

Standard Template for Information Services

Services offered by a department can either be in online or manual mode. In either of these cases, the citizen will need to know the basic background information for availing the Service. Details about the Service, forms to be submitted, documents, eligibility criteria, fees to be paid etc. All such information that the user will need should be available in one place without having to navigate to different site locations. Further, the activities should be explained in a simple, straight manner with the checklists, Process and procedure all explained with clarity. A Standard template with mandatory information for availing Services has been devised is described below.

1. Getting ready: **Checklist** including Eligibility Criteria
2. A brief Overview
3. Overall **Process Flow** for the Service
 - a. Diagrammatic form
 - b. Description of the sequence of steps depicted in above diagram
4. **Forms** to be filled
5. **Guidelines** for filling up the form
6. **Eligibility criteria**
7. Fees including the Payment Mode
8. **Documents** required including
 - a. Certificates, NOCs etc.
 - b. Photo id, size, quality, signature, etc.
9. **Important Timelines**
 - a. Due date for submission
 - b. Time for processing (approximate)
10. **How to Apply**
 - a. Steps for applying
 - i. Make sure that you are eligible for applying (Review the eligibility checklist)
 - ii. Complete the forms to be filled
 1. Link to the forms to be filled
 2. Link to the Guidelines for filling form
 - iii. Ensure that you attach the relevant documents
 - iv. Pay the required fees
11. **Whom to contact for any queries** – This includes Name, Phone No. (Both primary no. and alternate no.) and e-mail id.
12. Whether the service is offline or online

- a. For Offline: Address where the application is to be submitted
- b. For online: URL address

13: **Service outcome**

A Sample implementation of the Information Service template is as follows:

Apply for secretariat e-Pass

Checklist:

- A valid contact number is required in order to receive the entry gate pass number through SMS
- Valid ID card/ ID Proof (Voter IC/ PAN Card/ Passport etc) is mandatory to enter the Secretariat Campus
- Offline issuance of pass option is available if entry gate pass number is not received through an SMS alert
- No entrance fee is required

1. [Overview](#)

2. [Eligibility Criteria](#)

3. [Guidelines for filling the form](#)

4. [Fees](#)

5. [Documents Required](#)

6. [Important Timeline](#)

7. [How to apply](#)

8. [Type of Service](#)

9. [Forms to be filled](#)

10. [Whom to Contact](#)
