



Secondary & Higher Education Division

Group- K

(NTRCA)

Online Certificate correction and duplicate certificate

Service Provider



Summary Total	
Time	30 Days
Cost	-
Visit	-

No.	Steps	Actor	Time	Cost	Visit	Deliverables	Challenge
1	Sending to Concerned Officers	Chairman Member Director DD	Half Day	-	-	Marked Application	
2	Application Put Up on File	Assistant Director	3 days	-	-	Filing	□ Verification of application information with multiple agencies
3	Decision	Chairman, Member, Director, DD	3 days	-	-	Approval	□ Availability of concerned officer for approval
4	Certificate Verification & Printing	System Analyst	1 day	-	-	Unsigned Certificate	
5	File Put Up for Certificate Signature	Assistant Director	1 day	-	-	Filing for Signature	
6	Signing of Printed Certificate	Chairman Member Secretary	1 day	-	-	Signed Certificate	
7	Information Entry on Register	Assistant Director	Half day	-	-	Register Update	
8	Online Database Update	System Analyst	1 day	-	-	Online Database Update	
9	Certificate Delivery	Assistant Director	-	-	-	Certificate	