



No. 7/8/2011-3AR

**GOVERNMENT OF HARYANA
CHIEF SECRETARY'S OFFICE
ADMINISTRATIVE REFORMS DEPARTMENT**

Chandigarh,
7th June, 2011.

To

1. All Administrative Secretaries in Haryana
2. All Head of the Departments in Haryana
3. All the Divisional Commissioners in Haryana
4. All the Deputy Commissioners in Haryana
5. All the Sub Divisional Officers (C) in Haryana
6. All MDs/CAs of Boards & Corporations in Haryana.

Subject:- Provision of Prompt service to the Citizens.

Sir/Madam,

I am directed to refer to the subject noted above and to intimate that the Haryana Government has been emphasizing that efficient and timely delivery of services to citizens is a corner stone of good Governance. Every citizen has a right to claim delivery of services from the Government in a prompt, efficient and time bound manner. The Government has, therefore, decided to immediately implement a scheme for provision of 15 identified services to the citizens in a time bound manner, in the first phase. The list of services, the time frame within which these are to be provided, the officer responsible for delivery of service and the officer responsible for monitoring/receiving complaints for non delivery of services is as per the chart given below:-

Sr. No	Name of Service	Designated officer	Time limit for service	Authority for receiving complaints
1.	a) Issue of new ration card	Inspector (F&S)	15 days	District Food & Supplies Controller
	(b) Issue of ration card on receipt of surrender certificate	Inspector (F&S)	7 days	-do-
	(c) Issue of duplicate ration card	Inspector (F&S)	7 days	-do-
	(d) Inclusion/Deletion of family member (s)	Inspector (F&S)	7 days	-do-
	(e) Change of address within same jurisdiction	Inspector (F&S)	3 days	-do-
	(f) Change of address including change of FPS	Inspector (F&S)	3 days	-do-
	(g) Issue of Surrender Certificate	Inspector (F&S)	Same day	-do-

2.	Issue of SC/ST/OBC Certificates	Tehsildar	7 working days	SDO (C)
3	Issue of Resident/Domicile Certificate	Tehsildar	7 working days	SDO (C)
4	Issue of Learner driving licence	SDO (C)	5 working days	ADC
5	Issue of Permanent driving licence	SDO(C)	7 working days	ADC
6	Registration of light Vehicles	SDO (C)	7 working days	ADC
7	New Electricity Connection	SDO (Discom)	30 working days	Ex. Eng (DISCOM)
8	Temporary Electricity Connection	SDO (Discom)	30 working days	Ex. Eng (DISCOM)
9	Enhancement of Electricity Load	SDO (Discom)	30 working days	Ex. Eng (DISCOM)
10	Registration of land	Tehsildar	Same day	SDO (C)
11	Sanction of mutation of land	Tehsildar	5 working days	SDO (C)
12	Providing copies of Land Records	Tehsildar	5 working days	SDO (C)
13	Providing new Water/ Sewerage Connection	SDO (PH)	12 working days	Ex. Eng. (PH)
14	Issue of Birth & Death Certificate (after registration)	EO (MC) (Urban)/ PHC (Incharge) (Rural)	3 working days	ADC CMO
15	Approval of building plan	EO (MC)/HUDA	25 working days	ADC

In order to implement this policy following steps are required to be taken by the concerned Department:-

- A check list of documents/other prerequisites for making an application for grant of each service has to be prepared in English, Hindi and Punjabi.
- In the concerned field offices specific officers/officials have to be designated for receiving self checked/assessed applications.
- On receipt of applications the officer/official will verify whether it is complete or not and will issue a receipt to the applicant indicating therein that the application complete in all respect has been received and the services shall be delivered by the target date.
- Internal systems have to be implemented to ensure that services delivery is provided within the prescribed time frame.
- The departments may also devise a timely delivery of public services as one of the criterion for evaluation of performance of officers/officials in this regard. An evaluation system can be evolved by allowing 1 mark for adhering the time limit and -1 for non-adherence. Monitoring software is to be developed.

The implementation of these instructions may be started by **21st June, 2011**.
Deputy Commissioners will monitor the performance on regular basis.

Yours faithfully,

K.R.Sharma

(K.R.Sharma),
Under Secretary,
Administrative Reforms.