



Business Reform Action Plan 2022

Government of Haryana



PROCEDURE

1. Online application for domicile/Resident certificate is accepted through the website, www.saralharyana.gov.in.

The screenshot displays the homepage of the Antyodaya SARAL Helpline website. The header includes the Government of Haryana logo, the text 'Transforming Service Delivery in Haryana', and a navigation menu with links: Home, About Us, RTS ACT, Schemes/Services List, Search Schemes/Services, Performance Dashboard, FAQ's, and Contact Us. The main content area is divided into three columns. The left column, titled 'NEWLY LAUNCHED SCHEMES/SERVICES', lists several services: Issuance of New Arms License, Renewal of Arms License, Registration of Outside Arms License, Extension of Area Validity of Arms License, Acquisition of Firearm, and Deletion of Weapon from Arms License. The middle column, titled 'TRACK YOUR SERVICE ONLINE', features buttons for 'TRACK APPLICATION / APPEAL' and 'TRACK TICKET ONLINE', and a section for 'TRACK YOUR SERVICE THROUGH SMS' with instructions on how to use SARAL. The right column, titled 'SIGN IN HERE', contains a login form with fields for 'Login ID' and 'Password', a 'SUBMIT' button, and links for 'Forgot Password' and 'New user ? Register here'. A helpline number '0172-3968400' and operating hours are displayed below the main content. The footer includes various government logos and the text 'Antyodaya SARAL Helpline - 0172-3968400 *7:00 AM - 8:00 PM (Monday to Saturday, excluding Government Holidays)'.

2. New user requires to register in the portal.

This screenshot is identical to the one above, showing the homepage of the Antyodaya SARAL Helpline website. However, a red arrow points to the 'New user ? Register here' link in the 'SIGN IN HERE' section, highlighting the registration process for new users.



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3. It will redirect to a new window.

saralharyana.gov.in/citizenRegistration.html

ServicePlus
Metadata-based Integrated eService Delivery Framework

HOME SELECT STATE LOGIN

Full Name *
Enter Your Full Name

Email Id *
Enter a valid Email Address

Mobile No.
+91 Enter Mobile No.

Password *
Enter Your Password
8 characters min. One uppercase One lowercase One special char One numeric

State *
Select

863293

Captcha

SUBMIT

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4. User needs to fill the form and click on the submit button.

saralharyana.gov.in/citizenRegistration.html

ServicePlus
Metadata-based Integrated eService Delivery Framework

HOME SELECT STATE LOGIN

Full Name *
xyz

Email Id *
xyz123@gmail.com

Mobile No.
+91 9865355542

Password *
.....
8 characters min. One uppercase One lowercase One special char One numeric

State *
CHANDIGARH

863293

Captcha

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5. It will redirect to a new window where user needs to fill OTP details and after clicking on the “Validate” button new ID will be created.

saralharyana.gov.in/citizenRegistrationSubmit.html

Email Id
korsarbjeet02@gmail.com

Email OTP *
[Input Field] [RESEND\(0/2\)](#)

Mobile No.
+91 9988221135

Mobile OTP *
[Input Field] [RESEND\(0/2\)](#)

[VALIDATE](#) [BACK](#)

Note: It may be possible that, due to heavy load on servers, OTP and Verification link notification does not get delivered on time. If not received, you can close this window and follow any of the below option:
1. Login to ServicePlus Application using your email ID and password entered during registration and retry for verification.
2. Wait for some time and as soon as you receive the notification(s), click the verification link shared along with the OTP. After that, you will be able to login and apply for services.

6. To complete the further procedure it is required for the user to log in his/her ID first and after clicking on the “Submit” button a new window will be opened.

Government of Haryana

Transforming Service Delivery in Haryana

Home About Us RTS ACT Schemes/Services List Search Schemes/Services Performance Dashboard FAQ's Contact Us

NEWLY LAUNCHED SCHEMES/SERVICES

- Issuance of New Arms License
- Renewal of Arms License
- Registration of Outside Arms License
- Extension of Area Validity of Arms License
- Acquisition of Firearm
- Deletion of Weapon from Arms License

[KNOW MORE](#)

TRACK YOUR SERVICE ONLINE

[TRACK APPLICATION / APPEAL](#)

[TRACK TICKET ONLINE](#)

TRACK YOUR SERVICE THROUGH SMS

- Type SARAL and send to 9954699899 to track your application from your registered mobile number
- Type SARAL<space><Application ID/Ticket No.> and send to 9954699899 to track your application/ticket from any mobile number

SIGN IN HERE

Login ID:
shweta.saharan6@gmail.com

Password:
[Input Field]

[318914](#) 318914 [Refresh](#)

[SUBMIT](#)

[Forgot Password](#) [New user? Register here](#)

Antyodaya SARAL Helpline - 0172-3968400 *7:00 AM - 8:00 PM (Monday to Saturday, excluding Government Holidays)

india.gov.in PERFORMANCE DASHBOARD Department of Social Justice and Empowerment AAS | Auto Appeal System POWERED BY ANTODYAYA SARAL



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Government of Haryana



7. User is directed to log in details.

← → ↻ saralharyana.gov.in/loginWindow.do?servApply=N&OWASP_CSRFTOKEN=YN95-K3SB-FTZK-UH3D-IQ3W-KQA9-8ABD-SOUF

Gmail YouTube Maps

ServicePlus
Metadata-based Integrated eService Delivery Framework

HOME SELECT STATE **LOGIN**

Login ID

Password

926599

Captcha

LOGIN

Forgot Password ?

Don't have an account? Register [HERE](#)

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8. It is instructed to the user to click on the “Apply for services” button where he needs to open “view all available services” option button to further complete his/her action.

Government of Haryana

ANTYODAYA-SARAL Portal
Transforming Service Delivery in Haryana
Powered by ServicePlus

Menu

Manage Profile

Apply for services

View all available services

View Status of Application

Themes Language Shweta

ABOUT SERVICE PLUS

Welcome to Service Plus

ServicePlus is a generic application to provide an electronic delivery for all the services provided by The Government to The citizen. The Government of India, State Governments and Local Governments are providing various services to benefit the citizens at Centre, State or Local level primarily Government to Citizen (G2C) and Government to Business (G2B). The services provided are either demand driven or mandated by the legislation. The services provided by Government can be categorized as:

1. Regulatory Services: Regulatory services are services like trade licence, permit for construction of a building etc that can be denied by the Government.
2. Statutory Services: Statutory services are services like Issuance of Birth/Death certificate which cannot be refused by Government.
3. Developmental Services: Developmental Services are services or schemes provided by Government for the benefit of citizens like NREGS, IAY, Old age Pension etc.

The following are the salient features of the software -

1. Service(s) will be created online
2. Citizens will be submitting applications online
3. Service units will be able to receive application online
4. Service units will be able to verify documents and application fee online
5. Service units will be able to escalate application to some other person, in the case of absence of dealing authority, online
6. Citizens will be monitoring Application status online
7. Private Service Access Providers will be participating in the application receipt/submission and service delivery process online

Digital India data.gov.in india.gov.in



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9. If he wants to apply for Domicile/Resident Certificate then he is required to type “Resident certificate” in the search bar.

The screenshot shows the ANTYODAYA-SARAL Portal interface. The search bar is highlighted with a red box, and a red arrow points to it. The search bar contains the text 'resident'. The table below shows the results of the search.

Sl.No.	Service Name	Department Name
1	Haryana Resident Certificate	Revenue and Disaster Management Department
2	Extension of Residential Permit of Foreigners	Police Department
3	Economically Weaker Section (EWS) Certificate for Allotment of Residential Flat or Residential Plot by Housing Board	Revenue and Disaster Management Department

10. Click on the first link that is shown on the screen to complete the steps.

The screenshot shows the ANTYODAYA-SARAL Portal interface. The search bar contains the text 'res'. The table below shows the results of the search. The first row is highlighted with a red box, and a red arrow points to it.

Sl.No.	Service Name	Department Name	STATE
1	Haryana Resident Certificate	Revenue and Disaster Management Department	HARYANA
2	Extension of Residential Permit of Foreigners	Police Department	HARYANA
3	Economically Weaker Section (EWS) Certificate for Allotment of Residential Flat or Residential Plot by Housing Board	Revenue and Disaster Management Department	HARYANA



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11. In Enter Family ID, select member name, enter OTP and verify OTP. All data fetch from PPP, then submit.

The screenshot shows the 'Haryana Resident Certificate (Domicile)' application form on the ANTYODAYA-SARAL Portal. The form includes a menu on the left with options like 'Manage Profile', 'Apply for services', 'View all available services', and 'View Status of Application'. The main content area has a header 'Haryana Resident Certificate (Domicile)' and a section 'Application Details Through Family ID'. Under this section, there is a 'Please Select Choice' dropdown with two radio button options: 'I have Family ID' and 'I Forgot My Family ID or I Don't have Family ID'. Below this is a 'Declaration' section with a text area for the user to declare the information is true and correct. At the bottom, there is a checkbox labeled 'I Agree'.

12. Select option “I have family ID”.

The screenshot shows the 'Income Certificate - Application Data Entry' form. The form has a menu on the left and a main content area. The main content area has a header 'Income Certificate - Application Data Entry' and a section 'Application Details Through Family ID (परिवार पहचान क्रमिक के माध्यम से आवेदन विवरण)'. Under this section, there is a 'Please select choice (कृपया विकल्प चुनें)' dropdown with two radio button options: 'I have Family ID (मेरे पास परिवार पहचान क्रमिक है)' and 'I Forgot My Family ID or I Don't have Family ID (मैं भूल गया हूँ कि मेरे पास परिवार पहचान क्रमिक है)'. The 'I have Family ID' option is selected and highlighted with a red box. Below this is an 'Enter Family Id (परिवार पहचान क्रमिक दर्ज करें)' field with the value '60079968'. There is a 'Click here to fetch Family data (परिवारिक विवरण प्राप्त करने के लिए यहां क्लिक करें)' button. Below this is a 'Member Details (सदस्य का विवरण)' section with a 'Member Details (सदस्य का विवरण)' dropdown showing 'MOHESH KUMAR' and a 'Retrieve OTP' button. Below this is an 'OTP Verification (ओटीपी सत्यापन)' section with an 'Enter OTP (ओटीपी दर्ज करें)' field and a 'Click here to verify OTP (ओटीपी सत्यापन करने के लिए यहां क्लिक करें)' button. A red message at the bottom says 'OTP Sent to your registered mobile No.*****9323. It is Valid for 15 min'.



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13. User needs to type his/her family ID and click on the option “Click here to fetch family data”.

Government of Haryana
ANTYODAYA-SARAL Portal
Transforming Service Delivery in Haryana
Powered by ServicePlus

Menu

- Manage Profile
- Apply for services
- View all available services
- View Status of Application

Themes Language Shweta

Language

Income Certificate - Application Data Entry

Application Details Through Family ID (परिवार पहचान क्रमांक के माध्यम से आवेदन विवरण)

Please select choice (कृपया विकल्प चुनें)

☐ I have Family ID (मेरे पास परिवार पहचान क्रमांक है)

☐ I Forgot My Family ID or I Don't have Family ID (मैं अपना परिवार मेरे पास परिवार पहचान क्रमांक नहीं है)

Enter Family Id (परिवार पहचान क्रमांक दर्ज करें)

5RZ03555

Click here to fetch Family data (परिवारिक डेटा प्राप्त करने के लिए यहां क्लिक करें)

Member Details (सदस्य का विवरण)

Member Details (सदस्य का विवरण)

Please Select

Send OTP (OTP भेजें)

14. Now user is instructed to select the member details from the list and an OTP will be sent to his/her mobile number.

Government of Haryana
ANTYODAYA-SARAL Portal
Transforming Service Delivery in Haryana
Powered by ServicePlus

Menu

- Manage Profile
- Apply for services
- View all available services
- View Status of Application

Themes Language Shweta

Language

Income Certificate - Application Data Entry

Application Details Through Family ID (परिवार पहचान क्रमांक के माध्यम से आवेदन विवरण)

Please select choice (कृपया विकल्प चुनें)

☐ I have Family ID (मेरे पास परिवार पहचान क्रमांक है)

☐ I Forgot My Family ID or I Don't have Family ID (मैं अपना परिवार पहचान क्रमांक भूल गया हूँ या मेरे पास परिवार पहचान क्रमांक नहीं है)

Enter Family Id (परिवार पहचान क्रमांक दर्ज करें)

6009888

Click here to fetch Family data (परिवारिक डेटा प्राप्त करने के लिए यहां क्लिक करें)

Member Details (सदस्य का विवरण)

Member Details (सदस्य का विवरण)

HARDESH KUMAR

Send OTP

OTP Sent to your registered mobile No. *****0123. It is Valid for 15 min

OTP Verification (ओटीपी सत्यापन)

Enter OTP (ओटीपी दर्ज करें)

Click here to verify OTP (ओटीपी सत्यापित करने के लिए यहां क्लिक करें)



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15. Enter the received OTP and click on the link verify OTP.

OTP Verification (ओटीपी सत्यापन)

Enter OTP (ओटीपी दर्ज करें) : 2473 [Click here to Verify OTP \(ओटीपी सत्यापित करने के लिए यहां क्लिक करें\)](#)

Personal Details (व्यक्तिगत विवरण)

Family Id (परिवार पहचान क्रमांक)	BCCR9448		
Applicant Name *	MUKESH KUMAR	आवेदक का नाम	मुकेश कुमार
Verified			
Father Name *	ISHWAR	पिता का नाम	ईश
Mother Name *	RAMRATI	माँ का नाम	रामती
Gender *	Male	लिंग	पुरुष
Verified			
Marital Status *	Married	विवाहिक स्थिति	विवाहित
Spouse Name	BAIKUSH	जीवनसाथी का नाम	बाइक
Date of Birth (व्यक्ति की तारीख)	05/07/1980		
Permanent Address (स्थायी पता)	H.No.-612, Landmark - NDHORE, Vill/Town - Nandol, District - PANDEY, Pin-132104		
Correspondence Address (संवादन का पता)	H.No.-612, Landmark - NDHORE, Vill/Town - Nandol, District - PANDEY, Pin-132104		
Mobile Number (संवादन नंबर)	9813210323	E-Mail (ईमेल)	

16. Now, user needs to fill in his/her personal detail.

OTP Verification (ओटीपी सत्यापन)

Enter OTP (ओटीपी दर्ज करें) : 2473 [Click here to Verify OTP \(ओटीपी सत्यापित करने के लिए यहां क्लिक करें\)](#)

Personal Details (व्यक्तिगत विवरण)

Family Id (परिवार पहचान क्रमांक)	BCCR9448		
Applicant Name *	MUKESH KUMAR	आवेदक का नाम	मुकेश कुमार
Verified			
Father Name *	ISHWAR	पिता का नाम	ईश
Mother Name *	RAMRATI	माँ का नाम	रामती
Gender *	Male	लिंग	पुरुष
Verified			
Marital Status *	Married	विवाहिक स्थिति	विवाहित
Spouse Name	BAIKUSH	जीवनसाथी का नाम	बाइक
Date of Birth (व्यक्ति की तारीख)	05/07/1980		
Permanent Address (स्थायी पता)	H.No.-612, Landmark - NDHORE, Vill/Town - Nandol, District - PANDEY, Pin-132104		
Correspondence Address (संवादन का पता)	H.No.-612, Landmark - NDHORE, Vill/Town - Nandol, District - PANDEY, Pin-132104		
Mobile Number (संवादन नंबर)	9813210323	E-Mail (ईमेल)	



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17. Photograph size should be between 20 kb to 50 kb.

User Photo(उपयोगकर्ता फोटो) (Image must be between 20 KB to 50 KB and resolution less than 500 x 300 px)

Choose File

Certificate Details (प्रमाणपत्र विवरण)

Certificate Type (प्रमाणपत्र का प्रकार) *
Income (for Education purpose)

Family Annual Income (पारिवारिक वार्षिक आय) (₹) *
Family Income is Not Verified by Local Committee!

Your family income is not verified in Parivaar Pehchaan Patra, This detail would be sent to respective local committee for income verification once you submit this application. Income certificate will be issued after verification by the local committee.

Profession (पेशा) *
State Govt./PSU contractual Employee

परिवार पहचान पत्र में आपकी पारिवारिक आय सत्यापित नहीं है, यह आवेदन जमा करने के बाद यह डिटेल आय सत्यापन के लिए संबंधित लोकल कमेटी को भेजी जाएगी। लोकल कमेटी द्वारा पारिवारिक आय के सत्यापन के बाद ही आय प्रमाण पत्र जारी किया जाएगा।

Location Detail(स्थान विवरण)

District(जिला) *
Tehsil(तहसील) *

18. Fill certificate details and family income.

Certificate Details (प्रमाणपत्र विवरण)

Certificate Type (प्रमाणपत्र का प्रकार) *
Income (for Education purpose)

Family Annual Income (पारिवारिक वार्षिक आय) (₹) *
100000

Family Income is Verified by Local Committee!

Profession (पेशा) *
Other labour

Location Detail(स्थान विवरण)

District(जिला) *
PANIPAT

Tehsil(तहसील) *
Panipat

Area(क्षेत्र) *
Rural

City/Village(शहर / गाँव) *
Nimbri

Pre-Verification (पूर्व सत्यापन)

Is Pre-Verified (क्या यह पूर्व-सत्यापित है) *
Yes

Declaration (घोषणा)

Declaration: I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein.



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19. Fill location details.

Certificate Details (प्रमाणपत्र विवरण)

Certificate Type (प्रमाणपत्र का प्रकार) *
Income (for Education purpose) *
Family Annual Income (वार्षिक वार्षिक आय) (₹) *
100000
Family Income is Verified by Local Committee!

Profession (पेशा) *
Other labour

Location Detail (स्थान विवरण)

District (ज़िला) *
PANIPAT *
Area (क्षेत्र) *
Rural *
Tehsil (तहसील) *
Panipat *
City/Village (शहर / गाँव) *
Nimbi

Pre-Verification (पूर्व सत्यापन)

Is Pre-Verified (क्या यह पूर्व-सत्यापित है) *
Yes

Declaration (घोषणा)

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein.

20. Select “Yes” for pre-verification.

Certificate Details (प्रमाणपत्र विवरण)

Certificate Type (प्रमाणपत्र का प्रकार) *
Income (for Education purpose) *
Family Annual Income (वार्षिक वार्षिक आय) (₹) *
100000
Family Income is Verified by Local Committee!

Profession (पेशा) *
Other labour

Location Detail (स्थान विवरण)

District (ज़िला) *
PANIPAT *
Area (क्षेत्र) *
Rural *
Tehsil (तहसील) *
Panipat *
City/Village (शहर / गाँव) *
Nimbi

Pre-Verification (पूर्व सत्यापन)

Is Pre-Verified (क्या यह पूर्व-सत्यापित है) *
Yes

Declaration (घोषणा)

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein.



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21. Select the check box “I Agree”, then enters the text for word verification and finally click the submit button.

The screenshot shows a web form with a dark blue sidebar on the left. The main content area has a light blue header with a dropdown menu labeled "Please Select". Below this is a section titled "Declaration (घोषणा)" with a paragraph of text in English and Hindi. A red box highlights the "I Agree" checkbox, with a red arrow pointing to it. Below the declaration is a "Word verification" section with a green box containing the number "155255" and a refresh icon. A red box highlights this section, with a red arrow pointing to it. Below the word verification is a "Submit" button, which is highlighted with a red box and a red arrow. At the bottom of the form, there are buttons for "Draft", "Submit", "Close", and "Reset".

22. After submission a page will display on the screen.

The screenshot shows a web form with a dark blue sidebar on the left. The main content area has a light blue header with a dropdown menu labeled "Please Select". Below this is a section titled "Location Detail(स्थान विवरण)" with a table of location details. Below this is a "Pre-Verification (पूर्व सत्यापन)" section with a table of verification details. Below the pre-verification is a "Declaration (घोषणा)" section with a paragraph of text in English and Hindi. A red box highlights the "I Agree" checkbox, with a red arrow pointing to it. Below the declaration is a "Submit" button, which is highlighted with a red box and a red arrow. At the bottom of the form, there are buttons for "Attach Annexure", "Edit", "Cancel", and "Click here to initiate new application".



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23. Click on the option “Attach Annexure”.

The screenshot shows a web form for the Government of Haryana. The form includes sections for Location Details, Pre-Verification, Declaration, and Additional Details. At the bottom, there is a red box highlighting the 'Attach Annexure' button, with a red arrow pointing to it. Other buttons visible are 'E-DR', 'Cancel', and 'Click here to initiate new application'.

24. Select address proof from enclosure document and click choose file and select a file.

The screenshot shows the ANTYODAYA-SARAL Portal. The 'ATTACH ENCLOSURE(S)' section is highlighted. It contains a table with columns for 'Enclosure Document' and 'File/Reference'. The 'Enclosure Document' column has a 'Select' button. The 'File/Reference' column has a 'Choose file' button, which is highlighted with a red box. There are also 'Scan' buttons and a 'Fetch from DigLocker' option. At the bottom, there are 'Save Annexure', 'Cancel', and 'Back' buttons.



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25. Click on the “scan” button.

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Menu
Manage Profile
Apply for services
View all available services
View Status of Application

ATTACH ENCLOSURE(S)

Enclosure(s):	Enclosure Document *	File/Reference *
Type of Enclosure *		
Address Proof *	Select	Choose file No file chosen Fetch from DigLocker
Preverification *	Select	Choose file No file chosen Fetch from DigLocker

Save Annexure Cancel Back

MINISTRY OF PANCHAYATI RAJ Digital India data.gov.in india.gov.in Deity PMINDIA

26. Click on “Save Annexure”.

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Powered by ServicePlus

Menu
Manage Profile
Apply for services
View all available services
View Status of Application

ATTACH ENCLOSURE(S)

Enclosure(s):	Enclosure Document *	File/Reference *
Type of Enclosure *		
Address Proof *	Select	Choose file No file chosen Fetch from DigLocker
Preverification *	Select	Choose file No file chosen Fetch from DigLocker

Save Annexure Cancel Back

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27. A page will display on the screen.

The screenshot shows a web application form with a dark red sidebar on the left. The main content area has a light gray background. At the top, there is a section for 'I Agree' with a 'Yes' button. Below this is the 'Annexure List' section, which contains two items: '1) Address Proof' with a link to 'Aadhaar Card' and '2) PreVerification' with a link to 'Attach Verified Report'. The 'Additional Details' section contains the following information: 'Application Reference Number(Offline Reference No/Token No.)', 'Register Number', 'Serial Number', 'Application Received On' (12/19/2022), and 'Apply to the Office' (Revenue and Disaster Management Department). Below this is a 'Draft Reference No' field with the value 'Draft_HRINC2022441372'. At the bottom of the form, there are three buttons: 'Make Payment' (green), 'Cancel' (red), and 'Click here to initiate new application' (blue). The footer of the page contains logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, insa.gov.in, DeitY, and PMINDIA.

28. Click on “Make payment” option.

This screenshot is identical to the one above, but with a red rectangular box highlighting the 'Make Payment' button. A red arrow points from the left towards the button, indicating the action to be taken.



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29. Select “Cash” option and make payment.

Government of Haryana
ANTYODAYA-SARAL Portal
Transforming Service Delivery in Haryana
Powered by ServicePlus

Menu
Manage Profile
Apply for services
View all available services
View Status of Application

Payment Details / Income Certificate

Mode Of Payment: **Cash**

Total Amount to be paid (in Rs.): 30.0

Receipt No.:

Payment Date: (Select last 20 days from current date)

Make Payment Reset Cancel

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30. Print Acknowledgement slip.

Government of Haryana
Acknowledgement

SARAL ID **Receipt Date :** 22/08/2022

Department Name: Revenue and Disaster Management
Service Name: Haryana Resident Certificate
Family ID:
Name:
Mobile No:
Email ID:
Permanent Address:
Correspondence Address:
Citizen/csc/kiosk id: sipramishra28@gmail.com
Total Amount Paid: 30.0

Thank you for using SARAL!

Please Note:
How can I track status? Login in your account and go in view and track your application status.
How will I know that my application has been processed? You will receive a notification from the department through SMS.
From where can I download the output certificate? Download your certificate by logging into your profile a saral.haryana@gov.in and clicking on **View status of your application** and then **Select track application** button.
In case of any query please contact us on Email ID: **saral.haryana@gov.in** or Helpline number: **0172-3968400**, Monday to Saturday, 8:00 AM to 8:00 PM



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31. Now your application request is submitted successfully. Please go to the URL provided on the acknowledgement page, and enter the SARAL Id there and click download. Your file will be downloaded.

32. Resident Certificate