



Maitri

Mutual Administrative
Initiative to Redress
Issues



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REVENUE

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- Mutation
- Registration Deeds
- Fard badar
- Roznamacha
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- Search By Khewat No.
- Search By Khasra No.
- **Certificates** : Registration || Verification
- Latest Market Prices (Agmarknet)

- **Birth & Death** : Verification || Scanned Records
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To Know About Kurukshetra, Visit

Kurukshetra.nic.in



Revenue

Phone Directory

Basic Statistics

VISION

Contents Provided by
District Administration, Kurukshetra
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e-Maitri - Mutual Administrative Initiative to Redress Issues

is an ambitious e-governance initiative of District Administration, Kurukshetra. e-Maitri centers will facilitate the peoples in availing various services of the State as well as Central Government under a single roof at their door step using an e- platform. These centers will help in providing services in a more convenient and a transparent manner to citizens.

Services related to various departments, in an integrated and easily accessible manner, will be provided to the peoples residing in rural as well as urban areas without any need for running around Government offices.

In the 1st phase the e-Maitri center will be established at village Dhurala, tehsil Thanesar. This center will be wholly owned/managed by DITS.

In the 2nd phase mobile vans will be used to provide the these services from door to door.

In the 3rd phase the network of the centers will be extended to a significant number of clusters covering all the Gram Panchayats/Villages of District Kurukshetra using Public-Private Partnership (PPP) model.

The services will be delivered at these centers via counters and e-Maitri kiosks and also online via www.kurukshetra.gov.in/emaitri.htm



Services

Through 1. Kiosks 2. Counter

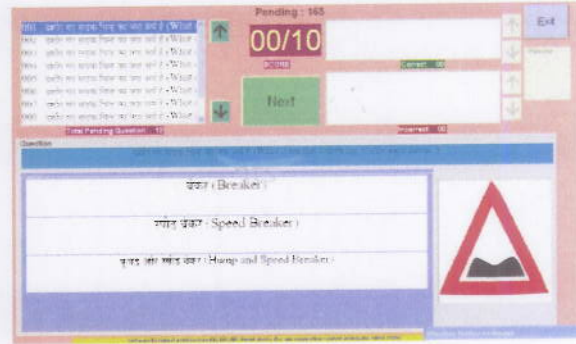
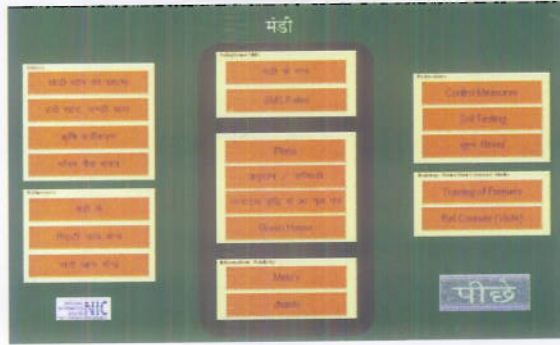
Application Form (Counter)

The main problem faced by the citizens is to know the procedure/formality to be followed before submitting an application in the departments to get the benefit/service.

In order to facilitate the public, not only the procedure/formality will be explained to them but also the files for the following services will be prepared in e-Maitri centers and will be got completed in all respect. The procedure for further follow-up action will be explained to the applicants so that they may not have to wander here and there for their work. The files will be got prepared at a nominal cost of rupees 20/-.

Sr. No.	Department/Office	Service	Detail
1.	Sub-Div. Magistrate	Vehicle Registration	New, Transfer, Duplicate, HPA Cancel, NOC, Re-passing
2.	Sub-Div. Magistrate	Licenses	DL Light, Learner, Renewal, Addition, Duplicate, International, Conductor
3.	Sub-Div. Magistrate	Arms License	New arm license/Renewal/addition of weapon etc.
4.	Revenue	Marriage Registration	Every married person is required to get his marriage registered with the marriage registrar.
5.	Social Welfare	Pension	Old Age, Disability, Widow pension etc.
6.	Social Welfare	Senior Citizen Card	Senior citizen cards are issued to the person who are above 60 yrs of age.
7.	Election	Voter card	New Voter card, Change of address etc.
8.	Employment	Unemployment Allowance	The educated youths who are unemployed are granted unemployment allowance by the Govt.
9.	Food & Civil Supply	Ration Card	New Ration Card, Surrender Certificate, Duplicate Ration Card, Inclusion / Deletion of family members, Change of Address etc.

Delivery of Services (Counter)



Till now a common man has to move from one office to other to get many of the services needed in his daily life. Although some services are available online, but online system is still far away from the reach of common man. The common man will be facilitated through these counters to get the following services most needed in their daily routine work.

The services will be delivered at the fees prescribed by the Government for the particular service in addition to the service charges fixed by the administration.

Sr. No	Department/Office	Service	Remarks
1.	Revenue	Appointment of Reg. Deed	For registration of deed prior appointment is required to be taken from tehsil office. The Seller/Purchaser of land can get appointment for registration of deed from here.
2.	Revenue	Nakal Jamabandi	Jamabandi is a record of right in land.
3.	Revenue	Copy of Mutation	Mutation is certificate of transfer of right of land from one person to another person on the basis of Sale Deed, Division, Will, Gift etc.
4.	Revenue	Copy of Reg. Deed	Every person have to get registered sale & purchase transaction of land before the sub-registrar authority. A Scanned copy of registration deed will be made available.
5.	Revenue	Copy of Fard Badr	All the correction in Jamabandi is

			made through the Fard Badr during the course of jamabandi period i.e. 5 year.
6.	Revenue	Copy of Daily Roznamcha	Roznamcha (halris) is a register of daily transactions recorded by the patwari those effect the jamabandi e.g. mortgage, Inheritance etc.
7.	Revenue	Field Book	Field book is document having the detail of dimensions of land prepared at the time of consolidation.
8.	UID	e-Aadhar Card	e-Aadhar card will be generated for the persons who have not received their Aadhar card.
9.	UID	Correction in Aadhar Card	The errors in the name, address, date of birth etc will be corrected.
10.	UHBVN	Generation of Bills	Electricity bills will be generated for the consumers who have not received their bills.
11.	LPG	Online Gas Booking	One can get his LPG booked online with his gas agency.

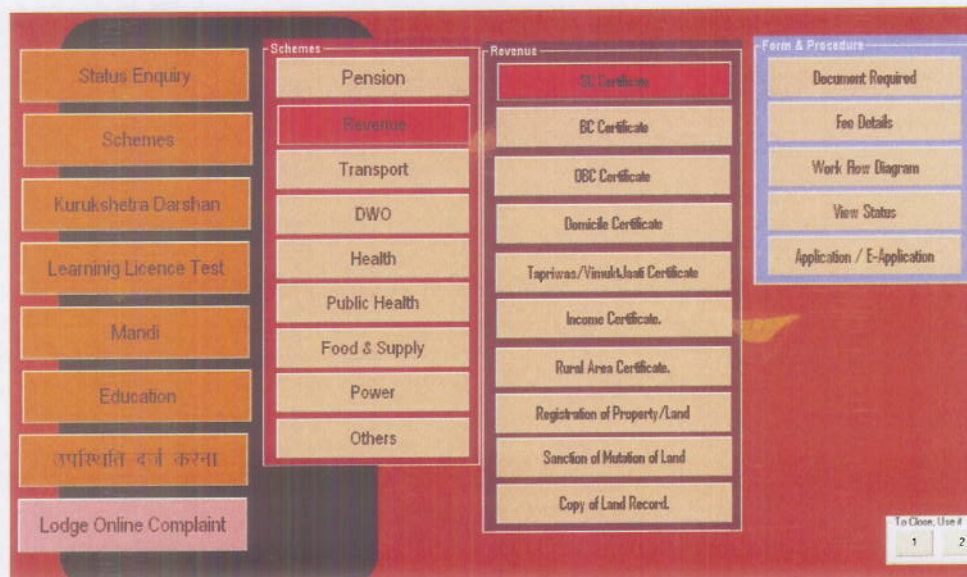
Document Verification (At Counter)

Sometimes the genuineness of the certificates issued by the competent authority are got verified by the accepting departments or the person who needed it. These centers will facilitate in checking the genuineness of the certificates. However genuineness of the certificates will not be certified at these centers.

Sr. No	Department/Office	Service	Counter	Touch Screen	Online Webpage
1.	Revenue	Nakal Jamabandi	√	√	√
2.	Revenue	Copy of Mutation	√	√	√
3.	Revenue	Certificates (Caste, Domicile, Income, etc.)	√	×	√
4.	Health	Birth & Death	√	×	√
5.	UID	Aadhar Card	√	×	√

INFORMATION KIOSK

Detail of Schemes



In most of the cases it is felt that procedure to fill a particular application is very lengthy and tedious. Although the officials in each office do their best to familiarize the citizens about all the forms and procedure. But still it is felt that a system is required that facilitate citizens in a detailed manner. This will not only ease the job of the official but also facilitate the citizens in getting the information themselves by touch of finger on the information kiosk. Forms & Procedures for availing the various services under different schemes of State and Central Government have been made available on the kiosk viz. Document Required, Fee Details, Work Flow Diagram, Application form etc.

Sr. No	Department/Office	Service	Detail
1.	Revenue	Appointment of Reg. Deed	For registration of deed prior appointment is required to be taken from tehsil office. The Seller/Purchaser of land can get information about the availability of slot on a particular date.
2.	Revenue	Nakal Jamabandi	Jamabandi is a record of right in

			land.
3.	Revenue	Mutation	Mutation is certificate of transfer of right of land from one person to another person on the basis of Sale Deed, Division, Will, Gift etc.
4.	Revenue	Muasawi	Scanned copy of the maps of the villages.
5.	Revenue	Field Book	Field book is document having the detail of dimensions of land prepared at the time of consolidation.
6.	Panchayat	Development Works	Development works executed under various scheme by Gram Panchayats.
7.	Social Welfare	Pension Schemes	Old Age, Disability, Widow etc.
8.	Revenue	Certificates	Caste, Domicile, Income etc.
9.	Market Committee	Mandi Rates	Mandi wise rates of various produces of district kurukshetra.
10.	Health	Birth & Death	Scanned Record.

Status Enquiry

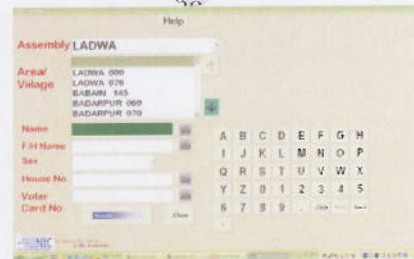


Status Enquiry

- Status Enquiry
- Schemes
- Kurukshetra Darshan
- Learning Licence Test
- Mandi
- Education
- उपस्थिति दर्ज करना
- Lodge Online Complaint

Status Enquiry

- Complaint/Grievances
- Driving Licence
- Vehicle Registration
- Development Works
- Appointment Status (Deeds)
- Mutation
- Mobile Status (Lost)
- Police Verification
- Certificates
- Birth & Death
- Ration Card
- Aadhar Card
- Voter List



Help

Assembly LADWA

Area/Village: LADWA 000, LADWA 076, BABARI 345, BAGARPUR 069, BAGARPUR 070

Name: [Input Field]

File Name: [Input Field]

Sex: [Input Field]

House No: [Input Field]

Voter Card No: [Input Field]

Alphabetical Keyboard: A B C D E F G H, I J K L M N O P, Q R S T U V W X, Y Z 0 1 2 3 4 5, 6 7 8 9



Assembly LADWA

Area/Village: LADWA 000, LADWA 076, BABARI 345, BAGARPUR 069, BAGARPUR 070

Name: [Input Field]

File Name: [Input Field]

Sex: [Input Field]

House No: [Input Field]

Voter Card No: [Input Field]

Search Results:

- SATISH KUMAR, RAM SARAN
- SATPAL, GURDIAL
- SATPAL, BISHAM LAL
- SATPAL SINGH, BAGAN SINGH
- SATYA DEVI, PERAN CHAND
- SATYA DEVI, BALWINDER SINGH
- SAT PAL, PREM SINGH
- SATISH, HARSH RAM
- SATISH SINGH, ILAK RAJ

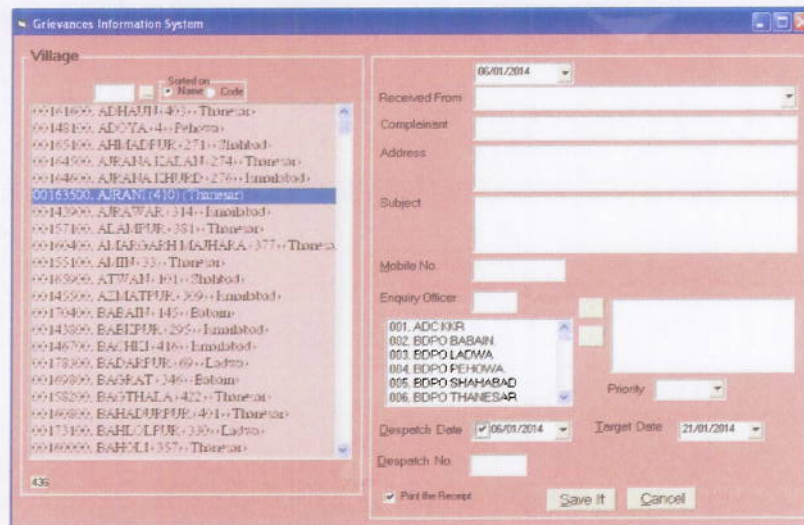
It is felt that in most of the cases without manual intervention of the staff, status of application can be provided to the public through various methods. This will not only ease the job of the official but also facilitate the citizens in getting the information themselves by touch of finger on the information kiosk without paying a single penny and without writing application.

Sr. No	Department/Office	Service	Counter	Touch Screen	Online Webpage	SMS	Helpline	Detail
1.	Distt. Admn.	Status of complaints / Grievances	√	√	√	√	√	Status of all the complaints /grievances dealt by the office of Deputy commissioner, Kurukshetra.
2.	Sub-Div. Magistrate	Vehicle Registration	√	√	√	√	√	Detail of all the RC registered in Distt. Kurukshetra.
3.	Sub-Div. Magistrate	Driving Licenses (DL/LL/CL)	√	√	√	√	√	Detail of all the Driving Licences issued in Distt. Kurukshetra.
4.	Panchayat	Development Works	x	√	√	x	x	Detail of all the developed works executed by GP in distt. Kurukshetra under various schemes.
5.	Revenue	Mutation	√	√	√	√	√	All the mutation sanctioned in distt. Kurukshetra in recent years.
6.	Police	Mobile Lost	√	√	√	√	√	SP Office Kurukshetra maintain a complete computerize system of lost & found mobile. Using this data latest status report provided to the user.
7.	Police	Character Verification	√	√	√	√	√	SP Office Kurukshetra maintain a complete computerize system of verification of Character. Using this data latest

								status report provided to the user.
8.	Social Welfare	Pension	√	×	√	×	×	Whether the case of pensioner is sanctioned or not can be enquired.
9.	LPG	Cyl. Refill	√	×	√	×	×	No. of cylinder refilled, request of booking.
10.	Election	Voter ID.	√	√	√	√	√	Status of online application of Voter Id., Booth Detail etc.
11.	Railway	Seat Reservation	√	×	√	√	×	Booking status can be enquired.
12.	Passport	Passport	√	×	√	×	×	Appointment status of passport.
13.	Revenue	Appointment for Registration Deed	√	√	√	×	√	Appointment status of reg. Deed.
14.	Health	File Tracking	√	√	√	√	×	Movement of file can be tracked i.e. CMO Office, SDM Office, Head Office etc.
15.	Food & Civil Supply	Ration card	√	×	√	×	√	Status of Ration Card.

Grievances

The following programs are being run by the Government of Haryana and District Administration, Kurukshetra for the redressal of the grievances of the public.



The screenshot shows a web application titled "Grievances Information System". It features a list of villages on the left and a form on the right. The village list includes entries like ADHAUTI, ADITYA, AHIKAPUR, AJANA, ALAMPUR, ALMATHI, and ALMATHI. The form on the right includes fields for "Received From", "Complainant", "Address", "Subject", "Mobile No.", "Enquiry Officer", "Despatch Date", and "Target Date". There is also a "Priority" dropdown and a "Part the Receipt" checkbox.

1. Harsamadhan

Harsamadhan is a web portal of the Haryana Govt. Any one can file his complaint/grievances on this web portal directly to the Deputy Commissioner.

2. District Grievances Redressal Committee.

The meeting of the District Grievances Redressal Committee is held every month. The meeting is presided over by a Minister of Haryana Govt. or Deputy Commissioner. The public can present his complaint/grievances in writing before the Chairman of the meeting.

3. Sanjhi Pahal

Sanjhi Pahal is a new initiative taken by the Deputy Commissioner, Kurukshetra. Under this scheme, the complaints of the people are heard on every Thursday at 11:00 AM in the conference hall of Mini Secretariat, Kurukshetra. The complaints are registered online and heard personally in

the presence of concerned officers. Efforts are made to provide relief to the complainant at spot.

4. Time Limit

The complaints received from the public are marked to the concerned officer for disposal in a time limit keeping in view the nature of the complaint to provide timely relief to the public.

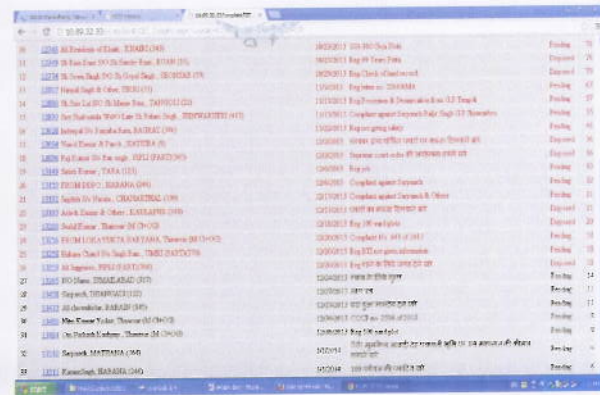
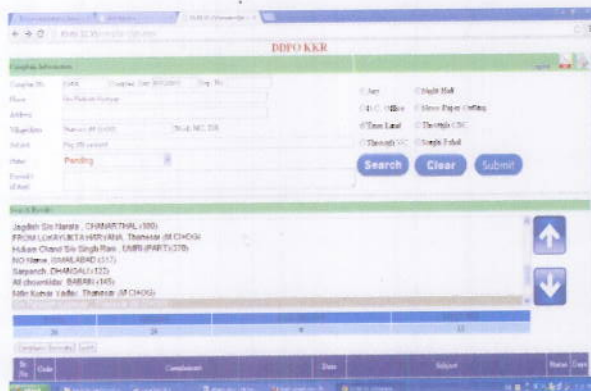
5. Night Halt.

In accordance the policy of the State Govt. Night Halt camp are held by the Deputy Commissioner, Kurukshetra twice in a month in the villages to hear the complaints/grievances of the public at spot. The complaints/grievances received in night halt camps are disposed off on the same pattern at par with complaints received through other platforms.

6. Information KIOSK

To facilitate the complainant, a system has been devised using which he can enter/lodge a complaint even without appearing before the officer on a information kiosk. The complaint will be given the same priority as given to the complaints received through other platform. A technique of recording his voice & video is used in it.

The complaints received through any one of the above platform are registered and a complaint ID is generated. The complaints are sent to the concerned officers for redressal of the grievances. The complaints are properly and timely monitored in the complaint branch of the Deputy Commissioner's office.





Time Limit Complaints Status, All Departments Kurukshetra

Sr. No.	Office/ Department Name	Total Complaints	Disposed	Reply Received	Total Pending	Actual Pending
1	ADC KKR	7	1	0	6	2
2	SDM THANESAR	18	3	0	15	8
3	SDM PEHOWA	18	4	10	4	6
4	SDM, SHAHABAD.	10	6	0	4	4
5	BDPO BABAIN.	8	3	0	5	5
6	BDPO LADWA	4	0	0	4	4
7	BDPO PEHOWA.	2	1	0	1	0
8	BDPO SHAHABAD	3	0	0	3	3
9	BDPO THANESAR	19	4	0	15	7
10	DDPO KKR	35	10	12	13	16
11	BDPO ISMAILABAD	3	0	0	3	2
12	DRO, KKR	8	3	0	5	2
13	N.T. ISMAILABAD	1	0	0	1	0

The status of the complaint/grievances can be checked/known by the public with the methods given above.

Service Charges

The fees prescribed by the Government for the particular service in addition to the service charges fixed by the administration.

Answer to any Query:

You can send us your queries at dckrk@nic.in or diokrk@nic.in.