**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, eligibilty 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
	1. Diagrammatic form
	2. 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
	1. Certificates, NOCs etc.
	2. Photo id, size, quality, signature, etc.
9. **Important Timelines**
	1. Due date for submission
	2. Time for processing (approximate)
10. **How to Apply**
	1. Steps for applying
		1. Make sure that you are eligible for applying

(Review the eligibility checklist)

* + 1. Complete the forms to be filled
			1. Link to the forms to be filled
			2. Link to the Guidelines for filling form
		2. Ensure that you attach the relevant documents
		3. Pay the required fees
1. **Whom to contact for any queries** – This includes Name, Phone No. (Both primary no. and alternate no.) and e-mail id.
2. Whether the service is offline or online
	1. For Offline: Address where the application is to be submitted
	2. For online: URL address

13: **Service outcome**

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

