FREQUENTLY ASKED QUESTIONS ON e-DISTRICT PORTAL

Revenue Department is running 48 services on e-District portal on the basis of understanding the following FAQ are submitted:

Q.No.	Question	Answer
1.	What is e-District Delhi?	It is a facility provided by Delhi e-Governance Society, Information Technology Department, Govt. of NCT of Delhi for online delivery of services to citizens in a time bound and hassle free manner.
2.	What are the technical specifications for uploading documents?	The file size should not be more than 100 K. The document should be clearly legible.
3.	What to do when I cannot find my locality in the list?	Click on the link provided along with the locality dropdown or You can contact us via the given phone no. or email-id to send request for including your locality.
4.	What should I do if my application has been rejected?	You will have to apply again after completing the documents/procedure because once the application is rejected by the concerned authority, no further action can be taken.
5.	What should I do if my application remains for more than the specified number of days?	Please contact the concerned authority on the contact numbers or email address provided in the contact us.
6.	How can I view the status of my application?	This can be seen from the 'Tract Your Application' link on the home page. Your can also check this by sending an SMS - EDISTDL to 7738299899.
7.	How can I apply/register if I am less than 18 years old?	If you are less than 18 yr old then any one of your parent or legal guardian can add your profile to his/her registered account and then apply through it.
8.	What do I do if I do not have a valid Aadhaar Number?	Aadhaar Number is not mandatory for registration or applying for services, you can do this through other available identity documents also. In case of any difficulty, you can apply at the Sub Division/Tehsil counter also.
9.	I am applying online, what	You need to submit documents, the original

	documents do I need to submit at the counter for processing my application?	affidavit (wherever required) and self-attested copies of other supporting documents was required in the instruction sheet of the concerned form at the counter window during the official working hours. You can also send the same by post to the concerned SDM office but you must write application number at the top of the envelope before sending it to the SDM office. For documents which can be verified from online database, no supporting documents need to be submitted at the counter.
10.	What happens to my application if I do not send the supporting documents and affidavit (wherever required)?	Your application will get rejected if necessary attachments are not received within SLA timelines at the concerned Sub-Division office.
11.	Can I delete the uploaded documents?	No, once the document are uploaded it cannot be removed.
12.	My document cannot be verified online from the concerned department. What should I do?	Check your document number, or contact the department concerned with that document. You can still proceed by uploading a scanned copy of your document.
13.	How can I register at e-District Portal?	On e-District portal Home Page click New User, after that enter your details and follow the instructions as they appear on the screen.
14.	Can I edit my application after submission?	No, you cannot edit your application after final submission.
15.	Which browser version required is best suited for the e District website?	e-District Delhi runs best on IE 8+, Firefox 3 and Chrome 4+ browsers. However IE 11+ you need to enable the compatibility view.
16.	What do I do if an objection has been raised on my application?	You can visit the online portal to check the reasons for objecting to the application provided by the competent authority. This may be due to incomplete documents. You can also visit the Counters at the Sub-division office or make a call on the number provided to know what additional documents are required to be submitted.
17.	What is the time frame in which a citizen can reapply for a service?	A citizen is allowed to re-apply for a service once if his previous application has been rejected by the competent authority. Citizens are advised not to re-apply, if they do not meet the eligibility

		criterion for the application.
18.	What is the application does not work on my system?	Either your browser is outdated and does not meet the system requirements or your internet connection is too slow. e-District Website should be viewed in a screen resolution of 1024 by 768. Your browser version should be either IE 8 or higher, Firefox 3 or higher and Chrome 4 or higher.
19.	How do I receive my Certificate?	Once your application is approved you can download the digitally signed certificate from the e-District portal using your application number provided to you at the time of applying (online at the counter) and download the certificate from the portal. Authenticity of the certificate can be verified by the user-agencies online using the certificate number.
20.	What happens to my profile if I forget the login details?	Your profile can be retrieved at any point of time. You need to have the mobile number and the document number used for registration that you submitted at the time of creating the profile. If your mobile is no longer valid then you may contact the e-District team to retrieve your account. Please note that no duplicate accounts can be created using same identity documents.
21.	What happens to my profile if my document is not verified online?	The system allows you to create a profile if the document number is not verified in real time. However the system will not allow you to raise any service request till the time the details are verified online. If the citizen details are not verified online from department database, the profile gets automatically deleted within 72 hours. The citizen may raise a fresh request on the portal with correct details thereafter.
22.	Can someone who does not belong to OBC category claim so on the virtue of marriage?	No, anyone who does not belong to OBC category cannot claim so on the virtue of marriage.
23.	Which Castes can apply for OBC Category?	Caste applied for must be notified in Govt. of NCT of Delhi.
24.	Is someone who is covered under Creamy Layer category	No, the applicant must not be covered under Creamy Layer category as specified by the Govt.

	eligible for OBC Category?	of India time to time.
25.	Shall the details of people to whom SC/ST certificate has been issued put in the public domain?	Yes, the details of all the people to whom certificate has been issued will be put in the public domain.
26.	What are the castes that are entitled for issuance of the SC/ST certificate?	An Applicant should belong to a caste which is mentioned in the constitution (Scheduled Castes/ Scheduled Tribes) [(States/Union Territory) orders issued until date as amended from time to time.
27.	Can an individual who does not belong to ST/SC category claim so on the virtue of marriage?	NO. An Individual who does not belong to SC/ST category cannot claim so on the virtue of marriage.
28.	What is a domicile certificate?	This certificate establishes the place of residence of an individual.
29.	What is minimum time of residing continuously in Delhi for which an individual is entitled for Domicile Certificate?	An Individual who is a residing continuously for the last three years within the territorial jurisdiction of NCT of Delhi and he/she must be the citizen of India.
30.	Where and for what purpose a domicile certificate is required?	A number of educational institutions reserve seats depending on the domicile status of the applicant. Similarly, benefits are also available in a number of cases of recruitment giving preference to local candidates. This certificate is required to avail such benefits. Institutions giving loan as a proof of place of residence may also require this certificate. Some organizations/institutions have different modalities for e.g. different fee structure for NRIs (Non Resident Indians) and require this certificate for checking purposes.
31.	Is educational certificate for the three consecutive years considered for issuance of Domicile Certificate?	Educational certificate for three consecutive years is not the only document that is considered for issuance of Domicile Certificate.
32.	Incase a Birth Certificate has been issued to an individual from any Government agency in India, is he/she eligible for	Individual should not have any Birth Certificate issued from any Government agency anywhere in India.

	the issuance of Birth registration order?	
33.	When can an individual apply for issuance of birth registration order?	There should be a gap of minimum one year between the date of birth of the individual and the date of applying for issuance of birth registration order.
34.	Incase a Death Certificate has been issued to an applicant from any Government agency in India, is he/she eligible for the issuance of Birth registration order?	Individual should not have any Death Certificate issued from any Government agency anywhere in India.
35.	When can an individual apply for issuance of death registration order?	There should be a gap of minimum one year between the date of Death and the date of applying for issuance of death registration order.
36.	What is the minimum age limit for applying as a Civil Defence Volunteer?	A person joining Civil Defence must be at least 18 years old. However, this age limit may be relaxed in the discretion of the competent authority up to a maximum of 3 years for any branch or category of the Corps.
37.	Which of the forces personnel are not eligible for enrolment in a Civil Defence corps?	Members of the following forces or services are not ordinarily eligible for enrolment in a Civil Defence corps: a. Armed Forces of the Union b. Police Force c. Fire Services d. Territorial army or Auxiliary Forces of any of the Defence services e. Civilian personnel employed in connection with the Armed Forces of the Union
38.	Do I have to pay any fees for availing revenue department services via e-district portal or CSC?	Fees is applicable for registration of Marriage and Solemnization of marriage only.
39.	What is Lal Dora Certificate?	This certificate establishes that a person is the owner of a particular property/land in the "Abadi" area of a village (i.e. area demarcated for habitation). This certificate is also used for getting water / power connections in a village.
40.	What is the validity of income	6 Months.

	certificate?	
41.	Do I need to get attested the digitally signed certificates?	No, there is no need to get the digitally signed certificates attested. These certificates can be verified from the "verify certificate" link of the e District portal.
42.	What is the purpose of issuing Solvency certificate?	Solvency certificate is issued to individual/firms declaring their financial standing for purpose such as standing surety in favour of some body, securing loans, securing business contractors etc. Solvency certificate is issued on the basis of salaries drawn by Govt. Employees/individuals, the properties owned by the applicants in their own name and Sales Tax/Income Tax returns.
43.	What is the purpose of issuing Surviving Members' Certificate?	When an individual has expired, the surviving members' certificate is often required for the purpose of settlement of claims in respect of the deceased by the surviving members of the deceased family.
44.	What is Marriage Registration Certificate?	Marriage Registration Certificate is issued to both Husband and Wife whose marriage has already been solemnized. The registration is done under Hindu Marriage Act, 1955 or under the Special Marriage Act, 1954. The Hindu Marriage Act is applicable in cases where both husband and wife are Hindus, Buddhists, Jains or Sikhs or where they have converted into any of these religions. Where either of the husband or wife or both are not Hindus, Buddhists, Jains or Sikhs the marriage is registered under the Special Marriage Act, 1954
45.	Is there any Degree of Prohibition as per Hindu Marriage Act 1955?	"Sapinda relationship" with reference to any person extends as far as the third generation (inclusive) in the line of ascent through the mother, and the fifth (inclusive) in the line of ascent through the father, the line being traced upwards in each case from the person concerned, who is to be counted as the first generation;Two persons are said to "sapindas" of each other if one is a lineal ascendant of the other within the limits of sapinda relationship, or if they have a

		common lineal ascendant who is within the limits of sapinda relationship with reference to each of them; "Degrees of prohibited relationship" – two persons are said to be within the "degrees of prohibited relationship" – 1. if one is a lineal ascendant of the other 2. if one was the wife or husband of a lineal ascendant or descendant of the other 3. if one was the wife of the brother or the father's or mother's brother or of the grandfather's or grandmother's brother of the other 4. if the two are brother and sister, uncle and niece, aunt and nephew, or children of brother and sister or of two brothers or of two sisters
46.	To whom Physically handicapped identity card is issued?	Physically handicapped identity card is issued to handicapped persons who are orthopedically handicapped, mentally handicapped or are blind or deaf and dumb. Recorded minimum disability for issue of certificate is as follows:- Physical (Orthopedically) 40% Mental 35% Blindness 90% Deaf 90% Dumb 100%
47.	What is Relief & Rehabilitation?	Department is given the primary responsibility for relief and rehabilitation operations in any calamity whether natural or man-made. Deputy Commissioners' Offices carry out relief operations during flood, fires, crop failures, droughts and other calamities. It is also responsible for coordinating and implementing disaster management plan for natural and chemical disasters and awareness generation programme on disaster preparedness is being

		carried out with the assistance of United Nations Development Programme.
48.	Which Relief & Rehabilitation services are offered through e District portal?	As of now, "Relief and rehabilitation to Kashmiri Migrants" and "1984 Anti Sikh Riots Victims" are offered through e-District portal.
49.	How much payment on account of cash relief is provided to the Kashmiri Migrants?	Ministry of Home Affairs, Govt. of India has enhanced the amount of cash relief to the Kashmiri Migrant from Rs.1650/- per head to Rs.2500/- per head per month w.e.f. Subject to a ceiling of Rs.10,000/- per family per month. The payment is made on a monthly basis by the office of Deputy Commissioner in whose jurisdiction the persons reside.
50.	How much payment on account of Grant of Ex-Gratia Relief is provided to the Next of Kin of the deceased persons who died during 1984 anti-Sikh riots?	Govt. of India, Ministry of Home Affairs, took a policy decision that relief will be provided to the migrant families. Since the incident affected in most of the cities in India, it was national crisis and the Ministry of Home Affairs, Govt. of India, issued all the Circulars / Directions for relief/compensation to the 1984 riots victims from time to time.Ministry of Home Affairs, Govt. of India has announced grant of enhanced relief of Rs.5.00 lakhs per deceased person, who died during 1984 anti sikh riots on 16/12/2014.
51.	What is Khatauni?	Khatauni is the register of all persons cultivating or otherwise occupying land in a village as prescribed according to Delhi Land Revenue Rules. It is prepared in Form P-VI. It is a document prepared as part of record-of-right (RoR) in every estate. It contains entries regarding ownership, cultivation and various rights in land. It is revised every 4 years when it is prepared by Patwari and attested by the Revenue officer. This duration is called Fasli-year.
52.	To which public-authority can I file a RTI request?	An applicant who desires to obtain any information under the RTI Act 2005 can submit an application through the portal but only to government-departments and other public authorities of Government of NCT Delhi.
53.	How do I write my application	The text of the application may be written in the

	for seeking the information as per RTI Act 2005?	prescribed column of the form. At present, the text of the application is confined up to 3000 characters only in the prescribed column of the form. In case, the text of an application contains more than 3000 characters, it can be uploaded as a PDF attachment in the "Supporting Documents" column of the form.
54.	Which services of Revenue Courts are offered through e District Portal?	1. Online Cause List 2. Track Court Cases 3. Final Judgment on Court Cases 4. Track Court Cases Village Wise 5. Track Court Cases Village and Khasra Wise 6. Court Wise Pending Cases
55.	Who is entitled for the Cinematograph services?	The applicant is entitled for the cinematograph services if He/she 1. Is a resident of Delhi 2. Has ownership title 3. Has site plan and building plans, as required under the applicable building bye laws, indicating the details of the structure, location of exits, gangways, toilets, foyers, booking windows, staircases, lift, projector, film rewinding and switch rooms, parking arrangements etc. and showing surrounding roads and buildings in the site plan Important Note: No person shall erect a building or convert an existing building wholly or partly into a place for exhibition of cinematograph without obtaining provisional certificate from the licensing authority On receipt of sanctioned plans from the Executive Engineer of the concerned local body i.e. MCD, DDA etc. in the light of provisions of Delhi Cinematograph Rules, 2008, Building Bye law, Master Plan of Delhi and other related rules as well as character antecedents verification

		report from the Local Police in respect of the licensee and clearance from Traffic Police Traffic Police - the site inspection will be carried out by the concerned authority. After completion of formalities, a provisional certificate shall be granted under Rule-4 of Delhi Cinematograph Rules, 2008 for construction of the cinema/ multiplex.
56.	How documents need to be submitted at the time of applying?	If applying online then document are to be uploaded in e-District application Software and Applicant's self-attested copy of the original documents to be produced while applying at Citizen Service Centre (CSC).Physical verification of some documents may be necessary at the counter even in case of online applications.
57.	What documents need to be attached at the time of applying?	For details, please refer to the guideline document of the particular service to be availed. Navigation: Home>> "Guidelines and FAQs">> Click on the guidelines of the respective service.
58.	What is the eligibility criteria of availing the revenue services on e-District portal?	For details, please refer to the 'eligibility criteria' section of the guideline document of the particular service to be availed. Navigation: Home>> "Guidelines and FAQs">> Click on the guidelines of the respective service.
59.	What is the process of submitting Self Declaration while applying for the service?	Scanned copy of relevant prescribed Self-Declaration has to be uploaded while applying online and hard copy of declaration has to be submitted to the concerned SDM/Tehsildar/CSC by hand or speed post/registered post along with Application /Acknowledgement number. Self-declaration form duly signed by the applicant himself must be submitted.
60.	What is the accepted Identity Proof of Parents (in case applying for minor)?	Any One of the following is mandatory: 1. Aadhar Card 2. PAN Card 3. Ration Card with Photo 4. Voter ID Card 5. Passport

		6. Driving License 7. ☐ Any Govt. issued document In case of minor, parent's Address proof has to be appended. Whereas ID proof and Disability proof has to be of minor.
61.	What will be the accepted Proof of Death of Deceased (Any One is mandatory)?	1. Cremation/Burial Slip 2. Police enquiry Report 3. Nursing home/Hospital Report 4. Court Order
62.	What is the accepted Residential Address Proof of Applicant (Any One is mandatory)?	1. Aadhaar Card (Subject to the validation) 2. Voter ID Card 3. Driving License 4. Passport 5. Ration Card 6. Rent Agreement (Registered) 7. Bank Passbook 8. Electricity Bill 9. Water Bill 10. Telephone Bill (Landline or Postpaid) 11. Gas Bill 12. Any Govt. recognized document In case of minor, parent's Address proof has to be appended. Whereas ID proof and Disability proof has to be of minor.
63.	What is the accepted Identity Proof of Beneficiary (Any One is mandatory)?	Same as above. For a minor, the letter from the School Principal (on letterhead) or birth certificate in case of a minor less than 5 years of age would also be acceptable.
64.	What are the requirements for submitting a medical Certificate?	Medical Certificate must be issued by Government notified hospitals of Delhi.Percentage of disability should clearly defined as per Government order for disability criteria.
65.	What are specifications of a photograph to be uploaded with the application form?	One Passport size Colored Photograph of the beneficiary with the specifications below: Beneficiary 1. Size 5cm x 4.5cm Or 2"x1.75" 2. Should include full face, front view and

		open eyes 3. Should be of full head from top of hair to shoulder 4. Should be in a plain white or off-white background 5. Shouldn't be shadows on the face or background 6. Should have a natural expression (closed mouth) 7. Should not include sunglasses or hats
66.	Who should be present at the time when application is processed at CSC?	he beneficiary himself/herself/any of his family member should be present at the CSC for photograph to submit. In case of online application, applicant must upload beneficiary photograph (as per the specification above)
67.	What is the basic need to registered a Society?	Covering letter from President/Secretary for registration of Society
68.	What is the Rules and Regulation of Society/Association?	Rules and Regulation of Society/ Association should be as per the guidelines of the Society Registration Act 1860.
69.	What is the Memorandum of Society/ Association?	Memorandum of Society/ Association as per the guidelines of Society Registration Act 1860 containing name of society, registered office, working area and aims and object of society.
70.	How to get Guidelines and procedure for seeking registration of a society under Societies Registration Act 1860?	Guidelines and procedure for seeking registration of a society under Societies Registration Act 1860 and specimen of affidavit can be downloaded from the official website i.e. industries.delhi.gov.in