



# ANNUAL REPORT 2024-25

Haryana Right to Service Commission

# **ANNUAL REPORT**

**2024-25**

**Haryana Right to Service Commission**



# MESSAGE



It gives me pleasure to note that the Haryana Right to Service Commission is bringing out its second Annual Report for 2024-2025. The Commission has now completed a decade of its establishment milestone that invites both reflection and renewed resolve.

Since the publication of its previous report last year, the Commission has deepened its efforts to make governance truly citizen-centric. From resolving long-pending grievances to expanding service coverage through a significant focus on process re-engineering, the institution has continued to anchor administrative functioning in the values of accessibility and accountability.

The Commission has functioned with impartiality and resolve, working across Departments and geographies to ensure equitable delivery of services to all sections of society. As Bharat Ratna Dr. B. R. Ambedkar wisely reminded us, "The essence of justice lies in the impartiality of those who dispense it." The Commission's work exemplifies this constitutional ideal.

I extend my warm congratulations to the Commission on completing ten years of service. May it continue to rise to the challenges of our times and remain steadfast in promoting transparency, efficiency and welfare!

**(Prof. Ashim Kumar Ghosh)**  
Governor, Haryana

# MESSAGE



It is encouraging to see the Haryana Right to Service Commission commemorate ten years of service with the publication of its second Annual Report 2024-25.

Over the past decade, the Commission has played a pivotal role in demonstrating how service delivery reforms can be institutionalised and sustained at scale. The Commission's expansion of notified services, investment in training and capacity building and proactive engagement with inter-State forums reflect a mature, citizen-centric and responsive institution.

The strides made by the Commission through the Auto Appeal System (AAS) portal demonstrate how digital public infrastructure can be strengthened through localized innovation and unwavering administrative commitment. These initiatives resonate strongly with Hon'ble Prime Minister's vision of Minimum Government, Maximum Governance, Digital India and Ease of Living ensuring that technology and transparency together empower every citizen. The Commission's efforts exemplify how governance can be made more accessible, accountable and efficient at the grassroots level.

I congratulate the Commission on this milestone and commend its unwavering dedication to transparent and accountable governance. It sets a strong example for similar institutions across the country.

**Dr. Jitendra Singh**

Minister of State, Prime Minister's Office  
Ministry of Personnel, Public Grievances and Pensions  
Government of India

# MESSAGE



It gives me immense pleasure to know that the Haryana Right to Service Commission is set to publish its Annual Report for the year 2024-2025, marking a significant milestone-ten years of the Commission's dedicated service.

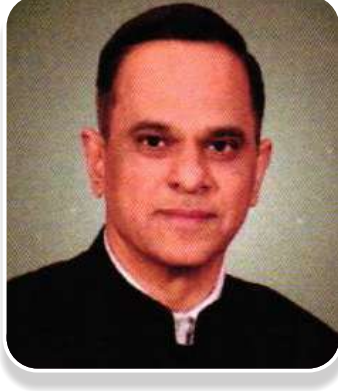
Over the past decade, the Commission has played a pivotal role in empowering citizens by ensuring access to public services in a hassle-free, transparent and time-bound manner. By establishing an effective service delivery mechanism, it has significantly contributed to enhancing the credibility of government functioning. Timely and efficient service delivery not only builds trust but also aligns with the expectations of citizens for responsive governance.

I am confident that the Annual Report for 2024-2025 will comprehensively capture the Commission's continued commitment to strengthening transparent, timely and citizen-centric public service delivery across the state.

I extend my heartiest congratulations and best wishes to the Haryana Right to Service Commission for its outstanding efforts and accomplishments.

**Nayab Singh**  
Chief Minister, Haryana

# MESSAGE



It gives me great satisfaction to note that the Haryana Right to Service Commission is bringing out its Annual Report for 2024-2025, coinciding with the completion of ten years of its establishment. This decade represents a meaningful journey of institutional evolution towards citizen-focused and accountable governance.

The Commission has emerged as a key driver in reinforcing time-bound public service delivery across Departments. Its engagement in national-level governance platforms, participation in conferences and exchange of best practices with other States have contributed immensely to fostering a culture of learning and cooperative reform. The emphasis placed on performance monitoring, service rationalisation and strengthening administrative capacity has set a high standard in the domain of public service delivery.

During my visit to the Haryana Right to Service Commission, I had the privilege to interact with the officials and understand more about the Auto Appeal System. My visit to the SARAL Call Centre highlighted how the effective use of technology and data-driven monitoring can harmonize efficiency with empathy in delivering responsive public services. The team's professionalism and the structured mechanisms for citizen feedback reflect a deep-rooted commitment to improving service outcomes.

The Department of Administrative Reforms and Public Grievances values its close association with the Commission, particularly through its meaningful inputs to the National e-Governance Service Delivery Assessment (NeSDA). These contributions have strengthened the collective mission of promoting seamless, technology-enabled and citizen-centric service delivery across the country.

I extend my warm felicitations to the Commission on completing a decade of dedicated service and wish it continued progress in its endeavour to make governance more responsive, efficient and citizen-oriented.

**Sh. V. Srinivas, IAS**

Secretary,

Ministry of Personnel, Public Grievances & Pensions,

Government of India

# MESSAGE



It gives me great pleasure to extend my heartfelt congratulations to the Haryana Right to Service Commission (HRTSC) on the publication of its Second Annual Report for FY 2024 2025 and on completing over a decade of commendable service in advancing the Right to Service framework in the State.

The Commission has consistently played a pivotal role in promoting transparent, accountable, and citizen-centric governance. By effectively implementing the Haryana Right to Service Act, 2014, and introducing pathbreaking digital initiatives such as the Auto-Appeal System (AAS), HRTSC has made remarkable progress in ensuring time-bound, hassle-free, accessible delivery of public services.

The Commission's digital ecosystem enables real-time tracking of service requests, automatic escalation of delayed cases, and data-driven performance monitoring across Departments. The Commission has made sustained efforts in leveraging technology and innovation to strengthen public service delivery. These innovations have enabled citizens to track the progress of their grievances online. Such commitments to efficiency and transparency stand as a key to improve good governance practices.

I extend my best wishes to the Haryana Right to Service Commission for continued success in its endeavours towards citizen empowerment, administrative reform, and digital transformation in service delivery.

**Dr. Surendrakumar Bagde, IAS**  
Director General,  
National Center for Good Governance,  
Department of Administrative Reforms & Public Grievances,  
Ministry of Personnel, Public Grievances and Pensions,  
Government of India

# Foreword



***“The measure of good governance is how effectively it reaches the last man.”***

**— Pandit Deendayal Upadhyaya**

The Indian Constitution has placed the service of citizens at the very heart of governance. In an age where governance is measured not by the number of rules framed but by the ease with which people experience their rights, the purpose of administration stands clear: to turn ideals into impact and promises into everyday service. Governance, in this sense, is not the art of policy-making alone; it is the discipline of ensuring that every decision, every rule and every system ultimately improves the lives of those it was created to serve.

In the 21<sup>st</sup> century, governance stands at the confluence of policy, participation and technology. India today is witnessing a paradigm shift toward *technology-driven digital governance*, a transformation that has redefined the relationship between the citizen and the State. Technology is no longer a supplement to governance; it is its very backbone. Principles such as *accountability, transparency and responsiveness* in service delivery and grievance redressal can only be ensured when systems are data-backed, timely and most importantly, monitored. At the heart of this transformation lies one guiding belief that time-bound delivery of services is not a privilege but a right.

Hon’ble Prime Minister, Shri Narendra Modi has often reminded administrators that *“passing a file doesn’t mean the job is done; the job is only done once the complaint reaches its logical end.”* His words capture the spirit of a government that does not merely act but resolves. In another reflection, the Hon’ble Prime Minister described grievance redressal as *“an essential component of democracy where every citizen must have their problems addressed and responded to; where technology and good governance together become the most powerful tools of public service.”* These sentiments form the moral and operational foundation of our collective administrative effort.

It is in this spirit that the Haryana Right to Service Act, 2014, is being implemented in the State to ensure that every citizen receives notified public services within defined timelines. Over the years, 795 services from 33 Departments with 53 organizations have been brought under its ambit as on 31.03.2025. The Act represents not merely a statutory framework but a commitment to *time-bound, transparent and accountable* governance. Any lapse or dereliction of duty by the designated officers is viewed with

utmost seriousness and appropriate proceedings are undertaken to uphold the integrity of service delivery.

This second Annual Report (2024-25) of the Haryana Right to Service Commission presents a comprehensive account of the Commission's functioning during the year. The first Annual Report (2023-24) laid a foundational perspective on the Commission's work, which this second report builds upon offering a deeper account of progress made and lessons carried forward. It further outlines the initiatives undertaken in process re-engineering, disciplinary proceedings, imposition of penalties and systemic reforms - all directed toward ensuring that every application under the Act is processed with fairness, promptness and integrity of the highest order.

The Commission firmly believes that there is no use of notification of a scheme or service unless it is actually implemented on the ground. Though the Right to Service Legislation exists in almost all States and Union Territories of India but unfortunately, barring a few States, the implementation remains practically 'ZERO'. It is in this context that our Commission had conceptualised and implemented the Auto Appeal System (AAS) w.e.f 01.09.2021 under the able guidance and blessings of the then Hon'ble Chief Minister and now the Union Minister of Housing & Urban Affairs and Power, Sh. Manohar Lal.

The Commission continues to strengthen the AAS, an innovation that automatically escalates cases of delay to higher authorities, thereby ensuring seamless movement of files and proactive monitoring of citizen requests. This technology led intervention has transformed service, scheme and grievance delivery from a reactive exercise into a real-time, outcome-oriented process, reinforcing the trust of citizens in government systems. Operating with just fifteen dedicated staff members and a 100% e-Office workflow, the Commission stands as proof that effectiveness stems from systems and synergy, not size.

As Haryana completes a decade of the Right to Service framework, this report reaffirms our collective commitment to making the Hon'ble Prime Minister's vision of *Ease of Living* a lived reality. The Commission remains steadfast in its pursuit of a governance model where technology, empathy and timeliness converge, so that every citizen experiences not just service delivery but *Good Governance in action*.



T.C. Gupta, IAS (Retd.)  
Chief Commissioner  
Haryana Right to Service Commission



# Table of Contents

<b>Chapters</b>	<b>Particulars</b>	<b>Page No.</b>
	<b>Prologue</b>	<b>i</b>
	<b>Preface</b>	<b>iii</b>
<b>Chapter-1</b>	<b>Introduction: A Decade of Service Reimagined</b>	<b>1</b>
<b>Chapter-2</b>	<b>Strengthening Service Delivery Ecosystem</b>	<b>7</b>
<b>Chapter-3</b>	<b>AAS in Action: Enforcing Timely Delivery Without Burdening Citizens</b>	<b>18</b>
<b>Chapter-4</b>	<b>When the System Listens - Stories of Resolution and Relief</b>	<b>39</b>
<b>Chapter-5</b>	<b>Report under Section 18 (Driving Reforms – Actions, Recommendations and Impact under Section 17)</b>	<b>63</b>
<b>Chapter-6</b>	<b>Beyond Mandate – A Year of Engagement, Action and Innovation</b>	<b>86</b>
<b>Chapter-7</b>	<b>Way Forward</b>	<b>94</b>
	<b>Messages From Team HRTSC</b>	<b>99</b>
	<b>Annexures</b>	<b>105</b>
	<b>Happiness Stories</b>	<b>130</b>
	<b>Media Coverage</b>	<b>139</b>

## List of Figures in the Report

Figure No.	Title	Page No.
Figure 1:	Status of Right to Service Implementation in India	vii
Figure 1.1:	Evolution of Citizen Experience in Service Delivery- From Inaccessibility to Automation	04
Figure 1.2:	Screenshot showing auto escalation of appeals at all levels	05
Figure 2.1:	A graph representing the growth in number of notified services (without sub parts) year on year.	07
Figure 2.2:	Graph representing district wise total calls received	13
Figure 2.3:	Graph representing total number of calls and unique calls received per month	14
Figure 2.4:	Graph representing percentage of calls answered of total calls received	14
Figure 2.5:	Graph representing count of total grievances lodged on SARAL e-ticketing portal from SARAL Call Centre	15
Figure 3.1:	Screenshot of the amendment dated 26.08.2021 under Rule 3 of HRTS(Rules), 2014	18
Figure 3.2:	Graph representing trend of onboarding of services on AAS Portal (Sep 2021-Mar 2025)	19
Figure 3.3:	Sample messages received by the citizen after escalation of appeals at different levels	20
Figure 3.4:	Screenshot showing the chapter on AAS in NeSDA Monthly Report (January 2025)	22
Figure 3.5:	Key Performance Metrics from the AAS Dashboard	23
Figure 3.6:	A political map of Haryana to be used as a reference for all the heat maps	24
Figure 3.7:	Distribution of total number of appeals raised on AAS from 01.09.2021 to 31.03.2025	25
Figure 3.8 :	Distribution of total number of Revisions per district on AAS from 01.09.2021 to 31.03.2025	26
Figure 3.9 :	Population adjusted Revisions per district raised to the Commission on AAS from 01.09.2021 to 31.03.2025	27
Figure 3.10 :	Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025	28
Figure 3.11 :	Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025- Revenue Department	29
Figure 3.12:	Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025- SEWA Department	30
Figure 3.13:	Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025 - ULB Department (only those services with more than 10 Revisions have been plotted)	31
Figure 3.14:	Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025 - HSVP Department (only those services with more than 3 Revisions have been plotted)	32
Figure 3.15 :	Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025- DHBVN (only those services with more than 4 Revisions have been plotted)	33
Figure 3.16:	Total Revisions disposed of by the Commission	34
Figure 3.17:	Visual representation of department-wise distribution of revisions received across Haryana districts. Departments contributing less than 5% have been grouped as "Others".	35
Figure 3.18 :	Monthly trends in Disposal Rate and Revisions Received since December 2021	37
Figure 3.19 :	District-wise comparison of Total and Final appeals.	37
Figure 3.20:	Resolution Rate by District	38
Figure 4.1:	Visit conducted by Under Secretary, HRTSC to the appellant's house in Panipat - 25.11.2024	55

## Glossary

Sr. No.	Short Form	Full Form
1	AAS	Auto Appeal System
2	ABHB	Aapki Beti Hamari Beti
3	Act	Haryana Right to Service Act, 2014
4	AHD	Animal Husbandry and Dairying
5	BOCW	Building and Other Construction Workers
6	Commission	Haryana Right to Service Commission
7	CPGRAMS	Centralised Public Grievance Redressal and Monitoring System
8	CRID	Citizen Resources Information Department
9	CRM	Customer Relationship Management
10	CSC	Common Service Centre
11	DAMCY	Dr. Ambedkar Medhavi Chattar Yojana
12	DARPG	Department of Administrative Reforms and Public Grievances
13	DC	Deputy Commissioner
14	DHBVN	Dakshin Haryana Bijli Vitran Nigam
15	DPO	District Program Officers
16	FGRA	First Grievance Redressal Authority
17	FIDR	Family ID Repository
18	FSL	Forensic Science Laboratory
19	HBOCCWB	Haryana Building and Other Construction Workers Welfare Board
20	HCS	Haryana Civil Services
21	HPHA	Haryana Health Protection Authority
22	HIPA	Haryana Institute of Public Administration
23	HSAMB	Haryana State Agricultural Marketing Board
24	HSIIDC	Haryana State Industrial and Infrastructure Development Corporation
25	HSVP	Haryana Shehri Vikas Pradhikaran
26	LIC	Life Insurance Corporation
27	MC	Municipal Council
28	MMAPUY	Mukhya Mantri Antyodaya Parivar Utthan Yojana
29	MMSSASY	Mukhya Mantri Samajik Samrasta Antarjatiya Yojana

<b>Sr. No.</b>	<b>Short Form</b>	<b>Full Form</b>
30	MMVSY	Mukhya Mantri Vivah Shagun Yojana
31	MSME	Micro Small and Medium Enterprises
32	NCGG	National Centre for Good Governance
33	NeSDA	National e-Governance Service Delivery Assessment
34	NFBS	National Family Benefit Scheme
35	NIC	National Informatics Centre
36	Ordinance	Haryana Right to Service Ordinance, 2013
37	PHED	Public Health Engineering Department
38	PPP	Parivar Pehchan Patra
39	Regulations	Haryana Right to Service Commission (Management), Regulations, 2015
40	RLA	Registering and Licensing Authority
41	RTS	Right to Service
42	Rules	Haryana Right to Service Rules, 2014
43	SDO	Sub Divisional Officer
44	SEWA	Social Justice & Empowerment Department and Welfare of Scheduled Castes and Backward Classes and Antyodaya Department
45	SGRA	Second Grievance Redressal Authority
46	SJE	Social Justice & Empowerment
47	SM	Suo-Moto
48	State Government	Government of Haryana
49	TCP	Town and Country Planning
50	UHBVN	Uttar Haryana Bijli Vitran Nigam
51	ULB	Department of Urban Local Bodies
52	WCD	Women and Child Development
53	WSCBC	Welfare of Scheduled Castes and Backward Classes Department
54	XEN	Executive Engineer

# Prologue

The Haryana Right to Service Act, 2014 today stands at the highest pedestal in the country after significant strides made since June 2021 in advancing citizen-centric governance in the State. Its foundation is rooted in a broader movement to ensure transparency, accountability and efficiency in public service delivery, inspired by the principles underlying the Citizens' Charters and the national discourse on grievance redressal. While earlier reforms emphasized transparency, it gradually became evident that transparency alone was not sufficient unless complemented with enforceable timelines and an effective mechanism to address delays. The amendment in the Rules in July 2021 responded to this need by transforming citizen entitlements into legal rights enforceable against the State.

The legislative journey began with the promulgation of an Ordinance in December 2013, followed by the enactment of the Act in March 2014. To operationalize the Act, the Rules were notified in July 2014 and the Regulations were introduced in 2015. The Act mandates the State Government to notify public services along with specific timelines for their delivery and to designate the officers responsible for providing those services. It also prescribes a structured appellate mechanism, ensuring that citizens have clear avenues of recourse in cases of delay or denial.

A key institutional pillar of the framework is the Commission, constituted under Section 12 of the Act. The Commission is entrusted with supervising, regulating and improving the delivery of notified services across Government Departments. It is empowered to issue directions, recommend procedural reforms, inspect records, undertake suo-moto cognizance of delays and impose penalties on officials responsible for non-compliance. The Commission's mandate reflects the State's commitment to not only guaranteeing service delivery but also continuously enhancing the mechanisms through which services are rendered. The composition of the Commission includes a Chief Commissioner and up to four Commissioners appointed, ensuring institutional capacity at the highest level. It is regrettable that only the position of Chief Commissioner has been filled since December 2021.

Over the years, the scope of the Act has expanded considerably. As per the last Annual Report of the Commission (2023-24), as on 31<sup>st</sup> March 2024, 656 services (758 with sub-parts) across 51 Departments and public agencies had been notified under the Act which have increased to 668 (795 with sub-parts) as on 31<sup>st</sup> March 2025. These services encompass the entire life cycle of a citizen, ranging from documents relating to birth and residence, to services supporting livelihood, welfare schemes, business facilitation and grievances regarding public amenities. The integration of departmental service delivery portals with the Antyodaya SARAL platform has significantly strengthened transparency and uniform access. Citizens today are able

to track their applications online, understand eligibility requirements and avail services both at service centres and through digital platforms.

The enactment and implementation of the Act represents a decisive shift in the relationship between the State and its citizens from a one-way supply-oriented model to a rights-based, accountable and responsive governance framework. The developments in recent years have demonstrated that citizen empowerment, coupled with administrative responsibility, has the potential to transform service delivery outcomes at the grassroots level.

The Annual Report 2024-25 continues this narrative of progress. It presents a comprehensive overview of the measures undertaken to strengthen service delivery, enhance accessibility, improve monitoring mechanisms and build capacities across Departments. The Commission remains committed to advancing a governance environment where every citizen receives timely and hassle-free public services as a matter of right, thereby reinforcing public trust and deepening the culture of accountability across the State.

**Note:** To go through the entire Act, Rules and Regulations, you may scan the following QR codes:



ACT



RULES



REGULATION

**Annual Report 2023-24  
can be downloaded/viewed by  
scanning the QR code:**



# Preface

The year 2024–25 marks a decade of operation for the Commission, ten years since the enactment of the Act. What began as a legislative commitment to timely public service delivery has matured into a data-driven, technology-enabled framework built on the pillars of accountability, transparency and citizen trust.

This progress also reflects the larger national vision i.e. Hon'ble Prime Minister's Vision of Viksit Bharat@2047, which calls for transforming India into a developed nation grounded in efficiency, integrity and citizen empowerment. The essence of Viksit Bharat lies in ensuring that every citizen experiences good governance in their daily lives not as a privilege but as a right. The Haryana Right to Service framework embodies this vision by making timely, transparent and accountable service delivery a lived reality for people across the State. Each reform, each automated process and each resolved appeal under the Act contributes to this broader mission of building an India where governance truly serves the people.

In its early years, the implementation of the Act faced structural challenges. Though the first notification was issued on 7th May 2015, public awareness was limited and there was no robust mechanism for citizens to appeal delays. This gap was bridged decisively with the launch of the AAS on 1st September 2021, a transformational step that shifted the burden of grievance escalation from the citizen to the system itself.

Over the last decade, the Commission has played a pivotal role in reshaping service delivery in Haryana - moving from manual to digital, from reactive to proactive and from isolated systems to a unified governance ecosystem. As of March 2025, 795 notified services are being delivered through 53 Departments, boards, corporations and universities, each governed by specific service timelines. These cover an extensive range of citizen needs from certificates, licenses and approvals to urban utilities and welfare entitlements.

The AAS stands as the cornerstone of this transformation. Whenever a service is delayed beyond its stipulated timeline, the system automatically triggers an appeal ensuring that no grievance remains invisible. By March 2025, AAS had processed over 16.5 lakh appeals, achieving a resolution rate above 97%. This year's report presents a detailed analysis of these trends through data dashboards, heatmaps and departmental comparisons, providing an evidence-based picture of Haryana's service delivery performance.

Prepared and published in accordance with the Act, this Annual Report 2024–25 focuses not just on institutional frameworks but on real outcomes. It evaluates how effectively Departments have upheld the citizen's right to timely service, drawing insights from Antyodaya SARAL, AAS analytics and departmental reviews.

Beyond its statutory role, the Commission has broadened its engagement with governance reforms. It has analysed NeSDA findings, guided Departments on improving digital processes and contributed data-backed inputs to strengthen administrative responsiveness. Through consistent training of Designated Officers and Grievance Redressal Authorities at the HIPA, the Commission has worked to embed accountability into daily administrative practice.

Even while functioning with a lean structure with only the Chief Commissioner's post filled during the year, the Commission continued to expand its impact through technology, collaboration and data intelligence. Its proactive monitoring of SARAL Helpline calls, departmental dashboards and appeal trends has made Haryana's model one of the most responsive and transparent in the country.

As the State looks toward the next decade, the focus will be on predictive governance, citizen awareness and digital integration ensuring that every resident, regardless of background or access, experiences efficient, respectful and reliable public service delivery.

The Commission believes that Right to Service is not merely an administrative mechanism, it is a democratic promise. It is the assurance that the State recognizes the dignity of every citizen's time and the value of every citizen's need. In fulfilling this promise, Haryana's progress aligns directly with the spirit of Viksit Bharat @2047, a vision of a nation where transparency is instinctive, accountability is institutional and service is synonymous with governance.

“

*“Good governance is not when people stop complaining,  
it is when they no longer need to.”*

”

# **ADMINISTRATIVE REPORT**

# Right to Service Implementation in India

- Act Implemented and Commission Established
- Act Implemented
- No RTS Act



Fig. 1 : Status of Right to Service Implementation in India

# Chapter - 1

## Introduction: A Decade of Service Reimagined

### 1.1 Looking Back, Moving Forward

The Commission was established in 2014 to ensure timely delivery of notified public services under the Act. Till May 2021, the Commission could not make much impact due to lack of awareness on the part of public at large and consequently, only a few complaints/appeals were received in the Commission despite the fact that a full Commission i.e. a Chief Commissioner and four Commissioners were in place from 2014 till 2021. After the joining of the present Chief Commissioner, Sh. T.C. Gupta, IAS (Retd.) in June 2021, the Commission started its journey from a compliance-focused body into a system enabler that leverages technology, monitors systemic accountability and empowers citizens.

What started as a legislative guarantee has grown into a structured ecosystem, supported by digital platforms, decentralized redressal mechanisms and data-backed monitoring tools. This transition reflects the Commission's long-term shift from enforcing rules to enabling results. As the Commission enters its second decade, it continues to redefine its role. It is no longer limited to ensuring services are delivered on time, it now aims to make governance more responsive, fair and citizen-centric.

### 1.2 Key Shifts Over the Decade

The journey since June 2021, especially after operationalisation of AAS in September 2021 is evidence of the fact that it is marked not by isolated interventions but by an integrated reform process. Three major shifts have shaped this evolution:

#### a) Digital Transition

From physical files and departmental silos to online tracking and smart dashboards, digital governance has become central to the Commission's functioning. Today, both citizens and officers can access status updates on applications in real-time via platforms like Antyodaya SARAL Portal and AAS Portal. This shift has improved transparency and efficiency across Departments.

#### b) Proactive Grievance Resolution

The introduction of the AAS marked a shift from a complaint-driven system to a default mechanism of accountability. Citizens no longer have to initiate the grievance process, delays trigger appeals automatically. This reform ensured that grievance redressal became proactive, predictable and system-driven, eliminating dependence on individual effort.

## **c) Transparency Through Technology**

With dashboards publicly displaying metrics such as pendency, disposal rates and penalties, the system now allows for performance benchmarking. Poor performing Departments or districts can be identified and addressed without ambiguity. Real time data has become the primary tool for internal accountability.

### **1.3 A Legal Framework that Shifted Accountability**

In March 2014, the Act was passed, establishing a fundamental shift in the way citizens accessed public services in the state. Before this law, the experience of engaging with Government Departments was often uncertain and unaccountable. People had no guaranteed timelines, no standard process and no effective mechanism to act if a service was delayed. With the passage of the Act, Haryana created a rights-based approach to service delivery, legally binding Departments to provide specific services within predefined timeframes.

In the early phase, the focus was on building foundational systems. The Commission worked with Departments to notify services under the Act and define delivery timelines. Services like caste certificates, income certificates, ration cards, birth and death certificates, electricity and water connections & property registration were prioritized due to their high public demand. This figure rose to 758 services by 31st March 2024. By the end of March 2025, the number of notified services has grown to 795, spanning 53 Government entities, including Departments, boards, corporations and universities. The Commission's efforts ensured that Haryana's citizens could expect not just access but also accountability and responsiveness from public offices.

The law also introduced a structured grievance redressal process. If a citizen did not receive a service within the prescribed time, they could appeal to the FGRA. If still unresolved, they could escalate to the SGRA. In cases of persistent non-compliance, the Commission could intervene, examine systemic failures and recommend disciplinary or financial action.

During the last four years, rigorous implementation of this legal framework resulted in a cultural shift. Service delivery became more structured. Officers became aware that delays could result in penalties. Departments began tracking applications and delays more seriously. What was once a voluntary effort by Departments became a legal obligation, monitored and enforced.

### **1.4 From Helplessness to Automated Justice: How the System Evolved for the Citizen**

Translating law into practice required more than just a legal mandate. Delivering hundreds of services across thousands of Government touch points needed scalable, reliable systems. The turning point came in 2017 with the launch of the *Antyodaya SARAL* portal, a unified digital platform that brought services from all Departments under one interface. SARAL allowed citizens to apply online, track status and receive service delivery electronically by themselves or at the nearest CSC.

Despite all the structural reforms, one glaring gap remained: citizens still had to file appeals manually when services were delayed. In fact, despite countrywide

implementation of the Right to Service Act by almost all the States and Union Territories, the implementation remained practically non-existent. Many either didn't know how to do this or were discouraged by the effort involved. This meant that even when timelines were breached, delays went unchallenged and the accountability mechanism built into the Act was not fully triggered. To understand this transformation, consider how a citizen's experience has changed depending on the governance system in place:

### **Scenario 1: No legal framework**

Person A applies for a required service or scheme but the concerned authorities fail to provide it. With no guidance on where to seek help and no law mandating the delivery of such services, Person A is left uncertain about the next steps.

This represents the pre-reform stage i.e. when there was no institutional obligation to deliver services on time and citizens had no structured path to escalate grievances. Accountability was absent and access depended heavily on local discretion and informal channels.

### **Scenario 2: A law exists but the burden is on the citizen**

Person B from Khori Shah Chokha Village in Tehsil Punhana, District Nuh applies for a required service or scheme but it is not provided despite the existence of an Act mandating its delivery. Aware of the Act, Person B must travel to the Nuh district headquarters to file first appeal and then may be, to the State Headquarters at Chandigarh/ Panchkula to file second appeal and finally to Chandigarh to file Revision with the Commission (an appeal raised with the Commission is called a Revision)

This stage reflects the early years of the Act i.e. from 2014 to September, 2021. While a grievance redressal mechanism existed, it relied on the citizen to initiate action, often involving time, cost and awareness that many lacked. Although structured, the system remained exclusionary in practice. Resultantly, only a few appeals and Revisions were filed from 2014 till August 2021 i.e. during pre-AAS phase.

### **Scenario 3: Haryana's Automated and Accountable Model**

Person C anywhere in Haryana applies for a required service or scheme but it is not provided within the stipulated RTS timeline. An appeal is automatically filed, ensuring the delivery of the service and the fixation of responsibility, all without requiring Person C to travel to any office for a service.

This scenario illustrates the post-2021 model with the AAS where the system itself detects delays and files appeals automatically. The burden has shifted from citizen to system. Appeals escalate through prescribed levels if not addressed and data from each appeal feeds directly into performance dashboards for review and action.

*Person A applies for a required service or scheme but the concerned authorities fail to provide it. With no guidance on where to seek help and no law mandating the delivery of such services, person A is left uncertain about the next steps.*









*Person B from Khori Shah Chokha village applies for a required service or scheme but it is not provided, despite the existence of an Act mandating its delivery. Aware of this Act, Person B must travel to the Nuh district headquarters to file an appeal.*

*Person C in Haryana applies for a required service of scheme but it is not provided within the stipulated RTS timeline. An appeal is automatically filed, ensuring the delivery of the service and the fixation of responsibility, all without requiring Person C to travel anywhere.*

**Fig. 1.1: Evolution of Citizen Experience in Service Delivery- From Inaccessibility to Automation**

The Commission oversaw the rollout of AAS, starting with only two Departments with high-volume services. It worked with NIC to ensure integration with SARAL and trained FGRAs & SGRAs to handle these auto-generated appeals fairly and efficiently. By March 2025, AAS had triggered over 16.5 lakh appeals, of which more than 97% had been resolved. 535 services were brought under the AAS mechanism and additional services continue to be onboarded based on performance and appeal data. Departments like Urban Local Bodies, Revenue, Transport and Food & Supplies saw the most appeals, which in turn prompted internal reforms to reduce processing delays.

AAS also created transparency in escalation. Since appeals were time-bound at every level, the system would auto-escalate unresolved cases from FGRA to SGRA. This ensured that accountability moved upward quickly and cases didn't remain stuck at one level. Departments could no longer delay resolution silently as every delay became visible, trackable and reportable.

 Revision Ref Id AAS24/1028266 Dt. 04 Jun 2024 RTS Due Dt.	 App. Ref. No. CMOFF/N/2023/048760 Dt. 24 Apr 2023 Track Status on <span style="background-color: #90EE90; border: 1px solid #000; border-radius: 5px; padding: 2px;">CM Window</span>
 Department Urban Local Bodies	 Service Removal of solid waste from streets/Roads/Green Belts/Open Spaces [RTS - 2 Days]
 Revision Reason RTS Breach	 Last Action Appeal Resolved On 08 Oct 2024 by Chief Commissioner
 Application status at the time of appeal submission	 Application Remarks

Details

Appellant/Respondent Details

Action History

Revision No. HRTSC/CC/24/277

Next Hearing Dt.

Sn	Action Date	Action	Status	Order / Judgement	Action By	Order/Reply	Delay Reason
1	08/10/2024 14:54:00	Revision Resolved	Revision Resolved	The appellant is satisfied as per the report from DULB and telephonic conversation by the Commission....	Chief Commissioner	N.A.	---
2	04/06/2024 08:19:00	Revision Filed to HRTSC	Revision Submitted		AutoRevision (SaraI)	N.A.	---
3	20/04/2024 07:31:00	Appeal Filed to SGRA	Appeal Submitted		AutoAppeal (SaraI)	N.A.	---
4	04/03/2024 12:06:00	Appeal Filed to FGRA	Appeal Submitted			N.A.	---

**Fig. 1.2: Screenshot showing auto escalation of appeals at all levels**

The impact of AAS extended beyond Haryana. It was studied and replicated by the Government of Jammu & Kashmir and recognized in national platforms such as the National Conference on e-Governance, held in Mumbai, in September, 2024. Even states like Assam, Maharashtra and Punjab also visited the Commission to understand AAS. The NCGG under the DARPG is also studying the implementation of the Act and AAS. It became a model for digital-first grievance systems that reduces citizen effort and increases institutional accountability.

### 1.5 A System Still in Transition

While Haryana has made significant progress, the Commission acknowledges that service delivery continues to face challenges especially at the field level. Awareness among citizens, particularly in rural areas, remains uneven. Many are still unaware of their rights under the Act or how to track their service requests. Language, literacy and digital access remain barriers.

Additionally, integration of legacy departmental systems with SARAL is still incomplete in some areas. A few Departments continue to maintain parallel systems, creating duplication and gaps in tracking. Backend automation for approvals is not uniform, leading to manual delays even when front-end applications are digitized.

Institutionally, the Commission has been functioning with limited staff. The vacant post of all the four Commissioners places a burden on the office, especially as the number of services and Revisions continues to rise. Yet, the Commission has maintained continuity through strategic focus, data-backed reviews and administrative coordination.

#### Looking ahead, the next phase must focus on:

- Predictive governance using data analytics.
- Better field-level capacity in Departments handling large volumes.
- Public communication campaigns so every citizen knows what they are entitled to.

- Strengthening the institutional capacity of the Commission through restructuring, a proposal regarding which has already been sent to the Government.

The Haryana Right to Service Commission has proved that service delivery can be made transparent, accountable and timely. The first ten years, especially the last four ones, were focussed on building the system. The next ten will be about refining it, deepening it and ensuring that timely service delivery is not just a right on paper but a lived reality for every citizen as the system is now duly established.

\*\*\*\*\*

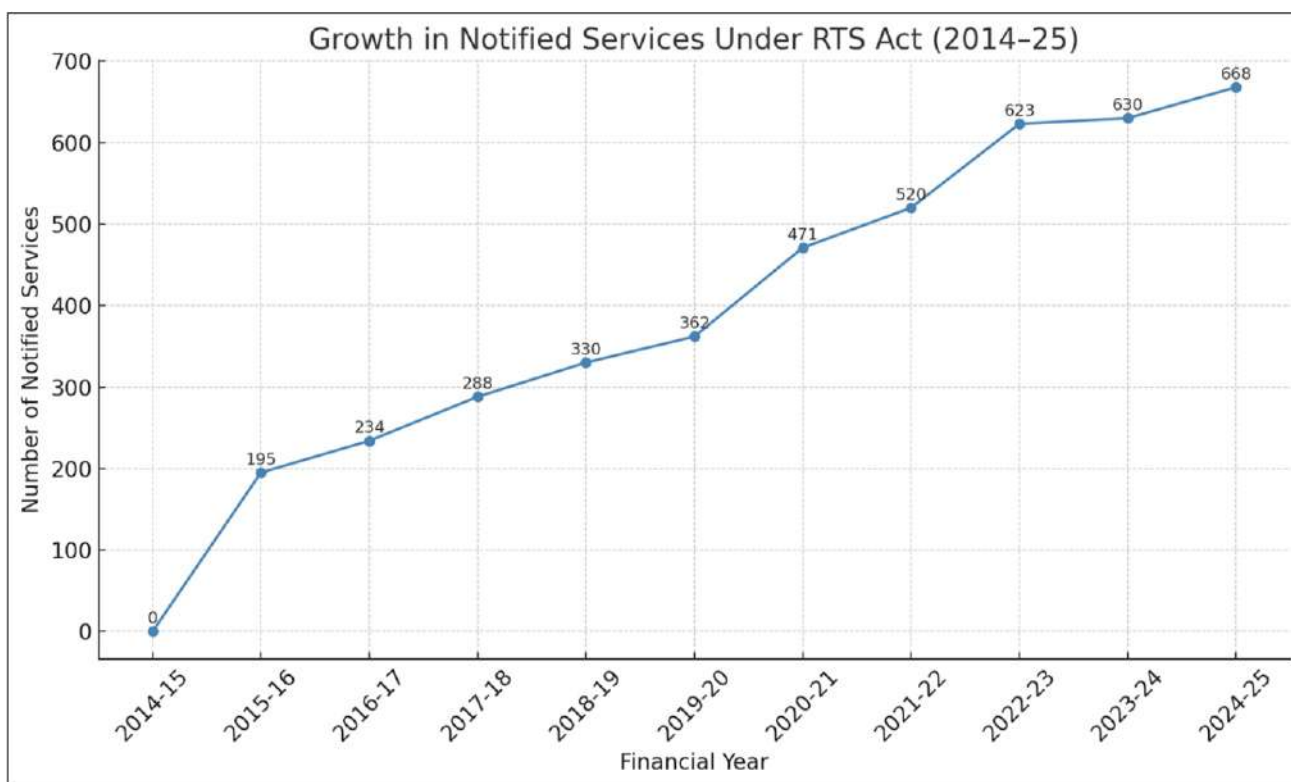
# Chapter - 2

## Strengthening Service Delivery Ecosystem

### 2.1 Expanding the Scope of Notified Services

Since the enactment of the Act, the number of services notified under its provisions has grown steadily, reflecting both administrative expansion and greater citizen needs. As per the last Annual Report of the Commission (2023-24), as on 31<sup>st</sup> March 2024, 656 services (758 with sub-parts) across 51 Departments and public agencies had been notified under the Act which have increased to 668 (795 with sub-parts) and 53 Departments as on 31<sup>st</sup> March 2025. The following graph shows the increase in number of services in each FY since the enactment of the Act. It is to be noted that the count of notified services may vary based on the fact whether it counts all the subparts in a Gazette Notification as separate services or not. In Haryana, we calculate it both ways and hence, the count as on 31.03.2025 is as follows:

- (i) Total number of services without sub parts- 668
- (ii) Total number of services with sub parts- 795



**Fig. 2.1: A graph representing the growth in number of notified services (without sub parts) year on year.**

This growth has not been incidental. The Commission has continuously reviewed service portfolios and engaged with Departments to:

- Identify high demand public facing services like “*Maintenance and Cleanliness of Public Washrooms*”. Letters were written to multiple Departments providing this service (Copy of Letter to Commissioner and Secretary, ULB is attached at Annexure-A as an example).
- Recommend simplification and inclusion of services.
- Review obsolete or duplicative services for de-notification.
- Monitor compliance post notification to ensure timely delivery.

Many of these engagements were data-led, driven by gaps identified through appeals or citizen feedback. In regular review meetings, the Commission emphasized the importance of onboarding all services onto the SARAL and AAS platforms to ensure proper application process and its monitoring. Several Departments including Revenue, Urban Local Bodies, Transport and SEWA responded with expanded service lists and timeline compliance.

The Commission also worked closely with entities lagging in notification like the Haryana State Pharmacy Council by providing guidance on service definition, expected delivery time and resource alignment.

## 2.2 Department-wise Notification Status

The table below lists down the count of notified services in different Departments (as of 31st March 2025):

S.No	DEPARTMENT	S.No	ORGANIZATIONS	Total No. of Notified Services without sub parts	Total No. of Notified Services with sub parts
1	Agriculture and Farmers Welfare Department	1	Agriculture and Farmers Welfare	8	8
		2	Haryana State Agricultural Marketing Board	8	9
		3	Haryana State Seed Certification Agency	3	3
		4	Horticulture	5	5
2	Animal Husbandry and Dairying Department	5	Animal Husbandry and Dairying	4	4
3	Cooperation Department	6	Cooperation	1	1
4	Development and Panchayat Department	7	Development and Panchayats	1	1
5	Energy Department	8	Chief Electrical Inspector	5	5

		9	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	21	38
		10	Uttar Haryana Bijli Vitran Nigam (UHBVN)	4	4
6	Environment, Forests & Wildlife Department	11	Forest and Wildlife	2	2
		12	Haryana State Pollution Control Board	11	11
7	Excise and Taxation Department	13	Excise and Taxation	23	23
8	Fisheries Department	14	Fisheries	39	39
9	Food, Civil Supplies and Consumer Affairs Department	15	Food, Civil Supplies and Consumer Affairs	14	21
10	Health and Family Welfare Department	16	Ayushman Bharat - Haryana Health Protection Authority	1	1
		17	Food and Drugs Administration	13	17
		18	Health	5	10
11	Higher Education Department	19	Haryana State Board of Technical Education	4	4
		20	Higher Education	4	4
		21	Science and Technology	2	2
		22	Technical Education	4	4
12	Home Department	23	Home	20	21
		24	Police	28	30
13	Housing For All Department	25	Housing Board	9	10
14	Industries and Commerce Department	26	Haryana State Industrial & Infrastructure Development Corporation (HSIIDC)	26	26
		27	Industries and Commerce (including HEPC)	42	43
		28	Micro, Small and Medium Enterprises (MSME)	17	51
15	Information, Public Relations, Language and Culture Department	29	Information and Public Relations	2	2

16	Labour Department	30	Haryana Labour Welfare Board	22	22
		31	Labour (including BOCW)	5	11
17	Mines & Geology Department	32	Mines & Geology	11	11
18	Printing and Stationery Department	33	Printing and Stationery	1	1
19	Public Health and Engineering Department	34	Public Health and Engineering	4	9
20	PWD (B&R) Department	35	PWD	2	4
21	Revenue & Disaster Management Department	36	Directorate of Fire & Emergency Services	7	7
		37	Revenue and Disaster Management	51	54
22	Rural Development Department	38	Rural Development Department	1	1
23	Sainik and Ardh Sainik Welfare Department	39	Sainik and Ardh Sainik Welfare	18	18
24	School Education Department	40	Board of School Education	3	3
		41	School Education	1	1
25	Social Justice, Empowerment, SCs & BCs Welfare and Antyodaya (SEWA) Department	42	Haryana Scheduled Castes Finance and Development Corporation	9	9
		43	Social Justice and Empowerment	13	13
		44	Welfare of Scheduled Caste & Backward Classes	5	5
26	Town & Country Planning and Urban Estates Department	45	Faridabad Metropolitan Development Authority	16	16
		46	Gurugram Metropolitan Development Authority	16	16
		47	Haryana Shehri Vikas Pradhikaran	51	82
		48	Town and Country Planning	10	13
27	Transport Department	49	Transport	37	37

28	Urban Local Bodies Department	50	Urban Local Bodies	45	49
29	Women and Child Development Department	51	Haryana Women Development Corporation	3	3
		52	Women and Child Development Department	5	5
30	Youth Empowerment and Entrepreneurship Department	53	Employment	10	10
			<b>Total</b>	<b>668</b>	<b>795</b>

A detailed list of services alongwith RTS timelines and appellate authorities can be found in the notification section on our website at <https://haryana-rtsc.gov.in/notify-serviceslist>.

**Scan the QR code  
for complete list of notified  
services on the Commission's  
website.**



### **2.3 Driving Improvement Through the NeSDA Framework**

A major reform emphasis this year involved using the NeSDA framework as a performance improvement tool, even though NeSDA does not formally fall under the Commission's mandate. Recognizing its relevance to citizen experience, the Commission proactively reviewed monthly NeSDA reports from the DARPG and initiated several coordinated interventions to improve Haryana's performance.

Following concerns highlighted in the NeSDA Monthly Reports, the Commission noted specific gaps in Haryana's digital service ecosystem including limited unified portal access, missing 'Apply' buttons for listed services and incomplete migration of offline services.

#### **In response:**

- The Commission sent a DO letter on 7th October 2024 to the Chief Secretary, Haryana, urging systemic improvements and prioritisation of Haryana's NeSDA ranking (Letter attached at Annexure B).
- Letters were sent to all Heads of Departments (HODs), advising them to ensure that an 'Apply' button was enabled on the Antyodaya SARAL portal for all services shown as available online, to ensure real accessibility (Sample Letter

sent to Director, Agriculture is attached at Annexure C).

- Departments were also advised to transition all remaining offline services to online mode wherever feasible in the same letter as above.
- A second DO letter was sent on 31st March 2025 to the Chief Secretary and the IT Department, drawing attention to Haryana's standing in the 22nd NeSDA Report and reiterating the need for focused Departmental action (Letter attached as Annexure D).

Through this process, the Commission demonstrated that even without direct mandate, it plays a catalytic role in improving governance benchmarks. Its proactive stance ensured that service availability on paper translated into meaningful accessibility for citizens. It also reflected a wider vision that improving NeSDA performance is not a bureaucratic task but a direct contribution to citizen satisfaction and ease of living.

This year's progress confirms the Commission's growing role not just as a monitor of rules but as a reform enabler pushing Departments to deliver better, more reliably and more transparently through digital platforms.

## **2.4 SARAL Helpline: A Real-Time Enabler of Service Responsiveness**

To ensure that public service delivery remains citizen-centric beyond portals and dashboards, the Commission actively monitors the SARAL Helpline, a real-time feedback mechanism that captures the daily experiences, difficulties and frustrations of citizens trying to access Government services.

Citizens across Haryana can dial 0172-3968400 between 7:00 am to 8:00 pm to seek support or raise appeals/ complaints related to any of the services available on the Antyodaya SARAL portal. It remains operational on all days except Sundays and Government holidays. The Helpline is operated through a dedicated SARAL Call Centre, which plays a crucial dual role:

- First, as a support platform, helping citizens navigate digital applications, track their requests and understand timelines or documentation.
- Second, as a data source, capturing high-frequency issues, systemic delays and early signs of service delivery friction.
- Each day, the SARAL Call Centre shares a structured dashboard with the Commission through mail, which on an average receives 4000 calls each day. The dashboard includes:
  - 1. Daily Call Metrics**
    - Total calls, answered/abandoned, response rate, average handling time (hour-wise)
  - 2. E-Ticket Reports**
    - Department-wise grievances with ticket status (Open, Closed, Initiated)

- Common service-level issues raised by citizens

### 3. CRM Reports

- Query volume by Department and by district
- Top complaint-generating services and locations

### 4. Daily Highlights

- Top 3 Departments by e-ticket share
- Top 10 frequent queries with root-cause remarks

A sample for daily dashboard has been attached as Annexure E.

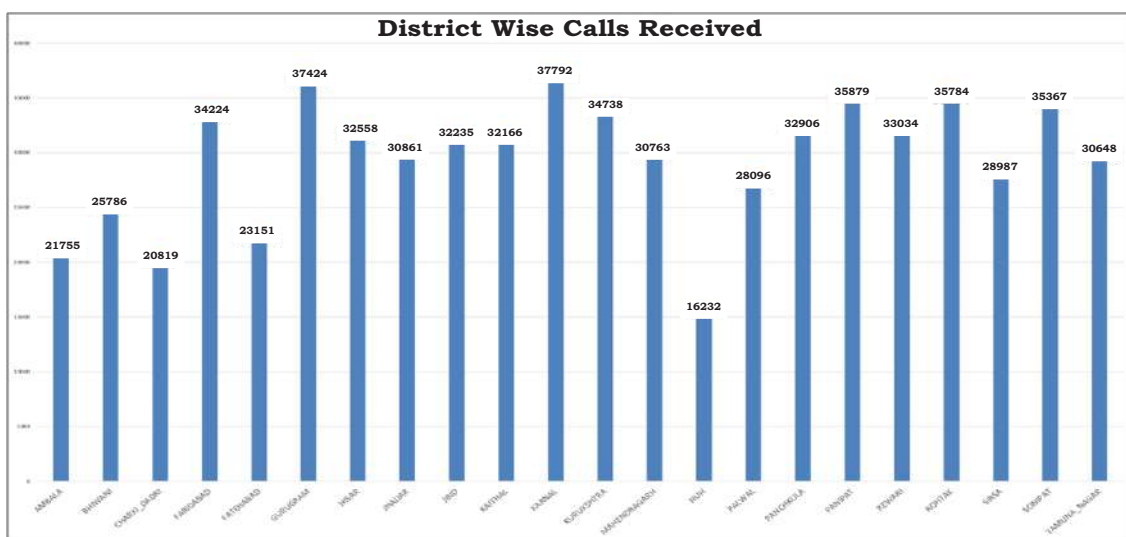
To ensure quality citizen support, the Commission oversees the training and upskilling of call centre operators. These operators are not only trained at onboarding but receive regular content updates on policy changes, service workflows, Departmental FAQs and known issues enabling them to guide users with both technical clarity and administrative accuracy.

The graphs below are a representation of the work done by the SARAL Call Centre from April 2024-March 2025:

**(Note: All data used to generate these graphs can be viewed by scanning the QR code)**

#### 2.4.1 District-Wise Total Calls Received

The graph illustrates the district-wise distribution of total calls received during FY 2024-25. Kurukshetra (37,792), Hisar (37,424), Panipat (35,879), Rewari (35,784) and Sirsa (35,367) recorded the highest call volumes. In contrast, Nuh (16,232) recorded the lowest number of calls. Other districts such as Bhiwani (25,786), Gurugram (32,558), Jhajjar (30,861), Karnal (34,738) and Panchkula (32,906) reported moderate call volumes. Overall, the data shows significant variation across districts, with several districts consistently crossing the 30,000 call mark.



**Fig. 2.2: Graph representing district wise total calls received**

### 2.4.2 Total Number of Calls and Unique Calls Received per month

The graph presents the monthly trend of total calls offered and unique calls received within working hours from April 2024 to March 2025. Unique calls represent distinct callers and exclude repeat or multiple attempts made by the same person, thereby reflecting the actual number of individual citizens who reached out during working hours.

Across the year, total calls peaked in March 2025 (73,992) and August 2024 (71,574), while lower volumes were recorded in November 2024 (42,351) and October 2024 (42,542). In contrast, unique calls per month remained comparatively stable, generally ranging between 19,000–32,000, with the highest recorded in August 2024 (32,446). Overall, the data shows that while total call traffic fluctuated significantly across months, the number of unique individuals seeking assistance remained relatively consistent.

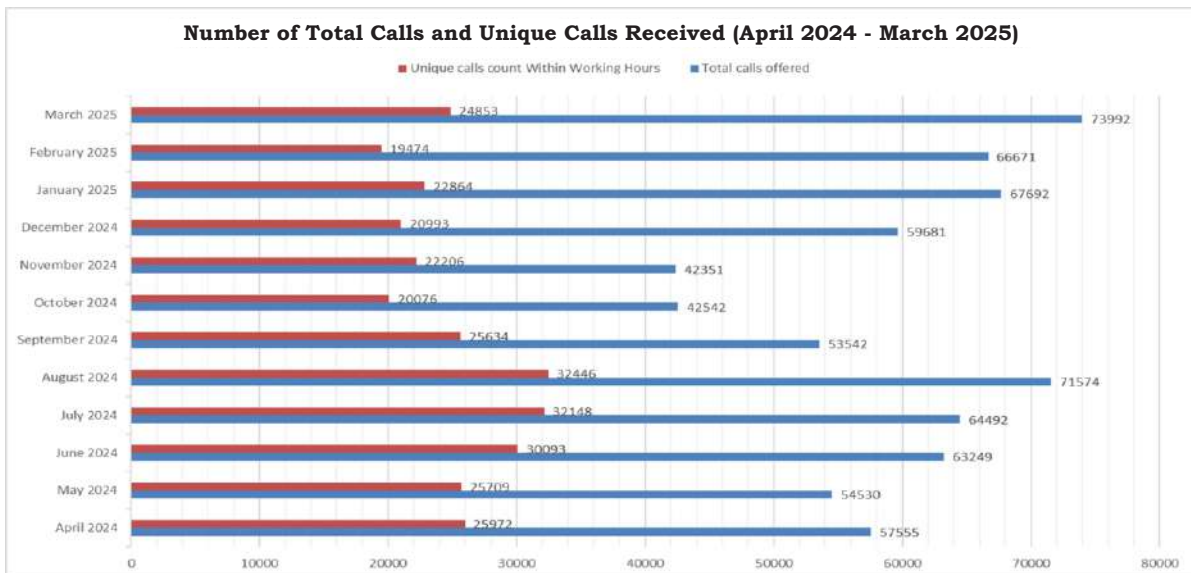
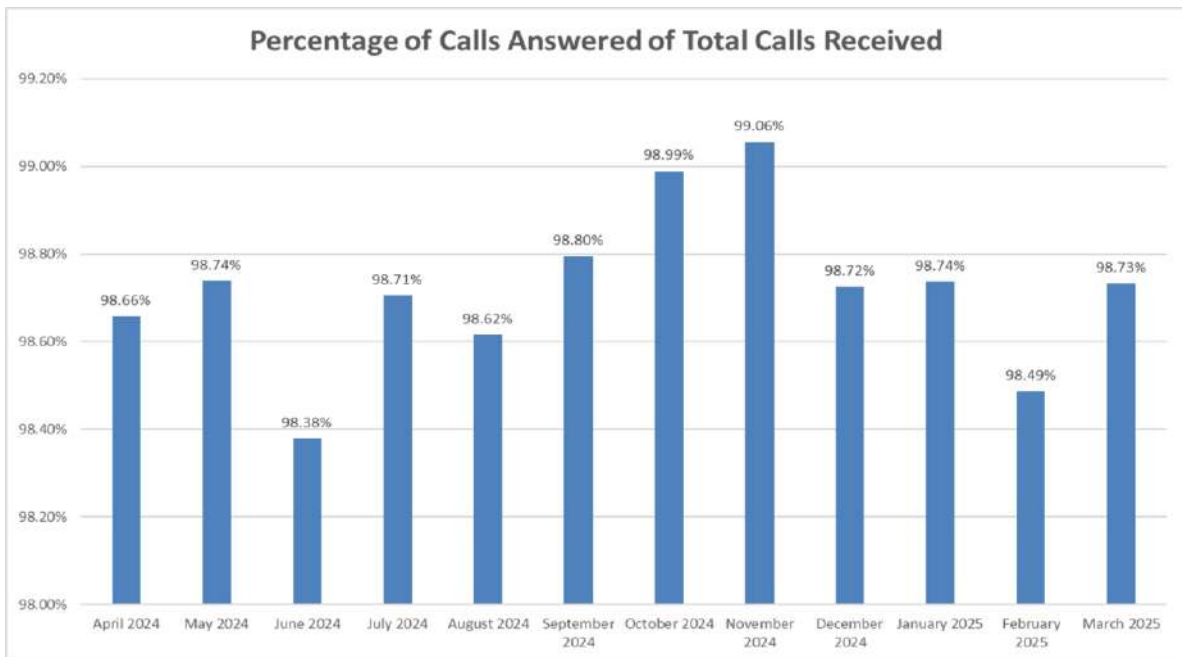


Fig. 2.3: Graph representing total number of calls and unique calls received per month

### 2.4.3 Percentage of Calls Answered of Total Calls Received

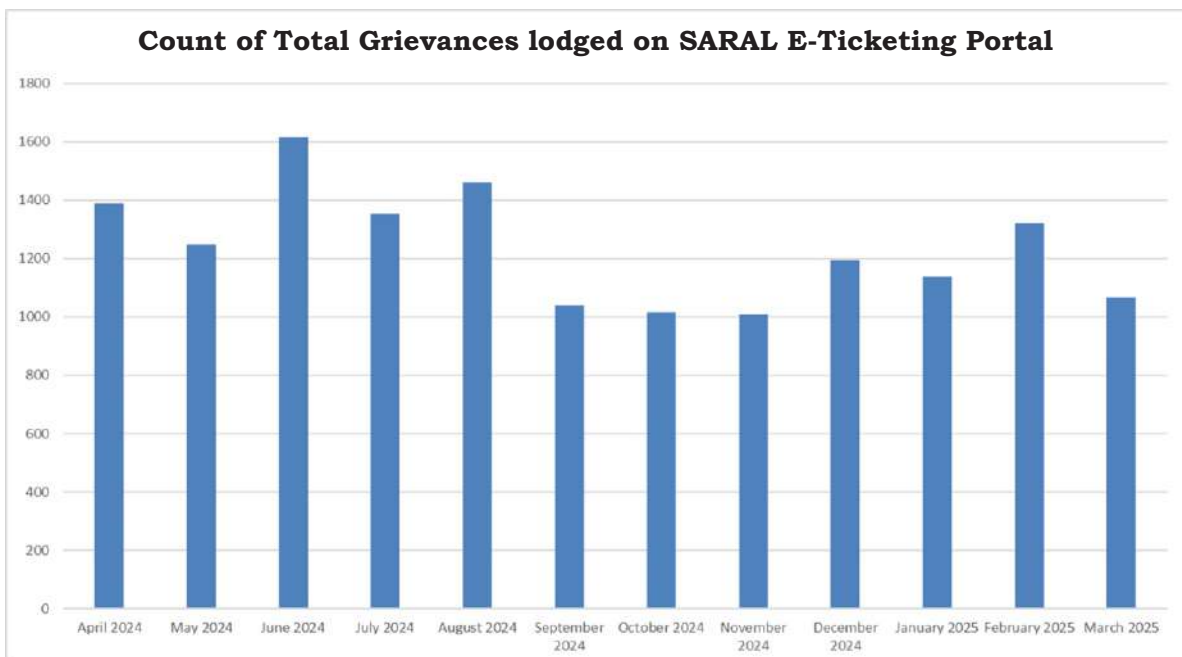
The graph shows the monthly percentage of calls answered out of the total calls received from April 2024 to March 2025. The call answering rate consistently remained above 98%, reflecting strong service responsiveness throughout the year. The highest performance was recorded in November 2024 (99.06%), followed by October 2024 (98.99%). The comparatively lower points were observed in June 2024 (98.38%) and February 2025 (98.49%), though still well within the high efficiency range. Overall, the data indicates that the call centre maintained a very high and stable call answering efficiency across all months.



**Fig. 2.4: Graph representing percentage of calls answered of total calls received**

#### **2.4.4 Count of Total Grievances lodged on SARAL E-Ticketing Portal from SARAL Call Centre**

The graph depicts the monthly number of grievances lodged on the SARAL E-Ticketing Portal through the SARAL Call Centre from April 2024 to March 2025. Grievance volumes fluctuated throughout the year, with the highest count recorded in June 2024 (around 1,600 grievances), followed by August 2024 (about 1,470) and April 2024 (about 1,380). The lowest grievance counts appeared in November 2024 (around 1,000) and October 2024 (just over 1,000). A moderate rise is seen again in February 2025 (around 1,320). Overall, the trend shows variable grievance lodging patterns, influenced likely by seasonal service demands and issue escalation cycles.



**Fig. 2.5: Graph representing count of total grievances lodged on SARAL e-ticketing portal from SARAL Call Centre**

In addition to responding to calls, the SARAL Call Centre generates e-tickets for unresolved queries, which are routed to Departments via the CRM system. On many occasions, repeated e-ticket escalation from the Helpline has led the Commission to intervene either by writing to Departments, seeking clarification from nodal officers or issuing instructions to resolve recurring procedural failures.

As part of its commitment to ensuring not just access but quality of service, the Commission also receives five randomly selected call recordings from the SARAL Call Centre each day. These calls are reviewed to assess how effectively operators respond to citizen queries, whether correct procedural guidance is being provided and how courteously concerns are handled. This daily sample allows the Commission to monitor not just technical resolution but the tone, accuracy and helpfulness of interactions which are key factors in building public trust in digital governance systems. Where gaps are identified, feedback is shared with the call centre management and operators are retrained or briefed on updated scripts, service changes or common pain points. This small but regular quality check ensures that the citizen experience is not only efficient but respectful, informed and aligned with the intent of the Act.

Through these efforts, the SARAL Helpline is positioned not merely as a support system but as an enabler of proactive governance, one that listens, logs, learns and helps the State respond better. It reinforces the Right to Service not just as a legal entitlement but as a living experience that citizens can rely on, understand and trust.

## **2.5 Strengthening the Feedback Loop: HRTSC's Intervention on CPGRAMS**

Effective service delivery is not only about timely access to schemes and certificates, it must also include responsive and structured grievance redressal. Recognizing this, the Commission has increasingly extended its focus beyond its statutory domain, to examine how the State performs on national grievance platforms such as CPGRAMS.

Although CPGRAMS is not under the Commission's formal mandate, the Commission reviewed Haryana's standing on the platform and found several areas of serious concern. While Haryana's performance in timely service delivery, especially through the AAS has been recognized nationally, its grievance handling through CPGRAMS has consistently ranked below par. In its analysis of data from October 2024 to February 2025, the Commission found:

- Consistently high backlog of over 11,000 unresolved grievances
- Stagnant disposal rate, where new grievances (approx. 2,400–2,700 per month) were not being cleared fast enough to reduce pending stock
- Low citizen satisfaction, with average feedback scores around 36%
- Poor national ranking, including being among the top 4 states with the highest pendency of cases over 21 days
- No presence in the list of top 10 fastest grievance-resolving States in any of the five months reviewed

Disturbed by this incongruity between strong service delivery and weak grievance

resolution, the Commission formally wrote a letter dated 02.04.2025 to the Chief Secretary, Haryana, urging immediate action (Annexure F). Although the letter is dated 02.04.2025 but the approval to the draft was given prior to 31.03.2025. The letter recommended:

- Department level directions to improve CPGRAMS performance.
- A joint meeting with all Administrative Secretaries and Deputy Commissioners.
- Monthly performance monitoring through a structured reporting mechanism from CPGRAMS Nodal Officers.

The Commission emphasised that grievance redressal is not optional; it is integral to governance credibility. A state known for digitized service delivery cannot afford to lag behind in how it listens to and resolves citizen concerns.

This intervention reflects the Commission's growing role as not just a monitor of services but a facilitator of governance improvement across platforms. By holding up the mirror to systemic gaps, whether in its own domain or not, the Commission reinforces the idea that public accountability cannot be selective - it must be holistic, data-driven and citizen-focused.

\*\*\*\*\*

## Chapter - 3

# AAS in Action: Enforcing Timely Delivery Without Burdening Citizens

### 3.1 Recap: Building on the Foundation

When the AAS was introduced in September 2021, it was not just a digital upgrade, it was a structural correction. The Act, while progressive in intent, depended heavily on the citizen to act when services were delayed. But in reality, almost all citizens did not, either due to lack of awareness, limited access or simply because the process of appealing seemed too burdensome. AAS flipped this equation. It shifted the responsibility for enforcement from the citizens to the system. Under the Act, an eligible person was required to file an appeal before the redressal authorities for resolution of grievances. However, with the introduction of the AAS portal, the function of initiating appeals transitioned to the system itself, necessitating the consent of appellants prior to filing any appeal. To address this procedural challenge and ensure seamless auto-appeal generation, an amendment dated 26th August 2021 was carried out in Rule 3 of the Haryana Right to Service Rules, 2014, whereby the applicant's consent for filing an appeal through the online mode is now deemed to have been obtained at the time of submitting the application form.

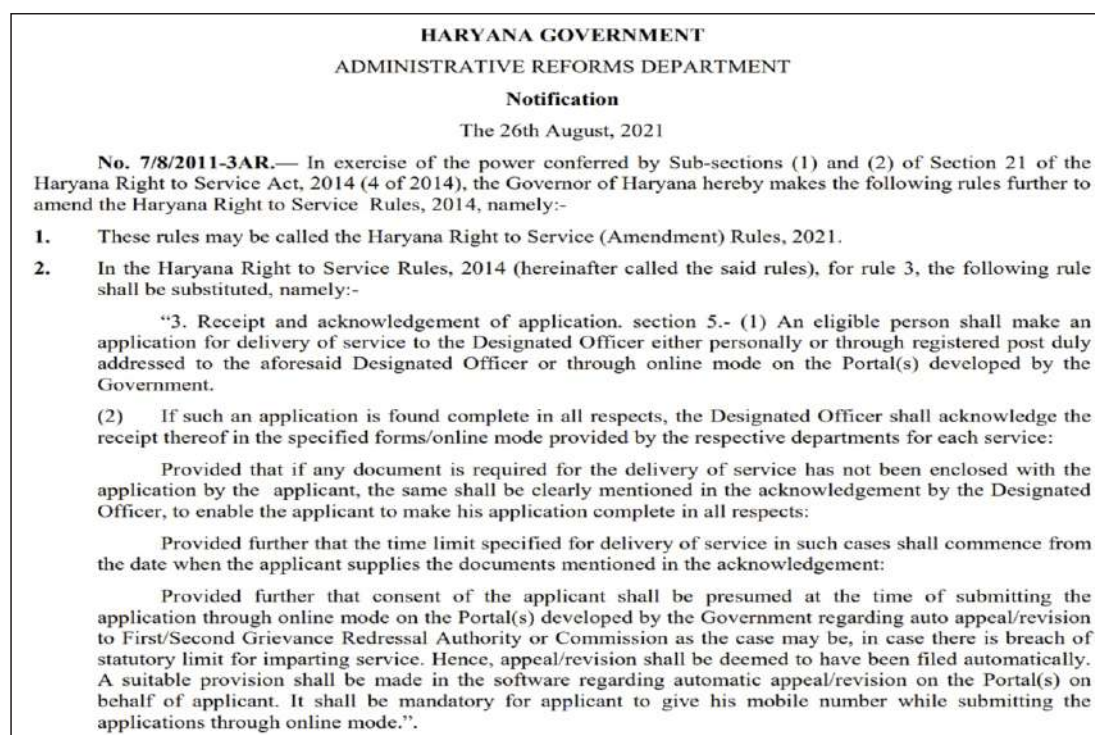
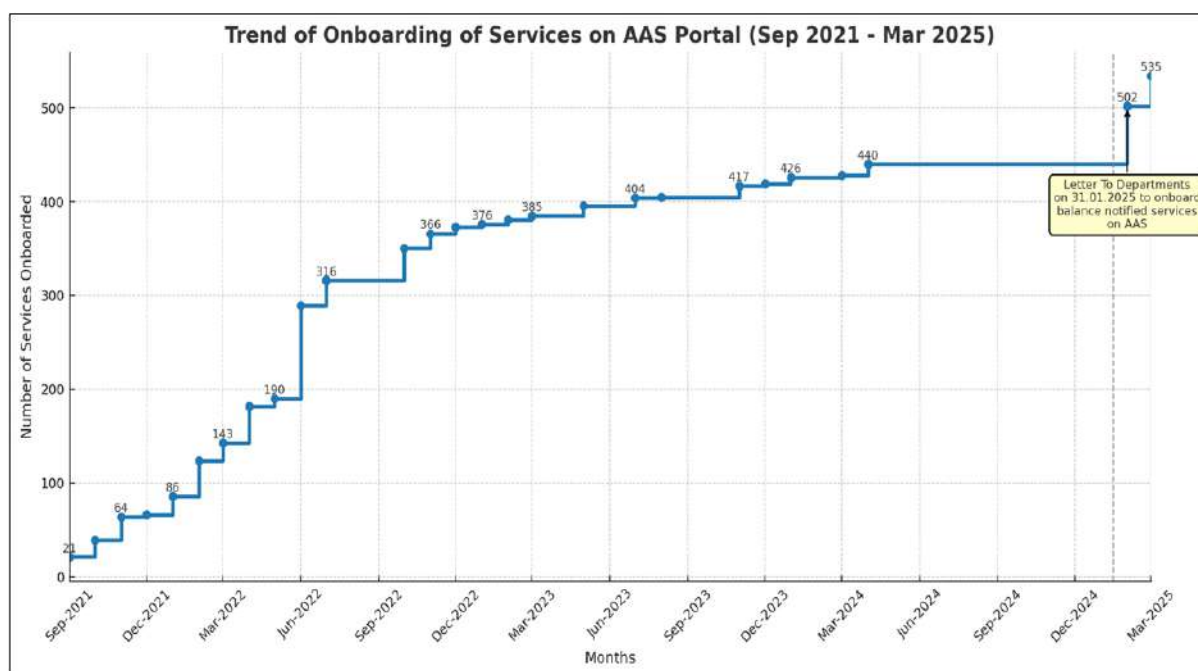


Fig. 3.1: Screenshot of the amendment dated 26.08.2021 under Rule 3 of HRTS (Rules), 2014

Today, if a service is delayed beyond its legally mandated timeline, an appeal is generated automatically. The system then escalates the matter through designated redressal authorities, moving from FGRA to SGRA to the Commission without the citizen needing to lift a finger. This not only made grievance redressal accessible but also made it inevitable. When AAS was first launched in September 2021, it began modestly with just two Government organisations and 19 services progressing to onboarding of 10 Government organisations and 91 services by December 2021. This was an important starting point to test and stabilize the auto-escalation framework. Since then, the system has expanded significantly. As of December 2024, 41 organisations and 441 services were brought under the purview of AAS. In early 2025, the Commission intensified its efforts to expand the reach of the AAS. In January and February 2025, letters were sent to all Heads of Departments urging them to onboard all of their notified services onto AAS without delay (Sample letter attached as Annexure G). Through consistent follow-ups, data-backed reviews and written directives, the Commission pushed Departments to prioritise compliance. As a result, by March 2025, the number of services onboarded on AAS rose significantly to 535. The journey of onboarding of services of AAS is depicted in the following graph:



**Figure 3.2: Graph representing trend of onboarding of services on AAS Portal (Sep 2021-Mar 2025)**

By 2024–25, the system had become integral to Haryana's service delivery architecture. The Commission always suggests changes to the portal to NIC, Haryana on the basis of issues encountered and as needs evolve. The aim was to move towards more automation and less manual intervention for data analysis. It no longer operated on exceptions, it set a new normal. Timelines weren't just targets; they were monitored obligations. What was once reactive, optional follow-up had become automatic, structured accountability. More than 16.5 lakh appeals had been triggered by the close of March 2025. But the real success was not in the volume, it

was in the shift in behaviour. Departments began taking deadlines seriously. Officers knew that inaction would no longer be invisible. What started as a tech solution soon matured into an administrative culture of compliance.

Integrated into the SARAL platform, AAS now provides live dashboards that the Commission uses not just to monitor but to intervene: identifying high-delay services, low-performing districts and systemic gaps. Over time, the system has grown into more than a grievance mechanism and has become the backbone of performance governance.



**Fig. 3.3: Sample messages received by the citizen after escalation of appeals at different levels**

### 3.2 National Recognition of AAS as a Best Practice

The transformative impact of AAS was formally recognised on 15th January 2025, when the DARPG designated Haryana's AAS model as a national best practice during a meeting of State Right to Service Commissions. What set AAS apart was not just automation but enforcement by design. The model required no push from the citizen in case of inaction. No application. No follow-up. Just pure, back-end enforcement that tracked delays, initiated escalation and kept a real-time audit trail. It showed that it's possible to protect a citizen's right without requiring their participation in its enforcement. DARPG praised Haryana's auto-escalation mechanism, which seamlessly moved appeals up the redressal ladder if no action was taken, eliminating silent pendency. It also recognised the State's high disposal rates, driven by institutionalised review systems and the use of real-time dashboards. But beyond the metrics, what the AAS showcased was a philosophy shift from digital access to digital accountability. The recognition marked an important shift: Haryana wasn't just meeting compliance benchmarks; it was redefining them. In addition to formal recognition during the RTS Commissioners' meeting, Haryana's AAS model was also featured in the 21st Monthly NeSDA Report for January 2025 by the DARPG. The

relevant portion of the report is reproduced as under:

## 6. Enhancing e-Service Delivery with Right to Service Model

DARPG has embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service Act across various states, aiming to leverage the RTS framework and enhance e-service delivery nationwide in line with the NeSDA Way Forward.

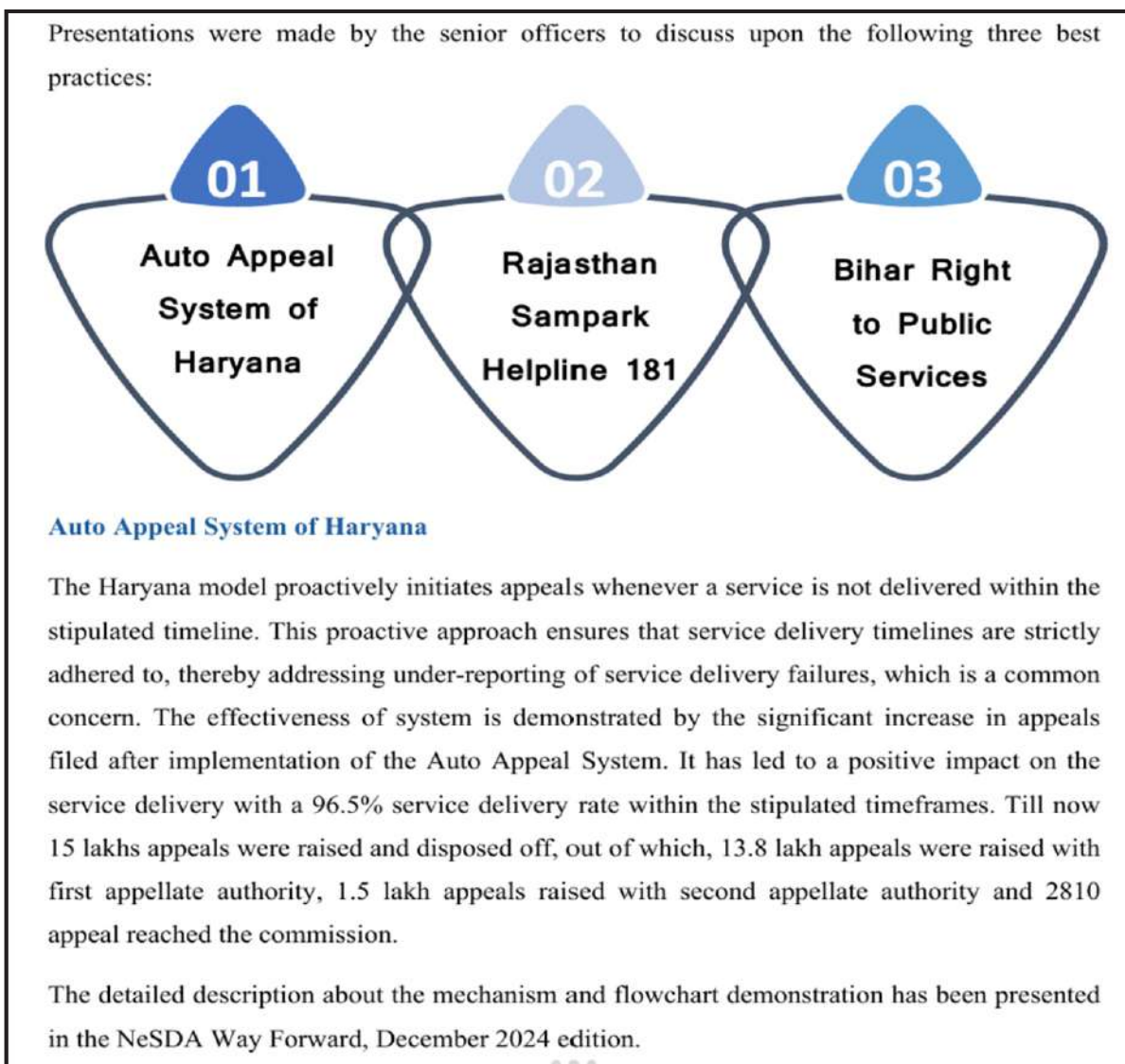
State Right to Service (RTS) Commissions have made significant advancements in improving citizen service delivery across India. NeSDA way Forward's key objectives are to enhance the total e-services across states and UTs, saturation of identified mandatory e-services, increase in the adoption of unified service delivery portal by states and UTs to enhance the citizen experience. The core objective is to enhance the citizen experience during service delivery through digital platform.

The Right to Service Commissions across States also works in the same line to enhance the service delivery experience of the citizen and build more trust of the government service delivery mechanism. Hence the collaboration of an organic approach to get the best of the two mechanisms.

Hence in this line DARPG organised a meeting under the Chairmanship of Secretary, DARPG on 15.01.2025 at 11:00 AM with Right to Service Chief Commissioners from States and UTs through VC to discuss the best practices in service delivery and adoption of technology for enhancing e-service delivery.



During the meeting the progress was tracked through NeSDA Way Forward initiative which now tracks the delivery of over 18,000 e-services being delivered by States and UTs. Further, he emphasized on the importance of sharing best practices and innovations in implementing Right to Services initiatives across States/UTs. The DARPG had curated a plenary session on of RTS Chief Commissioners/ Commissioners at the 27<sup>th</sup> National e-Governance Conference, held in Mumbai on 3-4 September 2024 and improving e-services are part of the Mumbai declaration's roadmap for e-Governance. The Secretary focussed on the outcomes of the Mumbai Declaration on enhanced citizen services, public-private partnerships, next-generation grievance redressal mechanisms, and the adoption of emerging technologies such as AI and the transformative potential of these initiatives. He stressed the need to expand the list of mandatory services, under National e-Service Delivery Assessment (NeSDA) framework, beyond the current 56 and to accelerate faceless service delivery. He also encouraged participants to share updates on achievements, innovations, call centre operations, and unified portal advancements as part of a collaborative efforts to strengthen citizen services.

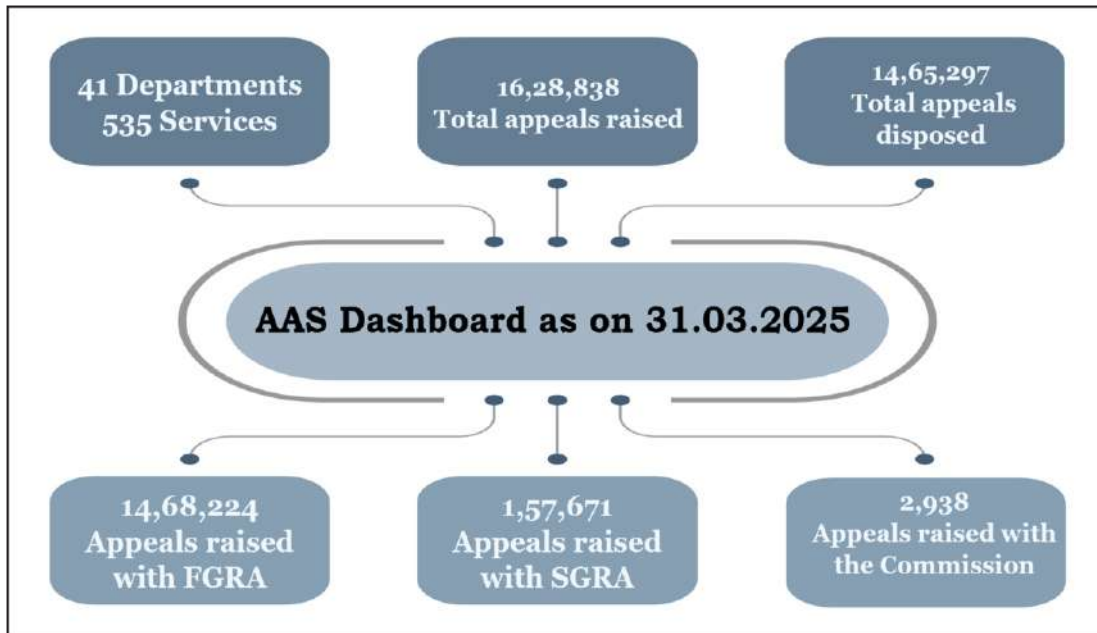


**Fig 3.4: Screenshot showing the chapter on AAS in NeSDA Monthly Report (January 2025)**

### **3.3 Strategic Advocacy: Letter to the Cabinet Secretary, Government of India**

Following this national endorsement, the Chief Commissioner, Haryana Right to Service Commission wrote to the Cabinet Secretary of India vide DO letter dated 24.02.2025 (Annexure H) with a clear proposition: scale this model nationally. The letter framed AAS as more than a technical tool, it described it as a governance enabler. It explained that while digital public service delivery had expanded across states, enforcement mechanisms remained uneven. In many states, grievance redressal still depends on citizens knowing their rights, finding the right channels and following up persistently, all of which introduces friction and often, exclusion. The Commission made the case that Haryana's model had proven otherwise. With more than 16.5 lakh appeals automatically generated and a resolution rate exceeding 97%, AAS had delivered not just numbers but trust. Citizens didn't need to understand the process, they just needed to expect fairness and the system did the rest. Importantly, the letter argued that AAS is designed for equity. It is blind to digital literacy, economic status or geography. It enforces the right to service uniformly, making it particularly well-suited for a diverse, multilingual and digitally uneven

country like India. The Commission urged the Centre to consider AAS as part of India's broader digital governance architecture. It recommended a structured review of the Haryana model through a national working group and suggested its integration into frameworks like NeSDA or Mission Karmayogi. It wasn't just asking for replication, it was offering a proven model of enforcement that works silently, predictably and universally. In doing so, the Commission positioned itself not only as an institutional watchdog but as a policy innovator, one that doesn't stop at pointing out problems but offers solutions that can scale.



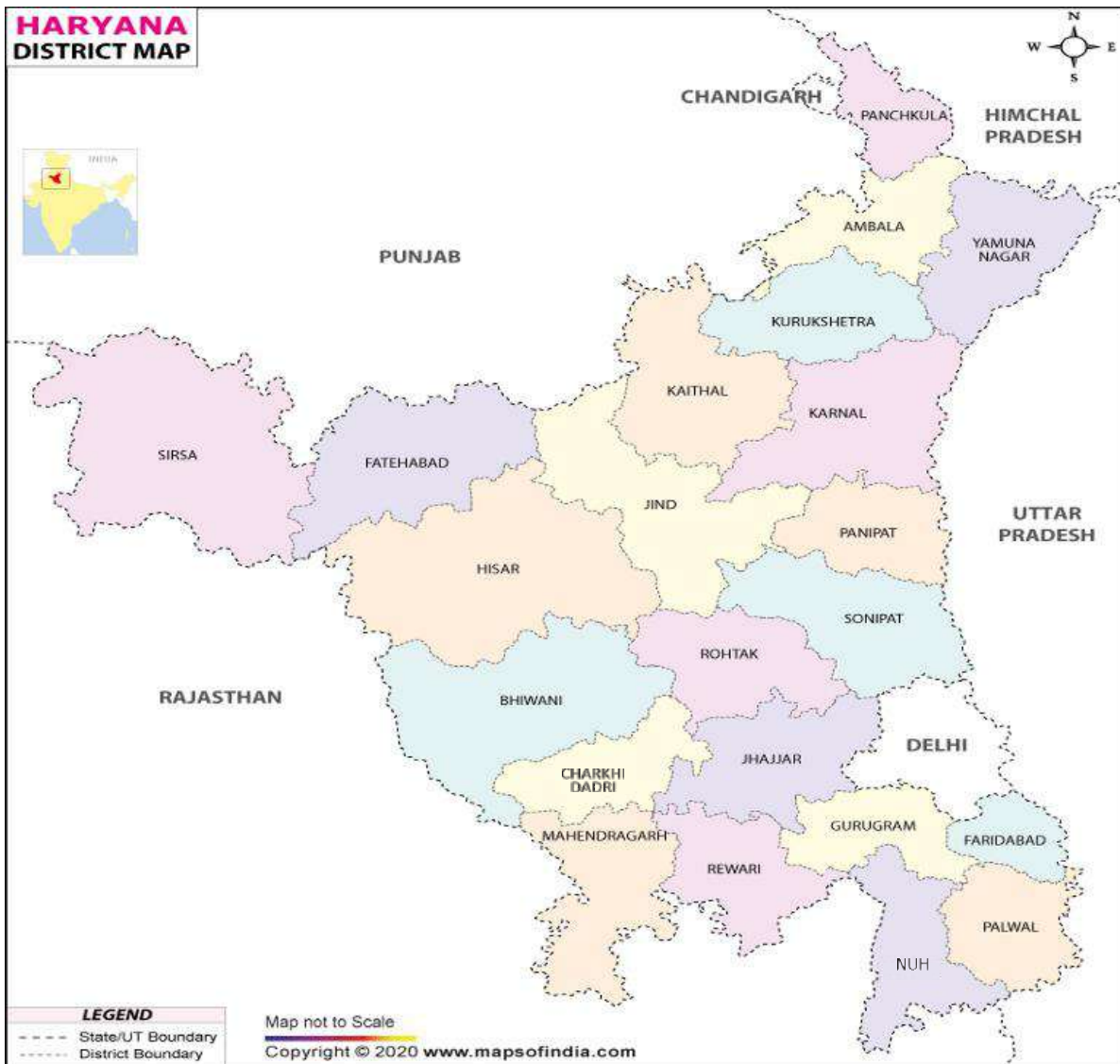
**Fig. 3.5: Key Performance Metrics from the AAS Dashboard**

The following section presents a series of analytical visuals generated from AAS data, offering a district-wise, departmental and service-level view of how AAS has functioned over the years. These graphs help uncover trends in appeals, resolution performance, disposal timelines and areas requiring administrative attention, translating raw data into actionable governance insights.

**Note:**

- A. The term “Appeals” refers to an appeal made to the First Grievance Redressal Authority (FGRA) under Section 6 or to the Second Grievance Redressal Authority (SGRA) under Section 7 of the Act by an eligible person.
- B. The term “Revision” refers to an appeal made to the Commission under Section 10 of the Act by an eligible person.
- C. The raw data used for generating the graphs in this section can be viewed by scanning the QR Code
- D. For ease of reference and understanding of the heatmaps in the section, a district-wise map of Haryana State is presented below:



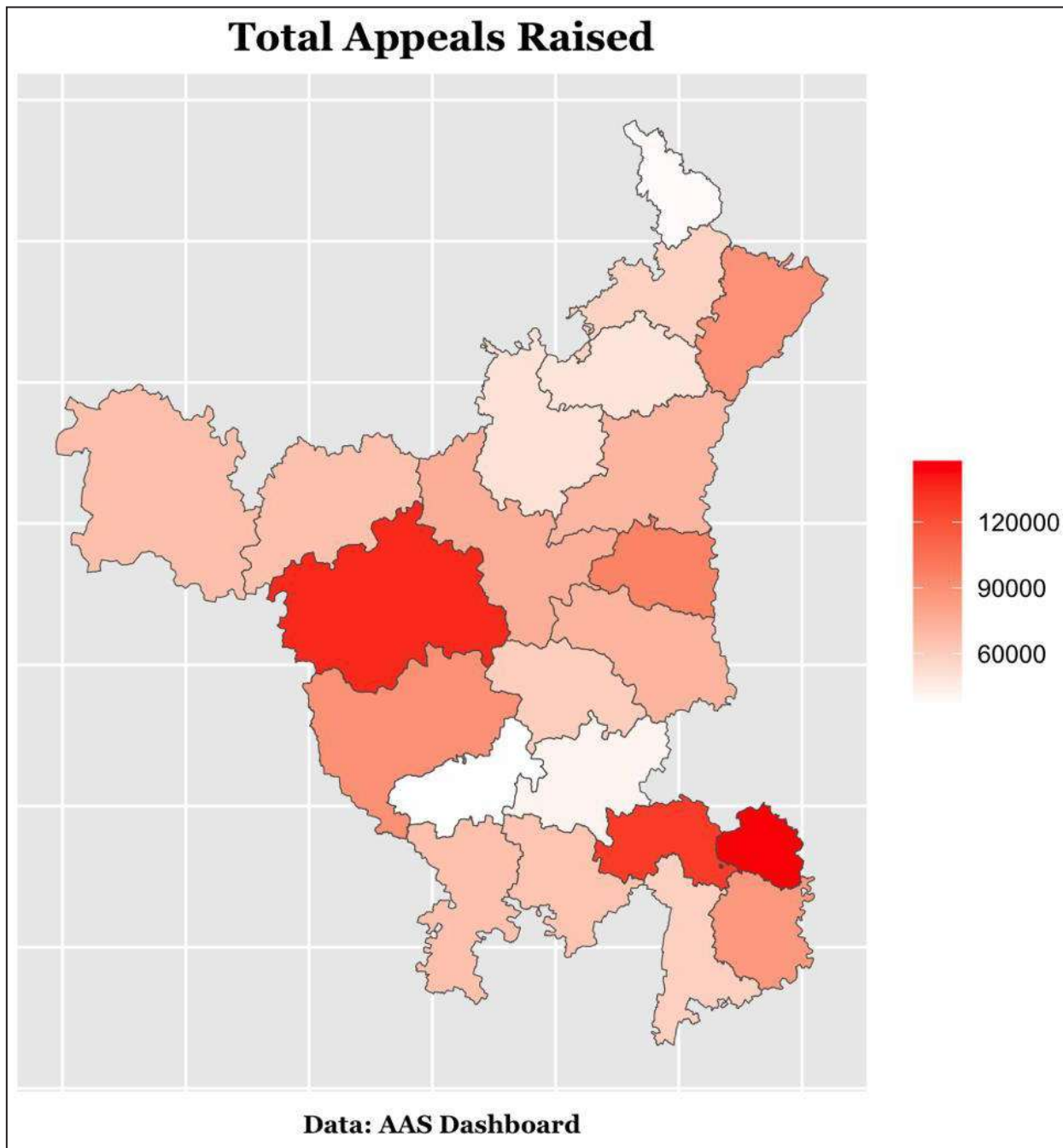


**Fig. 3.6: A political map of Haryana to be used as a reference for all the heat maps below**

### 3.4.1 Total Appeals Raised

The heatmap below visualizes the total number of appeals raised between 01.09.2021 and 31.03.2025 across districts from AAS. The data reveals that districts like Hisar, Gurugram and Faridabad have registered the highest number of appeals, indicated by the darkest red shades. These regions are experiencing service delivery issues either due to higher citizen awareness and assertiveness in seeking accountability or persistent bottlenecks in timely service delivery.

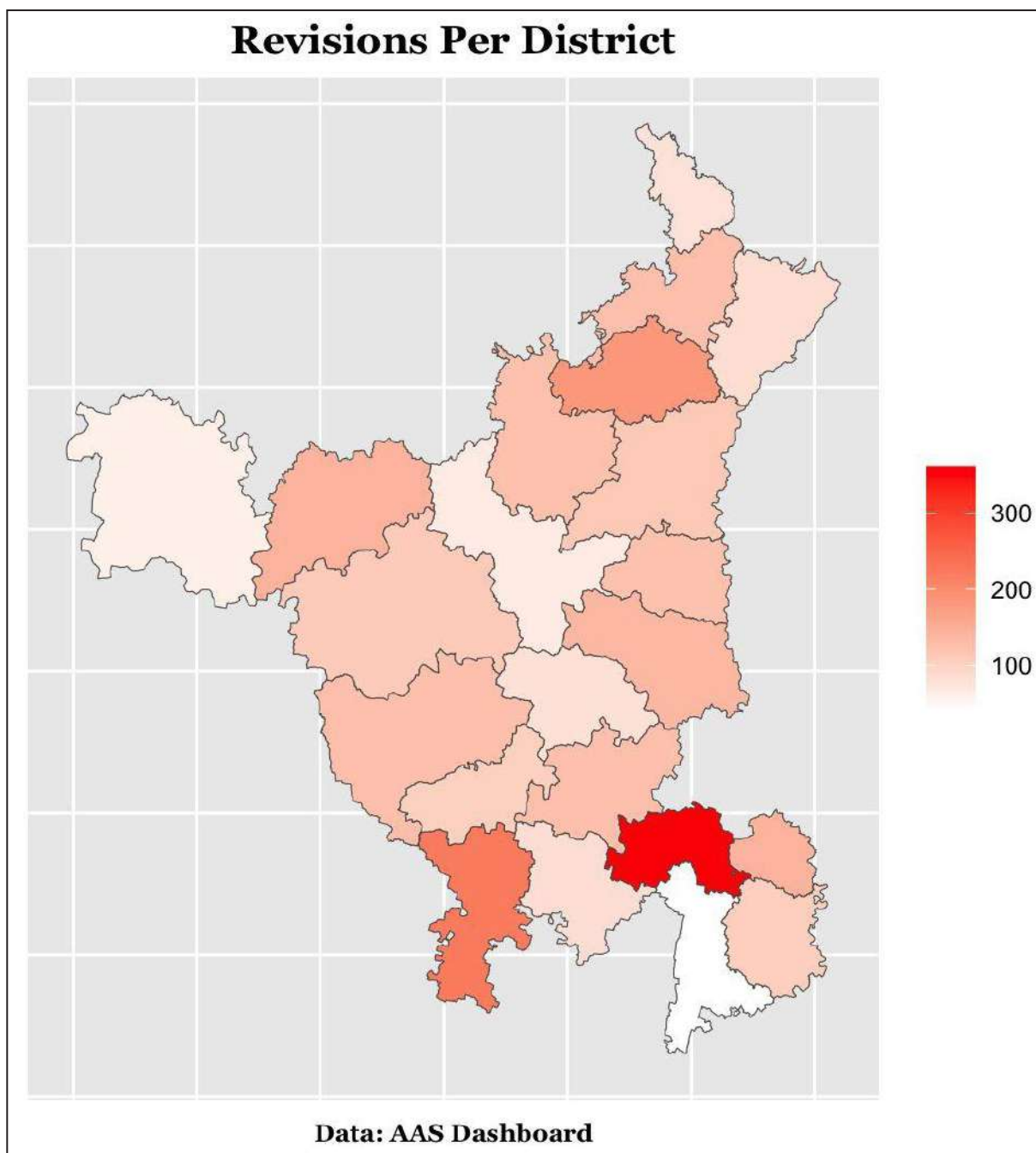
Conversely, districts with lighter shades reflect fewer grievances, which could either be due to better service compliance or less filing of appeals.



**Fig. 3.7: Distribution of total number of appeals raised on AAS from 01.09.2021 to 31.03.2025**

### **3.4.2 Revisions Escalated to the Commission**

This heatmap highlights the number of Revisions that have escalated to the Commission from 01.09.2021 to 31.03.2025, moving beyond the scope of the FGRAs and SGRAs. High concentrations in districts such as Gurugram and Mahendragarh point to a systemic failure in resolving appeals at earlier stages. The higher escalation rates here indicate either procedural inefficiencies, lack of responsiveness by lower appellate authorities or dissatisfaction of appellants with resolution at lower appellate levels. Comparatively, lower numbers in other districts suggest effective resolution mechanisms or lesser number of applications.

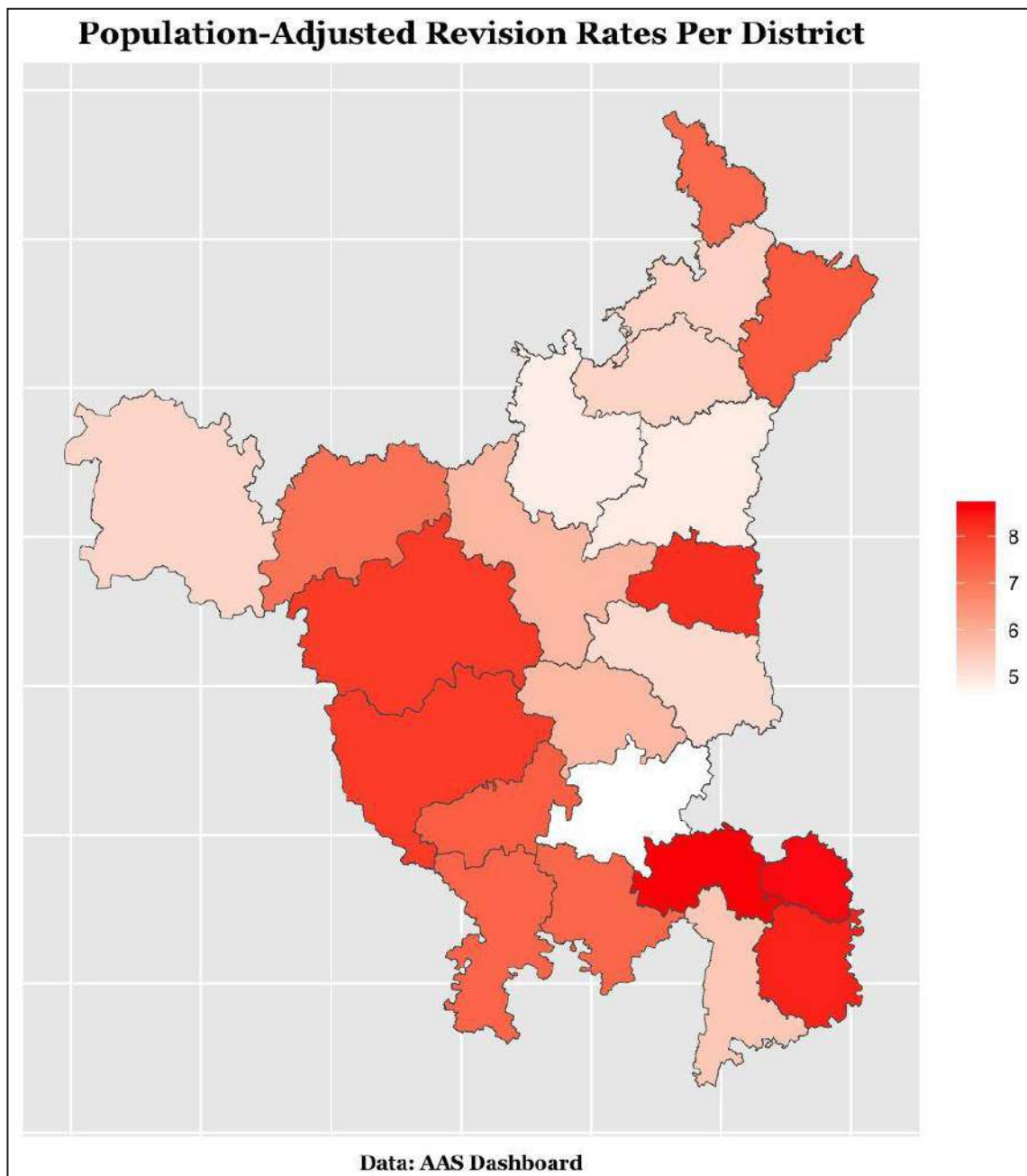


**Fig. 3.8 : Distribution of total number of Revisions per district on AAS from 01.09.2021 to 31.03.2025**

### **3.4.3 Population-Adjusted Revision Rates Per District**

This heatmap shows how many Revisions have been raised in each district, adjusted for the population based on 2011 Census Data, specifically, the number of appeals raised per 100 people. This helps us understand where people are facing more issues with Government services, no matter how big or small the district is.

It is interesting to note that relatively smaller districts like Palwal, Charkhi Dadri, Rewari and Mahendragarh have high Revision Rates when adjusted for population. This indicates that people in these areas are either more aware of their rights or are facing more service-related problems.



**Fig. 3.9 : Population adjusted Revisions per district raised to the Commission on AAS from 01.09.2021 to 31.03.2025**

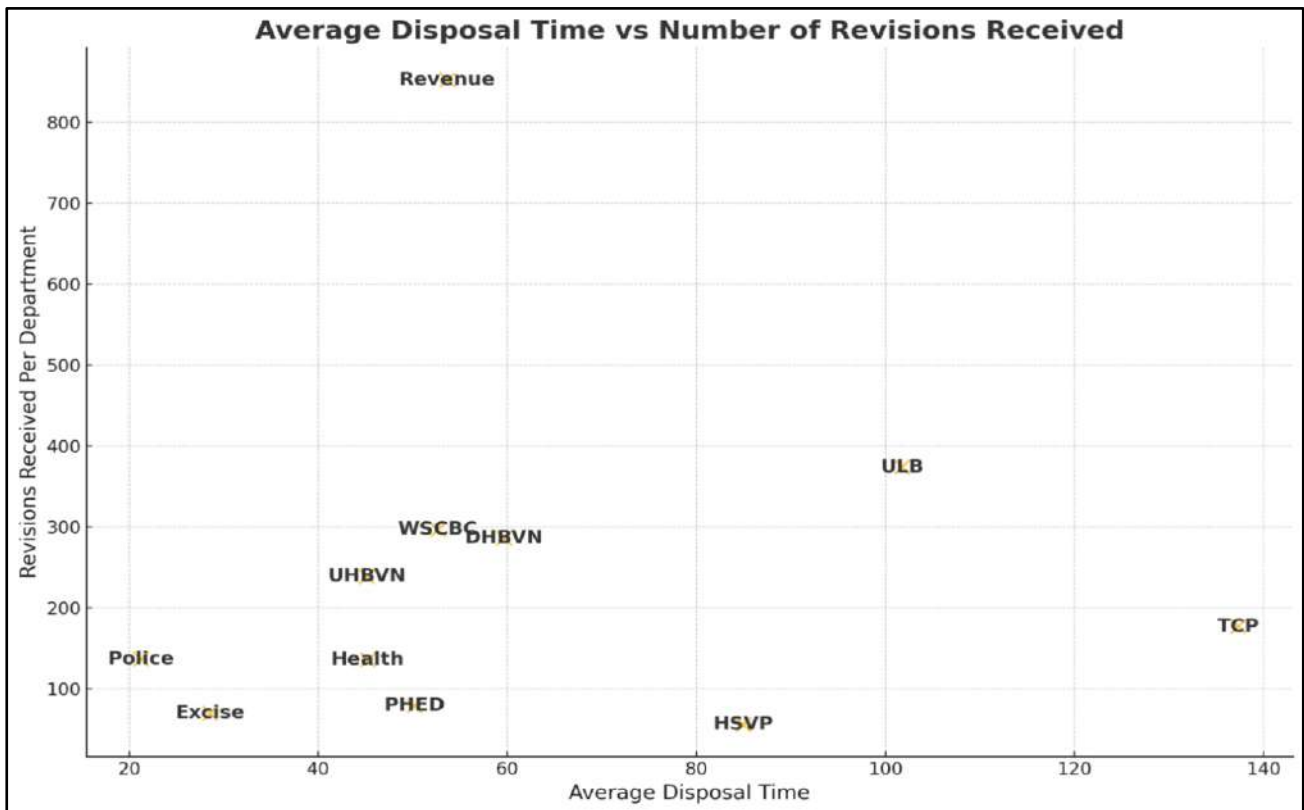
#### **3.4.4 Average Disposal Time vs Revisions (by Department)**

The scatter plot below illustrates the number of Revisions received by the Commission from various Departments, plotted against the average time taken by the Commission (in calendar days) to dispose of those Revisions. Each point represents a Department, highlighting the interplay between case volume and processing time.

It is to be noted that only those Departments have been included where the total number of Revisions received between 01.09.2021 to 31.03.2025 is more than 50.

The Revenue Department accounted for the highest number of Revisions, indicating its significant share in grievances escalated to the Commission.

The ULB Department and the Directorate of TCP also had relatively high Revision volumes, with longer average disposal times, suggesting complex or documentation-heavy cases.



**Fig. 3.10 : Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025**

Departments such as Police, Excise and Health recorded fewer revisions and quicker average disposal timelines, indicating streamlined handling at the Commission level. Across all Departments, the average disposal time is approximately 63 calendar days. While this is above the 30 days statutory limit prescribed under Section 10 of the Act, several factors are important to note, which is relevant to all graphs in this section:

1. The 30 days timeline is defined as working days and not calendar days. Given approximately 20 non-working days (weekends and public holidays) in a 60 calendar day span, the effective disposal time translates to around 40 working days.
2. The disposal duration includes the time granted to FGRAs and SGRAs to respond to notices issued by the Commission and many times, the replies are not received within the given time frame. Extensions are requested by the Departments to send their replies.
3. The data set also includes outlier cases, such as those involving procedural delays, adjournments or repeated hearings, which tend to inflate the average.

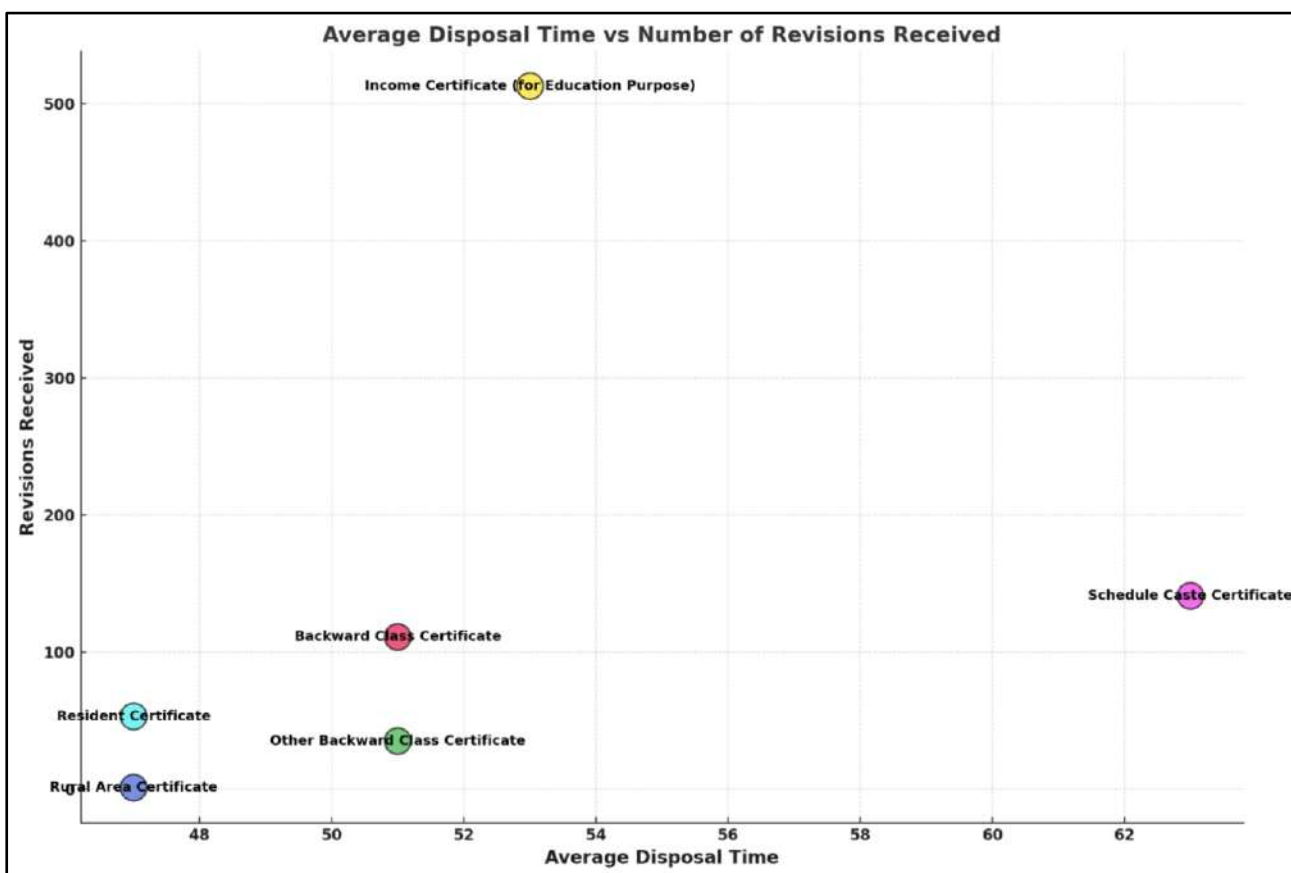
Accounting for this, the Commission’s average disposal time stands at approximately 40 working days. The data shows a broadly consistent handling pace across Departments, balancing statutory expectations with operational realities of quasi-judicial proceedings.

### 3.4.5 Average Disposal Time vs Revisions Received - Revenue Department

This scatter plot visualizes the average disposal time (in calendar days) taken by the Commission to dispose of Revisions plotted against the total number of Revisions received for each service. These services include various certificates such as caste, income and residence, many of which are delivered in a proactive mode by CRID using data available in the PPP database, commonly known as FIDR.

- The “Income Certificate (for Education Purpose)” has the highest number of Revisions (over 500), despite being a proactive service.
- The “Scheduled Caste Certificate” also shows significant Revision volume and the longest average disposal time (~60 days).
- Other services such as “Backward Class Certificate”, “Resident Certificate” and “Other Backward Class Certificate” fall in the mid-range in terms of both volume and disposal time.
- The “Rural Area Certificate” appears with minimal Revisions and short disposal time, indicating smoother processing.

Most of these services are delivered in proactive mode by CRID, based on pre-verified data in the PPP system. However, when required data—such as caste, income or resident status—is missing or unverified in PPP, citizens have to manually raise a request through the "Mera Parivar, Meri Pehchan" portal. The request then undergoes verification by CRID authorities. Delays or discrepancies in this backend



**Fig. 3.11 : Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025- Revenue Department**

verification process often lead to appeals and subsequent Revisions at the Commission level.

The Commission’s average disposal time for such cases ranges between 45–60 calendar days (approximately 30–40 working days), which reflects the time taken to adjudicate after factoring in replies from concerned authorities.

However, the very occurrence of Revisions in proactively delivered services highlights the need for strengthening data verification mechanisms within the PPP framework, ensuring that eligible certificates are issued accurately without citizen intervention.

### 3.4.6 Average Disposal Time vs Revisions - SEWA Department

This scatter plot presents the average disposal time (in calendar days) taken by the Commission under various social welfare schemes plotted against the number of Revisions received. These schemes primarily benefit economically weaker and socially disadvantaged groups and the Commission places special emphasis on their timely redressal.

The MMVSY and the DAMCY recorded the highest number of revisions. Despite this, the Commission maintained low average disposal times, reflecting its commitment to swift resolution of socially sensitive matters. In contrast, the MMSASY had fewer Revisions but a notably higher disposal time (~105 calendar days). In cases pertaining to this scheme, the higher disposal time was due to the non-release of funds from the Finance Department/ Government of India. In fact, instead of

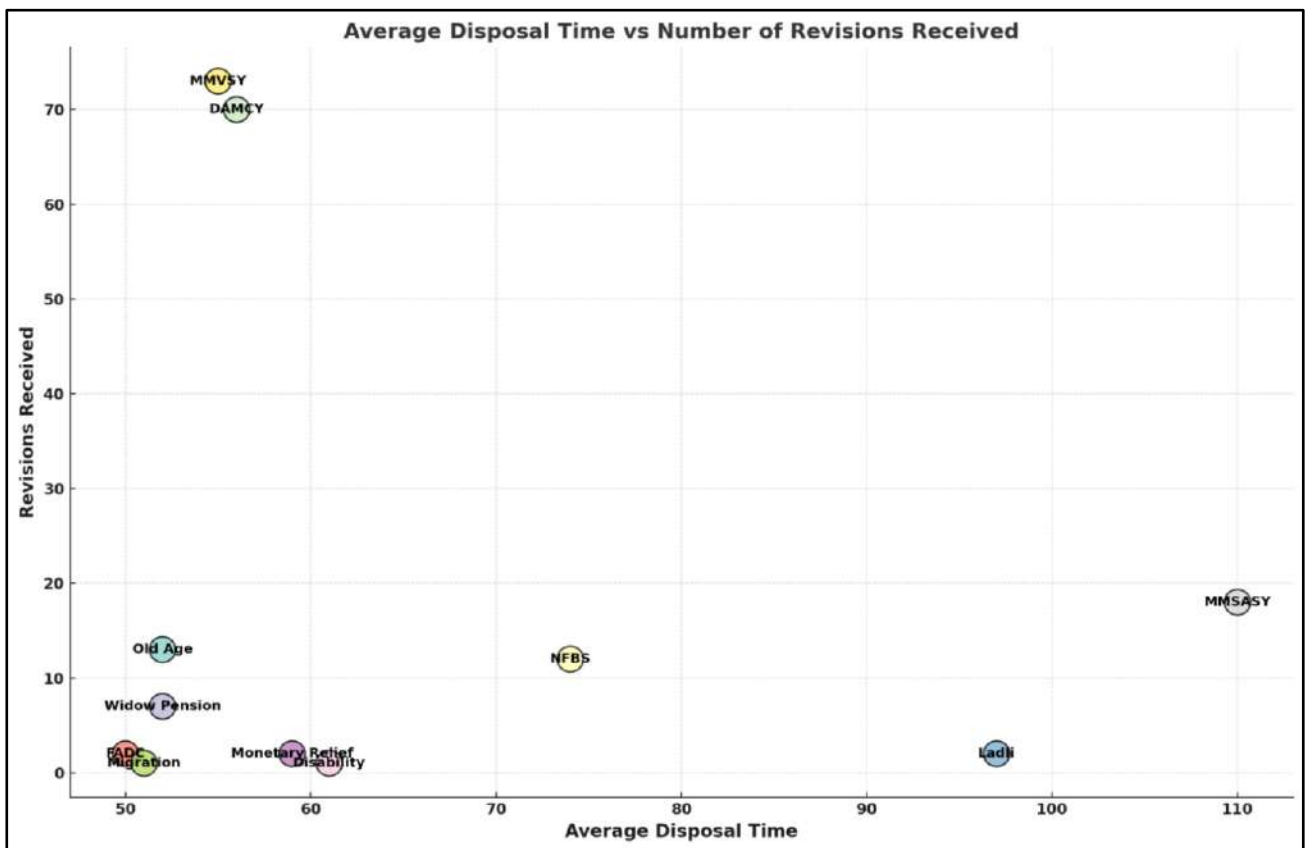


Fig. 3.12: Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025 - SEWA Department

dismissing these appeals after sanctioning of applications (which would have reduced the average disposal time), the Commission kept them in abeyance till the funds were disbursed. This highlights the Commission’s commitment towards socio-economically weaker sections.

Several schemes rely on data from the PPP and unverified or missing information often compels citizens to seek corrections via the “*Mera Parivar, Mera Pehchan*” portal, followed by verification by CRID. These delays frequently result in Revisions to the Commission.

Overall, the Commission’s disposal time for welfare scheme Revisions ranges from 55 to 105 calendar days (~35-85 working days), balancing responsiveness with procedural requirements.

### 3.4.7 Average Disposal Time vs Revisions - ULB Department

This graph highlights that municipal services such as Water & Sewerage Connections and Trade License Issuance have exhibited longer resolution times and frequent escalations compared to other services. At first glance, this trend suggests the need for workflow automation and process streamlining within ULBs.

However, a closer analysis reveals that the unusually high disposal time recorded by the Commission for the 'Water & Sewerage Connections' service is primarily due to a sudden influx of 150 Revisions between 4 June 2024 and 8 June 2024. These cases were originally CM Window complaints that had remained unresolved for extended periods. Following the integration of CM Window with the AAS platform, these

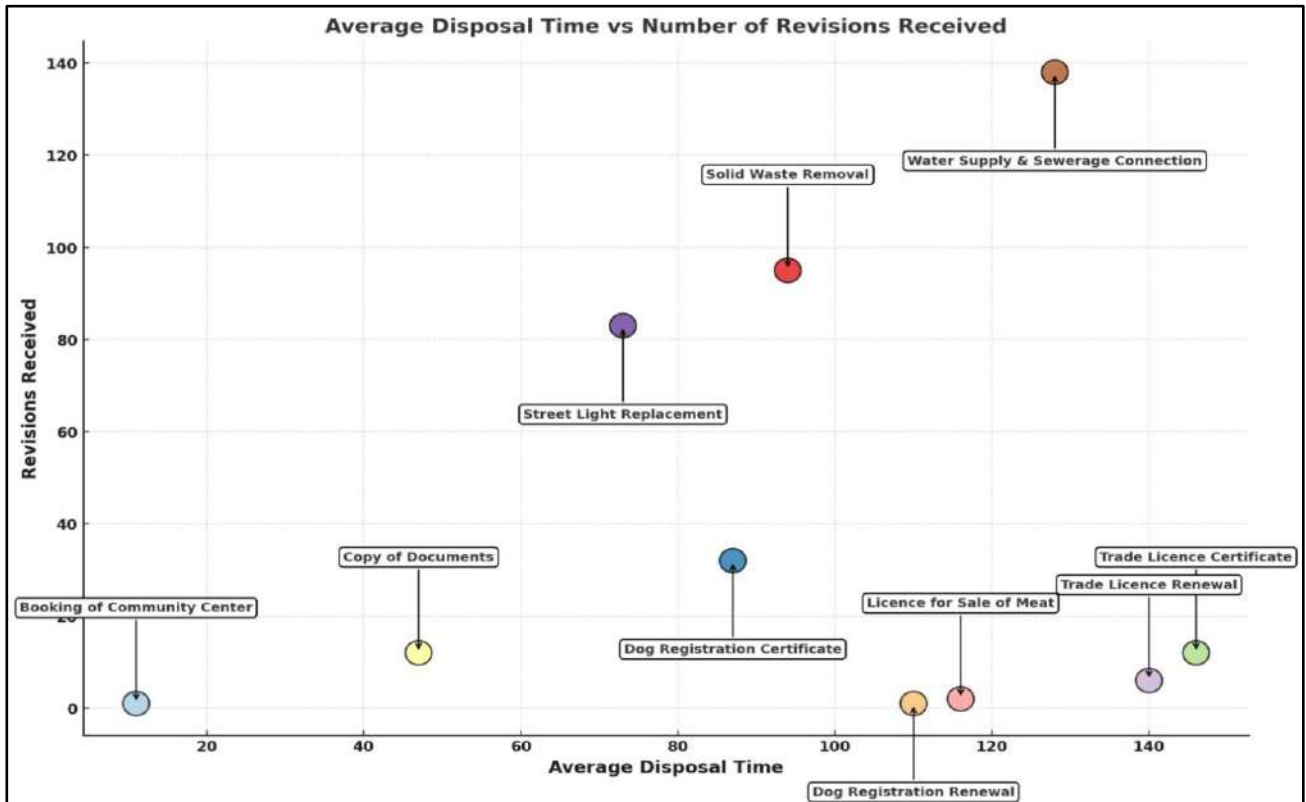
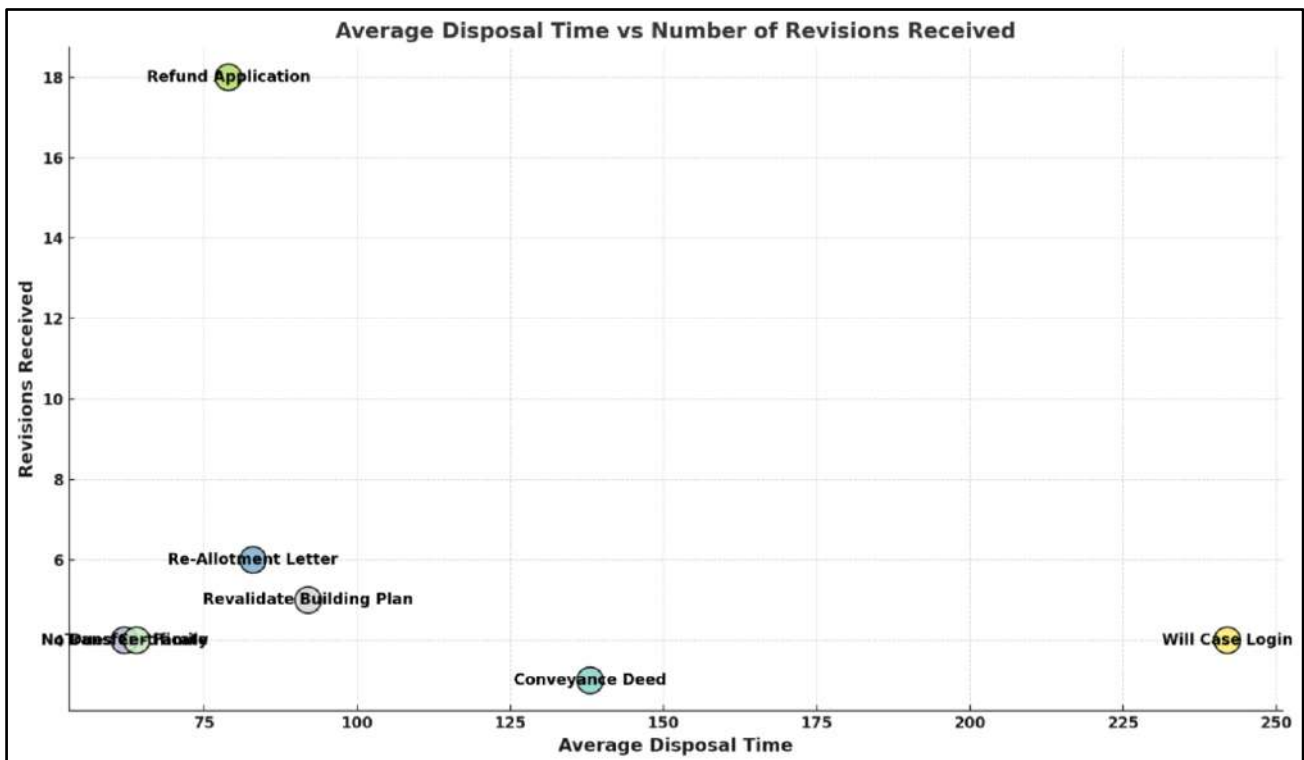


Fig. 3.13: Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025 - ULB Department (only those services with more than 10 Revisions have been plotted)

complaints were auto converted into appeals. Since this was a newly introduced system workflow, neither the FGRA nor SGRA took timely action, which led to an automatic and large-scale escalation to the Commission. Initially, the Commission directed the department concerned to address the backlog. However, due to departmental inaction, the Commission took up each case directly. Many of these appeals pertained to infrastructure issues, particularly sewerage blockages and overflows. While immediate, temporary relief was ensured such as emergency cleaning and repairs, the Commission went further by facilitating permanent resolutions, including the preparation of estimates, approval of works and execution through formal tendering processes. These procedural steps, though time consuming, were necessary to provide sustainable outcomes for the affected citizens and they explain the longer disposal period. Similarly, in the case of 'Issue Certificate of Trade License', the higher average disposal time is attributed to a technical issue on the AAS portal, where multiple Revisions were escalated with backdated timelines due to incorrect assignment settings. This skewed the average upward and does not reflect a delay in decision-making but rather a systemic anomaly that has since been addressed.

### 3.4.8 Average Disposal Time vs Revisions - Haryana Shehri Vikas Pradhikaran (HSVP)

The maximum disposal time was recorded in the service titled 'Will Case User ID and Password', which pertains to specific cases involving Sh. Satish Kumar Agarwal. Four Revisions were submitted by the appellant during July, August and September 2024. The Commission consolidated these four Revisions and heard them collectively. Although the service was formally delivered in August 2024, the Commission

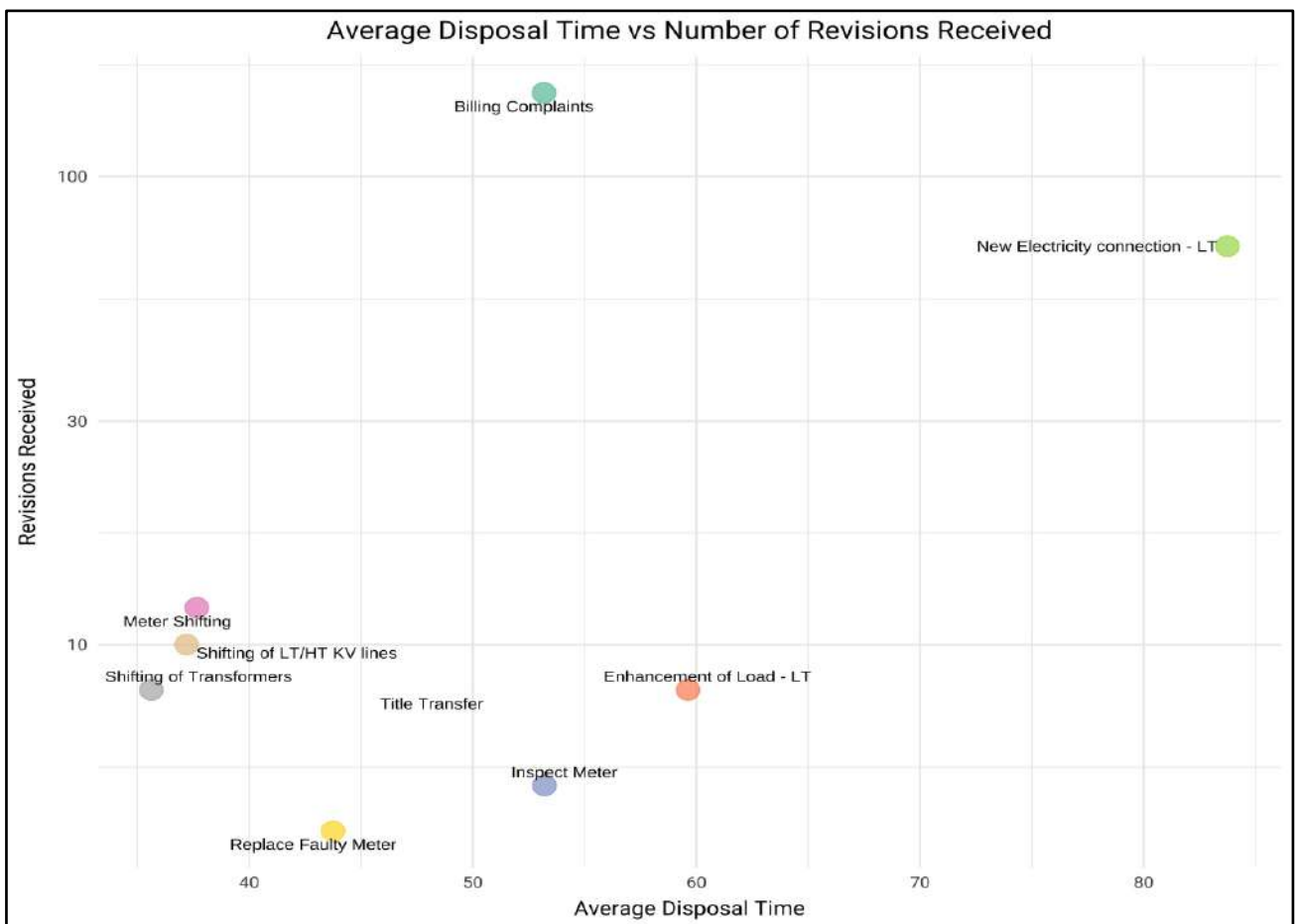


**Fig. 3.14: Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025 - HSVP Department (only those services with more than 3 Revisions have been plotted)**

continued to pursue the matter to ensure accountability. Multiple reports were sought from the concerned offices to ascertain their functioning, which was time consuming. It conducted four hearings with the concerned officials before delivering the final judgment in April 2025, which included maximum compensation to the appellant and a recommendation to initiate disciplinary action against the defaulting official.

### 3.4.9 Average Disposal Times vs Revisions Received (Dakshin Haryana Bijli Vitran Nigam)

In the year 2024-25, the maximum disposal time was in the category of 'New Electricity Connection-LT' which pertained to the specific cases of J.K. Mashroom Farms and their allied farms which were clubbed together. These Revisions were received in September 2024. Thereinafter, a field visit was also conducted by the Commission to the appellant's site along with the respondents in October 2024. Multiple reports and clarifications were sought after which the service was delivered in December 2024. The said case has been discussed in detail in Chapter 4 of this report.

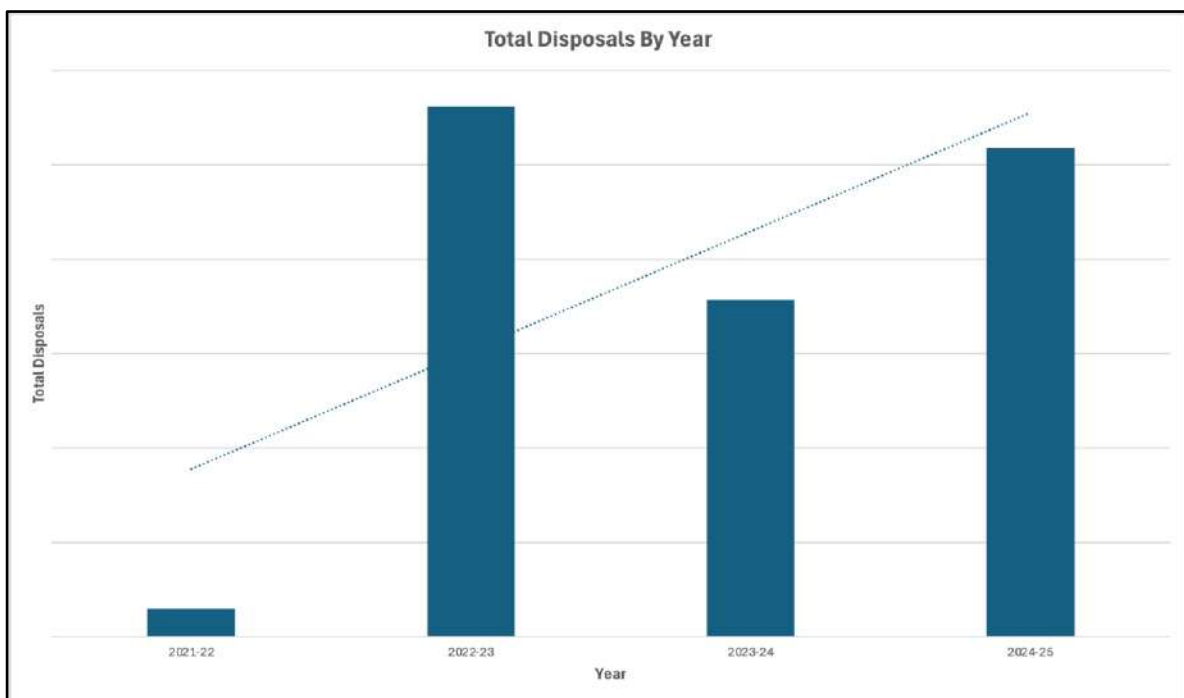


**Fig. 3.15 : Total average disposal time taken (in calendar days) vs Total Revisions raised to the Commission on AAS from 01.09.2021 to 31.03.2025- DHBVN (only those services with more than 4 Revisions have been plotted)**

### 3.4.10 Total Revisions Disposed By Year

This graph reflects the progressive expansion and maturation of the AAS. In 2021-22, 60 Revisions were disposed of during the initial seven-month operational phase, laying the foundation for subsequent scale-up.

The sharp increase to 1,124 disposals in 2022-23 is largely attributable to the onboarding of additional services and Departments on AAS and limited initial awareness among field functionaries, which resulted in a higher number of cases escalating to the Commission. Recognising this trend, the Commission adopted proactive corrective measures, including close monitoring of bulk escalations and issuance of advisories and notices to appellate authorities, to ensure resolution at appropriate levels. As a result, 2023-24 witnessed a rationalisation of Revisions, with 714 disposals, indicating improved handling of grievances at the field and HQ levels. In 2024-25, disposals increased again to 1,036, primarily due to the integration of CM Window with the AAS portal, which expanded citizen access and channelled additional cases through the system. Overall, the trend highlights the Commission's adaptive governance, preventive oversight and enhanced capacity to manage growing and diversified caseloads effectively.

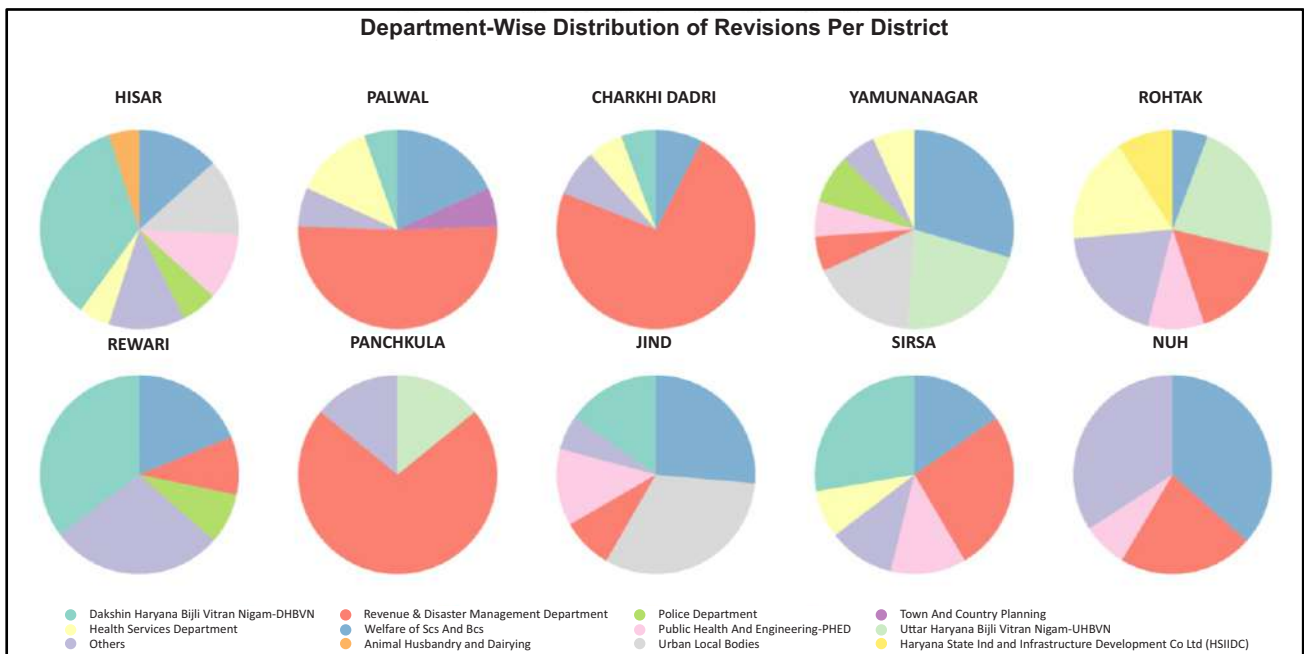
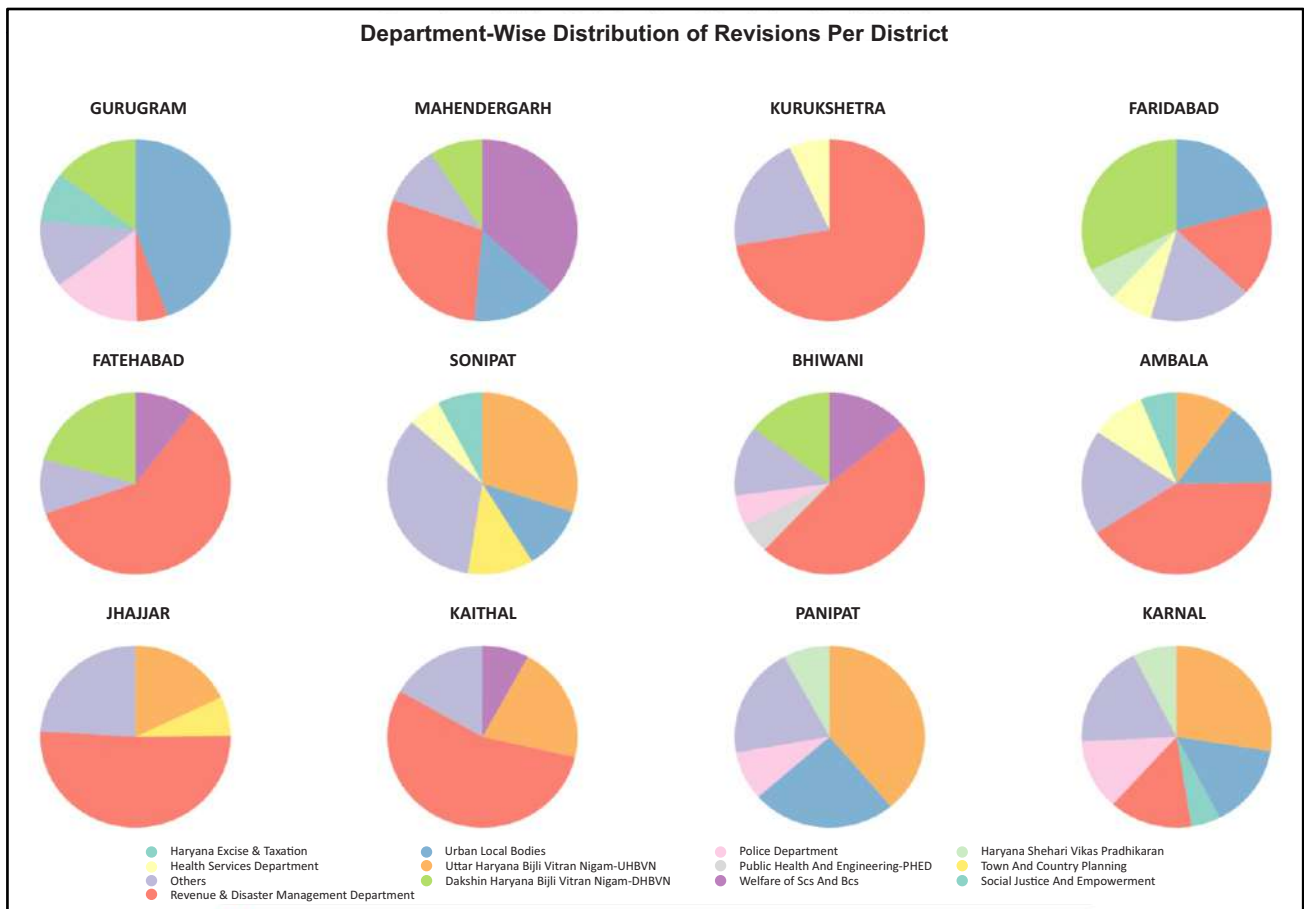


**Fig. 3.16: Total Revisions disposed of by the Commission**

To provide clearer insight into operational trends, the monthly average disposals are presented below:

Year (Financial)	Total Disposals	Months Covered	Monthly Average
2021-22	60	7 months (September-March)	9
2022-23	1124	12 months	94
2023-24	714	12 months	60
2024-25	1036	12 months	86

### 3.4.11 Department-Wise Revisions Per District



**Fig. 3.17: Visual representation of department-wise distribution of revisions received across Haryana’s districts. Departments contributing less than 5% have been grouped as “Others”.**

The two sets of pie charts present a comparative visualization of the Department-wise distribution of Revisions received across Haryana's districts, grouped into two categories- the top 12 districts with the highest volume of Revisions and the remaining districts. Each chart captures the proportion of total Revision requests raised from a given district. To ensure visual clarity, Departments contributing less than 5% in any district have been consolidated under the category “Others.”

A few trends stand out:-

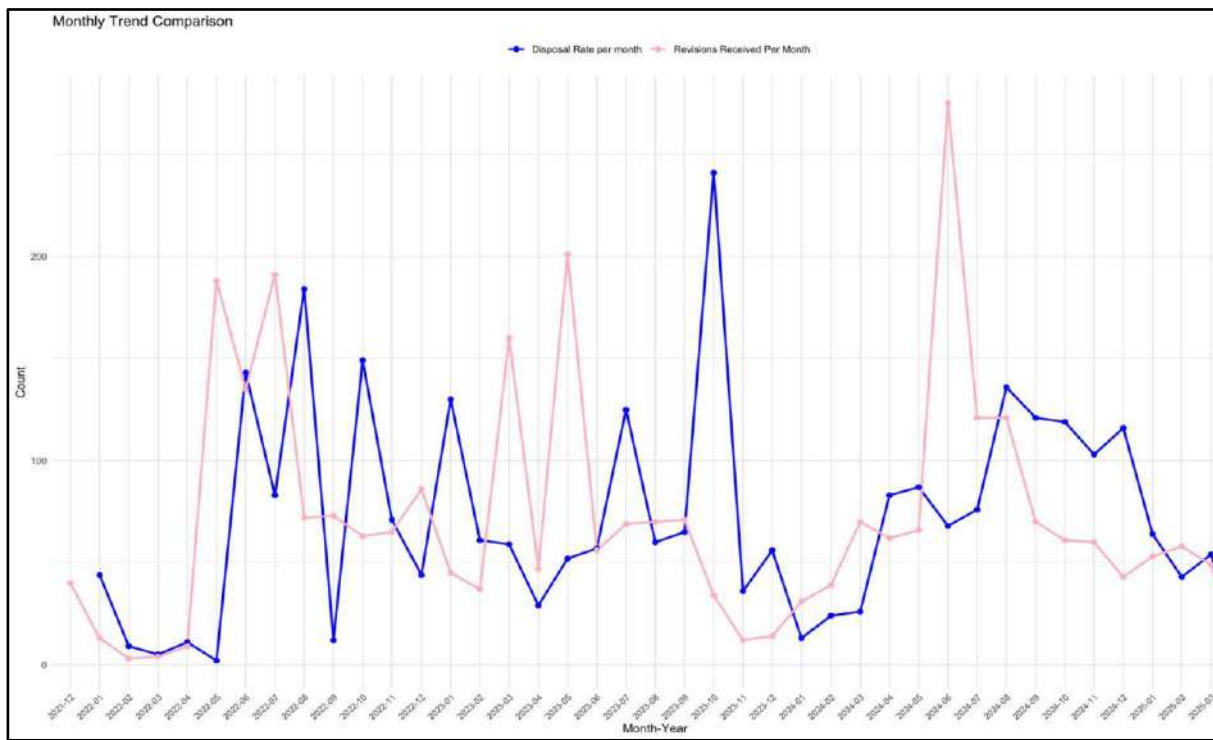
1. The ULB Department emerges as a dominant contributor in urbanized regions such as Gurugram, Faridabad, Panipat and Jind, suggesting a concentration of revision activity in municipal services, particularly around sanitation, infrastructure and licensing.
2. Similarly, the Revenue & Disaster Management Department appears consistently across both urban and rural districts and is the largest Revision handling Department in several areas such as Fatehabad, Kaithal, Palwal and Charkhi Dadri.
3. Another notable pattern is the significant presence of electricity related Revisions, primarily involving UHBVN/DHBVN, in districts like Sonapat, Rohtak, Hisar, Panipat and Kurukshetra, reflecting issues in metering, billing and service reliability.
4. Revisions from the SEWA Department (comprising SJE & WSCBC) and Women and Child Development, are visible in nearly all districts, with a more pronounced share in rural areas such as Nuh, Mahendergarh and Jind.
5. Smaller shares held by Departments such as Health Services, PHED, Housing for All and Labour appear across multiple districts, representing a steady but less concentrated load of grievances.

Overall, the pie charts offer a clear view of which Departments attract the most Revision related activity at the district level.

#### **3.4.12 Monthly Trend Comparison: Disposal vs Received**

These charts show seasonal spikes, linked to service cycles (e.g., education, welfare deadlines). Matching resolution resources to these peaks remains a priority. Periods of sharp inflow are occasionally accompanied by temporary backlogs, highlighting capacity constraints. Strengthening anticipatory planning and augmenting manpower during peak months could help maintain a stable disposal trajectory.

The Commission has undertaken regular monitoring of disposal efficiency during peak periods, coupled with early corrective interventions and inter-departmental coordination, to help minimise backlogs and ensure sustained compliance with RTS timelines.



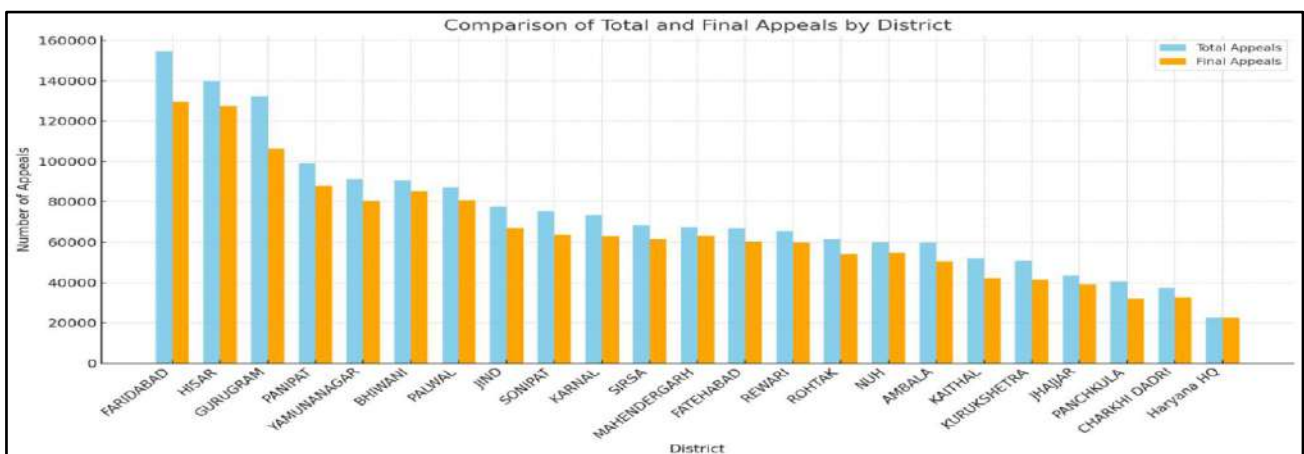
**Fig. 3.18: Monthly trends in Disposal Rate and Revisions Received since December 2021**

### 3.4.13 District-wise Appeal Volumes and Resolution Rates

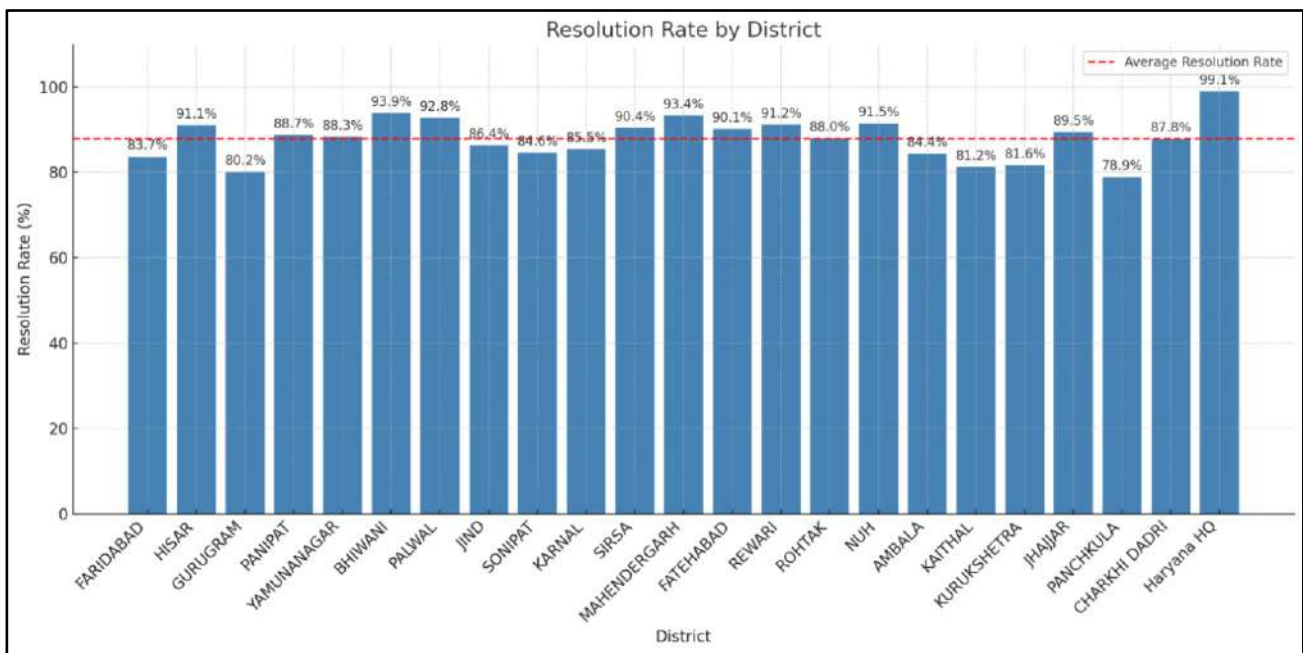
The 'district-wise comparison of total and final appeals' chart compares the total number of appeals raised from each district with the number of appeals that have been finally disposed of, whether at the level of FGRA, SGRA or the Commission.

- Faridabad (~155,000 appeals), Gurugram (~145,000) and Hisar (~120,000) have the highest number of total appeals raised, reflecting both high population/service coverage and greater use of appellate mechanisms.

Across most districts, the number of final appeals (disposed cases) closely follows the total appeals raised, indicating that a large majority of appeals are being resolved.



**Fig. 3.19: District-wise comparison of Total and Final appeals.**



**Figure 3.20: Resolution Rate by District**

The above chart presents the corresponding resolution rate (%) by district, calculated as the proportion of disposed appeals out of total appeals filed. Together, these graphs offer a clear picture of how different districts engage with the AAS and how effectively appeals are being resolved across Haryana.

- The average resolution rate across all districts is around 90.1%. Districts such as Mahendragarh (97.5%), Panipat (95.8%) and Fatehabad (94.1%) perform well above this average.
- However, districts like Rewari (70.9%), Nuh (78.9%) and Bhiwani (79.9%) show relatively lower resolution rates, suggesting possible systemic delays or resource constraints in local appellate handling.

These district-level trends highlight both the reach and responsiveness of the AAS. While most districts show strong disposal performance, the variation in resolution rates calls for focused administrative attention in specific regions. Strengthening the efficiency of appellate authorities at all levels will help ensure more equitable and timely redressal of grievances across the state.

\*\*\*\*\*

## Chapter - 4

### When the System Listens - Stories of Resolution and Relief

For most citizens, accessing government services is not just a matter of paperwork, it is deeply tied to livelihoods, entitlements, education, healthcare and social dignity. The Act was created to guarantee time-bound access to these services. Yet, in cases where delays persist across levels, it is the intervention of the Commission that often becomes the last and most effective resort.

This chapter captures real cases from across Haryana where citizens struggled for weeks or months, sometimes even years to access basic entitlements. It was only when their cases reached the Commission, either through auto-escalation or a Revision filed by the appellant (either self or through Saral helpline), that the issue was resolved. These stories reflect the practical value of institutional accountability and show how timely intervention can restore faith in public systems.

#### 4.1 Case 1: When Water Was Only on Paper and the Commission Made It Flow

<b>Name of the complainant</b>	Sh. Parmod
<b>District</b>	Panipat
<b>Department</b>	Public Health Engineering Department
<b>Service Name</b>	Restoration of Water Supply due to Minor Problems
<b>Date of Application</b>	18.06.2024

#### A Citizen's Silent Struggle for a Basic Necessity

For Sh. Parmod Kumar, a resident of a village in Panipat, life without water wasn't a minor inconvenience, it was a daily struggle. For over a month, not a single drop flowed to his home, though new pipelines had been laid and officials had declared the work complete.

On June 18, 2024, Parmod did what any responsible citizen would: he applied for restoration of water supply under the Act, a service promised within three days. But instead of help, he encountered indifference. On June 20, 2024, the Sub Divisional Engineer (SDE) marked the case as 'completed' without visiting, without verifying and without water. Refusing to accept this on-paper reality, Parmod filed a first appeal, then a second appeal on the AAS portal. Both appeals met the same fate i.e. closed hastily by the Executive Engineer (FGRA) and Superintending Engineer

(SGRA), based entirely on unverified lower-level reports, without even contacting the complainant.

His words on the AAS portal captured the silent frustration of many:

***“No solution, no resolution... surprised to see that all problems are resolved on papers only. No work on ground.”***

### **The Commission's Intervention - When Silence Was Broken**

When Parmod's Revision reached the Commission on July 3, 2024, it was more than just another grievance - it was a test of whether systems would listen when it mattered. The Commission immediately took cognizance, summoned all involved officials and scheduled a hearing for July 16, 2024.

And suddenly, the gears moved. On July 12, 2024 i.e. two days after the Commission's notice, officials arrived at Parmod's home and restored the water supply. After over 30 days of dry taps, water flowed again.

#### **At the hearing:**

- Parmod calmly but powerfully narrated how he was left chasing papers while his home stayed dry and also thanked the Commission for developing this wonderful AAS, because of which he was able to raise his grievances repeatedly, without visiting any office, ensuring his voice was finally heard.
- The SDE (DO) admitted marking the case resolved without ever visiting the site.
- The FGRA and SGRA confessed to closing appeals based solely on unchecked reports, apologizing for neglecting their duties.

The Commission saw through the pattern i.e. an administration too quick to check boxes, too slow to step outside the office. In sharp words, it observed, *“It is only because of these kinds of actions that the Government of Haryana had to take cognizance of the non-resolution of the grievances of public and order holding of Samadhan Shivirs in the field on a daily basis under the chairmanship of Deputy Commissioner and Sub Divisional Officers (Civil) of the concerned districts.”*

Had the AAS and the Commission's firm intervention not existed, Parmod's problem would have remained buried in files - unseen, unheard, unresolved.

### **Not Just Water - Restoring Dignity and Accountability**

#### **The Commission responded with firm, meaningful action:**

- Imposed a penalty of ₹10,000 on Sh. Mohit Sharma, SDE-cum-DO and ordered ₹5,000 (maximum permissible under the Act in a case) compensation to Parmod Kumar for the unnecessary hardship and mental harassment he endured.
- Recommended disciplinary action against Sh. Sanjay Sharma (Executive Engineer, FGRA) and Sh. Vikas Singroha (Superintending Engineer, SGRA) for carelessly disposing of the appeals without discharging their statutory duties.

### **What made this case stand apart was the follow-up!**

The PHED accepted the Commission's recommendation and formally issued chargesheets to the officers concerned, turning what could have been a routine file closure into a serious accountability exercise. This was never just a case of a missing service. It was about basic human dignity. About a citizen's right to be heard. And about a system learning that no complaint is too small to matter and no officer too senior to be held accountable.

***“When water stops, life pauses. When the system fails, hope dries up. The Commission made sure both were restored.”***

### **4.2 Case 2: A Buffalo, A Commitment and a Delay Too Long**

***The story of Jagat Singh and how justice reached rural Haryana***

<b>Name of the complainant</b>	Sh. Jagat Singh
<b>District</b>	Jhajjar
<b>Department</b>	Animal Husbandry & Dairying Department
<b>Name of Service</b>	Scheme for establishment of Mini Dairy/ Hi-Tech Dairy Units under MMAPUY

### **Where the Roads End, the Real Bharat Begins**

In the village of Nuna Majra, tucked away in the rural stretches of Jhajjar district, a man named Jagat Singh dared to dream modestly, honestly. His goal was simple, to start a small dairy business with the support of a Government scheme designed precisely for people like him. He had no massive landholding or political connections. Just the hope that the MMAPUY, aimed at uplifting families with incomes below ₹1.8 lakh annually, would help him stand on his own feet.

Under the scheme, eligible applicants could purchase livestock and receive financial support in the form of a loan. Jagat Singh did everything by the book and submitted his application on December 7, 2021. His application was processed, approved and forwarded to the HDFC Bank branch in his village on the same day. A committee was formed, a buffalo was purchased on July 18, 2022 and documents were submitted. But then, the support he had banked on, quite literally never came.

### **When Banks Don't Budge and Silence Replaces Support**

What followed was not a delay of weeks but of years. Despite purchasing the animal and fulfilling every obligation, the loan amount of ₹1,60,000 was never disbursed. The bank claimed documents were incomplete, though no communication was made to Jagat Singh or to the Animal Husbandry Department citing specific deficiencies. The applicant made several visits to the branch, each time returning empty-handed. Frustrated yet determined, Jagat Singh's plight eventually reached the Commission,

not through a complaint filed by him but through a suo moto cognizance. The Commission had been reviewing similar cases where poor beneficiaries across Haryana were being denied rightful services due to arbitrary or indifferent behaviour by officials, particularly in the banking sector. This issue was taken up following a meeting held on October 6, 2023, with the Director General, Animal Husbandry & Dairying Department and the Deputy General Manager, State Level Bankers Committee. During the meeting, the Animal Husbandry Department brought to light that in numerous instances, banks had accorded prior sanction of loans and the beneficiaries had already made the requisite purchases; however, the sanctioned loan amounts were not disbursed. Taking suo motu cognizance of these cases, the Commission identified the case of Sh. Jagat Singh and 57 others as particularly concerning because disbursement was not made even after years of sanction of the loan due to the glaring instance of negligence.

### **The Commission Steps In: Rural Justice, Urban Accountability**

This was not just another case file in a cabinet, it was a real-life example of how citizens in remote areas can often be left voiceless. The Commission, under the leadership of Chief Commissioner Sh. T.C. Gupta, took up the matter with gravity. On issuing the suo moto notice, the Commission received a reply from the concerned HDFC Branch Manager, who stated that the applicant had failed to provide documents and was only now willing to submit fresh ones.

The explanation was summarily rejected. As the Commission pointed out, it was hard to believe that someone who had already bought the animal with personal funds would fail to submit papers for the loan. In fact, even when the Animal Husbandry officer sent the documents again through a special messenger, the bank refused to accept them.

### **A Hearing That Echoed Far Beyond the Walls**

A series of hearings followed. On May 14, 2024, when the matter came up, the bank's Branch Manager failed to appear despite notice. He was unreachable on the phone and did not submit any supporting records. The Commission made it clear that any further absence would result in coercive action, including bailable warrants.

Jagat Singh, on the other hand, remained committed. He expressed over a call his continued interest in the loan and shared the harassment he and his family had endured. Officials from the Animal Husbandry Department also stood by him, calling out the bank's evasive conduct. Even when the bank finally appeared in a subsequent hearing and submitted an SMS from 2022 regarding loan approval, they could not provide any follow-up communication about pending documentation. When asked for records showing deficiencies or reasons for non-disbursement, the bank admitted that these were only conveyed verbally, a shocking admission for a process that directly affects livelihoods.

### **Final Push and the Long-Delayed Relief**

It wasn't until late June 2024 i.e. almost two full years after the initial purchase that Jagat Singh finally received the loan disbursement. This came only after repeated

warnings, active monitoring and firm directives from the Commission. The Commission had even gone to the extent of requesting renewal of the cattle's health and insurance documents, though this should have been initiated by the bank itself.

While the bank ultimately disbursed the loan, the Commission did not let the matter slide quietly. It observed that the delay was unjustified, that the applicant was never properly informed of any missing documents and that the bank officials' conduct reflected a troubling indifference to the rural poor. The Commission dismissed the bank's contention that it, being a private institution, was beyond the Commission's jurisdiction. Under Section 17(1)(h) of the Act, any official involved in delivering a notified service is accountable.

### **A Broader Message from a Local Struggle**

While the Commission took a lenient view since the loan was ultimately disbursed, it warned the bank and advised higher authorities to sensitise their field staff, especially in rural areas, to treat beneficiaries with empathy and respect.

This case wasn't about a large sum of money. It was about restoring dignity to a villager who believed in a system designed to uplift him. It is also a compelling reminder that even the most well-meaning government schemes can fail without proactive monitoring and accountability. Jagat Singh's struggle is not isolated, it is emblematic of rural India's silent battles.

### **Justice That Listens, No Matter Where You Come From**

In its final remarks, the Commission reinforced an essential truth i.e. the geography of a citizen must never determine the seriousness of his grievance. Whether someone walks into the Commission from the streets of Gurugram or the lanes of Nuna Majra, they will be heard, patiently, equitably and decisively.

For Jagat Singh, justice may have arrived late but it arrived nonetheless because he did not give up and because the Commission stood by him, proving once again that governance reaches its highest purpose when it serves its farthest citizen.

### **4.3 Case 3: Triumph of Persistence - How the Haryana Right to Service Commission Secured Vital Relief for 14,805 Families under NFBS**

The NFBS is a Central government initiative aimed at supporting families who lose their primary breadwinner. This scheme provides financial assistance of ₹20,000 to the surviving family members. For families living in poverty, this amount is a lifeline, helping them cope with the loss of income and stabilise their financial situation during an immensely difficult time.

However, delays in disbursing these funds can lead to severe hardship, especially for the poorest families who rely on this assistance to meet basic needs. Such delays were experienced by 14,805 families in Haryana, who had been waiting for over two years to receive their entitled benefits under NFBS. This, before the Commission intervened.

## **The Growing Problem: Delays in Disbursing Benefits**

In 2022, the Principal Accountant General (PAG) of Haryana flagged concerns about delays in processing NFBS claims. By the time the Commission took up the issue, families in districts like Nuh, Panipat, Bhiwani, Karnal and Kaithal were facing extreme delays. Some families had been waiting for over two years, while others had yet to even have their applications processed.

The root causes of the delays included incomplete applications, missing documents like bank accounts and Aadhaar cards and slow updates to the Below Poverty Line (BPL) lists. Additionally, financial constraints and a backlog of pending cases exacerbated the issue.

## **The Commission's Relentless Pursuit - Holding Authorities Accountable**

Upon receiving complaints, the Commission quickly recognised the gravity of the situation and began pressing for action. The Commission's first step was to request that the SEWA Department and the Finance Department release the necessary funds for disbursement. Despite this, the Finance Department claimed that the SEWA Department should coordinate with the Government of India, as the NFBS is a 100% centrally sponsored scheme.

The SEWA Department, in turn, reported that it had been trying to secure the funds from the Government of India since November 2022, but with little success. In an unprecedented move, the Commission wrote a letter to the Secretary, Ministry of Rural Development in December 2024, highlighting the issue and requesting the urgent release of funds, as it is a notified service under the HRTS Act, 2014. In response, the GOI acknowledged the issue but revealed a critical detail: the proposals sent by the Government of Haryana had several deficiencies, particularly regarding the utilisation certificates (Uc's), which were not submitted in the correct format. This information was crucial, as it pinpointed the issue within the SEWA Department's paperwork, rather than the lack of funds from the GOI.

## **An Unwavering Commitment - The Commission's Final Push**

The Commission's persistence proved to be a turning point. Armed with the new information from the GOI, it raised the issue with the Additional Chief Secretary (ACS), SEWA Department in a hearing held on January 29, 2025. It even threatened the concerned officials, in its written orders, that it would impose a penalty on the delinquent officials, which at the rate of ₹20,000 for each delayed case under the Act can amount to ₹29.61 crore (₹20,000 x 14,805) to be deducted from their salaries.

The SEWA Department admitted that the utilisation certificates submitted to the GOI were not in the correct format, causing a delay in the release of funds. Smt. G. Anupama, IAS, ACS, SEWA Department, immediately intervened to correct the documentation and ensure the necessary processes were followed.

## **A Triumph of Persistence - Benefits Finally Disbursed**

After the release of the first tranche of payments of ₹10.69 crore from the Government of India to Haryana in February 2025, ₹20,000 benefits were finally disbursed to

4903 families. The Commission is actively following up with the Department to ensure that the next batch of payments is released from the GOI and the remaining beneficiaries also get their payment.

For these families, the financial aid was more than just monetary support, it was a means of survival and stability. It meant they could buy food, pay bills and ensure their children could continue going to school.

### **Conclusion - How the Commission's Persistent Efforts Brought Relief**

The Father of the Nation, Gandhiji believed that the true measure of a nation's progress is not in its wealth or technological achievements but in the well-being of its poorest and most marginalized citizens. As he stated, "The progress of any society depends on how well it takes care of the last person." The Commission's efforts aligned with this ideal, focusing on those who had been left behind in the system, ensuring that the benefits reached the families who needed them the most. Gandhiji's commitment to Antyodaya, uplifting the weakest and poorest of society was the guiding force that led the Commission to push forward, step by step, to address the administrative failures and ensure the timely disbursement of benefits.

Through tireless follow-ups, the Commission's persistence turned what could have been just another bureaucratic failure into a triumph for Haryana's most vulnerable families. The Commission's work stands as a reminder of the power of dedication and accountability in transforming the lives of ordinary people, ensuring that no one is left behind, especially the poor and the disadvantaged.

### **4.4 Case 4: When a Typing Error Nearly Became a Crime - How the Commission Defended a Worker's Right**

<b>Name of the complainant</b>	Smt. Bala Rani
<b>District</b>	Sirsa
<b>Department</b>	Haryana Building and Other Construction Workers Welfare Board
<b>Service Name</b>	Delivery of benefits under various Welfare Scheme of Haryana Building and Other Construction Workers Welfare Board [90 Days]
<b>Date of Application</b>	29.03.2023

#### **A Mother's Hope, a System's Error**

Smt. Bala Rani, a daily wage worker from Sirsa, applied for educational scholarships for her children under the Building and Other Construction Workers (BOCW) Welfare Board scheme. Among these was an application for her daughter Preeti, who initially enrolled in B.Com (Regular Honors) at University College, Chaudhary Devi Lal University, Sirsa but shifted to B.Sc. (Textile and Fashion Design) within a month, in August 2020.

Unfortunately, this change in course was not correctly updated in the official documentation. A typographical error mistakenly listed Preeti as a B.A. student in a document linked to her scholarship application. This clerical oversight led to confusion in subsequent applications - some reflecting her correct course, others not, causing her claims to be rejected.

What turned a minor error into a serious matter was when the BOCW department suspected forgery and planned to initiate proceedings to file an FIR against Preeti. A young student, belonging to a poor family, now faced the terrifying prospect of criminal charges, for no fault of her own.

### **The Commission's Intervention - Preventing an Injustice**

When Smt. Bala Rani's complaint reached the Commission in 2024, it became immediately clear that the situation demanded urgent attention. The Commission, already seized of earlier connected grievances, took swift cognizance of this alarming development.

Realizing the risk of a grave miscarriage of justice, the Commission:

- directed the Labour Commissioner to conduct a thorough inquiry into the alleged forgery.
- reviewed multiple scholarship applications, college verifications and official reports.
- scheduled a personal hearing on October 9, 2024 before Sh. T.C. Gupta, Chief Commissioner.

At the hearing, Investigating Officer of BOCW Welfare Board, Sh. D.K. Saini presented his findings, establishing that Preeti had been a bonafide B.Sc. student since 2020-21. The conflicting course entries were the result of clerical mistakes during documentation and college verification, not any dishonest intent.

The Commission's timely intervention not only prevented the wrongful filing of an FIR but also restored the dignity and peace of mind of a struggling construction worker's family. Had it not acted decisively, a simple oversight could have led to a poor and innocent student being dragged into criminal proceedings.

### **Justice Delivered, A System Corrected**

Displaying its hallmark approach of firm accountability with compassionate fairness, the Commission took the following corrective actions:

- Confirmed that no forgery had occurred.
- Established that the student was continuously enrolled in B.Sc (Textile and Fashion Design).
- Directed that the rightful scholarship benefits be granted to Preeti, provided the college confirms that she was indeed enrolled in the B.Sc programme during the relevant session.

The Commission further instructed the Principal, University College, CDLU, Sirsa, to issue a formal clarification of Preeti's enrollment status to enable the Board to

process the pending benefits. This action not only protected the rights of a deserving student but also reinforced the principle that errors by authorities should not burden innocent citizens. Subsequently, the scholarship amount of ₹15,000 was paid to her by the Board on 12.12.2024.

This case stands as a testament to the Commission’s role as a people-centric institution, ensuring that no citizen, no matter how humble, is left defenseless against administrative apathy or procedural injustice.

#### **4.5 Case 5: A Deed Delayed is Justice Denied”: The Journey of Kartar Singh**

<b>Name of complainant</b>	Sh. Kartar Singh
<b>District</b>	Ambala
<b>Department</b>	Urban Local Bodies
<b>Name of Service</b>	Issue of Conveyance Deed

#### **An Elder’s Pursuit of a Promise**

At nearly 80 years of age, Kartar Singh was not seeking favours from the system. He wasn’t asking for something extraordinary but only for the fulfilment of a legal right that was supposed to be delivered promptly. His sister, Smt. Ravinder Kaur, had passed away, leaving behind a registered will that named him as the beneficiary of her share in a 500 square yards plot (i.e. 250 square yards), originally allotted by the Panchayati Raj in 1984. This plot is located in New Model Gram Mandhor, which now falls within the municipal limits of the Municipal Corporation, Ambala. Accordingly, Kartar Singh applied for the issuance of a conveyance deed in November 2023. Under the Act, the service should have been delivered within 15 working days. However, days turned into weeks and weeks into months. His straightforward application became entangled in a web of administrative confusion, miscommunication and institutional apathy.

#### **Confusion, Delay and Silence**

Kartar Singh's experience was far from what any citizen should face in a responsive governance system. After submitting his application, he received no communication. He followed up with a letter to the Deputy Municipal Commissioner in December 2023 and later to the Commissioner of the Municipal Corporation, Ambala in January 2024. Despite his efforts, he was met with complete silence.

The situation took an unexpected turn when Kartar Singh discovered that the property records showed the name of an unknown individual, Harjit Singh against the same plot. This added confusion and frustration to his already difficult journey. Further investigation revealed that this error likely originated from a flawed survey conducted by Yashi Consultancy, a private agency that had come under scrutiny for thousands of such discrepancies across the State. Despite the public criticism and media attention the agency had received, the Municipal Corporation continued to cite the presence of Harjit Singh as the reason for withholding the conveyance deed.

After multiple notices to Harjit Singh went unanswered, the Municipal Corporation updated the online records on the NDC portal of the Urban Local Bodies Department to reflect Kartar Singh as the rightful occupier and taxpayer for the 250 square yard share. Yet, even with the records corrected, Kartar Singh remained nowhere closer to having the conveyance deed executed in his name.

### **A Turning Point - Appeal to the Commission**

Disheartened but determined, Kartar Singh approached the Commission in February 2024. What followed was a textbook demonstration of how institutions can uphold citizen rights when they function effectively. The Commission quickly recognised the issue, a senior citizen's rightful claim was being held up not due to any legal deficiency but because of administrative indifference. Hearings were convened and key officials including the Zonal Taxation Officer, Joint Commissioner and Commissioner of the Municipal Corporation were directed to appear and explain their conduct.

The Commission questioned why the Corporation was requesting documents it already had on record and how it had managed to issue a property ID for 250 square yards in Kartar Singh's name without formally bifurcating the original 500 square yards plot. The Corporation's responses were vague and failed to acknowledge its own responsibility for the delay. The Commission strongly observed that such handling of a citizen's application undermines public trust and imposes an unjust burden on those seeking timely service.

### **Persistence Against Process Gaps**

The Commission pursued the matter with urgency and supported Kartar Singh through every step. It directed the Joint Commissioner to ensure the necessary actions were taken, including the formal subdivision of the plot and transfer of the deceased's share to Kartar Singh. However, more complications arose. The Municipal Corporation reported that it could not trace the second allottee, leading to the question of whether one half of a jointly allotted plot could be conveyed in isolation. The matter was referred to a Legal Advisor and once approval was granted in July 2024, a fresh hurdle emerged. The Corporation flagged the plot as being in an "unauthorised area" on the NDC portal, despite the plot having been allotted by a government authority and recognised as "authorised" in an earlier NDC issued in 2023.

This contradiction perplexed the Commission. It was not just a case of a software glitch, it reflected poor communication and coordination between Departments. The Municipal Corporation sent a reference to the Directorate of Urban Local Bodies on August 8, 2024 but it lacked crucial background details. The Commission noted that such incomplete information would make it impossible for the Directorate to take meaningful corrective action. A show cause notice was subsequently issued under Regulation 10 of the HRTSC (Management) Regulations to the Joint Commissioner, holding her accountable for negligence and delay in delivering a notified service. Her absence at a critical hearing was condoned on health grounds but her inaction was

not.

Although the Commissioner, MC Ambala had marked the plot as 'authorised', a new objection was raised in August 2024 by the Joint Commissioner - this time regarding non-payment of development charges. On further inquiry, it was found that Kartar Singh had already deposited ₹30,000 within five days of receiving the notice. With all obstacles now cleared, the Commissioner, MC Ambala was directed on September 20, 2024 to proceed with execution of the conveyance deed and report compliance to the Commission.

### **Resolution at Last**

The Commissioner deputed the Tehsildar to execute the deed but even this final step was not free from friction. The Tehsildar raised fresh and unnecessary demands, including proof of title, which was already verified by the Municipal Corporation. The Commission scheduled another hearing and summoned the Tehsildar, reminding him that once the Corporation had certified ownership, it was his statutory duty to register the deed without further delay.

A final opportunity was granted on October 10, 2024. Kartar Singh was asked to appear in the office of the Tehsildar with relevant documents including the original allotment letter and proof of tax payment. The Corporation was directed to provide any required supporting materials to the registering authority. Finally, on October 14, 2024, after months of perseverance and constant intervention by the Commission, the conveyance deed was executed. Kartar Singh, now relieved, sent a heartfelt thank-you note to the Commission. His journey had been emotionally draining but the system had eventually responded because he knew where to knock.

### **A Lesson in Accountability**

While the case was formally closed, the Commission ensured it ended with a strong message. A displeasure note was issued to the officers responsible for the delays and the hardship caused to a senior citizen. It was a reminder that the administrative machinery exists to serve, not obstruct. Public service delivery is not simply about processing paperwork, it is about upholding the dignity and rights of individuals.

This is not just the story of one man. It is a powerful reminder of the role institutions like the Commission play when systems falter. By highlighting systemic failures and holding individuals accountable, the Commission sent a clear message- when services are denied without justification and when authorities fail in their duties, the Commission will intervene and ensure justice is served.

“ आदरणीय श्री T-C- Gupta, मुख्य आयुक्त, सेवा का अधिकार आयोग, हरियाणा चंडीगढ़ जी के असीम सहयोग एवं कुशल मार्गदर्शन के फलस्वरूप आयुक्त नगर निगम, अंबाला शहर एवं नायब तहसीलदार, अंबाला कैट द्वारा प्रार्थी के प्लॉट की conveyance deed तिथि 10/10/2024 को कर दी गयी है। प्रार्थी श्री T-C- Gupta, मुख्य आयुक्त, श्रीमती मनीषा यादव का सहयोग के लिए अति आभारी है।

मेरी भगवान से प्रार्थना है कि आदरणीय श्री T-C- Gupta, मुख्य आयुक्त एवं मैडम श्रीमती मनीषा यादव को लंबी आयु एवं अच्छा स्वास्थ्य प्रदान करे। “ - Kartar Singh

#### 4.6 Case 6: Long-Delayed Mutation of Land in Sector-4, Rewari

<b>Name of the complainant</b>	Smt. Ratni Devi
<b>District</b>	Rewari
<b>Department</b>	Revenue and Disaster Management
<b>Service Name</b>	Attestation of Uncontested Mutation
<b>Date of Application</b>	04.10.2023

Smt. Ratni Devi, a resident of Village Dumawas, District Rewari, had been pursuing the entry of mutation (intekaal) in revenue records for a piece of land she had owned since 1985. This land was caught up in a longstanding confusion arising from a land acquisition process initiated in 1990 for the development of Sector-4, Rewari by the then HUDA (now HSVP).

#### Background

The complainant's land, measuring approximately 1 kanal 5 marla, was partly acquired through an award dated March 23, 1993. However, during the acquisition process, an objection raised under Section 5A of the Land Acquisition Act resulted in the release of 10 marlas of her land on which a house was already built, a fact recorded in revenue records at the time.

Despite this, errors in recording the correct khasra numbers led to a mix-up- the land where the complainant's house stood was mistakenly shown as acquired by HUDA, while other land parcels meant to be acquired were reflected as hers. This clerical error, which took place in 1993, prevented her from getting the mutation entered in the official records, blocking her from availing property-related benefits, despite scores of visits to different offices.

#### Commission's Intervention

The matter came before the Commission, which after perusing the case file, took a proactive stance. The Chief Commissioner held an initial hearing on November 14, 2023, directing the Land Acquisition Officer (LAO), Gurugram, to submit a reply within three days. The LAO's reply, however, failed to address the crucial issue of which specific land parcels were released to the complainant.

Over the course of several hearings and exchanges, the Commission persistently pursued clarity:

- The Commission granted reasonable time for field officers (Naib Tehsildar, Patwari) to gather correct records and report back.
- Detailed hearings were held, including a key one on November 6, 2024 before Chief Commissioner Sh. T.C. Gupta, attended by representatives from HSVP and the complainant's side.
- During these proceedings, it became evident that 10 marlas of the

complainant's land had indeed been released but due to an old clerical error, the house stood on land wrongly recorded as HSVP's.

### Outcome

Recognizing the injustice and bureaucratic delay, the Commission concluded that the error was clerical in nature and could be rectified easily since it was an uncontested matter. However, during the hearing on November 6, 2024, the Revenue Officials refused to correct the mistake citing that it had occurred many years ago which have been entered in many Jamabandis since then. Only a Civil Court can correct the same and they advised the complainant to approach the appropriate Civil Court. However, the Commission was unfazed and in its order dated November 12, 2024, directed the Chief Administrator, HSVP, to ensure the entry of mutation in revenue records within a month and obtain the approval of the Hon'ble Chief Minister-cum-Chairman, HSVP if required and to report compliance by December 15, 2024.

### Final Resolution

On December 5, 2024, the LAO, Gurugram reported that the mutation had been registered on December 4, 2024 and approved by the Tehsildar, Rewari. The complainant's son, Sh. Manoj Kumar, confirmed the same to the Commission and profusely thanked the Commission for its help in resolving the long pending matter.

### 4.7 Case 7: Delay in Issuance of Marriage Certificate affecting Vivah Shagun Yojana Benefit

<b>Name of the complainant</b>	Sh. Jagdish Kumar
<b>District</b>	Sirsa
<b>Department</b>	SEWA
<b>Service Name</b>	<i>Mukhya Mantri Vivah Shagun Yojana</i>
<b>Date of Application</b>	11.10.2023

The case concerns Sh. Jagdish Kumar, a resident of Village Kagadana, District Sirsa, who approached the Commission regarding delays in the issuance of a marriage registration certificate for his sister, Smt. Radha Devi. Radha was married to Sh. Ravi Kumar of Village Mandia on October 20, 2022.

As per the provisions of the MMVSY, a Scheduled Caste family is eligible for a financial assistance of ₹71,000 upon marriage, subject to marriage registration within six months of marriage. Accordingly, the marriage needed to be registered by April 20, 2023.

## **Application Process and Delay**

The applicant submitted an online application for marriage registration on January 20, 2023 and was allotted an appointment for February 19, 2023 at Tehsil Nathusari Chopta. On the date of the appointment, the concerned Tehsil office noted that since 90 days had already elapsed since the date of marriage, approval of the Sub-Divisional Magistrate (SDM) was required.

The application was forwarded to the SDM, Sirsa, on February 21, 2023 and was approved on February 28, 2023. However, due to administrative oversight, the physical file was mistakenly sent to Tehsil Sirsa instead of Tehsil Nathusari Chopta. The Clerk at Tehsil Sirsa, Sh. Sahil, held the file for approximately 15 days without any action. His successor, Sh. Ramesh took over charge on March 17, 2023 and processed the file only on May 16, 2023, resulting in significant delay.

The marriage certificate was eventually issued on June 2, 2023, well beyond the stipulated six-month period required for availing of the Vivah Shagun benefit, which was rejected.

## **Commission's Inquiry and Findings**

Upon receiving the complaint, the Commission sought factual reports from the offices of the Deputy Commissioner, Sirsa and Tehsil Nathusari Chopta. The inquiry revealed the following:

The delay occurred primarily due to the misplacement and mishandling of the manual file between Tehsil Sirsa and Tehsil Nathusari Chopta.

Officials responsible for the delay included Sh. Kuldeep (Tehsil Sirsa), who dispatched the file to the wrong tehsil; Sh. Sahil (Clerk, Tehsil Sirsa), who held the file for 15 days and Sh. Ramesh (Clerk, Tehsil Sirsa), who delayed further action.

The Commission observed that had even one of the responsible officials acted diligently, the marriage certificate could have been issued within the required timeframe.

## **Outcome**

Recognising the genuine grievance and administrative lapse, the Commission recommended to the Director, SEWA Department, that a relaxation in the time limit be considered for this case under exceptional circumstances, as the applicant was not at fault.

After constant perseverance by the Commission, the matter was submitted to the Hon'ble Chief Minister, Haryana by the SEWA Department which had earlier refused to relent as the delay was on account of other Departments and they had rightfully rejected the claim. The Hon'ble Chief Minister approved the special relaxation for this case. Subsequently, on February 6, 2025, the SEWA Department confirmed that the benefit amount of ₹71,000 under the MMVSY had been sanctioned and released to the applicant.

## Conclusion

This case highlights the consequences of administrative negligence in handling citizen-centric services and underscores the importance of accountability within government offices, especially when more than one Department is involved in service delivery.

### 4.8 Case 8: Accountability in Service Delivery - Investigating Defaulting Accounts and Misplaced Claims for Electricity Connections

<b>Name of the complainant</b>	Sh. Shakti
<b>District</b>	Panipat
<b>Department</b>	Energy
<b>Service Name</b>	Application for new electricity connection - LT
<b>Date of Application</b>	09.05.2024

#### Struggle Faced by the Complainant

The appellant, Sh. Shakti had applied for a new domestic electricity connection for a house constructed around five years ago, where he intended to settle post-retirement from the Indian Air Force. However, the UHBVN rejected his application, citing a defaulting amount of ₹1.1 lakh linked to a previous connection in the name of Smt. Ramo Devi, his grandmother.

Sh. Shakti contested this, explaining that:

- Smt. Ramo Devi had not resided at the premises in question for over a decade.
- He had been living with his wife in government-allotted staff quarters for the last 11 years.
- The premises for which the connection was requested did not overlap with the one tied to the default.

The respondents maintained that the previous connection was indeed tied to the same property and presented a statement from Smt. Ramo Devi, allegedly countersigned by the village Sarpanch, affirming past residence at the disputed address. The conflicting claims and lack of clarity around ownership and location left the appellant without power and subject to bureaucratic delays.

#### Action by the Commission

The Commission while perusing the case, came across a set of unanswered questions as listed below:-

- a) If the property was purchased by the complainant's mother in 2015, how was the connection in the name of Smt. Ramo Devi released for this premises and continued thereafter?
- b) Smt. Ramo Devi mentioned that she lived there 10-12 years ago,

indicating she left the house about a decade ago. Given that the complainant is serving in the Indian Air Force, who was residing at the premises and using the electricity?

The Commission, therefore, directed the respondents to get the intekal/demarcation done from the Tehsil office, which when received informed that the premises did not belong to the appellant's mother, as claimed by him. The appellant also informed that the respondents had visited the wrong house which was substantiated by property details and site images. The mistake was acknowledged by the respondents. However, it was still difficult for the Commission to arrive at a conclusion based on lack of evidence. Thereafter, the Chief Commissioner directed the Under Secretary of the Commission to visit the site alongwith the concerned Consultant to ascertain the position on the ground. The team inspected the site on November 25, 2024 in the presence of the appellant (who had taken leave from his posting) and the respondents. The team met Smt. Ramo Devi and also inspected the subdivision office to seek information on the multiple accounts relevant to the case.

Based on the report, the Commission derived that the subdivision consistently argued that a defaulting connection existed in her name at the premises where the appellant was seeking a new connection. However, it failed to disclose that another connection also existed in her name at a different property. While the subdivision may argue that these other premises were not part of the appeal, this omission became significant in the light of Nigam's rules regarding defaulting connections. It was only after the Commission's inspection team visited the premises and the subdivision office that these facts came to light. The subdivision removed the defaulting meter from a pole located in the lane separating the different properties. The appellant persistently claimed that a connection in his father Sh. Ramesh Chand's name had existed in the premises but neither the appellant nor the subdivision could provide any supporting evidence. Furthermore, the subdivision failed to produce the original documents related to the defaulting connection, raising questions about the office's documentation practices.

The other two properties belonging to the extended family were also relevant to the case. It was revealed that the defaulting connection in Smt. Ramo Devi's name was set up in 2010, while another connection, for a school-cum-gym located opposite the defaulting premises, was established in 2015 under her name. The former connection was disconnected by the subdivision in September 2023 but the latter connection remained active despite no payment being made since October 2019. The Commission noted with concern that the subdivision amended its submissions multiple times over just a few days, reflecting inconsistency.

In light of the above, the Commission ordered that the connection be released in favour of the appellant, while shifting the defaulting amount to the other operational account of his Smt. Ramo Devi. Further, the MD of the Nigam was directed to inquire into how the second account was operational despite the last payment being made in October 2019. The connection was finally released on January 2, 2025. Interestingly, the findings of the inquiry report suggested that the second account of Smt. Ramo

Devi which was running since 2019 without payment, was actually disconnected but was not affected in the records, thereby generating average billing since then. The Commission took strong note of this perjury and recommended initiation of disciplinary action against the SDO to the State Government for such serious lapses.

### **Conclusion**

This case exemplifies that the appeals cannot be decided solely on the basis of presented facts. Some cases require an in-depth examination to understand the context and nuances as well as ensuring that a fair chance is given to all parties involved. While certain facts may speak for themselves, others must be interpreted in conjunction with supporting evidence. The Commission had encountered similar cases in the past, particularly where new connections were sought in defaulting premises, which were adjudicated based on the available facts. However, this particular case was mishandled from the outset by the subdivision, prompting the Commission to conduct a thorough investigation. This case is a strong reminder that to dispense justice, it is important to look beyond the obvious, even if it means conducting a field visit, which necessarily does not fit into the mandate of the Commission per se. The appellant subsequently sent a 'Thank you Note' to the Commission stating as under -

*"I am sincerely thankful to Haryana Right to Service Commission for delivering such a wonderful judgement. I salute heartily to all officers and staff of Haryana Right to Service Commission not because of judgement in my favour rather because you have given justice to a common man against corrupt people. It is the victory of truth against corruption. I will never forget you people and your efforts for a common man till my last breath.*

*Simultaneously, I will give example of you such a honest and hardworking officers to my kids and society for inspiration in future.*

*Lastly, I would like to say that Sir, you people are actually Super star of the Indian bureaucracy.*

**Jai Hind Sir"**



**Fig. 4.1: Visit conducted by Under Secretary, HRTSC to the appellant's house in Panipat - 25.11.2024**

#### 4.9 Case 9: The 580-Day Wait - How a Simple Re-Allotment Took a Commission's Push Despite Hon'ble High Court's order

<b>Name of the complainant</b>	Sh. Sanjeev Pathak and Sh. Gaurav Pathak
<b>District</b>	Kurukshetra
<b>Department</b>	HSVP through Town and Country Planning Department
<b>Service Name</b>	Re-Allotment Letter [RTS timeline - 8 days]
<b>Date of Application</b>	03.11.2020

#### Struggle Faced by the Complainants

Complainants Sh. Sanjeev Pathak and Sh. Gaurav Pathak, residents of Kurukshetra, had purchased a house on May 4, 2007. However, they discovered that the re-allotment letter for the property had not been issued in their favour. To address this, they submitted an application to the Estate Officer (EO), Kurukshetra, on November 3, 2020 and followed up with another representation on December 3, 2021. Despite their continuous follow-up, the matter remained unresolved. Frustrated, the complainants approached the Hon'ble Punjab and Haryana High Court, seeking a directive to compel the EO to act. The High Court, on February 22, 2022, observed that the authorities had failed to respond with any justified reason and directed the EO to issue a final decision within eight weeks. Contrary to the court's directive, the EO issued a speaking order only on December 7, 2022, over ten months later, allowing the transfer upon payment of the requisite fees. The complainants deposited the fees on January 17, 2023. However, the department raised further objections, including the requirement for a bank NOC and delayed the process further by conducting unnecessary verification of the sale deed on June 5, 2023. With no resolution in sight, the complainants wrote to the Commission on February 1, 2024. They were advised to first approach the FGRA and then, if needed, the SGRA. Although they filed an appeal with the FGRA on February 2, 2024 and escalated it to the SGRA on March 28, 2024 due to inaction, the service still wasn't delivered.

#### Action by the Commission

The complainants approached the Commission once again on May 28, 2024. Taking prompt cognizance, the Commission sought responses from the concerned authorities on May 31, 2024. As a result, the re-allotment letter was finally issued to the complainants on June 10, 2024 i.e. within ten days of the Commission's intervention.

However, the Commission sought to investigate further:

- Why was there a prolonged delay despite a favourable High Court judgement?
- Why was the service not delivered even when the matter was under the RTS ecosystem through FGRA and SGRA?

Upon detailed inquiry, it was found that the transfer permission, a prerequisite for

issuing the re-allotment letter, was applied for by the respondents on June 9, 2023 but got rejected with the remark “please apply online.” Though an offline application was made on July 6, 2023, it was not processed due to procedural lapses in mode of application. This caused repeated back-and-forth between the Estate Office and the Zonal Administrator from August 3, 2023 to April 5, 2024. Interestingly, it was only after the Commission’s letter on May 31, 2024 that the Zonal Administrator promptly acted, leading to the issuance of the transfer permission on June 7, 2024 and the re-allotment letter on June 10, 2024.

Further investigation revealed administrative lapses by the FGRA and SGRA:

- The FGRA conducted a hearing but failed to pass any written orders. It was later admitted by the officer that this was an oversight.
- The SGRA claimed the physical appeal application was never received, despite a documented receipt. It was found that the application had been marked to the Legal Cell of HSVP but no accountability was established.

To identify the accountability gap, the Commission held an in-person meeting, examining peon and receiving records, underscoring its commitment to transparency and due process.

### Conclusion

This case highlights the systemic challenges in service delivery and redressal mechanisms, even when backed by judicial orders. Despite fulfilling all formalities and securing a High Court mandate, the complainants faced prolonged delays and bureaucratic indifference. The role of the Commission proved pivotal in ensuring the final delivery of the service and in probing institutional accountability.

The case underscores the Commission’s firm stance on two key principles:

- Ensuring time-bound service delivery, particularly when governed by RTS timelines.
- Fixing responsibility for unjustified delays, especially where there is clear dereliction of duty within redressal frameworks like FGRA and SGRA.

This case sets a precedent and serves as a reminder to administrative bodies on the importance of adhering to timelines, ensuring due diligence and maintaining the sanctity of citizen services.

### 4.10 Case 10: Journey Interrupted: When A Certificate Costs a Dream

*The story of Mayank Sharma and the price of administrative apathy*

<b>Name of complainant</b>	Sh. Mayank Sharma
<b>District</b>	Jind
<b>Department</b>	Home
<b>Name of Service</b>	Registration of Marriage under Hindu Marriage Act

## **A Plan, A Partner and A Paper That Never Came**

In October 2023, Sh. Mayank Sharma had everything ready—travel bookings, documentation and the hope of a new life abroad with his partner. All that remained was a formal certificate of their marriage. As required, he applied for the Registration of Marriage under the Haryana Compulsory Registration of Marriages Act, 2008 through the office of the Registrar-cum-Secretary, Municipal Committee (MC), Safidon, expecting to receive it within the statutory timeframe of seven days. What followed, however, was not a delay of days, but a wait of more than ten months.

The reason? Not the lack of documents, not a legal hurdle but a disturbing chain of neglect, miscommunication and indifference that rippled across offices, from the MC to the Sub Divisional Magistrate (SDM) and up to the Deputy Commissioner's desk.

### **Where Systems Fail, Frustration Grows**

Mayank's file began its slow journey through the corridors of bureaucracy on October 12, 2023. Despite having all documents verified and his appointment fixed for October 23, 2023, the application did not progress. Officials repeatedly assured him everything was in order, only to later cite minor clerical issues such as "missing signatures" or an "invalid address."

During this period, Mayank made repeated visits, wrote emails and even made phone calls to those responsible. Yet, his file was shuttled back and forth between the offices of the Marriage Registrar; SDM, Safidon and the Deputy Commissioner, Jind, each citing either outdated guidelines or waiting on "clarifications." While the state-promised service guaranteed delivery within seven days, it took over 300 days for the certificate to be issued.

### **From Silence to Certainty: The Commission Steps In**

Frustrated and emotionally drained, Mayank turned to the Haryana Right to Service Commission in August 2024. His complaint was straightforward i.e. despite full compliance and regular follow-up, his marriage certificate had not been issued.

The Commission acted swiftly, sending notices and demanding responses from all responsible officers. In its initial hearing, it became clear that the Registrar's office had sent incomplete documents to the SDM and the SDM had taken over two months just to act on the file. Worse, once the delay was condoned by the Deputy Commissioner in June 2024, the certificate still took more than two months to be generated.

The issue? A supposed "invalid address" that mysteriously resolved itself the moment the Commission issued a formal notice. The certificate, delayed for months, was suddenly generated within days.

### **The Human Cost of Delay**

What made this case especially poignant was not just the bureaucratic mess but its deep human cost. Mayank had planned to join his partner abroad in February 2024. The marriage certificate was essential for immigration paperwork. As days turned to months and hope to despair, Mayank's plans fell apart. He could not accompany his

partner overseas, a once-in-a-lifetime opportunity lost not due to any fault of his own but due to government inaction. He told the Commission during a hearing, “Had you not intervened, I would never have received this certificate.” The Commission agreed.

### **Pinpointing Responsibility - Who Did What (Or Didn't)**

The Commission undertook a thorough review, including multiple hearings, examination of timelines and formal replies from the concerned Departments.

Key observations included:

- The Registrar's office took 25 days just to forward the file.
- The SDM, Safidon delayed acting on the application for over 3 months.
- The DC Office returned the file citing “lack of verification,” despite earlier files with identical documentation being cleared without objection.
- The final step i.e. generating the certificate took 68 days, even though the issue flagged (a technical glitch in the IT system) had been resolved weeks earlier.

### **Training, Penalties and a Lesson in Service**

In its final orders, the Commission didn't just point fingers, it took the following action:

- directed the DC, Jind to hold a training and sensitisation session for all staff involved in marriage registrations.
- penalised Sh. Bhim Singh, Clerk, MC Safidon, for causing a 44-day delay in resolving objections and issuing the certificate.
- warned two other clerks, Sh. Vikram Singh and Sh. Yogesh Kumar, to be more diligent in the future.
- asked the DC to investigate why previous applications without attestation were approved, raising the issue of arbitrary implementation of rules.

### **A System in Transition - From Departmental Tug-of-War to CRID**

Interestingly, this case also highlighted a wider transition within the state's service delivery structure. As the Commission noted, the function of marriage registration was being shifted from the Home and Revenue Departments to CRID.

This transition, though well-intended, created confusion. The DC himself cited that after receiving instructions in November 2023 to transfer responsibilities to CRID, no technical access (like login IDs or passwords) had been provided. This left citizens in limbo.

To address this, the Commission had written to both the Home and Revenue Departments, seeking clear instructions on whether they still hold any operational responsibilities. Additionally, the process of notifying the service under CRID is now underway, aiming to streamline future applications and avoid overlaps.

### **More Than a Certificate, A Wake-Up Call**

Mayank's case may have ended with a piece of paper but it represents something far

bigger. It highlights the fragility of public systems when transitions are not managed, when accountability is missing and when empathy is absent from service delivery.

It also showcases the power of oversight, of having a body like the Commission which does not discriminate between rural or urban, rich or poor, privileged or not. Every citizen is heard with equal zeal, diligence and patience.

As Mayank moves forward, it is hoped that his story will not only serve as an example of justice finally delivered, but also as a blueprint for reform—to ensure that no one else has to cancel life plans just because a basic certificate was not issued on time.

#### **4.11 Case 11: Wrong Numbers, Right Fight**

How a Small Business Owner Challenged a Big Error and Won

<b>Name of complainant</b>	M/s Light of India Industries
<b>District</b>	Faridabad
<b>Department</b>	Urban Local Bodies
<b>Name of Service</b>	Clearance of objections on NDC portal

#### **An Entrepreneur's Taxing Ordeal**

In the heart of Faridabad, Light of India Industries—a small business unit led by Sh. Raja Ram was grappling with a burden it could not comprehend. According to the Municipal Corporation, Faridabad the property tax due on its modest premises was a staggering ₹16,06,360 for the financial year 2023–24. The shock was immediate. How could a single industrial plot, part-commercial, part-godown and partially vacant, rack up such an enormous tax liability?

But this wasn't just a billing mistake. It was a complex web of incorrect land measurements, outdated land use classification, rejection of genuine objections without explanation and years of administrative oversight. The land area had been wrongly assessed as 2,150 square yards, though a portion over 300 square yards had been acquired long ago for a metro project. Even the category of the land had been wrongly labelled as fully commercial instead of mixed-use. Depreciation and rebates were overlooked and objections on the government's No Dues Certificate (NDC) portal were casually dismissed.

Sh. Raja Ram, supported by his son Rohit Gupta, tried every official route. He raised the issue through online objections, wrote letters, approached the Deputy Commissioner, filed for clarifications and finally, when none of this worked, he approached the Commission.

#### **From Rejection to Recognition**

The Commission took up the matter in April 2024 under the service category of "Clearance of Objections on NDC Portal", a notified service under the Act, with a maximum delivery time of ten working days. What unfolded over the next several months was a textbook case of how administrative ambiguity and poor inter-

departmental coordination can cost citizens dearly and how timely institutional intervention can correct course.

When the Commission first wrote to the Municipal Corporation, Faridabad, the reply was delayed, vague and inconclusive. A committee was formed by MCF to verify land use, which then passed the buck to other Departments Metro, Town Planning and the local Tehsildar seeking inputs before taking a decision. Meanwhile, Raja Ram remained in the dark.

Hearings were conducted through video conferencing. The Commission demanded clear timelines and transparency. A critical revelation came when it was discovered that a significant part of the land in question over 360 square yards was in fact taken over by HSVP and handed over to DMRC for metro construction without formal acquisition. This admission opened a new chapter in the dispute, exposing a systemic lapse.

### **The Missing Land and the Misplaced Blame**

The situation now called for more than just a tax adjustment. It was a question of ownership, documentation and accountability. Even though HSVP had stated that it had not acquired the land, it had admitted that it was handed over to DMRC under the metro project. When pressed by the Commission, HSVP officials confessed that in the rush of project execution, formal acquisition was skipped. Supporting this, the complainant produced an affidavit filed by HSVP itself in the Hon'ble High Court stating that compensation was due to affected landowners under the Right to Fair Compensation and Transparency in Land Acquisition Act.

Despite all this, MCF continued to delay taking a final decision on how the land should be treated for tax purposes. The Commission issued directions to treat the land as vacant and include it in the complainant's ownership temporarily, clarifying that this would not confer ownership rights but was necessary to resolve the tax issue fairly. MCF was instructed to issue a fresh demand notice by August 2024 and intimate the Commission.

Even then, objections raised by the complainant regarding outdated rate application, missing depreciation and omitted rebates were not fully addressed. Eventually, the Director, ULB, was brought into the picture to oversee a fair reassessment. The department responded stating that depreciation rebates had been discontinued and that tax calculations were now aligned with prevailing rules. However, the Commission insisted that any remaining discrepancies be clarified through direct engagement with the complainant.

### **Truth in Numbers**

The final breakthrough came in February 2025. The MCF officially revised its calculations, admitting its earlier error. The tax demand, which once stood at over Rs. 16 lakh, had been corrected to show that a credit of Rs. 87,358 was actually due to the complainant. From owing lakhs, the complainant had not only cleared his dues but emerged with a surplus.

The Commission, while satisfied that the tax correction had finally been made, was troubled by the journey it took to get there. The case had dragged on for more than 10 months for a service that should have taken 10 working days. It had required multiple hearings, interdepartmental coordination and persistent follow-up from a citizen who had done nothing more than seek correction of a factual error.

### **Delivering Not Just Tax Relief, but Justice**

Recognising the hardship and mental stress caused to the complainant, the Commission invoked its powers under Section 17(1)(h) of the Act and awarded compensation of ₹5,000. The Commissioner, MCF, was directed to pay the amount from the Corporation's funds and was granted liberty to recover it from erring employees. The Commission also issued an advisory that all municipal officials be trained to handle such services with diligence, transparency and respect for the citizen's time.

### **Curtain Call: A Cautionary Tale with a Hopeful Note**

The case of Light of India Industries is more than a tax dispute; it is a powerful example of how procedural neglect can burden small enterprises and how institutional accountability can correct systemic inertia. It is a reminder that behind every complaint is a citizen who tried everything before seeking intervention. And it's proof that when Commissions like the HRTSC take up such causes, they not only resolve issues but reinforce the idea of responsive governance.

### **4.12 Reflections on Institutional Impact**

These stories are not just about individual redressals, they are examples of what happens when governance mechanisms function with accountability. In each case, the Commission did not just close files, it corrected processes, flagged systemic weaknesses and held officers accountable.

They also illustrate the unique role of the Commission as the final safeguard in the service delivery ecosystem. While AAS ensures delay doesn't go unnoticed, it is the Commission's ability to step in, ask the right questions and cut through procedural stagnation that gives real meaning to the promise of the Right to Service.

\*\*\*\*\*

## Chapter - 5

### Report under Section 18 (Driving Reforms - Actions, Recommendations and Impact under Section 17)

The Act mandates the preparation of an Annual Report under Section 18, which is reproduced as below:

- “18.** (1) *The State Government shall consider the recommendations made by the Commission under clauses (d), (e) and (f) of sub-section (1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission, In case the State Government decides not to implement any of the recommendations of the Commission, it shall communicate the reasons for not acting on the recommendations to the Commission.*
- (2) *The Commission shall prepare an annual report of the recommendations made by it under section 17 along with the action taken and reasons for not taking action, if any. The State Government shall cause a copy of this report to be laid on the table of the Haryana Legislative Assembly.”*

While individual appeal redressals form the visible face of the Commission’s work, its larger influence lies in shaping how services are delivered systemically. Under Section 17 of the Act, the Commission is mandated to recommend departmental action against erring officials [clause(1)(d)], suggest reforms in service processes [clause(1)(e)] and guide the notification of new services under the Act [clause(1)(f)]. This chapter documents the Commission’s strategic use of these powers during 2024–25. The Commission also maintains a database of officials who, while not formally penalised or recommended for departmental action, have been issued warnings and advisories for negligence or delays. This system allows the Commission to track repeat offenders. If an official’s name appears more than three times, stricter action is initiated.

#### **5.1 Recommendations for Departmental Action under Section 17(1)(d)**

Section 17(1)(d) of the Act provides as under:

- “17.** (1) *“17. (1) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose the Commission may,-*
- d) *Recommend Departmental action against any officer or employee of the State Government, who has failed in due discharge of functions cast upon him under this Act;”*

During the course of the year, the Commission invoked Section 17(1)(d) in multiple cases involving even senior IAS, HCS officers and Chief Engineers, Superintending Engineers, Executive Engineers, etc. where consistent delays, non-responsiveness

or negligence were evident from Revision files and data trends. These were not isolated lapses but cases showing repeated non-compliance with RTS timelines even after escalations.

Sr. No.	Case Number	Department	Service	Designation of the Official/ Officer when the recommendation was made	Date of Recommendation/ order	Action taken by the Department
1.	AAS23/399759	Urban Local Bodies	Replacement of street lights	FGRA-cum-Municipal Engineer, MC Sohna	17.06.2023	A reply was received from Sh. Vinod Singh, Deputy Superintendent for Commissioner & Secretary to Government, Haryana, Urban Local Bodies Department vide letter no. 02/30/2024-3CII dated 03.03.2025. The reply stated that the Government has decided to charge sheet Sh. Dheeraj Singh.
2.	AAS22/249977	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	XEN, S/U, DHBVN, GGN	10.07.2023	Letter of warning and advisory issued
3.	AAS23/565398	Uttar Haryana Bijli Vitran Nigam	Billing Complaints	SDO, Chaurmastpur, UHBVN, Ambala	11.07.2023	Stoppage one annual increment
4.	Comp-68/Revenue/2023	Revenue & Disaster Management	Attestation of uncontested mutation	Patwari, Tehsil Bhiwani, District Bhiwani, Haryana	11.08.2023	Action Under Process
5.	AAS23-625569	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	SDO-cum-FGRA, Sub Division, Sihma	21.08.2023	Penalty of Rs 10,000/- imposed by the Nigam
6.	No.142/SM-290	Mines and Geology Department	Mineral dealer license	Mining Officer, Faridabad	24.08.2023	Chargesheet issued
7.	No-181/SM/2023	Revenue	Issuance of Resident Certificate	Clerk, Tehsil Office, Panipat	15.09.2023	Action Under Process
8.	AAS23/729575	Urban Local Bodies	Removal of Solid Waste from Streets/Roads	SGRA-cum-District Municipal Commissioner, Ambala	29.11.2023	Reminder-III has been issued to the Chief Secretary to Govt., Haryana on 12.03.2025 to take Departmental action against the SGRA with request to apprise the Commission with the action taken in the matter.

Sr. No.	Case Number	Department	Service	Designation of the Official/ Officer when the recommendation was made	Date of Recommendation/ order	Action taken by the Department
9.	Comp-211/ULB/2023	Urban Local Bodies	Replacement of street lights	FGRA-cum-Executive Engineer, Municipal Corporation, Gurugram	20.02.2024	Reminder-II has been issued to the Commissioner & Secretary to Govt., Haryana, Urban Local Bodies Department on 02.12.2024 to take Departmental action against the FGRA with request to apprise the Commission with the action taken in the matter.
10.	AAS23/873305	Haryana State Agricultural Marketing Board	Injury/Death where application submitted within 2 months of accident but no FSL report is required	FGRA-cum-District Marketing Enforcement Officer	28.03.2024	Action under process
11.	AAS24/1002021	Dakshin Haryana Bijli Vitran Nigam	Shifting of meter/service Connection	FGRA-cum-Sub Divisional Officer, S/U, DHBVN, Rewari	10.04.2024	Show cause notice dropped.
12.	SM-31/AH&D/2024	Animal Husbandry and Dairying	Scheme for Establishment of Mini Dairy/Hi-Tech Dairy Units under MMAPUY	Branch Manager, Punjab National Bank-Behal	23.04.2024	Transferred from PNB-Behal
13.	AAS24/1002026	Uttar Haryana Bijli Vitran Nigam	Meter Complaint-Replace Burnt Meter	SGRA-cum-Executive Engineer, Bahadurgarh, Jhajjar	23.04.2024	Advisory issued
14.	AAS24/1002026	Uttar Haryana Bijli Vitran Nigam	Meter Complaint-Replace Burnt Meter	FGRA-cum-Sub Divisional Officer, City No. 1, Bahadurgarh, Jhajjar	23.04.2024	Advisory issued
15.	AAS24/1002026	Uttar Haryana Bijli Vitran Nigam	Meter Complaint-Replace Burnt Meter	JE (SDO-cum-FGRA, City No. 1, Bahadurgarh, Jhajjar)	23.04.2024	Advisory issued
16.	AAS24/1019583	Urban Local Bodies	Replacement of Street Lights	SGRA-cum-Superintending Engineer, Municipal Corporation, Yamunanagar	06.05.2024	Reminder-II has been issued to the Commissioner & Secretary to Govt., Haryana, Urban Local Bodies Department on 02.12.2024 to take Departmental action against the SGRA with request to apprise the Commission with the action taken in the matter.

Sr. No.	Case Number	Department	Service	Designation of the Official/ Officer when the recommendation was made	Date of Recommendation/ order	Action taken by the Department
17.	AAS24/100912 6	Public Health & Engineering	Sewerage Blocked/Over flow of manholes	FGRA-cum-Executive Engineer, Division No. 1, Jind	08.05.2024	Chargesheet Issued
18.	AAS24/100912 6	Public Health & Engineering	Sewerage Blocked/Over flow of manholes	SGRA-cum-Superintending Engineer, PHED Circle Jind	08.05.2024	Chargesheet Issued
19.	AAS24/102815 7	Uttar Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-Sub Divisional Officer, Sanoki Road S/Division, UHBVN, Panipat.	08.05.2024	Warning issued
20.	AAS24/102815 7	Uttar Haryana Bijli Vitran Nigam	Billing Complaints	SGRA-cum-Executive Engineer, UHBVN, Panipat City	08.05.2024	Service censured
21.	AAS22/283771	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-Sub Divisional Officer, Sohna, Gurugram	08.05.2024	Warning issued
22.	AAS22/283771	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	SGRA-cum-Executive Engineer, Sohna, Gurugram	08.05.2024	Warning issued
23.	AAS24/106776 5	Uttar Haryana Bijli Vitran Nigam	Billing Complaints	SDO-cum-FGRA, Meerut Road, Karnal	07.06.2024	Stoppage of one annual increment
24.	AAS24/980785	Uttar Haryana Bijli Vitran Nigam	Billing Complaints	SGRA-cum-Executive Engineer, UHBVN, Sonapat	25.06.2024	Stoppage of one annual increment
25.	AAS24/103101 5	Dakshin Haryana Bijli Vitran Nigam	Meter Complaint-Replace Burnt Meter	SGRA-cum-Executive Engineer, Hisar - II	27.06.2024	Show cause notice dropped
26.	AAS24/103101 5	Dakshin Haryana Bijli Vitran Nigam	Meter Complaint-Replace Burnt Meter	FGRA-cum-Sub Divisional Officer, Adampur	27.06.2024	Warning issued
27.	AAS24/106776 5	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-Sub Divisional Officer, Ballabgarh, Faridabad	27.06.2024	Service censured
28.	AAS24/114135 9	Public Health & Engineering	Restoration of Water Supply due to minor problems	FGRA-cum-Executive Engineer, Division No. 2, Panipat	17.07.2024	Chargesheet issued
29.	AAS24/114135 9	Public Health & Engineering	Restoration of Water Supply due to minor problems	SGRA-cum-Superintending Engineer, Circle Karnal	17.07.2024	Chargesheet issued

Sr. No.	Case Number	Department	Service	Designation of the Official/ Officer when the recommendation was made	Date of Recommendation/ order	Action taken by the Department
30.	AAS24/1041518	Haryana Shehri Vikas Pradhikaran	Refund Application	SGRA-cum-Administrator (HQ), Panchkula	05.08.2024	Action under process
31.	AAS24/1041518	Haryana Shehri Vikas Pradhikaran	Refund Application	FGRA-cum-Zonal Administrator, Rohtak	05.08.2024	Explanation has been sought by the Chief Secretary's Office of the concerned officer vide letter dated 26.03.2025.
32.	AAS24/1185509	Health & Family Welfare	Application for issuance of Birth Certificate	SGRA-cum-Deputy Commissioner, Karnal	26.09.2024	A reply has been received from Under Secretary to Government, Haryana, Personnel Department vide letter no. 20/28/2025-2S(I) dated 11.08.2025 stating that an explanation of Sh. Uttam Singh, IAS, SGRA-cum-DC, Karnal was called by the competent authority. After considering his explanation/reasoning, it has been decided to close the matter.
33.	AAS24/1107469	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-Sub Divisional Officer, Mathura Road	11.09.2024	Warning and advisory issued
34.	AAS24/1050675	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-Sub Divisional Officer, Kanina	20.09.2024	Service censured
35.	AAS24/1157728	Haryana Shehri Vikas Pradhikaran	Transfer Permission Letter	SGRA-cum-Administrator (HQ), Panchkula	26.09.2024	Action under process
36.	AAS24/1048375	Haryana Shehri Vikas Pradhikaran	Transfer Permission Letter -Family	SGRA-cum-Administrator (HQ), Panchkula	26.09.2024	Action under process
37.	AAS24/1157820	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-SDO, Sub-Division (Electricity)-Adampur	16.10.2024	Warning issued
38.	AAS24/1102067	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-Sub Divisional Officer, Sub-Division Kheri Kalan	04.11.2024	Warning and advisory issued
39.	AAS24/1240911	Health and Family Welfare	Application For Issuance of Birth/Death/Non Availability Certificate (NAC) [RTS - 30 Days]	SGRA-cum-Deputy Commissioner, Yamunanagar	06.11.2024	The CS, Haryana has advised Sh. Manoj Kumar-I, IAS, (the then SGRA-cum-DC, Yamunanagar) to be more careful in such matters vide letter dated 21.04.2025.

Sr. No.	Case Number	Department	Service	Designation of the Official/ Officer when the recommendation was made	Date of Recommendation/ order	Action taken by the Department
40.	AAS24/1240911	Health and Family Welfare	Application For Issuance of Birth/Death/No n Availability Certificate (NAC) [RTS - 30 Days]	FGRA-cum-District Registrar, Yamunangar	06.11.2024	Reminder has been issued to the Additional Chief Secretary to Govt., Haryana, Health & Family Welfare Department on 07.03.2024 to take Departmental action against the FGRA with request to apprise the Commission with the action taken in the matter.
41.	AAS24/1033908	Dakshin Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-Sub Divisional Officer, Sub-Division (Electricity)-Nagina	07.11.2024	Service censured
42.	AAS24/1226208	Health and Family Welfare	Application for Inclusion of Child Name in Birth Record	FGRA-cum-Additional District Registrar, Fatehabad	12.11.2024	Reminder has been issued to the Additional Chief Secretary to Govt., Haryana, Health & Family Welfare Department on 14.03.2024 to take Departmental action against the FGRA with request to apprise the Commission with the action taken in the matter.
43.	AAS24/1226208	Health and Family Welfare	Application for Inclusion of Child Name in Birth Record	SGRA-cum-Deputy Commissioner, Fatehabad	12.11.2024	Review application dated 14.11.2024 has been received in the Commission and has been accepted.
44.	AAS24/1234318	Uttar Haryana Bijli Vitran Nigam	Meter Complaint- Replace slow/fast/meters/creeping or stuck meters.	SGRA-cum-Executive Engineer, Division (Electricity)-Samalkha	13.11.2024	Advisory issued
45.	AAS24/1234318	Uttar Haryana Bijli Vitran Nigam	Meter Complaint- Replace slow/fast/meters/creeping or stuck meters.	FGRA-cum-Sub Divisional Officer, Sub-Division (Beholi)	13.11.2024	Advisory issued
46.	Revision No.- AAS24/1159344-Smt. Seema Gupta	Haryana Shehri Vikas Pradhikaran	Fresh Building Plan (Other than Residential)	SGRA-cum-Administrator (HQ), Panchkula	10.12.2024	Action under process

Sr. No.	Case Number	Department	Service	Designation of the Official/ Officer when the recommendation was made	Date of Recommendation/ order	Action taken by the Department
47.	7 AAS Revisions received from District- Charkhi Dadri	Revenue & Disaster Management	Scheduled Caste Certificate & Income Certificate (for Education Purpose)	SGRA-cum-Deputy Commissioner Charkhi Dadri	20.12.2024	The General Administration Department wrote to the Personnel Department on 11.02.2025, with a copy to the Commission, requesting an action taken report on the matter.
48.	7 AAS Revisions received from District- Charkhi Dadri	Revenue & Disaster Management	Scheduled Caste Certificate & Income Certificate (for Education Purpose)	FGRA-cum-Additional Deputy Commissioner, Charkhi Dadri	20.12.2024	The General Administration Department wrote to the Personnel Department on 11.02.2025, with a copy to the Commission, requesting an action taken report on the matter.
49.	AAS24/1030990	Urban Local Bodies	Water Supply and Sewerage Connection-[RTS - 7 Day]	SGRA-cum-Chief Engineer, Municipal Corporation Gurugram	07.01.2025	Departmental Proceedings recommended against the SGRA under Section 17(1)(d) vide Interim orders dated 07.01.2025.
50.	AAS24/1030990	Urban Local Bodies	Water Supply and Sewerage Connection-[RTS - 7 Day]	FGRA-cum-Executive Engineer-V, Municipal Corporation Gurugram	07.01.2025	Departmental Proceedings recommended against the FGRA under Section 17(1)(d) vide Interim orders dated 07.01.2025.
51.	AAS24/1129349	Uttar Haryana Bijli Vitran Nigam	Application for New Electricity Connection	FGRA-cum-SDO, Sub Division, Samlkha	31.01.2025	Show cause notice issued
52.	AAS24/1228642	Urban Local Bodies	Replacement of Street Lights	FGRA-cum-Executive Officer, Municipal Council, Ambala Sadar	19.02.2025	Departmental Proceedings recommended against the FGRA under Section 17(1)(d) vide Interim orders dated 19.02.2025.
53.	AAS24/1310763	Uttar Haryana Bijli Vitran Nigam	Billing Complaints	SGRA-cum-Executive Engineer, Division (Electricity)-Samalkha	24.02.2025	Show cause notice issued
54.	AAS24/1310763	Uttar Haryana Bijli Vitran Nigam	Billing Complaints	FGRA-cum-SDO, Sub Division, Samlkha	24.02.2025	Show cause notice issued

In almost all cases, Departments took expeditious action on the recommendations of the Commission, like formal warnings, issuance of chargesheets, transfers, etc. The Commission ensures that its recommendations do not remain dormant till a compliance report is sent with documentary proof by the Departments. These recommendations had salutary impact and the FGRAs & SGRAs became more cognizant in performing their roles in accordance with the provisions of the Act.

## 5.2 Process Re-Engineering for Transparent Service Delivery [Section 17(1)(e)]

Section 17(1)(e) of the Act has been reproduced below:

- “17. (1)** (1) *It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose the Commission may,-*
- e) *Recommend changes in procedures and process re-engineering for delivery of services which may make the delivery more transparent and easier:*

*Provided that before making such a recommendation, the Commission shall consult the Administrative Secretary in-charge of the Department which is to deliver the service;”*

This year, based on insights from AAS data and direct complaints, the Commission recommended concrete process reforms in several Departments. These interventions reinforced the message that by streamlining procedures, the Commission effectively addresses administrative sclerosis ensuring citizens receive timely and efficient public services. While major improvements in three Departments have been explained in detail, all other recommendations for changes in procedures have been included in the table:

Sr. No.	Case Number	Department	Service	Date of Recommendation	What was the recommendation?	Current status/ Remarks
1.	HRSC-020001/43/20 22-ACCOUNT BRANCH- HRTSC HRSC-020001/43/20 22-ACCOUNT BRANCH- HRTSC	Labour	Financial Assistance for Education-HBOCWW Board	08.04.2024	The Commission noted that the Board allowed Junior Engineers from unrelated Departments, including Central bodies like BSNL, to verify work slips for projects in Departments such as Haryana’s Panchayati Raj. This flawed practice, lacking access to relevant records, raised concerns about authenticity and misuse. The Commission recommended a centralized online frivolous verifications and reduce forgery risks.	The Board has now shifted to an HRMS-linked verification system for the verification of workers' work slips.

Sr. No.	Case Number	Department	Service	Date of Recommendation	What was the recommendation?	Current status/ Remarks
2.	HRSC/12/2024 -MISCELLANEOUS BRANCH-HRTSC Regarding Process Re-engineering of "Registration of Vehicles" in the Transport Department	Transport Department	Registration of Non-Transport Vehicles through Dealer - RLA	10.09.2024	(i) The Commission recommended that applicants be provided with an option to choose between a digital Registration Certificate (RC) and a physical RC. In cases where an applicant opts for a physical RC and any delay occurs in its printing or delivery, the penalty amount should be recovered from M/s Rosemarta Technologies Ltd. (ii) The Commission recommended that once all requisite documents have been duly uploaded online by the dealer, there should be no requirement to send physical files to the offices of the Registering Authorities. The process should be fully digital to ensure seamless service delivery and avoid unnecessary duplication of work.	(i) The feasibility of providing digital RC is being checked by the Department. For physical RC, a centralised facility is being set up to avoid unnecessary delays. (ii) The Department is currently accepting files both in online and offline modes for the maintenance of records. However, the Transport Commissioner in the meeting held with the Commission has agreed to re-examine the process and pass necessary directions, as deemed fit.
3.	HRSC-020001/96/2024-COMPLAINT BRANCH-HRTSC	Health and Family Welfare	Multiple Services and Recommendations	27.09.2024	1. Notification of 10 services of Haryana State Pharmacy Council under the HRTS Act, 2014. 2. Amendment in notified service "Issuance of Ayushman Card (Ayushman Bharat)". -> The Commission disagreed with the Department's suggestion that the timeline for the service should begin only after the beneficiaries name is pushed from the BIS Portal to the Department, as there is no such rider in the notification and it would cause undue delays. 3. The Commission recommended the Department to study and adopt best practices of other states. It was also suggested to facilitate	1.The Commission has provided its' detailed observations and recommendations on ten services proposed to be notified for the Haryana State Pharmacy Council. 2. The disagreement of the Commission regarding the amendment in the notified service was sent to the Department on 05.02.2025. 3. The Department has requested to coordinate with the Health Department in Himachal Pradesh, study the notified timelines and their implementation in HP and recommend suitable changes in the RTS Timelin

Sr. No.	Case Number	Department	Service	Date of Recommendation	What was the recommendation?	Current status/ Remarks
					<p>Aadhaar enrolment of the child in case of institutional delivery.</p> <p>4. It was recommended to the Department that the nomenclature for all services should be the same on various portals.</p> <p>5. The NIC and the Department were requested to review the application forms for services on SARAL and implement user-friendly changes.</p> <p>6. The Department was requested to check the feasibility of incorporating digital signatures of the issuing authority in birth/death certificates.</p>	<p>Health Services in Haryana.</p> <p>4. The matter is still under process and the SIO, NIC has been requested to take action on the Department's letter to do the needful.</p> <p>5. The Commission held a meeting with the NIC on 09.01.2025 and suggested suitable changes for all application forms on the SARAL Portal. The application form for the services "Registration of Name of Child" and "Correction of entry in the register of Birth/Death" will be launched immediately, while the rest will be completed after launch of new version of SARAL.</p> <p>6. The Department has written letters to the NIC on 16.10.2024, 21.02.2025 regarding feasibility of incorporating digital signatures in the certificate of issuing authority for births before 2005. A reply is awaited from the NIC.</p>
4.	File No.:HRSC-010004/158/2 024-COMPLAINT BRANCH-HRTSC HRSC-010004/158/2 024-COMPLAINT BRANCH	Revenue and Disaster Management	Issuance of Resident Certificate	01.10.2024	<p>The Commission observed recurring issues in the grant of Resident Certificates. Although a "pre-verification report" is a mandatory document, the portal allows submission without it. However, the procedure for getting the report in case an applicant selects "no" is not well defined. The Commission recommended that the Revenue Department to</p>	<p>Clarification has been sought on the process for obtaining a pre-verification report in case an applicant selects "No" when applying on SARAL Portal vide Commission's letter dated 24.02.2025. A reply was received from the Department on 27.02.2025.</p>

Sr. No.	Case Number	Department	Service	Date of Recommendation	What was the recommendation?	Current status/ Remarks
					create an online mechanism to obtain the report. Further, the process flow for the service has been examined in detail by the Commission and clarification has been sought on the procedure for obtaining the pre-verification report in offline mode.	
5.	Notification File of Animal Husbandry & Dairying Department (Regarding sunset clause of the Department regarding applications which do not get processed in a FY due to completion of target. (Computer No.701538 File No. HRSC-020002/13/2022)	Animal Husbandry & Dairying	All schemes of the Department	15.10.2024	Regarding Sunset clause of the Department- It is generally seen that if a person has already applied for a scheme of the Department and the application has also been sanctioned by the bank but the target of the Department gets completed, then the applicant is asked to apply for the same scheme again in the next FY. This practice is a wastage of the man hours as the entire processing in such cases has already taken place and it is just that due to completion of budget, the applicant could not get the benefit of the scheme.	The Department needs to have a fresh look into it and modify its process by considering such applications again in the next FY without asking the applicants to apply again. This would require the department to maintain seniority list of the applications so received. The department is directed to check its feasibility and send an action taken report to the Commission.
6.	Provision of part-payment and excess payment facility (File No. HRSC-020004/1/2024)(Computer No. 1105483 )	Energy Department	Billing Complaint	08.11.2024	(a) The Department was requested to look into the aspect of allowing excess payment in advance, if a consumer wished to. (b) The current part payment facility was available for merely 24 hours with the authorization of the SDO, which could be increased.	(a) Provision regarding allowing of excess payment during electricity bill payment on online portal has been made in the billing system. (b) Further, the time window for allowing part payment has been extended from 24 hours to 48 hours.
7.	Notification File of Animal Husbandry & Dairying Department (Computer No.701538 File No. HRSC-020002/13/2022)	Animal Husbandry and Dairying Department	Multiple Services/ schemes	28.03.2025	1. Set a fixed timeline for bank's action and ensure departmental follow-up. 2. Implement a fixed 20-25 days timeline for bank action with follow-ups.	Action Under Process

Sr. No.	Case Number	Department	Service	Date of Recommendation	What was the recommendation?	Current status/ Remarks
					3. The department must include loan disbursal in the workflow and the SDO should be responsible for follow-ups with banks..	

### 5.2.1 Health Department

#### Enhancing Healthcare Access: The Haryana Right to Service Commission's Re-Engineering Initiative

The Commission is actively working to improve how citizens access healthcare services in the state. An important meeting held on September 17th, 2024, under Section 17 (1) (e) of the Act, exemplifies this ongoing process re-engineering within the Health Department. The Commission aims to make services more efficient, transparent and user-friendly. Key aspects of the process re-engineering include:

##### A. Streamlining Notified Services:

- a) The Commission meticulously reviews proposals for new services under the Act.
- b) For example, a proposal from the Haryana State Pharmacy Council, received vide letter dated June 3rd, 2024, was carefully examined. The Commission identified issues like ambiguous service names and unrealistic timelines.
- c) Drawing on past experiences, such as a case where a pharmacy license registration on September 15th, 2021, only resulted in certificate issuance in January 2022, the Commission emphasized the need for systemic changes.
- d) The Commission directed the Department to resubmit a revised proposal within a week of the meeting, focusing on clear naming conventions, realistic timelines, proper administrative hierarchy and simplified documentation.
- e) A specific recommendation was made to simplify the verification process for pharmacy license applicants from other states, focusing solely on the most recent educational qualification.

##### B. Improving Existing Service Delivery:

- a) The "Issuance of Ayushman Card" service was reviewed following a letter from Ayushman Bharat-HHPA dated July 15th, 2024, suggesting the RTS timeline begin only after eligibility reflection on the BIS portal.
- b) The Commission, however, in its' orders dated December 13th, 2024, firmly stated its disagreement with this interpretation. The Commission emphasized that there is no such rider in the notification issued by the

Government of Haryana under Section 3 of the HRTS Act, 2014.

### **C. Optimizing the Civil Registration System (CRS) Portal:**

- a) The Commission acknowledged the Health Department's efforts, as outlined in a letter dated September 11th, 2024, in resolving issues with the revamped CRS portal through collaboration with the Registrar General of India.
- b) While recognizing the progress in resolving 12 out of 18 identified problems, the Commission advocated for further improvements by encouraging the adoption of successful practices from other states.
- c) The Commission noted that instructions had been issued by the Department on March 15th, 2023, regarding the issuance of birth certificates at the time of hospital discharge, with a follow-up on October 16th, 2024. The proposal to integrate Aadhaar enrollment for newborns at the time of institutional delivery further exemplifies this drive towards enhanced citizen convenience.

### **D. Enhancing User Experience on Digital Platforms:**

- a) A significant focus is on updating the Knowledge Management System (KMS) on the Antyodaya SARAL portal. A meeting was held with Health Department officials on December 19th, 2024, to discuss specific suggestions for each service. The Department shared updated KMS documents on February 25th, 2025.
- b) Similarly, a meeting was held with NIC officials on January 9th, 2025, to discuss improvements to application forms. The suggestions included:
  - Implementing an auto-translation feature (as used in Bihar) to improve bilingual accessibility.
  - Rectifying missing fields (e.g., language for child name inclusion).
  - Clarifying ambiguous fields (e.g., "Type of MC").
  - Ensuring proper alignment of Hindi and English fields.
  - Implementing hyperlinks to the relevant KMS documents directly within the forms.
  - Fixing display issues with form annexures.
  - Standardizing mandatory fields across both language versions.
  - Implementing auto-population of data already available with the Department to reduce manual input.
- c) The Commission aims to simplify the application process by ensuring accurate and easily understandable documentation requirements.
- d) The Commission is also exploring the feasibility of incorporating digital signatures on older birth certificates, following up on letters to NIC dated June 25th, 2024 and October 16th, 2024.

## **E. Ongoing Monitoring and Collaboration:**

- a) The Commission actively monitors the progress made by the Health Department in implementing the suggested changes.
- b) Through regular follow-ups and proposed actions, the Commission ensures accountability and drives continuous improvement in service delivery.

By focusing on these key areas, the Commission is playing a vital role in making healthcare services more accessible, efficient and transparent for the citizens of Haryana. This ongoing initiative reflects a strong commitment to the principles of the Right to Service Act and a dedication to enhance the overall citizen experience of accessibility to a service.

### **5.2.2 Women & Child Development (WCD)**

#### **Enhancing Service Delivery under Aapki Beti Hamari Beti Scheme (ABHB): The Haryana Right to Service Commission's Re-Engineering Initiative**

The Commission, under Section 17(1)(e) of the Act, has initiated comprehensive process re-engineering in the functioning of the WCD Department, especially with regard to implementation of ABHB Scheme. The focus was on improving efficiency, transparency and timely delivery of benefits under the scheme.

#### **A. Resolving Versioning and Application Visibility Issues**

- a. Several applications were delayed or went unnoticed due to migration failures between versions of the SARAL portal. The Commission highlighted the absence of a mechanism to transfer data from old to new form versions, leading to service delivery lapses.
- b. NIC has been asked to work on a seamless version-transition system to prevent application loss.

#### **B. Digitization of Certificate Delivery**

- a. The Commission identified outdated, manual methods for distributing LIC-issued certificates. District officials had to physically collect and deliver them.
- b. Recommendations include:
  - Issuing certificates digitally.
  - Sending downloadable links via SMS through the SARAL platform.
  - Integrating with DigiLocker for public access.

#### **C. Proactive Mode of Service Delivery**

- a. A pilot for proactive delivery of ABHB benefits was initiated in Panchkula, Jind and Rewari from April 1, 2024.
- b. The Commission has suggested statewide implementation using real-time birth data and PPP family ID details for automatic application and

disbursal.

#### **D. Systemic Issues in Data Sharing and Tracking**

- a. A large number of applications were shown as “pending with LIC” despite having been processed. This was due to non-updation of status on SARAL by the Department.
- b. The Commission emphasized real-time, automated status updates via system integration between DPO offices, CRID and LIC.

#### **E. Enhancing Policy Information Transparency**

- a. Certificates lacked critical details such as issuance date, interest accrual date and maturity date.
- b. The Department has taken up the matter with LIC's IT cell for rectification. Webex meetings were proposed for expediting implementation.

#### **F. Additional Reforms and Monitoring**

- a. The Commission has called for:
  - Online display of LIC account numbers.
  - Revised clause for twin beneficiaries.
  - Demonstration of a new portal for maturity claims.
  - Timely onboarding of other schemes like Mukhya Mantri Matritav Sahayata Yojana.
- b. Continuous follow-ups, hearings and collaborative meetings ensure timely action and accountability.

#### **Conclusion:**

Through rigorous oversight and collaboration with the WCD Department, NIC and LIC, the Commission is ensuring that ABHB services are delivered more swiftly, equitably and transparently. These interventions reflect HRTSC's commitment to citizen-centric governance and real-time service reforms under the Right to Service Act.

#### **5.2.3 SEWA Department**

##### **Commission's Rejection of Proposed De-notification of Key Social Welfare Schemes from RTS Act, 2014**

The Additional Chief Secretary (ACS), SEWA, in a letter dated 24.01.2025 to the Chief Secretary, proposed the de-notification of three significant schemes from the Right to Service (RTS) Act. These schemes are:

- (a) Monetary Relief to Victims of Atrocities,
- (b) Mukhya Mantri Samajik Samrasta Antarjatiya Vivah Shagun Yojana and

(c) Legal Aid.

Notably, the Department did not provide any rationale or justification for this proposed removal of these crucial services from the Act's purview.

**Commission's Standpoint: Disagreement and Strong Rationale**

Upon receiving a formal reference from the Chief Secretary's Office on 06.02.2025, the Commission undertook a thorough review of the proposal. Based on its assessment, the Commission has resolved to convey its strong disagreement with the SEWA Department's recommendation for the following compelling reasons:

Firstly, the complete absence of any justification from the Department for seeking the de-notification raised serious concerns about the rationale behind the proposal. Without a clear and valid explanation, the initiative appears arbitrary and potentially undermines the principles of transparency and accountability that the RTS Act seeks to uphold.

Secondly, the data unequivocally demonstrates a positive impact of the RTS Act framework on the performance of these schemes. Since their notification under the RTS Act on 30.06.2020 and subsequent onboarding onto the AAS portal in March and April 2022, the efficiency and effectiveness of service delivery have significantly improved. Specifically, the percentage of applications completed within the stipulated timelines has increased substantially:

- *Monetary Relief to Victims of Atrocities*: Performance of service delivery within RTS Timeline improved from 38.38% before AAS onboarding to 68.00% after.
- *Legal Aid to Scheduled Caste and Vimukt Jatis*: Performance of service delivery within RTS Timeline improved from 2.55% before AAS onboarding to 71.31% after.
- *Mukhya Mantri Samajik Samrasta Antarjatiya Yojana*: While the percentage of applications completed within RTS is 51.6% post-onboarding, a majority of appeals have been resolved on AAS, highlighting its utility. Furthermore, notification under RTS ensures timely sanctioning of benefits, even if disbursement is affected by funding availability.

De-notifying these services would inevitably lead to their removal from this robust monitoring mechanism, likely causing a decline in their performance and accessibility.

Thirdly and most importantly, the Commission recognizes the critical role these three schemes play in providing essential support and empowerment to vulnerable and marginalized sections of society. Removing these vital support systems from the ambit of the RTS Act would be detrimental to these groups, potentially leading to delays, inefficiencies and a lack of accountability in the delivery of these crucial benefits.

**Highlighting the Commission's Commitment to Vulnerable Sections**

The Commission's firm stance against the proposed de-notification underscores its deep commitment to safeguarding the interests of the most vulnerable and

marginalized. Prioritizing the continued inclusion of these schemes under the Right to Service Act demonstrates the Commission's dedication to ensuring timely and transparent essential support. The emphasis on data-driven decision-making, evidenced by improved performance post-AAS, further highlights its proactive approach to enhancing service delivery for those most reliant on government support. These interventions showed that the Commission's role is not limited to resolution but extends to institutional restructuring where needed.

### 5.3 Expansion of Services Under Section 17(1)(f)

Section 17(1)(f) as mentioned in the Act has been reproduced below:

- “17. (1)** *It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose the Commission may,-*
- f) Recommend additional services to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of this Act;”*

Based on citizen demand trends and gap analysis, the Commission recommended the notification of new services under the Act. The table below lists down all the recommendations made by the Commission under this Section:

Sr. No.	Case Number	Subject	Department	Name of the Service recommended for notification or modification	Date of Recommendation/ Date of order	Remarks/ Current status (upto 31.03.2025)
1.	File No-HRSC-020001/48/2022-COMPLAINT BRANCH-HRTSC HRSC-020001/48/2022-COMPLAINT BRANCH-HRTSC	Regarding bifurcation of service "Surrender and Refund of Plot" into "Surrender of Plot" and "Refund of Application"	HSVP	Surrender and Refund of Plot	10.01.2024	The service 'Refund Application  (i) Administrative Fee for all transfer permissions (ii) Malba Fee (iii) Double Payment, Extra Payments (in case of Installments/ Extension Fees/ Compounding Fees/ Enhancement in case of reduce in amount) (iv) Waiver in case of decreased area'  has been notified vide Gazette notification dated 11.03.2025
2.	HRSC-020002/1/2024-COMPLAINT BRANCH-HRTSC	Regarding Notification of services/schemes of Sports Department	Sports	i. Provision of Sports Equipment Scheme ii. Cash Award for Encouragement of Sportspersons Scheme	27.02.2024	Action under Process

Sr. No.	Case Number	Subject	Department	Name of the Service recommended for notification or modification	Date of Recommendation/ Date of order	Remarks/ Current status (upto 31.03.2025)
3.	Notification file of Energy Department (Comp. No.590891File No.HRSC-020002/8/2022)	Amendment in earlier notified 02 services under Haryana Right to Service Act, 2014 - Energy Department.	Energy Department	<p>a) Release of Temporary connection (Except Agriculture Pumping (AP) Category)</p> <p>i) LT Supply From receipt of complete application, charges, documents.</p> <ul style="list-style-type: none"> <li>• In Metropolitan areas</li> <li>• In Other Municipal Areas</li> <li>• In Rural Areas</li> </ul> <p>b) Release of new connection/additional load (Except Agriculture Pumping (AP) Category)</p> <p>i) LT Supply From receipt of complete application, charges, documents.</p> <ul style="list-style-type: none"> <li>• In Metropolitan areas</li> <li>• In Other Municipal Areas</li> <li>• In Rural Areas</li> </ul>	04.04.2024 and 25.09.2024	The service timelines have been amended vide Gazette notification dated 16.01.2025
4.	HRSC-020001/41/2023-ACCOUNT BRANCH-HRTSC	Regarding amendment in timeline in earlier notified 17 services Under Haryana labour Welfare Board and notification of 8 new services of Haryana Silicosis Welfare Board under Haryana Right to Service Act, 2014	Haryana Labour Welfare Board /Haryana Silicosis Welfare Board	Multiple Services	23.04.2024	The o/o Chief Secretary, GAD, Administrative Reforms has requested clarification in the hindi translation of one service from Additional Chief Secretary, Labour Department, on 14.01.2025.
5.	HRSC-020001/71/2025-MISCELLANEOUS BRANCH-HRTSC HRSC-020001/71/2025-MISCELLANEOUS BRANCH-HRTSC	De-notification of one service "Dr. B.R. Ambedkar Awas Navinikarn Yojna " under Haryana Right to Service Act, 2014 - SEWA	SEWA	Dr. B.R. Ambedkar Awas Navinikarn Yojna	15.05.2024	The service has been de-notified vide Gazette notification dated dated 07.08.2024

<b>Sr. No.</b>	<b>Case Number</b>	<b>Subject</b>	<b>Department</b>	<b>Name of the Service recommended for notification or modification</b>	<b>Date of Recommendation/ Date of order</b>	<b>Remarks/ Current status (upto 31.03.2025)</b>
6.	Notification File of WCD (Comp. No.576102File No.HRSC-020002/3/2022)	Notifying of service under Haryana Right to Service Act,2014 Women and Child Development Department.	WCD	Recognition for Private Play School & Renewal of Recognition for Private Play School	12.06.2024 and 14.08.2024	Notified vide Gazette notification dated 09.05.2025
7.	HRSC/1/2022-ACCOUNT BRANCH-HRTSC	Notification of services- Horticulture Department, Haryana.	Horticulture Department	Hortnet (Disbursement)	27.06.2024	The O/o Chief Secretary, GAD, Administrative Reforms has directed Director General, Horticulture Department to send a fair draft for notification of services.
8.	Notification File of WCD (Comp. No.576102File No.HRSC-020002/3/2022)	Regarding increase in timeline of ABHB Scheme from 30 to 60 days.	WCD	Aapki Beti Hamari Beti	08.07.2024	The timeline has been renotified vide Gazette notification dated 29.01.2025.
9.	HRSC-020002/3/2024-COMPLAINT BRANCH-HRTSC	Notification of service under Haryana Right to Service Act, 2014- Public Health Engineering Department.	PHED	Restoration of road/ streets - Restoration of broken street motorable conditions including laying of pipeline after excavation.	08.07.2024	The service has been notified vide Gazette notification dated 30.12.2024
10.	Notification File of Industries and Commerce (Comp. No.708321 File No.HRSC-020001/25/2022)	Notification/A amendment/De-notification of services under Haryana Right to Service Act, 2014 - HSIIDC	HSIIDC	Multiple Services	18.09.2024	The services has been notified/amended/de-notified vide Gazette notification dated 06.12.2024
11.	Notification Of Industries and Commerce (Comp. No.1111625 File No.HRSC-020001/109/2024)	Notification of Services under Haryana Right to service Act, 2014 ( Separately from MSME) in supersession of earlier notified services - Industries and Commerce Department.	Industries and Commerce	42 Services	20.09.2024	The services has been notified vide Gazette notification dated 04.03.2025

Sr. No.	Case Number	Subject	Department	Name of the Service recommended for notification or modification	Date of Recommendation/ Date of order	Remarks/ Current status (upto 31.03.2025)
12.	Notification of Services - MSME (Comp. No.1120381 File No.HRSC-020001/21/2025)	Notification of Services under Haryana Right to service Act, 2014 ( Separately from Industries and Commerce Department.) in supersession of earlier notified services - MSME.	MSME	17 Services	20.09.2024	The services has been notified vide Gazette notification dated 24.03.2025
13.	Notification File of Animal Husbandry & Dairying Deaprtment (Computer No.701538 File No. HRSC-020002/13/2022)	Regarding notification of scheme for establishment of backyard poultry unit	AHD	scheme for establishment of backyard poultry unit	08.10.2024	The matter is presently under consideration with the Chief Secretary for Gazette notification. Certain discrepancies were observed by the Chief Secretary, who accordingly addressed a letter to the Commissioner & Secretary, Animal Husbandry Department. The Commission has also written a letter dated 30.10.2025 to the Commissioner & Secretary, Animal Husbandry Department, requesting that the matter be expedited.
14.	HRSC-020002/7/2024	Notification/ De-notification of services under Haryana Right to Service Act, 2014- ULB Department.	ULB	De-notification of service 'Application for issuance of certified copies of Birth/Death' under the Haryana Right to Service Act, 2014	08.10.2024	De-notified vide Gazette notification no. 48-2025 dated 11.03.2025
15.	Notification File of Animal Husbandry & Dairying Deaprtment (Computer No.701538 File No. HRSC-020002/13/2022)	Regarding notification of Pandit Deen Dayal Upadhayay Samoohik Pashudhan Beema Yojna-National Livestock Mission	AHD	Pandit Deen Dayal Upadhayay Samoohik Pashudhan Beema Yojna-National Livestock Mission	15.10.2024	The services has been notified vide Gazette notification dated 18.12.2024

<b>Sr. No.</b>	<b>Case Number</b>	<b>Subject</b>	<b>Department</b>	<b>Name of the Service recommended for notification or modification</b>	<b>Date of Recommendation/ Date of order</b>	<b>Remarks/ Current status (upto 31.03.2025)</b>
16.	Notification File of Animal Husbandry & Dairying Department (Computer No.701538 File No. HRSC-020002/13/2022)	Notification of scheme for providing employment opportunities by establishment of piggery, sheep and goat unit.	AHD	Scheme for providing employment opportunities by establishment of piggery, sheep and goat unit.	15.10.2024	The matter is presently under consideration with the Chief Secretary for Gazette notification. Certain discrepancies were observed by the Chief Secretary, who accordingly addressed a letter to the Commissioner & Secretary, Animal Husbandry Department. The Commission has also written a letter dated 30.10.2025 to the Commissioner & Secretary, Animal Husbandry Department, requesting that the matter be expedited.
17.	Notification File of Animal Husbandry & Dairying Department (Computer No.701538 File No. HRSC-020002/13/2022)	Amendment in timeline of 3 Services notified under Haryana Right to Service Act, 2014	AHD	1. Scheme for Conservation and Development of Indigenous Cattle and Murrah Development- 60 days 2. Scheme for providing employment opportunities to Scheduled Castes by establishing Livestock Units- 60 days 3. Scheme for establishment of Hi Tech & Mini Dairy Units- 60 days	15.10.2024	The matter is presently under consideration with the Chief Secretary for Gazette notification. Certain discrepancies were observed by the Chief Secretary, who accordingly addressed a letter to the Commissioner & Secretary, Animal Husbandry Department. The Commission has also written a letter dated 30.10.2025 to the Commissioner & Secretary, Animal Husbandry Department, requesting that the matter be expedited.
18.	HRSC-020002/7/2024-COMPLAINT BRANCH-HRTSC	Notification/ De-notification of services under Haryana Right to Service Act, 2014- ULB Department.	ULB	Deletion of a Property ID	29.10.2024	Matter has been disposed of by the Commission in view of the reply dated 25.11.2024 received from the DULB, wherein the Department has provided reasons as to why the service may not be notified.
19.	HRSC-020002/5/2023 - MISCELLANEOUS BRANCH-HRTSC	Regarding Notification of Services Offered by GMDA and FMDA under the HRTSA	TCP	Multiple Services (16 services)	09.12.2024	The services have been notified vide Gazette notification dated 09.12.2024

Sr. No.	Case Number	Subject	Department	Name of the Service recommended for notification or modification	Date of Recommendation/ Date of order	Remarks/ Current status (upto 31.03.2025)
20.	HRSC-020002/7/2024-COMPLAINT BRANCH-HRTSC	Notification/ De-notification of services under Haryana Right to Service Act, 2014- ULB Department.	ULB	Cleanliness of public washrooms' and 'Repair and maintenance of public washrooms'	23.01.2025	Letter dated 23.01.2025 has been issued to the Chief Secretary to Govt., Haryana with recommendation to notify the two services.
21.	HRSC-020002/1/2025 - MISCELLANEOUS BRANCH-HRTSC	Amendment/Updating in earlier notified services of HRTSA, 2014 - Science and Technology Department	Science and Technology Department	(i) Application form for HSCST Fellowship for doing Ph.D After closing date of submission of application  "ii) Application form for Promotion of Science Education (POSE) scholarship for B.Sc. & M.Sc. Students After closing date of submission of application"	27.01.2025	The services have been notified vide Gazette notification dated dated 11.03.2025
22.	Notification of service "Cleanliness & Maintenance of public washrooms under the Haryana Right to Service Act, 2014 - HSIIDC Department. (Comp. No.1120765 File No.HRSC-020001/24/2025)	Notification of service "Cleanliness & Maintenance of public washrooms under the Haryana Right to Service Act, 2014 - HSIIDC Department."	HSIIDC	1. Cleanliness of Public Washrooms 2. Repair and Maintenance of Public Washrooms	28.01.2025	HSIIDC has been directed to send a proposal regarding notification of the above two services to the O/o the Chief Secretary, GAD, Administrative Reforms for further progress in this matter.
23.	File No.:HRSC-020002/4/2025-COMPLAINT BRANCH-HRTSC HRSC-020002/4/2025-COMPLAINT BRANCH	Recommendation for notification of two new services under the HRTS Act, 2014 - Town and Country Planning (TCP) Department	TCP	Cleanliness of public washrooms' and 'Repair and maintenance of public washrooms'	31.01.2025	Reply has been received from the Chief Administrator, HSVP on 21.03.2025 and matter is under consideration.

Sr. No.	Case Number	Subject	Department	Name of the Service recommended for notification or modification	Date of Recommendation/ Date of order	Remarks/ Current status (upto 31.03.2025)
24.	HRSC-020002/3/2025-COMPLAINT BRANCH-HRTSC	Notification of service 'Maintenance of public washroom' and 'Repair and Maintenance of Public Washroom' under the Haryana Right to Service Act, 2014- Sports Department.	Sports	(i) Cleanliness of public washrooms (ii) Repair and maintenance of public washrooms	31.01.2025	Matter is under consideration.
25.	HRSC-020002/2/2025-COMPLAINT BRANCH-HRTSC	Recommendation for notification of two services under the Haryana Right to Service Act, 2014- HSAMB Department.	HSAMB	Cleanliness of public washrooms' and 'Repair and maintenance of public washrooms'	31.01.2025	Matter is under consideration with the Department
26.	File No.:HRSC-020002/5/2025-COMPLAINT BRANCH-HRTSC HRSC-020002/5/2025-COMPLAINT BRANCH	Recommendation for notification of two new services under the Haryana Right to Service Act, 2014 for Haryana Shehari Vikas Pradhikaran (HSVP)	TCP (HSVP)	(i) Removal of Solid Waste from areas under HSVP (ii) Request for copy of documents	05.02.2025	Reply has been received from the CITO, HSVP on 10.03.2025 while informing that for the service 'Request for copy of documents', an online provision has been made in the portal which will be live by 11.03.2025. Further, for the service 'Removal of solid waste from areas under HSVP', certain objections have been raised. The matter is thereafter under consideration.

The Commission also reviewed old notifications and suggested refinements - such as clarifying eligibility criteria, revising timelines or merging duplicate entries for easier implementation.

#### 5.4 Conclusion

The Commission's work under Section 17 reflects its dual mandate - protecting citizen rights and strengthening administrative systems. By recommending disciplinary action, correcting flawed processes and expanding the scope of guaranteed services, the Commission is not only responding to problems but reshaping the very architecture of service delivery in Haryana.

\*\*\*\*\*

## Chapter - 6

# Beyond Mandate - A Year of Engagement, Action and Innovation

The year 2024–25 was marked by high engagement and significant institutional momentum for the Commission. Beyond its core statutory role, the Commission continued to push for systemic reform, data transparency and citizen-first innovation. This chapter outlines the key activities undertaken by the Commission across operations, advocacy, outreach and training.

### 6.1 Monthly Complaint and Appeal Statistics

All complaints being received through post or in person are scanned and digitized. To maintain transparency and data accountability, the Commission tracks and reviewed monthly data on:

- Complaints received and disposed
- AAS Revisions raised and resolved

Month	Complaints Received	Complaints Disposed	Revisions Received	Revisions Disposed
April 2024	28	24	62	84
May 2024	25	38	66	87
June 2024	12	24	272	68
July 2024	18	10	114	76
August 2024	15	14	110	136
September 2024	13	21	91	121
October 2024	16	8	61	119
November 2024	5	9	60	103
December 2024	27	22	43	116
January 2025	18	27	53	64
February 2025	20	22	58	43
March 2025	20	23	49	51
<b>Total</b>	<b>217</b>	<b>242</b>	<b>1039</b>	<b>1068</b>

## 6.2 Penalties Imposed & Compensation granted by the Commission

In line with its mandate to ensure accountability, the Commission imposed penalties in several cases under the Act. These were based on non-compliance with timelines and failure to act on escalated appeals. A detailed table listing the Officer, Department, nature of lapse and penalty amount can be viewed at the Commission's website (<https://haryana-rtsc.gov.in/list-penalty-compensation>) or by scanning the QR Code . A summary of the penalty imposed and compensation granted in FY 2024-25 is mentioned below:



Details of cases in which penalties imposed and compensation granted by the Commission		
Sr. No.	Particulars	Details
1	No. of cases in which only penalties imposed	35
2	Total amount of penalties imposed in cases at Sr. No. 1	1,45,300/-
3	No. of cases in which only compensation granted	30
4	Total amount of compensation granted in cases at Sr. No. 3	2,29,000/-
5	Total No. of cases in which penalties imposed and compensation granted	16
6	Total amount of penalties imposed and compensation granted in cases at Sr. No. 5	1,84,500/-

**Method of Recovery:** The orders of the Commission always instruct the DDO or the supervisory officer to deduct the salary of that employee and deposit it in the State Treasuries and in case of compensation, deposit in the account of the appellant and share its receipt to the Commission in this regard.

## 6.3 Annual Budget Statement – FY 2024–25

The financial year saw prudent allocation and utilisation of budgetary resources, primarily focused on digital monitoring infrastructure, training initiatives, outreach programs and capacity-building:

**DDO Code/ Name :2307 Secretary Right to Service Commission  
Financial Year -2024-2025**

<b>Head of Account -</b>	<b>2070-51-800-93-51-03-P-01-R-V</b>
--------------------------	--------------------------------------

Object code	Budget Allocated	Expenditure incurred
01 Salary	5000000	4423644
02 Wages	500000	447722
03 Dearness Allowance	2000000	1689151
04 Travel Expenses	400000	135531
05 Office Expenses	1500000	1288016
06 Rent, Rate and Taxe	50000	0
08 Advertising and Pub	10000	0
21 Motor Vehicle	250000	112208

<b>Object code</b>	<b>Budget Allocated</b>	<b>Expenditure incurred</b>
Special Services	4200000	4095272
45 Pol	500000	324422
67 Medical Reimburse	300000	137226
69 Contractual Service	7750000	7464396
70 Leave Travel Conces	10000	0
86 Training	200000	0
88 Computerisation (IT)	5200000	4279640
92 Energy Charges	400000	251524
<b>Total</b>	<b>28270000</b>	<b>24648752</b>

<b>Head of Account -</b>	<b>2049-60-701-96-51-06-P-01-R-C</b>
--------------------------	--------------------------------------

<b>Object code</b>	<b>Budget Allocated</b>	<b>Expenditure incurred</b>
25 Interest	517712	517712

<b>Head of Account -</b>	<b>4059-01-051-59-51-03-P-01-N-V</b>
--------------------------	--------------------------------------

<b>Object code</b>	<b>Budget Allocated</b>	<b>Expenditure incurred</b>
16 Major Works	120000000	60000000

Despite operating with a modest budgetary outlay and limited manpower, the Commission has continued to function effectively and discharge its statutory responsibilities in a timely and efficient manner. Optimal utilisation of available resources, coupled with process streamlining and focused prioritisation, has enabled the Commission to maintain service delivery standards and strengthen grievance redressal and monitoring mechanisms.

#### **6.4 Restructuring the Commission's Administrative Setup & Infrastructure**

The Commission is presently functioning with a staff strength of 21 from Chief Commissioner to peon (including 3 peons and 3 drivers). Recognising the growing volume and complexity of appeals, the Commission initiated proposals for restructuring of posts and reallocation of responsibilities. (Annexure - I)

#### **6.5 Capacity Building: Training of Master Trainers at HIPA**

In pursuit of institutional capacity-building, the Commission collaborated with HIPA to conduct a training program for Master Trainers across Departments. These trainers will further disseminate knowledge of RTS procedures and appeal mechanisms at the field level.

The Commission has focused on deepening institutional capacity and strengthening service delivery through targeted training of frontline officials. The training sessions were designed not merely as orientation modules but as immersive engagements that contextualized the Act within the larger mission of citizen-centric governance. Officials were introduced to the structural design and intent of the Act—how it transforms the service seeker from a passive recipient into an empowered right-holder.

Beyond statutory timelines and departmental obligations, the training emphasized the spirit of the legislation: reducing discretion, building predictability and restoring trust in public systems. A core part of the sessions was hands-on familiarization with the AAS, which represents a shift from reactive grievance redressal to proactive accountability. Officers were walked through real-world scenarios—ranging from delay triggers to the role of designated officers and appellate authorities—ensuring that technology was understood not as a surveillance tool but as a mechanism to support timely service delivery. The overall aim was not just procedural compliance but a cultural shift in how public service is imagined and delivered.

The training also equipped officials with a firm grasp of the Act’s statutory architecture. Sessions explored the hierarchy of redressal - from the First and Second Grievance Redressal Authorities to the revisional powers of the Commission—along with the strict timelines and legal duties assigned at each level. Officials were sensitized to the consequences of non-compliance, including the imposition of penalties ranging from lump-sum fines to daily penalties for undue delays and the provision for compensating citizens who suffer avoidable hardship. These discussions reinforced the idea that timely service delivery is not an act of administrative generosity, but a legal obligation - enforceable, measurable and citizen-first.

#### **Total Number of Master Trainers Trained - Department/Organisation Wise**

<b>Sr. No.</b>	<b>Department/Organisation</b>	<b>No. of Officials Trained</b>
1	Energy	20
2	Food, Civil Supplies and Consumer Affairs	14
3	Housing Board	11
4	Town & Country Planning	10
5	Chief Electrical Inspector	10
6	Animal Husbandry & Dairying	10
7	Horticulture	10
8	Haryana Shehri Vikas Pradhikaran	10
9	Information, Public Relations & Languages	9
10	Social Justice & Empowerment	9
11	Haryana State Electronics Development Corporation Ltd	9
12	Panchkula Metropolitan Development Authority	9
13	Haryana State Industrial and Infrastructure Development Corporation Limited	9

Sr. No.	Department/Organisation	No. of Officials Trained
14	Fisheries	8
15	Technical Education	7
16	Public Health Engineering	7
17	Youth Empowerment & Entrepreneurship	7
18	Development & Panchayat	6
19	Labour	6
20	Mines & Geology	2
21	Employment	2
22	Printing & Stationery	2
23	Higher Education	1
<b>Total</b>		<b>188</b>

### Range of Officials Trained

Range of Officials Trained	No.
Group A	61
Group B	46
Group C	81
<b>Total</b>	<b>188</b>

### **6.6 National Conference on e-Governance 2024 – Mumbai**

A team from the Commission led by the Chief Commissioner participated in the National Conference on e-Governance 2024 held in Mumbai. During the event:

- The Annual Report 2023–24 was released by Sh. V. Srinivas, IAS, Secretary, DARPG in the presence of Smt. Sujata Saunik, IAS, Chief Secretary, Maharashtra.
- The Chief Commissioner spoke as a panelist on *‘Innovation and Future Trends in Right to Service’*.
- The Commission also set up a dedicated stall showcasing the AAS which attracted significant attention from participating states and institutions.



### 6.7 Visit of DARPG Delegation to Haryana Right to Service Commission

On 27.12.2024, the Commission hosted a high-level delegation from the DARPG, Government of India, led by Sh. V. Srinivas, Secretary, DARPG. The delegation visited three key locations i.e., Estate Office, HSVP, Panchkula, Commercial Back Office of the Energy Department, the SARAL call centre and also engaged in real-time citizen interaction sessions. The visit reinforced national-level appreciation of Haryana's RTS model, particularly the Auto Appeal System, real-time monitoring tools and proactive grievance redressal mechanisms.

The delegation also discussed the CPGRAMS grievance redressal system and offered technical and financial support for training grievance redressal officers. The delegation thereafter called upon the Hon'ble Chief Minister, Haryana, Sh. Nayab Singh, in the evening. They were joined by the Chief Commissioner, Sh. T. C. Gupta. Aspects related to service delivery and the implementation of RTS legislation and CPGRAMS were discussed in detail. A proposal to jointly host a national conference on good governance in Chandigarh/Panchkula was agreed to in principle by the Hon'ble Chief Minister.





## **6.8 Representation at various other National & International Conferences**

- On 11.02.2025, the Chief Commissioner was invited as a speaker on the theme 'Next Generation Administrative Reforms' at a joint DARPG-IIAS conference held at Bharat Mandapam, New Delhi.
- On 20.02.2025, the Chief Commissioner addressed a national workshop on "Sevottam and Effective Redressal of Public Grievances" held in Bhopal, sharing insights on Haryana's implementation of RTS and the Auto Appeal model.
- The Commission actively participated in all national consultations on the Time-Bound Delivery of Services Bill, offering field-level perspectives on enforcement and digital monitoring.

## **6.9 Celebrating Team Culture: Festivals and Team Outings**

The Commission also prioritised team well-being and workplace engagement, celebrating various events. These informal moments strengthened internal collaboration and contributed to a healthier work culture.

\*\*\*\*\*

## BIRTHDAY GATHERINGS



## DIWALI CELEBRATIONS



# Chapter - 7

## Way Forward

As Haryana continues to strengthen its citizen-centric governance framework, the Commission envisions a future where service delivery is efficient, transparent, proactive and technologically empowered. Building upon the gains achieved so far, the Commission's roadmap for 2025–26 focuses on consolidation of reforms, strengthening institutional mechanisms, expanding the scope of accountability in public service delivery and increasing public awareness of their rights.

The decade-long journey of the Haryana Right to Service framework has brought measurable improvement in efficiency, timeliness and transparency. Going forward, the Commission's efforts will revolve around four central pillars: digital transformation, process reform, institutional strengthening and citizen engagement to ensure that the benefits of governance reach every eligible person seamlessly and without delay.

### 7.1 Ensuring Availability of All Services Through Online Mode

A major focus of the coming year will be the complete transition of all notified services to online mode through a single unified service delivery platform Antyodaya SARAL in the front end. All the departmental portals including those of GoI where citizens' applications are processed will be linked through API to Antyodaya Saral Portal so that they can be brought on AAS. The Commission will work closely with Departments still offering services manually to ensure digital integration and user-friendly access. This shift will not only enhance transparency but also enable centralized monitoring, data analytics and service standardization across Departments.

The Commission also aims to encourage end-to-end digital workflows for every service, right from application to final delivery so that citizens can avail services from anywhere, anytime, without physical visits to offices. Steps are already being taken in this regard for many services like ABHB of WCD Department, marriage registration, etc.

### 7.2 Integration of All Departments with the AAS

The AAS has emerged as a landmark governance reform ensuring automatic escalation of delayed or denied cases. The Commission's priority in 2025–26 will be to achieve 100% integration of all notified Departments and services with the AAS portal, eliminating manual interventions and ensuring real-time

accountability. Departments facing technical or procedural challenges will receive handholding support from the Commission to complete integration. Regular departmental reviews will track progress and promote uniform compliance.

### **7.3 Development of AAS Mobile Application and Chatbot**

To further increase accessibility, the Commission plans to introduce a mobile application and WhatsApp Chatbot for the AAS. This will allow citizens to check the status of applications, file appeals and receive alerts on pending or escalated cases instantly.

The Chatbot feature will guide citizens through appeal processes, reducing dependency on intermediaries and improving responsiveness. These initiatives will make AAS more accessible, especially for residents in remote areas and help create an inclusive digital governance ecosystem.

### **7.4 Process Re-engineering and Simplification**

Administrative simplification continues to be a key priority. The Commission will identify services with high pendency or frequent rejections and work with Departments to simplify forms, remove redundant approvals and reduce documentation.

Process mapping will be conducted for selected services to re-engineer workflows, eliminate avoidable delays and ensure predictable outcomes. Periodic reviews of notified services will ensure that timelines remain practical and that processes evolve with technology and citizen expectations.

### **7.5 Promoting Proactive Service Delivery**

The next phase of reform is to move from reactive to proactive governance. The Commission will promote a model where citizens receive certain services automatically upon becoming eligible, without needing to apply.

For example, some eligibility-based schemes such as old-age pensions, scholarships or caste certificates are being delivered in proactive mode and more and more services like ABHB etc. could be delivered automatically through data integration across Departments. This initiative will save time, reduce administrative burden and reinforce the government's commitment to a citizen-first approach.

### **7.6 Strengthening Grievance Redressal Mechanisms**

The Commission will continue to monitor appeals and Revisions to ensure that all levels of the redressal chain i.e. Designated Officers, FGRAs and SGRAs or any other officers comply with statutory timelines.

Special emphasis will be placed on quality of disposal, ensuring that decisions are reasoned, fair and effectively communicated to applicants. The Commission will also enhance its suo-motu oversight using Antyodaya Saral data and AAS data to identify Departments or services that exhibit recurring delays or systemic deficiencies.

### **7.7 Capacity Building and Sensitization**

Regular capacity-building programmes will be conducted for officials involved in service delivery. The Commission will collaborate with HIPA and NIC Haryana to organize structured training on service process management, citizen interaction and use of technology platforms.

Special sessions will also target newly notified services and Departments recently brought under AAS integration, ensuring uniform understanding and compliance.

### **7.8 Citizen Awareness and Engagement**

The Commission recognizes that citizens are the focal point of the RTS framework. During 2025–26, greater emphasis will be placed on direct engagement and outreach through district-level awareness campaigns, helpdesks and digital communication.

The Commission will institutionalize district visits by the Chief Commissioner and senior officers to engage with field officials, review performance and gather on-ground feedback from citizens and stakeholders.

Recognizing that a large number of applications are submitted through CSCs, the Commission also plans to interact with CSC operators across districts in a phased manner to understand the challenges they face and develop solutions to enhance service accessibility at the grassroots level.

### **7.9 Strengthening IT Infrastructure and Accountability**

The Commission acknowledges that portal downtime and technical glitches often impede citizens' ability to apply for or track services. It is, therefore, proposed to bring IT support and infrastructure uptime within the ambit of the Act, ensuring that accountability extends to the digital backbone enabling service delivery.

Regular coordination with the IT Department and NIC Haryana will be pursued to ensure continuous uptime, enhanced cybersecurity and swift resolution of technical issues.

## **7.10 Institutional Strengthening and Human Resource Augmentation**

To efficiently manage its expanding mandate, the Commission has proposed the creation of new posts to strengthen administrative, technical and analytical capacities. Enhanced staffing will help expedite appeals, improve monitoring and support departmental coordination.

## **7.11 Transition to Self-Owned Office Building**

The Commission will soon move into its self-owned office premises at Sector 14, Panchkula, currently under construction. The new facility will provide modern amenities which will improve the working conditions of the employees thereby enhancing efficiency. This transition marks a milestone in the Commission's institutional evolution and will provide the physical infrastructure required to sustain its expanding activities in the coming years.

## **7.12 Legislative Reforms and Amendment in the Act**

Recognizing that governance structures must evolve with time, the Commission will propose a comprehensive amendment to the Act based on its learnings and review of other RTS legislations in other States/ UTs to address emerging administrative and technological realities.

Provisions may include enhancing powers of monitoring, revisiting timelines for appellate authorities and introducing flexibility for digital compliance. These changes will ensure that the Act remains contemporary, responsive and aligned with the dynamic needs of public administration.

## **7.13 Collaboration, Replication and Best Practices**

The Commission will continue collaborating with DARPG, NIC and other State Governments to share Haryana's successful experience with the Auto Appeal System. The AAS model, already recognized nationally, has potential for replication across India.

If other States express interest, the Commission is fully prepared to provide technical and operational support for implementation, contributing to a national movement toward time-bound and transparent service delivery.

Participation in national conferences, inter-state workshops and e-Governance forums will continue to showcase Haryana's achievements and reinforce its leadership role in public service reform.

## **7.14 24\*7 availability of Saral Helpline**

The Commission aims to ensure continuous citizen support by advocating for the SARAL Helpline to function 24\*7, as the current operational window is limited to 7:00 am to 8:00 pm from Monday to Saturday excluding gazetted

holidays. Expanding the helpline to round-the-clock availability will significantly improve accessibility and public convenience. A 24×7 model will allow citizens to seek assistance, register concerns and obtain service-related information at any time which will strengthen responsiveness and enhance overall support delivery.

### **7.15 Future Vision**

The Commission envisions a governance ecosystem that is predictive, intelligent and citizen-driven — where technology anticipates service needs, data informs decision-making and accountability is embedded at every level. The future focus will be on end-to-end automation, proactive service delivery, cross-departmental integration and empathetic administration. Through continuous innovation and collaboration, the Commission aims to ensure that every citizen’s interaction with the Government is simple, transparent and timely reaffirming Haryana’s leadership in transforming governance into genuine public service.

\*\*\*\*\*

## Messages from Team HRTSC

### Dr. Sarita Malik, HCS, Secretary

Serving as Secretary of the Haryana Right to Service Commission has been both a privilege and a profound responsibility. In a very short period, I have enhanced my knowledge manifold of various Departments. Not only have I found exceptional team work coordination in HRTSC, but their efficiency, time response action is unmatched. Under the distinguished stewardship of Hon'ble Chief Commissioner Sh. T.C. Gupta, IAS (Retd.), the Commission has emerged as a vital instrument of citizen empowerment, transforming the promise of timely service delivery into tangible reality. Stronger bridges have been forged between Departments, the Auto Appeal System has been refined, and a deeper culture of responsiveness has been nurtured across the administration. Each step forward reflects our conviction that public service is not merely a duty—it is a sacred trust.

What truly defines this Commission is the quiet excellence of our officers and staff, whose commitment and integrity touch countless lives every day. Their tireless efforts continue to make a tangible difference in the lives of citizens, embodying the values of transparency, efficiency, and service that define our mandate.

As we move forward, I am confident that the Commission will continue to set benchmarks in governance, proving that responsive administration is not an aspiration but an achievable standard.



### Mr. Sube Khan, Under Secretary-cum-Registrar

It gives me immense pride to have been part of the Haryana Right to Service Commission under the leadership of Sh. T C Gupta, Chief Commissioner, HRTSC. Having spent over four years here—and nearly three decades in government service, I have seen the Commission mature into a pivotal institution fostering citizen-centric governance and administrative reform within a relatively short span.

This period has been marked by a renewed commitment to strengthening service delivery frameworks and promoting seamless coordination among Departments to make governance more responsive and transparent. The Commission's progressive adoption of technology and evidence-based



monitoring has enhanced accessibility and deepened public trust in time-bound service delivery.

What continues to inspire me is the dedication and professionalism of every member of the Commission under the visionary leadership of Chief Commissioner Sh.T.C. Gupta, each contributing meaningfully to translate the vision of citizen empowerment into tangible outcomes. The spirit of collaboration and shared purpose has truly been our foundation.

As we look ahead, I am confident the Commission will continue to innovate and lead by example setting benchmarks in public service and governance. My heartfelt appreciation goes to all colleagues and stakeholders whose steadfast commitment has made this journey deeply rewarding and transformative.  
Regards

### **Mr. K.R. Taneja, Private Secretary**

I feel deeply fortunate to have gained over four years of experience working with the Haryana Right to Service Commission (HRTSC) as Private Secretary to the Chief Commissioner under the distinguished leadership of Shri T.C. Gupta, IAS (Retd.) (1987 batch). The Commission's emphasis on timely action prompt hearings, and immediate issuance of orders has significantly strengthened the principles of accountability and citizen-centric governance in Haryana. Throughout my tenure, I have consistently strived to perform my duties to the best of my abilities, with the support and cooperation of all the officers and officials of the Commission. I convey my sincere gratitude to all my colleagues for their guidance and assistance in enabling me to effectively discharge my responsibilities.



### **Mr. Surender Kumar, Section Officer, Accounts Branch**

I joined this Commission on 09.01.2025. During this period I have gained more experience under the guidance of senior officers. I have come to know about the aim and work system of the Commission. I am proud to be part of the Haryana Right to Service Commission, which works to transparency and accountability in public service delivery.



### **Mr. Praneet Jaswani, Consultant**

My time at the Haryana Right to Service Commission has been an incredibly formative chapter - one that deepened my understanding of governance and reaffirmed my belief in citizen-centric administration. Working on diverse cases and policy matters offered valuable insights into how accountability and technology can together transform service delivery at the grassroots.



What I will cherish most is the environment of mutual respect and purpose that defined every interaction - where ideas were encouraged, and effort genuinely translated into impact. It has been a privilege to work under the guidance of the Chief Commissioner and alongside such committed colleagues, all united by the common goal of making governance more transparent, efficient, and humane.

### **Ms. Manisha Bhatotia, Consultant**

It has been a privilege to contribute, as a Consultant, to the work of the Haryana Right to Service Commission for the last 2 years. Working closely with the Commission has provided me the opportunity to engage with a wide range of issues related to service delivery, grievance redressal and systemic reforms. The experiences here have reaffirmed my belief that effective service delivery is central to good governance and public trust. Being part of the Commission's efforts that aligns with the broader vision of the ease of living has been both professionally enriching and personally fulfilling. I am grateful to the Chief Commissioner for his guidance, mentorship and leadership and to other officers and staff of the Commission for their cooperation and commitment. I also acknowledge the constructive engagement of various Departments and district administrations, without which meaningful improvements in service delivery would not be possible. Time at HRTSC has been the most efficient in terms of learning and satisfaction. Cheers to more stories in making at the Commission.



### **Mr. Jinson George Chacko, Consultant**

Working with the Commission has been an immensely enriching and fulfilling experience. The small yet highly dedicated team always felt like home, united by a shared vision of ensuring that the Commission remains a beacon of hope for citizens who have lost faith in administrative processes. Engaging with real-life challenges and intricate issues in sectors such as Housing and Energy has broadened my understanding and pushed the boundaries of my analytical thinking. Each case offered an opportunity to contribute meaningfully and the tangible impact of this work has been both inspiring and deeply satisfying at the end of the day.



### **Mr. Vaibhav Choudhary, Consultant**

My time at the Haryana Right to Service Commission has been an incredible learning curve; equal parts policy, people and purpose. Working closely with the Chief Commissioner and Departments across Haryana, I saw how administrative intent can translate into real change when backed by technology and follow-through. From strengthening inter-departmental coordination through joint meetings ensuring smoother service delivery mechanism, to showcasing Haryana's Auto Appeal System before national delegations, each experience reinforced how collaboration fuels reform. What I'll always value most, though, is the sense of contribution, of knowing that somewhere, a citizen's experience with the government became a little smoother.



### **Ms. Shashi Bala, Personal Assistant**

Being part of this office has been a valuable experience, marked by teamwork and a shared sense of responsibility. The efforts of all staff members towards maintaining efficiency and service quality are commendable. I remain committed to supporting the office in achieving its goals with dedication and integrity.



### **Ms. Babaldeep Kaur, Accountant**

It has been a privilege to be associated with the Haryana Right to Service Commission since 2015. The year 2024–2025 presented valuable opportunities to contribute towards strengthening financial management and enhancing departmental functions in alignment with the Commission’s commitment to transparent, accountable and citizen-centric service delivery. Collaborating with a dedicated team has been both enriching and rewarding, further reinforcing my commitment to the principles of integrity, efficiency and good governance that the Commission steadfastly upholds.



### **Ms. Rosy, Assistant**

It is a matter of honour to be associated with the Haryana Right to Service Commission. The year has been an opportunity to contribute effectively to the office’s objectives of ensuring timely and efficient public service. I look forward to continuing to serve with sincerity and commitment



### **Mr. Parminder Singh, Assistant**

In this Commission, I have gained good experience during the year while working under the guidance of senior officers. This period has helped me enhance my understanding of service delivery systems and the importance of timely redressal of citizens’ grievances. I feel happy to contribute towards helping citizens and marginalized sections get their issues resolved. I am proud to be part of the Haryana Right to Service Commission, which works to ensure transparency, efficiency, and accountability in public service delivery.



### **Ms. Dipika, Stenographer**

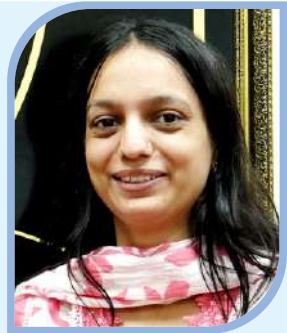
The year 2024–25 has been a good learning experience. I have worked on different tasks related to hearings and office documentation, which helped me improve my typing, noting, and coordination skills. I have gained more confidence in handling official work and will continue to give my best in every assignment with sincerity and dedication.



### **Ms. Charu, Stenographer**

I have been working in the Commission since 2021 and it has truly been an honour to be part of this esteemed office. Over the years, I have gained valuable experience and exposure by working on different types of official work such as handling files, drafting letters and coordinating with Departments. Each task has taught me something new and helped me become more confident, responsible and organized in my work.

Being a part of this office has given me the opportunity to learn from seniors, understand the importance of teamwork and witness the efforts that go into serving the public efficiently. Every day here has helped me grow, both personally and professionally. I am grateful for the trust and guidance I have received and will continue to give my best with sincerity, dedication, and a positive attitude.



### **Mr. Manoj Mandel, Data Entry Operator**

My association with the Haryana Right to Service Commission has been a valuable learning experience. The supportive work environment and clear focus on efficient public service delivery have helped me grow professionally. I am proud to contribute to the Commission's efforts towards strengthening citizen-centric governance in Haryana.



# **ANNEXURES**

# ANNEXURE-A



HARYANA RIGHT TO SERVICE COMMISSION  
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017  
E-mail: - <https://haryana-rtsc.gov.in/> Telephone: 0172-2711

File No. HRSC-020002/7/2024 /185

Dated: 23<sup>rd</sup> Jan 2025

To

The Commissioner & Secretary to Government of Haryana,  
Urban Local Bodies Department, Haryana.  
E-mail: [fclg@hry.nic.in](mailto:fclg@hry.nic.in)

**Subject: Recommendation for notification of two new services under the Haryana Right to Service Act, 2014- ULB Department.**

Sir/ Ma'am,

I am directed to refer to the subject mentioned above. While addressing a revision escalated through the CM Window on the AAS portal by the complainant Sh. Madan Sethi, the Commission learnt about the issues being faced by public due to non-maintenance of public washrooms.

2. The maintenance of public washrooms is a fundamental public service that significantly impacts public health and hygiene. Given the growing urban population and increasing traffic in public spaces, it is essential to ensure that these facilities are clean, accessible and well-maintained. Unfortunately, the absence of a defined framework for the timely upkeep and repair of such facilities often results in delays, poor quality of service and public dissatisfaction.

3. Section 17(1) of the HRTS Act, 2014 provides as under:-

*“17(1) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose, the Commission may, -*

*(a) to (e) .....*

*(f) Recommend additional services to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of this Act”*

Therefore, it is recommended that services, namely **‘Cleanliness of public washrooms’** and **‘Repair and maintenance of public washrooms’** be notified as two separate services under the Haryana Right to Service Act, 2014, with clear timelines for response and resolution of issues. The service ‘cleanliness of public washrooms’ would ensure that the washrooms are kept clean, hygienic, and safe for public use. It involves regular cleaning, trash removal, restocking supplies, odor control, surface disinfecting, etc whereas the ‘repair and maintenance of public washrooms’ focuses on ensuring that the washroom facilities remain fully operational, safe, and in good working order. It

typically includes plumbing maintenance, fixture repairs, lighting and ventilation, flooring and wall repairs, etc.

4. It is hoped that your Department will give due consideration to this recommendation, which aims to improve urban infrastructure and the quality of life for Haryana's residents. In this regard, you are requested to furnish your response/ comments to the Commission by **4<sup>th</sup> March 2025 ONLY through email at the Commission's email ID: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)**, physical copy must **not** be sent. The reply being sent must mention the name and designation of the signatory without which the same will not be entertained.

This issues with the approval of Worthy Chief Commissioner, HRTSC.



(Sube Khan)

Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. HRSC-020002/7/2024/186

Dated: 23<sup>rd</sup> Jan 2025

A copy of the above is forwarded to the Chief Secretary to Government of Haryana, General Administration Department (Administrative Reforms), Haryana Civil Secretariat, Chandigarh ([supdt-ar.cse@hry.gov.in](mailto:supdt-ar.cse@hry.gov.in)) for information and further necessary action, please.

1



(Sube Khan)

Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

# ANNEXURE-B

T.C. Gupta  
IAS (Retd.)  
Chief Commissioner



D.O. No. HRSC-20/DR/6/2024/  
4566

Haryana Right To Service Commission  
Chandigarh

Dated 07-10-2024

**Subject: Issues concerning Monthly Report of National e-Services Delivery Assessment (NeSDA).**

Dear Shri T.V. S.N. Poasad,

I wish to draw your kind attention to the very important issue on the subject cited above. As you are aware that Department of Administrative Reforms and Public Grievances, as part of its mandate, undertakes a study namely NeSDA for all States and Union Territories (UTs). It is used to assess and benchmark e-Governance initiatives across the States & UTs. So far, 16 NeSDA Way Forward Monthly Reports and Annual Report 23 have been published to monitor the progress in e-Service delivery across all States/UTs.

2. In this sequence, the latest i.e. 16th NeSDA monthly report (copy enclosed) has been studied by the Commission and it is distressing to note that Haryana is figuring in one of the low performing States. It is the responsibility of CRID (erstwhile IT Department) to review these reports and if there are any anomalies in the data appearing in these reports pertaining to Haryana, same should have been pointed out to the GOI. More importantly, if it was found that we were lagging behind on any of the parameters, corrective steps should have been taken. Not only the number of online services is much less (757 in Haryana as compared to 1,164 in a relatively less progressive State like Jammu & Kashmir) but the availability of these 757 services through unified single portal has also been shown as 66% (503 services). However, when the website was checked, it was noticed that the 'Apply' icon on Antyodaya Saral is appearing only in 406 services and the availability of online services is being shown as 741 and not 757.

3. Regarding availability of 56 mandatory e-services stipulated by Govt. of India, it has been mentioned that only 51 are available in Haryana while some other States are much ahead of us. However, on checking Haryana dashboard, this figure is seen as 50. Therefore, there is a need for the State Government to review these services and make the remaining 5/6 services also available, if feasible. If it is not feasible, then to take up with the Govt. of India to delete these from the mandatory services. A list of mandatory e-services not being provided in Haryana is given below:

- i. Pregnant women assistance (including Benefit transfers) (G2C)

---

SCO 38-39 (2nd & 3rd Floor) Sector 17-A, Chandigarh - 160017  
Tel. : 0172-2701050 E-mail : cc-hrsc@hry.gov.in

-2-

- ii. Child Registration (G2B)
- iii. Online application of Income certificate (G2C)
- iv. Missing Person Registration (G2C)
- v. Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator (G2B)
- vi. Registration of Hotels Guest houses/ tourist Accommodation units/ etc. (G2B)

4. It is also brought to your notice that the listed number of SeMT team for Haryana on website was tried but it was unavailable.

From the above, it is evident that this particular area is not being monitored by anyone in the concerned Department for a long time. You are, therefore, requested to direct the concerned to take requisite action and review it at your level so that Haryana does not figure in the list of less performing States as far as e-services delivery in the country is concerned. The Commission will appreciate if the concerned Department is directed to respond to the above observations to the Commission at its email id [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in).

*Regards*

← With best wishes,

*T. C. Gupta*

(Trilok Chand Gupta)

Encl: as above

Sh. T.V. S.N. Prasad, IAS  
Chief Secretary to Govt., Haryana,  
Haryana Civil Sectt.,  
**Chandigarh**

# ANNEXURE-C



HARYANA RIGHT TO SERVICE COMMISSION  
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017  
E-mail: - <https://haryana-rtsc.gov.in/> Telephone: 0172-

No. 374

Dated: 31. Jan. 2025

To

The Director  
Agriculture, Haryana  
E-mail: [agriharyana2009@gmail.com](mailto:agriharyana2009@gmail.com)

**Subject: Regarding provision of all services/schemes on single platform i.e. Antyodaya SARAL**

Sir,

This is in reference to the National e-Services Delivery Assessment (NeSDA) Monthly Report for November 2024 (copy enclosed), released by Department of Administrative Reforms & Public Grievances (DARPG), which indicates that Haryana provides a total of 855 e-services. Of these, the report states that 747 services/schemes are available through the Unified Service Delivery Platform, i.e., SARAL Haryana. However, upon verification of this data by the Commission, it was observed that the platform currently displays a list of **776** services/schemes, either for application or tracking, through Saral. Despite this, it has come to the Commission's attention that the "Apply" option is available only for **626** of the **776** services/schemes. Accordingly, the current status of your Department on SARAL is as under:

- A) Number of services/schemes listed on SARAL :- **25**
- B) Number of services/schemes against which "Apply" button is available :- **20**
- C) Number of services/schemes against which "Apply" button is not available :- **5**  
(list of such services/schemes has been enclosed)

In light of this, the Commission has directed that the "Apply" button be made available for **all the services/schemes** listed on SARAL, to ensure a uniform and seamless experience for users and fulfil the Hon'ble CM's vision of making SARAL a single-window platform.

2. Further, it is to be noted that the highest number of e-services -1414 are provided by Karnataka (1414) and Haryana ranks very low (8<sup>th</sup>) under this category in monthly reports of NeSDA.

Thus, you are directed to take steps to make all services/schemes provided by your Department available in online mode i.e. through SARAL which are currently being provided in offline manner.

**Please treat this as a priority and share the progress with the Commission by 17<sup>th</sup> February 2025, failing which you are requested to attend a hearing before Sh.**

**T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on**

19.02.2025 at 12:00 noon.



(Sube Khan)

Under Secretary-cum-Registrar,  
Haryana Right to Service Commission

E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. **374**

Dated: **31<sup>st</sup> Jan 25**

A copy of the above is forwarded to the Additional Chief Secretary to Government, Haryana, Agriculture and Farmers Welfare Department (e-mail: [agriharyana2009@gmail.com](mailto:agriharyana2009@gmail.com)) for information and necessary action, please.



(Sube Khan)

Under Secretary-cum-Registrar,  
Haryana Right to Service Commission

E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

**List of services/schemes of the Agriculture Department which does not have 'Apply' button available on SARAL:**

Sr. no	Department	Service/ Scheme Name
1	Agriculture Department	Crop Demonstration
2	Agriculture Department	Micro Nutrient Fertiliser
3	Agriculture Department	Pesticides / Weedicides Distribution
4	Agriculture Department	Seed Distribution
5	Agriculture Department	Soil Management / Micro Irrigation / Water Management

# ANNEXURE-D

**T.C.Gupta, IAS (Retd.)**  
B.COM. (Hons.), LLB, FCA, FCMA  
Chief Commissioner



D.O. No. PS/CC/HRSC/1201

Haryana Right To Service Commission  
Chandigarh

Dated 31-03-2025

Subject: Issues concerning Monthly Report of National e-Services Delivery Assessment (NeSDA).

*Dear Anurag,*

I wish to draw your kind attention to the subject mentioned above and to an earlier DO letter No. HRSC-020DPR/6/2024/4566 dated 07.10.2024 (copy enclosed) addressed to your predecessor on the same subject. While the earlier communication shared the Commission's observations on the 16<sup>th</sup> monthly NeSDA report, this letter pertains to the latest i.e. the 22<sup>nd</sup> monthly report (copy enclosed) and highlights some key concerns. While the matter may extend beyond the Commission's core mandate, it deeply concerns us as it directly impacts public service delivery. We believe that timely action in this regard will go a long way in reaffirming Haryana's commitment to citizen-centric governance and aligning the State's performance with national benchmarks.

2. As per the latest data, Haryana is currently providing 855 e-services. In comparison, Karnataka has 2089, Madhya Pradesh 1718 and Jammu & Kashmir 1164 services available online. Haryana has long been regarded as a frontrunner in e-Governance having pioneered innovations such as Saral Haryana Portal and the Auto Appeal System which have garnered appreciation at the national level. It is, therefore, disheartening when our performance in the provisioning of e-services does not reflect the same leadership.

In national forums and conferences that I attend as Chief Commissioner, Haryana Right to Service Commission, it becomes somewhat uncomfortable to see our State trailing in this vital parameter. I would, therefore, request that the Department of Information Technology be directed to undertake a comprehensive review and make concerted efforts to expand the portfolio of e-services in the State. It may be beneficial to study the service catalogues of States such as Karnataka, Madhya Pradesh and J&K to identify additional services that could be replicated and delivered online in Haryana.

3. The Department of Administrative Reforms and Public Grievances (DARPG) has identified 56 mandatory e-services for States. While Haryana provides 51 of these, neighbouring Punjab along with Rajasthan, Uttar Pradesh, Madhya Pradesh, Himachal Pradesh and several others have achieved full compliance. This status is prevailing for a long time and it is not desirable to see deficient action in respect of Haryana. Out of the remaining five services, two are in process after our push and are expected to be reflected in the upcoming monthly report. However, I would request that the following three services be also expedited for online delivery:

SCO 38-39 (2nd & 3rd Floor) Sector 17-A, Chandigarh - 160017  
Tel. : 0172-2701050 E-mail : cc-hrsc@hry.gov.in

- i. Missing Person Registration (G2C);
- ii. Issuance of Certificate of Recognition as Provisional/Approved State Tour Operator (G2B);
- iii. Registration of Hotels/Guest Houses/Tourist Accommodation Units (G2B).

The respective departments — Home, Tourism and Urban Local Bodies can be directed to initiate necessary action to make these services available through online mode at the earliest. This will fulfill the mandate of Govt. of India to provide these mandatory 56 services in online mode.

4. Another area requiring attention is the delivery of e-services through a Unified Service Delivery Portal. As per NeSDA, out of the 855 e-services offered by Haryana, only 747 are currently being delivered through the *Antyodaya Saral Haryana* portal. A review conducted by the Commission on 26.03.2025 revealed that the 'Apply' button was functional against 779 of the 815 services displayed on the portal. This is a marked improvement from 13.01.2025 when only 415 services had the 'Apply' button enabled out of 815. This progress is a result of the Commission's proactive engagement including communication with Heads of Departments (HoDs) urging them to ensure that all services listed on *Saral* are fully operational and available in online mode wherever feasible. (A sample copy of the letter sent to various HoDs is enclosed for reference.) Nonetheless, there remains considerable scope for further improvement in this area.

It is, therefore, earnestly requested that the Department of Information Technology may be advised to further strengthen *Saral* to function as a truly unified and seamless service delivery platform. This can be achieved by enabling the 'Apply' button for all listed services and progressively onboarding more services onto the portal, thereby enhancing accessibility and user convenience for citizens.

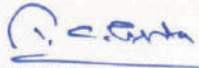
Your kind attention and positive action in this matter would be invaluable in ensuring that Haryana continues to lead with innovation, efficiency and a strong service delivery framework. Needless to say, I and the Commission are available for any interaction or meeting should you schedule the same in this regard.

Sincere regards &

With best wishes,

Encl: As above

Shri Anurag Rastogi, IAS,  
Chief Secretary to Govt. Haryana,  
Haryana Civil Sectt.,  
**Chandigarh**

  
(T.C. Gupta)

# ANNEXURE-E

## HARYANA SARAL HELPLINE DASHBOARD – 08<sup>th</sup> Mar 2025

### 1. DAY END DASHBOARD- SARAL

SARAL HELPLINE HARYANA DASHBOARD					
TIME : 07:00 AM TO 08:00 PM			Date: 08-Mar-25		
TIME INTERVAL	TOTAL CALLS	OVERALL ANSWERED	OVERALL ABANDONED	ANSWERED %	ACHT
07-08 AM	98	98	0	100.0%	0:02:23
08-09 AM	196	194	2	99.0%	0:02:46
09-10 AM	234	231	3	98.7%	0:02:36
10-11 AM	280	275	5	98.2%	0:02:55
11-12 PM	209	205	4	98.1%	0:02:35
12-01 PM	204	201	3	98.5%	0:02:04
01-02 PM	210	206	4	98.1%	0:02:39
02-03 PM	164	162	2	98.8%	0:02:57
03-04 PM	156	155	1	99.4%	0:03:23
04-05 PM	150	149	1	99.3%	0:03:14
05-06 PM	108	107	1	99.1%	0:02:06
06-07 PM	102	102	0	100.0%	0:02:26
07-08 PM	103	102	1	99.0%	0:02:22
<b>Grand Total</b>	<b>2214</b>	<b>2187</b>	<b>27</b>	<b>98.8%</b>	<b>0:02:39</b>

### 2. TOP 3 E TICKETING OF THE DAY-SARAL

TOP E TICKETING OF THE DAY			
S.NO	E Ticketing	New REMARKS	
1	Health Services Department	45%	When A Citizen Applies To The Health Department, He Is Getting The Error 'Payment May Be Invalid Merchant In Csc Operator Id
			The Application Of The Citizen Is Rejected As They Have Applied From Wrong Location For The Certificate But Department Do Not Give The Correct Location From Where The Citizen Has To Apply For The Certificate
2	Revenue & Disaster Management Department	21%	Citizens Getting Incorrect Certificates
			Caste is Verified In PPP Portal But its Not Showing On Saral Portal
			Income Certificates Servies Not delivered
3	Urban Local Bodies	7%	Citizen Wants To Know About The Status Of His Application For Non Availability Certificate And Inclusion Of Child Name In Birth Record In Which Department Has Issued Incorrect Certificate To The Citizen , Or Has Given Invalid Remarks For Objection/Rejection On The Application And The Citizen Is Not Satisfied , So Registers A Complaint Or Appeal On The Saral Helpline.

### 3. CRM REPORT FOR THE DAY- SARAL

SARAL CRM REPORT		
TIME : 08:00 PM	DATE : 08-Mar-2025	
QUERY TYPE	QUERY SUB TYPE	TOTAL
E_Ticketing	Health Services Department	13
	Revenue & Disaster Management Department	6
	Urban Local Bodies	2
	Police Department	2
	Welfare of SCs And BCs	2
	Dakshin Haryana Bijli Vitran Nigam-DHBVN	1
	Home Department	1
	Rural Development Department, Haryana	1
	Uttar Haryana Bijli Vitran Nigam-UHBVN	1
<b>E_Ticketing Total</b>		<b>29</b>
Query	Health_Services_Department_Q	672
	Revenue_Department_Q	409
	Uttar_Haryana_Bijli_Vitran_Nigam_Q	205
	Welfare_of_SCs_And_BC_Q	128
	Building_and_others_construction_Works_Board_Q	118
	Social_Justice_And_Empowerment	91
	Police_Department	71
	Dakshin_Haryana_Bijli_Vitran_Nigam	69
	Citizen Resource Information Department	69
	Haryana_Labour_Welfare_Board_Q	60
	Animal_Husbandry_and_Dairying	49
	Women_and_Child_Development_Department	36
	Home_Department	27
	Board_of_School_Education_Haryana	13
	Employment_Department	9
	Haryana_Shehri_Vikas_Pradhikaran	8
	Housing_Board_Department	8
	RURAL_DEVELOPMENT_DEPARTMENT_HARYANA	6
	Renewable_Energy_Department	6
	Food_civil_supplies_and_consumers_affairs_department	4
	Public_Health_And_Engineering	4
	Printing_Stationery_Department_Haryana	4
	Chief_Minister_Relief_Fund	4
	Horticulture_Department	4
	Haryana_Scheduled_Castes_Finance_Development_Corporation	2
	Urban_Local_Bodies	2
	Town_Country_Planning	2
<b>Query Total</b>		<b>2080</b>
<b>Grand Total</b>		<b>2109</b>

# ANNEXURE-F



HARYANA RIGHT TO SERVICE COMMISSION  
S.C.O. No. 38 & 39 (2<sup>nd</sup> FLOOR), SECTOR 17-A, CHANDIGARH-160017  
Website- <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050

No. HRSC-020003/1/2025/1279

Dated: 02<sup>nd</sup> April 2025

To

The Chief Secretary to Government, Haryana,  
General Administration Department,  
Haryana Civil Secretariat,  
Sector-1, Chandigarh.  
E-mail: [cs.hry@nic.in](mailto:cs.hry@nic.in)

**Subject: Performance of Haryana in Resolving Grievances through CPGRAMS**

Respected Sir,

I am directed to invite your kind attention on the subject cited above. The Centralised Public Grievance Redress and Monitoring System (CPGRAMS) serves as the flagship platform for addressing citizen grievances across the country. It enables individuals to lodge complaints regarding public services, ensuring a structured mechanism for redressal. The Department of Administrative Reforms and Public Grievances (DARPG), Government of India, meticulously monitors the performance, assessing the responsiveness of the States, Union Territories and Departments & Ministries of the Union Government. The Hon'ble Prime Minister himself is the Minister In-charge of DARPG and therefore, the performance on CPGRAMS is subject to direct oversight at the highest level of governance.

2. The Haryana Right to Service Commission (HRTSC) actively participates in discussions and consultations convened by DARPG, where CPGRAMS is also reviewed as part of the larger agenda for improving governance. It is, however, a matter of concern that Haryana's standing in grievance redressal on this platform has persistently remained sub par. This incongruity is particularly disconcerting as **in timely delivery of notified services, our record is outstanding at the national level and** HRTSC continues to advocate for the Auto Appeal System (AAS) as a model for expeditious and accountable service delivery. The Commission finds itself in a paradoxical situation—on one hand championing efficiency in service/scheme delivery and on the other, facing persistent underperformance in grievance resolution at the national level, a reality that is **not only** deeply concerning **but embarrassing at times**.

3. The data below presents a summarised performance of Haryana on CPGRAMS.

Sr. no.	Month	Brought forward	Receipts	Total Grievances	Disposed	Pending
1	October 2024	11589	2288	13877	2315	<b>11562</b>
2	November 2024	11562	2404	13966	2699	<b>11267</b>
3	December 2024	11268	2542	13810	2759	<b>11051</b>
4	January 2025	11052	2903	13955	2902	<b>11053</b>
5	February 2025	11062	2483	13545	2810	<b>10735</b>

(Source: Monthly CPGRAMS Report)

- I. High Pending Backlog: Haryana's grievance backlog has stayed above 11,000, requiring focused action for timely resolution.
- II. Stagnant Disposal Rate: The State receives 2,400-2,900 new grievances monthly, but its disposal rate only matches or slightly exceeds new receipts, keeping the number of pending cases stagnant.
- III. Low satisfaction Levels: From January 2024 to November 2024, Haryana's average grievance satisfaction rate stands at a sub-par level of **36%**, highlighting the need for focused measures to enhance citizen satisfaction.
- IV. High Pendency Ranking: Haryana has been 5<sup>th</sup> highest in the country in terms of pending cases and 4<sup>th</sup> highest in the country for grievances pending over 21 days, from October 2024- February 2025.
- V. Slow Grievance Resolution: From October 2024 to February 2025, Haryana has not even once been featured on the list of Top 10 States/UTs with the fastest disposal time. For reference, the average days a State/UT on the 10<sup>th</sup> position takes to resolve a grievance is 52 days.

4. In view of the position explained above, immediate remedial measures are required be undertaken to bolster Haryana's responsiveness to CPGRAMS. It is earnestly requested that directions be issued to all departments and a meeting be convened with all the Administrative Secretaries and all the Deputy Commissioners in the State to ensure a concerted push towards improving grievance redressal outcomes. Furthermore, it is imperative to establish a structured mechanism for obtaining monthly reports from the State's Nodal Officer for CPGRAMS, ensuring sustained oversight and accountability. These steps would not only instill a sense of urgency in grievance resolution but would also contribute towards significantly elevating Haryana's ranking and standing in national evaluations.



(Sube Khan)  
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

# ANNEXURE-G



**HARYANA RIGHT TO SERVICE COMMISSION**  
**S.C.O. No. 38 & 39 (2<sup>nd</sup> FLOOR), SECTOR 17-A, CHANDIGARH-160017**  
**Website- <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050**

Letter No. 504

Dated: 6. Feb. 2025

To

Principal Secretary to Government, Haryana,  
Industries & Commerce Department  
E-mail: [acsindustriesharyana1@gmail.com](mailto:acsindustriesharyana1@gmail.com)

**Subject: Onboarding of all notified services on the Auto Appeal System Portal.**

Sir,


I am directed to refer on the subject cited above. The Commission has observed that **26** services of HSIIDC are currently notified under the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') but only **16** are onboarded on the Auto Appeal System (AAS) portal. The onboarding of all the notified services on the AAS portal is a crucial step in streamlining and monitoring the service delivery process. The AAS portal provides valuable insights, enabling the Commission to recommend process re-engineering and procedural changes effectively. It also enhances transparency by providing clear records making it easier for authorities to resolve the complaints/appeals.

2. It is also brought to your attention that the failure to onboard the notified services on the AAS portal constitutes a clear violation of the directives issued by the then Hon'ble Chief Minister during meetings held on 24th November 2021 and 11th October 2022. The minutes of both meetings **are** enclosed for **ready** reference. This non-adherence to the directions of the highest executive authority of the State not only undermines the established procedures but also delays the intended integration and progress of key services. Furthermore, the Chief Secretary's office has issued multiple instructions regarding the integration of various portals with the AAS portal. These instructions were formally communicated through letters dated 28th March 2022 and 27th May 2022, copies of which are also enclosed.

3. The Commission has also issued instructions to onboard all notified services on the AAS portal vide letters dated 14.03.2022 and 26.10.2023 (copies enclosed) but the same has not been complied with. The continued non-compliance with the directions has impeded the efficient integration of services, thereby affecting the transparency, accountability and monitoring of service delivery under the Act. In the light of this persistent delay, the Commission has resolved to take proactive measures to address the gap. For the time being, a mechanism will be devised to allow citizens to directly file their appeals on the AAS portal for all notified services that are yet to be onboarded. This approach is aimed at ensuring that citizens are not deprived of their rightful access to timely grievance redressal mechanisms, irrespective of the status of service integration. This is likely to be completed by the end of March, 2025.

4. While the Commission is working on devising a mechanism to enable citizens to directly file their appeals on the AAS portal for all notified services that are yet to be onboarded, the department must expedite the integration of its services on the AAS portal to ensure compliance with **aforsaid** directives. You are, therefore, directed to get all the notified services onboarded on the AAS portal by **28.02.2025** and send a report to the Commission by **05.03.2025**, failing which you are requested to personally attend a meeting in the Commission with the Chief Commissioner at 12 Noon on 10.03.2025


It is requested that the reply be sent ONLY through email at [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in). Physical copy of the same must NOT be sent. The reply must also clearly mention the name of the signatory along with the designation, without which same will not be entertained.

  
(Sube Khan)  
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. 505

Dated: 8. Feb. 2025


The Chief Principal Secretary to the Chief Minister, Haryana with the request to convene a meeting in this regard.

  
(Sube Khan)  
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. 506

Dated: 8. Feb. 2025

The Chief Secretary to Government, Haryana for information and necessary action, please. Similar letters have been issued to various Administrative Secretaries, as per the enclosed list.

  
(Sube Khan)  
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

**List of Departments**

Sr. No.	Name of the Department
1.	Agriculture & Farmers Welfare Department.
2.	Public Health Engineering Department.
3.	Energy Department
4.	Mines & Geology, Department.
5.	Fisheries Department.
6.	Labour Department.
7.	Haryana State Pollution Control Board.
8.	Food, Civil Supplies & Consumer Affairs Department.
9.	Transport Department.
10.	Housing Board
11.	Urban Local Bodies Department.
12.	PW (B&R) Department
13.	Women & Child Development Department
14.	Animal Husbandry and Dairying Department
15.	Health & Family Welfare, Department
16.	Town & Country Planning Department.
17.	Social Justice, Empowerment, Welfare of Scheduled Castes & Backward Classes and Antyodaya (SEWA) Department.
18.	Revenue Department.
19.	Home Department
20.	Employment Department
21.	Education Department

# ANNEXURE-H

**T.C.Gupta, IAS (Retd.)**  
B.COM. (Hons.), LLB, FCA, FCMA  
Chief Commissioner



D.O. No. PS/cc/738/2025

Haryana Right To Service Commission  
Chandigarh

Dated 24-02-2025

Sub: Nationwide Implementation of the Right to Service Act with the Auto Appeal System (AAS)

Dear Shri T.V. Somanathan ji,

I wish to draw your kind attention to the Independence Day speech of the Hon'ble Prime Minister on August 15, 2024 in which he outlined his vision to fulfill 'Ease of Living' on a mission mode. This vision aims at simplifying governance, ensuring timely service delivery and making government-citizen interactions seamless and hassle-free. I would like to stress here that a magic wand already exists in the hands of States and Union Territories in the form of the Right to Service Acts, which can make this vision a reality. At present, 24 States and 6 Union Territories (Annexure - I) have enacted their respective Right to Service Acts, laying the groundwork for a transparent, accountable and efficient public service delivery system.

2. The effective implementation of these Acts is a crucial step in realizing the Hon'ble Prime Minister's vision. While a few states have made notable progress, the majority seem to have taken a rather relaxed approach—either content with simply having the law in place or letting it gather dust without any serious effort to ensure its execution. This inconsistent implementation has resulted in missed opportunities to genuinely improve public service delivery.

3. Haryana has emerged as a frontrunner in the implementation of the Right to Service Act. Under the Haryana Right to Service Act, 2014, the state has notified 802 services as of February 24, 2025, ensuring that essential services are delivered within notified time limits. The Haryana Right to Service Commission actively oversees service delivery, addressing grievances and

---

SCO 38-39 (2nd & 3rd Floor) Sector 17-A, Chandigarh - 160017  
Tel. : 0172-2701050 E-mail : [cc-hrsc@hry.gov.in](mailto:cc-hrsc@hry.gov.in)

holding officials accountable by imposing penalties and recommending disciplinary action on delinquent officials of the State Government.

4. A standout initiative in Haryana has been the launch of the Auto Appeal System (AAS) on September 1, 2021. Recognized with a copyright by the Registrar of Copyrights, New Delhi, this innovative software ensures that any service request not addressed within the stipulated time frame automatically escalates to the next appellate authority without requiring citizen intervention paving the way for service delivery as well as fixation of responsibility in all cases. By February 24, 2025, over 15.77 lakh appeals have escalated with a remarkable resolution rate of 98.6%, demonstrating its efficiency in service delivery. The AAS has not only expedited service delivery but has also significantly reduced bureaucratic delays and enhanced governance effectiveness.

5. The AAS has received national recognition as a best practice. Shri V. Srinivas, IAS, Secretary, DARPG, Govt. of India visited Haryana on 27<sup>th</sup> December, 2024 to himself review the functioning & impact of AAS and we are grateful to him that the DARPG acknowledged Haryana's AAS as a model for other States to emulate. Delegations from Assam, Maharashtra and Punjab have already visited Haryana to study this best practice, underscoring its potential for replication. Additionally, at the 27<sup>th</sup> National E-Governance Conference held in Mumbai on September 4, 2024 where our annual report for 2023-2024 was released (copy is enclosed at Annexure-II), AAS received widespread acclaim from dignitaries across the country. DARPG has given me an opportunity to speak about AAS in the First International Conference jointly organized by International Institute of Administrative Science & DARPG in New Delhi on 11<sup>th</sup> February, 2025 and also in National Workshop on "Sevottam" and "Effective redressal of public grievances" on 20<sup>th</sup> February, 2025 at Bhopal and because of the motivation provided by the DARPG, I am glad that few States are contemplating adoption of AAS.

6. Given the transformative impact of the Right to Service Act and the Auto Appeal System, I earnestly request your esteemed office to consider its nationwide implementation. Additionally, I urge you to seek information from

all States and Union Territories regarding the steps they have taken for the implementation of their respective Acts. A few key indicative questions that may be considered to assess their progress are:

- How many services have been notified under the Right to Service Act in your state/UT?
- Are these in public domain and where same are hosted?
- What mechanisms, if any, have been implemented to ensure automatic escalation of unresolved service requests or the applicants have to themselves travel to the offices of the appellate authorities to file appeals?
- How many appeals have been raised to date under Right to Service Acts and what is the resolution rate?
- In how many cases, penalties have been imposed, compensation for delay granted and the names & designation of officers penalized under the Act? This is meant to ascertain whether only lower level functionaries have been made scapegoats for delay?
- In how many cases disciplinary action has been recommended for inaction on appeals?

If the above information is sought or a meeting of all the Chief Secretaries of the States and UTs at your level is convened, if you consider it feasible, to ascertain the implementation of this Act, it will put pressure on them not only to evaluate its performance but also to take corrective action.

7. The Right to Service Act, when effectively implemented, has the potential to be a game changer in public service delivery. It can ensure that governance becomes truly citizen-centric, making the Hon'ble Prime Minister's vision of 'Ease of Living' a tangible reality. Your intervention at this juncture could serve as a critical inflection point, pushing the States and Union Territories to take necessary steps towards a seamless and efficient governance model. By championing this initiative, there is an opportunity to drive a reform that not only enhances service delivery but also strengthens public trust in government institutions.

8. It will not be out of place to mention that all this has been achieved in Haryana because of unrelenting support of Shri Manohar Lal, former Chief Minister, Haryana and now Union Minister who stood with the Commission


even when we were penalizing senior officers for non-delivery of services in time. He also organized a briefing of this initiative not only for the entire Council of Ministers together with all the MLAs in the State to spread a word around but also showed complete political will in implementation of this initiative. Therefore, if Hon'ble Prime Minister can mention about implementation of this Act in any of the meetings of the Chief Ministers or during 'Mann Ki Baat' or otherwise, it will go a long way in realizing his vision of 'Ease of Living' because any mention from the Hon'ble Prime Minister becomes a campaign in the country.

Our Commission and I personally are committed to the objective of time bound, transparent, hassle free and corruption free delivery of public services and will be more than happy to associate with Govt. of India/any State/UT or any other entity to achieve this goal.

*With sincere regards + best wishes.*

Encl: As above

Yours sincerely,

  
(T.C. Gupta)

Sh. T.V. Somanathan, IAS  
Cabinet Secretary to Govt. of India  
18, Cabinet Secretariat, Rashtrapati Bhawan  
**New Delhi, 110004.**  
Email: [cabinetsy@nic.in](mailto:cabinetsy@nic.in)

# ANNEXURE-I



HARYANA RIGHT TO SERVICE COMMISSION  
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017  
E-mail: - <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050

No. HRSC-04/01/2024/2/36

Dated 17/5/24

To

The Chief Secretary to Govt. of Haryana,  
General Administration Department (Administrative Reforms).  
E-mail: [admreformshrv@gmail.com](mailto:admreformshrv@gmail.com)

**Subject: Creation of additional new posts in the Haryana Right to Service Commission.**

Sir,

With reference to the above mentioned subject. I am directed to invite your kind attention on the subject cited above. It is submitted that the Haryana Right to Service Commission was established under the Haryana Right to Service Commission Act, 2014. Over a period of time the workload of the Commission has increased manifold. Whereas there were only seven Revisions in 2015 the number has steadily grown. The year wise data is as under:-

2015	07
2016	20
2017	53
2018	42
2019	72
2020	44
2021	189
2022	380
2023	225

In addition to that the Auto Appeal System (AAS), the path breaking initiative of the Haryana Right to Service Commission has witnessed 1941 appeals received so far. In order to plug the loop holes in the system the Commission also resorts to issuing Suo Moto Notices (SMN) to the officials of the various departments and organizations. Till now 439 Suo Moto Notices have been issued with an intent to introduce systemic corrections in order to ensure the timely delivery of quality service to the citizens. In addition to the above the Govt. has been pleased to entrust the responsibility of managing Jan Samvad and a large portion of the CM window portal to the HRTSC. About 6182 CM window complaints are within the preview of the AAS-CM window combine. Similarly, approximately thirty thousand Jan Samvad complaints are being monitored by the Commission. At this point in time, it would be appropriate to mention the current sanction strength as well as the work force of the Commission.

A	B	C	D	E	F
Sr. No	Name of Post	Sanctioned post	Filled up Post	Vacant Post	Proposal of creation of additional new post
1.	Chief Commissioner	1	1	0	0
2.	Commissioner	4	0	4	0
3.	Secretary	1	1	0	0
4.	Secretary General	0	0	0	1

5.	Private Secretary	1	1	0	0
6.	Personal Assistant	6	1	5	0
7.	Reader	5	0	5	0 (Three consultants are working against the vacant post of the Reader with the approval of Govt.)
8.	Superintendent	1	1	0	01 Under Secretary/ Superintendent  *The post of Under Secretary/ Superintendent is not to be created. The already sanctioned post of superintendent is only to be re-categorized for both the ranks.
9.	Assistant	2	2	0	4
10.	Section Officer	1	0	1	0
11.	Accounts Assistant Cash	1	1	0	0
12.	Steno Typist-cum- Computer Operator	5	2	3	1
13.	Driver	6	3	3	0
14.	Peon	8	4	4	0
15.	Chowkidar	1	1	0	0
16.	Sweeper	1	1	0	0
17.	Data Entry Operator	0	0	0	3
18.	Consultants	0	0	0	6

In addition to this, three consultants are working against the post of readers for the time being, but it and when the Govt. decides to appoint the more Commissioners in the Commission, the post of readers would have to be filled up, the Commission will not be in a position to pay salary to the consultants. The consultants are at the cutting edge of, not only analysis of various matters/complaints but also an integral part of the process re-engineering/settlements of SOPs for various departments and organizations.

You are, therefore, requested that the above mentioned posts as per **Column-F** may kindly be created so that the Commission can function smoothly in its quest delivery of quality service to the citizen in time bound manner.

  
(Sube Khan)

Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)



**HARYANA RIGHT TO SERVICE COMMISSION**  
S.C.O. No. 38 & 39 (2<sup>nd</sup> FLOOR), SECTOR 17-A, CHANDIGARH-160017  
Website- <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050

No. HRSC-04/01/2024/ 4762

Dated: 18/10/24

To

The Chief Secretary to Govt. of Haryana,  
General Administration Department (Administrative Reforms).  
E-mail: [admreformshry@gmail.com](mailto:admreformshry@gmail.com)

*Handwritten initials and date: 18/10/24*

**Subject:- Request for appointment of two Commissioners in Haryana Right to Service Commission.**

Sir,

With reference to the above mentioned subject, I am directed to invite your kind attention on the subject cited above and to say that the Haryana Right to Service Commission was established with the objective of providing a frame work for time bound delivery of notified services to the citizens of Haryana under the Haryana Right to Service Act, 2014. Over the years, the Commission has been actively engaged in ensuring timely delivery of notified services to the citizens and its operations have significantly expanded. As the Government is aware, the Commission introduced Auto Appeal System on 01.09.2021 due to which a mechanism of automatic appeals was introduced in case of breach of RTS timeline. Now, the Commission is able to monitor the time bound delivery of notified services for departments whose services are on-boarded on the AAS platform. Contrary to few appeals filed from 2014 to 2021, the total number of appeals/revisions filed on Auto Appeal System since September, 2021 is more than 14.18 lacs as on 16.10.2024. The Commission is actively monitoring the performance of the Designated Officers, First Grievance Redressal Authorities and Second Grievance Redressal Authorities through this Auto Appeal System. Recently, the Government has also entrusted the responsibility of managing Jan Samvad matters and a substantial portion of the CM Window Portal to the Commission.

2. As is evident from the above, the workload of the Commission has increased manifold. This increased workload has resulted in an immense burden on the Chief Commissioner, who has been managing the Commission single handedly for the last about 3 years. The Commission had one Chief Commissioner and 4 Commissioners since 2014 for a period of 5 years when there was not much work. After the retirement of last Commissioner on 05.12.2021, only the Chief Commissioner is shouldering the responsibilities of the Commission under the provisions of the Act, 2014. The working of the

Commission is adversely affected if he also goes on leave and it is pertinent to mention that he has already been sanctioned earned leaves by HE Governor of Haryana from 15<sup>th</sup> November, 2024 to 8<sup>th</sup> December, 2024. As per Section 13 (1) of the Act, the Commission can have up to 4 Commissioners in addition to the Chief Commissioner.

In view of above, it is respectfully requested that the Government may consider appointing two Commissioners to the Haryana Right to Service Commission on priority. This will enable the Commission to function more efficiently and effectively, ultimately benefiting the citizens of Haryana.



(Sube Khan)  
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)



# **HAPPINESS STORIES**

“

Respected Sir,

I am pleased to inform you that the longstanding matter with the HSVP Panchkula department has been resolved, and an amount of Rs 10 Lacs has been successfully refunded to my account, all thanks to your intervention. I truly appreciate the swift action taken by your office in this regard. However, I am disheartened by the handling of my situation by HSVP Panchkula. Had they acted promptly, I could have avoided a financial loss of Rs. 50,000 in bank interest over the past 6 months, along with the mental stress and wasted time endured. I am grateful for your timely response and the expeditious resolution of the issue.

**Sh. Gaurav Garg, Panchkula**

Department - HSVP

Received on - 25.05.2024

”

“

**Dear all RTS officials,**

I would want to put on records that this department is doing an excellent work. Our issues that are under this department got solved twice. No matter how many excuses MCG made about our complaints being frivolous or futile but the end result is that RTS is coming as a rescue team to get our job done. Thanks for the wonderful work you all are doing.

Best wishes

**Smt. Chaitali Mandhotra, Gurugram**

Department - Urban Local Bodies

Received on - 27.05.2024

”

“

सर,

आज दिनांक 10.12 2024 को आपकी मदद से मुझे मेरी बेटी, प्रीती के नाम से मेरे अकाउंट में Rs. 15,000 मिल गए। आपने एक मुझ जैसी अनपढ़ औरत की मदद की जिसके लिए मैं पुरे कमीशन की आभारी हूँ।

**Smt. Bala Rani, Sirsa**

Department - Labour

Received on - 11.12.2024

”

“

**Respected Sir/Mam**

Our complaint related to electricity issue has been resolved and I am satisfied now. Electricity Team including SDO, line Man, and other members performs their duty well and co-operate in solving the issue. Line Man changed the required parts related to transformer and SDO ensured us such type of issue will not get in future.

A big thanks to Haryana Service Commission Team who has solved our electricity related issues within time frame.

**Sh. Amardeep, Faridabad**

Department - Energy

Received on - 27.05.2024

”

“

श्रीमान जी,

मेरे द्वारा एक शिकायत आपके समक्ष रखी गई थी जिसका समाधान आपके सराहनीय प्रयासों से हो गया है। मैं कमीशन का व मुख्यरूप से आदरणीय श्री त्रिलोक चंद गुप्ता जी का दिल की गहराइयों से धन्यवाद करता हूँ जिनके अथक प्रयासों से मेरी शिकायत का अतिशीघ्रता से समाधान हुआ है। सेवा का अधिकार अधिनियम संभवतः लोगों के जीवन में सकारात्मक बदलाव साबित हुआ है। इसका मुख्य कारण आदरणीय श्री त्रिलोक चंद गुप्ता जी का व्यक्तिगत तौर पर शिकायत की जांच करना व पल पल की जानकारी लेना है। सरकारी विभागों में होने वाली समस्याओं के समाधान में सेवा का अधिकार अधिनियम एक मील का पत्थर साबित हुआ है। आपके द्वारा शिकायत पर तुरंत प्रभाव से कार्यवाही की जाती है और सेवाओं में देरी करने वाले अधिकारियों पर कड़ी कार्यवाही की जाती है जो अपने आप में इसे विशेष बना देता है। मेरा व्यक्तिगत अनुभव बहुत बेहतरीन रहा है। अपनी समस्या के समाधान की मैं आस खो चुका था, परंतु आपके द्वारा की गई कार्यवाही न केवल मुझे पैसे वापिस मिले बल्कि मानसिक तनाव से भी मुक्ति मिली है।

आपकी लगन, विस्तार पर ध्यान और उत्कृष्टता के प्रति प्रतिबद्धता को अनदेखा नहीं किया जा सकता। शिकायत दर्ज करने का माध्यम बहुत ही सरल है जिस से कोई भी व्यक्ति आसानी से चरणबद्ध तरीके से अपनी शिकायत आपके समक्ष रख सकता है। आपके प्रयासों को सार्वजनिक रूप से स्वीकार करना चाहता हूँ। मैं आपको अपना उत्कृष्ट कार्य जारी रखने के लिए प्रोत्साहित करता हूँ।

सेवा का अधिकार अधिनियम की पूरी ब्रिगेड को पुनः बहुत बहुत धन्यवाद।

**Sh. Anant Goyal, Yamunanagar**

Department - Energy

Received on - 21.01.2025

”

“

.....I had a very good experience with the Commission and I am sincerely thankful to Sh. T.C. Gupta Ji. The Commission was ready to listen and understand my issues which previously were left unheard by the Department. I want to thank the framers of the Right to Service Act which covers all our rights. The Commission has a small team and I hope the Government puts in efforts to expand the same because that it how good governance can be incorporated in public life. I appreciate the Commission too for sending their team to understand our complex case. I want to thank Sh. Vatsal Vashisht, Secretary and Sh. Jinson who visited the site and understood my issue. The Commission can incorporate the use of AI and other technology to improve their processes for which I am willing to provide my services for free as an IT Consultant. The Government should support such an initiative and engage more young people in the Commission. Again, all my best wishes to the RTS Commission and I hope for the good health of all the people working in the Commission.....

**Sh. Vijay Kumar, Rewari**

Department - Energy

Received on - Excerpts from his Youtube video dated 04.12.2024

”

“

Respected Sir,

I am sincerely thankful to Haryana Right to Service Commission for delivering such a wonderful judgement. I salute heartily to all officers and staff of Haryana Right to Service Commission not because of judgement in my favour rather because you have given justice to a common man against corrupt people. It is the victory of truth against corruption. I will never forget you people and your efforts for a common man till my last breath. Simultaneously, I will give example of you such a honest and hardworking officers to my kids and society for inspiration in future. Lastly, I would like to say that Sir, you people are actually Super star of the Indian bureaucracy.

**Jai Hind Sir**

Sh. Shakti, Panipat

Department - Energy

Received on - 20.12.2024

”

“

My name is Dinesh Yadav, founder of APL Auto Component Private Limited, a DPIIT-recognized startup in IMT Bawal, Haryana. We applied for quality certification assistance from the MSME department over two years ago, but despite multiple follow-ups, we received no response.

Frustrated, I sought justice through the Right to Service (RTS) Commission. To my surprise, they acted swiftly:

- I received a call from their office to discuss my issue.
- They issued a notice to the concerned department.
- A hearing date was set quickly.
- The issue was resolved in record time!

During the hearing, I was impressed by the dedication of Honorable Chief Commissioner Shri T.C. Gupta, who was knowledgeable and committed to justice.

I sincerely appreciate the HRTS team's efforts, which have restored my faith in the system.

Thank you, HRTS Team, for making a real difference!

**Sh. Dinesh Yadav**

Department - MSME

Received on - 26.02.2025

”

“

Sir,

As my above said complaint has been resolved and the Commission played a great role in the whole matter. Otherwise it was impossible for me to get the flat transfer in the record of Housing Board for which I was trying since last approx 5 years. The working of Chief Commissioner, RTSC and staff is really appreciable, who are resolving problems without any personal appearance. This kind of Commission put hammer on the malpractices of Departments.

I am thankful to the Govt. in whose regime this Service Commission was established for welfare of public. This Commission must be given more powers, to minimise the litigation rate in the state.

**Sh. Bhupender Sharma, Panchkula**

Department - Housing Board

Received on - 30.01.2025

”

“

**Respected Sir,**

....At the outset, I express my sincere gratitude for a wonderful interim order passed by your goodself in my complaint. The aforesaid order has come as a big relief for me since until the date of the aforesaid order, the Designated Officer i.e. the Secretary-cum-Executive Officer, Market Committee, Uklana as well as the senior most officers of Haryana Agricultural Marketing Board including its Chief Administrator have made me run from pillar to post for getting the conveyance deed executed and registered in my name despite complete payment by me in respect of the shop in question to the HSAMB way back in the year 2008-09. Your order will go a long way in making the Haryana Right to Services Act, 2014 (as amended upto date) an effective tool in the hand of general public in getting the designated services from Government Officers and in eradicating corruption in public life.

**Sh. Roshan Lal, Hisar**

Department - HSAMB

Received on - 27.12.2024

”

“

Sir,

All my grievances regarding the billing address are resolved. I highly appreciate you and your entire team who are doing tasks with great dedication and high professionalism.

**Sh. Rajbir Singh, Kaithal**

Department - Energy

Received on - 29.01.2025

”

“

**Dear Sir,**

We have received our Property Tax refund of Rs. 61,536. We really appreciate your support and efforts. You can close our complaint request.

Once again we want to show gratitude for your support.

**Sh. Vijay Mohan Sharma, Panipat**

Department - Urban Local Bodies

Received on - 21.12.2024

”

“

निवेदन यह है कि मेरी एक शिकायत No.-HRTSC/Comp-153/Revenue/2023 आपके पास पिछले कई महीनों से चली आ रही थी जिसका समाधान LA Office द्वारा पटवारी को भेजकर दिनांक 04/12/2024 को हो गया है। जिसमें भूमि किला न. 3/13 में (0 कनाल 10 मरते) धारा-5 ए के तहत छोड़ी गई। भूमि का सेहत इन्तकाल नम्बर 248 दिनांक 04/12/2024 को तहसीलदार रेवाड़ी द्वारा स्वीकृत हो चुका है। LA Office से मुझे एक पत्र जारी हुआ है जिसमें 10 मरला जमीन मेरे नाम इन्तकाल चढ़ चुका है। मैं आपकी बहुत-बहुत अभारी हूँ जो काम पिछले कई सालों से मेरा नहीं हुआ था आज आपके आदेश से हो गया है। आपका बहुत - बहुत धन्यवाद। कृप्या करके इस केस को बन्द किया जाए। मैं इस कार्य से बहुत संतुष्ट हूँ।

**Smt. Ratni Devi, Rewari**

Department - Revenue

Received on - 24.12.2024

”

“

श्री मान जी,

हमने CMPJ 14000661687 एक शिकायत की थी। जिसकी हमने अपील AAS24/1118649 की थी। अपील पर कार्यवाही न होने के कारण हमने इसकी रिविजन की थी। जिस पर कारवाही करते हुए आपके दिशा निर्देश से हमारा कार्य पूर्ण हो पाया है। हम आपकी कार्यवाही से संतुष्ट है। हम आपका धन्यवाद करते हैं।

**Sh. Ishwar Singh (grandson of Sh. Gouri Amilal, the appellant) (Jind)**

Department - Energy

Received on - 12.09.2024

”

“

Dear Sir,

Thank you for your immediate response & support.

I am really appreciate your strong support to resolve my issue & I received possession offer letter of my plot located in Faridabad from HSVP Faridabad. Also I appreciate your office members behaviour which is very humble & helpful.

It was really great experience for me.

Regards

**Sh. Bharat Bhushan Sharma, Faridabad**

Department - HSVP through Town and Country Planning

Received on - 20.12.2024

”

“

Really great experience. I tell all my peer companies based in other states when they tell us a certain department isn't doing something to use their Right to Service Commission and most tell us that no one replies. Your commission has helped small companies like ours to go truly digital.

Thank you so much for helping us untangle issues to get work done and grow as a company and as a nation together.

**Smt. Aayushi Jain Dewan**

Department - Industries and Commerce

Received on - 25.03.2025

”

“

आदरणीय श्री T.C. Gupta जी के असीम सहयोग एवं कुशल मार्गदर्शन के फलस्वरूप आयुक्त नगर निगम, अंबाला शहर एवं नायब तहसीलदार ,अंबाला कैट द्वारा प्रार्थी के प्लॉट की conveyance deed तिथि 10/10/2024 को कर दी गयी है है। प्रार्थी श्री T. C. Gupta , मुख्य आयुक्त , श्रीमती मनीषा यादव का सहयोग के लिए अति आभारी है ।

मेरी भगवान से प्रार्थना है कि आदरणीय श्री T.C. Gupta मुख्य आयुक्त एवं मैडम श्रीमती मनीषा यादव को लंबी आयु एवं अच्छा स्वास्थ्य प्रदान करे।

**Sh. Kartar Singh, Ambala**

Department - Urban Local Bodies

Received on - 11.10.2024

”

The background of the page is a light blue color with a complex, low-poly geometric pattern. The pattern consists of various shades of blue, from very light to a medium blue, forming irregular shapes that resemble a stylized, abstract landscape or a modern architectural design. The overall effect is clean and professional.

# **MEDIA COVERAGE**

## बिना कार्यवाही रद्द की शिकायत, सीए पर एक हजार का जुर्माना

सच कहें न्यूज

चण्डीगढ़। हरियाणा सेवा का अधिकार आयोग ने दक्षिण हरियाणा बिजली वितरण निगम बल्लभगढ़ (फरीदाबाद) में कार्यरत कमर्शियल सहायक (सीए) पर एक हजार रुपए का जुर्माना लगाया। आयोग ने यह जुर्माना उपभोक्ता की शिकायत पर बिना कार्यवाही किए उसे रद्द करने के कारण लगाया।

शिकायतकर्ता वीरेंद्र सिंह ने बिलिंग से सम्बंधित शिकायत दक्षिण हरियाणा बिजली वितरण निगम बल्लभगढ़ (फरीदाबाद) में भेजी थी। जिसमें उन्होंने बताया कि उनका बिजली का बिल सामान्य से बहुत अधिक आया है। लेकिन कमर्शियल सहायक ने गैर जिम्मेदाराना कदम उठाते हुए इस शिकायत का निवारण करने की बजाए इस मामले को बंद कर दिया। आयोग ने मामले पर कड़ा संज्ञान लेते हुए कमर्शियल सहायक, एसडीओ और एक्सईएन



बल्लभगढ़ को सुओ-मोटो नोटिस जारी किया गया। जांच में आयोग ने पाया कि कमर्शियल सहायक मंसूर खान ने अपने काम में ढिलाई बरतते हुए, शिकायत को अनदेखा किया तथा अपने उच्च अधिकारी को इसकी सही जानकारी नहीं दी। जिसके कारण उपभोक्ता को मानसिक प्रताड़ना का सामना करना पड़ा। आयोग ने इस मामले पर फैसला करते हुए डीएचवीवीएन बल्लभगढ़ के एक्सईएन को निर्देश दिए हैं कि कमर्शियल सहायक मंसूर खान के वेतन से एक हजार रुपए की कटौती कर राज्य खजाना में जमा करवाकर रसीद सहित आयोग को सूचित किया जाए।

THE TIMES OF INDIA

## Hry RTS panel orders UHBVN to compensate consumer for delay in service

Jan 9, 2025, 10:02 PM IST



Chandigarh: The Haryana Right to Service (RTS) Commission has directed the Uttar Haryana Bijli Vitran Nigam (UHBVN), Panchkula, to provide a compensation of Rs 3,000 to its customer for delay in providing him a notified service.

An official of the commission stated that Rajesh Yadav, a resident of Jhajjar district, approached the commission regarding the replacement of his old meter. After lodging a complaint on July 18, 2024, he received a call from the rigam that his new meter had arrived and would be replaced within two-three days. However, no action was taken. Instead, the complainant alleged that he received a call from the concerned JE stating that no meter was

available in the store and that his meter could not be replaced. From the complainant's account, it appeared that the JE was seeking illegal gratification, causing delays in the installation of the new meter. The complainant further alleged that the concerned SDO fabricated a document by sending a satisfaction letter purportedly signed by one Jal Parkash Yadav, who, according to the complainant, was neither a tenant nor an employee at the premises.

The commission carefully considered all the facts and circumstances of the case. It was only after an appeal was filed with the commission that the meter was finally replaced on Nov 26, 2024.

## Right to Service chief urges timely delivery of civic services in G'gram

TC Gupta calls for efficiency, use of tech to meet service deadlines

KULWINDER SANDHU  
TRIBUNE NEWS SERVICE

GURUGRAM, JANUARY 17

The Chief Commissioner of the Haryana Right to Service Commission, TC Gupta, has urged officials from the Municipal Corporation of Gurugram (MCG) to ensure notified services are provided to local residents within the prescribed time limits under the Haryana Right to Service Act, 2014.

Gupta said this when he was presiding over a meeting with MCG officials on Friday, highlighting Haryana's leading position in effectively implementing the Act. He noted, "Haryana ranks first in the country for implementing the Right to Service Act. Other states' commissions are seeking guidance from us to improve their systems."

However, Gupta also pointed out several departments

and government agencies in the state have yet to optimise their systems to ensure timely service delivery. He revealed, as of January 14 this year, 5,521 appeals and revisions from MCG were pending with the commission, including 121 appeals received through the Chief Minister's window. Additionally, a total of 119,336 appeals from various departments and agencies in the district were also unresolved.

Gupta emphasised the need for MCG officials to adopt a sensitive approach to service delivery, urging them to enhance their operational skills through modern technology. "All citizens must receive notified services on time, without delay," he said, instructing MCG officials to prioritise resolving citizens' complaints and appeals.

The Chief Commissioner

also highlighted 802 services have been notified under the Right to Service Act in Haryana, catering to a wide range of citizens, from birth to death and across all social classes.

MCG Commissioner Ashok Kumar Garg assured the Chief Commissioner that efforts would be made to ensure civic services are delivered within the stipulated time frame, so citizens do not face any difficulties.

Also present at the meeting were Vatsal Vashishth, Secretary of the Commission, Mahavir Prasad, Additional Commissioner of MCG, Joint Commissioners Akhilesh Kumar Yadav, Vishal Kumar and Dr Jaiveer Yadav, Chief Engineer Manoj Yadav, DT Siddharth Khandelwal, Chief Medical Officer Dr Ashish Singla and other senior officials.

## सेवा में देरी पर आयोग ने मीटर रीडर पर लगाया पांच हजार रुपए जुर्माना

राजधानी हरियाणा | हरियाणा सेवा का अधिकार आयोग ने दक्षिण हरियाणा बिजली वितरण निगम के जाखल (फतेहाबाद) कार्यालय पर कड़ा संज्ञान लेते हुए आदेश दिए कि मीटर रीडर से 5 हजार रुपए का जुर्माना वसूला जाए। आयोग ने यह जुर्माना उपभोक्ता को हुई असुविधा व अधिसूचित सेवा निर्धारित समय सीमा में न देने पर लगाया है। शिकायतकर्ता सोनिका ने बिल रीडिंग से संबंधित शिकायत 11 मार्च को दक्षिण हरियाणा बिजली वितरण निगम जाखल कार्यालय में दी थी कि पिछले 2 वर्षों से शिकायतकर्ता का बिल वास्तविक रीडिंग के आधार पर जारी नहीं किया था। आयोग ने मीटर रीडर पर 5 हजार रुपए जुर्माना और जाखल कार्यालय को आदेश दिए मीटर रीडर के वेतन से काट लिया जाए।

## Haryana Right to Service Commission penalises officials for negligence, delay

Chandigarh, July 22 (UNI) The Haryana Right to Service Commission (HRSC) has imposed a total

penalty of Rs 13,000 on two officials of a power utility for failing to provide the notified service to an applicant within the stipulated time frame and then disposing of the appeal without taking appropriate action.

The HRSC also recommended disciplinary action against a sub-divisional officer (SDO) and an executive engineer (XEN) of the Dakshin Haryana Bijli Vitran Nigam (DHBVN) in the case.



# सूचना, लोक संपर्क, भाषा तथा संस्कृति विभाग,

## हरियाणा सरकार

Follow us on

@dipharyana

HARYANA RIGHT TO SERVICE COMMISSION HAS IMPOSED A FINE OF RS 5,000 ON THE CHIEF MEDICAL OFFICER WORKING IN MUNICIPAL CORPORATION, GURUGRAM

### Haryana Right to Service Commission imposes a fine of Rs 5,000 on the Chief Medical Officer working in Municipal Corporation, Gurugram

The Commission took cognizance of a complaint/appeal related to the issuance of certificate of registration of dog

Chandigarh, July 17 - Haryana Right to Service Commission has imposed a fine of Rs 5,000 on the Chief Medical Officer working in Municipal Corporation, Gurugram. The Commission has imposed this fine for not providing the notified service to the applicant within the stipulated time limit and wrongly rejecting the application.

Sharing more information, the Commission spokesperson said that the applicant Devender Singh Bhatti had applied through Antyodaya Saral Portal on April 10, 2024 to avail the service of the Urban Local Bodies Department related to issuance of certificate of registration of dog. But his application was rejected on April 12, 2024. When he approached the Corporation officials, he was asked to submit local address proof of Gurugram, for which he submitted a rent agreement and thereafter he was told that his application was complete and the certificate would be issued. However, he received a notice of rejection of the application through email, which led him to file an appeal before the Commission.

The Commission was not satisfied with the above response, hence a hearing was scheduled before the Commission's Chief Commissioner, Sh. T.C. Gupta, for further investigation, the spokesperson said. The Commission found that both the documents (as mentioned on Saral KMS) were attached with the application form by the applicant, yet the application was rejected. Further, the FGRA did not consider the first appeal and the action taken by the SGRA was also unbelievable as they rejected the second appeal as well without verifying whether the certificate was issued or not.

In this case, the Commission has imposed a fine of Rs 5,000 on Dr. Ashish Singla, Chief Medical Officer working in Municipal Corporation, Gurugram, for not providing service within the notified period, for wrongly rejecting the application only for asking the local address of Gurugram instead of returning the application and also for failing to ensure compliance with the orders of FGRA.

The Commission has asked the Commissioner Municipal Corporation, Gurugram to ensure that an amount of Rs 5,000 is deducted from the salary of Dr. Ashish Singla, Chief Medical Officer working in Municipal Corporation, Gurugram for the month of July, 2024 and deposited in the State Treasury and informed the Commission along with the receipt.



# सूचना, लोक संपर्क, भाषा तथा संस्कृति विभाग,

## हरियाणा सरकार

Follow us on

@dipharyana

THE HARYANA RIGHT TO SERVICE COMMISSION HAS IMPOSED A PENALTY OF RS. 10,000 ON SHASHI KANT, THE THEN ADDITIONAL DIRECTOR...

### Haryana Right to Service Commission slaps Rs. 10,000/- fine on the then Additional Director, MSME Department

Chandigarh, July 24 - The Haryana Right to Service Commission has imposed a penalty of Rs. 10,000 on Shashi Kant, the then Additional Director of the Micro, Small, and Medium Enterprises (MSME) Department in Panchkula. The commission levied this fine due to the delay in issuing a subsidy to the applicant and failing to provide the notified service within the stipulated time frame.

A spokesperson, while providing details of the case, stated that the complainant, Vipin Sardana, had lodged a complaint on July 25, 2023, regarding the non-issuance of the 'Testing Equipment Assistance' subsidy with the MSME Department in Panchkula. Subsequently, the department raised flag for submission of additional documents like details of bank account etc. on the application. The applicant completed all necessary documentation by September 25, 2023.

Upon investigation, the commission found that despite all requisite documents being uploaded, no action was taken by the department until January 4, 2024. This clearly indicates a lapse in performing his duties, as there was no valid reason for the then Additional Director, Shashi Kant, to hold up the matter for so long, causing inconvenience to the applicant.

The commission has imposed a penalty of Rs. 10,000 on Shashi Kant, the then Additional Director of the MSME Department, which will be deducted from his salary for July 2024. Out of this amount, Rs. 5,000 will be given to the applicant as compensation, and Rs. 5,000 will be deposited into the state treasury, with the receipt being submitted to the commission.

No. IPRDH/2024

## हिन्दुस्तान

एक माह से सेंसर जाम की 500 शिकायतों का निष्पत्ता समाधान, अब फिर वाई अनुसार 20 करोड़ का टैंडर लगाए तीस करोड़ खर्च के बाद भी सीवर जाम से राहत नहीं

लखनऊ



लखनऊ, 24 जुलाई (हिन्दुस्तान) - एक माह से सेंसर जाम की 500 शिकायतों का निष्पत्ता समाधान, अब फिर वाई अनुसार 20 करोड़ का टैंडर लगाए तीस करोड़ खर्च के बाद भी सीवर जाम से राहत नहीं।

लखनऊ, 24 जुलाई (हिन्दुस्तान) - एक माह से सेंसर जाम की 500 शिकायतों का निष्पत्ता समाधान, अब फिर वाई अनुसार 20 करोड़ का टैंडर लगाए तीस करोड़ खर्च के बाद भी सीवर जाम से राहत नहीं।

लखनऊ, 24 जुलाई (हिन्दुस्तान) - एक माह से सेंसर जाम की 500 शिकायतों का निष्पत्ता समाधान, अब फिर वाई अनुसार 20 करोड़ का टैंडर लगाए तीस करोड़ खर्च के बाद भी सीवर जाम से राहत नहीं।

## TOPIARY PARK

# Panel finds 'non-supervision', 'possible graft'; pushes for probe, orders penalty

### Rs 5,000 to be deducted from officials' salary for non-functional washrooms

EXPRESS NEWS SERVICE PANCHKULA, JUNE 14 (PTI)

action also led with credible officials for negligence in work. After a recent visit to the park, a panel headed by Chief Commissioner T.C. Gupta, a former IAS officer, observed a 'possible graft' in the park was laid only recently. The delay in handing a three-year warranty and completion of its construction, likely indicating 'non-supervision' during construction and possible corruption.

According to a spokesperson of the commission, it was ascertained that succeeding employee-level officers of Haryana

Panel of Ministers (Public Works) (PWD) got the contract awarded and awarded Chief Administrator of the HSP has been asked to conduct an inquiry into it. It is responsible for this type and work amount to the commission January 21 this year. "Since maintenance of park is not under service, the construction of a substantial part (under the PWD order) by spending public money amounts to non-utilisation of park, and therefore, the commission will consider imposing a penalty on the concerned units whose supervision in the EPDM park was laid", the spokesperson said.

The commission has imposed a penalty of Rs 5,000 on the officials after the chief commissioner observed that the washrooms were in a dilapidated state and were not usable. It was also observed that the maintenance of the park along with various other officials responsible for the maintenance of the park.

## Haryana right to service commission orders compensation for plot allottees affected by delays

Tribune News Service  
Chandigarh, Updated At : 04:30 AM Nov 29, 2024 IST

The Right to Service Commission has directed the Haryana State Industrial and Infrastructure Development Corporation (HSIIDC) to pay Rs 5,000 compensation each to four allottees who faced significant delays and harassment in their pursuit of plot allotments or refunds.

TC Gupta, Chief Commissioner of the Haryana Right to Service Commission, said these allottees had applied for plot allotments in the Industrial Growth Centre (IGC) Saha by submitting 10 per cent earnest money during the auction. However, due to a clerical error, they were mistakenly listed under Sector 1 instead of the intended Sector 7 in the IGC Saha (Ambala) on HSIIDC's internal portal. This error led to the withholding of the Regular Allotment Letters for these allottees, which were not issued within the prescribed timeline.

When HSIIDC failed to provide the allotment letters within the stipulated time frame, the aggrieved allottees approached the Haryana Right to Service Commission. After hearing from the concerned authorities, the commission ruled each of the four allottees should be compensated with Rs 5,000 for the delay.

Furthermore, the commission instructed HSIIDC to recover the compensation amount from the officials responsible for the delay, with the identification of these officials to be carried out by the Managing Director (MD) of HSIIDC. The HSIIDC has been given a deadline of December 10 to report back to the Commission on compliance with the order, including the payment of the compensation.

## एमएसएमई में कार्यरत तत्कालीन अतिरिक्त निदेशक पर 10 हजार जुर्माना

### आयोग ने सब्सिडी से संबंधित एक शिकायत पर लिया संज्ञान

जगत क्रान्ति 11 राकेट गुप्त

चण्डीगढ़: हरियाणा सेवा का अधिकार आयोग ने सूत्र, लघु एवं मध्यम उद्यम विभाग पंचकुला में कार्यरत तत्कालीन अतिरिक्त निदेशक शशिकांत पर 10 हजार रुपये का जुर्माना लगाया है। आयोग ने यह जुर्माना आवेदक को सब्सिडी जारी करने में देरी करने और अधिसूचित सेवा निर्धारित समय सीमा में न देने के कारण लगाया है। प्रवक्ता ने

मामले की जानकारी देते हुए बताया कि शिकायतकर्ता विपिन सरदाना ने 'टैस्टरिंग इंड्रियमेट अस्सिस्टेंस' की सब्सिडी जारी न करने से संबंधित शिकायत 25 जुलाई 2023 को एमएसएमई विभाग पंचकुला में दी थी। इसके उपरान्त विभाग द्वारा आवेदन पर बैंक खाता संबंधित जानकारी के विवरण को अपलोड करने की टिप्पणी दी गई, जिसके बाद आवेदक द्वारा 25 सितम्बर 2023 को सभी जरूरी दस्तावेज पूरे कर दिए गए। प्रवक्ता ने बताया कि आयोग ने जांच में पाया कि सभी जरूरी दस्तावेज अपलोड करने के बावजूद विभाग द्वारा 4 जनवरी 2024 तक कोई कार्यवाही नहीं की गई। जिससे

यह साफ जाहिर होता है कि विभाग के तत्कालीन अतिरिक्त निदेशक शशिकांत द्वारा इस मामले को गंभीर रखने का कोई उचित कारण नहीं है तथा उन्होंने अपने कार्य में हिलाई बरती, जिसका खामियाजा आवेदक को भुगतना पड़ा। उन्होंने बताया कि आयोग ने एमएसएमई विभाग के तत्कालीन अतिरिक्त निदेशक शशिकांत पर इस मामले में 10 हजार रुपये का जुर्माना लगाया है, जो उनके जुलाई माह के वेतन से काटा जाएगा। जिसमें से 5 हजार रुपये आवेदक को मुआवजे के रूप में दिए जाएंगे और 5 हजार रुपये राज्य खजाना में जमा करवाकर रसीद सहित आयोग को सूचित किया जाएगा।

## Haryana RTS commission imposes ₹20k fine on JE

The action against the JE and his senior officers was announced during the hearing of an appeal on April 5 by the RTS chief commissioner TC Gupta

Updated on: Apr 23, 2024 8:08 AM IST  
By HT Correspondent, Chandigarh

Also recommends energy department to initiate disciplinary proceedings against SDO

The Haryana Right to Service (RTS) Commission has imposed ₹20,000 fine on a junior engineer (JE) of Dakshin Haryana Bijli Vitran Nigam (DHBVN) and recommended disciplinary action against other senior officials after taking cognisance of a complaint regarding shifting an electricity metre.

The action against the JE and his senior officers was announced during the hearing of an appeal on April 5 by the RTS chief commissioner TC Gupta.

The case pertained to Kuldeep Singh Nehra (executive engineer (XEN) Rewari division of DHBVN); Jatin Kumar (SDO) and JE Surendr Sharma of Rewari subdivision, an official spokesperson said.

Surender Sharma (JE) and appellant Saroj Yadav did not attend the hearing.

While imposing ₹20,000 fine on JE Surender for negligence, the commission has issued instructions to the XEN to pay ₹5,000 as compensation to the complainant from the deducted fine.

The spokesperson said instead of taking any action against the erring JE, the SDO Jatin Kumar opted for a simpler solution by transferring Surender responsibilities to another JE.

The commission has recommended the energy department to initiate suitable disciplinary proceedings against SDO Jatin Kumar. The state government will review the commission's recommendations and provide information regarding the actions taken to the commission in 30 days.

The spokesperson said that XEN Nehra was also found negligent in discharging his duty as he "failed to comply with the order" and also rejected the appeal.

"Instead of proposing disciplinary action against him and considering his apology tendered during the hearing, his behaviour has been reported to the managing director of DHBVN for any suitable action deemed necessary," the spokesperson said.

## Haryana: RTS fines SDO ₹3k for delayed power connection

The superintending engineer, Mahendragarh, has been directed to ensure deduction of ₹3,000 from the SDO's December salary and deposit it in the state treasury

Updated on: Dec 25, 2024 8:34 AM IST  
By HT Correspondent, Chandigarh

The Haryana Right to Service (RTS) Commission has imposed a penalty of ₹3,000 on a sub-divisional officer (SDO) of a power distribution corporation for causing delay in providing power connection to a college in Mahendragarh.

A Commission spokesperson said that one Anu Yadav had approached the Commission stating that the work of shifting of lines by the Dakshin Haryana Bijli Vitran Nigam (DHBVN) was tardy.

while the work has been completed now, it was done only after the intervention of the Commission. It noted that the completion of the work was delayed without any substantial justification and it could have been completed earlier, the spokesperson said.

The Commission observed that DHBVN SDO Hanuman Singh managed to shift the line with the help of the police force. "Therefore, his earlier request for a change of duty magistrate, which had already been delegated to him, appeared unwarranted. The connection was intended for a college, and any further delay would have disrupted its normal functioning," the spokesperson said.

The Commission termed the role of the SDO in this case as unsatisfactory, holding him accountable for the delay in delivering the notified service. The superintending engineer, Mahendragarh, has been directed to ensure deduction of ₹3,000 from the SDO's December salary and deposit it in the state treasury.

The executive engineer has been asked to send a compliance report to the Commission by January 25, the spokesperson said.

## आयोग ने कृषि प्रबंधक पर लगाया 10 हजार रुपए का जुर्माना

### उत्तम हिन्दू न्यूज नेटवर्क

चण्डीगढ़/धरणी : हरियाणा सेवा

का अधिकार आयोग ने पंजाब नेशनल बैंक की शाखा के कृषि प्रबंधक पर अधिसूचित सेवा निर्धारित समयवधि में न देने पर 10 हजार रुपए का जुर्माना लगाया है। इसके अलावा, आवेदक को 5 हजार रुपए का मुआवजा देने का भी निर्णय सुनाया गया है। आयोग के एक प्रवक्ता ने इस बारे में जानकारी देते हुए बताया कि आयोग के मुख्य आयुक्त श्री टी.सी. गुप्ता ने इस मामले में स्वतः संज्ञान लिया और इस मामले के निपटान के लिए एक सुनवाई की गई। बताया गया है कि इस मामले में पिवानी जिला में पंजाब नेशनल बैंक, बहल के ब्रांच मैनेजर मंजीत और कृषि मैनेजर मुलायम सिंह सहित टेलीफोन के माध्यम से आवेदक ओमवीर शामिल हुए। आवेदक को समय पर ऋण की अदायगी नहीं की गई थी जिसके लिए आयोग ने संज्ञान लिया। प्रवक्ता ने आगे बताया कि आयोग द्वारा पंजाब नेशनल बैंक, रोहतक के सर्कल हेड को यह

सूनिश्चित करने के निर्देश दिए गए हैं कि यह राशि मुलायम सिंह के अप्रैल माह के वेतन में से काटी जाए जो कि वेतन के एक तिहाई से अधिक नहीं होनी चाहिए तथा शेष राशि की कटौती में न देने पर 10 हजार रुपए का आयोग ने अपने निर्णय में यह भी कहा है कि इन आदेशों की पालना के अंतर्गत चालान इत्यादि की फोटो प्रतियां ईमेल के माध्यम से भिजवाई जाएं। इसके अलावा, आयोग ने मंजीत, शाखा प्रबंधक, पीएनबी-बहल, हरियाणा के खिलाफ उपयुक्त अनुशासनात्मक कार्यवाही शुरू करने की सिफारिश की है और जोनल मैनेजर, पीएनबी, चण्डीगढ़ से अनुरोध किया गया है कि इन आदेशों के जारी होने के 30 दिनों के भीतर इस संबंध में की गई कार्यवाही के बारे में आयोग को सूचित किया जाए। गौरतलब है कि मंजीत अगस्त, 2021 से और मुलायम सिंह 09 जून 2022 से इस शाखा में तैनात हैं। आयोग ने पीएनबी से यह भी कहा है कि इन अधिकारियों को इस शाखा में रखने की वांछनीयता की जांच करें।

## पार्क की मेनटेनेंस में बरती लापरवाही, आरटीएस कमीशन ने अधिकारियों पर लगाया जुर्माना

इंजीनियरिंग विंग के अन्य अधिकारियों के खिलाफ भी दिए जांच के आदेश  
सिटी रिपोर्टर | पंचकुला



हरियाणा राइट टू सर्विस (आरटीएस) कमीशन ने सेक्टर-6 स्थित टोपीय पार्क की मेनटेनेंस में लापरवाही बरतने व बुनियादी ढांचे को खराब गुणवत्ता पर कड़ा संज्ञान लिया है। कमीशन ने काम में लापरवाही बरतने वाले अधिकारियों पर जुर्माने के साथ सख्त कार्रवाई के आदेश दिए हैं।

कमीशन के प्रवक्ता ने बताया कि हरियाणा राइट टू सर्विस कमीशन के चोफ कमिश्नर टीसी गुप्ता और कमीशन के एडवाइजर जिनसन जॉर्ज चको तथा विभिन्न विभागों के

ट्रेक निर्माण के कुछ महीनों के भीतर ही शुरुआत हो गया। कमीशन के अधिकारियों ने एलएस्वीपी के जीएफ एडमिनिस्ट्रेटर को इसकी जांच करने, इस चूक के लिए जिम्मेदारी तय करने और 31 जनवरी, 2025 तक कमीशन को रिपोर्ट भेजने के लिए कहा गया है।

चोफ कमिश्नर ने पाया कि शौचालय बुरी अवस्था में थे। ये शौचालय सार्वजनिक उपयोग के लिए अनुपयुक्त थे। हरियाणा सेवा का अधिकार अधिनियम, 2014 की धारा 17(1)(एच) में प्रदत्त शक्तियों के तहत कमिश्नर ने प्रत्येक शौचालय के लिए 2,500 रुपए का जुर्माना लगाया है। संबंधित एक्सटेंशन, एसडीई या अन्य जिम्मेदार अधिकारियों के वेतन से कुल 5,000 रुपए काटे जाएंगे।

## Officers face action over poor maintenance of P'kula park

PANCHKULA, JANUARY 10 The Haryana Right to Service Commission has taken serious note of the poor maintenance and infrastructure issues at Topiary Park in Sector 6 here. Following a recent visit by its Chief Commissioner TC Gupta and senior officials, the commission has ordered action against negligent officers and slapped penalty for the lapse in maintenance.

During the inspection, the team discovered several issues, including the rapid deterioration of the newly laid synthetic path, which was damaged within months of its installation, despite a three-year warranty. The work, managed by Ashok Rana, SE

(Electrical) of HSPV will be investigated for potential negligence and corruption. A report is expected by January 31, 2025, with the commission considering financial recovery for the unnecessary expenditure incurred.

Additionally, concerns were raised about the drainage system near the Gymkhana Club. The SDE (Civil), MC, Panchkula, has been directed to provide details of any cleaning efforts made between October 2022 and October 2024. The commission has also instructed the XEN, PMDA, to prepare a rainwater drainage plan to prevent waterlogging in the park.

Toilets in the park were

found in a deplorable condition, unfit for public use. The commission has imposed a fine of Rs 5,000 on the responsible officers, including the XEN (Horticulture) of HSPV, with evidence of repairs required. Further, the commission has asked for an investigation into the park's music system, which is allegedly being operated inconsistently, with the responsible operator's name to be displayed on-site.

The commission also raised concerns over overall park maintenance and issued notices to officers, including the XEN and SE of the PMDA for their failure to meet maintenance standards. —TNS

### { DELAY IN PROVIDING POWER CONNECTION }

## Haryana SDO fined ₹3,000

HT Correspondent

letterschd@hindustantimes.com

CHANDIGARH: The Haryana Right to Service (RTS) Commission has imposed a penalty of ₹3,000 on a sub-divisional officer (SDO) of a power distribution corporation for causing delay in providing power connection to a college in Mahendragarh.

A Commission spokesperson said that one Anu Yadav had approached the Commission

stating that the work of shifting of lines by the Dakshin Haryana Bijli Vitran Nigam (DHBVN) was tardy. After considering the facts of the case, the Commission observed that while the work has been completed now, it was done only after the intervention of the Commission. It noted that the completion of the work was delayed without any substantial justification and it could have been completed earlier, the spokesperson said.

The Commission observed that DHBVN SDO Hanuman Singh managed to shift the line with the help of the police force. "The connection was intended for a college, and any further delay would have disrupted its normal functioning," the spokesperson said. The superintending engineer, Mahendragarh, has been directed to ensure deduction of ₹3,000 from the SDO's December salary and deposit it in the state treasury.

## यू.एच.बी.वी.एन. के कर्मचारी को 5,000 जुर्माना

चंडीगढ़, 15 मई (बंसल): हरियाणा सेवा का अधिकार आयोग ने उत्तर हरियाणा बिजली वितरण निगम के एक कर्मचारी की ओर से अधिसूचित सेवा निर्धारित समयवधि में न देने पर 5 हजार रुपए का जुर्माना लगाया है और शिकायतकर्ता को 3 हजार रुपए का मुआवजा देने का निर्णय सुनाया है। आयोग के प्रवक्ता ने बताया कि आयोग ने पानीपत के अधीक्षक अभियंता को निर्देश दिए हैं कि निर्धारित अवधि में सेवा न देने पर सनोली रोड डिवीजन कार्यालय पानीपत के कमर्शियल सहायक एवं डी.ओ. सेवाराम के मई माह के वेतन में से 8 हजार रुपए की कटौती की जाए। जिसमें 5 हजार रुपए राज्य खजाना में जमा करवाकर रसीद सहित आयोग को सूचित किया जाए। इसके अलावा, शिकायतकर्ता सत्या देवी जिंदल के बैंक खाते में 3 हजार रुपए जमा करवाए जाएं।

उन्होंने बताया कि आयोग ने उत्तर हरियाणा बिजली वितरण निगम के सनोली रोड डिवीजन कार्यालय की एस.डी.ओ. अंजलि मलिक और पानीपत सिटी के एक्स.ई.एन. विनोद कुमार के खिलाफ अतिरिक्त मुख्य सचिव, ऊर्जा विभाग को अनुशासनात्मक कार्रवाई शुरू करने की सिफारिश की है और इन आदेशों की प्राप्ति के 30 दिनों के भीतर इस मामले में की गई कार्रवाई के बारे में आयोग को सूचित करने के निर्देश दिए गए हैं। उल्लेखनीय है कि मामले में आयोग के संज्ञान में आने के बाद मुख्य आयुक्त टी.सी. गुप्ता ने इस मामले की सुनवाई करते हुए आरोपियों पर कार्रवाई कर शिकायतकर्ता सत्या देवी जिंदल को न्याय दिलवाने का काम किया।

## आयोग ने लगाया सीए पर जुर्माना

चंडीगढ़। हरियाणा सेवा का अधिकार आयोग ने दक्षिण हरियाणा बिजली वितरण निगम बल्लभगढ़ (फरीदाबाद) में कार्यरत कमर्शियल सहायक (सीए) पर एक हजार रुपए का जुर्माना लगाया। आयोग ने यह जुर्माना उपभोक्ता की शिकायत पर बिना कार्यवाही किए उसे रद्द करने के कारण लगाया गया।

प्रवक्ता ने बताया कि शिकायतकर्ता वीरेंद्र सिंह ने विलिंग से संबंधित शिकायत दक्षिण हरियाणा बिजली वितरण निगम बल्लभगढ़ (फरीदाबाद) में भेजी थी। इसमें उन्होंने बताया कि उनका बिजली का बिल सामान्य से बहुत अधिक आया हुआ है। लेकिन कमर्शियल सहायक ने गैर जिम्मेदाराना कदम उठाते हुए इस शिकायत का निवारण करने की बजाए इस मामले को बंद कर दिया। आयोग ने संज्ञान लेते हुए कमर्शियल सहायक, एसडीओ और एक्सईएन बल्लभगढ़ को सुओ-मोटो नोटिस जारी किया। जांच में आयोग ने पाया कि कमर्शियल सहायक मंसूर खान ने अपने काम में ढिलाई बरतते हुए, शिकायत को अनदेखा किया। ब्यूरो

## HARYANA RTS PANEL IMPOSES ₹13,000 FINE ON TWO JES

HT Correspondent

letterschd@hindustantimes.com

CHANDIGARH: The Haryana Right to Service Commission (RTS) has imposed Rs 13,000 penalty on junior engineer (JE) Mustakeem and commercial assistant (CA) Deepak Kumar, posted at the Dakshin Haryana Bijli Vitran Nigam (DHBVN) in Sohna of Gurugram.

While Rs 10,000 fine was imposed on JE, CA will have to pay Rs 3,000, an official spokesperson said, pointing out that the commission imposed this fine for not providing the notified service to the applicant within the stipulated time frame.

The case pertained to a complaint regarding bill revision at the DHBVN office in Sohna of Gurugram.

The meter reader incorrectly recorded 1,491 (kWh) reading in July 2022, while the actual reading was 779 (kWh).

The spokesperson said that inquiry of the complaint found that the CA, JE, SDO, and XEN did not take any effective steps in the matter of bill revision which caused major inconvenience to the applicant.

"Taking serious cognisance of the matter, the commission recommended disciplinary action against the then SDO Liaquat Ali and XEN Gaurav Chaudhary..." the spokesperson said.

The commission stated that the main fault lies with JE Mustakeem, who during the hearing could not provide any reasonable justification for keeping the complaint pending for five months.

The commission also found that commercial assistant Deepak Kumar neglected the matter despite being the designated officer for this issue.

**TEAM**  
**HARYANA RIGHT TO SERVICE COMMISSION**





# Haryana Right to Service Commission

SCO 38-39, Second Floor, Sector 17A, Chandigarh - 160017

E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) | [www.haryana-rtsc.gov.in](http://www.haryana-rtsc.gov.in)

---

Please share your thoughts/comments/feedback about the working of the Commission or this Annual Report on our email id : [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)