in Janasevanakendram reach out to such sections shall be accorded top priority. Requirements of the physically and mentally challenged and linguistic minorities shall be also separately addressed.

3.4 Responsibilities of the Secretary

3.4.1 The Secretary of the Municipality shall identify a suitable officer as a nodal officer for the Janasevanakendram who shall be very dynamic and motivated enough to take up the challenging assignment. The Secretary shall personally inspect the facility on a regular basis, starting with once every day during the early days till the facility stabilises, to be followed by inspection at least once a week.

3.4.2 The Secretary shall make clear arrangements for neat and tidy upkeep of the Janasevanakendram and also for ensuring security for the infrastructure and equipment. He shall personally ensure that the staff reaches the Janasevanakendram in time at least fifteen minutes before the starting of the normal shift at 10.15 AM and that they would keep the service delivery facility operational till 5.00 PM. The lunch break during normal shift shall be 45 minutes between 1.00 PM to 2.00 PM. Efforts shall be made to operate the counter during the lunch break also by sequentially planning the lunch breaks of the counter personnel.

3.4.3 The Secretary shall look into the option of running two shifts to enhance the window for public service delivery. In case multiple shift operation is resorted to, wide publicity shall be given to invoke good citizen response.

3.4.4 The shift timings for the two shifts shall be as follows for increasing the public service window from the existing 10.15 AM to 4.45 PM - 7.45 AM - 6.45 PM

3.5 Nodal Officer for computerisation

In each Municipality, there shall be a nodal officer in charge of implementing the Janasevanakendram programme for computerising the Municipality. The nodal officer shall be an officer not below the rank of Superintendent. The nodal officer shall be the officer in charge of the operations of the Janasevanakendram.

The responsibilities of the Nodal Officer shall be the following:

3.5.1 Shall be responsible for achieving the objectives of the Janasevanakendram outlined in 2 above.

3.5.2 Shall be responsible for interacting with the Information Kerala Mission to ensure timely implementation of the computerisation programme.

3.5.3 Shall be responsible for regular attendance of the Janasevanakendram personnel and uninterrupted public services.

3.5.4 Shall be responsible for positioning backup personnel when any staff in the Janasevanakendram proceeds on leave.

3.5.5 Shall be the custodian of all hardware, COTS software and application software.

3.5.6 Shall be responsible for regular maintenance of the Janasevanakendram infrastructure.

3.5.7 Shall be responsible for proper maintenance of the hardware provided at the Janasevanakendram including breakdown maintenance with support of the Information Kerala Mission.

3.5.8 Shall interact with the Information Kerala Mission personnel deployed in the counter and provide necessary support for their functioning.

3.5.9 Shall be responsible for making available all official records necessary for regular functioning of Janasevanakendrams, master data for fresh application deployment and legacy records for past data entry.

3.5.10 Shall be responsible for maintaining adequate stock of consumables, stationery, pre-printed stationery including receipt books, computer stationery, printer consumables, floppy diskettes, CD ROMs, tapes for backup, etc.

3.5.11 Shall be responsible for ensuring alternate arrangements when the Janasevanakendram counter is not functioning due to power interruption or equipment breakdown.

3.5.12 Shall be responsible for organising planned extension activities for establishing Janasevanakendrams institutionally, by garnering support of the ward committees and ward sabhas for the people centred Service Delivery programme.

4.0 Computer users in Janasevanakendrams

The Information Kerala Mission has adopted a technology policy based on Microsoft Windows technologies in the Janasevanakendrams. Microsoft SQL Server 2000 is used as the database server and IIS server as the web server.

- 4.1 All the users of computers in the Janasevanakendram shall have a Windows domain user account with a username and password. The username shall be based on the name of the actual user [first name + initials (+ number¹, if necessary)].
- 4.2 The user creation shall be done initially by the Technical Assistant assigned by Information Kerala Mission for the Janasevanakendram based on the certified list of users from the Secretary of the Municipality. The various Windows user group and their rights shall be as follows:

Sl. No.	Windows user group	Users assigned to the group for normal user	Normal functions	Remarks
(1)	(2)	(3)	(4)	(5)
1	'Administrators'	None	Installation of applications creation of Windows domain user accounts	Not used for normal operation
2	'Backup Operators' and 'Server Operators'	Technical Assistant from IKM	1. Back up of data 2. Maintenance user functions of IKM application software	Can logon on the Server. Back up shall be done as per the back up plan prescribed.
3	'Domain Users'	Local Self Government Institution Staff	Use of client computers	can logon on the client computers in the Windows domain

- 4.3 The password assigned to each user should be kept confidential. The users shall be requested to change the password during their first logon. The changed password should not be disclosed to anyone under any circumstances. Sharing of password implies that the user rights would be exercised by another person, without taking over any responsibility. In the extraordinary circumstance of a forgotten

¹ In case the username created using first name and initials are the same for more than one person in the Municipality, numeral(s) shall be added to the username to create unique usernames.

password, the administrators can reset the password to a new one, with the option ‘User must change the password at next log on’ enabled. When the user logs-on again, with this password, a new password can be set by the user. The user management mechanism for Sevana application suite is covered in Section 5.0.

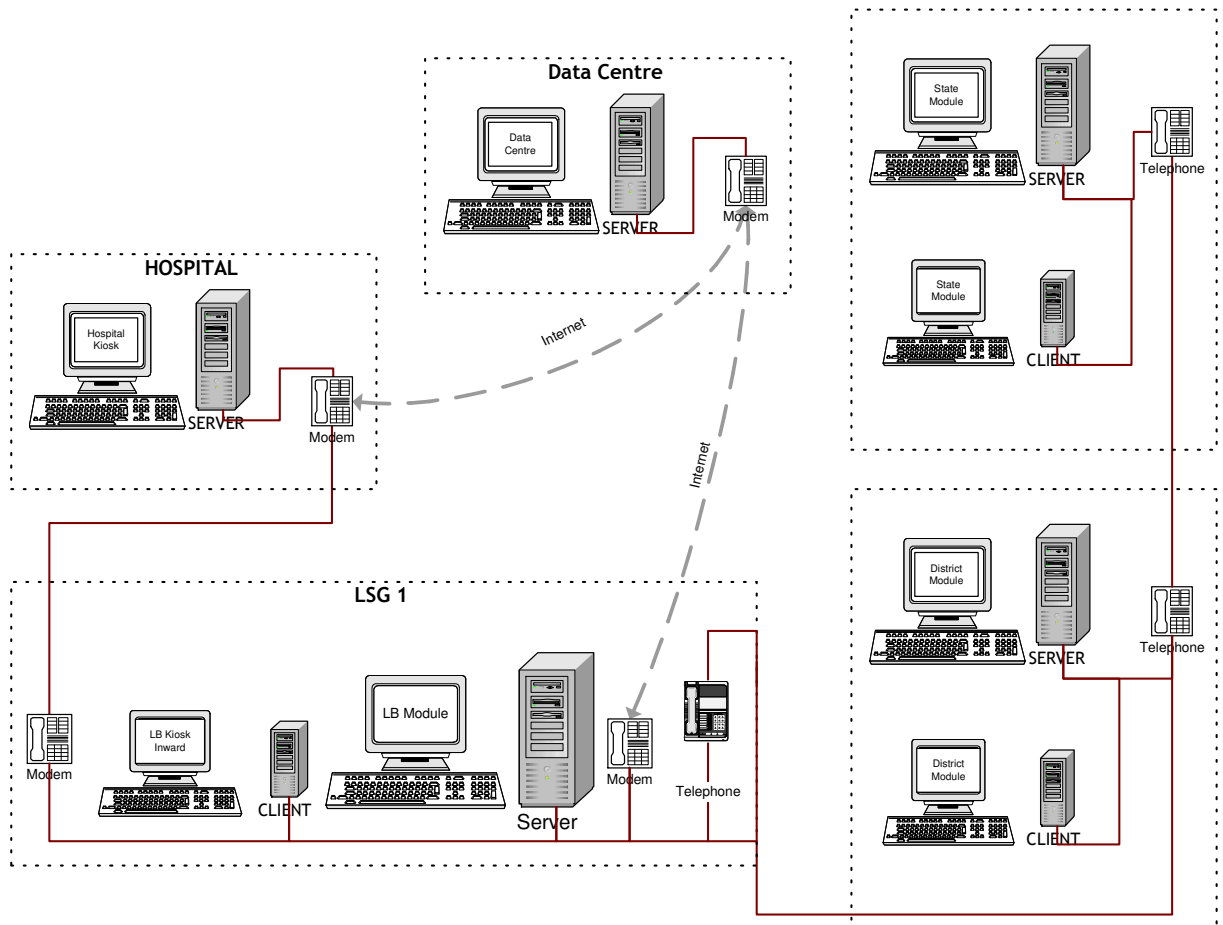
5.0 The Components of Sevana suite

The Sevana Application suite shall include the following:

- | | |
|------------------------------|----------------------------|
| (1) Sevana Inward Module | (5) Sevana District Module |
| (2) Sevana Local Body Kiosk | (6) Sevana State Module |
| (3) Sevana Hospital Kiosk | (7) Sevana Gateway Module |
| (4) Sevana Local Body Module | (8) Sevana Data centre |

The linkages are shown below.

Figure 1
Linkages in Sevana Application suite



During the first phase of Janasevanakendrams it is envisage computerising all current registrations of birth, death, still birth and marriage. Information Kerala Mission has developed the Sevana suite to carryout this along with various other requirements. The full set of services sought to be offered at Janasevanakendrams through the Sevana suite is provided in Annexure 1.

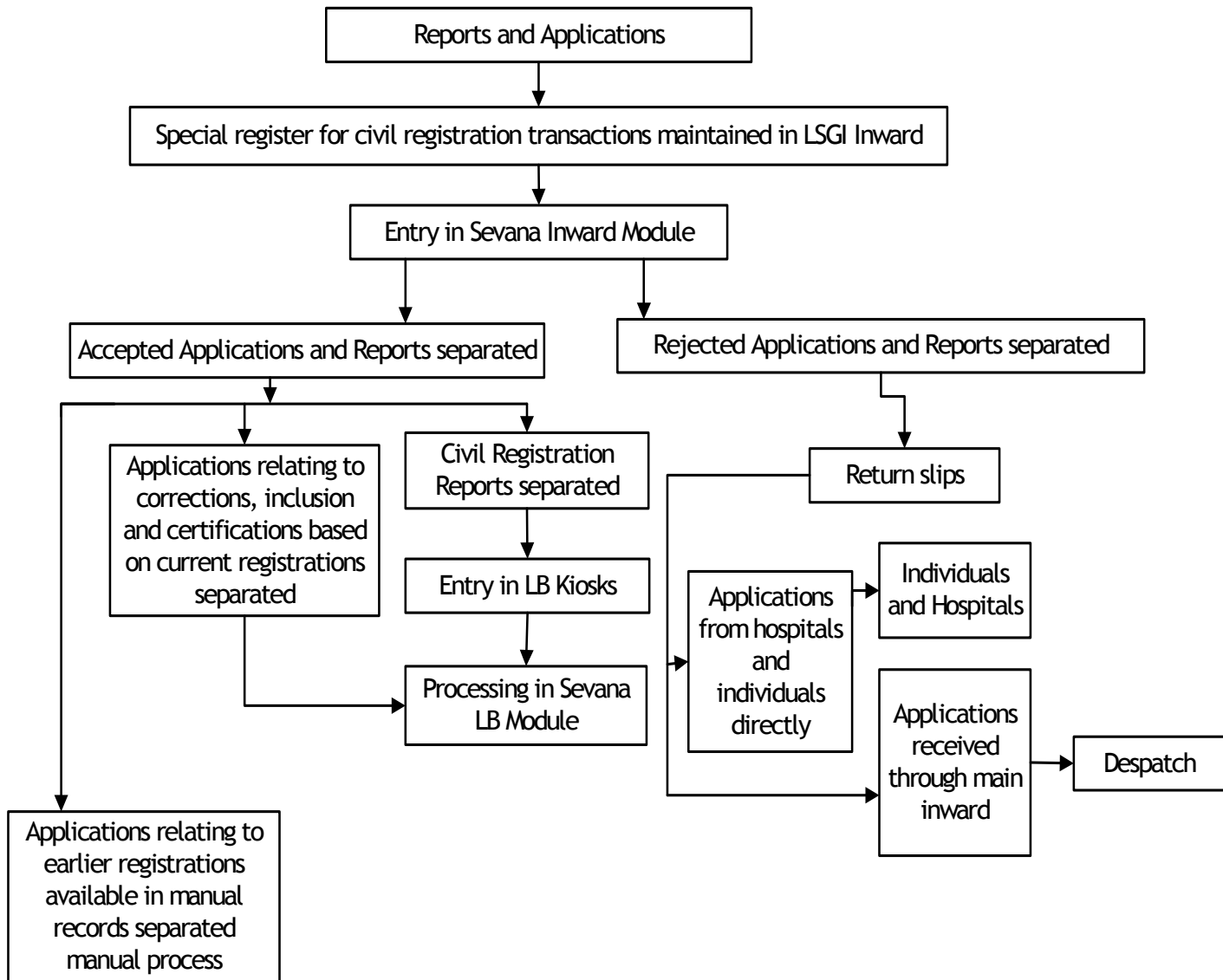
The software applications, which form part of the Sevana Application Suite that are deployed during the current phase of Janasevanakendram implementation, are covered in detail below.

Sl. No.	Application Software module	Functions
(1)	(2)	(3)
1	Sevana Inward module	This application software is deployed along with the Local body kiosk module in every LSGI. The Sevana Inward application software is envisaged as an extension of the main inward system in the LSGI. All applications relating to Birth, Death, Marriage and Still Birth registrations, Issues of certificates and other related transactions would be registered in a separate inward register maintained at the LSGI inward and passed on for processing through the Sevana Inward. All the Sevana related applications reaching the LSGI would be thus entered in the Sevana Inward application and assigned a unique Inward number. Valid applications, identified based on a detailed criteria fixed (See Annexure 2) shall be entered using the ‘valid inwards’ screen whereas the applications which would not satisfy the criteria shall be handled using the ‘rejected inwards’ screen. Acknowledgment slip shall be provided for all the accepted inwards and application return slips for the rejected applications.
2	Sevana Local Body Kiosk Application (Sevana LB Kiosk Application)	All applications for registrations whether routine applications submitted within the normal reporting period of twenty-one days (for birth and death) or fifteen days (for marriage), as well as delayed registrations shall be entered using the Sevana Local body Kiosk application. These applications shall be linked to their original inward number. Verification reports for all the applications entered using the LB Kiosk application shall be

Sl. No.	Application Software module	Functions
(1)	(2)	(3)
		<p>printed out. In the case of applications submitted directly to the LSGI the applications shall be verified by the informant directly and necessary corrections made. In the case of applications routed through institutions and hospitals reaching the LSGI in a batch mode the verification would be done by the Janasevanakendram staff themselves.</p>
3	<p>Sevana Local Body Module (Sevana LB Module)</p>	<p>The Sevana Local body module is the nucleus of the Sevana application suite. All statutory processes relating to civil registration covering all types of registrations, name inclusion, corrections, issue of various certificates including the certification for non-availability of registration, shall be covered here. Till such time past records relating to birth, death, marriage and still birth from 1970 onwards are entered in the Sevana database, services relating to current registrations alone can be completely handled electronically. During the interim period all transactions relating to old registrations would have to be handled using manual processing.</p> <p>The local body module also provides for synchronisation of masters with the local body kiosk module so that standardisation of data can be achieved fully.</p> <p>During the current implementation of Sevana LB module, certain features handled in the District module for condonation of delay for delayed reporting of births and deaths have been also integrated with the LB module.</p>

The workflow of applications handled using the Sevana suite shall be as per the schematic shown in figure 2 below.

Figure 2
The Sevana Workflow Schematic



6.0 Methodology of Sevana Implementation

The Sevana suite of the Information Kerala Mission has evolved through a rigorous process of iterative application development, during which a clear methodology of implementation and a series of best practices have been perfected. The main components of Information Kerala Missions methodology are the following:

6.1 Collection of Sevana Masters

An elaborate set of nine masters which cover essential data for handling legacy and for operationalising the current phase of Sevana suite implementation are sought to be collected. These include

- a. Particulars of sub registration units
- b. Particulars of registrars
- c. Particulars of villages and towns within the local body
- d. Particulars of post offices
- e. Particulars of hospitals
- f. Particulars of doctors reporting events in hospitals
- g. Particulars of institutions
- h. Particulars of officials in charge of institutions
- i. Particulars of marriage places
- j. Particulars of officials in charge of marriage places

Availability of masters for the period 1970 - 2005 is mandatory. Special efforts should be taken to locate the names of earlier Secretaries/Commissioners of the Municipalities and names of earlier Registrars and Sub Registrars from service records of pensioners, audit reports, attendance register, Salary bills etc.

6.2 Implementation of the Sevana Inward application

The Sevana Inward application shall be methodically integrated with the manual inward process handling. In many LSGIs the system of inward handling of Birth, Death and Marriage applications is adhoc and informal. However establishing accountability in handling applications during all stages of application processing is inevitable. Hence maintenance of the manual inward register, till such time the entire inward system for the LSGI is computerised, is obligatory. The acknowledgement for accepted applications and the application return slip for rejected inwards are also unavoidable.

6.3 Entry of legacy data

An elaborate process of creating a framework of manual records for birth, death and marriage followed by systematic pre-processing of legacy records has been worked out for sake of data standardisation. This shall be followed by data entry, and complete verification of the entered data followed by a process of quality control.

Entry of records from 1970 onwards and compliance of quality standards for data processing have to be adhered to without fail. Data entry shall be done by Kudumbasree units or Akshaya entrepreneurs and, in their absence, by private data entry providers locally identified through a competitive tender process.

6.4 Networking of hospitals for the issue of extracts under Section 12 of the Birth and Death Act 1969.

A network of hospitals is to be established with a mechanism for improving quality of data at the source. The network shall distribute section 12 certificates of all current registrations and use this as a means for data validation by the informants. A system of collecting prepared self addressed covers with sufficient postage stamps from informants shall be promoted in consultation with hospitals. The authorities in charge of the hospitals may be requested to use name seal of reporting officers in the requests for registrations forwarded, or that there is no ambiguity in the particulars of reporting officers. Awareness building programmes for ensuring improved quality of data in reporting forms shall be initiated.

6.5 User Management

The Sevana application has multiple user levels. The different user levels and the modules for which the user assignment is valid are given below:

Sl. No.	User level	Users assigned to this level	Sevana modules for which the user assignment is valid
(1)	(2)	(3)	(4)
1	Operator (External)	Data entry operator engaged by the Municipality or assigned by Information Kerala Mission	<ul style="list-style-type: none"> • LB Kiosk • Inward Module
2	Operator (internal)	Junior Health Inspector or other staff of LSGI to enter and verify the data of registration reports and applications	<ul style="list-style-type: none"> • LB Kiosk • Inward Module

Sl. No.	User level	Users assigned to this level	Sevana modules for which the user assignment is valid
(1)	(2)	(3)	(4)
3	Issuer	Sub Registrar of births and deaths registrations for issue of certificates and extracts. (Health Inspector or Junior Health Inspector)	<ul style="list-style-type: none"> • Inward Module • LB Module
4	Approver	Registrar of births and deaths (Health Inspector)	<ul style="list-style-type: none"> • Inward Module • LB Module
5	Administrator	Registrar of marriage and District Registrar for births and deaths (Secretary)	<ul style="list-style-type: none"> • Inward Module • LB Module
6	Maintenance User	Technical Assistant of Information Kerala Mission to perform back up and other tasks	<ul style="list-style-type: none"> • Inward Module • LB Kiosk • LB Module

6.6 The rights and responsibilities of the various users handling the different applications shall be as follows:

Sl. No.	User level	Rights and Responsibilities		
		Inward Module	LB Kiosk	LB Module
(1)	(2)	(3)	(4)	(5)
1	Operator (External)	<ul style="list-style-type: none"> • Entry of details of all inwards received in the section • Printing of verification report and performing corrections, if any • Forwarding of forms to LB Kiosk Module, LB Module or to the manual process • Printing of daily inward status report 	<ul style="list-style-type: none"> • Entry of Registration details of new registrations • Printing of verification reports and performing corrections marked by the Operator (internal) • Printing of acknowledgement slip • Transfer of verified data to the LB Module 	NA
2	Operator (internal)	<ul style="list-style-type: none"> • Entry of details of all inwards received in the section • Printing of 	<ul style="list-style-type: none"> • Entry of Registration details of new registrations • Printing of verification 	NA

Sl. No.	User level	Rights and Responsibilities		
		Inward Module	LB Kiosk	LB Module
(1)	(2)	(3)	(4)	(5)
		verification report and performing corrections, if any <ul style="list-style-type: none"> Forwarding of forms to LB Kiosk Module, LB Module or to the manual process Printing of daily inward status report 	report <ul style="list-style-type: none"> Verification of data entered using the verification printout Printing and signing of acknowledgement slip Printing of daily status report Transfer of verified data to the LB Module 	
3	Issuer		NA	<ul style="list-style-type: none"> Printout of extract as per Section 12 of all approved birth, death and still birth registrations Searching and printing of birth, death and still birth extracts as per Section 17, against request received Searching and printing of extracts of marriage registration against request received Search for non - registration Entry of details for delayed registrations, name inclusion, minor correction and major correction

Sl. No.	User level	Rights and Responsibilities		
		Inward Module	LB Kiosk	LB Module
(1)	(2)	(3)	(4)	(5)
				for submission to Registrar (birth, death and marriage)
4	Approver		NA	<ul style="list-style-type: none"> Approval of birth, death and still birth registration, whose data entry was done at the LB Kiosk Recording of reasons for non-registration of birth, death and still birth, for entries that cannot be registered. Printing of list of registrations made, to be given to issuer Approval for delayed birth, death and still birth registration upto 30 days, name inclusion, minor corrections and major corrections
5	Administrator	Creation of users for the module (using the admin module)	Creation of users for the module (using the admin module)	<ul style="list-style-type: none"> Registrar of marriage and District Registrar for births and deaths (Secretary) Approval of marriage registrations,

Sl. No.	User level	Rights and Responsibilities		
		Inward Module	LB Kiosk	LB Module
(1)	(2)	(3)	(4)	(5)
				<p>whose data entry was done at the LB Kiosk</p> <ul style="list-style-type: none"> • Recording of reasons for non - registration of marriage, for entries that cannot be registered • Printing of list of registrations made, to be given to Issuer • Approval of minor corrections in marriage registration • Approval for delayed birth, death and still birth registrations received from LB Kiosk that are reported after 30 days, but within one year • Approval for delayed marriage registrations reported between 15-30 days after marriage. • Creation and maintenance of users for the various modules of Sevana • Update of Master data, if necessary

Sl. No.	User level	Rights and Responsibilities		
		Inward Module	LB Kiosk	LB Module
(1)	(2)	(3)	(4)	(5)
6	Maintenance User	<ul style="list-style-type: none"> • Entry of Inward details of all inwards received in the section • Printing of verification report and performing corrections, if any • Forwarding of forms to LB Kiosk Module, LB Module or to the manual process • Printing of daily inward status report 	<ul style="list-style-type: none"> • Transfer of verified data to the LB Module 	<ul style="list-style-type: none"> • Verification of data for correctness with the manual records • Efforts to improve and maintain data quality, especially with respect to the coding of occupation, educational qualification and other statistical data • Backup of database and other maintenance functions • Assisting the administrator in user creation and master data update

6.7 Synchronisation of manual and electronic records

Till such time the birth, death and marriage records are not digitised fully, the manual record keeping, i.e. keeping of the registration forms as bound volumes with appropriate remarks is to be followed as is now. Adequate case should be taken to ensure details of name inclusion and corrections are recorded in the manual records as and when the processes are carried out electronically. Efforts should also be taken to ensure that the statistical component of the data relating to births and deaths are also electronically entered. The Research Assistant in charge of compiling this data may be specifically instructed to comply with this requirement. The Secretary of the Municipality (for marriage registrations) and the Health Inspector concerned (for births and deaths) shall take special care to ensure that the

electronic database and manual systems are maintained properly and synchronised.

7.0 The roadmap of Janasevanakendrams

A tentative roadmap for the Janasevanakendram programmes is provided below:

Sl.No.	Major Activity	Month
(1)	(2)	(3)
1	Accounts application implementation	May 2005
2	Establishment application implementation	May 2005
3	Plan accounts	May 2005
4	Pensions and Social Welfare Schemes	September 2005
5	Workflow and decision tracking system	March 2006

All the application suites developed by Information Kerala Mission for computerisation of LSGIs shall be tried out during April 2005 - March 2006 in the Municipalities and perfected.

Annexure 1

Packages of Services sought to be offered through the Janasevanakendrams using Sevana suite

Sl. No.	Type of Registration	Type of Service
1.	Birth	Normal Registration, born within the country
2.	Birth	Delayed reporting, born outside the country
3.	Birth	Delayed reporting, upto 30 days of birth, within the country
4.	Birth	Delayed reporting, within 1 year of birth, within the country
5.	Birth	Normal Registration, born outside the country
6.	Birth	Delayed registration, after 1 year of birth, within the country
7.	Birth	Name inclusion within 1 year of birth, within the country (Old)
8.	Birth	Name inclusion within 1 year of birth, within the country (New)
9.	Birth	Minor correction in Register (Old)
10.	Birth	Minor correction in Register (New)
11.	Birth	Major correction in Register (Old)
12.	Birth	Name inclusion beyond 1 year as per school records in various - difference in date of birth more than 6 months (New)
13.	Birth	Major correction in Register (New)
14.	Birth	Certificate of extract under section 17 (Old)
15.	Birth	Certificate of extract under section 17 (New)
16.	Birth	Non availability certificate (Old)
17.	Birth	Name inclusion beyond 1 year of birth not involving variance with school record (Old)
18.	Birth	Name inclusion beyond 1 year of birth not involving variance with birth record (New)
19.	Birth	Non availability certificate (New)
20.	Birth	Name inclusion beyond year of birth with date of birth as per school records in various - difference in date of birth less than 6 months (Old)
21.	Birth	Name inclusion beyond year of birth with date of birth as per school records in various - difference in date of birth less than 6 months (New)
22.	Birth	Name inclusion beyond 1 year with as per school records in various - difference in date of birth more than 6 months (Old)
23.	Birth	Search for Registration
24.	Birth	Delayed Registration cases reported by the Police
25.	Death	Delayed Registration cases reported by the Police

Sl. No.	Type of Registration	Type of Service
26.	Death	Normal Registration
27.	Death	Delayed reporting, upto 30 days
28.	Death	Delayed reporting, within 1 year
29.	Death	Delayed Registration, after 1 year
30.	Death	Minor correction (Old)
31.	Death	Minor correction (New)
32.	Death	Major correction (Old)
33.	Death	Major correction (New)
34.	Death	Non availability certificate (Old)
35.	Death	Non availability certificate (New)
36.	Death	Certificate of extract under section 17 (Old)
37.	Death	Certificate of extract under section 17 (New)
38.	Death	Search for Registration
39.	Still birth	Normal Registration
40.	Still birth	Delayed reporting, upto 30 days
41.	Still birth	Delayed reporting, within 1 year
42.	Still birth	Delayed Registration, after 1 year
43.	Still birth	Minor correction (Old)
44.	Still birth	Minor correction (New)
45.	Still birth	Major correction (Old)
46.	Still birth	Major correction (New)
47.	Still birth	Certificate of extract under section 17 (Old)
48.	Still birth	Certificate of extract under section 17 (New)
49.	Still birth	Search for Registration
50.	Marriage	Normal Registration
51.	Marriage	Delayed reporting, upto 30 days
52.	Marriage	Delayed reporting, after 30 days
53.	Marriage	Minor correction (Old)
54.	Marriage	Minor correction (New)
55.	Marriage	Major correction (Old)
56.	Marriage	Major correction (New)
57.	Marriage	Certified extract of Marriage Registration (Old)
58.	Marriage	Certified extract of Marriage Registration (New)
59.	Marriage	Search for Registration

Annexure 2
Criteria for rejection of application

Sl.No.	Type of Registration	Reasons for Rejection
1	Birth - Still Birth registration reports	<p>1.1 Birth registration</p> <p>1.1.1 Birth date not recorded</p> <p>1.1.2 Birth place not recorded</p> <p>1.1.3 Birth date entered in manual record not valid eg: 30.02.2005</p> <p>1.1.4 Place of birth is outside the jurisdiction of the LSGI</p> <p>1.1.5 Sex of child not recorded</p> <p>1.1.6 The reported date of birth is recorded as a date beyond the inward date</p> <p>1.1.7 The name and signature of informant not recorded.</p> <p>1.1.8 Address of informant not recorded.</p> <p>1.1.9 Counter signature name and designation of officer reporting the birth from hospital not included</p> <p>1.1.10 Mothers name missing</p> <p>1.1.11 Fathers name missing even though the birth is arising out of a legal marriage</p> <p>1.1.12 Dispute over heredity of the child</p> <p>1.1.13 Separate reporting forms not submitted for multiple births inspite of reporting that multiple births have occurred.</p>
2	Death registration reports	<p>1.2 Death Registration</p> <p>1.2.1 Date of death or place of death or both not recorded</p> <p>1.2.2 Invalid date of death entered in the manual record. eg. 30.02.2005</p> <p>1.2.3 Place of death outside the jurisdiction of the local body</p>

Sl.No.	Type of Registration	Reasons for Rejection
		<p>1.2.4 Sex of the dead person not reported</p> <p>1.2.5 The reported date of death is a date recorded as a date beyond the inward date</p> <p>1.2.6 Name and signature informant missing</p> <p>1.2.7 Address of informant not recorded</p> <p>1.2.8 Counter signature name and designation of officer reporting the death from hospital not included</p> <p>1.2.9 Dispute whether death is natural or accidental</p> <p>1.2.10 Certification form police department not being available, in spite of the death being accidental</p>
3	Marriage registration reports	<p>1.3 Marriage Registration</p> <p>1.3.1 Marriage date not recorded</p> <p>1.3.2 Marriage place not recorded</p> <p>1.3.3 Marriage date entered in manual record not valid eg: 30.02.2005</p> <p>1.3.4 Place of Marriage is outside the jurisdiction of the LSGI</p> <p>1.3.5 Name of wife or husband or both missing</p> <p>1.3.6 Occupation of wife and husband not recorded</p> <p>1.3.7 Place of marriage not recorded</p> <p>1.3.8 Age of wife and husband not recorded</p> <p>1.3.9 Marital status of wife and husband not recorded</p> <p>1.3.10 Name of the guardian</p> <p>1.3.11 Name and address of one of the witness not recorded</p> <p>1.3.12 Signature of one of the witness not recorded</p>

Sl.No.	Type of Registration	Reasons for Rejection
		<p>1.3.13 Husband or wife not legally entitled for a marriage</p> <p>1.3.14 Wife and husband have not reached age of marriage</p> <p>1.3.15 Wife or husband are involved in other marriage relations presents</p> <p>1.3.16 Wife or husband not belonging with the Hindu religion</p> <p>1.3.17 Documents like proof of religion, age of wife and husband, invitation letters and proof that the marriage has actually commenced which are normally demanded by the marriage registrar at the time processing of marriage reports.</p>