

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

**1. PURPOSE**

The purpose of this standard operating procedure (SOP) is to establish a uniform procedure for delivering eDistrict services to citizens through ServicePlus.

**2. INTRODUCTION**

ServicePlus is a single, unified, metadata-based portal to citizen and government alike where any service can be defined, accessed, delivered and monitored. ServicePlus facilitates any Central or State Government department or local governments (Panchayats, Municipalities etc.) to define all the metadata related to service like service definition, service coverage, target beneficiary, applicable submission modes, applicable service charges, creation of application forms and intermediate documents, application life cycle and output certificate.

**3. SCOPE**

This SOP applies to eDistrict services through ServicePlus framework.

**4. DEFINITIONS**

**'Authorized Citizen Services Executive'**, means the 'Common Service Centre (CSC)/ Jan Suvidha Kendra (JSK) Executive', who is the Village Level Entrepreneur (VLE) selected by the State Designated Agency (SDA), under the Common Service Centres Scheme, Government of Arunachal Pradesh and the Jan Suvidha Kendra Executive means a person running a public facilitation kiosk established by a Principal Office at its premises and so authorized by the Principal Office to and includes an operator of an electronically enabled kiosk or front office who is permitted to deliver public services to the users with the help of a computer resource or any communication device, by following the procedure specified.

**'Notified Citizen Service'**, with its grammatical variations and cognate expressions, means a service so notified by the Competent Authority and includes receiving of applications and issue of acknowledgements thereof; collection of duly authorized taxes, charges, dues or any other money payable and issue of acknowledgements thereof; and delivery of print-outs of any certificates, documents, permission etc. in electronic form, or any other electronic communications received for consideration by or from the Principal Office or any office or functionary working on behalf of any sub-ordinate office thereof, or performance of any other functions entrusted to a Authorized Citizen Services Executive.

**'Principal Office'** means and includes any office, authority, body or agency owned or controlled by the State Government or any institution of self-government who, for purposes of delivery of any notified citizen services to the citizens opens a public service delivery kiosk at the office. Such kiosks would be duly notified by the Competent Authority.

**"Certificate"** means a certificate required to be issued by a statutory authority empowered under any Act, rule, regulation or order of the Government to issue a certificate to confirm the status, right or responsibility of a person, natural or artificial, in accordance with any such Act, rule, regulation or Order of the Government and includes a certificate in electronic form printed and issued by a service provider with electronic signature on such stationery as may be specified by the Government.

**"Electronic delivery of service"** means the delivery of public services in the form of receipt of forms and applications, issue or grant of any license, permit, certificate, sanction or approval and

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

the receipt or payment of money by electronic means or any other such public service rendered by following the procedure specified under these rules.

**“Deputy Commissioner “means** the Deputy Commissioner of the District.

**'District e-Governance Society'** means a non-profit organization, headed by the Deputy Commissioner, formed under the Registration of Societies Act, in order to provide overall guidelines and for the smooth delivery of all the operations related to the ServicePlus and Common Service Centres within the district.

**"Government"** means the Government of Arunachal Pradesh.

**'Prescribed charge'**, with its grammatical variations and cognate expressions, means any duly authorized taxes, charges, dues or any other moneys due in respect of Notified Citizen Services payable by any person which such Authorized Citizen Services Executive is authorized to collect under these Rules or under general or special orders of the State Government or the Competent Authority, and shall include any Service charge.

**State Designated Agency'**, with its grammatical variations and cognate expressions, means the nodal agency acting on behalf of the Government of Arunachal Pradesh for implementing the Common Service Centre (CSC) and Service Plus projects in the state of Arunachal Pradesh. The State Council for IT & e-Governance (SCITeG), the state IT department, is the notified State Designated Agency.

## 5. RESPONSIBILITIES

### 5.1 State Designated Agency (SDA)

- The State Designated Agency shall maintain a public domain for all the certificates issued, so that any external agency or authority may verify the authenticity of the certificates.
- The State Designated Agency shall maintain a public repository of all the Authorized Citizen Services Executives, Principal Offices and any other detail necessary to facilitate the right information to the citizens concerning availing of the notified citizen services.
- The State Designated Agency shall submit periodical MIS (Management Information System) to the Competent Authority.

### 5.2 Deputy Commissioner (DC)

- Deputy Commissioner (DC) would have the overall responsibility for administering and delivery of selected services under the ServicePlus Project
- DC would be responsible to ensure that all government policies, Rules, government orders, etc are followed in essence while administering these services
- DC should regularly log into the ServicePlus application and perform work functions related to services under DC
- DC should take appropriate action against auto escalation triggered against any service under e-District
- DC should review the district wise MIS [Management Information System] reports generated for various services under ServicePlus Project and take appropriate action

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

- DC should protect his user name and password and should not allow any unauthorized usages. If the account is compromised the DC should contact the concerned authority immediately.
- DC as the Chairperson of DeGS [District e Governance Society] is responsible to take action against the vendor if the IT infrastructure – Computers, printers, scanners, etc is not in a good working condition or Service Level Agreement [SLA] defined in contract is not met.
- DC should preferably call monthly review meetings of Admin officers where ServicePlus Project has been implemented to discuss the constraints and pendency for various services.
- DC should ensure that the DS [Digital Signature] is arranged for the newly reported employees within the shortest period of time.
- It should be ensured that the person planned to be posted to a post requiring digital signature should not be given charge until he/she has received the DS. Parallel to this it should be ensured that the person holding charge of the post at that time should not be relieved until the new officer is in possession of the DS and is ready to take charge.
- The state administrator must be informed well in advance of all the transfers effected so that access rights may be created/modified/blocked for an officer.

**5.3 Applicant**

- The applicant shall apply online for the service or fill the prescribed application form and submit it along with the supporting documents to the authorised Common Service Centre/Jan-suvidha Kendra.
- For online application, the applicant must register himself/herself in the ServicePlus portal.
- The Applicant must collect the acknowledgement slip after successful submission of the application.
- The applicant may have to visit the issuing office as and when called by the verifying authority for cross verification.

**5.4 Authorized Citizen Services executive and the Appropriate Authority**

- The Authorized Citizen Services executive shall receive the filled in application, duly signed by the applicant along with the necessary supporting documents.
- On payment of prescribed charges, including service charge, the Authorized Citizen Services executive shall feed the application into the prescribed computer resource in the prescribed manner, the information provided by the citizen in the duly signed in application form (including the electronic copies of any documents presented by the applicant in support of his application) seeking to avail of any Notified Citizen Service which such executive is authorized to provide.
- The information so fed shall be represented in the form of an electronic record which would include a declaration by the applicant as to the correctness of information provided and the genuineness of documents presented in support of his application and his indemnifying the Authorized Citizen Services executive and the Appropriate Authority from liability in the event of the information being found to be false or the document being found to be not genuine or correct.
- Such electronic record shall be in the nature of an application addressed to the Appropriate Authority through the Authorized Citizen Services executive concerned, and

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

may be printed out on paper by the Authorized Citizen Services executive for future purposes.

- The Authorized Citizen Services executive shall submit the electronic record of the application, coupled with the electronic copies of the documents presented in support thereof, thereby storing the same on the prescribed computer resource in the prescribed manner.
- The Authorized Citizen Services executive shall take a print-out on paper of such acknowledgement and shall give the same to the applicant after affixing his signature and the date in token of the print-out on paper being a true representation of the information contained in the acknowledgement
- The Authorized Citizen Services executive shall also forward the manual application form along with the supporting documents to the office the concerned Approving Authority.
- The Appropriate Authority then compare and authenticate the information contained in the hard copy application with that in the received electronic record.
- The Appropriate Authority, after such inquiry or calling for reports etc. as it deems fit, shall record its decision in electronic form in the prescribed manner, whereupon the appropriate document in respect of the citizen service applied for shall be generated as an electronic record by the prescribed computer resource which the Appropriate Authority shall authenticate by affixing its digital signature, and shall store the authenticated electronic record on the prescribed computer resource in the prescribed manner.
- The Appropriate Authority may cause a print-out on paper of the electronic record of the aforesaid appropriate document to be taken, and affix his signature(s) thereon with date, and cause it to be included in the record relating to the application.
- Upon decision on his application, the applicant may approach the Authorized Citizen Services Executive who shall take a print-out on paper in the prescribed manner from the prescribe computer resource the aforesaid appropriate document in electronic form duly authenticated by the digital signature of the Appropriate Authority.
- The Competent Authority or the State Government may prescribe procedure, in addition to the procedure indicated in these Rules, in respect of any particular Notified Citizen Service, or class of such Services
- Authorized Citizen Services Executive shall be responsible for maintenance and safe custody of all records received, created or maintained by him electronically, or otherwise, for purposes of these Rules or under the instructions of the Appropriate Authority; and, in the event of suspension or termination of his appointment, such Executive shall deposit all such records with the Deputy Commissioner of the corresponding district in the prescribed manner.
- The Service Centre Agency shall be responsible for maintaining the accounts as well as for depositing in the prescribed manner the prescribed charges received by the CSC Centre after retaining service charges payable to the CSC Centre.
- Authorized Citizen Services Executive shall be responsible for any loss, inconvenience, damage or liability arising out of any negligence, mischief or undue delay in providing the service, accepting or transmitting fake, forged, or false documents or information to the Appropriate Authority or to any applicant for any Notified Citizen Service.

## 6. SPECIFIC PROCEDURE

### 6.1 Where to apply for service

Channel 1 – The applicant can apply online by logging into the ServicePlus website <http://eservice.arunachal.gov.in>.

Channel 2 - The applicant can submit the application in standard format at the Common Service Centers (CSC)/ Jansuvidha counter of the DC office (wherever applicable) along with the required supporting documents.

### 6.2 Supporting Documents to be enclosed/uploaded along with the application form

Refer Annexure A

### 6.3 Process of delivering eServices

All government officers, executives, clerks, etc. who are directly or indirectly accountable for the services under ServicePlus, should have valid credentials in the ServicePlus application for discharging their responsibility.

The processes for registration, application & processing are laid as below:

S. No.	Process Description for Dependent and Income Certificate
1.	For online submission mode, the applicant will register himself/herself in the proposed Service Plus application (in case of new applicant) or will use the previously generated User-id or password.
2.	The applicant submits the application online. In offline mode the applicant can submit the paper application to the CSC/JSK kiosk along with the supporting documents.
3.	The applicant/ authorised Citizen Service executive at the Kiosk will enter the details, scan & upload the supporting documents (including photograph) in the ServicePlus application. In case of link failure, the authorised Citizen Service executive will receives the application and issue a token number to the applicant.
4.	For final submission of the application, the applicant then makes the payment of the requisite fee towards the service in one of the following modes: a) Cash b) Online Payment
5.	Subsequent to the successful submission of the application in ServicePlus, an acknowledgement receipt will be generated, having the unique reference number for the application, a print-out of which is to be retained by the applicant. The Service Plus application will send an automatic SMS notifying the applicant about the successful submission and application reference number.
6.	Thereafter, the application will be routed to the Dealing assistant (DA)/Clerk of concerned line department.
7.	The concerned DA will log into the ServicePlus application and scrutinizes the online application along with the supporting documents and checks for their correctness.

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

S. No.	Process Description for Dependent and Income Certificate
8.	<p>If the application is found correct in all respect, then the DA will forward the application to the concerned <b>Branch officer</b> of the issuing office for verification.</p> <p>OR</p> <p>If the application is invalid or not correct, then the DA can reject the application.</p> <p>OR</p> <p>If the application needs minor correction, then DA can return the application to the applicant/citizen service executive for correction and re-submission.</p> <p>In all the above cases, an SMS will be sent to the applicant notifying about the status of the application.</p>
9.	The concerned Branch officer will log into the ServicePlus application and pull the application marked to him for verification and comments.
10.	<p>If the application is found correct in all respect, then the branch officer will forward the application to the approving officer for approval. The branch officer can also exercise the option of calling the applicant for in-person verification.</p> <p>OR</p> <p>If the application is not correct, then the branch officer can reject the application.</p> <p>OR</p> <p>If the application needs minor correction, then branch officer can return the application to the applicant/JSK or CSC executive for correction and re-submission.</p> <p>In all the above cases, an SMS will be sent to the applicant notifying about the status of the application.</p>
11.	The approving officer will log into the ServicePlus application and pull the application for approval and comments.
12.	<p>If the application is found correct in all respect, then the Approving officer will approve and forward the application to the branch officer for issue.</p> <p>OR</p> <p>If the application is not correct, then the approving officer can reject the application.</p>
13.	The branch officer will log into the ServicePlus application and pull the application for issuing it to the applicant using his/her digital signature. An SMS will be sent to the applicant notifying about the issue of application.
14.	Thereafter, the hard copy of the certificate can be printed by the applicant himself on his login or by the citizen service executive upon production of the acknowledgement receipt.

S. No.	Process Description for Character Certificate
1.	For online submission mode, the applicant will register himself/herself in the proposed Service Plus application (in case of new applicant) or will use the previously generated User-id or password.
2.	<p>The applicant submits the application online.</p> <p>In offline mode the applicant can submit the paper application to the CSC/JSK kiosk along with the supporting documents.</p>

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

S. No.	Process Description for Character Certificate
3.	The applicant/ authorised Citizen Service executive at the Kiosk will enter the details, scan & upload the supporting documents (including photograph) in the ServicePlus application. In case of link failure, the authorised Citizen Service executive will receives the application and issue a token number to the applicant
4.	For final submission of the application, the applicant then makes the payment of the requisite fee towards the service in one of the following modes: a) Cash b) Online Payment
5.	Subsequent to the successful submission of the application in ServicePlus, an acknowledgement receipt will be generated, having the unique reference number for the application, a print-out of which is to be retained by the applicant. The Service Plus application will send an automatic SMS notifying the applicant about the successful submission and application reference number.
6.	Thereafter, the application will be routed to the Dealing assistant (DA)/Clerk of concerned line department.
7.	The concerned DA will log into the ServicePlus application and scrutinizes the online application along with the supporting documents and checks for their correctness.
8.	If the application is found correct in all respect, then the DA will forward the application to the <b>branch officer</b> of the issuing office for approval and issue. OR If the application is not correct, then the DA can reject the application. OR If the application needs minor correction, then DA can return the application to the applicant/ authorised Citizen Service executive for correction and re-submission. In all the above cases, an SMS will be sent to the applicant notifying about the status of the application.
9.	The branch officer will log into the ServicePlus application and pull the application. If the application is found correct in all respect, then the branch officer will approve and issue the certificate to the applicant using his/her digital signature. An SMS will be sent to the applicant notifying about the issue of application OR If the application is not correct, then the approving officer can reject the application.
10.	Thereafter, the hard copy of the certificate can be printed by the applicant himself on his login or by the authorised Citizen Service executive upon production of the acknowledgement receipt.

S. No.	Process Description for PRC, TRC and ST Certificate
1.	For online submission mode, the applicant will register himself/herself in the proposed Service Plus application (in case of new applicant) or will use the previously generated User-id or password.
2.	The applicant submits the application online. In offline mode the applicant can submit the paper application to the CSC/JSK kiosk along with the supporting documents.

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

S. No.	Process Description for PRC, TRC and ST Certificate
3.	<p>The applicant/ authorised Citizen Service executive at the Kiosk will enter the details, scan &amp; upload the supporting documents (including photograph) in the ServicePlus application.</p> <p>In case of link failure, the authorised Citizen Service executive will receives the application and issue a token number to the applicant.</p>
4.	<p>For final submission of the application, the applicant then makes the payment of the requisite fee towards the service in one of the following modes:</p> <ul style="list-style-type: none"> <li>a) Cash</li> <li>b) Online Payment</li> </ul>
5.	<p>Subsequent to the successful submission of the application in ServicePlus, an acknowledgement receipt will be generated, having the unique reference number for the application, a print-out of which is to be retained by the applicant. The Service Plus application will send an automatic SMS notifying the applicant about the successful submission and application reference number.</p>
6.	<p>Thereafter, the application will be routed to the Dealing assistant (DA)/Clerk of concerned line department.</p>
7.	<p>The concerned DA will log into the ServicePlus application and scrutinizes the online application along with the supporting documents and checks for their correctness.</p>
8.	<p>If the application is found correct in all respect, then the DA will forward the application to the concerned <b>Branch officer</b> of the issuing office for verification.</p> <p>OR</p> <p>If the application is not correct, then the DA can reject the application.</p> <p>OR</p> <p>If the application needs minor correction, then DA can return the application to the applicant/citizen service executive for correction and re-submission.</p> <p>In all the above cases, an SMS will be sent to the applicant notifying about the status of the application.</p>
9.	<p>The concerned Branch officer will log into the ServicePlus application and pull the application marked to him for verification and comments.</p>
10.	<p>If the application is found correct in all respect, then the branch officer will forward the application to the approving officer for approval. The branch officer can also exercise the option of calling the applicant for in-person verification.</p> <p>OR</p> <p>If the application is not correct, then the branch officer can reject the application.</p> <p>OR</p> <p>If the application needs minor correction, then branch officer can return the application to the applicant/citizen service executive for correction and re-submission.</p> <p>In all the above cases, an SMS will be sent to the applicant notifying about the status of the application.</p>
11.	<p>The approving officer will log into the ServicePlus application and pull the application for approval and issue thereafter.</p>



S. No.	Process Description for PRC, TRC and ST Certificate
12.	If the application is found correct in all respect, then the Approving officer will approve and issue the certificate to the applicant using his/her digital signature. An SMS will be sent to the applicant notifying about the issue of application. OR If the application is not correct, then the approving officer can reject the application.
13.	Thereafter, the hard copy of the Caste certificate can be printed by the applicant himself on his login or by the citizen service executive upon production of the acknowledgement receipt.

## 7. FORMS/TEMPLATES TO BE USED

Refer Annexure B

Annexure A

S. no.	Name of the Service	Supporting Documents required
1.	Scheduled Tribe (ST) Certificate	<p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>▪ Verification document from GB/HGB and Admin Officer</li> <li>▪ Attested copy of Land Allotment Passbook (<u>Urban</u>) of Father/ Guardian corresponding to Present Address</li> </ul> <p style="text-align: center;">Or</p> <p>Attested copy of Land Possession Certificate (<u>Rural</u>) of Father/ Guardian corresponding to Present Address</p> <ul style="list-style-type: none"> <li>▪ Passport-sized Coloured Photo</li> </ul> <p><b>Optional:</b></p> <ul style="list-style-type: none"> <li>▪ Attested Copy of Birth Certificate</li> <li>▪ Attested copy of Father's ST Certificate</li> <li>▪ Attested Copy of Applicant's Permanent Resident Certificate</li> </ul>
2.	Dependent Certificate	<p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>▪ Verification letter of Parents by Head of the Department, Government of Arunachal Pradesh stating the relationship (<u>Government</u>)</li> </ul> <p style="text-align: center;">Or</p> <p>Parents' ST Certificate/ Birth Certificate (Non-Government)</p> <ul style="list-style-type: none"> <li>▪ Affidavit from Local Executive Magistrate</li> <li>▪ Identity proof (Voter ID/PAN/Aadhaar/Passport/Driving Licence)</li> </ul>
3.	Income Certificate	<p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>▪ Salary Statement for last 12 months from DDO (<u>Government Employee</u>)</li> </ul> <p style="text-align: center;">Or</p> <p>Certificate from BDO (For Rural areas)</p>

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

S. no.	Name of the Service	Supporting Documents required
		<p>Or</p> <p>Certificate from DAO, DHO, DVO, etc (For persons having income from Agriculture, Horticulture and Veterinary Sources). (<u>APST Non-Government Employee</u>)</p> <p>Or</p> <p>IT Return/ Form 16 (<u>Non APST Non-Government Employee</u>)</p> <p><b>Optional:</b></p> <ul style="list-style-type: none"> <li>▪ Proof of Address: Attested copy of Voter's ID Card/ Adhaar Card/ LPC/ Land Allotment Passbook/ Ration Card/ LPG Card/ Driver's License</li> </ul>
4.	Character Certificate	<ul style="list-style-type: none"> <li>▪ Letter of Recommendation by Head of the Department, Government of Arunachal Pradesh (<u>Government employee</u>)</li> </ul> <p>Or</p> <p>Police Verification Report from the local Police Station (<u>Non-Government employee</u>)</p> <p>Or</p> <p>Letter of Recommendation by the Head of Educational Institution (<u>Student</u>)</p> <ul style="list-style-type: none"> <li>▪ Passport-sized Coloured Photo</li> </ul>
5.	Permanent Resident Certificate (PRC)	<p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>▪ Verification document from GB/HGB and Admin Officer</li> <li>▪ Attested copy of Land Allotment Passbook (<u>Urban</u>) of Father/ Guardian corresponding to Permanent Address</li> </ul> <p>Or</p> <p>Attested copy of Land Possession Certificate (<u>Rural</u>) of Father/ Guardian corresponding to Permanent Address</p> <ul style="list-style-type: none"> <li>▪ Attested copy of Father's PRC</li> <li>▪ Passport-sized Coloured Photo</li> </ul> <p><b>Optional:</b></p> <ul style="list-style-type: none"> <li>▪ Attested Copy of Birth Certificate</li> <li>▪ Attested Copy of Applicant's Tribe Resident Certificate</li> <li>▪ Surrendering of previous PRC, in case of Change in Address</li> </ul>
6.	Temporary Resident Certificate (TRC)	<p><b>Mandatory:</b></p> <p>Category 1 : APST (Government)</p> <ul style="list-style-type: none"> <li>• Appointment Order/Transfer Order/Govt. Identity Card</li> <li>• ST Certificate</li> </ul> <p>Category 2 : APST (Business)</p> <ul style="list-style-type: none"> <li>• Trading License</li> <li>• ST Certificate</li> </ul> <p>Category 3 : APST (General)</p>

## Standard Operating Procedure for delivering e-services through ServicePlus Framework

S. no.	Name of the Service	Supporting Documents required
		<ul style="list-style-type: none"><li>• Govt. Identity Card /LPC/Land Allotment Passbook/Trading License of Guardian</li><li>• ST Certificate</li></ul> Category 4 : Non APST (Government) <ul style="list-style-type: none"><li>• Appointment Order/Transfer Order/Govt. Identity Card</li><li>• Inner Line Permit</li></ul> Category 5 : Non APST (Business) <ul style="list-style-type: none"><li>• Trading License</li><li>• Inner Line Permit</li></ul> Category 6 : Non APST (General) <ul style="list-style-type: none"><li>• Govt. Identity Card /Trading License of Guardian</li><li>• Inner Line Permit</li></ul> <p><b>Optional:</b></p> <ul style="list-style-type: none"><li>• Attested Copy of Birth Certificate</li></ul>

**Predefined Template for Dependent Certificate**



**GOVERNMENT OF ARUNACHAL PRADESH**

**VERIFICATION**

**(In case of Person for whom the certificate is required is dependent upon Parent working in Govt Sector)**

Verified that Shri/Smti./Miss \_\_\_\_\_ is dependent family member of  
Shri/Smti./Miss \_\_\_\_\_ as per service record of the later.

**Signature with name & designation  
Of HOD/Employer  
(with Seal)**

### Predefined Template for ST Certificate

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GOVERNMENT OF ARUNACHAL PRADESH

#### CERTIFICATE FROM CONCERN HGB/GB

Certified that I personally know Shri / Miss \_\_\_\_\_

\_\_\_\_\_ Son/Daughter of Shri/Smti/Late \_\_\_\_\_

is a permanent resident of \_\_\_\_\_ village under \_\_\_\_\_ circle of

\_\_\_\_\_ District of Arunachal Pradesh and belongs to \_\_\_\_\_ Tribe.

Paste recent  
passport Size  
Photograph for  
attestation

Signature of HGB/GB  
With name & Seal

#### CERTIFICATE FROM ADMINISTRATIVE OFFICER

Certified that verification conducted by me revealed that Shri/Smti./Miss \_\_\_\_\_

\_\_\_\_\_ Son/Daughter of Shri/Smti/Late \_\_\_\_\_

is a permanent resident of \_\_\_\_\_ village under \_\_\_\_\_ circle of

\_\_\_\_\_ District of Arunachal Pradesh and belongs to \_\_\_\_\_ Tribe.

Paste recent  
passport Size  
Photograph for  
attestation

Signature of Administrative Officer  
(Name and Seal)

### Predefined Template for Permanent Residential Certificate



GOVERNMENT OF ARUNACHAL PRADESH

#### VERIFICATION BY HGB/GB

Certified that Shri/Smti/Miss \_\_\_\_\_ S/o W/o D/o  
Shri/ Late \_\_\_\_\_ is a permanent resident of  
village \_\_\_\_\_ under \_\_\_\_\_ circle  
since \_\_\_\_\_ years and belongs to \_\_\_\_\_ tribe.

Paste recent  
passport Size  
Photograph for  
attestation

1. \*(Name in Block Letters)

Signature of HGB or GB with date and seal

#### RECOMMENDATION BY LOCAL ADMINISTRATIVE OFFICER

Certified that the above information have been verified and recommended for issue of  
Permanent Residence Certificate to the applicant.

Paste recent  
passport Size  
Photograph for  
attestation

(Signature & Office seal)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

**Predefined Template for Temporary Residential Certificate (Govt. Category)****GOVERNMENT OF ARUNACHAL PRADESH****EVIDENCE OF GUARDIANSHIP / DEPENDENCE CERTIFICATE****TRC FORM-A (Government)**

Certified that Shri/Smt/Miss \_\_\_\_\_ S/o W/o D/o  
Shri / Late \_\_\_\_\_ is ordinarily a resident of  
\_\_\_\_\_ village under \_\_\_\_\_  
circle/Sub-Division and his/her parents/guardian Shri/Smt. \_\_\_\_\_  
is an employee of \_\_\_\_\_ department since \_\_\_\_\_.

Hence, I recommend the applicant for issue of Temporary Resident Certificate.


(Name in Block Letters)  
Signature and seal of HoD/Controlling Officer

**RECOMMENDATION BY LOCAL ADMINISTRATIVE OFFICER****TRC FORM-A (Government)**

Certified that the above information has been verified and recommended for issue of Temporary Resident Certificate (TRC) to the applicant.

(Signature & Office seal)  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_

**Predefined Template for Temporary Residential Certificate (Business Category)**

  
**GOVERNMENT OF ARUNACHAL PRADESH**

**EVIDENCE OF GUARDIANSHIP / DEPENDENCE CERTIFICATE**  
**TRC FORM-B (Business)**

Certified that Shri/Smti/Miss \_\_\_\_\_ S/o W/o D/o  
Shri / Late \_\_\_\_\_ who is a permanent  
resident of \_\_\_\_\_ state \_\_\_\_\_  
has been working under me and running business under my trading license No.: \_\_\_\_\_

1. (Name in Block Letters)  
Signature of Shop Owner/  
Trading License Holder

2. Signature of Bazar Secy./ Committee

**RECOMMENDATION BY LOCAL ADMINISTRATIVE OFFICER**  
**TRC FORM-B (Business)**


Certified that the above information has been verified and recommended for issue of Temporary  
Resident Certificate (TRC) to the applicant.

(Signature & Office seal)

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_



**Predefined Template for Temporary Residential Certificate (General Category)**

  
GOVERNMENT OF ARUNACHAL PRADESH

**EVIDENCE OF GUARDIANSHIP / DEPENDENCE CERTIFICATE**  
**TRC FORM-C (General)**

Certified that Shri/Smti/Miss \_\_\_\_\_ S/o W/o D/o  
Shri / Late \_\_\_\_\_ is known to me and has  
been temporarily residing at \_\_\_\_\_ in  
\_\_\_\_\_ District, Arunachal Pradesh.

(Name in Block Letters)  
Signature of Local Guardian

**RECOMMENDATION BY LOCAL ADMINISTRATIVE OFFICER**  
**TRC FORM-C (General)**

Certified that the above information have been verified and recommended for issue of Temporary  
Resident Certificate (TRC) to the applicant.

(Signature & Office seal)  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_