

GURGAON-

EFFECTIVE UTILIZATION OF IT TO SERVE THE COMMON MAN

Once known as "Guru Gram", due to its linkage with Guru Dronacharya during the times of Mahabharata, Gurgaon is now the industrial and financial centre of Haryana. Gurgaon district comprises 3 Sub-Divisions, 5 Tehsils, 4 Blocks, 215 Panchayats and 291 Villages, having a total population of 1,660,289 as per 2011 census. It has third highest per capita income in India next only to Chandigarh and Mumbai and is the second largest city in the State of Haryana. Having established itself as the industrial hub, with the turn of the millennium, it is also known as the Millennium City of India.



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e-GOVERNANCE EFFORTS OF THE DISTRICT ADMINISTRATION

Living up to the image and spirit of the city, the District Administration has demonstrated tremendous interest in implementing IT based governance and delivery of services to the citizen. With technical support from NIC Gurgaon, a number of G2C, G2G, G2E and G2B initiatives are being implemented in the District. Notable among these are the G2C services being provided through the counters of e-Disha Centre and Tehsils. The e-Disha Centre and Tehsil Counters are equipped with all modern facilities and IT infrastructure to deliver services to the common man, well within the defined Service Levels. The major G2C services being delivered include:

- Property Registration (Haryana Registration Information System - HARIS)
- Certificates (Caste, Domicile, Income) (Haryana Certificate Information System

- HARCIS)

- Affidavit Attestation & Verification
- Vehicle Registration (VAHAN)
- Driving Licenses (SARATHI)
- Record of Rights (RoRs)/Copies of Nakal (Haryana Land Records Information System - HALRIS)
- Public Grievances (Harsamadhan Portal) etc.

Number of Transactions/entries recorded for major citizen centric services through the respective software applications since the beginning of the current Financial Year till date is given below in Table 1. The volume of transactions indicated in the Table is a good indicator of successful implementation of G2C initiatives in the District.

One of the other key initiatives undertaken by NIC Haryana, which is also being implemented in Gurgaon is the integration of Land Records Data in HALRIS with Land Registration data captured through HARIS to enable dynamic linking and displaying of

Table – 1 Status of Major G2C initiatives during current financial year (April'12 to August'12)

S.No.	Service	Delivered through S/W	Location	No. of transactions (Apr'12 to Aug'12)
1.	Property Registration	HARIS	All 5 Tehsils	19267
2.	Certificates Issuance (Caste, domicile, income)	HARIS	All 5 Tehsils	16022
3.	Affidavit Attestation & Verification		All 5 Tehsils	30471
4.	Vehicle Registration etc.	VAHAN	4 (covering 3 SDM offices and 1 RTA)	39498
5.	Driving Licenses etc.	SARATHI	4 (covering 3 SDM offices and 1 RTA)	27872
6.	Record of Rights (RORs)	HALRIS	All 5 Tehsils	343
7.	Public Grievances	HARSAMADHAN	Accessible to citizens using internet for lodging grievances and used by DC Office and all Departments at District level for redressing the grievances pertaining to respective Deptt.	389

