

1. What is e-District Delhi?

It is a facility provided by Delhi e-Governance Society, Information Technology Department, Govt. of NCT of Delhi for online delivery of services to citizens in a time bound and hassle free manner.

2. What are the technical specifications for uploading documents?

The file size should not be more than 100 KB. The document should be clearly legible.

3. What to do when I cannot find my locality in the list?

Click on the link provided along with the locality dropdown or You can contact us via the given phone no. or email-id to send request for including your locality.

4. What should I do if my application has been rejected?

You will have to apply again after completing the documents/procedure because once the application is rejected by the concerned authority, no further action can be taken.

5. What should I do if my application remains for more than the specified number of days?

Please contact the concerned authority on the contact numbers or email address provided in the contact us.

6. How can I view the status of my application?

This can be seen from the 'Track Your Application' link on the home page. You can also check this by sending an SMS - EDISTDL to 7738299899.

7. How can I apply/register if I am less than 18 years old?

If you are less than 18 yr old then any one of your parent or legal guardian can add your profile to his/her registered account and then apply through it.

8. What do I do if I do not have a valid Aadhaar Number?

Aadhaar Number is not mandatory for registration or applying for services, you can do this through other available identity documents also. In case of any difficulty, you can apply at the Sub Division/Tehsil counter also.

9. I am applying online, what documents do I need to submit at the counter for processing my application?

You need to submit documents, the original affidavit (wherever required) and self-attested copies of other supporting documents was required in the instruction sheet of the concerned form at the counter window during the official working hours. You can also send the same by post to the concerned SDM office but you must write application number at the top of the envelope before sending it to the SDM office. For documents which can be verified from online database, no supporting documents need to be submitted at the counter.

10. What happens to my application if I do not send the supporting documents and affidavit (wherever required)?

Your application will get rejected if necessary attachments are not received within SLA time-lines at the concerned Sub-Division office.

11. Can I delete the uploaded documents?

No, once the document are uploaded it cannot be removed.

12. My document cannot be verified online from the concerned department. What should I do?

Check your document number, or contact the department concerned with that document. You can still proceed by uploading a scanned copy of your document.

13. How can I register at e-District Portal?

On e-District portal Home Page click New User, after that enter your details and follow the instructions as they appear on the screen.

14. Can I edit my application after submission?

No, you cannot edit your application after final submission.

15. Which browser version required is best suited for the e-District website?

e-District Delhi runs best on IE 8+, Firefox 3+ and Chrome 4+ browsers. However IE 11+ you need to enable the compatibility view.

16. What do I do if an objection has been raised on my application?

You can visit the online portal to check the reasons for objecting to the application provided by the competent authority. This may be due to incomplete documents. You can also visit the Counters at the Sub-division office or make a call on the number provided to know what additional documents are required to be submitted.

17. What is the time frame in which a citizen can reapply for a service?

A citizen is allowed to re-apply for a service once if his previous application has been rejected by the competent authority. Citizens are advised not to re-apply, if they do not meet the eligibility criterion for the application.

18. What is the application does not work on my system?

Either your browser is outdated and does not meet the system requirements or your internet connection is too slow. e-District Website should be viewed in a screen resolution of 1024 by 768. Your browser version should be either IE 8 or higher, Firefox 3 or higher and Chrome 4 or higher.

19. How do I receive my Certificate?

Once your application is approved you can download the digitally signed certificate from the e-District portal using your application number provided to you at the time of applying (online or at the counter) and download the certificate from the portal. Authenticity of the certificate can be verified by the user-agencies online using the certificate number.

20. What happens to my profile if I forget the login details?

Your profile can be retrieved at any point of time. You need to have the mobile number and the document number used for registration that you submitted at the time of creating the profile. If your mobile is no longer valid then you may contact the e-District team to retrieve your account. Please note that no duplicate accounts can be created using same

identity documents.

21. What happens to my profile if my document is not verified online?

The system allows you to create a profile if the document number is not verified in real time. However the system will not allow you to raise any service request till the time the details are verified online. If the citizen details are not verified online from department database, the profile gets automatically deleted within 72 hours. The citizen may raise a fresh request on the portal with correct details thereafter.