

3. ACCESSING GOVERNMENT SERVICES

LEARNING OUTCOMES

By the end of this module, you should be able to:

- Explain the process of accessing various Government Schemes
- Use government portals to access various e-Governance services

LESSON PLAN

I. Locating Government information

II. Accessing e-Governance Services

I. LOCATING GOVERNMENT INFORMATION

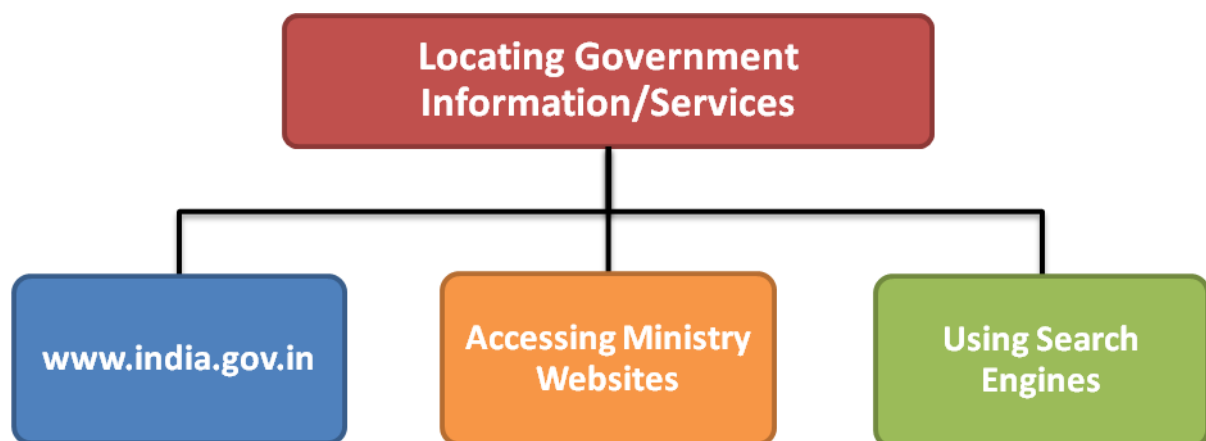
1.1 Introduction

Government of India (GoI), through its e-Governance plan, aims to improve information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. For a more active participation of the rural community in the government processes, the GoI has launched various Schemes for a cross section of society which are accessible to all citizens through Information and Communication Technologies (ICT).

In a participatory democratic society, ICT can be used for good governance, enhance democratization and citizen empowerment. The digital governance creates better connections between citizens and government and encourages their participation in governance. It is very significant in rural areas where people are deprived of getting benefit of the different integrated development programmes. To bridge the digital divide between citizens and government, the GoI has taken various initiatives to provide services online so that even the remotest village can have access to government services and schemes. Making these services and schemes online have made the access easy and simple leading to a smooth functioning of the delivery process.

1.2 Getting Information about Government Schemes Online

There are various ways through which you can easily access information about various government schemes and services. The key ways through which you can do this is shown below:



1.2.1 Locating Schemes on Government Portal

The main government portal through which you can access information about various Schemes or Projects is <http://india.gov.in/>. The objective of this portal is to provide a single window access to the information and services such as passport, driving licenses, company registration, etc., being provided by the Indian government for the citizens and other stakeholders. The steps which you need to follow to access services are listed below:

Step 1: Open the browser and type <http://india.gov.in/>. The homepage of the portal will open. If you want to see this site in Hindi, click on 'हिंदी में' at the upper right corner of the screen.



Step 2: Then, click on 'My Government' → Choose 'Schemes' option.

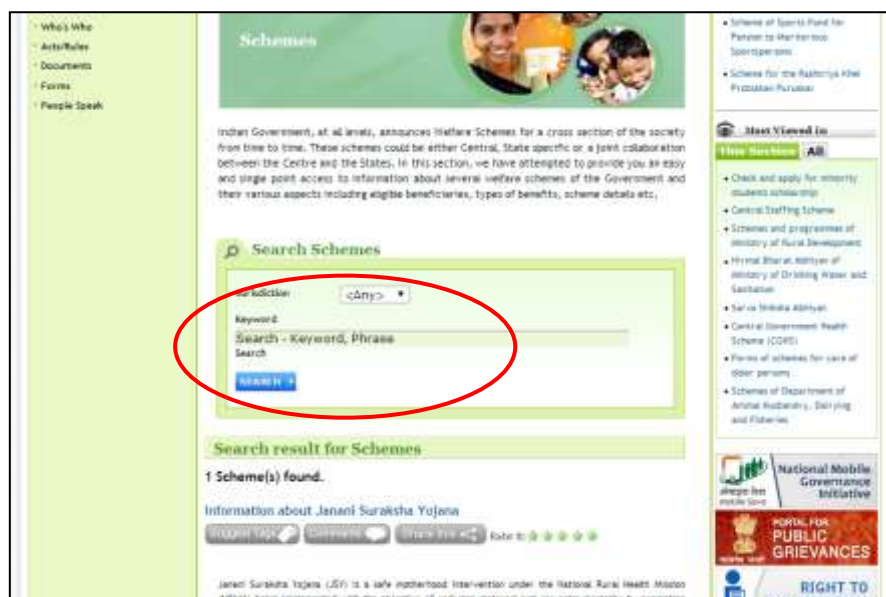


'Schemes' page will be displayed



Step 3: In 'Jurisdiction', choose whether you want to search for Central or State Scheme by clicking on the drop down arrow. In the 'Ministry' section, add the name of the ministry under which you want to search the scheme (If you do not know the name of the Ministry, then choose 'Any' in the Ministry option)→ In Search type name of Scheme→this will display search results for schemes and information about this.

For example, if you are searching for Janani Suraksha Yojana, following page will be displayed. By clicking on the link 'Information about Janani Suraksha Yojna', you will get all details about this scheme.

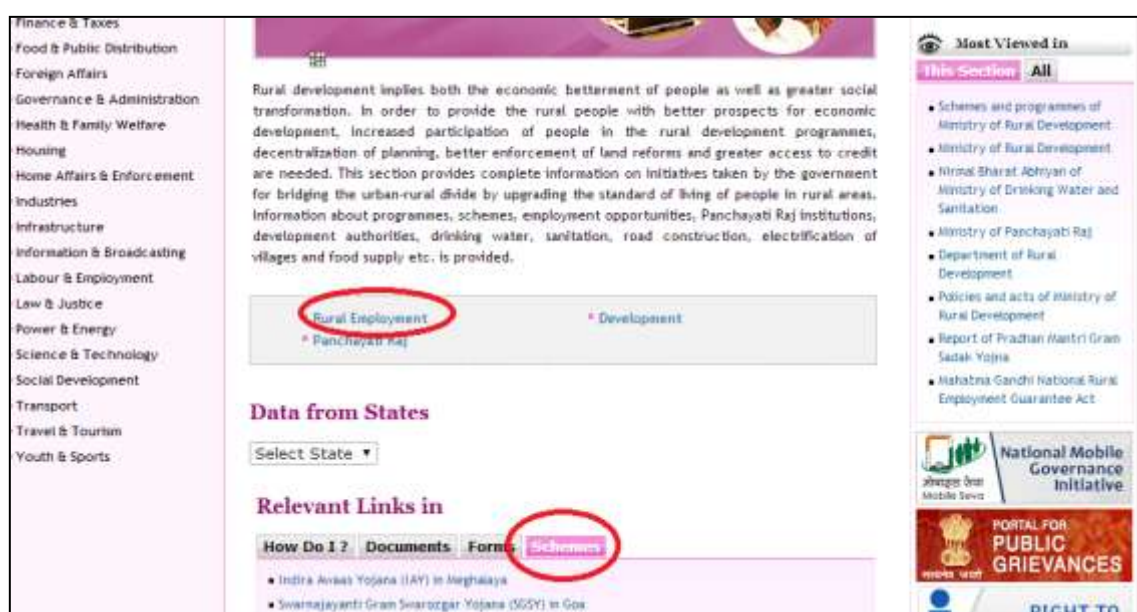


How to Search for information Sector-wise

On the same portal, you can **locate various schemes Sector-wise**. Sometimes you may not know name of the Scheme launched by government, but you know the sector in which you need information like Health, Agriculture, etc. The portal has a facility to search Sector-wise. For this, click on 'Information on Various Sectors' option. There are various Sectors listed, choose the Sector and then you can see various sub-topics. For example, if you want to know about Rural Employment Scheme, go to Topics→Rural→Rural Employment.



On the same page below, you will find a 'Schemes' option. This lists all the Schemes under this sector.



1.2.2 Accessing Ministry Websites

You can visit websites of Ministries directly to get more information about the different Schemes under the Ministries. Some of the relevant Ministry websites are mentioned below:

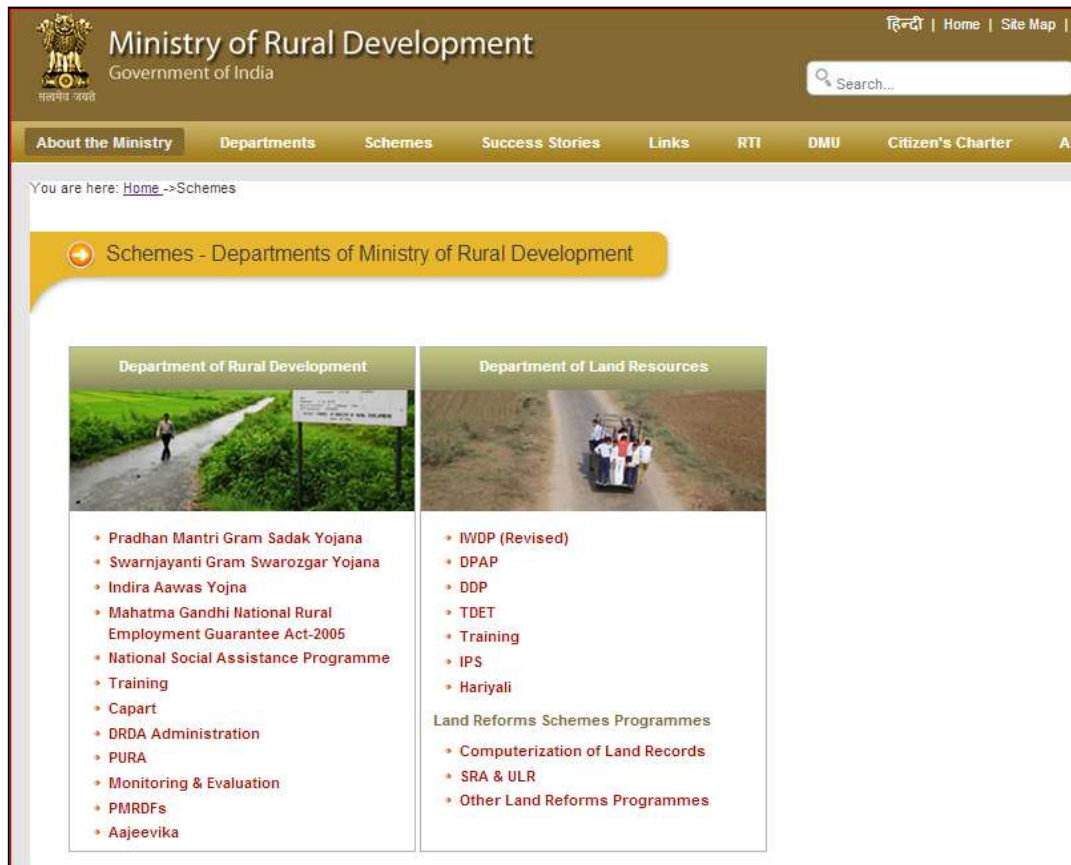
- (i) Ministry of Labour and Employment: <http://labour.nic.in/>
- (ii) Ministry of Women and Child Development: <http://wcd.nic.in/>
- (iii) Ministry of Tribal Welfare: <http://tribal.nic.in/>
- (iv) Ministry of Social Justice: <http://socialjustice.nic.in/>
- (v) Ministry of Health and Family Welfare: <http://mohfw.nic.in/>
- (vi) Ministry of Urban Development: <http://moud.gov.in/>
- (vii) Ministry of Rural Development: <http://rural.nic.in/>
- (viii) Ministry of Agriculture:
 - Department of Agricultural Research and Education (DARE): <http://dare.gov.in/>
 - Department of Agriculture and Co-operation: <http://agricoop.nic.in/>
 - Department of Animal Husbandry, Dairying and Fisheries: <http://dadf.gov.in/>

In most of the Ministry websites, there is a link on 'Schemes' which you can access. The link will be either at the top or in the left side of the homepage. For example, the following screenshots explain procedure for accessing information from the website of the Ministry of Rural Development.

Step 1: Go to <http://rural.nic.in/> → Ministry's Home page will be displayed → Click on Schemes



The 'Schemes' page will be displayed listing various Schemes of Ministry of Rural Development and by clicking any of Schemes you will get information of that particular scheme. If you are not able to find Schemes link easily, then just type the name of Scheme in Search panel on top of the Schemes page and then the result page will display all relevant information.



1.2.3 Using Internet Search Engines for getting information

If you are unable to locate information on the government portal or do not know the name of Schemes or Ministry, then you can search details of these on search engines like Google, Bing or Yahoo.



Step 1: Type www.google.com or www.bing.com in the browser

Step 2: Type relevant words, like for education loan type “Education Loan Scheme” or you can use some other keywords like –

- Education loan schemes by government of India
- Education loan PIB
- Education loan for minority PIB
- Education loan for Tribal
- Education loan for higher education PIB

(PIB refers to Press Information Bureau which is the official news portal of GoI. By adding it, your search will display results first from this website which will have authentic information).

Important Schemes under various Ministries

Some of the important Schemes under different Ministries are given below:

1. Ministry of Health

- National Rural Health Mission (NRHM)
- Janani Suraksha Yojana (JSY)
- Janani Shishu Suraksha Karyakram (JSSK)
- Home Based New Born Care (HBNC)
- Mother and Child Tracking System (MCTS)
- National Urban Health Mission (NUHM)
- Pradhan Mantri Swasthya Suraksha Yojana (PMSSY)
- Rashtriya Arogya Nidhi
- Rashtriya Bal Swasthya Karyakram

2. Ministry of Housing and Urban Poverty Alleviation

- JNNURM
- Rajiv Awas Yojana
- National Urban Livelihoods Mission

3. Ministry of Minority Affairs

- Prime Ministers 15 point Programme
- Free Coaching and Allied Scheme
- Seekho aur Kamao (Learn & Earn)

4. Ministry of Rural Development

- Aajeevika - National Rural Livelihoods Mission (NRLM)
- Mahatma Gandhi National Rural Employment Guarantee Act

- Indira Awas Yojana
- Pradhan Mantri Gram Sadak Yojana (PMGSY)
- National Social Assistance Programme
- Rural Business Hubs

5. Ministry of Women and Child Development

- Indira Gandhi Matritva Sahayog Yojana
- Integrated Child Development Services (ICDS)
- Integrated Child Protection Scheme (ICPS)
- Rajiv Gandhi Scheme for Empowerment of Adolescent Girls (RGSEAG) (Sabla Scheme)
- Rashtriya Mahila Kosh (RMK)
- Conditional Cash Transfer Scheme for the Girl Child with Insurance cover (Dhanlakshmi)
- Priyadarshini Scheme

6. Ministry of Agriculture

- National Agriculture Insurance Scheme
- Kisan Call Centre
- Kisan Credit Card
- Livestock Insurance
- Poultry Venture Capital Fund Scheme
- Coconut Palm Insurance Scheme (CPIS)

II. ACCESSING E-GOVERNANCE SERVICES

Various initiatives have been taken by GoI to provide services online to the citizens of the country. Through online portals, you can access government services at your comfort which ensure transparency, reliability and time bound delivery of service. You can check all services which are available online at <http://india.gov.in/services/avail-services/all> or <http://www.indg.in/e-governance/egov-prod>. These portals list both Central as well as State services which are available online.

There are some important services which are used regularly by the people. Services like applying for Passport, PAN Card, filing RTI and Grievance Redressal are explained in the sections below.

(To avail these services online, you need to have your personal E-mail Id).

2.1 APPLYING FOR PASSPORT

A Passport is a travel document, usually issued by the government of a nation that certifies the identity and nationality of its holder for the purpose of international travel. They contain the holder's name, place and date of birth, photograph, signature, and other identifying information. To make Passport Seva simple, efficient and transparent, an online portal has been launched by the Ministry of External Affairs, GoI.

You need to follow the following steps to apply for a Passport online:

Step 1: Visit <http://passportindia.gov.in/> and click on Register Now option.




Step 2: The User Registration page screen will be displayed. After filling the details, click on Register option at the bottom of the page.

(You can select Passport office as per your present address. You can take help of Passport locator <https://portal2.passportindia.gov.in/AppOnlineProject/locatePSK/locatePFCInp>) and fill the details in User Registration).

Once done, the 'Registration Confirmation' page will be displayed.



Friday, May 30, 2014 | 05:07:09 PM
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[HOME](#)
[ABOUT US](#)
[PASSPORT OFFICES](#)
[CONSULAR SERVICES](#)
[VISA SERVICES](#)
[RTI](#)
[CONTACT US](#)
[WHAT'S NEW](#)



Passport Seva

Consular, Passport & Visa Division
Ministry of External Affairs, Government of India

Passport Seva will be held at PSK - Vijayawada, Patna, Tirupathi, Bareilly, Visakhapatnam and Malappuram on 31st May-14. A Passport Seva Camp will be held at

Information Corner

- Getting Started
- Locate Passport Seva Kendra
- Fee Calculator
- Know your Police Station
- Quick Guides »
- Appointment Opening Time (times)
- FAQs »

Registration Confirmation

Thank you for registering on Passport Seva Portal. To activate your account, please click the link sent to your e-mail id. The link will be expired after 06/06/2014.

Forms and Affidavits Corner

- Download e-Form
- Amendments/Affidavits
- Print Application Form

User Assistance

Step 3: Open your Email Id. Click on the link sent by the Passport office with the subject 'Registration Confirmation'. On clicking the link, the below page will be displayed. Enter your Login Id/User Id that you had given while filling the registration form. Click on Submit and then put your Password on the page. Now your passport account is activated.

The screenshot shows the Passport Seva website interface. At the top, there is a navigation bar with links: HOME, ABOUT US, PASSPORT OFFICES, CONSULAR SERVICES, VISA SERVICES, RTI, CONTACT US, and WHAT'S NEW. Below this, there is a header section with the Indian emblem, the text 'Passport Seva', and 'Passport & Visa Division, External Affairs, Government of India'. On the right, there is a search bar and a 'Passport Seva' logo with the tagline 'Service Excellence'. The main content area is divided into two columns. The left column contains two sections: 'Information Corner' with links like 'Getting Started', 'Locate Passport Seva Kendra', 'Fee Calculator', 'Know your Police Station', 'Quick Guides', 'Appointment Opening Time (Taksali)', and 'FAQs'; and 'Forms and Affidavits Corner' with links like 'Download e-Form', 'Annexures/Affidavits', and 'Print Application Form'. The right column features a large login form titled 'Enter User Id' with a text input field and a 'Submit' button. This login form is circled in red.

Now for filling your Passport details on the portal, you have two options, these are:

- A. By uploading e-Form
B. By filling application Online (on the portal)



Note: It is recommended to go with the first option of submitting e-Form because you can download the forms and save it in your computer. You can fill it up and then upload it again once you are done. Here you need not have to worry about constant internet connection and can fill the application in an offline mode. However, for the second option, you need to directly fill the applications on the portal which would need constant/fast internet connection.

Steps for e-Form Submission

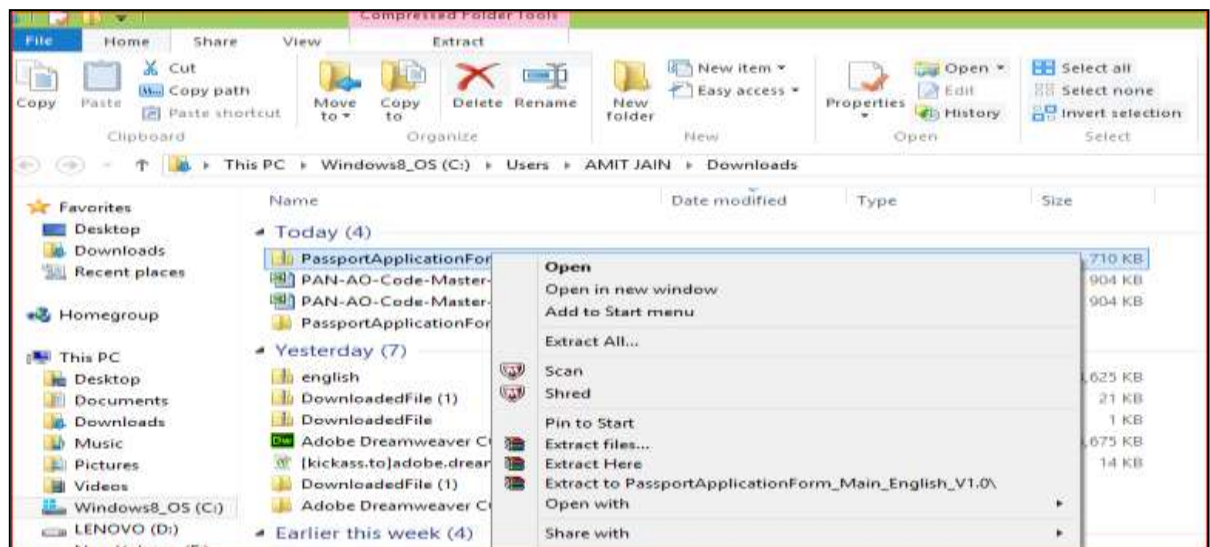
Step 1: Visit homepage <http://passportindia.gov.in/> and click on 'Download e-form' at the bottom left corner.



Step 2: The following screen will be displayed. Click on the 'click here' link in 'Fresh or Reissue of Passport'.



It is a zip compressed file. To uncompress (If you do not have win rar or Win Zip software, then first install any one of these), right click your mouse and choose option Extract files → Save in Folder.




Step 3: Fill the form and save it in your computer.

Here in the form Non ECR* option is there, to know more about it, go to the link :

<https://portal1.passportindia.gov.in/AppOnlineProject/onlineHtml/applicantDtIsEligibleEcnr.html>

The first page of the e-Form will look like this:



PASSPORT APPLICATION FORM

Government of India, Ministry of External Affairs

Please read the Passport Instruction Booklet carefully before filling the form. Furnishing of incorrect information/suppression of information would lead to rejection of application and would attract penal provisions as prescribed under the Passports Act, 1967. Please produce your original documents at the time of submission of the form. All fields marked with (*) are mandatory to fill.

Service Required

Applying for *

Type of Application * Normal Tatkaal

Type of Passport Booklet * 36 Pages 60 Pages

Validity Required (For minors between 15 and 18) 10 years Up to age 18 Not Applicable

Applicant Details

Applicant's Given Name (Given Name means First Name followed by middle Name (if any)) *

Surname

Note: You should ensure that saved file is in XML format using a compatible version of Adobe Reader 9 or above since the portal will accept only XML format.

Step 4: After you have filled the form you need to upload the e-Form on the portal. For this, you need to login again and the following page will be displayed. Click on 'Upload e-form' option.



Passport Seva

Consular, Passport & Visa Division
Ministry of External Affairs, Government of India



AMIT.JAIN2648@GMAIL.COM
Last Login 02/06/2014 09:09:50 Logout

Passport Mela will be conducted at PSK, Bhubneshwar, Pune and Bhopal on 14th Jun, 2014. P

Services

- View Saved/Submitted Applications
- Apply for Fresh Passport/Re-issue of Passport
- Apply for Police Clearance Certificate
- Apply for Diplomatic/Official Passport
- Apply for Identity Certificate
- Apply for Surrender Certificate
- Download e-Form
- Upload e-Form
- Fee Calculator
- Document Advisor
- Locate Passport Seva Kendra
- Enrol for SMS Services (Optional) New!
- Change Password
- Update Profile

Applicant Home

[Apply for Fresh Passport/Re-issue of Passport](#)

[Apply for Police Clearance Certificate](#)

[Apply for Diplomatic/Official Passport](#)

[Apply for Identity Certificate](#)

[Apply for Surrender Certificate](#)

[View Saved/Submitted Applications](#)



ATM facility available at PSKs for all Bank Cards
For Business Enquiries/Partnership Opportunities Click here

Step 5: The 'Upload e-Form' page will be displayed→Click on 'Choose File' button to select the e-Form file from the computer where you have saved it→ Enter your Mobile Number→ Click on the 'Upload' button in the bottom. It will take some time to upload file.

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Consular, Passport & Visa Division
Ministry of External Affairs, Government of India

Passport Seva
Service Assistance
HKTJ4HQ2545@GMAIL.COM
Last Login: 30/05/2014 17:07:59 Logout

Passport India will be held at PSK - Vijaywada, Ptna, IN

Fields marked with asterisk (*) are mandatory

Services

- View Saved/Submitted Applications
- Apply for Fresh Passport/Re-issue of Passport
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- Apply for Identity Certificate
- Apply for Surrender Certificate
- Download e-Form
- Upload e-Form**
- Fee Calculator
- Document Advisor
- Locate Passport Seva Kendra
- Enrol for SMS Services (Optional) *New!*
- Change Password
- Modify Profile

Upload e-Form

Note: Before uploading e-Form XML, please ensure that the XML has been generated using a compatible version of Adobe Reader (9 or above). We shall not be able to service your request in case the generated XML from filled e-Form is found to be tampered in any way.

Please select the e-Form file to upload:

Directory Path: **Choose File** No file chosen

Passport Seva SMS Services Enrolment (select YES or NO):

☐ YES, I wish to enrol for Passport Seva SMS Services.
I agree to pay Rs. 30/- (THIRTY ONLY) inclusive of all taxes, in cash when visiting the PSK for processing of application on appointment day, as one-time enrolment charges for Passport Seva SMS Services.

☐ NO, I do not want to enrol for Passport Seva SMS Services.
With enrolment for this service, I agree to receive SMS updates from Passport Seva, which may also contain promotional content. I also agree to pay the charges for the SMS that I would send to Passport Seva as per my mobile Service Operator tariff norms.

Enrol your Mobile Number for updates, response to queries, reminders and alerts.
Click here to know more

Mobile No.*
(e.g. 910000000000)

Upload

Step 6: On clicking Upload, 'Passport Details Verification' page will be displayed. Go through the details shown on screen and if the information is correct, click on 'Continue Upload'. (If there is any error in the details provided, click on 'Cancel Upload' and add the correct information).

Services

- View Saved/Submitted Applications
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- Apply for Surrender Certificate
- Download e-Form
- Upload e-Form**
- Fee Calculator
- Document Advisor
- Locate Passport Seva Kendra
- Enrol for SMS Services (Optional) *New!*
- Change Password
- Modify Profile

Passport Details Verification

Please verify the details shown below (like spelling of name, address etc.), which will be printed on your passport.

Details to be Printed on First Page

Surname	JAIN
Given Name	AMIT KUMAR
Sex	MALE
Date of Birth	27/10/1987
Place of Birth	DEGANA, Rajasthan

Details to be Printed on Last Page

Name of Father/Legal Gaurdian	NIHALCHAND JAIN
Name of Mother	SHANITI DEVI
Name of Spouse	
Address	BEHIND RAJSHREE SWEET FACTORY DEGANA, Nagaur PIN: 341503, Rajasthan, INDIA
Old Passport No. with Date and Place of Issue	
Emigration Check Required	Y

Cancel Upload **Continue Upload >>**

Step 7: The next screen will display that your form has been submitted successfully. It will also show your 'Application Reference Number'. You need to note this number and use it for

all future references related to Passport. Now you need to Pay and Schedule an Appointment with the passport office wherein they will allot you a Day and Time for visiting.



Step 8: Click the 'Pay and Schedule Appointment' to pay and schedule an appointment.



Note: Online Payment has been made mandatory for booking appointments at all Passport Seva Kendras. Online Payment can be made using any one of the following modes:

- Credit/Debit Card (MasterCard and Visa)
- Internet Banking (State Bank of India (SBI) and Associate Banks Only)
- SBI Bank Challan

To pay using Credit/Debit Card or Internet Banking

Step 1.	Click the " <i>Pay and Schedule Appointment</i> " link, select the 'Online Payment' option, click the Next >>button. Select the appointment quota (i.e. Tatkaal Quota or Normal Quota (required only for Tatkaal ARN cases)), select the desired Passport Seva Kendra, and click the Next >> button.
Step 2.	Click the Pay and Book Appointment button to redirect to State Bank of India's Multi Option Payment System (MOPS).
Step 3.	Select the Mode of Payment (NET BANKING or CARD PAYMENTS), follow the instructions and make payment. Please do not click the Back button or refresh the page, as this may lead to failure of transaction.
Step 4.	Once the payment is successful, an appointment will be booked automatically for the selected Passport Seva Kendra and the "Appointment Confirmation" screen of PSP Portal will be displayed.
Step 5.	Take a printout of the Application (ARN) Receipt, and carry it along while visiting the Passport Seva Kendra on the given appointment date/time.

To pay using a Challan

Step 1.	Click the " <i>Pay and Schedule Appointment</i> " link, select the 'Challan Payment' option, click the Next >>button. Generate and print SBI Bank Challan through the Generate Challan button.
Step 2.	Submit the Challan along with indicated application fee (in cash) at the nearest SBI Branch after at least three hours of Challan generation.
Step 3.	Payment will be reflected after at least two working days of depositing the fee in the SBI branch. Click the " <i>Track Payment Status</i> " link to track Payment Status.
Step 4.	If Payment Status is displayed as Success, click the " <i>Schedule Appointment</i> " link, to schedule an appointment.
Step 5.	Select the Appointment Quota (i.e. Tatkaal Quota or Normal Quota (required only for Tatkaal ARN cases)), select the desired Passport Seva Kendra, and click the Book Appointment button. An appointment (if available) will be booked automatically for the selected Passport Seva Kendra.
Step 6.	Take a printout of the Application (ARN) Receipt, and carry it along while visiting the Passport Seva Kendra on the given appointment date/time.

Step 9: After payment has been done and appointment has been taken, visit the Passport office with all original documents and also upload the documents on the portal. To know which documents you need to submit at the Passport office, click on 'Document Advisor'.

Monday, June 02, 2014 | 09:49:56 AM | Skip to main content | A- A+ | Screen Reader Access | Sitemap | Home

APPLICANT HOME ABOUT US PASSPORT OFFICES CONSULAR SERVICES VISA SERVICES RTI CONTACT US WHAT'S NEW

Passport Seva
Consular, Passport & Visa Division
Ministry of External Affairs, Government of India

Passport Seva
Service Excellence
AMITJAIN2648@GMAIL.COM
Last Login 30/05/2014 17:18:04 Logout

Application form, payment of applicable fee and scheduling of appointment, at a nominal charge not exceeding Rs. 100/-. Handwritten passports or passports with 20 yrs valid

Services

- View Saved/Submitted Applications
- Apply for Fresh Passport/Re-issue of Passport
- Apply for Police Clearance Certificate
- Apply for Diplomatic/Official Passport
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- Apply for Surrender Certificate
- Download e-Form
- Upload e-Form
- Fee Calculator
- Document Advisor**
- Locate Passport Seva Kendra
- Enrol for SMS Services (Optional) *New!*
- Change Password
- Modify Profile

Applicant Home

Apply for Fresh Passport/Re-issue of Passport

Apply for Police Clearance Certificate

Apply for Diplomatic/Official Passport

Apply for Identity Certificate

Apply for Surrender Certificate

View Saved/Submitted Applications

STAR SPORTS
India

ATM facility available at PSKs for all Bank Cards
For Business Enquiries/Partnership Opportunities [Click here](#)

Note: You can log in again on Passport portal. For this go to <http://passportindia.gov.in/> → Click on Existing User Login → Enter User ID and Password → Applicant homepage will be displayed → Click on View Saved/Submitted application → Following page will be displayed. On this page you can also see following options:

- Track Payment Status
- Upload Supporting Documents (if not uploaded previously)
- Pay and Schedule Appointment
- See Appointment History

Monday, June 02, 2014 | 10:00:32 AM | Skip to main content | A- A+ | Screen Reader Access | Sitemap | Home

APPLICANT HOME ABOUT US PASSPORT OFFICES CONSULAR SERVICES VISA SERVICES RTI CONTACT US WHAT'S NEW

Passport Seva
Consular, Passport & Visa Division
Ministry of External Affairs, Government of India

Passport Seva
Service Excellence
AMITJAIN2648@GMAIL.COM
Last Login 30/05/2014 17:18:04 Logout

Circular under Media Corner

Services

- View Saved/Submitted Applications
- Apply for Fresh Passport/Re-issue of Passport
- Apply for Police Clearance Certificate
- Apply for Diplomatic/Official Passport
- Apply for Identity Certificate
- Apply for Surrender Certificate
- Download e-Form
- Upload e-Form
- Fee Calculator
- Document Advisor**
- Locate Passport Seva Kendra
- Enrol for SMS Services (Optional) *New!*
- Change Password
- Modify Profile

View Saved/Submitted Applications

Please select a row for further action

SELECT	ARN	FILE NO	APPLICANT NAME	APPOINTMENT NO	SUBMISSION DATE
<input checked="" type="checkbox"/>	14-0005730174		AMIT KUMAR JAIN		02/05/2014

Retrieve Partially Saved Form | Pay and Schedule Appointment | Print Application Receipt | View/Print Submitted Form
Track Application Status | Track Payment Status | Payment Receipt | Upload Supporting Documents
Appointment History

NOTE:

- Retrieve Partially Saved Form:** To retrieve the partially saved form.
- Upload Supporting Documents (Optional):** To upload supporting documents (in PDF format). Maximum of four documents with the maximum total size limit 1 MB can be uploaded. Please bring original documents along with the self-attested photocopies of documents on visiting Passport Seva Kendra/Passport Office.
- Print Application Receipt:** To print the application receipt. Bring a printout of application receipt while visiting Passport Seva Kendra.
- View/Print Submitted Form:** To view and print the submitted application form.
- Track Application Status:** To track the Application Status after submission of application form at Passport Seva Kendra or Passport Office.

Note: Once an appointment at Passport Seva Kendra is confirmed, it can be Rescheduled/Cancelled only twice within a year of the first appointment date.

Tracking Passport Application

To track your application status, click on 'Track Application Status' (This option will be displayed once you log on to the portal)→ Enter File Number (15 digit alphanumeric code printed on acknowledgement slip issued at Passport Seva Kendra after submitting documents)→ Fill your Date of Birth→ Click on Track Status→ This will display Status Tracker.

Other Resource for Online Passport application

You can also take help of 'Quick Guides' in the Home page by clicking on 'Quick Guides'.

2.2 APPLYING FOR PERMANENT ACCOUNT NUMBER (PAN) CARD

Permanent Account Number (PAN) is a unique, 10-character alpha-numeric identifier, issued by the Indian Income Tax Department under the supervision of the Central Board for Direct

Taxes (CBDT) and it also serves as an important proof of identification. This number is almost mandatory for financial transactions such as opening a bank account, receiving taxable salary or professional fees, sale or purchase of assets above specified limits etc. The primary purpose of PAN is to bring a universal identification to all financial transactions and to prevent tax evasion by keeping track of monetary transactions of high-net-worth individuals. The PAN is unique, valid for life-time of the PAN-holder throughout India and is not affected by change of address.

Online application for PAN can be made either through the NSDL portal <http://tin.tin.nsdl.com/pan/index.html> or UTITSL portal <http://www.utitsl.co.in/utitsl/uti/newapp/newpanapplication.jsp>. In this section, the NSDL application procedure has been explained. Similar steps can be followed on the UTITSL portal.

Normally 15 days are required to process the application, provided application is found to be in order. If you do not get your PAN card within a month, you can contact Aaykar Sampark Kendra (0124-2438000 or 95124-2438000 from NCR) or visit www.incometaxindia.gov.in or send an email to pan@incometaxindia.gov.in with your application details.

Before applying for PAN Card online, you should have the following:

- Area Code: For this visit your nearest Income Tax office or search at <https://tin.tin.nsdl.com/pan2/servlet/AOSearch> if you know about the IT office in your range.
- You can make online payment using the below payment options:
 - Demand Draft (DD)*
 - Cheque*
 - Credit Card / Debit Card
 - Net Banking

** DD and Cheque should be drawn in favour of 'NSDL - PAN' for Rs. 105.*

If you are making payment by cheque, you need to deposit it at your local HDFC Bank branch.

APPLYING FOR PAN CARD ONLINE

Step 1: Visit <https://tin.tin.nsdl.com/pan/index.html> > Home page will be displayed.

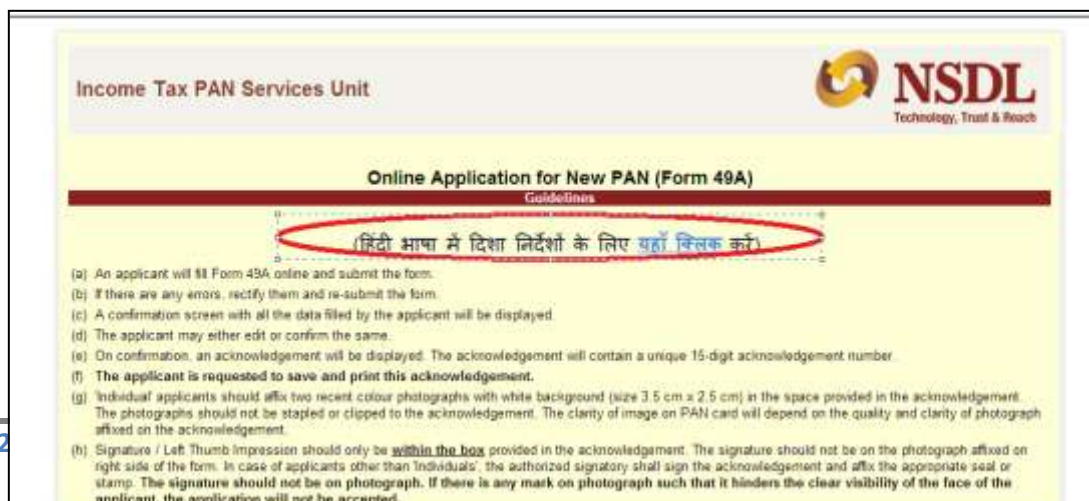
Step 2: Click on 'New Pan for Indian Citizens' option



'Application for New PAN' window will be displayed.



Step 3: Click on 'Online Application for New PAN (Form 49A)'. Before going forward you can read the Do's and Don'ts and Guidelines for online Pan Card application. You can read the guidelines in Hindi also).



Step 4: To continue, click on the drop down menu under 'Apply for a new PAN Card' option. You will find many options in drop down menu. Select 'Individual' option from this.

should be same as in the proof of identity), proof of address (individuals, HUFs, Body of individuals, Association of Persons & Artificial Juridical Person should provide proof of address of residence stated in the application) and proof of date of birth (applicable for Individuals & Karta of HUF) as specified in the application form is to be sent to NSDL at 'Income Tax PAN Services Unit, NSDL e-Governance Infrastructure Limited, 5th floor, Mantri Sterling, Plot No. 341, Survey No. 997/8, Model Colony, Near Deep Bunglow Chowk, Pune - 411016'

(q) Super scribe the envelope with 'APPLICATION FOR PAN - Acknowledgement Number' (e.g. 'APPLICATION FOR PAN - 88101010000097').

(r) Your acknowledgement, Demand Draft, if any, and proofs, should reach NSDL within 15 days from the date of online application.

(s) Applications received with demand draft or cheque as mode of payment shall be processed only on receipt of relevant proofs and realization of payment.

(t) For more information

- Call PAN/TDS Call Centre at 020 - 27218080; Fax: 020 - 27218081
- e-mail us at: tininfo@nsdl.co.in or mailto:tininfo@nsdl.co.in
- SMS NSDLPAN <space> Acknowledgement No. & send to 57575 to obtain application status
- Write to: INCOME TAX PAN SERVICES UNIT (Managed by NSDL e-Governance Infrastructure Limited), 5th floor, Mantri Sterling, Plot No. 341, Survey No. 997/8, Model Colony, Near Deep Bunglow Chowk, Pune - 411016

Click here for detailed [instructions for filling form49A](#). (हिंदी भाषा में निर्देशों के लिए [यहाँ क्लिक करें](#))

Click here for detailed [instructions for documents to be submitted](#)

Apply for a new PAN Card

-- Category of Applicant --

This will display the Application Form for the allotment of PAN Card.

12. In case of a citizen or minor, then
Please mention your AADHAAR number (if allotted) In case AADHAAR number is provided, then proof of AADHAAR along with supporting documents is to be submitted to NSDL.

13. Source of Income

(a) ☐ Are you a salaried employee?

(b) ☐ If you are engaged in a business/profession, indicate nature of business or profession and the relevant code:

(c) ☐ If you are not covered by (a) or (b) above, indicate sources of income, if any.

14. Full name, address of the Representative Assessee, who is assessable under the Income Tax Act in respect of the person, whose particulars have been given in column 1 to 13.
(Representative Assessee details to be filled only in special cases like minor, lunatic, idiot, etc., as provided u/s 160 of Income tax Act, 1961)

Appointing Representative Assessee? ☐ Yes ☒ No

15. Documents enclosed

We have enclosed as proof of identity, as proof of address and as proof of date of birth.

16. I/We do hereby declare that what is stated above is true to the best of my/our information and belief.

Place DD MM/YYYY

Verified today, the 09-06-2014

Other Details

1. Depository Account Details

DP ID: Client ID:

2. Payment Details (select appropriate mode of payment and fill relevant details)

Demand Draft/Cheque (in favour of NSDL - PAN for ₹ 105.00)

☐ Demand Draft number dated DD MM YYYY for ₹ 105.00
drawn on Bank payable at Mumbai.

☐ Cheque number dated DD MM YYYY for ₹ 105.00
drawn on Bank, deposited at HDFC Bank, Branch at (location (city/town)).

☐ Credit Card / Debit Card (₹ 105.00 plus applicable bank charges)

☐ Net Banking (₹ 105.00) [List of Banks available](#)

To get help while filling the application form, you can visit https://tin.tin.nsdl.com/pan/Instructions49A.html#instruct_form49A

Note: To make payment, you need to choose any of the options given in the form like Cheque, Credit Card, etc. If you are making the payment through Internet Banking, Credit/Debit Card, follow the payment process. Once done, follow the below steps

Step 5: After filling the details click 'Submit' button at the bottom of the page. On this, the verification page will open. Verify your information before continuing.

PAN Card Confirmation
Form No. 49A
Application for Allotment of Permanent Account Number
Under Section 139A of the Income Tax Act, 1961
To avoid mistakes, please refer instructions and instructions

Please verify the completed application form and confirm.

Area Code: 011 AO Type: C Range Code: 000 AO Number: 1

I/We hereby request that a permanent account number be allotted to me/us.
I/We give below necessary particulars.

1. Full Name (Initials are not permitted)
Title: Shri. Smt. Kumar. M/s
Last Name/Surname: JAIN First Name: AMIT Middle Name: KUMAR

2. Name you would like printed on the card

3. Have you ever been known by any other name? Yes No
If yes, please give that other name (Full expanded name, initials are not permitted)
Title: Shri. Smt. Kumar. M/s
Last Name/Surname: JAIN First Name: AMIT Middle Name: KUMAR

4. Gender: Male Female
DOB: 01/01/1987

5. Date of Birth: 01-01-1987

6. Father's Name (Even married women should give father's name only)
Last Name/Surname: JAIN First Name: RAJESH Middle Name: CHAND

7. Address

7(i) Residential Address
Flat/Door/Block No.: Behind rajpura factory
Name of Premises/Building/Village: Kirti Nagar
Road/Street/Lane/Post Office: Kirti Nagar
Area/Locality/Taluka/Sub-Division: Connaught Place
Town/City/District: New Delhi
State/Union Territory: NCT of Delhi
PIN (indicating PIN is mandatory): 110028
Country: India

7(ii) Office Address

Payment by Credit Card / Debit Card / Net Banking can be made by / for

If you have to make any corrections in the form, click on 'Edit' option or click on 'Confirm' button below the page.

PAN Card Confirmation
Form No. 49A
Application for Allotment of Permanent Account Number
Under Section 139A of the Income Tax Act, 1961
To avoid mistakes, please refer instructions and instructions

Please verify the completed application form and confirm.

Area Code: 011 AO Type: C Range Code: 000 AO Number: 1

I/We hereby request that a permanent account number be allotted to me/us.
I/We give below necessary particulars.

1. Full Name (Initials are not permitted)
Title: Shri. Smt. Kumar. M/s
Last Name/Surname: JAIN First Name: AMIT Middle Name: KUMAR

2. Name you would like printed on the card

3. Have you ever been known by any other name? Yes No
If yes, please give that other name (Full expanded name, initials are not permitted)
Title: Shri. Smt. Kumar. M/s
Last Name/Surname: JAIN First Name: AMIT Middle Name: KUMAR

4. Gender: Male Female
DOB: 01/01/1987

5. Date of Birth: 01-01-1987

6. Father's Name (Even married women should give father's name only)
Last Name/Surname: JAIN First Name: RAJESH Middle Name: CHAND

7. Address

7(i) Residential Address
Flat/Door/Block No.: Behind rajpura factory
Name of Premises/Building/Village: Kirti Nagar
Road/Street/Lane/Post Office: Kirti Nagar
Area/Locality/Taluka/Sub-Division: Connaught Place
Town/City/District: New Delhi
State/Union Territory: NCT of Delhi
PIN (indicating PIN is mandatory): 110028
Country: India


7(ii) Office Address

Payment by Credit Card / Debit Card / Net Banking can be made by / for

15. Documents enclosed
I/We have enclosed Copy of passport as proof of identity Copy of bank account statement in the country of residence as proof of Address and Copy of Matriculation certificate as proof of date of birth
Further I/We have also enclosed as proof of identity and as proof of Address of representative assessee
16. I/We AMIT KUMAR JAIN the applicant in the capacity of Himself/Herself its hereby declare that what is stated above is true to the best of my/our information and belief
Place: DELHI
Verified today: 01-05-2014
Other Details
1. Depository Account Details
DP ID: Client ID:
2. Payment Details
Demand Draft/Cheque (in favour of NSDL - PAN for ₹ 105)
3. Demand Draft number: 56857 dated: 28-05-2014 for ₹ 105 drawn on: SBI Bank payable at: Mumbai
Cheque number: dated: .. for ₹ 105 drawn on: Bank deposited at: HOF Bank branch at: location (city/town)
Credit Card / Debit Card (₹ 105 plus applicable bank charges)
Net Banking (₹ 105) List of banks available

17. Verify Registration

Please enter alphabets and digits only and Characters are Case Sensitive.

* Enter the code as: 

Confirm Edit

Payment by Credit Card / Debit Card / Net Banking can be made by / for

Step 6: Now, the 'Acknowledgment for request for new PAN card' page will open. Note down your Acknowledgement Number for future reference and take print out of this acknowledgement slip as shown here. Now your online application part is complete.

ACKNOWLEDGMENT NUMBER: 881010123515944

<p>Attach recent photograph (3.5 cm x 2.5 cm) Signature/Left Thumb Impression across this photo</p>	<p>Citizen of India Category Name Name to be printed on card Parents Name Date of Birth Residential Address Office Address Address for Communication Telephone No. Aadhaar No. Email ID</p>	<p>Y Individual Son XYZ ABCD XYZ ABCD Son XYZ PQR 14-01-1985 ABCD xyz xyz stdnts - 110000 Delhi Residential B1 H 2218000 shishu@xyz.com</p>
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Payment Mode

Demand Draft Number 220000 dated 10-05-2014 (in dollar/yyyy form) for ₹ 100 in favour of NSDL PAN, drawn on BANK OF INDIA, payable at Mumbai

I/We, the applicant, do hereby declare that what is stated above is true to the best of my/our information and belief.

The following documents are enclosed as:

Proof of Identity: Copy of Voter's photo identity card
 Proof of Address: Copy of RATION Card issued by the Unique Identification Authority of India
 Proof of Date of birth: Copy of Birth certificate issued by the Municipal Authority or any office authorised to issue Birth and Death
 Certificate by the Registrar of Birth and Deaths or the Indian Consulate
 Proof of Identity of representative assessor:
 Proof of Address of representative assessor:
 Any other document: _____

Signature/Left Thumb Impression of Applicant
(inside the box without touching the sides & in BLACK INK ONLY)

Date: 12-06-2014

Step 7: For further process, you need to do the following:

1. You should paste recent colour photograph (3.5 cm x 2.5 cm) on the print out of acknowledgement slip, sign the acknowledgment (inside the box provided without touching the sides and in BLACK INK only)
2. Enclose a DD, if any, by mentioning Acknowledgement Number at the backside.
3. Enclose Proof of Identity & Proof of Address as specified in the application form.
4. On top of envelope, write 'APPLICATION FOR PAN -'. In the blank space write your Acknowledgement Number (E.g. 'APPLICATION FOR PAN - 881010100000973').
5. Send all above documents (Print of application, DD, Proof of Address, Proof of Identity and Date of Birth) to the address below:

Income Tax PAN Services Unit
 NSDL e-Governance Infrastructure Limited
 5th floor, Mantri Sterling, Plot No. 341
 Survey No. 997/8, Model Colony, Near Deep Bungalow Chowk
 Pune -411016
 Tel: 020-27218080; Fax: 020-27218081

After your documents are received at the NSDL office, your application will be processed.

2.2.1 Tracking Status of Pan Card Application

You can track the status of your application for new PAN/Reprint of PAN Card/Changes or Correction in PAN details using the 15 digit unique Acknowledgment Number after three days of application using the link - <https://tin.tin.nsdl.com/tan/StatusTrack.html>

You will see the page displayed here. Fill your Acknowledgement Number and other required fields. Then, click on the 'Submit' button. You can now get the status of your application.

NSDL
Technology, Trust & Reach

Track your PAN/TAN Application Status

Please select type of application:

Application Type: PAN - New / Change Request

* ACKNOWLEDGEMENT NUMBER:

* NAME: Last Name/Surname First Name Middle Name

Date of Birth/Incorporation/Agreement/Partnership or Trust Deed/Formation of Body of Individuals/Association of Persons: DD MM YYYY

*(Name should be as mentioned in the application form. Applicants other than 'Individuals' should write their name in the field for Last Name/Surname only)
Note: Applicant should search for the status of PAN application using Name and Date Of Birth 24 hours after the application has been submitted online or through TIN-FC

2.3 FILING RTI

The Right to Information Act (RTI) is an Act of the Parliament of India *"to provide for setting out the practical regime of right to information for citizens"*. Right to Information is a crucial law for the promotion of transparency and accountability which allows you to demand information in the form of records, documents, samples and orders - from the government regarding any of its departments or offices. You can seek and get information within 30 days like information on how the government arrived at decisions, be it about your ration card, certificates, application or the money spent on lighting a bridge outside your home. In case information concerns to the life and liberty of a person you will get information within 48 hours.

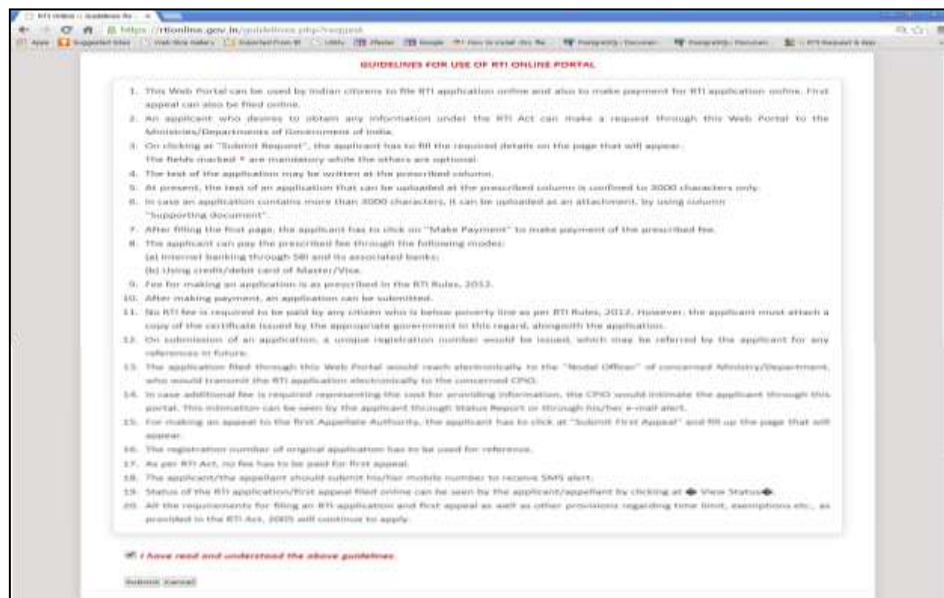
The Act also requires every public authority to computerise their records for wide dissemination and to proactively certain categories of information so that the citizens need minimum recourse to request for information formally. RTI act came into force in 2005 and the RTI portal was launched in 2013. Currently this portal caters to only Central Department and Ministries.

2.3.1 Submitting RTI Application

For submitting an RTI application, it is not necessary to have an account in the RTI portal. However, if you are a frequent user, it is better to set up your own account to keep track of all your applications.

Step 1: Visit <https://rtionline.gov.in>

Step 2: For filing RTI application, click on 'Submit Request' option at the top of the Home page → The 'Guidelines for use of RTI online portal' screen will be displayed. Click on the checkbox 'I have read and understood the above guidelines' and then click on 'Submit' button.



Step 3: The 'Online RTI Request Form' screen will be displayed. This form can be used to file an online RTI.

The Ministry or Department for which you want to file an RTI can be selected from 'Select Ministry/Department/Apex body' dropdown menu. Then fill in all the details in the form. You will receive an SMS alert in case you provide your mobile number.

Step 4: **If you belong to the BPL category**, then select the option 'Yes' in the 'Is the Applicant Below Poverty Line?' field and upload BPL card certificate in 'Supporting document' field.

1. **Supporting document** should be in **PDF** format and upto **1MB**.
2. No RTI fee is required to be paid by any citizen who is below poverty line as per RTI Rules, 2012.

The screenshot shows the RTI Online application form at <https://rtionline.gov.in/request/request.php>. The field 'Is the Applicant Below Poverty Line?' is highlighted with a red box and has a dropdown menu set to 'Yes'. Below this field, there is a text input for 'BPL Card No.' with a note '(Proof of BPL may be provided as an attachment)'. Other fields include 'Year of Issue', 'Issuing Authority', and a large text area for 'Text for RTI Request application' (up to 3000 characters). A note specifies that only alphabets A-Z, a-z, numbers 0-9, and special characters like ., -, _ () / @ : & % are allowed. There is a 'Supporting document' field (only pdf upto 1 MB) with a 'Choose File' button and a 'No file chosen' message. A security code '26bbn4' is displayed, and a 'Submit' button is at the bottom.

On submission of the application, a unique Registration Number would be issued which may be referred by you for any references in future.

The screenshot shows the confirmation page 'Your RTI Request filed successfully.' with the instruction 'Please note down the details of registration.' Below this is a table with the following details:

Registration Number	CABST/0/2014/00078
Name	
Date of Filing	02-04-2014
Request filed with	Cabinet Secretariat
Telephone Number	23038467
Email Id	hjs@bichan@nic.in

Below the table is a 'Contact Details' button. At the bottom, there are 'Save' and 'Print' buttons.

If you belong to Non BPL category, then select the option 'NO' in 'Is the Applicant Below Poverty Line?' field. You need to make a payment of Rs. 10 as prescribed in the RTI Rules, 2012.

Note: 'Text for RTI Request Application' should be up to 3000 characters. If the text of RTI application is more than 3000 characters then RTI application can be uploaded in 'Supporting document' field.

Only alphabets A-Z, number 0-9 and Special characters , . - _ () / @ : & \ % are allowed in Text for RTI Request application.

Step 5: After filling all the details in the form, click on 'Make Payment' button. On clicking the same, the 'Online Request Payment Form' will be displayed. The payment mode needs to be selected here like Internet Banking, ATM-cum-Debit Card or Credit Card. Once done, click on the 'Pay' button.

NAME	RTI Fee ₹ 10
Payment Mode	<input checked="" type="radio"/> Internet Banking <input type="radio"/> ATM-cum-Debit Card of SB <input type="radio"/> Credit or Debit Card

Step 6: You will be now directed to SBI Payment Gateway for payment. After completing the payment process, you will be redirected back to RTI Online Portal.

On submission of the application, a unique registration number would be issued, which may be referred by you for any references in future.

You will get an Email and SMS alert (if mobile no. provided) on submission of application.

Your RTI Request filed successfully.
Please note down the details of registration.

Registration Number	CABET/IN/2014/50078
Name	
Date of Filing	02-04-2014
Request Filed with	Cabinet Secretariat
	Contact Details
Telephone Number	23018867
Email id	aj.siddhan@gmail.in

[Save](#) [Print](#)

The application filed through this portal would reach electronically to the "Nodal Officer" of concerned Ministry/Department, who would transmit the RTI application electronically to the concerned CPIO.

2.4 LODGING COMPLAINT ONLINE

Public Grievance Portal is an online portal of Central Government for facilitating citizen for lodging of grievances from anywhere, anytime. These grievances may relate to deficiency in delivery of goods and/ or services by any Government organization, including service and personnel matter.

Time limit for grievance Redressal is 60 days as per Guidelines. In case of delay, an interim reply with reasons for delay is required to be given by the concerned department. However, this time limit is not mandatory as the grievance redress mechanism is voluntary in nature.

Registering a Complaint

Step 1: Visit <http://pgportal.gov.in/Default.aspx>. The Homepage of Public Grievances portal will be displayed. For submitting a complaint, click on 'Lodge your grievance here' option on

English

PORTAL FOR
PUBLIC GRIEVANCES
Brought to you by Department of Administrative Reforms & Public Grievances

Government of India

Welcome to Online Public Grievance Lodging and Monitoring System

CITIZEN CORNER

- [Lodge your grievance here](#)
- [Reminder/Clarification on a past grievance](#)
- [View Status of your grievance](#)

[Change Password](#)
[Forgot Password ?](#)

*** All grievances relating to to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are to be redressed by the State/ UT/ NCT Government concerned. Citizens are advised to take up matter regarding pendency of their grievance directly with the State Government concerned.

CPGRAMS LOGIN

[Login for Ministries/Departments/Organisations](#)

Related Links

- [About Us](#)
- [Grievance Redress Mechanism](#)
- [Guidelines for Redress of Public Grievances 2010](#)
- [Guidelines for Redress of Public Grievances](#)
- [Directors \(Nodal Officers\) of Public Grievances in GOI](#)
- [Grievance Redress Flow Chart](#)
- [Redress Process Channels](#)
- [FAQ on Grievance Redress Mechanism](#)
- [Site Map](#)

Related Links

- [Paradoxes' Portal](#)
- [Citizen's Charter of Central Government Organisations](#)

the
portal.

cy Mission

Step 2: On this, the 'Grievance Registration Form' will be displayed.

Note:

- Select Ministry/ Department for which you want to file a Complaint from 'Select Ministry/Department' dropdown menu.
- The fields marked * are mandatory while the others are optional.
- You can password protect your complaint.
- Write your complaint in the allocated space.
- You can also upload supporting document in PDF format

Step 3: After writing your complaint and submitting documents in PDF format (if any), click on the 'Submit' button at the bottom of the page. This will display your 'Registration Number' (Grievance number).

Lodging Reminder/Clarification

For Reminding or Clarification of complaint, click on 'Lodge Reminder/Clarification' option in the Homepage → Enter Your Grievance Number → Enter Password (if any) → Click on 'Submit'. On this, the Reminder/Clarification page will be displayed. Choose appropriate Type of Follow up and write the description of Clarification/Remarks. Click the 'Submit' button.

The screenshot shows the 'Portal for Public Grievances' website. The header includes the Government of India logo and the text 'PORTAL FOR PUBLIC GRIEVANCES Brought to you by Department of Administrative Reforms & Public Grievances'. The navigation bar has links: 'Lodge a Grievance', 'Lodge Reminder/Clarification' (highlighted with a red box), 'View Status', 'Change Password', and 'Forgot Password'. The main content area is titled 'Reminder/Clarification Form' and contains the following fields:

- Registration Number**: MSNIT/E/2014/00444
- Name**: AMIT
- Type of Followup**: ☒ Reminder ☐ Clarification
- Description of Clarification/Remarks (upto 1000 Characters)**: A text area with the placeholder text 'Enter Clarification/Remarks Description'.
- Security Image**: A CAPTCHA image with the text 'Please type the characters appearing in the image below'.
- Input Field**: A text box for entering the CAPTCHA characters.
- Buttons**: 'Submit', 'Reset', and 'Forgot Password?'.