



No.7/8/2011-3AR,
GOVERNMENT OF HARYANA
CHIEF SECRETARY'S OFFICE
ADMINISTRATIVE REFORMS DEPARTMENT

Chandigarh.
1st December, 2011.

To

1. All Administrative Secretaries to Govt., Haryana.
2. All Head of the Departments in Haryana.
3. All Divisional Commissioners in Haryana.
4. All Deputy Commissioner in Haryana.
5. All Sub Divisional Officers(C) in Haryana.
6. All MD's/CAs of Boards and Corporations in Haryana.

Subject:- Provision of prompt services to the Citizens.

Sir/Madam,

In continuation of this department letter No. 7/8/2011-3AR, dated 7th June, 2011 vide which it was decided to implement a scheme for provision of 15 identified services to the citizens in a time bound manner, in the first phase. Now these identified services have been elaborated to 36 services. The list of services, the time frame within which these are to be provided, the officers responsible for delivery of services and the officers responsible for monitoring/ receiving complaints for non delivery of services is as per the chart given below:-

#	Service Category	Name of Service	Service No.	Designated Officer	Time Limit	Service Delivery.	Authority for receiving complaints.
1.	Ration Cards (Food & Supply Department)	01 Issue of New Ration Card.	1.a	Food Inspector/ AFSSO	15 days	Currently Manual; Automating under Smart Ration Card based PDS Project.	District Food & Supplies Controller.
		02 Issue of Ration Card on receipt of surrender Certificate.	1.b		07 days		
		03 Issue of Duplicate Ration Card.	1.c		07 days		
		04 Inclusion of family member name in Ration Card.	1.d		07 days		
		05 Deletion of family member name in Ration Card.	1.d		07 days		
		06 Change of Address with same Jurisdiction.	1.e.		03 days		
		07 Change of Address including change of FPS.	1.f		03 days		
		08 Issue of Surrender Certificate	1.g		01 day		
2.	Certificates (Revenue)	09 Issue of SC Certificate.	2	Tehsildar	07 days	Computerized at e-DISHA Centres HARCIS.	SDO(C)
		10 Issue of BC Certificate.	2		07 days		
		11 Issue of OBC Certificate	2		07 days		
		12 Issue of Resident/Domicile Certificate.	3		07 days		
		13 Issue of Tapiwas/Vimukt Jaali Certificate	2		07 days		
		14 Issue of Income Certificate.	3		07 days		
		15 Issue of Rural Area Certificate.	3		07 days		
3.	Sub Registrar (Revenue).	16 Registration of Property/Land (HARIS Related all Services)	10	Tehsildar	01 day	Computerized / HARIS.	SDO(C)

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4.	Land Records (Revenue)	17	Sanction of Mutation of Land (All kind of Mutations in HALRIS)	11	Tehsildar.	15 days	Computerized / HALRIS.	SDO(C)
		18	Providing copies of Land Records (HALRIS Related all Services).	12		05 days		
5.	Transport Regulatory (Registering & Licensing Authorities).	19	Issuance of Learner's Driving License. (Sarathi Related Services).	4	SDO (Civil)	05 days	Computerized/ Sarathi and Vahan.	ADC
		20	Issuance of Permanent Driving License. (Sarathi Related Services).	5		07 days		
		21	Renewal of Driving License	5		07 days		
		22	Issuance of Duplicate Driving License.	5.		07 days		
		23	Endorsement of New Class in Driving License.	5		07 days		
		24	Issuance of Conductor License	5		07 days		
		25	Registration of New Vehicles(Vahan).	6		07 days		
		26	Transfer of Ownership.	6		07 days		
		27	Issuance of NOC	6		07 days		
		28	Issuance of Duplicate R.C.	6		07 days		
		6.	Power Electricity Connections.	29		Release of New Electricity Connection.		
30	Release of temporary Electricity Connection.			8	30 days			
31	Enhancement of Electricity Load			9	30 days			
7.	Public Health Engineering	32	Providing New Water Connection.	13	SDO (PHED)	12 days	Currently Manual.	Ex.Eng (PH)
		33	Providing of Sewarage Connection.	13		12 days		
8.	Birth & Death (Health & MCs)	34	Issuance of Birth Certification (after registration).	14	EO (MC)-U/MO (PHC)-R.	03 days	Currently Partially Manual/ Computerized	ADC CMO
		35	Issuance of Death Certificate.	14.		03 days.		
9.	Building Plans (MCs/HUDA)	36	Approval of Building Plans.	15	EO (MC)/HUDA.	25 days	Currently Manual Partially.	ADC

You are requested to bring these instructions to the notice of all concerned for immediate implementation.

Yours faithfully

KRSna

Under Secretary,
Administrative Reforms Department.

Endst. No. 7/8/2011-3AR

Dated, Chandigarh the 1st December, 2011

A copy is forwarded to the following for information and necessary action:-

1. PS/CS for information of Worthy Chief Secretary to Govt. Haryana.
2. PS/Financial Commissioner & Principal Secretary to Govt., Haryana, Coordination Department.
3. PS/Special Secretary to Govt., Haryana, Administrative Reforms Department.

KRSna

Under Secretary,
Administrative Reforms Department.