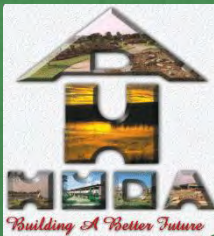


IT Initiatives



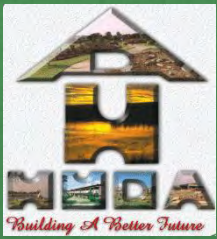


IT Initiatives

HARYANA URBAN DEVELOPMENT AUTHORITY

Issues:

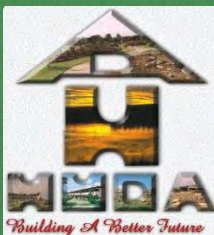
- ❖ Collection of 18 Estates and 33 Division Offices
- ❖ More than 3,15,970 allottees all over the state.
- ❖ Client Servicing of average of more than 300 people per day per estate office.
- ❖ Class 'A' Estate Office having more than 54,000 files.
- ❖ Staff strength of 16-20 per estate office.
- ❖ Scarcity of accounting personnel.
- ❖ Huge downtime for single application processing.
- ❖ Manual calculation of dues, taking more than 2-3 hours per file.
- ❖ Delay in due estimation causing huge financial losses.
- ❖ Delay in daily MIS reports.
- ❖ Reduced motivation in employees due to over burden of work.
- ❖ Inconsistency & mistakes in calculations of allottees' dues.



Implementation of Strategies

HARYANA URBAN DEVELOPMENT AUTHORITY

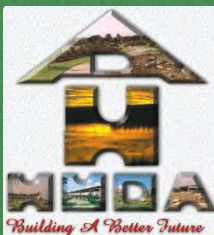
- ❖ Digitization of 3,15,970 files with many of them in dilapidated form.
- ❖ On-line mailing system & automatic reconciliation of accounts
- ❖ Identification of staff as Master Trainers.
- ❖ Training to general staff by Master Trainers.
- ❖ User acceptance test to check robustness of the system.
- ❖ Regular In-house IT literacy programmes to bring employees to uniform platform.
- ❖ Unified Networking across Estates and Division Offices spanning varied geography.
- ❖ Data Center with 24x7 uptime :
 - State Data Center - Primary.
 - HUDA Data Center- Back up.



Impact & Geographical Coverage

HARYANA URBAN DEVELOPMENT AUTHORITY

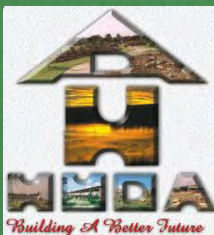
Success Indicators	Before	Now
Allottee account information	Generated manually on request (2-3 hrs job) complete process takes 15-20 days till communication to the allottee	<u>Up to Date</u>
Application status tracking	On personal persuasion	<u>Online.</u>
Geographical Reach	Allottee has to visit concerned Estate office within restricted time limits.	No Restrictions. Anywhere and anytime. More than 1 Million persons visited HUDA website in the last one year
Identification of Vacant Properties	Lack of clarity / proper records on the vacant plots.	Information can be obtained on the click of the button.
Public Presence in Estate offices	About 300-350 persons per estate office /day.	Reduced Considerably
Service Delivery	There were 10-12 channels for clearance of one process.	<u>Maximum of 5 Channels.</u> <u>38 services covered</u>



Impact & Geographical Coverage

HARYANA URBAN DEVELOPMENT AUTHORITY

Success Indicators	Before	Now
Revenue Generation	Manual System was causing large revenue losses as it was nearly impossible to calculate the dues of each property manually	Many defaulters were identified whose dues were not paid for so long.
Automatic outstanding dues notice generation	Tedious process – at max 10 notices in 1 day in one Estate Office	Automatically . All defaulters in one go out of about 300,000 Allottees.
Payment Receipts	Single Bank at the premises of Estate Office and No Guarantee of attachment in the concerned File	Online Payment Gateway with instant reflection in allottee's property account.
Role of Middle Man	Allottee has to depend heavily on middle men for completing various processes.	The allottee can transact online for various services and even monitor the status of his application online.
User satisfactions	Nil	Highly Satisfied. For the First time in the history of HUDA excess money received from the allottees was refunded.
MIS Reports for managements	Generated manually as and when demanded – tedious job	More than 100 reports are available on a single click



Impact & Geographical Coverage

HARYANA URBAN DEVELOPMENT AUTHORITY

Success Indicators	Before	Now
Consistency in accounting procedures and calculation of Dues	lack of uniformity in calculation of Allottee Dues and accounting procedures.	Uniform calculation and accounting procedures across All Estate Offices in entire Haryana.
Interface between Estate Office and Allottee/ Public	For every activity Allottee / Citizen had to visit the office many times to get his work done.	Now Web Based Interface has been provided to the Allottee which obviates the need to visit to the Estate Office.
Single Window clearance	No Such Concept Existed . There were multiple window and undefined processes. About 300 applications were accepted daily	Single Window for all types of Clearances and application submission. About 50-60 applications are received. Only those applications are received where dues are Nil.



Awards and 3rd Party Assessments

HARYANA URBAN DEVELOPMENT AUTHORITY

Awards & Assessments

- National e-Governance Award for exemplary usage ICT by PSU Office - 2009

• **Best IT enabled Psu of the country award 2010**

Published Case Studies

- Case Study Published at Microsoft website as *“Government body achieves Complete success in its e-governance initiative “*

Road Map Ahead

- Online acceptance of various applications.
- Online water and sewerage Bill collection
- Scanning of plot files
- Online acceptance of revised building plans
- E-Auctions
- Mobile applications



Haryana Urban Development Authority

HUDA Helpline Number 1800-180-3030 [Take Print out of Allottee Account Statement](#)

- [About Us](#)
- [Departments](#)
- [Repository](#)
- [Directives](#)
- [Notices](#)
- [Services](#)
- [Contact Us](#)
- [Help](#)

Login To Your Account

User ID:

Password:

Remember me next time.

[Log In](#)

[Register](#) [Forgot Password](#)

Message From the Chairman



Namaskar,
I am happy to welcome you to the official portal of Haryana Urban Development Authority...

[More](#)



HUDA Toll Free Number.

1800-180-3030

[Register Grievance](#)

[Track Grievance](#)

[New Schemes](#)



Online Services

- [Draw Results](#)
- [Online Payments](#)
- [Allottee Account Information](#)
- [Registration Number](#)
- [Employment](#)
- [PlotStatusEnquiry](#)
- [Print Account Statement](#)
- [WebForm2](#)
- [Reprint New Scheme Receipt](#)

Important Links

- [E - tenders](#)
- [Court Case Tracking System](#)
- [Contact Details of HUDA Officers](#)
- [Information under RTI Act](#)
- [Architecture Designs](#)
- [List of SPIO's and APIO's](#)
- [Development Works](#)
- [Online Sectors](#)
- [Check Report](#)
- [Urban Estates of HUDA](#)
- [Agenda](#)
- [Proceeding](#)

Latest News

[Issue of Re-allotment Letter without getting Transfer Permission from HUDA](#)

[Revised Recovery of 1st enhancement and 2nd enhancement in respect of sector-27 and 28, Panchkula](#)

Citizen's Charter

This is a commitment of the Haryana Urban Development Authority to provide every allottee/purchaser of its properties: Efficient, prompt and courteous service with dedication, integrity and fairness. [more](#)

Associated Banks for Payment Gateway

Integration of Payment Gateway(24x7)



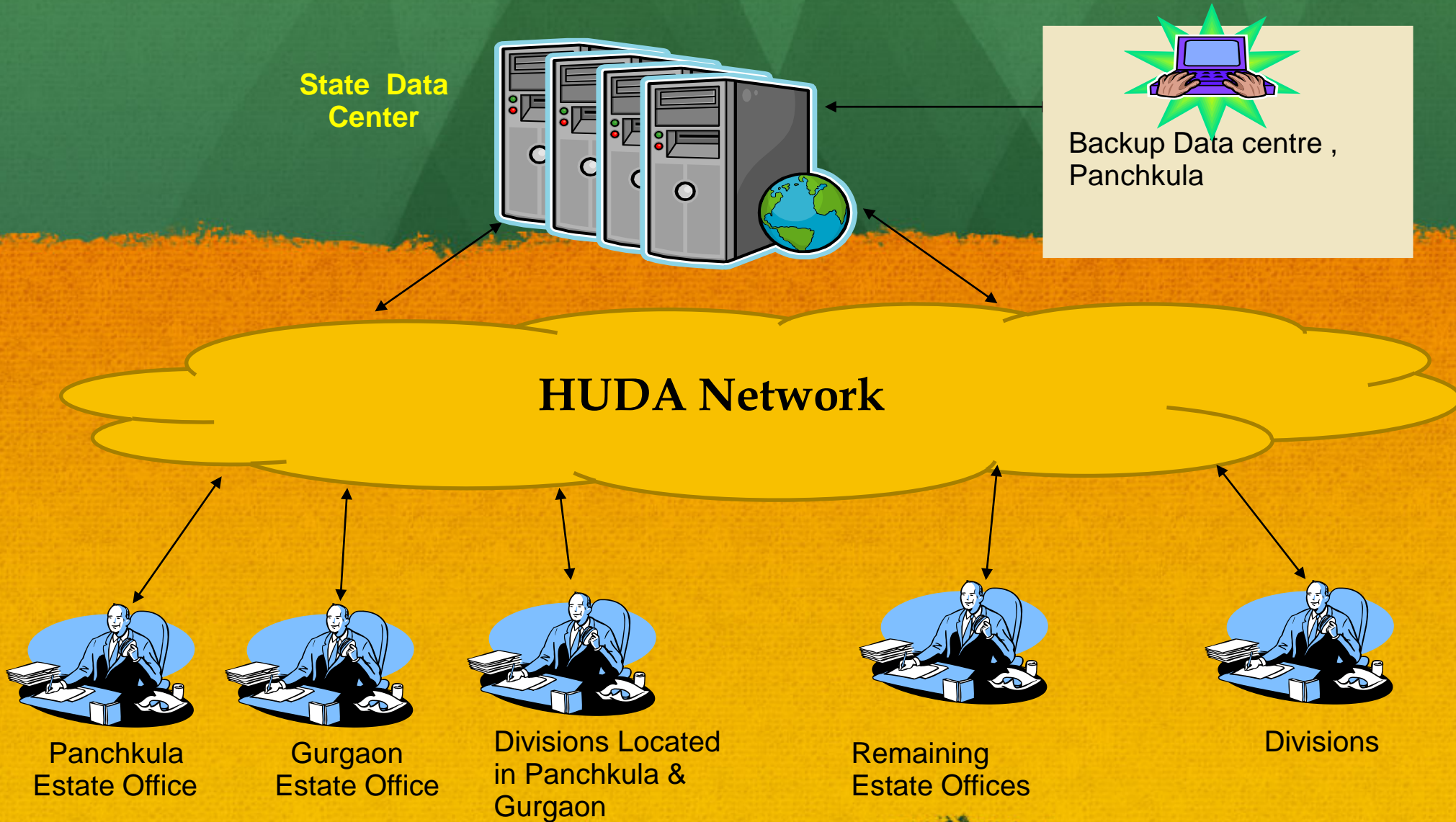
[CLICK HERE](#)

TENDERS

Polls & Survey

Have you received your UserID and Password for the HUDA plots.

Connectivity





Consultancy on E-Governance initiatives

HARYANA URBAN DEVELOPMENT AUTHORITY

- ❖ Housing Board Haryana: HUDA is implementing the complete Plot and Property Management System of Housing board Haryana
- ❖ Assisting GMADA and DDA in their IT drive
- ❖ Chandigarh Housing Board has also approached for IT solution for their property management.

THANKS