From
The Engineer-in-Chief, Haryana,
Public Health Engineering Department,
Panchkula.

To
All Superintending Engineers,
&
All Executive Engineers
Public Health Engineering Department
In Haryana State

Memo No. 61585 - 61656 Dated: 14-6-2019

Subject: Close Walk-in in the department offices for applications pertaining to Haryana Right to Service (HRTS) of Public Health Engineering Department.

Kindly refer to this office Memo No. 128174-128245 dated 17-12-2018 vide which the list of SARAL Kendras was sent & it was directed that applications / Complaints shall not be accepted manually / off-line.

In this Connection it is again intimated that seven citizen- services of the PHE department are being delivered online. Out of these, two services are being processed in BISWAS & five services are being processed in SNK (Ver. 2.0). The broader details of these services are as under:-

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Service (As mentioned in HRTS)</th>
<th>Time Limit</th>
<th>Name of PHED Portal</th>
<th>Notification No. for Departmental Charges</th>
<th>Online Availability of service on front-end portals</th>
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</table>
| 1.      | Sanction of Water Supply Connection in the Rural and Urban areas | 12 days | BISWAS | For Rural Areas - No. 19/1/2017-3 PH. Dated-03.04.2017 & Urban Areas - No. 14/2/2018-3C-II dated 7.08.2018 | Service Portal of PHED
(Services.phedharyana.gov.in) |
| 2.      | Sanction of Sewerage Connection in Cities and MC Towns | 12 days | BISWAS | Nil | SARAL Haryana Portal / CSC (ASK) & Umang App. of GOI |
| 3.      | Water Leakage/Over Flow pipes | 7 days | SNK (Shikayat Nivaran Kendra) | Nil | HEPC for (Industrial connections only) |
| 4.      | Sewerage/Blocked Over flow of Manholes | 7 days | SNK | Nil | |
| 5.      | Restoration of Water Supply due to Minor problems | 3 days | SNK | Nil | |
| 6.      | Restoration of Water Supply due to major problems | 6 days | SNK | Nil | |
| 7.      | Restoration of Water Supply due to major problems i.e. burning of transformer other major electric fault etc. to rectified/repaired by PHED | 10 days | SNK | Nil | |
The application can be received by various online modes such as Service Portal of PHED (Services.phedharyana.gov.in) / SARAL Haryana Portal / CSC (ASK) & Umang App of GOI & HEPC for (Industrial connections only).

Now, it has been again informed by Govt. vide orders dated 27.05.2019, (Diary No. 19058, Annexure-1) that the above said applications / complaints shall not be accepted manually / off-line from the applicants.

In view of above, all Superintending Engineers are requested to submit following certificate duly signed:-

"Certified that all the applications pertaining to RTS are being received online. No such application is being received through off-line mode in Superintendence of ............... Circle".

The said certificate should be sent through e-mail at eecoord@phedharyana.gov.in within three days positively.

These instructions may be conveyed to all concerned. Copy of this instruction can be downloaded from the home page of departmental website.

DA/Annexure-1.

Executive Engineer (Coord.),
For Engineer-in-Chief, Haryana

Endst. No. 61665 – 61682 Dated 14-6-2019

A copy of the above is forwarded to the following for kind information and necessary action please:-

1. Chief Engineer, (Rural/ Prog./ Project/ Urban/ Mech.) Dir.(WSSO), Public Health Engineering Deptt.

2. All Superintending Engineer / Executive Engineer, PHED, Head- office, Panchkula.

Executive Engineer (Coord.),
For Engineer-in-Chief, Haryana
As desired by CM, Antyodaya Saral platform has been developed with the vision to bring all the Government to Citizen (G2C) services and schemes on a single integrated portal. One of the key objectives of Antyodaya Saral is to bring in transparency and efficiency, which is only possible if complete digitization of applications is ensured.

Applications are being accepted online through Antyodaya Saral Portal, Department Website, Antyodaya Saral Kendras and Atal Sewa Kendras but it has come to notice that applications are still being accepted offline in few department offices. CM has desired that any application received through department offices is uploaded online and 100% digitization of applications is ensured at department end.