



*Transforming Citizen Service Delivery in Haryana*

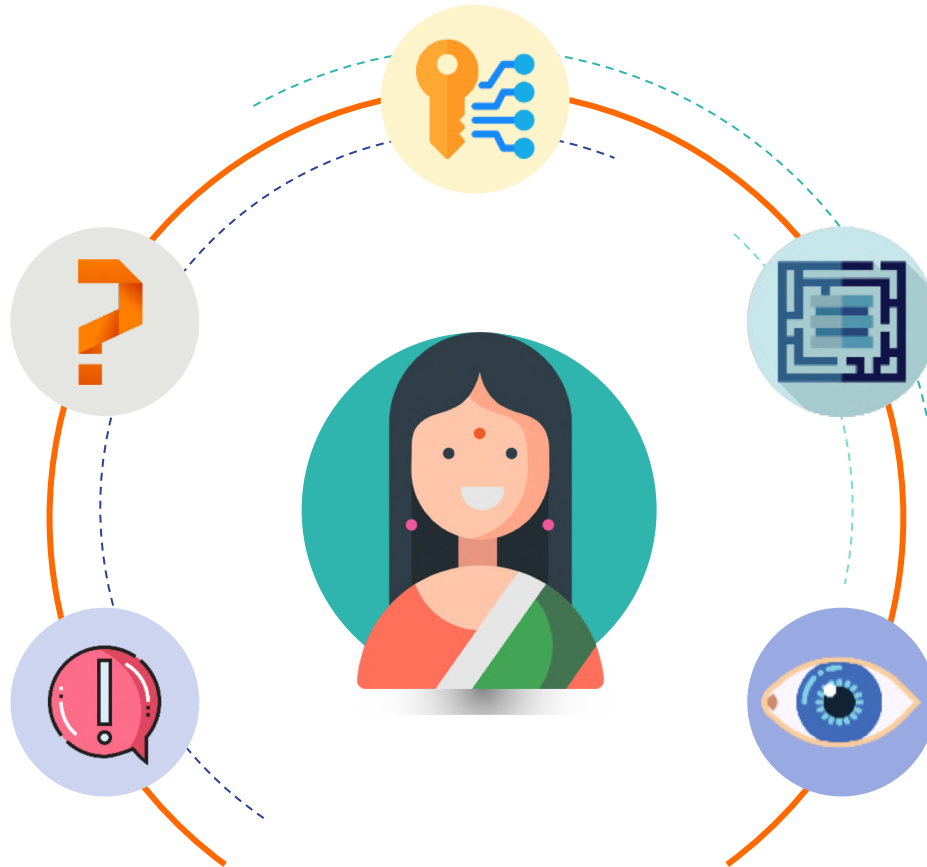
# For most citizens, government system is like a mesh

## Where can I get a scheme / service?

Different schemes / services available at different touchpoints

**Which schemes am I eligible for?**  
Limited clarity on eligibility for schemes

**What are the available schemes?**  
Insufficient IEC on schemes / services



**How do I complete my application?**  
Complex and varied application forms

**What is the status of my application?**  
Low visibility on application status

# The situation of government officials is no better

## How can I minimize avoidable public dealing?

Significant time spent on public grievances that should not arise in the first place

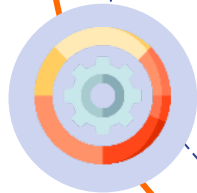
### Where are various applications stuck?

Lack of visibility on status of applications



### How do I manage various sources?

Applications in varied formats across sources



### How do I hold my team accountable?

No data backed way to drive accountability



### Are the citizens satisfied?

No mechanism to get feedback from citizens



# Hon'ble Chief Minister gave the vision to transform scheme and service delivery in February 2017 and project was kicked off in June 2017



**Manohar Lal** @mlkhattar

Digital Roadmap, 2017-19 के साथ 'SARAL SHASHAN' की ओर अग्रसर हरियाणा

**Haryana moving towards 'SARAL Shashan' with Digital Roadmap 2017-19**

**Simple, All-inclusive, Real time, Action oriented and Long lasting governance.**

**Complete digitalization of government departments to increase efficiency, eradicate corruption, reduce wastages & save costs.**

February 2017

[/MANOHarLALKHATTAR](#) [@MLKHATTAR](#) [WWW.MANOHarLALKHATTAR.COM](#)

# 550+ schemes & services were identified across 40 govt departments



## Schemes

**236**

# Schemes

**40**

# Departments



## Services

**352**

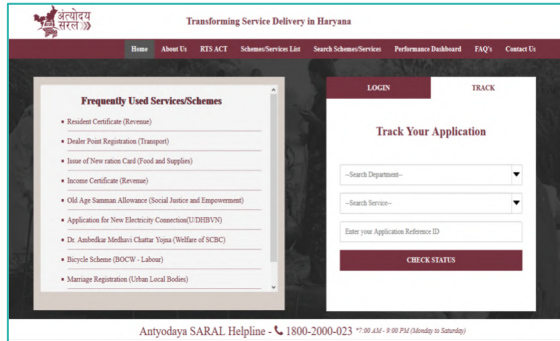
# Services

**There are a total of 550+ G2C schemes & services**

# 3 ways were envisaged in which a citizen would avail a scheme / service



Home



Online Platform

Village / Ward



Common Services  
Centre

6000+

Tehsil / SD / District



Saral Kendra

115

# To enable this all schemes & services had to be brought on one platform



## Transforming Service Delivery in Haryana

### NEWLY LAUNCHED SCHEMES/SERVICES

- Hotel Registration Request (Police)
- Event Verification Request (Police)
- Domestic Help Verification Request (Police)
- NORI Request Registration (Police)
- NOC Request (Police)
- Cyber Cafe Owner Registration (Police)
- Registration of Lost Property (Police)
- RTI(Right to Information) Request (Police)

KNOW MORE

### TRACK YOUR SERVICE ONLINE

TRACK APPLICATION ONLINE

TRACK TICKET ONLINE

### TRACK YOUR SERVICE THROUGH SMS

- Type SARAL and send to 7738299899 to track your application from your registered mobile number
- Type SARAL<space><Application ID/Ticket No> and send to 7738299899 to track your application/ticket from any mobile number

### SIGN IN HERE

Login ID:



Password:



Enter your Password

w6KG95

Type here



SUBMIT

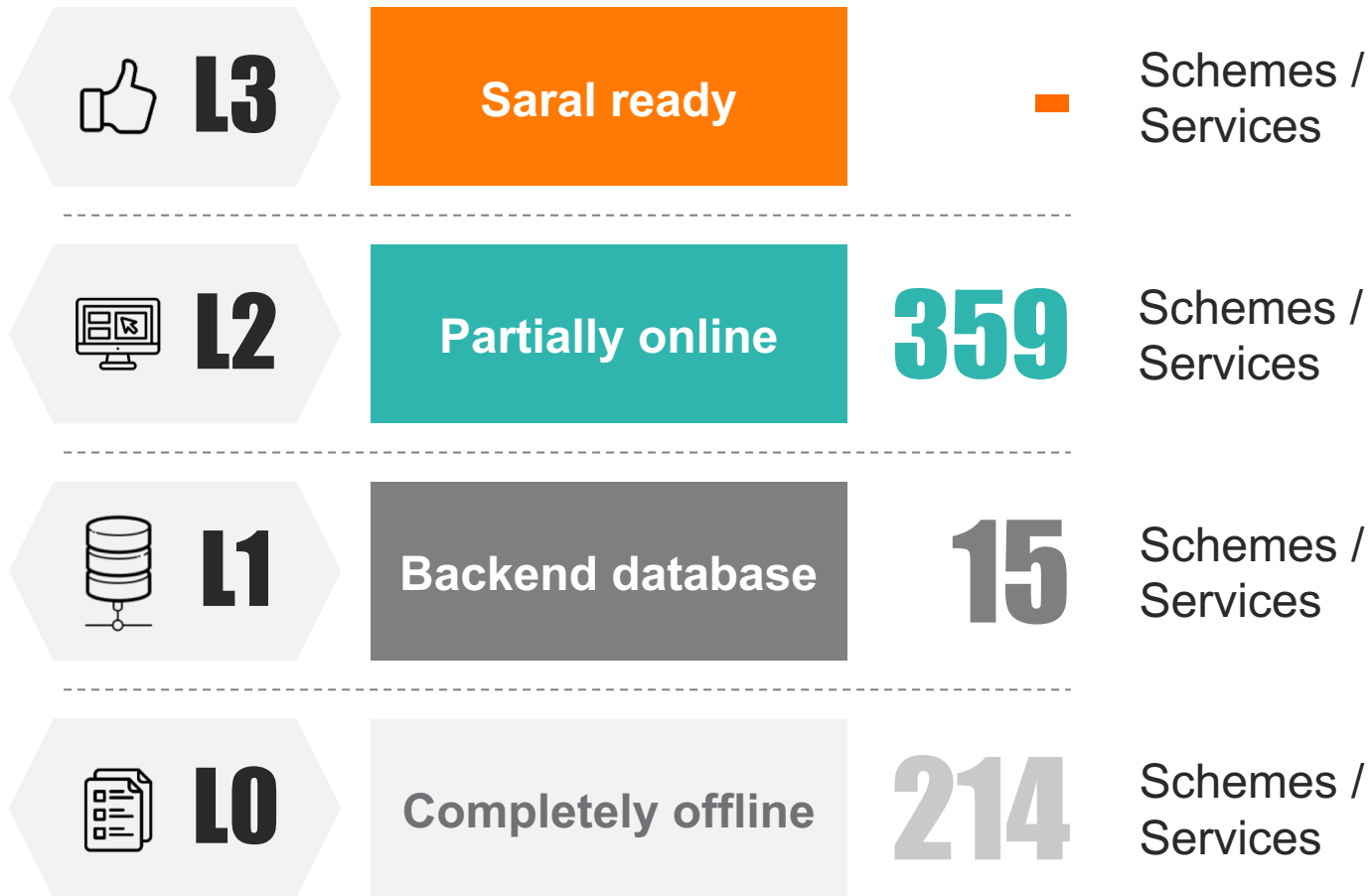
Forgot Password New user ? Register here

Antyodaya SARAL Helpline - 1800-2000-023 \*7:00 AM - 9:00 PM (Monday to Saturday)

# Antyodaya Saral Online Platform



# Different schemes & service were at different levels of tech maturity





# We decided to develop the platform internally without any vendor

Govt. Owned



Configurable

**NIC  
Govt. of India**

**10**

Team  
members



**NIC  
Haryana**

**20**

Team  
members



**State  
Departments**

**100+**

Team  
members

## Micro-coordination from CM office

Daily coordination on  
WhatsApp Groups

Weekly review  
of the tech teams

Weekly VC  
with NIC GOI

Fortnightly review  
by CM's Office

# This approach proved advantageous in more ways than one



Timely delivery



Very low cost



Strong technology architecture



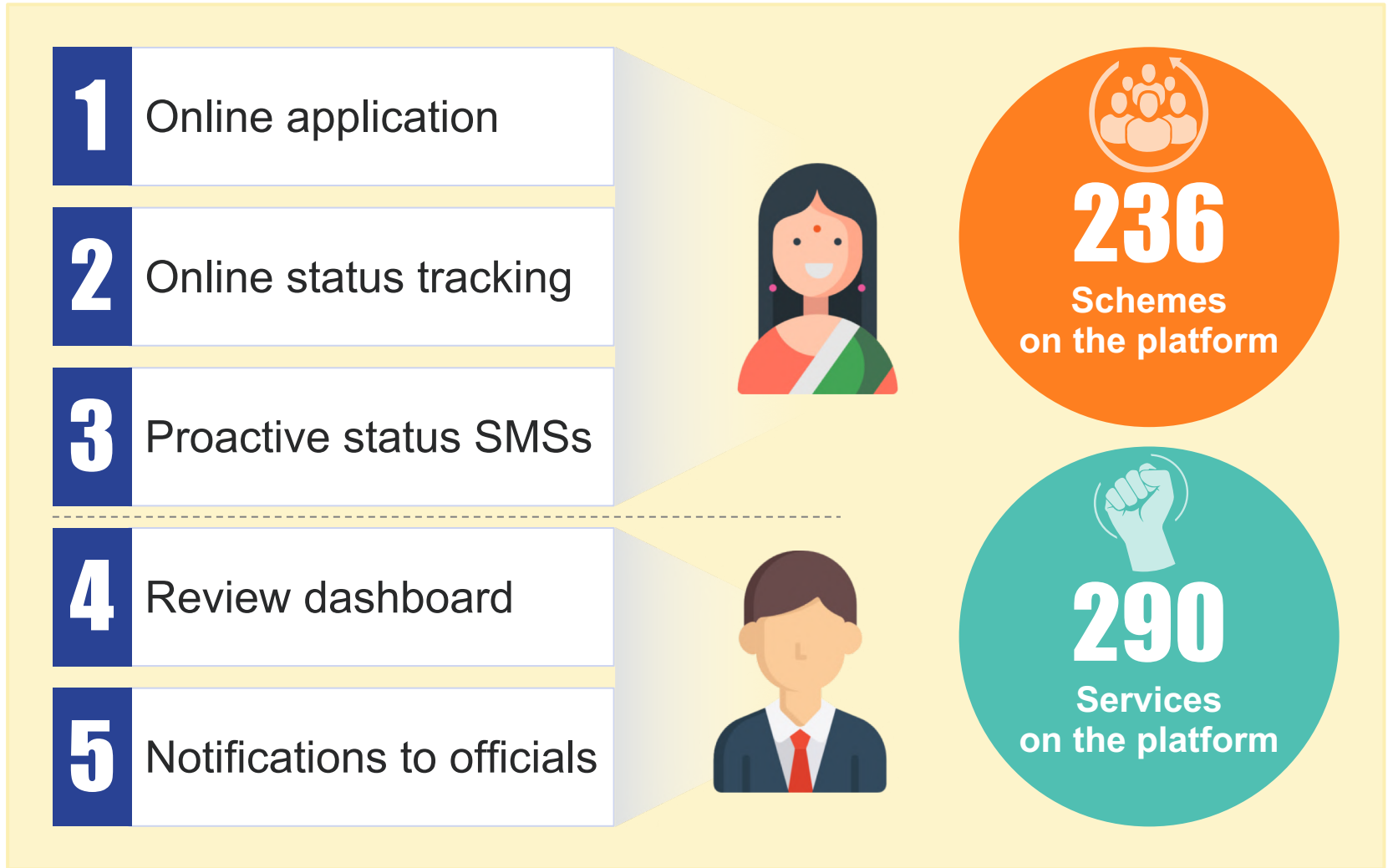
Extensive capacity building



Full department ownership

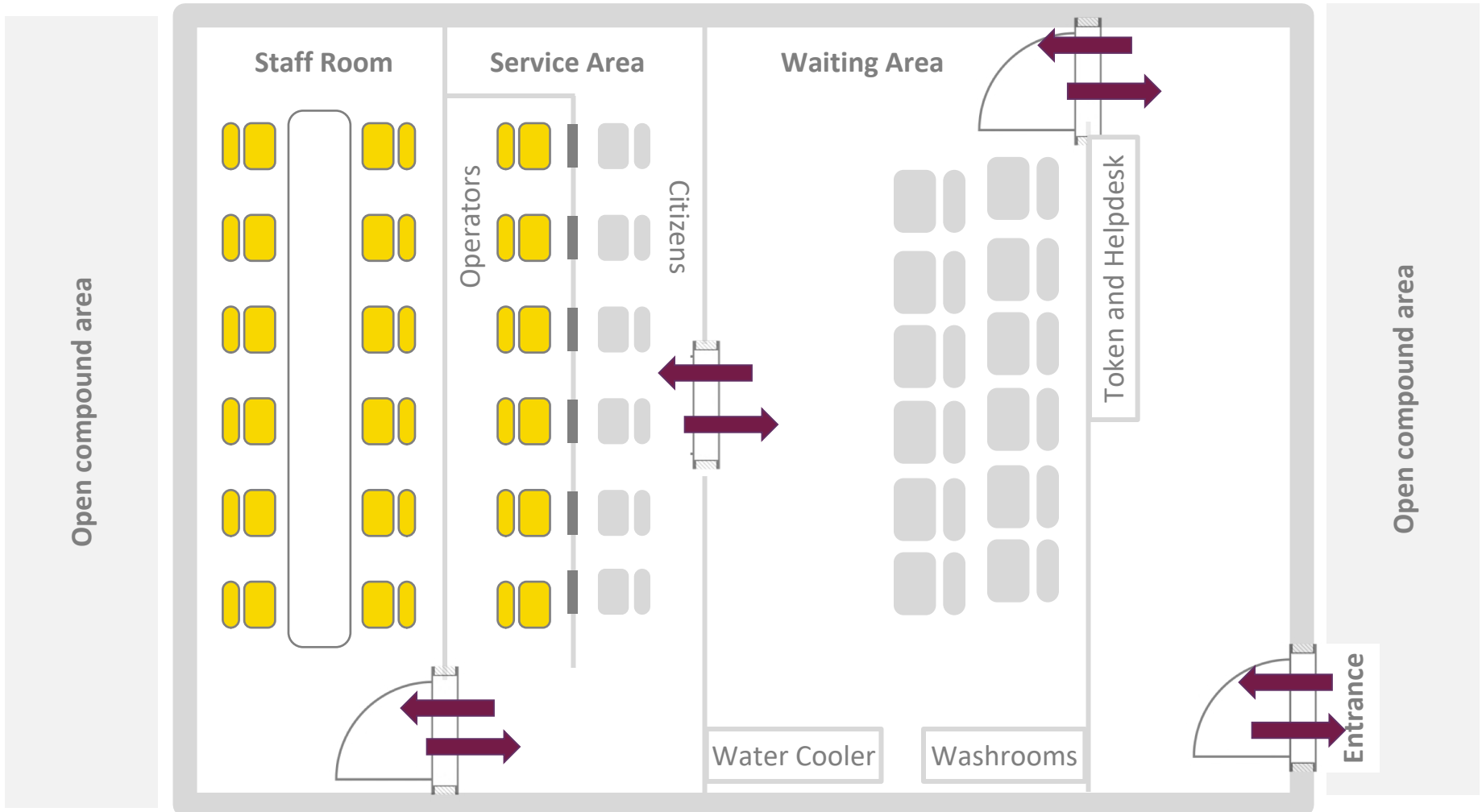


# We could get 526 schemes & service across 38 departments on the platform in record time



# 115 Kendras were made operational in parallel as per this layout

## Ideal layout of Kendra





Entrance



Waiting Area

NIC NATIONAL INFORMATICS CENTRE SARAL KENDRA, Sirsa 10/01/2020 03:02

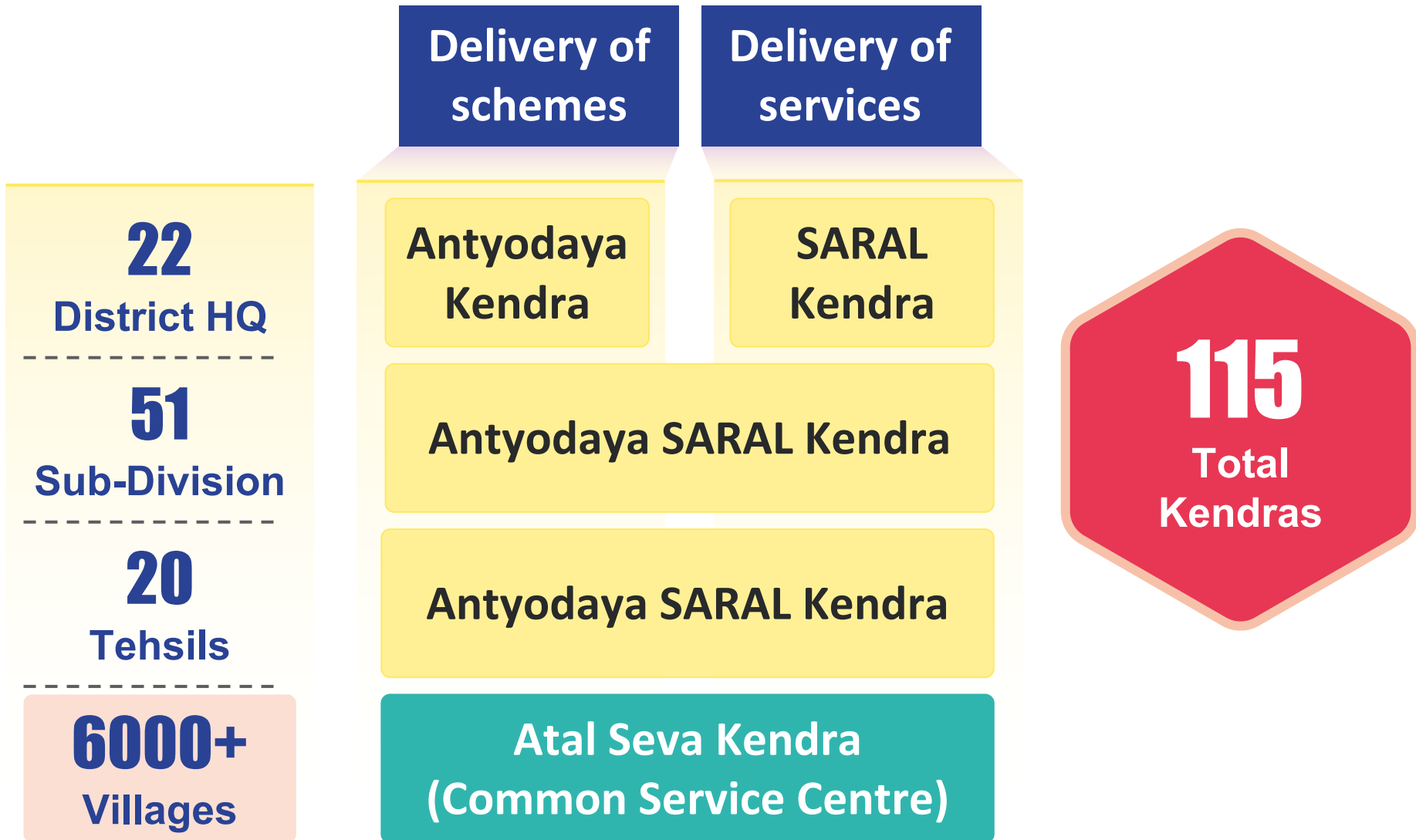
Counter: 1 729	Counter: 2 706	Counter: 3 668	Counter: 4 620
Counter: 7 659	Counter: 9 670	Counter: 10 671	Counter: 12 669
Counter: 16 461	Counter: 17 562	Counter: 31 847	Counter: 32 444

Token Screen



Operations

Citizen is now able to avail a scheme/service through these 115 kendras as well as through 6000+ Common Service Centres



**In case a citizen still has a doubt, they can call the Antyodaya Saral helpline for queries or to register any complaint**



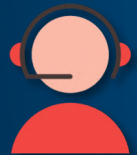
### Earlier

- 12 service delivery related helplines across 31 departments!
- No single helpline



### Antyodaya Saral Helpline

- One integrated helpline for the state
- Toll free number to be used
- Outsourced operations



***45-member Call Centre is already in operation | Monday to Saturday 8 am to 8 pm***

**Antyodaya SARAL Citizen Helpline (Toll-free) : 1800-2000-023**

**Every grievance reported on helpline is logged onto a ticketing system that routes these grievances to concerned department/district official**



## **Sample Types of Grievances**

**Delay in delivery of service**

**Unclear reason of rejection/objection**

**Dissatisfactory experience at Kendra**

**No refund given for rejected application**



# A Knowledge Management System is available to citizens, kendras and helpline for basic information on all schemes/services



**ANTYODAYA-SARAL**



## Health

### Issuance of Birth Certificate (For whom registration is done):Current Year (Service)

#### DOCUMENTS REQUIRED:

1. Aadhaar Card (Non-Mandatory)
2. Birth Certificate Copy (For Registration Number and Date)

#### FEES FOR THE SERVICE:

Govt. Charges	Kendra Service Charges	Atal Seva Kendra (CSC) Service Charges
Rs. 25/- Per Copy + Rs. 10/- (Searching Fees)	Rs. 30/- Service Charges + Rs. 10/- Per Printed Copy	Rs. 30/- Service Charges

**RTS TIME LIMIT:** 14 Days & 7 Days (MC Town)

# A review dashboard has been created that provides visibility on adherence to RTS timelines to state and district leadership

## District Leadership Board (As of 1.1.2020)

District	Number of applications received	Total Completed applications	Completed within RTS (%)	Completed outside RTS (%)	Total Underway Application	Underway within RTS (%)	Underway outside RTS (%)	Rejection (%)	AS Score Oct 19	AS Score Nov 19	AS Score Dec 19
REWARI	8,60,269	8,32,769	88%	12%	27,500	91%	9%	10%	9.3	9.2	9
KURUKSHETRA	7,57,203	7,46,045	92%	8%	11,158	86%	14%	9%	9.4	9.3	8.8
KARNAL	11,78,151	11,53,909	88%	12%	24,242	87%	13%	9%	8.4	8.9	8.7
HISAR	14,57,506	13,86,392	88%	12%	71,114	85%	15%	10%	8.8	8.6	8.6
FATEHABAD	8,11,979	7,77,580	90%	10%	34,399	84%	16%	8%	8.3	8.5	8.6
AMBALA	8,38,124	8,22,750	88%	12%	15,374	85%	15%	10%	8.1	8.6	8.6
JIND	10,74,588	10,28,062	90%	10%	46,526	81%	19%	8%	8.7	8.7	8.4
NUH	6,62,444	6,42,711	91%	9%	19,733	81%	19%	10%	8	8.4	8.4
PANIPAT	10,05,103	9,76,771	85%	15%	28,332	84%	16%	13%	8.6	8.6	8.4
JHAJJAR	7,75,640	7,56,751	91%	9%	18,889	79%	21%	7%	8.5	8.4	8.3
BHIWANI	10,83,546	10,45,508	89%	11%	38,038	80%	20%	11%	8.3	8.3	8.3
CHARKHI DADRI	3,22,292	3,10,258	91%	9%	12,034	79%	21%	6%	8.3	8.3	8.3
SIRSAGAR	3,39,399	3,39,399	100%	0%	0	9%	0%	0%	8.2	8.2	8.2
YAMUNA	3,93,937	3,93,937	100%	0%	0	9%	0%	0%	8.2	8.2	8.2
PALANPUR	10,63,637	10,29,293	91%	9%	10,293	77%	23%	12%	8.6	8.8	8.1
MAHENDRAGARH	3,70,703	3,70,703	100%	0%	0	4%	0%	0%	7.9	7.9	7.9
KAITHERA	3,82,827	3,82,827	100%	0%	0	3%	0%	0%	7.8	7.8	7.8
SOMERPUR	11,05,480	10,76,947	86%	14%	28,533	75%	25%	9%	7.9	7.9	7.8
PANCHKULA	3,52,672	3,47,012	84%	16%	5,660	70%	30%	7%	7.5	7.6	7.4
FARIDABAD	13,58,204	13,35,141	85%	15%	23,063	70%	30%	8%	7.4	7.9	7.4
ROHTAK	8,33,000	8,11,000	85%	15%	15,000	72%	28%	1%	7.2	7.1	7
GURUGRAM	16,10,285	15,62,981	86%	14%	47,304	58%	42%	7%	7.6	7.2	6.7

Visibility at all levels

CM view by District

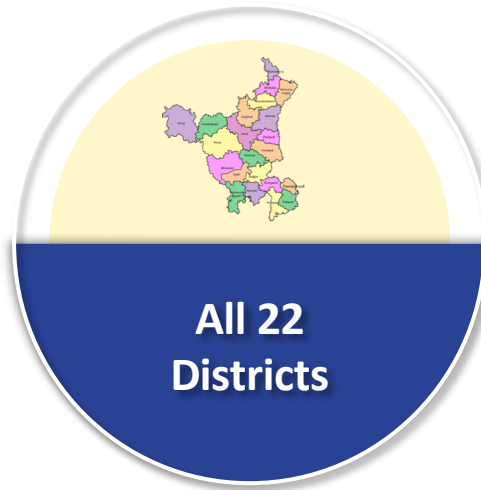
CM view by Department

DC view by Department

Department Head view by District/Service

Sample District-level RTS Dashboard

# Antyodaya Saral has been a highly collaborative project across multiple teams and departments



<b>IT Department</b>	<b>Hartron</b>
<b>State e Governance Mission Team</b>	<b>CSC-SPV</b>



**Facilitated by the CM Office, Haryana**



**CMGGA Programme has played a critical role in implementation of this project in coordination with District Administration**



**CMGGA**

Chief Minister's  
Good Governance Associates

*for a progressive Haryana*

**Setup and Operationalisation of  
Kendras**

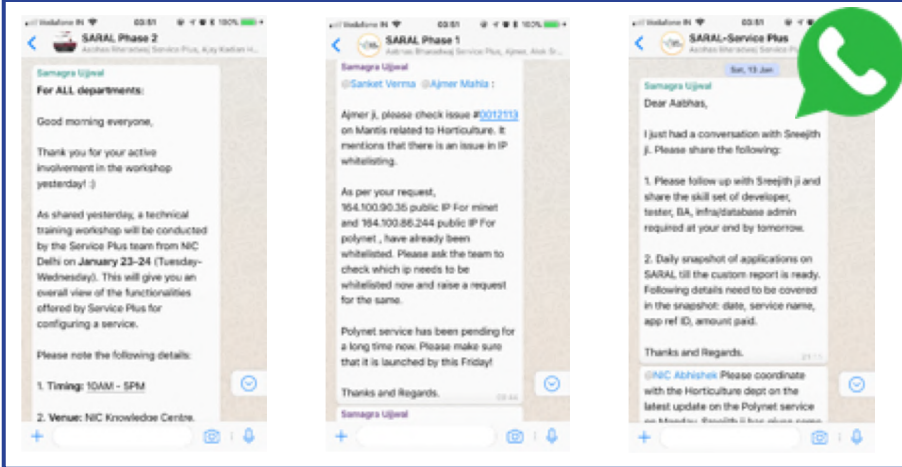
**Training and Sensitization Workshops  
with kendras, CSCs and departments**

**Supporting DCs/ADCs/SDMs in  
reviews of key service delivery metrics**

**Diagnosis on pain points in high  
footfall schemes and services**

# Consistent rigorous reviews by CM office have helped the entire system move together towards this goal of streamlining service delivery

## Daily coordination with all departments



## Monthly review of the departments at HQ



## Monthly review of districts over VC



## Review of NIC Haryana



# In the past 2.5 years, we have had five major public launches



Digital Haryana Summit  
14<sup>th</sup> September 2017



Good Governance Day  
25<sup>th</sup> December 2017

CMO Haryana @cmohry · 31m  
CM @mlkhattar launching the SARAL Service Delivery Portal on #GoodGovernanceDay, at Chandigarh today.



Ambedkar Jayanti  
14<sup>th</sup> April 2018

Major launch milestones in Antyodaya Saral



Mega-Launch on Good Governance Day  
25<sup>th</sup> December 2018



Good Governance Day  
25<sup>th</sup> December 2019

# The life of the citizen looks very different today



## Awareness

Extensive coverage of Antyodaya Saral on TV, radio & outdoor hoardings



## Helpline

1 lakh+ queries on scheme & services resolved every month



## Touchpoints\*\*

5.7 lakh+ apps received monthly (54% CSC, 23% Kendra, 23% Platform)



## Convenience

AC waiting area & single-window facility in all 115 Saral Kendras



## Interface

Limited or no interface needed for 300 schemes & services



## SMS updates

15 Lakh+ status update SMS sent to citizens every month



## Tracking

Step-by-step tracking for all schemes & services



## Closure

4.3 on 5 citizen satisfaction rating from feedback calls made every month



# The life of a government official looks different as well



## Processing

Online approval systems for all schemes and services



## Visibility

86.1% of 2.1 crore applications closed within RTS since Sep 2017



## Accountability

Reviews at all levels based on a composite 'Saraal Score'



## Public Dealing

4000+ grievances handled online every month with >95% resolution



**Citizen Feedback** Departments receive citizen feedback through IVRS based system

# Antyodaya Saral has transformed scheme/service delivery in the state\*\*



229 schemes & services brought online for the first time where the impact is much more

**15%**

Increase in applications received

**37%**

Schemes / Services received 2x applications

**22%**

Schemes / Services received 3x applications

**16%**

Decrease in processing time

**18%**

Schemes / Services with 1/2 processing time

**8%**

Schemes / Services with 1/3 processing time

# This is how Antyodaya Saral has evolved over last 2.5 years

Jun 2017



## Defining Implementation Strategy

Objectives | Plan of Action | Proof of Concept

Sep 2017



## Building the Core Foundation

Antyodaya Saral Portal | Kendra Revamp | Enabling CSCs

December 25, 2018: Antyodaya Saral Mega-launch on Good Governance Day

## Driving Adoption in the System

IEC Campaign | District-level Workshops

Jul 2019



## Strengthening Systems, Streamlining Workflows and Institutionalisation

Governance Structure | Simplifying Processes | Technical Stability

Present



# And now these three areas continue to be a key focus in Haryana under the Antyodaya Saral project

## *Governance Structure: A robust governance structure for service delivery and analytics*

- Service Delivery focused Forums with Administrative Secretaries and Deputy Commissioners
- Dedicated Teams for managing technology, operations and planning improvements on the basis of analytics

## *Simplifying Processes: Reengineering processes in high footfall schemes/services*

- Solving for citizen pain points in high footfall schemes/services through policy and process changes
- Streamlining processes with the objective to make them paperless, cashless and faceless

## *Technical Stability: Strengthening infrastructure capabilities from long-term perspective*

- Enhancing server capacity and building Disaster Recovery capabilities
- Leveraging Compression and Ageing techniques to handle such scale of data

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**THANK YOU**

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