(Email Only)
Punjab State e-Governance Society
Directorate of Governance Reforms and Public Grievances
Plot no. D-241, Industrial Area,
Phase 8B (Sector-74), S.A.S Nagar (Mohali)

Letter No.: PSeGS-SK0SRVC(SDSK)/1/2019-PSeGS-DGR-Punjab/3911 **Dated:** 06/05/2020

To,

All the District Commissioners in the State of Punjab

Subject: SOP for operations of Sewa Kendras in the State.

1. This is in reference to resumption of services at Sewa Kendras that have been temporarily closed from 23rd March, 2020 due to Lockdown imposed by Government.
2. Now, the guidelines have been issued by Ministry of Home Affairs vide its order no. 40-3/2020-DM-I(A) dated 01/05/2020, and Department of Home, Government of Punjab has also given a go ahead in its letter No. SS/ACSH/2020/355 dated 04.05.2020.
3. Department of Health & Family welfare, GoP has issued an advisory for maintaining the hygiene and sanitation of Sewa Kendras and staff working therein during the COVID-19 pandemic. **(Annexure A)**.
4. In compliance to the orders issued by MHA and Department of Home affairs, GoP, The operations of Sewa Kendras are to be resumed in a phased manner .In the first phase, lesser number of Sewa Kendras with limited services and limited manpower are to be operationalized. In this regard, a Standard Operating Procedure has been prepared **(Annexure B)** regarding service delivery process, appointments, sanitization which has to be followed by the Staff and the Citizens.
5. You are requested to make sure that the above guidelines are followed by the Service Operators while resuming the operations. It is also advised to depute Local Government officials for one-time sanitization of Sewa Kendras in consultation with local officials of Department of Governance Reforms and Public Grievances. Curfew

passes may be issued to the Sewa Kendras manpower. DTCs/DeGCs may be authorized to issue such passes.

-Sd-
(Ravi Bhagat, IAS)
Special Secretary, Governance Reforms

Dated: 06.05.2020

Endst. No.: PSeGS-SKOSRVC(SDSC)/1/2019-PSeGS-DGR/Pun Sab/Spl 2 **Dated:** 06/05/2020

A Copy of this letter is forwarded to following for information and necessary action please:

1. Additional Chief Secretary, Home Affairs and Justice
2. Additional Chief Secretary, Local Government
3. Secretary, Health and Family Welfare, Punjab
4. Service Operators of Sewa Kendras

for

(Parminder Pal Singh, PCS)
Member Secretary cum Director

Government of Punjab
Department of Health & Family Welfare
(NHM, Punjab)

No. MD/NHM/2020/3275 (R)- 3278(R) Dated, Chandigarh the 5th May, 2020

To

1. Additional Chief Secretary (Governance Reforms), Punjab.
2. All Divisional Commissioners, Punjab.
3. CEO, Punjab State e-Governance Society.
4. All Deputy Commissioners, Punjab

Subject: Advisory on maintaining the hygiene and sanitization of Sewa Kendras and the staff working therein during the COVID-19 pandemic.

Corona virus Disease 2019 (COVID -19) is a systemic disease caused by a novel Corona virus (SARS-CoV-2), transmitted in most instances through respiratory droplets, direct contact with cases and also through contaminated surfaces/objects. Though the virus survives on environmental surfaces for a varied period of time, it gets easily inactivated by chemical disinfectants. Thus, correct and timely information and knowledge about the corona virus is the key to control the pandemic.

The Government of Punjab has imposed severe restrictions on free movement of people in the larger public interest of controlling the transmission of Corona virus through the imposition of Curfew in its all 22 districts. The Government has, nevertheless, allowed essential activities to continue/start with an objective to minimise the hardships to its residents. The Government has planned a phased approach to resume the citizen-centric services provided by the Sewa Kendras. However, the Sewa Kendras need to meticulously comply with the following guidelines to prevent the spread of Corona virus:

I. General Advisory

1. Only the Sewa Kendras permitted by the Government to resume services shall start its functions as per the plan fixed by the Government.
2. A comprehensive plan with regard to staff should be drawn up which shall include the sitting arrangement of the Staff in a manner that a minimum distance of 1 metre is maintained amongst them at all times. The possibility of use of alternate counters for the Staff may be explored. A flexible timings of reporting for duty by the staff, flexible timing of leaving the office, flexible timings of lunch and tea breaks in between with an objective to avoid crowding the office premises shall be planned.

3. Posters displaying messages of social distancing, no handshaking, hand hygiene, wearing of masks & gloves, washing of hands with soap and water and use of sanitizers should be put up at the entrance of the Sewa Kendra.
4. Installation of thermal scanners at the entry gate of the Sewa Kendras is advisable to screen the staff suffering from high fever. The *normal human body temperature is 97.7 to 99.5-degree Fahrenheit or 36.5 to 37.5-degree centigrades.*
5. The staff should be encouraged to stay at home in case of any fever or other symptoms related to the COVID-19 and seek medical advice.
6. Staff detected with high fever in the Sewa Kendra premises does not mandatorily mean that he/she is suffering from COVID-19. It is advised to get such staff suffering from high fever medically examined by temporarily isolating him/her from the rest of the office space before drawing any conclusion/inferences and before sending him/her back to home.
7. Alcohol-based sanitizer (minimum 70% ethyl alcohol v/v) be mounted at the entrance wall the Sewa Kendra for the staff/citizens to sanitize their hands before entering the premises further. The sanitizers are to be refilled/replaced frequently.
8. **Disinfection of the Sewa Kendra**

    a. **Indoor Areas:** Indoor areas including office spaces, waiting areas, staff seating area etc. should be cleaned every evening after office hours or early in the morning before the Sewa Kendra is occupied. If the contact surface is visibly dirty, it should be cleaned with soap and water prior to disinfection. Prior to cleaning, the cleaner should wear disposable rubber boots, gloves (heavy duty) and a cloth mask.

    - Start cleaning from cleaner areas and proceed towards dirtier areas.
    - All indoor areas such as office rooms, waiting areas, staff seating area etc should be mopped with a disinfectant with 1% sodium hypochlorite or equivalent disinfectants commercially available in the market.
    - High contact surfaces such as public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines should be cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite or equivalent disinfect solution. Frequently touched areas like table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines etc. should specially be cleaned.

- For metallic surfaces like door handles, security locks, keys etc. 70% alcohol based disinfectant can be used to wipe down surfaces where the use of bleach is not suitable.
- Inside the Sewa Kendra, if someone is coughing, without following respiratory etiquettes or mask, the areas around his/her seat should be vacated and cleaned with 1% sodium hypochlorite or equivalent disinfectant.
- Carefully clean the equipment used in cleaning at the end of the cleaning process.
- Protective gear used during sanitation process should be discarded as per the requirements.

In addition, all staffs should consider cleaning the work area in front of them with a disinfecting wipe prior to use and sit one seat further away from others and if possible 2 seats.

b. **Outdoor areas:** Outdoor Areas have less risk then indoor areas due to air currents and exposure to sunlight. Cleaning and disinfection efforts should be targeted to frequently touched/contaminated surfaces as already detailed above.

c. **Office/Public toilets**: Sanitary workers must use separate set of cleaning equipment for toilets (mops, nylon scrubber) and separate set for sink and commode. They should always wear disposable protective gloves while cleaning a toilet. All the areas of the toilet such as the sinks, commode, taps etc. should be thoroughly cleaned/scrubbed using soap and water and then wiped with 1% sodium hypochlorite solution or equivalent commercial disinfectants available in the market.

9. Lines/squares/circles should be drawn at a distance of six feet in front of the service area of the Sewa Kendra.
10. Similar lines/squares/circles should be drawn in front of all counters. The first line/square/circle should be at 2 feet from the counter to ensure appropriate distance between counter & citizen.
11. Separate queues should be designated for senior citizens visiting the Sewa Kendra so as to segregate them from the rest of the public.
12. Packing tape or paint may be used to draw lines/squares/circles.
13. Only citizens with valid appointments to be allowed inside Sewa Kendras. The process of fixing the appointment shall be duly publicized as well as displayed at the entrance gate of the Sewa Kendra.

14. The citizens waiting for their turns should be advised to stand at these lines/squares/ circles. This will ensure an appropriate social distancing between two citizens.
15. Citizens waiting for their turn while sitting shall be advised to sit at alternate seats only with the intervening seat vacant.
16. Citizens should be encouraged to make digital payment for the service availed.
17. Citizens shall be advised to return immediately after the availing the service at the Sewa Kendra.
18. Manual delivery of the documents over the counter should be discouraged. Delivery of certificates should, preferably, be done only through Speed Post.
19. Waste bins with removable bags must be compulsorily placed at Sewa Kendras at appropriate places for collection of waste.

II. Advisory for the staff

1. A staff member suffering from high fever/cough/sneezing/difficulty in breathing should voluntarily report the same to employer as well as seek immediate medical advice for timely detection and treatment.
2. The staff should meticulously follow the reporting time as well as the time to leave the office as prescribed by the employer.
3. The staff shall be advised not to indulge in any handshakes or hugs to greet/see-off each other.
4. The staff shall be advised not to roam unnecessarily in the Sewa Kendra or its periphery/outside and to work from their allotted space only. Use of intercoms/electronic media for interpersonal communication of the staff be encouraged.
5. Staff should be advised to wear cloth masks at all times immediately from leaving the house till the entry back into the house.
6. The masks shall be worn in a manner that it snuggly covers the nose as well as the mouth.
7. The cloth mask should be washed with soap and water daily after use.
8. Wash the hands with soap for at least 20 seconds by applying the soap gently on the palm and back of the hand including web spaces between the fingers and space as well as between the finger and the thumb and the wrist wherever and whenever the opportunity to wash the hands is available. However, a two-hourly hand wash is recommended. The staff shall preferably wash the hands with soap and water before starting the days work and after the completion of the days work.

9. The staff handling documents or cash transaction is advised to sanitise/wash their hands with soap and water after the transactions.
10. Use a minimum of 3ml (approximately 2 pushes of sanitizer dispenser) of the Alcohol-based sanitizer (minimum 70% ethyl alcohol v/v) on DRY HANDS for at least 20 seconds for good hygienic hand disinfection.
11. Sanitize the hands even if the hands appear to be apparently clean.
12. The hands should be either sanitized or washed with soap and water whichever is feasible and available.
13. The staff should mandatorily hand wash/sanitize in the manner prescribed before touching the refreshments during tea-break/lunch-break etc.
14. The utensils should be properly cleaned with dish wash bars /liquids and water.
15. The meals and utensils should not be shared amongst the staff.
16. Consumption of raw fruits/vegetables during refreshment period should be discouraged and the same shall be washed with lukewarm water before consumption.
17. The staff should not smoke or chew tobacco based products such as gutka, pan masala etc. in the Sewa Kendra.
18. In case of a cough/sneeze, the staff should use the handkerchief to cover the space which shall then be kept in his/her own pocket/purse in a manner that the surface of the handkerchief exposed to the cough/sneeze shall not touch the other parts of the belongings directly.
19. In case someone is not carrying the handkerchief he/she should cough/sneeze into the *flexed/bent elbow*.
20. In either case, the staff should immediately hand wash with soap in the manner prescribed his hands/other exposed surfaces to cough/sneeze.
21. The staff should refrain from touching face, mouth, nose and eyes with his/her hands at all times.
22. The staff should not spit except when absolutely essential and only in the washbasin of the toilet in the Sewa Kendra.
23. The staff should not indulge in gossip/rumours with regard to COVID-19 without verifying the facts. The vendor may encourage the staff to download "COVA APP" developed by the Government of Punjab for the correct, timely and authentic information.

III. Advisory for the general public visiting the Sewa Kendra

1. Only citizens with valid appointments will be permitted inside the Sewa Kendras. Citizens are requested to cooperate in this regard.
2. All the citizens visiting the Sewa Kendras should abide by all the measures of social distancing laid out by the Government at all times while availing their services.
3. No associates of applicants should be allowed inside Sewa Kendras except in case of differently able citizens, elderly citizens & minor children.
4. Senior citizens are advised to avoid visiting any public places, including the Sewa Kendra and may preferably ask their relatives/caretaker to do the needful.
5. Citizens are advised to sanitize their hands with the Alcohol-based Sanitizer mounted at the entrance wall of the Sewa Kendra before entering the Sewa Kendra premises.
6. Citizens should wear a cloth mask all the time except for a few minutes when his/ her live photograph is being clicked. No one should be allowed to enter Sewa Kendras without any mask.
7. Citizens are advised to stand within circles/squares or at lines drawn inside the Sewa Kendras at the Service counters. Similarly, citizens are advised to sit on intervening seats while waiting for their turn.
8. Citizens should preferably make digital payment for the service availed
9. Citizens are advised to return immediately after availing the service at the Sewa Kendra.

IV. A Air-Conditioning/Coolers :

1. Prefer natural ventilation at workplace.
2. The detailed guidelines issued in this regard may be meticulously followed. (Copy Annexed)

V. In case a co-staff/colleague is diagnosed as COVID-19 with whom one had a contact during office, there is no need to panic. One should report to the Helpline No. 104/State Control Room No. 01722920074/08872090029, detailing the exact nature of exposure so as to assist the medical facility to undertake further necessary actions.

VI. The employer, in case a staff is diagnosed as corona positive and such a staff has attended the office, shall immediately inform the Helpline No. 104/State Control Room No. 01722920074/+91-8872090029 along with all the facts about the staff and the contacts he/she might have during the attendance in the office. A complete and proper record of all employees attending the office and the citizens who have visited the Sewa Kendra on any particular day should be maintained.

All are encouraged to take proper diet, assimilate correct information and keep themselves aware and updated with the information at all times, and indulge in useful and productive activities during the available free time.

Secretary Health &
Mission Director, NHM, Punjab

No. MD/NHM/2020/3279(R)-3281(R) Dated, Chandigarh the 5th May, 2020

1. A copy is forwarded to OSD to Chief Secretary, Punjab for the kind information of Worthy Chief Secretary please.
2. A copy is forwarded to PS to ACS (Home), Punjab for the kind information of Additional Chief Secretary (Home)
3. A copy is forwarded to PS to PSHFW, Punjab for the kind information of Principal Secretary, Health & Family Welfare.

Secretary Health &
Mission Director, NHM, Punjab

No. MD/NHM/2020/ 3282 (R)-3289 (R) Dated, Chandigarh the 5th May, 2020

Copy forwarded to :

1. Commissioner, FDA, Punjab for information please.
2. MD, PHSC for information please.
3. Commissioner AYUSH cum PD-PSACS for information please.
4. Director Health Services, Punjab for information please.
5. Director Family Welfare, Punjab for information please.
6. Director (ESI), Punjab for information please.
7. Executive Director, SHSRC, Punjab for information please.
8. All Civil Surgeons, Punjab for information & necessary action.

State Programme Officer (IEC)
NHM, Punjab

Sewa Kendra Reopening Plan

Fewer Sewa Kendras in Phase 1	• Sewa Kendras located in DC offices, one SK at each Tehsils and some at villages to be re-opened in Phase 1. Remaining Sewa Kendras shall be opened based on demand.
Lesser Staff	• Type 1= 5 Operators, Type 2= 3 operators, Type 3= 2 operators
Changed Timings (9 AM to 1 PM Anyone allowed) (1 PM to 5 PM with appointment)	• Citizens with prior appointment shall be allowed. Appointment shall be taken from Website, COVA App, and from call centre
Fewer Services	• Services like Arms & Marriage services to be excluded in Phase 1. Aadhar Services shall also be started in as per UIDAI guidelines
Redefined Service Delivery Process	• Appointment based service delivery during curfew hours • Regulated entry for staff & citizens

Fewer Sewa Kendras in Phase 1

Zone	Type 1	Type 2	Type 3	Total
Zone 1	7	70	109	186
Zone 2	6	71	53	130
Zone 3	9	57	85	151
Grand Total	**22**	**198**	**247**	**467**

SOP for Staff in Sewa Kendras

(DM, ADM, MT, IT Eng., Operator, Helpdesk, Security etc.)

- The opening and closing of SK shall be done by Security Guard.
- The House Keeping staff must clean the desks, waiting chairs and floor with disinfectant daily before the arrival of other staff.
- Security guard shall ask every staff member regarding fever, cough & cold and then allow the entry of staff.
- Staff must come wearing face masks and gloves and wear them throughout the day
- Staff must enter SK in staggered manner, the first person entered shall take his/her seat & only then the next person shall enter.
- Everyone entering the SK must wash their hands with soap and water or use Sanitizer to clean the hands.

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- The operators must be seated at a gap of minimum one counter
- The DMs/ADMs/MTs/IT Eng. Must try to do their duty task through VC and Calls. In case visit is required to other SKs, then Proper social distancing should be maintained with other staff. Like, if IT Eng. Visit SK for repair, then the concerned operator shall leave the counter till repair is in process.
- The Staff must bring water, lunch, fruits etc from home and shall keep their bag at their seat. Meals must not be shared and meals to be taken at their respective seats.
- Like Arrival, the Dispersal should also be in staggered manner. Staff must leave one by one.
- All Manpower shall follow advisories/guidelines issued by Govt. from time to time w.r.t COVID 19.

SOP for Citizens (Inside and Outside SK)

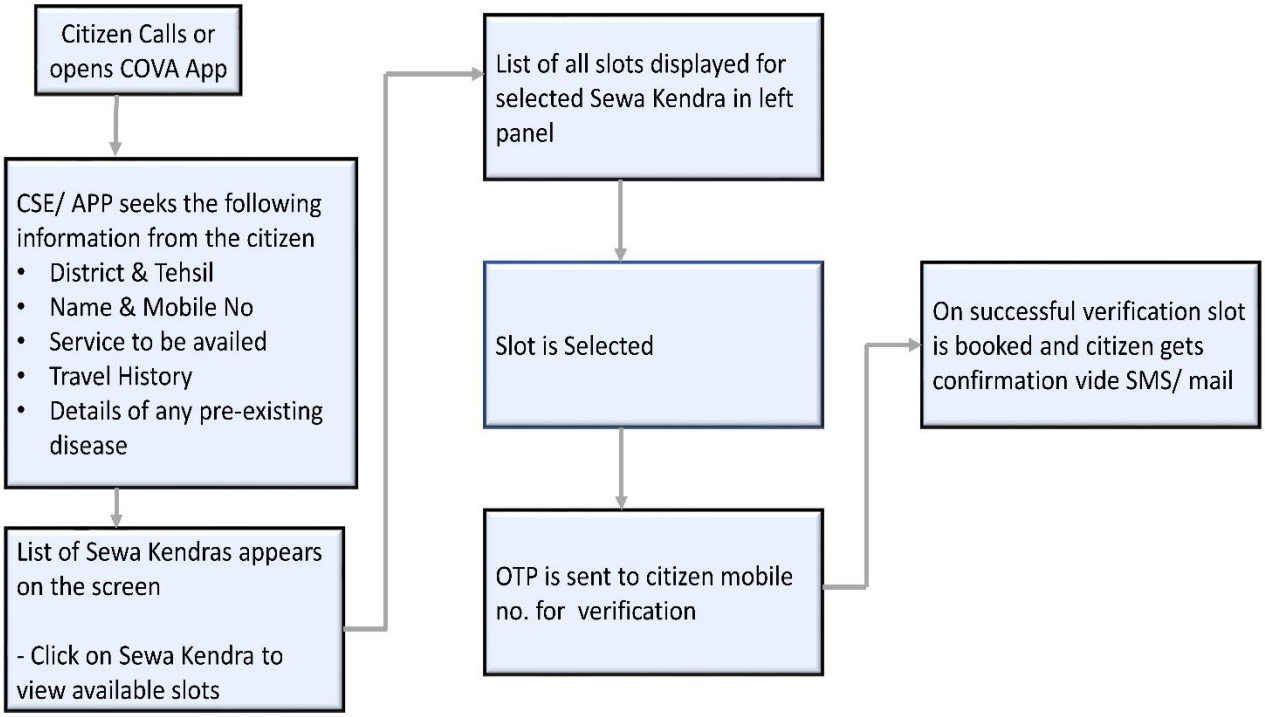
Security Guards to be educated to ensure the following

- Must not allow assembly of citizens near Sewa Kendras.
- Citizens coming with cough, cold and fever must be asked to go back.
- Citizens not wearing masks must be asked to wear masks immediately.
- Citizens must be asked to stand in a queue with proper distancing of at least 1.5 m. For this, lines/circles shall be drawn
- Only one citizen per counter must be allowed to enter Sewa Kendra.
- Citizens may be asked to sanitize their hands before their entry inside Sewa Kendras. Sanitizers or Soap/Water may be kept near Sewa Kendra entrance for this purpose.
- No associates/member of applicant to be allowed to enter inside SK, except in exceptional circumstances that associates are required for applying service or in case of Old/Child applicants.

SOP for Service Delivery Process

- The SKs shall remain opened from 9 am to 5 pm.
- Anyone visiting the SK must hold an appointment and curfew pass (after 1:00 PM) for availing any service.
- Citizens to be requested to make digital payments
- For the already applied applications, the SK Operators will call Citizen for preference of Home Delivery of By Hand from SK.
- For new application after resumption, the applicants will be advised to opt for Home Deliver through Speed post so as to reduce the exposure of public as well as SK operators.
- Cash & citizen documents to be touched only with gloves. These things should be kept at their designated places. Document scanners be cleaned after every scan.
- Cash, files & documents to be handed over to Runner for submission on (T+1)th day.
- It is advised that these activities preferably be carried out from 3.00 pm to 5.00 pm because after performing these duties, the Runner can go back to his home.
- It is proposed that application forms of offline services may be sent on designated email IDs of office of approving authorities for time being. Departments can process applications on scanned documents sent from Sewa Kendras. Final certificate shall be sent through Speed post.

Online Appointment Booking Process



Services To be Offered

SN	Department	Service Name
1	Department of Agriculture	Addition of Godown In Fertilizers Licenses
2		Addition of Godown In Insecticides Licenses
3		Addition of Godown In Seeds Licenses
4		Addition of Item In Licenses For Fertilizer
5		Addition of Item In Licenses For Insecticides
6		Addition of Item In Licenses For Seeds
7		Agriculture Accident
8		Amendment of Item In Licenses For Insecticides
9		Amendment of Item Licenses For Fertilizers
10		Change of The Shop (Fertilizers Retailer)
11		Change of The Shop (Pesticides)
12		Change of The Shop (Seed)
13		Fertilizers - Issuance of license for sale of fertilizers
14		Insecticides - Issuance of Duplicate agricultural license of insecticides
15		Insecticides - Issuance of license for sale of insecticides
16		Renewal of Licenses For Sale of Fertilizer
17		Renewal of Licenses For Sale of Insecticides
18		Renewal of Licenses For Sale of Seeds
19		Seeds - Issuance of Duplicate agricultural license of seeds
20		Seeds - Issuance of license for sale of seeds
21		Transfer of Proprietorship For Fertilizers
22		Transfer of Proprietorship For Pesticides
23		Transfer of Proprietorship For Seeds
24	Department of Health and Family Welfare	Addition of Name in Birth Certificate (Rural after one Year)
25		Addition of Name in Birth Certificate (Rural within current year)
26		Addition of Name in Birth Certificate for Urban area (Within current year, registered from EOMC)
27		Addition of Name in Birth Certificate for Urban area (Within current year, registered from SMO/MO)
28		Addition of Name in Birth Certificate(Urban after one year)
29		Birth / Non Availability Certificate Rural after Year
30		Birth / Non Availability Certificate Rural within Year
31		Birth / Non Availability Certificate Urban after Year
32		Birth / Non Availability Certificate Urban within Year
33		Birth certificate of Adopted Child
34		Copies of The Post Mortem Report
35		Correction in Birth Certificate (Rural after one year)
36		Correction in Birth Certificate for Rural area (Within current year)

37		Correction in Birth Certificate for Urban area (After current year for both SMO/MO and EOMC)
38		Correction in Birth Certificate for Urban area (In case of EOMC within current Year)
39		Correction in Birth Certificate for Urban area (In case of SMO/MO within current year)
40		Correction in death Certificate for Rural area (After current year)
41		Correction in Death Certificate for Rural Area(Within current year)
42		Correction in Death Certificate for Urban area (After current year for both SMO/MO and EOMC)
43		Correction in Death Certificate for Urban area (Within current year in case of EOMC)
44		Correction in Death Certificate for Urban area (Within current year in case of SMO/MO)
45		Death / Non Availability Certificate Rural after Year
46		Death / Non Availability Certificate Rural within Year
47		Death / Non Availability Certificate Urban after Year
48		Death / Non Availability Certificate Urban within Year
49		Delayed Registration of Birth (Urban) (after 21 days but within 30 days of Birth)(in case of EOMC)
50		Delayed Registration of Birth Certificate(Rural)(After 30 days and Within One Year)
51		Delayed Registration of Birth Certificate(Rural)(After One Year)
52		Delayed Registration of Birth Certificate(Urban)(After 30 days and Within One Year) (In case of EOMC office)
53		Delayed Registration of Birth Certificate(Urban)(After One Year)
54		Delayed Registration of Death (Urban) (After 30 days but within 1 year of Death) (In case of (SMO/MO)
55		Delayed Registration of Death Certificate(Rural)(After 30 days and Within One Year)
56		Delayed Registration of Death Certificate(Rural)(After One Year)
57		Delayed Registration of Death Certificate(Urban)(After 30 days and Within One Year) (in case of EOMC Office)
58		Delayed Registration of Death Certificate(Urban)(After One Year)
59		Issuance of first copy of death certificate by ANM
60		Issuance of Medical Certificate
61		Multiple Copies of Birth Certificate
62		Multiple Copies of Death Certificate
63		Noc For Use of Loud Speakers (Applicable Only In Case of S.D.M. Obtains N.O.C. From The Concerned S.H.O Before Granting Permission)
64		Permission For Loud Speaker Or Dj Related To Police And Cprc Cell
65		Permission for sale / transfer weapon in death case
66		Permission to deposit of weapon in death case

67	Department of Labour (Govt. of Punjab)	APPLICATION FOR BALRI TOHFA SCHEME
68		APPLICATION FOR EX-GRATIA PERFORMA TO THE BENEFICIARY
69		APPLICATION FOR FUNERAL RITES PERFORMA FOR BENEFICIARY
70		APPLICATION FOR GENERAL SURGERY AID PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY
71		APPLICATION FOR LTC PERFORMA TO THE BENEFICIARY
72		APPLICATION FOR MATERNITY BENEFIT SCHEME
73		APPLICATION FOR MENTALLY RETARDED CHILDREN BENEFIT SCHEME
74		APPLICATION FOR OCCUPATIONAL DISEASES PERFORMA FOR BENEFICIARIES
75		APPLICATION FOR PENSION BENEFIT PERFORMA FOR THE BENEFICIARY
76		APPLICATION FOR SHAGUN PERFORMA TO THE DAUGHTER OF BENEFICIARY
77		APPLICATION FOR STIPEND PERFORMA TO THE CHILDREN OF BENEFICIARIES
78		APPLICATION FOR TEETH, SPECTACLES AND HEARING DEVICE PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY
79		APPLICATION FOR TOOLS SCHEME
80		CORRECTION IN APPLICATION FOR EX-GRATIA PERFORMA TO THE BENEFICIARY
81		CORRECTION IN APPLICATION FOR FUNERAL RITES PERFORMA FOR BENEFICIARY
82		CORRECTION IN APPLICATION FOR GENERAL SURGERY AID PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY
83		CORRECTION IN APPLICATION FOR LTC PERFORMA TO THE BENEFICIARY
84		CORRECTION IN APPLICATION FOR MATERNITY BENEFIT SCHEME
85		CORRECTION IN APPLICATION FOR PENSION BENEFIT PERFORMA FOR THE BENEFICIARY
86		CORRECTION IN APPLICATION FOR STIPEND PERFORMA TO THE CHILDREN OF BENEFICIARIES
87		CORRECTION IN APPLICATION FOR TOOLS SCHEME
88		CORRECTION IN REGISTRATION OF CONSTRUCTION WORKER
89		CORRECTION IN RENEWAL OF CONSTRUCTION WORKER REGISTRATION
90		REGISTRATION OF CONSTRUCTION WORKER
91		RENEWAL OF CONSTRUCTION WORKER REGISTRATION
92		UPDATE WORKER RECORD
93	Department of Local Government	Water and sewerage Bill payment
94	Department of Revenue	Affidavit Attestation

95		APPLICATION FOR E-REGISTRATION FEE/ADDITIONAL E-REGISTRATION CERTIFICATE
96		Attestation of Surety Bonds In New Parole Cases
97		Attestation of Surety Bonds In New Parole Cases
98		Backward Area Certificate
99		Bet Area Certificate
100		Border Area Certificate
101		Certified copies of previously registered documents.
102		Copy of Sanad
103		Counter Signing of Affidavit
104		Counter Signing of Documents of Nri
105		Counter Signing of Police Clearance Certificate
106		Countersigning of Translation of Certificates
107		Demarcation of Land
108		Dependent Certificate
109		Endorsement of Spa/Gpa
110		Equity Entry of Mortgage
111		Evaluation of Landed/Immoveable Property
112		Identity Card To Lambardar
113		Indemnity Bond
114		Inspection of Revenue Records
115		ISSUANCE OF -E- STAMP PAPER
116		Issuance of New Emigration Consultants Licence
117		Issuance of Non Encumbrance Certificate
118		Issue And Renewal of Deed Writer License
119		Issue And Renewal of Stamp Vendor License
120		Issue of Income Certificate
121		Kandi Area Certificate
122		Legal Heir Certificate
123		Permission For Dj
124		Renewal of Photostate Licence
125		Renewal of Typist Licence
126		Surety Bond
127	Department of Rural Development and Panchayats	Rural Area Certificate
128	Department of Social Justice and Empowerment and Minorities	Income and Asset Certificate
129		Issuance of General Caste Certificate
130		Shagun Scheme (For Sanction of Case)
131	Punjab State Power Corporation Ltd (PSPCL)	Electricty bill Payment
132	UIDAI	Aadhaar Enrolment (Resident Indians and Non-Resident Indians)

133		Aadhaar Search Using eKYC/Find Aadhaar/Any Other Tool and Black & White Printout on A4 Sheet
134		Aadhaar Search Using eKYC/Find Aadhaar/Any Other Tool and Color Printout on A4 Sheet
135		Demographic update alone or along with Non-Mandatory Biometric update at the same time
136		Mandatory Biometric Update (5/15 Years) alone or along with demographic update at the same time
137		Non-Mandatory Biometric Update
138		Status Query
139	AGRICULTURE/MANDI BOARD	PROVIDING FINANCIAL AID EXGRATIA TO CULTIVATORS FOR ANY INJURY OR DEATH DURING FARMING OPERATIONS
140	BHARAT SANCHAR NIGAM LIMITED	BSNL BILL PAYMENT (LANDLINE/BROADBAND)
141	FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS	ISSUANCE OF NOC FOR SETTING UP OF PETROL PUMP
142	GOVERNANCE REFORMS	RIGHT TO INFORMATION
143	HOME AFFAIRS AND JUSTICE	ISSUANCE OF MARRIAGEABILITY CERTIFICATE (UNDER THE SPECIAL MARRIAGE ACT 1954)
144	MINISTRY OF EXTERNAL AFFAIRS	FRESH PASSPORT/RE-ISSUE OF PASSPORT FOR MINORS (BELOW 18 YEARS OF AGE), OF 5 YEARS VALIDITY OR TILL THE MINOR ATTAINS THE AGE OF 18 WHICHEVER IS EARLIER (36 PAGES)
145		FRESH PASSPORT/RE-ISSUE OF PASSPORT INCLUDING ADDITIONAL BOOKLET DUE TO EXHAUSTION OF VISA PAGES (36 PAGES) OF 10 YEARS VALIDITY
146		REPLACEMENT OF PASSPORT (36 PAGES) FOR DELETION OF ECR/CHANGE IN PERSONAL PARTICULARS (10 YEAR VALIDITY)
147	PERSONNEL	ISSUE OF RESIDENCE CERTIFICATE
148	REVENUE AND REHABILITATION	CERTIFIED COPIES OF ALL KINDS OF NON REGISTERED DOCUMENTS
149		COUNTERSIGNING OF DOCUMENT (FOR MANUAL VERIFICATION)
150		COUNTERSIGNING OF DOCUMENT (IF VERIFICATION FROM DATABASE)
151	WELFARE OF SCHEDULE CASTE & BACKWARD CLASSES	ISSUANCE OF BC CERTIFICATE
152		ISSUANCE OF OTHER BACKWARD CLASS CERTIFICATE
153		ISSUE OF SCHEDULE CASTE CERTIFICATE