



Government of Haryana

SOP (Standard Operating Procedure)

*(For applying for schemes/services on Antyodaya
Saral after integration with PPP)*

22nd December 2020



**Parivar Pehchan Patra
Citizen Resource Information Department
Government of Haryana**

SOP for applying for schemes/services on Antyodaya Saral after integration with PPP

a. **Purpose:** This process shall be followed for applying for those services/schemes on Antyodaya Saral platform which have been integrated with PPP

b. **Stakeholders:** Following are the key stakeholders for the process:

SNo	Name of stakeholder	Type
1	Govt. of Haryana	Owner
2	Citizen Resource Information Department (CRID)	Stakeholder

c. **Prerequisites:** The following are the pre-requisites for this process:

a. The citizen and his/her family are registered in the Parivar Pehchan Patra Database.

d. **Procedure:**

Sno	Details	Responsibility
1.	Citizen can apply for Antyodaya Saral services through any of the following government touchpoints: <ul style="list-style-type: none"> • Antyodaya Saral Kendra • CSC • Online Website 	Saral
2.	The citizen/operator logs into the Antyodaya Saral platform with their login credentials.	Saral
3.	In case the citizen/operator does not have login credentials, they may register for the same using the 'New User' option on the website	Saral
4.	From the 'Apply for Services' section, the citizen/operator selects the scheme/service they want to apply for.	Saral
5.	On opening of the application form, the citizen/operator sees 2 options: <ol style="list-style-type: none"> 1. "I have Family ID" 2. "I forgot my Family ID or I don't have Family ID" 	Saral
6.	If the citizen/operator selects option 2, then the user will be redirected to the PPP website to search the Family ID on the basis of Aadhar of the citizen. In case the citizen is not found in the Family ID database, they will have to first register for it, before going back to applying for the	PPP

	service. Further, first time registration can be done at a CSC or PPP operator only.	
7.	If the citizen/operator selects option 1, they will have to enter the concerned citizen's Family ID. After submission of the Family ID, the list of members of the family will be displayed in the drop down. The citizen/operator selects the citizen from the list of dropdown for the person who has come to apply for the service/scheme.	Saral
8.	<p>After selecting the citizen, an OTP is sent to the number of the concerned citizen registered in PPP. On validation of the OTP, the data of the citizen will be fetched from PPP database onto the scheme/service application form. The data will be visible in a non-editable format.</p> <p>In case the citizen/operator wants to make any change in any of the data fetched from PPP, they will have to edit the same by visiting PPP Mera Parivar Portal.</p>	PPP
9.	The citizen/operator enters the scheme/service specific fields on the application form.	Saral
10.	<p>After the application form submission, the annexure page will open. The citizen will be asked for relevant annexures. Citizen will not be required to submit annexures for:</p> <ul style="list-style-type: none"> • Identity verification • Annexures corresponding to verified fields in PPP 	Saral
11.	On submission of the application and the annexure, an acknowledgement receipt will be generated for the service/scheme.	Saral