



Transforming Service Delivery to citizens in Faridabad

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SARAL HARYANA

Aligning with Digital India's vision of faceless, paperless and cashless service/scheme delivery model, Antyodaya-SARAL aims to transform citizen service delivery in Haryana through complete digitization of over 600+ services. The vision for Antyodaya-SARAL is a unified platform to deliver and track Government-to-Citizen (G2C) services/schemes across the state.

SARAL HARYANA

SARAL Kendra

Providing only
Services to the
Citizen

**Antyodaya
SARAL**

Providing both
Services &
Scheme to the
Citizen

**Antyodaya
Kendra**

Providing only
Scheme to the
Citizen

PARIVAR PEHCHAN PATRA

परिवार पहचान पत्र

The primary objective of Parivar Pehchan Patra (PPP) is to create authentic, verified and reliable data of all families in Haryana. The Family ID will be linked to the Birth, Death and Marriage records to ensure automatic updation of the family data as and when such events happen.

Parivar Pehchan Patra (PPP) Integration

“PPP Database being enriched from Antyodya Sara”



Authentic, Verified and Reliable data of all families in Haryana



Income/ DOB Verification

1 **67.06** Lakhs Updated Families



Verification of Occupation from Multiple sources like HRMS, Industry Labour, etc.

2 **2.64** Crores Updated Members



Hard coupling services like PDS integration

3 **59.28** Lakhs Signed Families



Proactive Over the Counter Service Delivery like Delivery of Caste, Income, Domicile certificates

4 **2.40** Crores Signed Members



Determine eligibility through which automatic self-selection of beneficiaries

5 **30.11** Lakhs Families **Income** verified

6 **32.60** Lakhs Families **Caste** verified

7 **59** Departments Integrated

8 **453** Schemes and Services Integrated

Proactive Service Delivery

...inching towards R-Governance i.e Real Time Governance

- Family Identity Data Repository (FIDR) has been established, each family member is uniquely identified through PPP ID.
- State Created AUTHENTIC, VERIFIED & RELIABLE DATA having Birth, Death, Marriage, Caste, Income, Address, Profession, etc.
- SARAL services check for PPP validations in REAL TIME to identify POI, POA, DOB, INCOME, CASTE and AUTO FILLS the SARAL Forms for ease and OVER THE SHELF of delivery to Citizens (like Caste Certificates, Income certificate and EWS certificate)
- Govt. is in ADVANCED STAGES to PROACTIVELY launch some schemes & services without even citizens applying for them (like PDS data update, Start/ Stop - Old Age Pension, Vivah Shagun Yojna, Kanyadaan Yojna).

**Outside
Right to Service
Acts**

Lead to

**Auto Appeal
System (AAS)**

Components of SARAL

(Simple, All inclusive, Real Time, Action Oriented, Long lasting)



A **unified platform** to deliver and track Government-to-Citizen (G2C) services

Aligned with Digital India's vision of faceless, paperless and cashless service delivery model

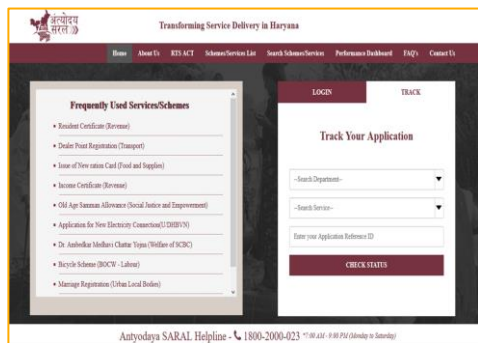
Aims to **transform service delivery to citizen** through complete digitization of **602** services.



Uniqueness of SARAL Solution

Multiple Points for applicants to get 569 Services & Schemes

At Home



Web Portal

[<https://saralharyana.gov.in>]

In Village / Ward



Common Services Centre

12532

At District/Tehsil/ Sub-division



SARAL Kendra

119



Mobile App [Jansahayak]

350+

SARAL Services
on m-platform

- ✓ Extensive publicity coverage on TV, radio & outdoor hoardings

✗ Footfall in government offices only when physical presence is mandatory



IMPACT of the initiative – SARAL Overall



22

Districts



47

Departments



229

Schemes



373

Services

1 Online application



5,18,57,712

Applications Received

2 Online status tracking

3 Proactive status SMS



5,03,93,763 (97.2%)

Applications Processed

4 Review dashboards

5 Notifications to officials



4,26,72,284 (84.7%)

Processed within RTS

Custom DASHBOARD
H'CM, Adm. Secys., HODS
and DCs with visibility on
adherence to statutory RTS
timelines

10 Lac+
Applications
Monthly

60% CSC ↓

13% Kendra ↓

27% Online ↑ (ENCOURAGED)

Extensive coverage of Antyodaya SARAL on TV, radio & outdoor hoardings



Aligned to Digital India Vision...



- No direct interaction with officials
- No departmental office walk-in
- Completely Online service delivery
- Status tracking through SMS, helpline & online mode (web/ mobile)



- Only ONLINE mode of Application submission
- Eradicated need of POI and POA submission for Citizen having PPP
- No PHYSICAL FILE movement
- Integrated with DigiLocker



- Integrated with Payment Gateways & eGRAS
- POS machines at all Saral Kendras
- CSC e-Wallet at Common Service Centres



Uniqueness of the initiative



Integrated Antyodaya SARAL Helpline

for queries or to register any complaint or File Appeal under RTSA 2014



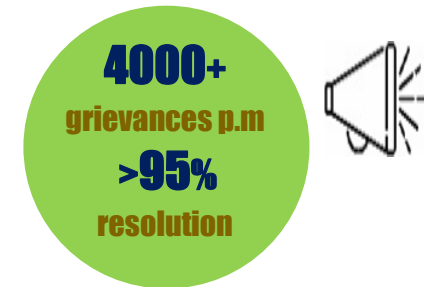
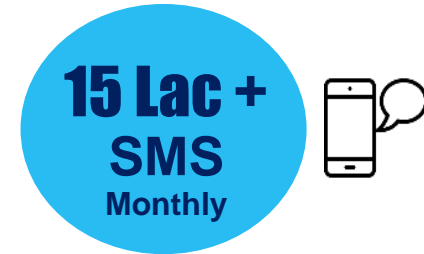
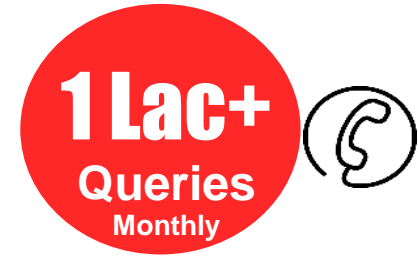
Earlier

- 12 service delivery related helplines across 31 departments!



Antyodaya Saral Helpline

- One integrated helpline of State
- Every grievance is ticketed and sent to department/ district official concerned
- Avg **2172** tickets generated daily & **99.11%** resolved



90-member Call Centre already in operation | Monday to Saturday 7 AM to 8 PM

Antyodaya SARAL Citizen Helpline: 0172-3968400



Uniqueness of the initiative



Entrance



Waiting Area



Token Screen



Operations



Convenience

Helpdesk, AC waiting area, token system facility, single-window, public amenities like water coolers, toilets etc. at all SARAL Kendras



Uniqueness of the initiative



Auto Appeal

Powered by **nicmeet**

Under Haryana Right to Service (RTS) Act, 2014 **Automatic Appeal filed by System** in case notified timelines breached. Eligible person can also file appeal

- Delivers Service
- Or Refuses service
- Or Overshoots time limit

- Hearing
- Interim/Final Order/Direction to DO

- Hearing
- Interim/Final Order
- Penalty upto Rs. 5000/- on officer
- Compensation upto Rs. 1000/- to Citizen

- Hearing
- Interim/Final Order
- Penalty upto Rs. 20,000/- on officer(s)
- Disciplinary Action
- Compensation upto Rs. 5000/- to Citizen



Designated Officer (DO)

- Citizen applies for notified service/scheme



1st Grievance Redressal Authority

- Auto appeal if notified timeline breached
- Or Applicant files appeal



2nd Grievance Redressal Authority

- Auto appeal if no action taken by 1st GRA in 30 days
- Applicant can also file appeal



Right to Service Commission

- Auto appeal if no action taken by 2nd GRA in 30 days
- Applicant can file appeal
- Suo Moto
- Virtual hearing allowed

Uniqueness of the initiative



Auto Appeal

More than 45K+ Appeals FILED & 21K+ DISPOSED

S.No.	Department	Service/Scheme	Competent Official	Penalty imposed on the Official (in Rs.)	Compensation to Citizen (In Rs.)
1	HSVP	Conveyance Deed	JE, sector-34, Gurugram	20000	5000
2	HSVP	Transfer Permission	EO, HSVP, Sonapat	20000	
3	ULB	Fire NOC	ADFO, Safidon	20000	
4	ULB	Sewer	Commissioner, MC, Faridabad	20000	5000
5	Health	Death Certificate	Dy. Civil Surgeon, Rohtak	20000	5000
6	HSVP	Legal Heir	Account Officer & Assistant, HSVP, Panchkula	10000	5000
7	ULB	Fire NOC	ADFO, Safidon	5000	
8	UHBVN	Billing Complaint	SDO Samalkha	5000	
9	HSVP	Issuance of DPC	JE, PKL	3000	
10	Home	Arms Licence	ASI, Hisar	3000	
11	UHBVN	Overhead Line Breakdown	JE Cirle Sonapat	2000	
12	DHBVN	Meter Complaint	JE, DHBVN, Gurugram	2000	
13	ULB	Fire NOC	Fire Station Officer, Karnal	1000	
14	ULB	Fire NOC	Fire Station Officer, Karnal	1000	
			Total	132000	20000

Trainings & Capacity Building



SARAL Helpline (Call Centre Executives)

Regular trainings conducted by departments, State NIC-SARAL team

Refresher Trainings (Periodic)

SARAL Kendra Operators

Multiple Trainings by District Officials, CMGGA (Master trainers)

District Officials/CMGGAs

Multiple Training-cum-Sensitization workshops by State NIC-SARAL team through Video-Conferencing

Department Officials

Training-cum-Sensitization workshops by State NIC-SARAL team

Training conducted by respective departments

Department's Developers

Technical training of service configuration on SARAL conducted by NIC Delhi & NIC Haryana



Knowledge Management System (KMS) extensively used by Helpline/SARAL Operators and Citizens as well

Replicability & Sustainability

Low Cost of Ownership

Services developed by the
in-house teams

Ownership of the Department

System developed on
open source technologies

Application is Scalable

Multiple additional stakeholders /
schemes/ users can be easily added

**Framework
Replication**

Replicated in other states such as
Karnataka , Orissa, W. Bangal and Assam

Sustainability

Nominal service charges – for the self
sustained financial viability in future.

THANK YOU
