



# Business Reform Action Plan 2022

Government of Haryana



## PROCEDURE

1. List of detailed procedure will open like shown below. Online application for income certificate is accepted through the website, [www.saralharyana.gov.in](http://www.saralharyana.gov.in).

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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:  
Enter your Login ID

Password:  
Enter your Password

318914 Type here

**SUBMIT**

Forgot Password New user ? Register here

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

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Department of Social Justice and Empowerment

2. New user requires to register in the portal.

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3. It will redirect to a new window.

The screenshot shows the citizen registration page on saralharyana.gov.in. The page features the ServicePlus logo and navigation links (HOME, SELECT STATE, LOGIN). The registration form includes fields for Full Name, Email Id, Mobile No., and Password. Below the password field, there are requirements: 8 characters min., One uppercase, One lowercase, One special char, and One numeric. A dropdown menu for State is set to 'Select'. A CAPTCHA image with the number 863293 is displayed, along with a 'Capcha' button. A green 'SUBMIT' button is at the bottom of the form. The footer contains copyright information and links to Web Policy, Privacy Policy, Cancellation & Refund Policy, Feedback, and Contact us.

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

This screenshot shows the same registration page as above, but with the form fields filled out: Full Name (xyz), Email Id (xyz123@gmail.com), Mobile No. (+91 9865355542), and Password (\*\*\*\*\*). The State dropdown is now set to 'CHANDIGARH'. A red arrow points to the green 'SUBMIT' button, which is also enclosed in a red rectangular box. The CAPTCHA image and other page elements remain the same.



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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  
korsarbjeeet02@gmail.com

Email OTP \*  
RESEND(0/2)

Mobile No.  
+91 9988221135

Mobile OTP \*  
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.

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- 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:  
\*\*\*\*\*

318914 318914

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

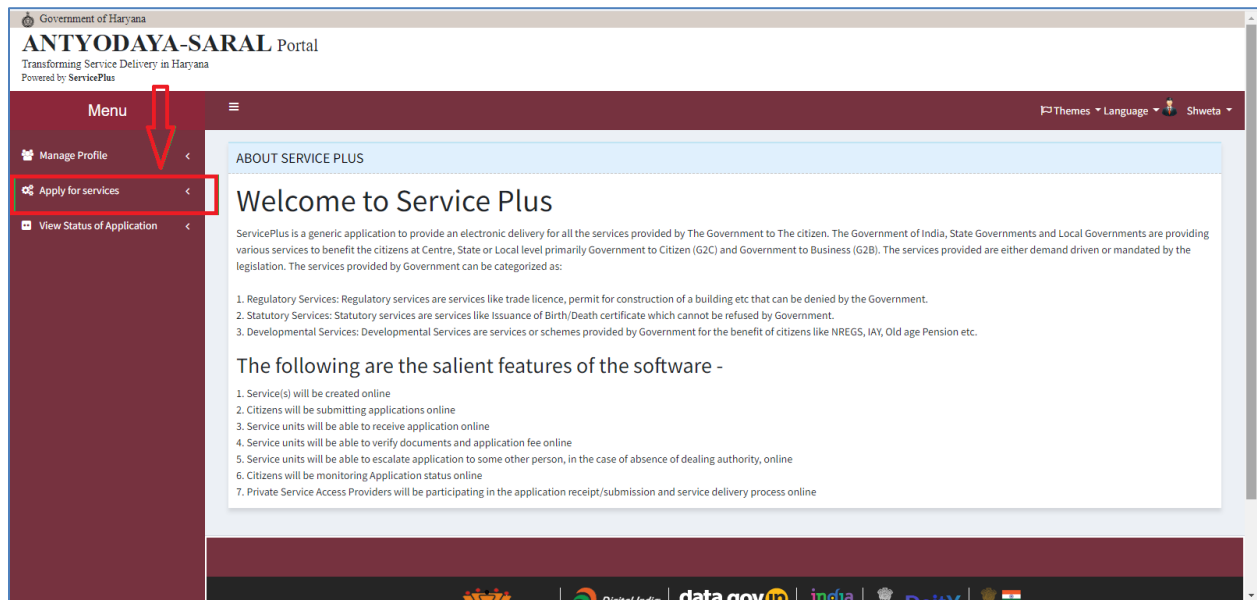


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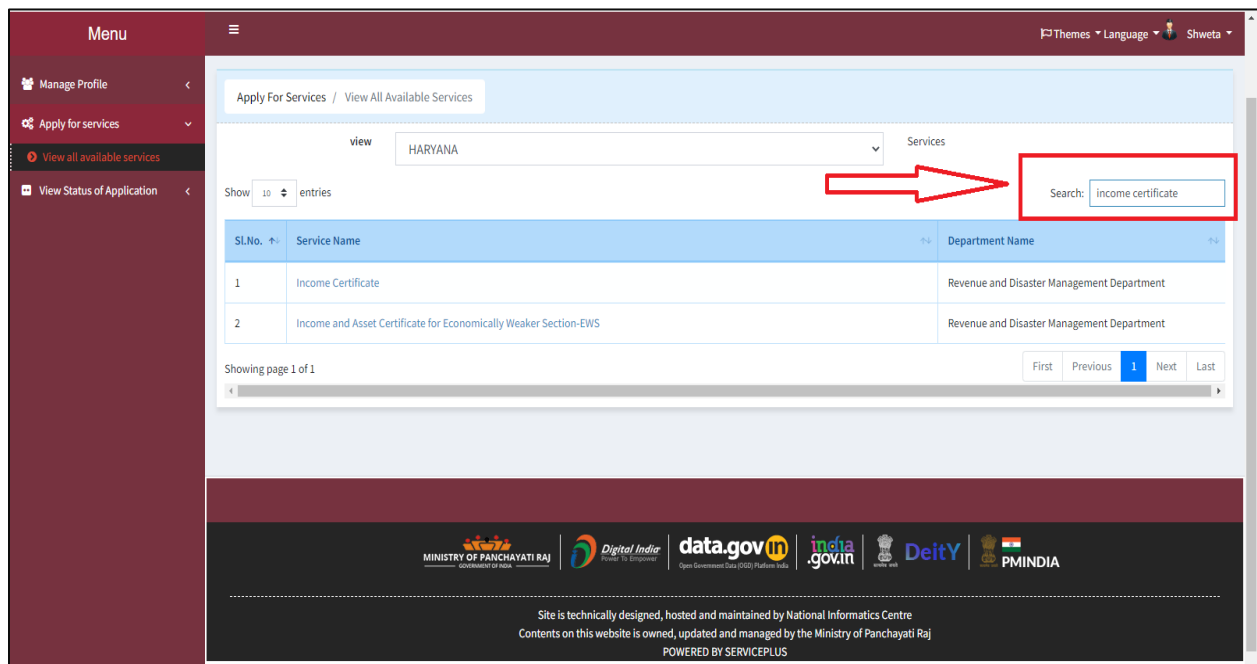
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7. It is instructed to the user to click on the “Apply for services” button where he needs to open “view all available services” option button to further complete his/her action.



8. If he wants to apply for Income Certificate then he is required to type “income certificate” in the search bar.





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

SLNo.	Service Name	Department Name
1	Income Certificate	Revenue and Disaster Management Department
2	Income and Asset Certificate for Economically Weaker Section-EWS	Revenue and Disaster Management Department

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

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)

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[Draft](#) [Submit](#) [Close](#) [Reset](#)



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### 11. Select option “I have family ID”.

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



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

**Income Certificate - Application Data Entry**

Application Details Through Family ID (परिवार पहचान क्रमिक के माध्यम से अकेदन विवरण)

Please select choice (कृपया विकल्प चुनें)

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

Enter Family Id (परिवार पहचान क्रमिक दर्ज करें)

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

Member Details (सदस्य का विवरण)

Member Details (सदस्य का विवरण)

OTP Verification (ओटीपी सत्यापन)

Enter OTP (ओटीपी दर्ज करें)

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

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

OTP Verification (ओटीपी सत्यापन)

Enter OTP (ओटीपी दर्ज करें)

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

Personal Details (व्यक्तिगत विवरण)

Family Id (परिवार पहचान क्रमिक)

Applicant Name

Father Name

Mother Name

Gender

Marital Status

Spouse Name

Date of Birth (वर्ष की तारीख)

Permanent Address (स्थायी पता)

Correspondence Address (पत्राचार का पता)

Mobile Number (मोबाइल नंबर)

E-Mail (ईमेल)



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

The screenshot shows a web form with two main sections. The first section, 'OTP Verification (ओटीपी सत्यापन)', contains a field for 'Enter OTP (ओटीपी दर्ज करें)' with the value '2473' and a button 'Click here to Verify OTP (ओटीपी सत्यापित करने के लिए यहां क्लिक करें)'. The second section, 'Personal Details (व्यक्तिगत विवरण)', contains various fields for personal information. Fields for 'Applicant Name', 'Father Name', 'Gender', and 'Marital Status' are marked as 'Verified'. The 'Permanent Address' and 'Correspondence Address' fields show a sample address: 'H.No.-612, Landmark - HDMRL, V/O/Town - Noida, District - PANDEY, Pin-132104'. The 'Mobile Number' field shows '9813210323'.

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

The screenshot shows a web form with a 'User Photo (उपयोगकर्ता फोटो)' section. A red box highlights the photo upload area, which includes a text instruction: 'User Photo (उपयोगकर्ता फोटो) (Image must be between 20 KB to 50 KB and resolution less than 500 x 300 px)'. A red arrow points to the 'Choose File' button. Below the photo section is the 'Certificate Details (प्रमाणपत्र विवरण)' section. It contains a 'Certificate Type (प्रमाणपत्र का प्रकार)' dropdown menu with 'Income (for Education purpose)' selected. The 'Profession (पेशा)' field shows 'State Govt./PSU contractual Employee'. A red message states: 'Family Income is Not Verified by Local Committee!'. Below this, a red message explains: '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.' The 'Location Detail (स्थान विवरण)' section is partially visible at the bottom.





## Business Reform Action Plan 2022

Government of Haryana



### 17. Fill certificate details and family income.

**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 (जिला) \*  
PANIPAT  
Area (क्षेत्र) \*  
Rural  
Tehsil (तहसील) \*  
Panipat  
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.

### 18. 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 (जिला) \*  
PANIPAT  
Area (क्षेत्र) \*  
Rural  
Tehsil (तहसील) \*  
Panipat  
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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Government of Haryana



19. Select “Yes” for pre-verification.

**Certificate Details (प्रमाणपत्र विवरण)**

Certificate Type (प्रमाणपत्र का प्रकार) \*  
Income (for Education purpose) \*  
Family Annual Income (परिवारिक 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, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

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

Please Select

**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, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

घोषणा : मैं एवद्वारा घोषणा करता / करती हूँ कि उपर्युक्त विवरण मेरे ज्ञान और विश्वास के आधार पर सही हैं और मैं आपको इसके बारे में किसी भी परिवर्तन की सूचना तुरंत दूंगा / दूँगी। यदि उपरोक्त किसी भी जानकारी को गलत या गलत तरीके से प्रस्तुत करना पाया जाता है, तो मुझे पता है कि इसके लिए मैं उत्तरदायी हूँ।

☐ I Agree

**Word verification**

155255  
Please enter the characters shown above

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

The screenshot shows a web form titled "Location Details (स्थान विवरण)". The form contains the following sections:

- Location Details (स्थान विवरण):**
  - District (ज़िला): PANIPAT
  - Tehsil (तहसील): Panipat
  - Area (क्षेत्र): Rural
  - City/Village/Post (गाँव / पोस्ट): Narni
- 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, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

घोषणा: मैं यहाँ घोषणा करता हूँ कि उपर्युक्त विवरण सत्य और विश्वास के अनुसार है और मैं उससे पहले की मेरी किसी भी घोषणा को सुधारा दूँगा। तुरंत। यदि उपर्युक्त किसी भी जानकारी को गलत या गलत तरीके से प्रस्तुत करने पाया जाता है, तो मुझे पता है कि इसके लिए मैं उत्तरदायी हूँ।

I Agree: Yes
- Additional Details**
  - Apply to the Office: Revenue and Disaster Management Department
  - Draft Reference No: Draft\_HRINC/2022-441372

At the bottom, there is a date and time stamp: 22/10/2022 10:23:03 IST. A red box highlights the "Attach Annexure" button, which is green with a document icon. Other buttons include "Edit", "Cancel", and "Click here to initiate new application".

22. Click on the option “Attach Annexure”.

This screenshot is identical to the one above, showing the same application form. A red box highlights the "Attach Annexure" button, and a red arrow points to it from the left. The rest of the form content remains the same.



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Government of Haryana



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

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

ATTACH ENCLOSURE(S)

Enclosure(s):

Type of Enclosure *	Enclosure Document *	File Reference *
Address Proof *	Select	Choose File No file chosen
Preverification *	Select	Choose File No file chosen

Save Annexure Cancel Back

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

24. Click on the “scan” button.

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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

ATTACH ENCLOSURE(S)

Enclosure(s):

Type of Enclosure *	Enclosure Document *	File Reference *
Address Proof *	Select	Choose File No file chosen
Preverification *	Select	Choose File No file chosen

Save Annexure Cancel Back

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



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25. Click on “Save Annexure”.

The screenshot shows the ANTYODAYA-SARAL Portal interface. On the left is a menu with options: Manage Profile, Apply for services, View all available services, and View Status of Application. The main content area is titled 'ATTACH ENCLOSURE(S)' and contains a table for uploading documents. The table has columns for 'Type of Enclosure', 'Enclosure Document', and 'File/Reference'. Two rows are visible: 'Address Proof' and 'PreVerification'. Each row has a 'Select' dropdown for the document type, a 'Choose file' button, a 'No file chosen' status, and a 'Scan' button. Below the table, there are three buttons: 'Save Annexure' (highlighted with a red box and a red arrow), 'Cancel', and 'Back'. The footer contains logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, india.gov.in, Deity, and PMINDIA.

26. A page will display on the screen.

The screenshot shows the next page of the ANTYODAYA-SARAL Portal. It features a 'Draft Reference No.' field at the top with the value 'Draft\_HRINC/2022/441372'. Below this is a section titled 'Annexure List' which contains two items: '1) Address Proof' with a link to 'Aadhaar Card' and '2) PreVerification' with a link to 'Attach Verified Report'. Below the annexure list is a section titled 'Additional Details' which contains the following information: 'Application Reference Number(Offline Reference No./Token No.)', 'Register Number', 'Serial Number', 'Application Received On' (12/10/2022), and 'Apply to the Office' (Revenue and Disaster Management Department). At the bottom of the form, there are three buttons: 'Make Payment', 'Cancel', and 'Click here to initiate new application'. The footer is identical to the previous screenshot, showing logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, india.gov.in, Deity, and PMINDIA.



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27. Click on “Make payment” option.

The screenshot shows a web form with the following sections:

- I Agree:** Yes
- Annexure List:**
  - 1) Address Proof: Aadhaar Card
  - 2) Pre-Verification: Attach Verified Report
- Additional Details:**
  - Application Reference Number(Offline Reference No./Token No.):
  - Register Number:
  - Serial Number:
  - Application Received On: 12/19/2022
  - Apply to the Office: Revenue and Disaster Management Department
- Draft Reference No:** Draft\_HRINC2022441372

At the bottom, there are three buttons: **Make Payment** (highlighted with a red box and a red arrow), **Cancel**, and **Click here to initiate new application**.

Footer: MINISTRY OF PANCHAYATI RAJ, Digital India, data.gov.in, infaha.gov.in, DeitY, PMINDIA.

28. Select “Cash” option and make payment.

The screenshot shows the 'Payment Details / Income Certificate' page. The 'Mode Of Payment' is set to 'Cash' (highlighted with a red box and a red arrow). The 'Total Amount to be paid (in Rs.)' is 30.0. The 'Receipt No.' and 'Payment Date' fields are empty. At the bottom, there are three buttons: **Make Payment** (highlighted with a red box and a red arrow), **Reset**, and **Cancel**.

Footer: MINISTRY OF PANCHAYATI RAJ, Digital India, data.gov.in, infaha.gov.in, DeitY, PMINDIA.




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### 29. Print Acknowledgement slip.

  
**Government of Haryana**  
Acknowledgement

**Receipt Date : 29/09/2022**

<b>Department Name:</b>	Revenue and Disaster Management
<b>Service Name:</b>	<b>Other Backward Class Central Govt</b>
<b>Member Id:</b>	<input type="text"/>
<b>Family Id:</b>	<input type="text"/>
<b>Name:</b>	Ankit
<b>Mobile No:</b>	<input type="text"/>
<b>Email ID:</b>	<input type="text"/>
<b>Permanent Address:</b>	<div style="background-color: #cccccc; height: 40px; width: 100%;"></div>
<b>Correspondence Address:</b>	<div style="background-color: #cccccc; height: 40px; width: 100%;"></div>
<b>Citizen / csc / kiosk id:</b>	sipramishra28@gmail.com
<b>Total Amount Paid:</b>	30.0

**Thank you for using SARAL!**

**Please Note:**

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



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Government of Haryana



30. 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.

The screenshot displays the SARAL portal interface. At the top, it says 'Government of Haryana' and 'SARAL Transforming Citizen Service Delivery in Haryana Powered by ServicePlus'. On the right, there is a profile of Shri Manohar Lal, Hon'ble Chief Minister. A 'Menu' on the left includes options like 'Manage Profile', 'Apply for services', 'View Services', and 'View Status of Application'. The main content area is titled 'e-Disha >>> e-District Haryana' and features a 'User Login' section with fields for 'User ID' and 'Password', and a 'Login' button. There are also links for 'Department Official Login', 'VLE Login', 'Verification of Certificate', and 'Status of Application'. The footer mentions 'Web Site Designed & Developed By National Informatics Centre, Haryana'.

31. Income Certificate

The screenshot shows an 'Income Certificate' from the Government of Haryana. It is titled 'Income Certificate [For educational purpose only]'. The certificate certifies that Mr. [redacted], resident of [redacted] Village/Town - Ward 10, District - PANIPAT, PIN-132103, Town Panipat, Tehsil PANIPAT, District PANIPAT, is having an annual family income from all sources as verified by the Local Committee. The certificate is issued by the Naib Tehsildar, Tehsil Panipat, on 04/09/2022. A QR code is present at the bottom left for verification. The text at the bottom states: 'This certificate is electronically generated and authenticity of this certificate can be verified from <http://edisha.gov.in>'.