



Through E-mail

**STATE CONSUMER DISPUTES REDRESSAL COMMISSION,  
MAHARASHTRA**

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Hajarimal Soman Marg, Opp.C.S.T. Rly.Stn; Mumbai-400 001.  
Tel.No.022-22072097 / 22057409

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No.SC/Mah./Est-3/Working/2014/ 2983

Dated : 4<sup>th</sup> June, 2014

To,

- 1) The Registrar Legal,  
State Consumer Disputes Redressal Commission,  
Maharashtra, Nagpur and Aurangabad Circuit Bench
- 2) The Registrars,  
All District Fora in the State of Maharashtra

**Subject : Regarding abolition of Affidavit and promotion of Self-  
certification.....**

Reference : Letter No.24(6)/2014-CPU, dt.27<sup>th</sup> May, 2014 from Deputy Secretary,  
Government of India, Ministry of Consumer Affairs, Food & Public  
Distribution, Department of Consumer Affairs, New Delhi &  
annexures thereof

With reference to above referred subject, with prior approval of Hon'ble  
President of this Commission, I herewith send the copy of referred letter @ its  
annexures for immediate implementation of the directions given in the said letter.

*ASW  
04/06/14*

( A.S.Wairagade )  
Registrar Legal,  
State Commission, Maharashtra,  
Mumbai

Encl : As stated above.

c.c. submitted with respect to :

- 1) Hon'ble Judicial Members and Hon'ble Members of State Commission,  
Maharashtra
- 2) Hon'ble Presidents and Hon'ble Members of District Forums in the State of  
Maharashtra

No. 24(6)/2014-CPU  
Government of India  
Ministry of Consumer Affairs, Food & Public Distribution  
Department of Consumer Affairs

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प्रधान सचिव कार्यालय क्रीड़ा  
4195  
02/06/2014  
प्रधान सचिव स्वाक्षरी  
प्रधान सचिव  
DSW  
03/06/14

Krishi Bhawan, New Delhi.  
Dated the 27<sup>th</sup> May, 2014

To

(1) The Registrar,  
NCDRC,  
Upbhokta Nyay Bhawan,  
'F' Block, GPO Complex,  
INA, New Delhi – 110 023

(2) The Registrars of all the SCDRC

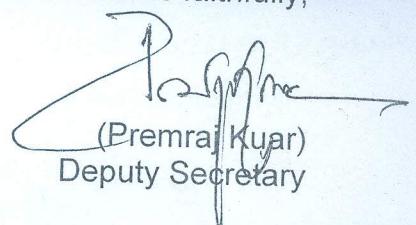
**Subject:** Abolition of Affidavit and Promotion of Self-certification - reg.

Sir,

I am directed to refer to D.O. letter No. K-11022/67/2012-AR dated 11.04.2014 from Secretary, Department of Administrative Reforms, PG & Pensions on the subject mentioned above (copy enclosed) and to state that as per the Consumer Protection Regulation, 1986, only self-certified affidavit in support of the complaint by the aggrieved consumers is required. Therefore, it has been decided that henceforth the Complainant should not be forced to file the Affidavit as required in Judicial Courts and only self-attested documents/affidavits should suffice while filing complaints.

2. This information may kindly be widely circulated and all Consumer Fora ensure implementation.

Yours faithfully,

  
(Premraj Kuar)  
Deputy Secretary

to circulate  
to all concerned.

Encl.: As above.

R  
3/04

संजय कोठारी  
Sanjay Kothari

सचिव  
SECRETARY

Secy. (CA)  
Dy. No. S.O.S.3.  
Date... 15/4/14



AS (CA) 1053/1014  
Date: 22/4/14

भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
प्रशासनिक सुधार, लोक शिकायत और पेंशन विभाग  
सरदार पटेल भवन, संसद मार्ग,  
नई दिल्ली-110001

GOVERNMENT OF INDIA,  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,  
DEPARTMENT OF ADMINISTRATIVE REFORMS, PG  
& PENSIONS  
SARDAR PATEL BHAVAN, SANSAD MARG,  
NEW DELHI-110001

D.O. No.K-11022/67/2012-AR

Dated 11<sup>th</sup> April 2014

Subject- Abolition of Affidavit and Promotion of Self-certification

Dear Keshav,

Kindly refer to my Office Memorandum of even number dated 10 May 2013 on the above subject (copy enclosed). Government of Punjab has taken a pioneering effort in this regard and a brief presentation is enclosed.

2. Some Ministries and State Governments like Government of Karnataka, Madhya Pradesh, Jharkhand have adopted the provision of self-certification of documents such as mark sheet, birth certificate etc. by the applicants/stakeholders. Under the self-attestation method, the original documents are required to be produced at the final stage.

3. You will appreciate that the above method is citizen friendly and obtaining either an attested copy or affidavit not only costs huge money to the poor citizen but also involves wastage of time of the citizens as well as of the Government officials. A Concept Paper of Government of Punjab can be seen on our website ([www.darpg.gov.in](http://www.darpg.gov.in)).

4. I will request you to kindly review the existing requirements of affidavits and attested copy in various forms in your Ministry/Department in a phased manner and wherever possible, make provision of self-certification of documents.

This will be relevant for  
BIS / LM / Consumer for a  
Please process separately in file - By Secy -  
30/4/14

With warm regards  
Yours sincerely,

(Sanjay Kothari)

Shri Keshav Desiraju  
Secretary  
Dept. of Consumer Affairs  
Krishi Bhavan, New Delhi

Copies to  
PA]

22-4-14

Sanjay  
22/4/14

Dir - BIS

Dir - LM

DS - CPO

pl. put up on file

by 24/04/2014. \* Rm.



सूचना का  
अधिकार

237

Sl No 8 (Issue)

No.K-11022/67/2012-AR  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Administrative Reforms & Public Grievances

.....

Sardar Patel Bhavan, Sansad Marg,  
New Delhi-110 001. Dated the 10<sup>th</sup> May, 2013

OFFICE MEMORANDUM

Subject: Self-certification

The Second Administrative Reforms Commission in its 12<sup>th</sup> Report titled "Citizen Centric Administration -- The Heart of Governance", has recommended adoption of self-certification provision for simplifying procedures. ([www.darpg.gov.in](http://www.darpg.gov.in))

2. Taking a cue from this some Ministries/State Governments have adopted the provision of self-certification of documents like marksheets, birth certificate etc. by the applicants/stakeholders instead of asking for an attested copy of the documents by a Gazetted Officer or filing of affidavits. Under the self attestation method, the original documents are required to be produced at the final stage.
3. You will appreciate that the above method is citizen friendly and obtaining either an attested copy or affidavit not only cost money but also involves wastage of time of the citizens and the Government officials.

It is requested to kindly review the existing requirements of attested copy or affidavit in various application forms in a phased manner and wherever possible make provision for self-certification of documents, after obtaining the approval of the competent authority.

Sanjay Kothari  
(Sanjay Kothari)  
Secretary to the Government of India  
Tele: 23742133

5/5/15  
ISSUED

Secretaries to the Government of India

## Rationalization of Affidavits for Reforming Public Service Delivery System

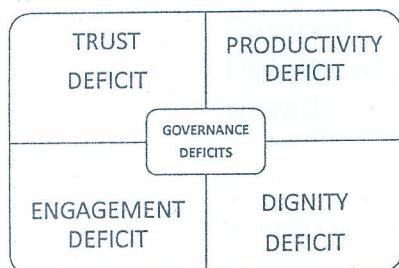
Department of Administrative Reforms and Public Grievances,  
Government of India

### Introduction

- The 2<sup>nd</sup> ARC (12<sup>th</sup> report) recommended simplification of procedures. The Punjab Governance Reforms Commission endorsed the same.
- Government of Punjab developed and implemented the scheme of rationalisation of affidavits and self certification.
- DARPG wrote to all Central Ministries and State Governments for abolition of affidavits and promotion of self certification of documents on 10<sup>th</sup> May, 2013 and 13<sup>th</sup> December 2013. [go to Concept Note](#)
- Minister of State (PMO &PP) chaired a meeting on self certification and abolition of affidavits on 24<sup>th</sup> July 2013.

### Attempt to bridge the Governance Deficits

PGRC conducted public opinion surveys of citizens satisfaction with service delivery. It pointed to four major deficits



### Key Areas of Government – Citizen Interface

- Analysis of transactions in Suwidha centres(front-end service delivery centres) in Punjab showed that out of 22.68 lakh services delivered through the Suwidha centres, 14.8 lakh pertained to attestation of affidavits.
- Most of the affidavits called for not required by any Statute or under any provision of law. The Government of Punjab could identify only 12 services where an affidavit is mandatory under State and Central laws
- Government of Punjab decided to abolish Affidavits which are not required by statute

### Identification of solutions : Abolition of Affidavits

- Declarations before Civil Servants are as good as Affidavits.
- Application forms were drafted containing an undertaking that 'facts stated are true and correct to best of his / her knowledge and belief'.
- Any False Declaration before a Civil Servant attracts various penal sections of IPC such as Section 177, 182, 193, 197, 198, 199, 200, & 209.
- As far as admissibility of documents under Indian Evidence Act , there is no weightage of affidavits over self declarations.

### Identification of solutions : Self Certification by citizens

- Replacement of attestation by gazetted officer with self certification by the Citizen.
- Self Attestation of certificates accepted for school, college admissions , employment authorities.

