

## Rule 3: System of Electronic Service Delivery

- (1) The appropriate Government may on its own or through an agency authorised by it, deliver public services through electronically- enabled kiosks or any other electronic service delivery mechanism.
- (2) The appropriate Government or its agencies may specify the form and the manner of Electronic Service Delivery.
- (3) The appropriate Government may determine the manner of encrypting sensitive electronic records requiring confidentiality, while they are electronically signed.
- (4) The appropriate Government shall notify the service providers and their agents authorised for Electronic Service Delivery.
- (5) The appropriate Government may allow receipt of payments made by adopting the Electronic Service Delivery System to be a deemed receipt of payment effected in compliance with the financial code and treasury code of such Government.
- (6) The appropriate Government may authorise service providers or their authorised agents to collect, retain and appropriate such service charges as may be specified by the appropriate Government for the purpose of providing such services from the person availing such services:  
Provided that the apportioned service charges shall be clearly indicated on the receipt to be given to the person availing the services.
- (7) The appropriate Government shall by notification specify the scale of service charges which may be charged and collected by the service providers and their authorised agents for various kinds of services.
- (8) The appropriate Government may also determine the norms on service levels to be complied with by the Service Provider and the authorised agents.