

**Inspector General of Registration
&
Controller of Stamps
Maharashtra State, Pune**



RFAP NO: IGR/e-Registration/2015/54,

Date: 23/02/2015

Request For Acceptance of Proposal

e-Registration of Leave & License document

through

Authorized Service Providers

V1.0

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Summary of Proposal

1) Project Background

- a) Department of Registration & Stamps, Maharashtra looks after registration and preservation of documents and recovery of stamp duty. The Department with the help of NIC has developed an application called e-Registration which will enable registering parties to submit their Leave & License document for registration from anywhere and at any time. This application is currently live and citizens are using it.
- b) Department currently registers around 2.5 lakh Leave & License agreements per annum. Department intends to shift this entire quantum in e-Registration.
- c) As of now two channels are open for e-Registration. Citizens can either submit document themselves into e-Registration application or can use the Maha e-Seva Kendras existing in the state.

2) Invitation of application

- a) To further increase the channels of delivery and to help citizens who doesn't have computer and internet, Department has decided to authorise certain agencies which will help citizens in doing e-Registration. These agencies will be called as Authorized Services Providers (ASPs).
- b) Department invites applications from interested agencies to become ASP.

3) Scope of Work

- a) ASP has to provide the service of e-Registration either at door step or through authorized e-Registration outlets. Scope of the service will include all the activities required to perform to help citizens in the entire e-Registration process as explained in the detailed proposal.
- b) ASP need to procure and maintain certain Infrastructure like Laptop, Web Camera, Bio Metric Device, Internet connection, Printer & Stationery. Specifications of these items have to be as per Department's mandate.

4) ASP fee and Departmental Charges

- a) On every submission of document through e-Registration application, ASP will be authorized to charge Rs. 700 to citizens. If citizen has opted for visit, ASP can charge extra Rs. 300 per visit. ASP can't charge more than Rs. 600 as visit fee for two different visits.
- b) ASP will be responsible to oblige all the taxes on the total amount (like service tax etc) arising due to e-Registration. In any circumstances, ASP will not be allowed to charge more than authorized fee.
- c) ASP has to pay Rs. 10,000 in advance to the Department at the time of application. For every submission of document, Department will deduct Rs. 150 from this advance amount as Departmental Charges. ASP need to refill this advance amount immediately if it goes below Rs. 1000, otherwise ASP's account will be blocked.

5) Instructions to ASP

- a) ASP will be given appropriate training about e-Registration and e-Registration application.
- b) ASP will be given certain privileges like putting display outside its e-Registration outlet – "Authorized Service Provider for e-Registration of Leave & License agreement", List of authorized ASPs will be available on Department's website, issues from ASP regarding e-Registration application will be heard in priority.

- c) ASP should keep the confidentiality of the information they are dealing with and in no case shall compromise with the confidentiality and privacy of the customer.
- d) RFAP document may be amended later and ASP has to always comply the RFAP terms and conditions.

6) Eligibility Criteria

- a) One year old company or in the business of IT, an IT/Law firm, Joint Venture, Cooperative Bank, Cooperative Society or an graduate individual is eligible to become ASP.
- b) Applicant should not be blacklisted, should have PAN, service tax registration and should not have criminal background. Applicant need to submit appropriate supporting documents.

7) Punitive Action

If ASP is found to be violating terms & conditions of RFAP, appropriate punitive actions like Forfeiture of deposit, Termination, Blacklisting, civil or criminal proceedings will be taken.

8) Application Process

- a) Interested agency need to submit their application in the designated format to the concerned DIG office. Along with the application, applicant has to submit copy of supporting documents as required. If its application is accepted, applicant has to sign an undertaking and deposit advance of Rs. 10,000 with the Department.
- b) There is no deadline for submitting an application.

9) Applicability of Summary document

- a) This summary document has been prepared only for the purpose of quick understanding. Please refer to detailed proposal for complete list of terms and conditions.
- b) In case of any contradiction between summary document and detailed proposal document (which starts after this page), conditions mentioned in detailed proposal document will prevail.

Detailed Proposal Document

1 Invitation for Acceptance of Proposal

1.1 Invitation for Applications

The Inspector General of Registration & Controller of Stamps, Maharashtra State, Pune invites applications from eligible applicants for providing the service of e-Registration of Leave & License Agreement to citizens through designated centres as well as at the door step of the citizens. Refer Section 3 of the RFAP document for detailed Proposal. After reading the Proposal thoroughly, interested applicants can send their acceptance in the format as per Annexure 0

RFAP document is available for download from the Department of Registration & Stamps, Government of Maharashtra official website www.igrmaharashtra.gov.in under Online Services>>e-Registration link. Interested applicants can avail the same free of cost.

2 Definitions

2.1 Abbreviation

- 2.1.1. **IGRO** means Office of the Inspector General of Registration
- 2.1.2. **DIG** means Deputy Inspector General of Registration
- 2.1.3. **JDRO** means Office of the Joint District Registrar
- 2.1.4. **SRO** means Sub Registrar Office
- 2.1.5. **RFAP** means Request For Acceptance of Proposal
- 2.1.6. **iSARITA** means integrated Stamp And Registration Information Technology Application
- 2.1.7. **ASP** means Authorized Service Provider
- 2.1.8. **S.D.** means Stamp Duty
- 2.1.9. **R.F.** means Registration Fee
- 2.1.10. **SR** means Sub Registrar

2.2 Definitions

In this Context, the following terms shall be interpreted as indicated:

- 2.2.1. “ASP” means an ‘Authorized Service Provider’. It is a person or organisation (including employees of the organisation) who is authorized by the Department to provide services of e-Registration for Leave & License Agreement as laid down in this document.
- 2.2.2. “Department” means the Department of Registration and Stamps, Government of Maharashtra, Pune.
- 2.2.3. “Registration” means the process of registration as defined in the Registration Act, 1908 and includes all the activities which starts from noting the presence of the registrant and includes scrutiny of supporting documents, data entry of details of the documents from the input form, checking valuation, generating printout of Pre-Registration summary slip, correction in the data entry if any, verification of payment of Stamp Duty & Registration Fee, generating printouts of Registration Receipt, capturing thumb impression, taking photographs, generating printouts of summary I and II, taking signatures of the parties, scanning of documents, generating printout of Index II and two thumbnail printouts and handing over the original document along with one thumbnail printout.
- 2.2.4. “e-Registration” means the process of online registration done through e-Registration application available in public domain under online services on the official website of the Department www.igrmaharashtra.gov.in and as prescribed by Maharashtra e-Registration & e-Filing Rules, 2013. For the purpose of this document e-Registration means e-Registration of Leave & License Agreement.
- 2.2.5. “Services” means the services to be provided by the ASP as defined in the scope of work (Section 4) of this RFAP document.
- 2.2.6. “Outlet” should, wherever applicable, mean the place or places where the selected ASP sets up facilities for providing the service of e-Registration and which is approved by the Department.
- 2.2.7. “Performance Standards” means the service level standards, maintenance standards and the upgradation standards as defined in subsequent sections of the document.
- 2.2.8. “Party” or “Parties” mean the citizens who want to register their document. A document can have multiple parties.

3 Project Background

3.1 About Department of Registration and Stamps

The Department of Registration and Stamps has a vast expanse in the state of Maharashtra and looks after registration and preservation of documents and recovery of stamp duty. The department has earned revenue of Rs.18666 Crores in the year 2013-14. As many as 24.3 lakh documents were registered in the year 2013-14 in all Sub Registrar Offices. Every year approximately 1.5 Cr. Citizens visit the department. The department comprises of total 504 Sub Registrar offices. A set procedure of registration and collection of stamp duty is laid down as per the Registration Act, 1908, The Maharashtra Stamp Act and rules there under.

3.2 About iSARITA

The web based software application for Registration called iSARITA has been prepared by the Department in collaboration with NIC. This software is used to do registration in a computerised manner at Sub Registrar offices. The Registration process is as follows:

- 3.2.1. Document is first drafted and then executed by registering parties.
- 3.2.2. The registering parties then comes to the Registration office with an executed document along with input form/barcode print and receipt of e-Step in if he has booked timeslot through internet for registration.
- 3.2.3. He will then handover the original document & sit in the visitor's area waiting for his turn to come.
- 3.2.4. The document's input form/barcode print is placed on the clerk's table. The clerk does the data entry/auto scrutiny on the PC. If, prima facie, document is okay then clerk passes on the document to the SR. The SR does the physical scrutiny of papers, collects/verifies duty/fee payments, generates and issues fee receipt, takes thumb impression & photographs on the digital equipments, gives computerized order for all the 4 stamps (electronic watermarks), generates printouts, puts signature & then generates the 5th stamp.
- 3.2.5. Sub Registrar attaches the system generated summary pages to the original document & sends the entire document for scanning.
- 3.2.6. The document is scanned & returned to the person(s) after taking the signature of the person(s).

Please refer to Annexure 9 for flow chart of physical process of Registration

3.3 About e-Registration

The Department of Registration and Stamps along with NIC has developed a new application called e-Registration which is a new facility for people's benefit. As of now, a person has to go to an SRO to do any registration. e-Registration application allows a person to do the complete registration process online without having to go physically to the office. e-Registration application can be accessed through the internet from any place. There are various kinds of documents (articles) that are registered by the Department like Agreement to Sale, Agreement to Transfer, Deed of Apartment, Transfer of Lease etc. Currently, however, the scope of this RFAP is limited to e-Registration of **Leave & License** agreement only which constitutes a big chunk of the work at the Sub Registrar Office, especially in Mumbai and Pune. The Department reserves the right to expand the use of e-Registration application to other documents as well.

Following are the number of leave and license registrations in various locations for the last two years:

Year	Mumbai	Pune	Thane	Nashik	Aurangabad	Nagpur	Latur	Amravati	Total
2013	124898	60034	54238	2737	815	1308	854	360	245247

Department intends to shift this entire quantum of Leave & License documents on e-Registration.

3.3.1 Modes of Service Delivery

There would be three modes of Service Delivery for e-Registration (For the purpose of this section e-Registration means e-Registration of Leave and License agreement) application –

3.3.1.1. *People can do e-Registration on their own from their homes or internet cafes:*

People who have access to all pre-requisites for the process (Bio-Metric Device, Web Camera etc.) and are comfortable with the use of online services can very well do the process from their homes or internet cafes.

3.3.1.2. *People can do e-Registration through Maha e-seva Kendra (Common Service Centres)*

Department has also authorized select CSCs in the state to provide facility of e-Registration. List of same is available on the official website of Department under section 'Agencies'

3.3.1.3. *Authorized Service Provider (ASP) to provide e-Registration service*

At citizen door step

ASP shall provide on demand door-to-door service for e-Registration to citizens. The ASP has to procure and equip itself with all the hardware necessary for the e-Registration process. The hardware required for the process is listed in Section **Error! Reference source not found.** of this document.

Through e-Registration outlets

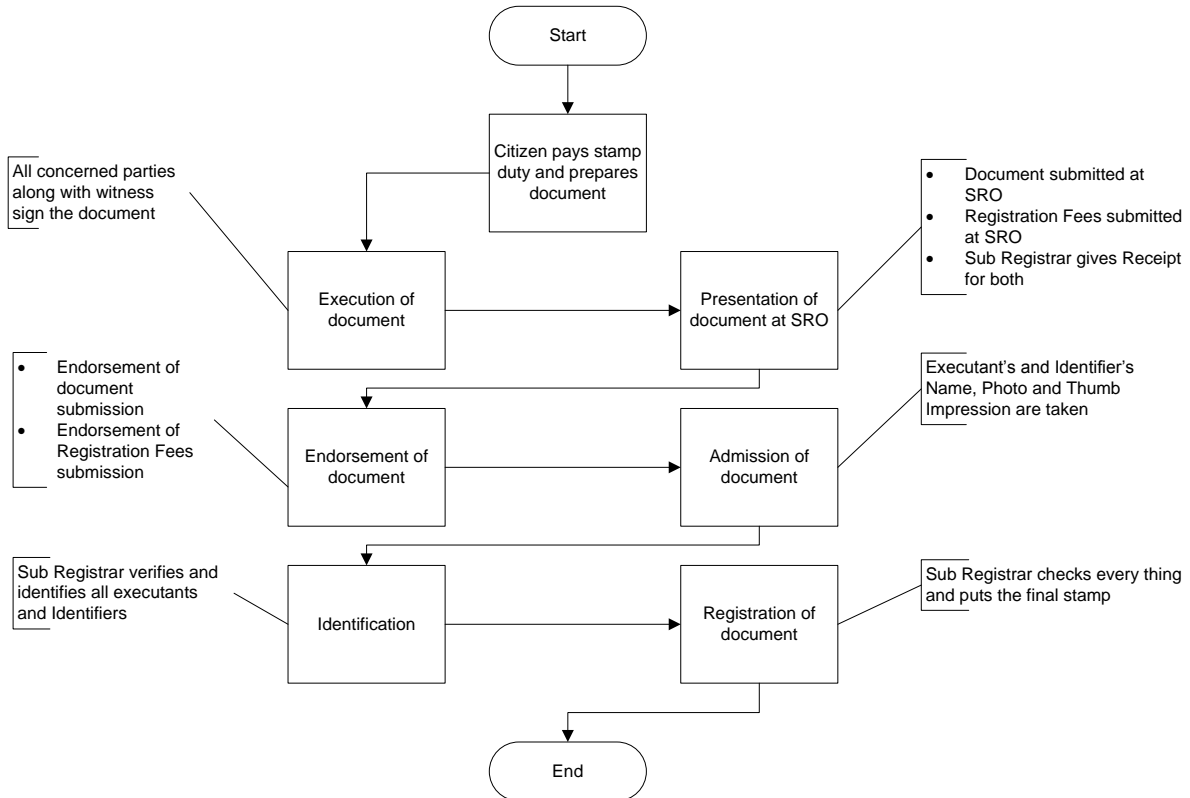
Depending on the demand from a particular geographical area, the ASP may also choose to additionally open outlets where citizens may walk in to avail the facility of e-Registration etc. The procedure of registration shall remain the same i.e. ASP would facilitate the registration process through the e-Registration application only. This facility should be in addition to the mode of service at door step. All necessary hardware

and infrastructure for this facility shall be made available by the ASP. A list of hardware required for this set up is mentioned in Section 0

NOTE: - It is NOT mandatory for any citizen to take help of ASP for doing e-Registration.

3.3.2 Registration Process Flow

The following flow chart depicts the physical process of Registration –



4 Scope of Work

4.1 Infrastructure

ASP has to procure and maintain all hardware infrastructure required for e-Registration process. All these equipment together shall be called as the e-Registration Kit. The e-Registration Kit shall consist of the following –

- a) Laptop (Desktop can be used in e-Registration outlet)
- b) Web Camera
- c) Biometric Device (Permissible make & model)
- d) Broadband internet connection of minimum 2 Mbps (Datacard for door to door service)
- e) Laser Printer (Portable Printer can be used for door to door service)
- f) Printable papers (A4 size 80 gsm)

All hardware mentioned above should have specifications equal to or better than those mentioned in Annexure o. Power supply at customer's location, if required, may be taken from customers if customer is able to provide it. Camera and Biometric Device should be compliant to UIDAI specifications. Please visit www.uidai.gov.in for more details. ASP should verify the make and model of Bio-Metric device before purchase/use.

It shall be responsibility of ASP to ensure all the hardware items are compatible with Department's e-Registration application. If any changes are done in specifications of hardware, same will be available on Department's official website. ASP has to replace its hardware items accordingly.

e-Registration outlet should have following specifications/facilities,

- a) Outlet should be minimum 150 sq. ft. room
- b) Outlet should have sitting facility for at least 8 citizens
- c) Out should have drinking water facility
- d) Outlet preferably should have power back up.
- e) Out preferably should have AC

4.2 e-Registration at Door-Step

ASP shall be responsible to provide all the services and support required by Citizens intending to do e-Registration. Scope of these services will include all the activities required to perform to help citizens in the entire e-Registration Process as explained in next section. ASP should ensure that through its quality of services, e-Registration is encouraged and promoted. The services will primarily include,

- 4.2.1. Data Entry in e-Registration application
- 4.2.2. Support citizens in doing e-Payment of Stamp Duty and Registration Fee. If Citizen is not able to do e-Payment due to any reason, ASP has to do e-Payment on citizen's behalf and recover the same from citizen subsequently.
- 4.2.3. Capture Photo through Web Camera and Thumb Impression through Bio-Metric Device.
- 4.2.4. Bio-Metric data to be sent to UID online for verification through application

- 4.2.5. Submission of executed (signed using Bio-Metric machine) agreement through e-Registration application.
- 4.2.6. Monitor the status of document submitted for e-Registration.
- 4.2.7. Respond to queries sent by Sub Registrar in consultation with parties. Query by Sub Registrar may be due to,
 - 4.2.7.1. Improper Data Entry
 - 4.2.7.2. Photo and Thumb impressions not captured properly
 - 4.2.7.3. UID not verified
 - 4.2.7.4. e-Payment not verified
 - 4.2.7.5. Any other reason
- 4.2.8. Send registered document to all the parties through email or in CD/Pen Drive.

Step by Step Process in Door-Step Service for e-Registration

1. Citizen (Registering party) calls up the ASP for e-Registration. On call, ASP has to inform the citizen that it is his responsibility to ensure that witness and all the parties required for the registration process are present at the desired location of e-Registration. In no case whatsoever, ASP should become the witness or identifier. In case operator realizes that parties cannot/do not want to come to a single location, then he must clearly inform the citizen that each extra visit shall attract an extra fee as decided by the IGR Department. Operator must also calculate and inform the citizen about the exact amount of Stamp Duty and Registration Fee to be paid. He should ask caller whether it can make payment of S.D & R.F. If caller is not comfortable in making payment of S.D & R.F, then operator must offer this service to caller from his side. ASP can't charge extra to parties for extending service of e-payment. Also it is to be noted, as per law, Stamp duty should be paid within 24 hours of execution of document and Registration Fee should be paid before submission of document. However there is no bar in paying S.D. prior executing the document. Operator must inform the customer about the other pre-requisites for the process.
2. Operator would have to allot a date and time to the citizen based on citizen's convenience and availability of authorized manpower with ASP.
3. Then on agreed date & time, ASP has to reach the citizen's door step to do e-Registration. e-Registration at door step service should be made available to the citizens on all days including Sundays and holidays.
4. At e-Registration site, agent of ASP will first enter ASP's login and then his login to enter e-Registration application. ASP will then create an e-Registration login for each e-Registration case. Credentials of this login will remain with registering parties. These credentials may be used by parties to check status of their e-Registration.
5. Each party should have two witnesses cum identifiers along with him/her. Witness cum Identifier may be common with other party.
6. ASP has to make data entry into the e-Registration application as per the inputs given by the citizen. To avoid mistakes during data entry, ASP may use Physical Input Form at its own expense. ASP will input details like

- a. Name, email id, mobile number, UID number & address of party, identifier & witness
 - b. Property details.
7. ASP would have to explain meaning of all the available clauses in e-Registration application to the citizen which can be included in draft. ASP would then help parties to choose appropriate clauses as per their need. After the choice of clauses is done, ASP would then select those clauses in e-Registration application.
 8. Some additional data may be required depending upon the clauses chosen. For eg if clause related to furniture is chosen, details of furniture will be required to enter. ASP would have to enter all these details in consultation with parties.
 9. Facility to add one additional clause as miscellaneous clause is also given in e-Registration application. This is optional clause but parties can utilize this clause with the help of ASP to add further information in draft. Limit of this clause is 700 words. ASP should help parties to frame this miscellaneous clause. Text in miscellaneous clause should not contradict in any manner with the already chosen clauses. ASP should make aware all the parties that, clauses can't be changed once draft is submitted through the e-Registration application.
 10. After completion of data entry, ASP has to show the draft document created in the application to all the parties. If e-Registration is being done in outlet, then ASP has to mandatorily print the draft and took confirmation from all the parties.
 11. Parties can suggest changes if any or give approval to the draft.
 12. ASP would then make changes as per parties' instruction, if any. Final copy to be shown again till satisfaction.
 13. ASP has to calculate the stamp duty and registration fees applicable using the in-built mechanism provided in the e-Registration application.
 14. If citizen is not able to do e-payment due to any reason, ASP must offer e-payment service to citizen. In e-payment service, agent of ASP will use online banking account designated by ASP to make the payments for stamp duty and registration fee through GRAS on the customer's behalf and will collect the amount from customer. ASP will print and handover the receipt of Stamp Duty & Registration Fee in soft format (& later in physical format) to the citizen.
 15. ASP would have to take photo and thumb impression of all parties through the application-integrated camera and biometric device respectively. The specifications of digital photo should be as per Annexure o. The biometric thumb impression quality should be as per UIDAI's standards and guidelines.
 16. If citizen is having digital signature and intends to use it for e-Registration, ASP should help citizen to use digital signature. But it is to be noted use of digital signature is entirely optional.
 17. Each party will be required to submit a declaration saying that they have knowingly and wilfully put their thumb impressions/digital signatures to the document and none of them is under the influence of any kind including that of alcohol or under any kind of forceful compulsion at the time of putting the thumb impression/digital signature.
 18. ASP should make aware citizens about significance of giving thumb impression. Applying thumb impression means citizen is agreeing to the terms & conditions mentioned in the draft document and is therefore ready to sign (execute) the document. Similarly when identifier give its thumb impression it means s/he is ready to identify the concerned parties.

19. ASP should take a print out of the final document and cross verifies it from all the parties present in the location.
20. If there are other parties to the registration who are not present at the location, ASP indicates the same in the application. Each extra visit shall involve an extra fee of Rs. 300 chargeable to the party by the ASP. The already admitted party may choose to make payment for the other party.
21. Verification of Identity of parties and identifiers will be done through UID at the time of execution of document.
22. Receipt of ASP fee will be generated after submission of document. ASP can collect its fee at that time. ASP should issue receipt of payment to the citizen.
23. Once the above mentioned process is completed for all parties and thumb impressions of all parties have been captured then ASP has to submit document for online registration.
24. On submission of document, ASP can collect fee of Rs. 700 from the citizen. If ASP has provided the e-Registration facility at door step of citizen, then it is eligible to collect additional visit fee of Rs. 300 from the citizen. ASP is allowed to collect visit fee maximum for two visits i.e Rs. 600. After submission of document, receipt for ASP fee will be generated which ASP need to print and handover it to citizen.
25. The submitted document will then be accessible to the Sub Registrar sitting at the e-Registration back office.
26. Sub Registrar will do the necessary scrutiny and registers the document by appending his digital signature to the document. In case of any query the ASP coordinates with the party(s) involved to solve the query and provide required necessary information to the Department. Any error/correction in the document which needs to be corrected or any information which needs to be provided is to be carried out by ASP with no extra fee charged to the customer in any case.
27. Once the document is registered it will be available for download on the application. Party may download the document using the credentials. ASP should inform citizen that registered document is also available on e-Search for download.

Besides the above process, the ASP may also do activities to promote e-Registration to make it more popular among the residents of Maharashtra.

The process of registration described above may be subject to change as needed. The Department reserves the right to change the process of e-Registration and the ASP shall comply with these changes. ASP should fully support any further tie ups in the future by the Department for additional verification or authentication systems or any improvement in the security features of e-Registration application. The costs for the same, if any, shall be borne by the Department.

The flowchart of process flow is available in Annexure 6. Also comparison between Manual process of registration & e-Registration is available in Annexure 8.

4.3 Setting up outlets for e-Registration

Set up outlets at various places according to citizens' need and as per authorization from the concerned DIG office. ASP need to take prior authorization from the respective DIG for opening every outlet. Without prior permission of Department no outlet should be opened.

4.4 e-Payment as part of e-Registration

ASP must open a bank account with online banking facilities with at least one of the banks which have tied up with Government Receipt Account system (GRAS). An indicative list of such banks is given in Annexure O. For an exhaustive and updated list please visit the site <https://gras.mahakosh.gov.in/echallan/frmavailablebank.php>. ASP must use this online account using GRAS to make online payment of Stamp Duty and Registration Fees on behalf of citizens if the citizen chooses to do so. Whenever the ASP uses its online account to make payment through GRAS, it should always use the party's name so that receipt is generated in the party's name.

4.5 ASP Fee and Departmental Charges

4.5.1 ASP Fee

Fee to be Charged by ASP to Citizen				
S.N.	Fee Type	Total Fee Amount (Rs.)	ASP part (Including taxes to paid on total amount) (Rs.)	IGR Dept. Part, (Rs.)
1	Fee for doing e-Registration without home visit	700	550	150
2	Fee for doing e-Registration in single home visit	1000	850	150
3	Fee for doing e-Registration in two home visits	1300	1150	150

- 4.5.1.1. On submission of document, ASP shall be eligible to collect fee of Rs. 700 (or visit fee as mentioned above if applicable) from the citizen. Out of this Rs. 150 has to be paid to the Department as Departmental Charges. This will be debited from the Advance already submitted to the Department. Thus as ASP will provide service to citizens and charge them Fee (Rs. 700), Advance payment with the Department will keep reducing by amount Rs. 150.
- 4.5.1.2. If citizen has opted for visit, ASP can charge extra Rs. 300 per visit. ASP can't charge more than Rs. 600 as visit fee for two different visits.
- 4.5.1.3. ASP can do second visit for any one party who is not present in the first visit or parties are at different locations. In any case ASP is not allowed to charge fee more than as mentioned above.
- 4.5.1.4. Tax (like Service tax etc on total amount i.e. Rs. 700 or 1000 or 1300 as applicable) obligations arising out of the e-Registration has to be taken care by ASP. Dept. won't pay anything to the ASP for paying taxes. Moreover ASP has to fulfil all its tax obligations from the above mentioned fee amounts only. ASP is not allowed to claim any amount over the fee mentioned above to pay any taxes.

It is to be noted ASP has to pay applicable taxes of Departmental charges also.

4.5.2 Departmental Charges

- 4.5.2.1. The applicant shall be required to make an advance payment of minimum Rs. 10,000 at the time of submitting Undertaking to the Department. The mode of payment shall be Demand Draft/Cash/Online Payment as per instructions given by department later.
- 4.5.2.2. This amount shall be utilised to make payment of Departmental charges. Department charges are explained in Section 4.5.1. With each document submission, applicable Department Charges will be debited from the Advanced Payment.
- 4.5.2.3. It is mandatory to submit advanced payment and there is no relaxation to anybody (Individual or Institution) for whatsoever reason.
- 4.5.2.4. The statement of this advanced payment will be available online through e-Registration application as and when made available by NIC in application.
- 4.5.2.5. Once the advance payment is exhausted, ASP will be required to refill it immediately for continue doing e-Registration. If Advance payment balance goes below Rs. 1000, ASP account will be locked.
- 4.5.2.6. Amount once submitted as ASP fee will not be refunded back in any case.

5 Instructions to ASP

5.1 Training

ASP will be given appropriate training by the concerned DIG to understand e-Registration application, process flow of registration and related rules and regulations.

5.2 Facilities enjoyed by ASP

As an ASP, he will be able to enjoy following facilities,

- 5.2.1. ASP can display outside its e-Registration outlet – “Authorized Service Provider for e-Registration of Leave & License agreement”. But nothing more or less can be displayed. (Template will be provided)
- 5.2.2. List of Authorized ASPs will be made available on the Department’s official website www.igrmaharashtra.gov.in under the list of Agencies.
- 5.2.3. If ASP is facing any difficulty in doing e-Registration, his issues will be heard through a separate channel.

5.3 Transfer & Sub Letting

No outsourcing of work would be allowed in the project

5.4 Statutory Obligation

The ASP will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund Act, ESI Act, etc. and the Dept. shall not incur any liability of the ASP for any expenditure whatsoever on the persons employed by the ASP on account of any such statutory obligation.

6 Information Security and Confidentiality

- 6.1. In any case whatsoever, ASP should keep the confidentiality of the information they are dealing with and in no case shall compromise with the confidentiality and privacy of the customer.
- 6.2. ASP shall ensure that it shall use the data only for the purpose intended and shall not engage in any further dealing with the data including but not limited to storage of data in local systems, copying of data, extracting of data or printing of data without appropriate directions or permissions.
- 6.3. ASP shall ensure privacy of data at all costs. ASP shall not share any information to any entity. Any request for sharing of information by any legal authority shall be dealt by the Department and its offices.
- 6.4. The ASP or any person on its behalf shall not publish the sensitive personal data or information.
- 6.5. ASP shall sign an undertaking with all its officers and employees working on this project regarding maintenance of privacy and confidentiality of data.

7 Instruction to Applicants

7.1 RFAP Document

The applicant is expected to examine all instructions, forms, terms and specifications in the RFAP document. Failure to furnish all information required by the Department in the prescribed format given in this document or submission of an application not substantially responsive to the RFAP bidding documents in every respect will be at the applicant's risk and may result in rejection of the application.

7.2 Amendment of RFAP

- 7.2.1. At any time, this office may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective applicant modify, change, incorporate or delete certain conditions in the RFAP.
- 7.2.2. Amendments made by the Department shall be binding on all the selected and prospective ASPs.

7.3 Interpretation of clauses in the RFAP Document

- 7.3.1. In case of any ambiguity in the interpretation of any of the clauses in RFAP Document, the Department interpretation of the clauses shall be final and binding on all parties.
- 7.3.2. The decision taken by the Department in the process of Application evaluation will be full and final.

7.4 Eligibility Criteria

- 7.4.1. The applicant must be a –
 - 7.4.1.1. A Company/Corporation registered under the Indian Companies Act 1956 and should be in business of IT or ITES or should be incorporated before 1 year
OR
 - 7.4.1.2. A Partnership firm registered under the Partnership Act 1932 such that it is a Law firm or at least one partner is having qualification or experience in IT/Computer Science. (Memorandum of understanding or Agreement in respect of Partnership must be submitted along with the application)
OR
 - 7.4.1.3. A Joint Venture of not more than 3 companies registered under the relevant Act. The Joint Venture should have come into force before the last date of submission of acceptance. One company from IT. (Memorandum of understanding or Agreement in respect of Joint Venture must be submitted along with the application)
OR
 - 7.4.1.4. Scheduled Commercial Bank or Cooperative Bank regulated by The Banking Regulation Act, 1949
OR

- 7.4.1.5. Cooperative Housing Society registered under The Maharashtra Co-operative Societies Act, 1960

OR

- 7.4.1.6. Any Individual with minimum Graduation Degree and competent to provide online service of e-Registration as per Scope of Work.
- 7.4.2. Applicant or any other partners in case of Partnership must not have been blacklisted in the last 3 years by Central or any State Government.
- 7.4.3. Applicant must be registered with Income Tax Department and should be in possession of PAN.
- 7.4.4. Individual applicant and agents of ASP Institution doing e-Registration should have UID
- 7.4.5. Individual applicant and every employee of the applicant organisation who will be directly dealing with the citizen should not have criminal background or any case registered against them. They also need to submit character certificate from Police Department.

7.5 Area of Operation

Application has to be submitted to the concerned DIG of the Department as per location (Permanent Address in case of individual and registered office address in case of organisation) of applicant. Selected ASP shall be authorized to work for e-Registration of L & L of properties located in the entire state of Maharashtra.

7.6 Undertaking

Department will scrutinize the Application form and supporting documents submitted by the applicant. Based upon the result of scrutiny and at its discretion, Department may call applicant deposit advance payment with the Department.

7.7 Abdication of Authorization

If the proposal made by the Department is no longer lucrative or viable for the ASP or if any amendment in RFAP is not acceptable to ASP, it may very well abdicate its Authorization to the Department. ASP should not remain authorized with the Department if it is no more interested in providing the services. ASP should immediately abdicate its authorization in such situation.

8 Special Conditions of RFAP

8.1 Use of party data and document

The Applicant shall submit regular reports to the Department as instructed by department time to time.

8.2 Change Orders

The Department may at any time, by written order or notice published publicly, make changes within the general scope of the Authorisation in any one or more of the following:

- 8.2.1. The Services to be provided by the Bidder.
- 8.2.2. Type of documents to be allowed for e-Registration.

8.3 Punitive Action

If any ASP is found violating terms and conditions of the RFAP document, one or multiple of the following actions against the ASP may be taken,

- 8.3.1. Forfeiture of all the deposits by the ASP to the Department.
- 8.3.2. Terminating the authorization of ASP
- 8.3.3. Blacklisting the ASP for next five years to participate in any of the project/initiative/tender/scheme of the Department.

If there is a case of serious complaint or RFAP non-compliance against ASP, Dept. at its discretion may also initiate civil or criminal proceedings against the ASP. Possible grounds for such action could be

- 8.3.4. As mentioned in Section 82 of The Registration Act.
- 8.3.5. Malpractices related to evasion of Government tax or fee.
- 8.3.6. Malpractices as per IT Act.
- 8.3.7. Malpractices which can harm citizen or society in any way.

8.4 Force Majeure

- 8.4.1. For purposes of this clause, "Force Majeure" means an event beyond the control of the ASP and not involving the ASP's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Department either in its sovereign or contractual capacity, wars or revolutions, major fires, heavy floods, epidemics, quarantine restrictions and freight embargoes.
- 8.4.2. If a Force Majeure situation arises, the ASP shall promptly notify the Department in writing of such conditions and the cause thereof. Unless otherwise directed by the Department in writing, the ASP shall continue to perform its obligations under the authorization as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

8.5 Resolution of Disputes

The matter regarding any dispute shall first be sorted out at the level of concerned Deputy Inspector General of Registration. If the dispute persists to remain unresolved, then it will be entertained, heard & finalised at the level of Inspector General of Registration, Maharashtra.

9 General Conditions

9.1 ASP's Integrity

The ASP is responsible for and obliged to conduct activities as defined in the scope of work in accordance with this document. ASP need to mandatorily provide services of e-Registration within its capacity as & when asked by the citizen. ASP should not misuse the authorization given by the Department under the scope of this RFAP for conducting other business.

Also authorisation as per this RFAP is being given for providing services as mentioned in this RFAP only. There will be no other relationship between Department and ASP apart from as mentioned in this RFAP document.

ASP should not try to find out or contact the Sub Registrar to which document has been submitted for registration. In case of any query, ASP is advised to contact concerned DIG or Call Centre or to the officer as designated by the Department for the purpose.

Once any applicant is selected and has become ASP for the Department, he is not allowed to do e-Registration available generally to all in public domain. He has to mandatorily use his login credentials to access e-Registration application.

9.2 Corrupt or Fraudulent Practices

- 9.2.1. The Department requires that the applicants observe the highest standards of ethics during the application and award of authorisation. In pursuance of this policy, the Department:
- 9.2.2. Defines, the terms set forth as follows:
 - 9.2.2.1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the application process; and
 - 9.2.2.2. "Fraudulent practice" means a misrepresentation of facts in order to influence a application process or an execution of authorisation to the detriment of the Department, and includes collusive practice among applicants (prior to or after application submission).
- 9.2.3. If the Department determines that the Applicant has engaged in corrupt or fraudulent practices in application process; the Department
 - 9.2.3.1. Will reject the application/award of authorisation
 - 9.2.3.2. Will declare the company/firm/individual ineligible, either indefinitely or for a stated period of time
 - 9.2.3.3. Will be liable both civil as well as criminal proceeding and will be blacklisted for a period of five years
- 9.2.4. The past performance of the applicant will be cross-checked, if necessary. If the facts are proven to be dubious, the application will be ineligible for further processing.

9.3 ASP's Obligation

- 9.3.1. The ASP is obliged to work as per directions of The Department, act within its own authority and jurisdiction and abide by directives issued by the Department.

- 9.3.2. The ASP will abide by the job safety measures prevalent in India and will free the Department from all demands or responsibilities arising from accidents or loss of life the cause of which is the ASP's negligence. The ASP will pay all indemnities arising from such incidents and will not hold the Department responsible or obligated.
- 9.3.3. The ASP is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanour. The ASP is responsible for all issues related to their employees and in no case Department shall be held responsible for the ASP's employees' conduct. ASP shall indemnify the Department against any claims, court cases etc.
- 9.3.4. The ASP should not claim to be the Government officer or Government appointed officer to register the documents. The decision on Registration will be taken by Sub Registrar only. ASP is only the facilitator for e-Registration. Therefore ASP should not be involved in any of such activities in which he/she/it is portrayed as an (Govt. or Govt. authorised agent) responsible for doing Registration of documents.
- 9.3.5. *He will not deal in registration of Agreement to leave and licenses or any other document in conventional mode*

10 Application Process

10.1 Procedure

- 10.1.1. Applicant should first go through the RFAP document to understand the T & C of granting authorisation
- 10.1.2. If applicant is satisfied with the proposal, s/he has to submit his/her acceptance to DIG as per format in Annexure 1 along with the documents as mentioned in Annexure 5.
- 10.1.3. Upon successful verification of Application (Undertaking and supporting documents), applicant will be required to make an Advance Payment of minimum Rs. 10,000. Receipt of payment should be carefully stored.
- 10.1.4. Upon successful payment verification, Letter of Authorization will then be issued to the ASP as per format in Annexure 10.
- 10.1.5. Name of ASP will be displayed on official website of Dept.

10.2 Language of Application

The application prepared by the applicant, as well as all correspondence and documents relating to the application submitted by the Applicant should be in English only.

10.3 Deadline for Submission of Application

As of now this is an open ended proposal from the Department. There is no deadline for submitting applications. Department may withdraw/amend this proposal any time at its discretion without any prior intimation.

10.4 Clarification of Application

During evaluation of application, Department may, at its discretion, ask the Applicant for a clarification of its application. The request for a clarification and the response shall be in writing.

10.5 Contacting the Concerned Officer

- 10.5.1. Applicant may contact the Concerned DIG from the Department for further details.
- 10.5.2. Any effort by an Applicant to influence the Department or any of its officer in its decision on application evaluation or selection may result in disqualification of the applicant forever.

10.6 Department's Right to Accept/Reject any or all applications

The Department reserves the right to accept or reject any application, or to annul the application process and reject all applications at any time prior to the award of Authorisation to work as ASP, without thereby incurring any liability to the affected Applicant any obligation to inform the affected Applicant on the grounds for the Department's action.

11 Annexure**Annexure 1 – Undertaking cum Application Form**

(To be submitted on letterhead of organisation, if applicable)

RFAP No. IGR/_____

Date : ____/____/20__

To,

Deputy Inspector General of Registration,

<<**name of division**>>

<<**address of DIG office**>>

Sir,

I hereby accept the proposal offered by the Department of Registration & Stamps, Maharashtra (hereinafter referred to as “Department”) to provide the service for e-Registration of Leave & License document as specified in the RFAP document.

I, the undersigned, declare that:

- (a) I have examined the RFAP Reference No. XXXXXX (hereafter called as RFAP) dated xx/xx/2015 and I am acquainted with the facts and circumstances of the RFAP. Thus I have no reservations to the RFAP document.
- (b) I am acquainted with The Registration Act 1908, The Maharashtra Registration Rule 1961, The Indian Stamp Act, The Maharashtra Stamp Act and the other related rules and regulations through which functioning of Department is governed.
- (c) I offer to provide the services in conformity with the RFAP.
- (d) I will always work in good faith and spirit to promote e-Registration in the state.
- (e) I hereby submit our acceptance which includes the duly signed RFAP.
- (f) I am solely responsible for misdemeanour; management activities of the personnel working under us and undersigned named and styled Company / Joint Venture / Partnership firm.
- (g) I am responsible for dispute, claim etc arising out of any controversial things in regard to recruitment, appointment etc., working under the said Company / Joint Venture / Partnership firm.
- (h) I understand that this RFAP, together with our written acceptance thereof included in this Undertaking, shall be binding on me;
- (i) I understand that you are not bound to accept all or any acceptance to proposals that you may receive;

- (j) I will also submit Advance Payment of Rs. 10,000 at the time of submitting the ‘Undertaking’ as Deposit of Departmental Charges.
- (k) I also provide following information as part of my application to the Department which to the best of knowledge is correct and true.
 1. Nature of applicant (Company/Firm/Joint Venture/Bank/Cooperative Society/Individual).....
 2. Nature of primary business/profession of applicant.....
 3. Name of applicant (organisation or individual)
 4. Date of Birth/Date of Incorporation of applicant.....
 5. Gender of applicant (in case of individual otherwise mention ‘Organisation’).....
 6. Mobile Number of authorized person of applicant.....
 7. Landline Number (or second mobile number) of authorized person of applicant.....
 8. Email id of applicant.....
 9. UID of applicant (of authorised person in case of organisation).....
 10. Permanent address of applicant (Address of registered office in case of organisation).....
 11. PAN of applicant.....
 12. Details of outlets, if any, to be opened in separate annexure. Details should include Name of Manager of outlet, mobile no of manager, email id of manager, complete address of outlet.

Signature of Applicant (with official seal if applicable)

Date _____

Name _____

Designation _____

Address _____

Telephone _____

Fax _____

E-mail address _____

Annexure 2 - Hardware Specifications**BIOMETRIC DEVICE**

Specifications	
Single Finger Capture Device	Should work with Client/Server and Web Technology
	Auto-On™ (Automatic Finger Placement Detection)
Image Resolution	500 DPI and above
Operating Temperature (Approx.)	0° to +40° C
Operating Humidity	<90% RH non-condensing
Dimensions and Weight (Approx.)	27 x 40 x 73 mm, 100 g (without stand)
Supply Voltage / Max. Current	5.0V ± 5% supplied by USB
ESD Tolerance / Platen Hardness	12 to 15 kV / 750 Hk (6.8 Mohs)
Interface	USB 2.0 High Speed
Supported Standards	ISO 19794, INCITS 378, BioAPI, FIPS 201(PIV), SP 800-76
Certifications	FCC, CE, RoHS, GSA FIPS 201 APL, FBI IAFIS Certified
Supported Operating Systems (32 bit and 64 bit)	Windows 8/ Windows 7 / Vista / XP > Windows Server 2008 R2, 2003 > Java, Linux
<p>In case Device not working with OS mentioned or Application developed using Technology, ASP should assist in development and provide SDK for the same and make device operational within a week of issue raised date.</p> <p>The Biometric Device must also meet standards and requirements as specified by Unique Identity Authority of India.</p>	

INTEGRATED WEB CAMERA

Lens	5G Wide angle lens
Image Sensor	High quality 1/4 CMOS Sensor
Effective Pixels	2.0M pixels
Video Resolution	1280 x 1024 pixels

Image Resolution	800 x 600 pixels 1280 x 960 pixels 1600 x 1200 pixels
Frame Rates	1280 x 1024 @ 15fps 800 x 600 @ 15fps 640 x 480 @ 30fps 352 x 288 @ 30fps
Colour Depth	24-Bit True Colour
Interface	USB 2.0
Focus	5 cm to infinity
Microphone	Built-in snap shot button
Night Vision	Auto lighting LEDs
Zoom	4x digital zoom
OS Compatibility	Windows XP, Windows 7, Windows 8
Camera should have Auto Low Light Boost, Auto White Balance, Auto Exposure, Auto Compensation and Auto Face Tracking features.	

PORTABLE PRINTER

Category	Specifications
Black & White Print speed (ppm)	15
Color Print speed (ppm)	10
Duty cycle / month	500
Resolution in DPI	4800 x 1200
Interface	USB 2.0
OS support	Windows 8, Windows 7, Windows XP, Windows Vista

PORTABLE SCANNER

Type	Sheetfed
Colour	Both monochromatic and colour images scanning
Light Source	3-Colour (RGB) LED
Resolution	Standard - Minimum 300 x 300dpi
Levels of gray scale	256
Scanning Bit Depth	48 bit
Supported file formats	JPEG, PDF, TIFF
Supported paper size	A4 and Standard Letter Size
Scan Speed	Standard resolution with colour – max.15 sec Standard resolution with mono – max.10 sec
Interface	USB 2.0
OS support	Windows 8, Windows 7, Windows XP, Windows Vista

SCANNER

Method	CIS	
Light Source	3-Colour (RGB) LED	
Optical Resolution	2400 x 4800dpi	
Selectable Resolution	25 – 19200dpi	
Scanning Bit Depth		
Gray scale	16-bit input 8-bit output	
Colour	48-bit input (16-bit for each colour) 48-bit or 24-bit output (16-bit / 8-bit for each colour)	
Preview Speed	Approx. 14 secs	
Gray scale scanning speed	2400 dpi	5.6 msec/line

	1200 dpi	2.8 msec/line
	600 dpi	1.8 msec/line
	300 dpi	1msec/line
Colour scanning speed	2400 dpi	16.7 msec/line
	1200 dpi	8.4 msec/line
	600 dpi	4.3 msec/line
	300 dpi	3.7 msec/line

DESKTOP

Specifications	
OS and Anti Virus	Preloaded with Windows 8 or Windows 7 Professional 64 bit with Certificate of Authenticity recovery / restore media CD along with patches and updates for 3 years. Preloaded Antivirus along with patches & updates for 3 years.
Processor	Intel Core™ 3rd generation i3- Processor @ 3.2 GHz
Chipset	Intel H57/ Intel Q57
Motherboard	OEM Motherboard with 2 PCI, PCI Express x 16 downward compatible to PCI Express xl, 1- Serial, 1-RJ45, 1- VGA, 4-USB, Line in line out, mic, <u>Integrated graphics and sound device</u>
Display	18.5" Wide TFT 1024 X 768, Above TCO 03 Certified. Monitor of the same make of offered PC brand

Memory and HDD	4 GB DDR3 SDRAM @ 1066 MHz expandable to 8 GB Min. 1 DIMM Slot free for future upgrades & 500 GB <u>SATA HDD@ 7200 rpm</u>
Ether net and Ports	Integrated 10/100/1000 Mbps Gigabit LAN, with Wake On LAN Support, One serial port , Min 4 USB 2.0 port of which at least two should be on front side, 1- Parallel, 2- PS2, 1-RJ45, 1- VGA, 2 Line-in (stereo/microphone); 2 Lineout (headphone/speaker)
Key Board & Mouse	Heavy duty Bi-lingual (INSCRIPT) Etched Membrane Keyboard & Optical Mouse
Optical Drive	DVDRW

LASER PRINTER

Category	Specifications
Duplex printing	Yes
Print speed (ppm)	28
Duty cycle / month	50,000
Resolution in DPI(print and scan)	1200
Color Printing	Yes
Interface	USB 2.0, Ethernet 10/100 Mbps
Toner	Full
OS support	Windows 8, Windows 7, Windows XP, Windows Vista

Annexure 3 - Digital Photograph Specifications

Digital image should be:

- In colour
- Taken in front of a plain white or off-white background
- Taken in full-face view directly facing the camera
- With a neutral facial expression and both eyes open
- Taken in clothing that person normally wears on a daily basis
 - Uniforms should not be worn in your photo, except religious clothing that is worn daily.
 - Do not wear a hat or head covering that obscures the hair or hairline, unless worn daily for a religious purpose. Full face must be visible, and the head covering must not cast any shadows on your face.
 - Headphones, wireless hands-free devices, or similar wearable items are not acceptable in photo.
 - If person normally wear glasses (without tinted lenses), a hearing device, or similar articles, they may be worn in your photo.
 - Dark glasses or glasses with tinted lenses are not acceptable.
 - Glare on glasses is not acceptable in photo. Glare can be avoided with a slight downward tilt of the glasses or by removing the glasses or by turning off the camera flash.

Annexure 4 - Banks available on GRAS

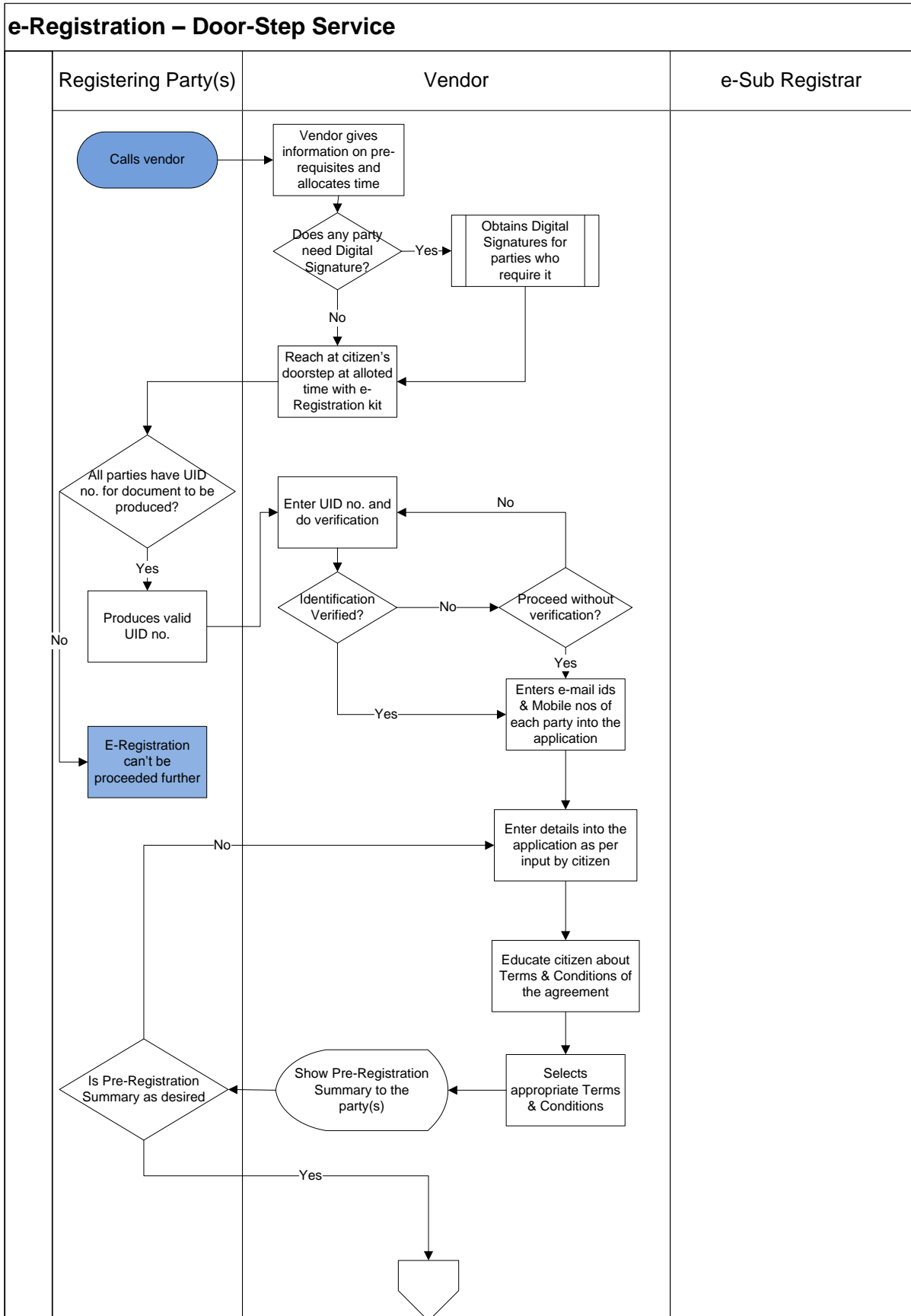
Selected ASP must open a bank account with at least one of the following banks in order to make online payments through GRAS –

1. Andhra Bank
2. Bank of Baroda
3. Bank of India
4. Bank of Maharashtra
5. Canara Bank
6. Central Bank of India
7. Corporation Bank
8. Dena Bank
9. IDBI Bank
10. Indian Overseas Bank
11. Indian Bank
12. Punjab National Bank
13. State Bank of Hyderabad
14. State Bank of India
15. State Bank of Patiala
16. Union Bank of India
17. Vijaya Bank

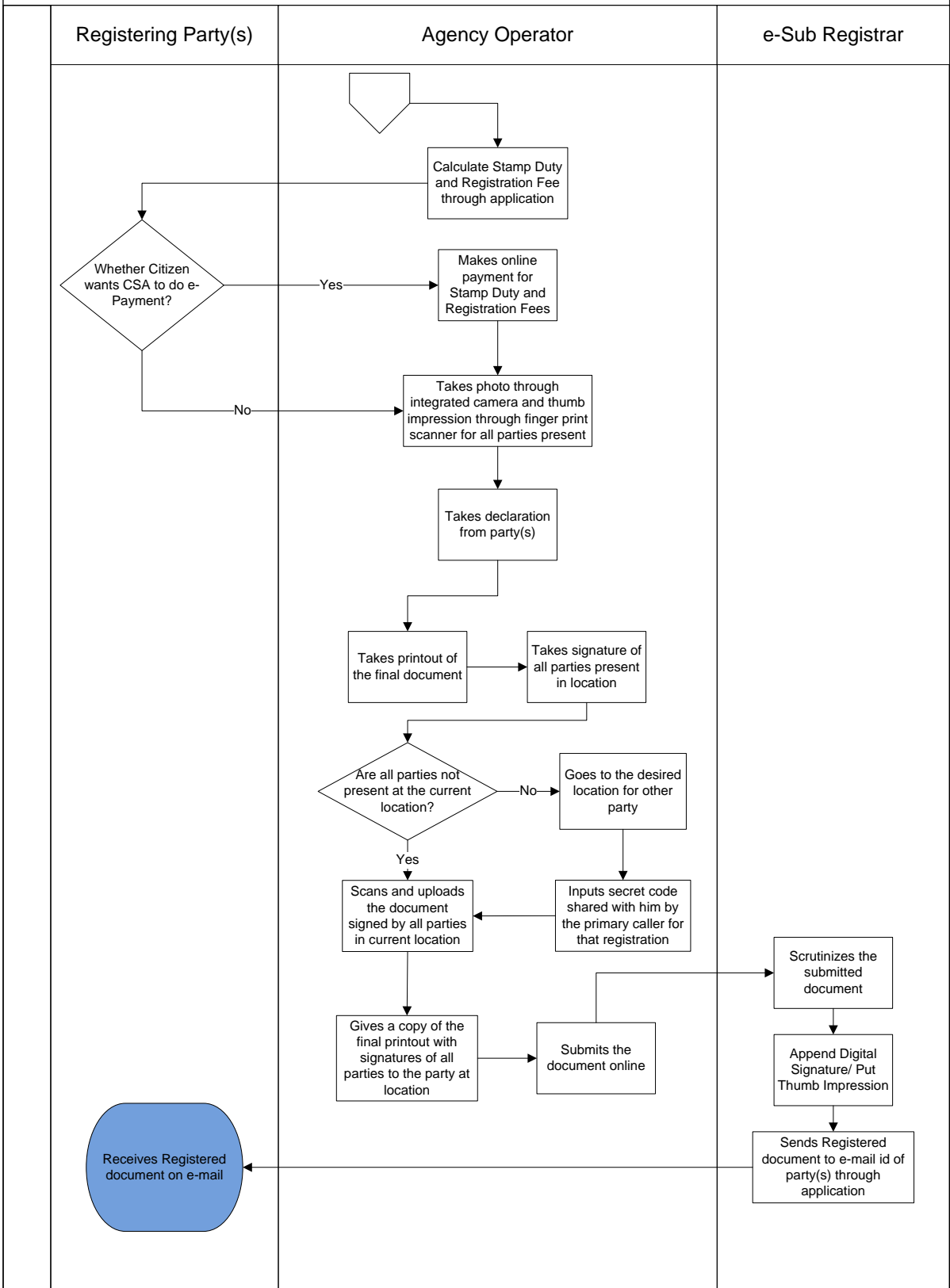
Annexure 5 – Check List of Documents

S.N	Document	Applicability (Individual/Organisation/ Both)	Submitted (Yes/No/NA)
1.	Letter of Acceptance	Both	
2.	Application Form	Both	
3.	Incorporation certificate/Partnership registration certificate or MoU/JV MoU or agreement	Organisation	
4.	Relevant sections of Memorandum of Association of the company or filings to the stock exchanges or any other document to indicate nature of business of the organisation.	Organisation	
5.	Highest qualification certificate or Experience certificate of one of the partner of partnership firm having qualification of experience in IT/Computer Science. (If applicable)	Organisation (Partnership Firm)	
6.	Banking License (if applicable)	Organisation (Bank)	
7.	Cooperative Society Certificate	Organisation (Cooperative Society)	
8.	Graduation Degree	Individual	
9.	LLB Degree or Relieving letter from Govt./Semi Govt./PSU	Individual	
10.	Address proof (Permanent Address proof for individual and Registered office address proof for organisation)	Both	
11.	Copy of PAN card	Both	
12.	Service tax Certificate	Both	
13.	Police verification certificate	Both	

Annexure 6 – Flowchart of e-Registration process



e-Registration – Door-Step Service



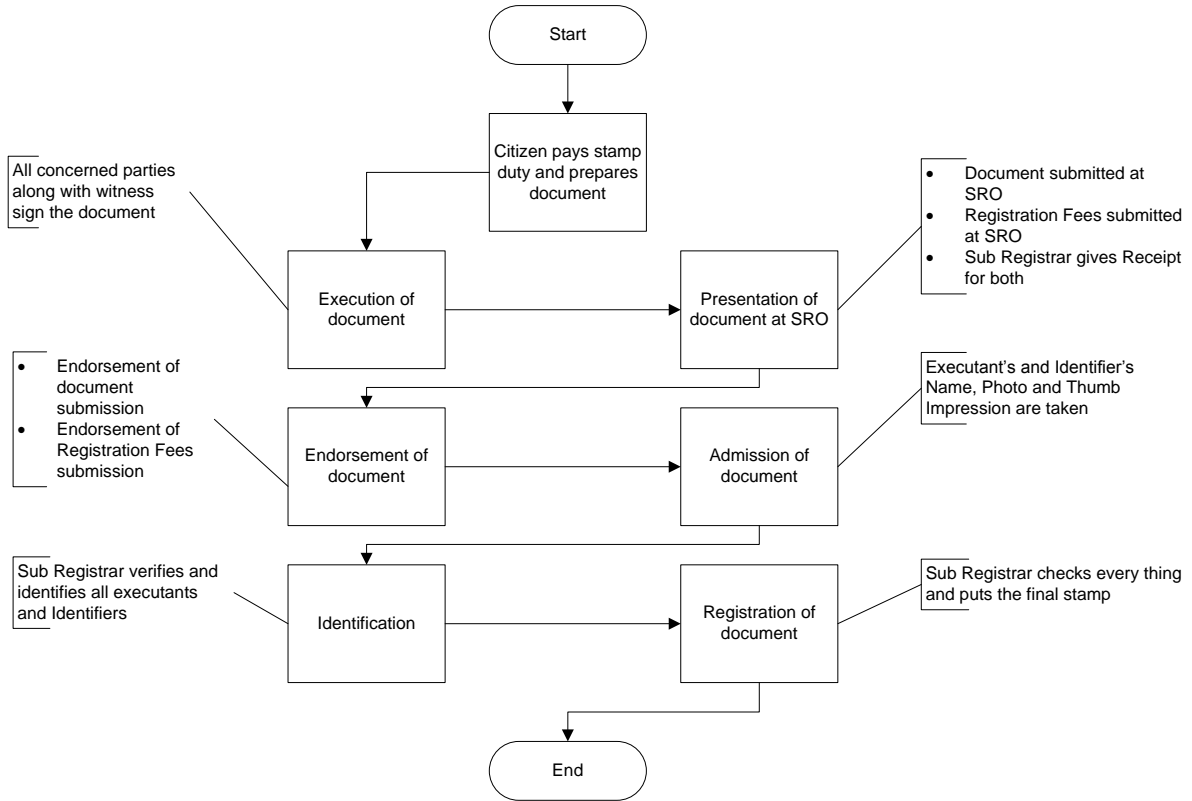
Annexure 7 – Draft Leave & License Agreement

Draft of L & L agreement is available on link <https://efilingr.maharashtra.gov.in/ereg/LAndL.pdf>

Annexure 8 – Comparison between Manual Registration process and e-Registration

S.N	Criteria	Manual Registration Process	e-Registration
1	Document Preparation	Manually before coming to SRO	Online at the time of e-Registration
2	Payment of S.D. & R.F.	Manual	Online
3	Execution	Through Signature	Using Biometric/Digital Signature
4	Identification	Physical Identification	Through UID
5	Submission	Physical	Online
6	Verification & scrutiny of document	Physical scrutiny of draft document	Standardized document requiring minimal verification which is done online by SR.
7	Verification of Identity	Physical Verification by asking questions	Online using UID
8	Registration	By physically putting stamps, endorsements, seal & signatures	Online Registration by SR
9	Registered document	Available in physical format	Available in soft format

Annexure 9 – Physical Process of Registration



Annexure 10 – Letter of Authorization**Letter of Authorization**

Date :

This letter hereby authorizes <<Name of applicant>> with permanent address/registered office address << Permanent address of applicant or Address of registered office in case of organisation>> to act as Authorized Service Provider for the Department of Registration & Stamps, Maharashtra for providing services as mentioned in RFAP Reference no XXXXXXXXXX.

This authorization will be applicable from<<Date of Authorization>> till letter of termination or withdrawal of RFAP.

The following documents shall be deemed to form and be read and construed as part of this Letter of Authorization viz:

1. RFAP Document (Ref No. _____)
2. Undertaking submitted by <<Name of ASP>> on _____, 2015

Acceptance to this 'Letter of Authorization' by applicant includes declaration by applicant that,

1. S/he is aware that upon breach of any of the conditions of the said RFAP, DIG may issue a notice in writing, determine and may cancel letter of authorization.
2. DIG has the right to cancel the Letter of Authorization at any time upon giving one month's notice in writing without compensating the ASP.
3. DIG or any Gazetted Officer in the office of the DIG authorized by the DIG may give notices in connection with the Letter of Authorization.
4. ASP; subject to circumstances beyond (Force Majeure); if fails to deliver the deliverables and services in accordance with the conditions mentioned in the RFAP document, Undertaking and Letter of authorization, the DIG shall at his option be entitled to take necessary punitive actions against him as per the relevant sections of the RFAP document.

Deputy Inspector General of Registration, <<Name of Division>> ,

<<Address of DIG Office>>