Antyodaya SARAL Haryana

A unified platform ensuring hassle-free & time-bound delivery and tracking of G2C services in the State

Having implemented Antyodaya SARAL, Haryana is the first state in the country to integrate so many schemes and services on one platform. The powerful solution developed by NIC Haryana has channelized the process of bringing about a fundamental behavioral change in the way the government functions, and it has also helped eliminate the role of middlemen for citizens.

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The Government of Haryana offers over 600 schemes and services to citizens across more than its 35 departments. Delivery of these schemes and services is an aspect of governance that touches each and every citizen in the State multiple times in their lifetime. Citizens faced the following challenges while trying to avail government schemes and services:

- Lack of awareness of schemes/ services and lack of clarity on one's eligibility for schemes

- Lack of knowledge on where to apply for which scheme/ service, given a variety of government touchpoints

- Complex application processes and document requirements encouraging role of middlemen and touts

- Insufficient visibility on the status of applications and no feedback loop after the process completion

Shri Manohar Lal, Hon'ble Chief Minister, Haryana, gave the vision of Antyodaya SARAL (Simple, All Inclusive, Real Time, Action Oriented, Long lasting portal), with an aim to provide a systematic approach to the delivery of schemes and services from government to citizens in the state, under the leadership of Dr. Rakesh Gupta. Dr. Gupta was Additional Principal Secretary to the Chief Minister and is currently the Project Director, Chief Minister's Good Governance Associates. SARAL involved re-imagining the entire service delivery framework in the state, with citizens at the centre of it.

Key Objectives

- Making all schemes and services available on one integrated online platform

- Ensuring end-to-end processing of applications in an online paperless manner

- Process re-engineering schemes and services to make procedures simple and minimalistic

- Establishing state-of-the-art citizen service delivery centres at District, Sub-division and Tehsil levels

- Ensuring availability of all schemes and services at Atal Seva Kendras

- Ensuring all schemes and services are delivered within clearly stipulated time limits

- Clear visibility to citizens (and officials) at all stages on the status of application(s)

Technologies Used

- ServicePlus framework used, which is on opensource stack (Java, Postgres SQL, Linux)

- Dot Net 4.5 framework used for development of SARAL components (dashboard, status tracker, eToken, eTicketing, KMS)

- MS SQL server for SARAL components

- HTML/ Jquery/ JavaScript used for front-end

- NIC SMS gateway and email relay server for alerts

Features

Online Platform

493 Schemes and services cutting across 35+ departments/ boards/ corporations have been brought online on Antyodaya SARAL portal (*www.saralharyana.gov.in)*, which has been built on ServicePlus framework, a product of the National Informatics Centre, Government of India. All the forms of these services and schemes have been built over Service-Plus, in collaboration with the concerned departments. Departments that do not have their own technical teams have been provided with support by NIC Haryana

Antyodaya SARAL portal

Antyodaya SARAL Dashboard
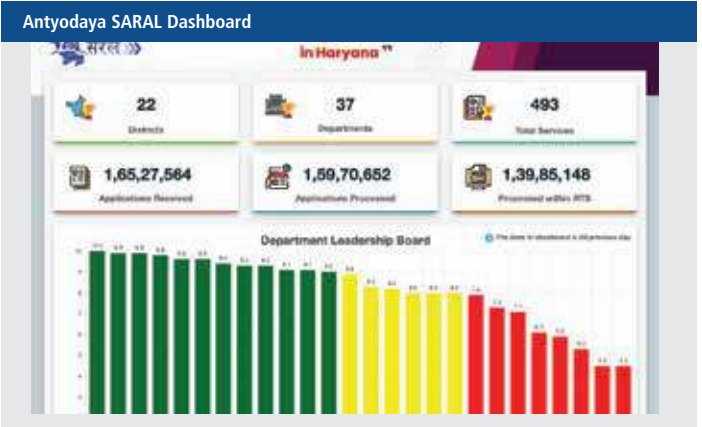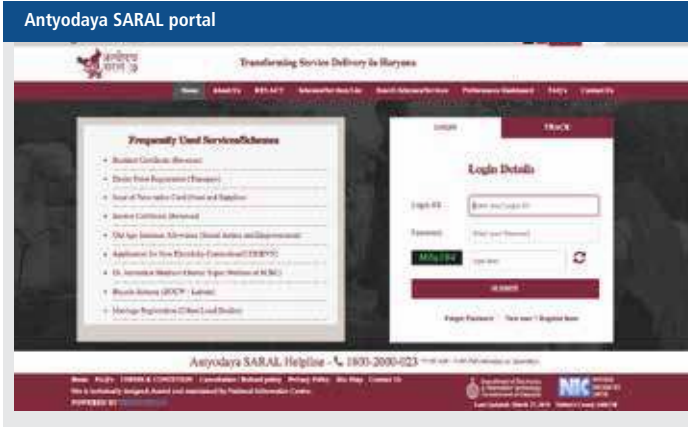
for coming onto this platform.

Citizen Touchpoints

Following are the key citizen touch-points:

a. Online through computer/ mobile

b. Government-run 115 SARAL Kendras at District Headquarters, Subdivision and Tehsil levels

c. 8000+ Atal Seva Kendras across the state

d. Citizen Facilitation Centres being run by urban local bodies

Antyodaya SARAL Dashboard

A tech-enabled system has been developed that allows department officials as well as public to view compliance with Right to Service (RTS) timelines at state and district level. It provides inter-district, inter-department and inter-service comparison of RTS performance, along with Bottleneck Report of a service and pending/ completed applications within or outside RTS.

Saral Tracking System

The transaction data from SARAL portal and other departmental portals are aggregated at Tracking Server, and the status is shown in a graphical way, along with action history and RTS timeline such as e-commerce website. This portal is helpful to helpline operators who respond to the queries raised by citizens regarding the status of applications.

eToken System

A centralized eToken Management System has been implemented for crowd management at SARAL Kendras. Each token contains information about service, fees, RTS timeline, list of supporting documents, token number, date & time, kendra name etc. All services are available

eToken Display Screen

at all the counters. One or more display screen has been set up at waiting areas of kendras for display of token number.

Antyodaya SARAL Ticketing System

The ticketing system allows helpline operators to raise citizen queries/ grievances to departments/ districts. These tickets get auto assigned to the departments' nodal officers, based on the category, who can forward it to the designated officer to resolve tickets.

Antyodaya SARAL Knowledge Management System (KMS)

To educate citizens about schemes/ services, a comprehensive KMS with document repository has been developed by NIC Haryana. It includes eligibility, benefits, supporting documents, fees and RTS timeline.

Antyodaya SARAL Toll-free Helpline (1800-2000-023)

In order to guide citizens and address their grievances/ queries about schemes/ services, an 80-seater toll-free helpline has been set up, which operates from 7 am - 9 pm from Monday to Saturday.

Sample Department Leader Board used for reviews by CM Office

SMS/ Email based Antyodaya SARAL Alert System

Proactive SMS and emails are sent to each applicant on the change of status. Besides, the Head of Departments and Deputy Commissioners are sent weekly pendency status that cross RTS timelines.

Antyodaya SARAL Feedback System

Feedback about departments and kendras are taken through Interactive Voice Response System at the time of application submission and delivery.

Impact and Benefits

● 493 Services/ Schemes across 37 departments/ boards/ corporations on a single portal

● 12 Departments brought online for the first time

● 96.6% applications processed with 87.6% within RTS timeline (Received - 1,65,27,564, Processed - 1,59,70,652, Within RTS - 1,39,85,148)

● Over 5 crore proactive SMSs sent

● Over 1 lakh calls per month received at helpline

● Over 5 lakh IVR calls per month for feedback with 4.2/ 5 points

● Met all the key objectives defined for Antyodaya SARAL

Way Forward

● The Government of Haryana is working relentlessly towards making citizen service delivery cashless, paperless and faceless in its true sense.

● **Auto Appeal System:** A centralized auto appeal system has been developed for all services under RTS. In case the RTS timeline is breached, an automatic appeal is filed to appellate authority on behalf of the citizen. There is a provision to impose penalty on officials. ■