Delhi Government Performance: 2015-2019

October 2019
Delhi Government has launched the first phase of doorstep delivery of 40 government services to its citizens.

- Delhi residents can dial 1076 to place a request for doorstep delivery of services which will be provided from 8 am to 10 pm. The call center, set up to facilitate delivery of services, will function round the clock.
- A government representative will arrive at people’s doorstep to assist them with the formalities required to receive the essential utilities, at a mere rate of INR 50.
- 30 new services will be launched by December 2019 to make the total number 100.

<table>
<thead>
<tr>
<th>Statistics till September 2019</th>
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<tbody>
<tr>
<td>Total Calls Received</td>
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<tr>
<td>Total Service Requests</td>
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<tr>
<td>Total Requests Attended by VFS</td>
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</tbody>
</table>

Source: Doorstep Delivery
### Revenue Department
- Issuance of Caste Certificate (OBC)
- Issuance of Caste Certificate (SC)
- Issuance of Caste Certificate (ST)
- Issuance of Domicile Certificate
- Issuance of Income Certificate
- Issuance of Delayed Birth Order
- Issuance of Delayed Death Order
- Issuance of Lal Dora certificate
- Issuance of Land Status Report
- Issuance of Permanent ID Card to Disable persons
- Issuance of ROR
- Issuance of Solvency Certificate
- Registration of marriage
- Enrolment as Civil Defense volunteer
- Issuance of Surviving Member Certificate

### Transport Department
- Duplicate RC Certificate
- Change of Address in RC
- Transfer of Ownership
- Hypothecation Addition
- Hypothecation Termination
- Issuance of NOC
- Renewal of Driving License
- Duplicate Driving License
- Learners License
- Permanent Driving License
- Change of address in D/L

### Department for the Welfare of the SC/ST/OBC/ Minorities
- Financial Assistance for purchase of Stationery to SC/ST/OBC/Minority Category
- Reimbursement of Tuition fees for students belonging to SC/ST/OBC/Minority Category
- Scholarship/Merit Scholarship to SC/ST/OBC/Minority students for the school (for Class I to XII) and for OBC (Class VI to XII)

### Food & Supplies Department
- Issuance of Priority Household Card
- Updation of Member Details in the AAY/Priority Household Card

### Social Welfare Department
- Grievance of Old Age Pension Scheme
- Delhi Family Benefit Scheme
- Handicap pension Scheme

### Delhi Jal Board
- New water sewer connection
- Mutation
- Re-Opening (After rebuilding of house etc.)
- Disconnection

### Labour Department
- Approval of Installation of Passengers Lift, Lift Shaft & Machine Room
- Delhi Shops & Establishment Act, 1954

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**40 Services launched in Phase 1 of Doorstep Delivery**

**SOURCE:** DOORSTEP DELIVERY

Dialogue & Development Commission of Delhi
30 new services launched in July 2019

**Labour Department**
- Grant of License for Contractor under Section 12 of Contract Labour (Regulation & Abolition) Act 1970
- Grant of License for working of Passenger Lift
- Grant of Registration of Establishment employing building workers of BOGW (RE & CS Act 1986)
- Grant of Registration Certificate of Principal Employer under Section 7 of Contract Labour (Regulation & Abolition Act, 1970)
- Periodical inspection of lift
- Grant of Electric contractor license
- Issuance of certificate of competency class 1 (Electrical Supervisor)

**Transport**
- Addition of new class of vehicle to a Driving License
- Motor Vehicle Tax

**Delhi Transport Corporation**
- Issuance of general all route Bus Pass for AC & Non AC Buses
- Issuance of NCR bus passes

**Department for the Welfare of the SC/ST/OBC/ Minorities**
- Post Metric scheme for SC Students
- Pre metric scheme for SC Students
- Post metric scholarship for OBC students of college/professional institution
- Post metric scholarship for OBC student (PMS-OBC)
- Pre metric scholarship for OBC student (PMS-OBS)

**Higher Education**
- Higher education and skill development guarantee scheme of Delhi Higher Education Aid Trust
- Merit-cum-Means income linked financial assistance scheme for Delhi Higher Education Aid Trust

**Delhi Tourism & Transport Development Corporation**
- Booking of a tour package

**Tourism**
- Registration of Bed & Breakfast establishment

**Food & Supplies Department**
- Addition of Members in the ration card
- Change in Head of Family
- Change in Residential address
- Deletion of members in Ration Card
- Issuance of Duplicate Ration Card
- Transfer of Ration Card within Delhi
- Updation of mobile no. of beneficiary

**Drugs Control**
- Grant of License to chemist
- Grant of License for sale of Homeopathic drug
- Grant of License for sale of schedule X drug

**SOURCE:** DOORSTEP DELIVERY

Dialogue & Development Commission of Delhi