

East Delhi Municipal Corporation  
Information Technology Department  
419, Udyog Sadan, Patparganj Industrial Area  
Delhi-110092

No.A.O.(IT)/EDMC/2018-D-387

Dated : 20.4.2018

Subject :- "POORVI DELHI NAGAR NIGAM : Aapke Dwar".

East Delhi Municipal Corporation (EDMC) is providing services to eastern part of Delhi having population around 45 lakhs residing in 64 wards. It is organized in 2 Zones, Shahdara South (30 wards) and Shahdara North (34 Wards). EDMC has to issue following Licenses/Registrations in order to regulate the various activities in its jurisdictions as per the various provisions/sections of DMC Act.

1. Registration Certificate of Birth and Death
2. Issue of General Trade License.
3. Issue of Health Trade License.
4. Issue of Veterinary Trade License.
5. Issue of Factory License.
6. Besides, e-Mutation application is also ready to inaugurate.

To support the Digital India Movement and also in compliance of e-Governance, EDMC has already issuing these licenses/registration through online application. Citizens can apply online for these certificates/license from their home and obtain required certificate/license after filing all mandatory fields in the online module of application and on deposition of mandatory fees/charges.

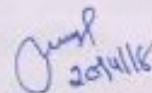
Keeping in view the economic condition and not being so computer savy, citizens residing under the jurisdiction of EDMC are not able to use these services and are not significantly benefitted after making these services online. Besides, citizens are also not familiar of using online applications and having no knowledge of process of online payment of fee/charges etc. Therefore, the purpose to provide online services to citizens at home is not fulfilling the aim of EDMC.

Therefore, for proper use of online services of EDMC and trouble-free services to its citizens, it is desirable that EDMC may bring itself more closely to its citizens, by launching a scheme under which cyber café/computer centre/documentation centre etc. may be registered with EDMC for providing help to citizens for getting the benefits of various online services of EDMC from their home. Major functions of these centre can be as under :-

1. Providing help to citizen in filling up/uploading of all the required data in respective online application.
2. Providing help in making online payment for issue of certificate/license as the case may be.
3. Providing print out of computer generated receipts/certificate etc.
4. For this work, the registered centre will charge nominal fee (as decided/approved by EDMC) from the citizens.
5. **It is important that that no fund will be required for implementation of this scheme.**
6. Revenue collection of EDMC will be enhanced.

The name of the scheme is "POORVI DELHI NAGAR NIGAM : AAPAKE DWAR".

Registration of these cyber café/computer centres/documentation centres will be done following all due process and approval of competent authority.



(Ramesh Kumar)  
Administrative Officer (IT)

Ramesh Kumar  
Admn. Officer  
East Delhi Municipal Corporation  
419, Udyog Sadan  
Patparganj Indl. Area, Delhi

Ramesh Kumar  
Admn. Officer (IT)  
East Delhi Municipal Corporation  
419, Udyog Sadan  
Patparganj Indl. Area, Delhi

**Terms and conditions for Registration under "POORVI DELHI NAGAR NIGAM : AAPAKE DWAR".**

1. **Introduction** : East Delhi Municipal Corporation (EDMC) is providing services to eastern part of Delhi having population around 45 lakhs residing in 64 wards. It is organized in 2 Zones, Shahdara South (30 wards) and Shahdara North (34 Wards). EDMC has to issue following Licenses/Registrations in order to regulate the various activities in its jurisdictions as per the various provisions/sections of DMC Act.

- i. Registration Certificate of Birth and Death
- ii. Issue of General Trade License.
- iii. Issue of Health Trade License.
- iv. Issue of Veterinary Trade License.
- v. Issue of Factory License.

1.1 For proper use of online services of EDMC and trouble-free services to its citizens, EDMC desires to bring itself more closely to its citizens, by launching a scheme under which cyber café/computer centre/documentation centre etc. will be registered with EDMC for providing help to citizens for getting the benefits of various online services of EDMC from their home. Major responsibilities of these centre would be as under :-

- i. Providing help to citizen in filling up/uploading of all the required data/document in respective online application.
- ii. Providing help in making online payment of fees/charges for issue of certificate/license as the case may be.
- iii. Providing laminated coloured certificates/licenses etc on glossy or better quality paper to the citizen/applicant.
- iv. Providing computer generated payment receipts etc to the citizen/applicant.

**2. Eligibility Criteria**

- i. Applicants must be having of its own cyber café/computer centres/documentation centres in an area of East Delhi Municipal Corporation (supporting documents must be enclosed with the application for registration).
- ii. Applicants must be having at least 3-5 computers/laptops with latest specifications, 1 good quality scanner, 1 each good quality black & white and colour printer and high speed internet facility in his cyber café/computer centres/documentation centres for uninterrupted and smooth operation of applications of EDMC. (Supporting documents must be enclosed with the application for registration).



- iii. Applicant must be having minimum one year experience in running of a cyber café/computer centres/documentation centres in an area of East Delhi Municipal Corporation.
  - iv. Applicant must be having sufficient number of trained staff for this work.
  - v. Applicant must be having all required license/NoC that are required for running a cyber café/computer centre/documentation centre.
  - vi. Copy of PAN number, GST (if applicable) must be enclosed with the bid.
3. **Charges** :- These centre shall charge over and above of online payment required for issue of license/certificate, from the citizen as under :-
- i. Note more than Rs.250/- per new license
  - ii. Note more than Rs.150/- per renewal of license
  - iii. Note more than Rs.50/-per registration certificate of birth and death.

(The above charges are inclusive of all costs like the equipment costs, manpower costs, logistics for transfer of data, cost of scanning of document, receipt of payment, dispatch cost if required and any other miscellaneous costs)

4. **Display a Board of EDMC** : Every registered center shall display a board of appropriate size, clearly visible to the citizens, having the name of EDMC and the name of scheme "**Poorvi Delhi Nagar Nigam : aapake dwar alongwith charges of licenses/certificates.**

5. **Indemnity**: The bidder/applicants will indemnify EDMC against any misuse of its Name and Logo as decided by the EDMC. For any such misuse the bidder themselves will be held responsible. EDMC will take necessary actions for such cases and will not be responsible for any miscommunication or harm caused to any party because of any misrepresentation of its name and logo by the applicant.

6. **Inspection**: An officer authorized by the EDMC is authorized to check or inspect these centres and the computer hardware, software, scanner, printer, networking established therein at any time. The owner or presented staff of the centre shall provide every related document, registers and any necessary information to the inspecting officer on demand.

7. **Identification of citizen** :The centre, before providing the services, shall establish the identification of citizens by asking a document which shall identify the citizen to the satisfaction of the centre. Such document may include any of the following :-

- a) Identity card issued by any government agency.
- b) Passport
- c) Voter identity card
- d) PAN card issued by income tax authority
- e) Unique identification number issued by UIDAI.
- f) Any other documents issued by Govt. Of India, State Government, etc.

8. **Log Register** : The centre shall maintain a log register at least the following details of the user :-

- a. Name
- b. Address
- c. Gender
- d. Contact number
- e. Type and details of identification document
- f. Date
- g. Services provided to citizens
- h. Details of staff of centre processed the application.
- i. Signature of Citizen/applicant.

Centre shall ensure that log register is not altered and maintained the same in a secure manner of the entire period of contract. Centre shall also maintain a record of its staff during the entire period of contract..

9. **Management of computer resources**: All the computers in the centre must be equipped with the commercially available safety to ensure security of personal information of citizen.

10. The Centres shall ensure confidentiality of information that comes to its possession consequent from the citizens and shall not reveal the same to any agency/ies or use for purpose except with the written permission from Citizen.

11. **Tenure of Registration** :- The tenure of the registration shall be for 5 years which can be further extended to 5 more years (on each year basis) subject of requirement of EDMC and satisfactory services of centre.

12. **Registration and annual charges** :- Registration charges is Rs. 10,000/- (Rs. Ten Thousand only) per centre. Annual charges is Rs. 5000/- (Rupees five thousand only). Annual charges would be enhanced by 20 % every year. Application for registration of cyber cafe/computer centre/documents centre etc. should be sent to Admn. Officer, Information Technology Department, East Delhi Municipal Corporation, Udyog Sadan, Patparganj Industrial Area, Delhi-110092 in a prescribed format. (Annexure-I) alongwith all requisite fee in the form of A/c Payee Bank Demand Draft/Banker's Cheque from any scheduled bank payable to "Commissioner, EDMC". After receiving the application, if found eligible, an inspection will be done by the Department and report would be placed before the D.C.(IT) for approval.

13. **Training** : A comprehensive training to all the registered Cyber care/Computer Centre/Documentation Centre shall be provided by EDMC for smooth operation on online application of EDMC.



14. Separate login id & password will be provided to each centre by EDMC.

15. **Termination of Registration** : EDMC reserves the right to withdraw/ terminate registration in any of the following circumstances by giving the written notice of 15 days:

- i. Non co-operation during inspections by EDMC
- ii. Non-adherence to the EDMC's processes and guidelines.
- iii. Not maintaining the confidentiality of the documents/information of citizens.
- iv. Involved in any fraud activity such as taking of higher charges from citizens
- v. Any other reason as deemed fit.

16. Applicants are advised to view EDMC website [www.mcdonline.gov.in](http://www.mcdonline.gov.in) for any updates in the matter.

Signature

Name

Post held in

Name of the office

Telephone Number

To

**Administrative Officer  
Information Technology Department,  
East Delhi Municipal Corporation  
Udyog Sadan, Delhi.**

**Subject :- Application for registration under "Poorvi Delhi Nagar  
Nigam : Aapke Dwar" Scheme.**

Sir,

I wish to enroll my cyber care/computer centre/document centre etc under the above scheme of East Delhi Municipal Corporation. I am enclosing certified copies of following documents alongwith requisite fee/charges.

- i. Documents in respect of ownership of cyber café/computer centres/documentation centres.
- ii. Details of computers/laptops, scanner, printers, internet facility available in cyber café/computer centres/documentation centres.
- iii. Documents related to experience of running of cyber café/computer centres/documentation centres.
- iv. Details of staff working in cyber café/computer centres/documentation centres alongwith their educational/professional qualification.
- v. Details/documents related to license/NoC that are required for running a cyber café/computer centres/documentation centres.
- vi. Copy of PAN, GST.
- vii. Details of Demand draft enclosed.

**Signature  
Name  
Post held in  
Name of the centre  
Telephone Number**

Inspection report done by the Information Technology Department, EDMC.

1. Date of Inspection :
2. Name of staff/officer :
3. Name of Centre inspected :
4. Details of Hardware installed in centre
5. Details of software installed in centre
6. Details of staff of centre
7. Number of photographs taken.