

1. All the Commissioners of Municipal Corporations in the State of Haryana.
2. All the Deputy Commissioners in the State of Haryana.
3. All the Executive Officers/Secretaries of the Municipal Council/Committees in the State of Haryana.

Memo No. IT/DGULB/2018/

Dated: 13.07.2018

**Subject: Government Orders regarding mandate of offering online services to citizen developed and rolled out Head Office.**

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In continuation to Government order issue vide no. DULB/TS/2017/7041 dated 08.06.2017, by virtue of which a mandate was issued to all the ULBs to offer online services to citizen developed and rolled out by head office. Directions were also issued that the online applications which have been developed and rolled out by Head Office should be use while offering online services to the citizen and none of such service should be offered manually.

2. As per MIS report available on Dash Board, it is observed that some of the ULBs have not yet adopted online services developed and rolled out by Head Office and still delivering the services in manual mode.
3. Hon'ble CM's 'Vision for transforming scheme and service delivery in the State':
  - All G2C services and schemes on an integrated online platform
  - Revamp of all citizen touch-points across the State
  - All G2C services / schemes available on citizen touch-points
  - Service / Scheme delivery within RTS timelines
  - Active Communication between citizens and government
  - Eligibility functionality to help citizens in availing schemes
  - Option to avail services and schemes through mobile
  - Better visibility to both citizens and officials
4. In line with the Vision component of "All G2C services and schemes on an integrated online platform", Directorate of Urban Local bodies have undertaken development of and launched the following 25 Online Citizen Services – comprising of 58 sub-services:
  - Registration of Birth & Death
  - Marriage Registration
  - Building Plan
  - Occupation Certificate
  - Fire Fighting Scheme
  - Fire NOC
  - Dangerous Trade license in Municipal Councils and Committees U/S 128
  - Business Licence U/S 330 (Only in Municipal Corporations)
  - Business Licence U/S 331 (Only in Municipal Corporations)
  - Business Licence U/S 335 (Only in Municipal Corporations)
  - Business Licence U/S 336 (Only in Municipal Corporations)
  - Booking of Community Centres
  - License for import of meat
  - License for sale of meat
  - License for Plying Carts and Rehris
  - License for Running Piggery
  - Request for Copy of Documents

- Registration of Dog
- Permission for Encamping Ground
- Permission for Installation of Temporary Structure
- License for Cow House
- License to Run Flour Mill
- License for Tent Owners
- License for lodging house
- License for bakery

To ensure that all Citizen Services are available through an integrated platform, Department is in the next phase of development of another 17 Online Citizen Services—comprising of 151 sub-services:

- Issue of license of sale of Betel (Paan)
- License for aerated water, ice and ice cream factories
- License for sale of aerated water, ice and ice cream
- License for job porter
- Permission for construction, maintenance and running of Piaos
- License for sale of fruits, vegetables and sugarcane
- License for Municipal Dhobi Ghats
- License for cycle rickshaw
- Return of deposit for Community Center
- Change of Land Use
- Charging of composition fees for regularisation of unauthorised colonies
- Water and Sewerage Connection and Billing: Gurgaon and Faridabad
- Rent and Lease
- Advertisement
- Permission for laying communication, cables and erection of dish antenna
- House Tax Payment, Self-Assessment
- Hawker License

5. Keeping in view of above, Government Order is being issued to deliver the services through online mode to the citizen whose online application has been developed and rolled out by Head Office and no such application should be delivered manually by the MCs.



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CC:-

1. PA/DGULB
2. JDULB
3. EY LLP
4. Website