



Auto Appeal System (AAS)

URL: <https://aas.saralharyana.nic.in>

Version 2.2.2
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Department of Electronics
& Information Technology
Government of Haryana



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Introduction

Auto Appeal System (AAS) - A system to file auto appeals on behalf of eligible persons as soon as the notified timeline for the application is breached and a facility to applicants to file appeal in other cases.

Appeals can only be filed for the Services that are notified under Haryana Right To Service Act, 2014 and also on-boarded on Saral Tracker.

- **Auto Appeal:**

For any application that crosses notified timeline, an automatic appeal would be raised on behalf of eligible persons and assigned to the First Grievance Redressal Authority of the service.

This appeal would be auto escalated to Second Grievance Redressal Authority if no action or final decision is made by First Grievance Redressal Authority in 30 working days of the appeal submission.

In case no action or final decision is made by Second Grievance Redressal Authority in 30 working days of the appeal submission to the said authority then this appeal would be auto escalated to RTS Commission.

- **Appeal filed through Antyodaya Saral Portal or through Antyodaya Saral Helpline :**

Appeal can be filed by Applicant on Antyodaya Saral Portal (<https://saralharyana.gov.in>) or through Antyodaya Saral Helpline (0172-3968400) in following cases:

Applicant is dissatisfied with the final decision on the appeal by First Grievance Redressal Authority or Second Grievance Redressal Authority.

Application disposed off with in notified timeline.

Process flow

Process Flow..

Powered by **nicmeet**

Under Haryana Right to Service (RTS) Act, 2014 **Automatic Appeal is filed by System** in case notified timelines breached or eligible person files appeal in case dissatisfied with the service delivery

- Delivers Service
- Refuses service
- Overshoots time limit

- Direction to DO
- Hearing
- Interim/Final Order

- Direction to DO
- Hearing
- Interim/Final Order
- Penalty on officer(s)
- Compensation to Citizen

- Direction to DO/1st GRA/2nd GRA
- Hearing
- Interim/Final Order
- Penalty on officer(s)
- Recommendation for Disciplinary Action
- Compensation to Citizen



Designated Officer (DO)

- Applicant applies for notified service/scheme

1st Grievance Redressal Authority

- Auto appeal if notified timeline breached
- Or Applicant files appeal with 1st GRA in case dissatisfied with service delivery

2nd Grievance Redressal Authority

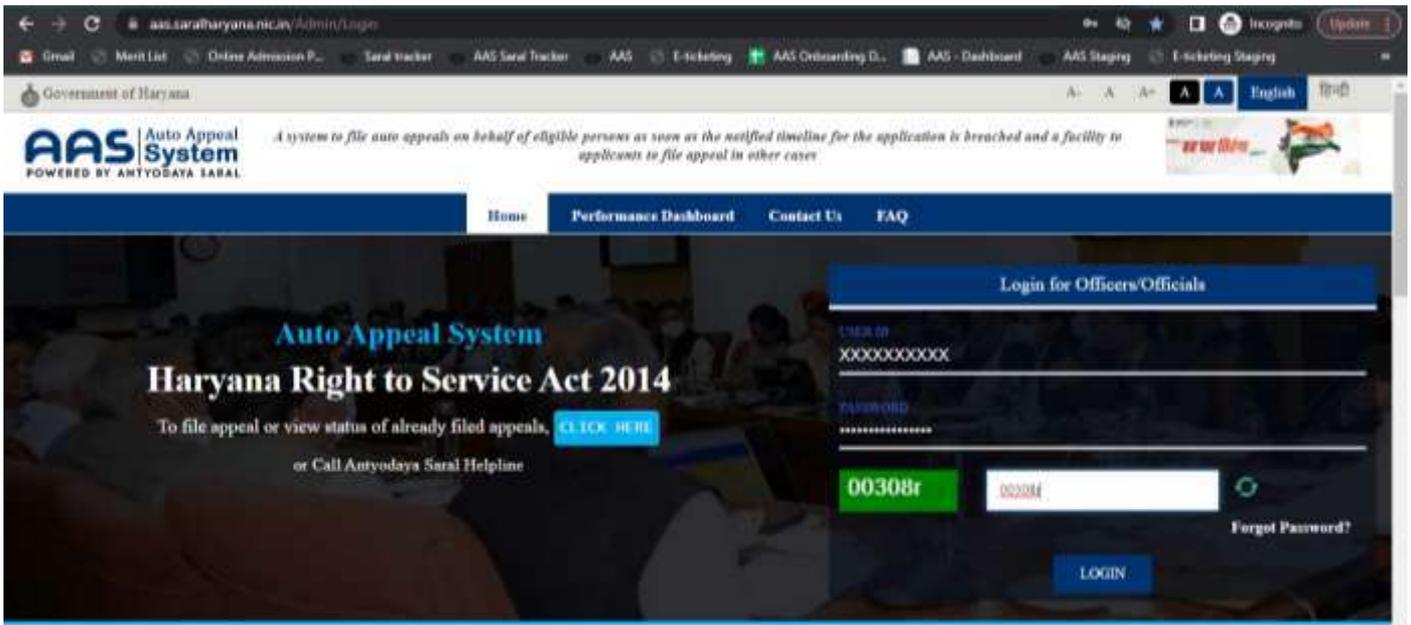
- Auto appeal if final action not taken by 1st GRA in 30 days
- Applicant can file appeal with 2nd GRA in case dissatisfied with final order on first appeal or appeal is dismissed by 1st GRA

Right to Service Commission

- Auto appeal if final action not taken by 2nd GRA in 30 Working days
- Applicant can file revision in case dissatisfied with final order on second appeal or appeal is dismissed by 2nd GRA (Grievance Redressal Authority)
- Suo Moto

First Grievance Redressal Authority (1st GRA)

1st GRA logs in to the Auto Appeal System (AAS) - <https://aas.saralharyana.nic.in>



Note: 'Forgot Password' option can be used to reset password. Password will be sent to the Email id of the User.

Logged in User will view all his/her roles e.g. in this case it is 1st GRA and 2nd GRA



Click on First Grievance Redressal Authority role, user will see all his/her locations

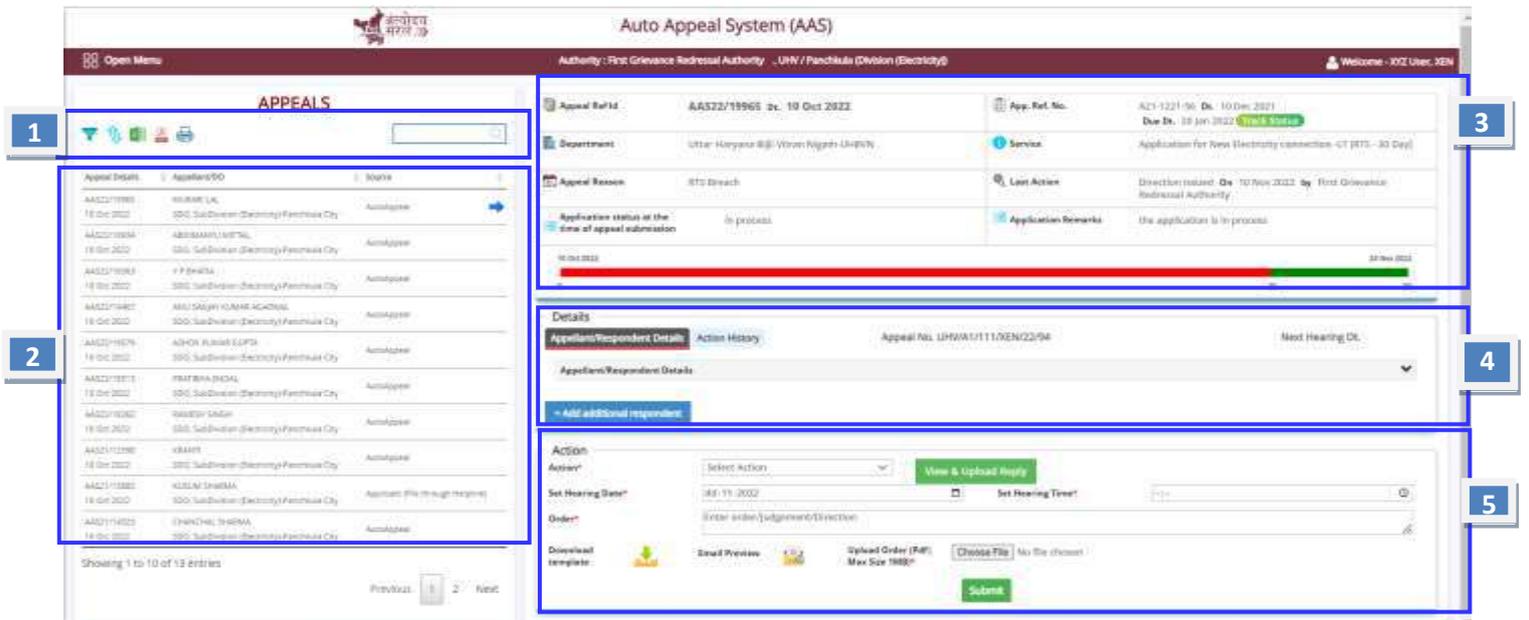


On clicking Location, user will land to the following screen. This screen will list all the appeals filed to him/her of the selected location

The screenshot shows the 'Auto Appeal System (AAS)' interface. The header includes the system name and the user's authority: 'Authority: First Grievance Redressal Authority - UHV / Panchkula (Division (Electricity))'. The main area is split into two sections:

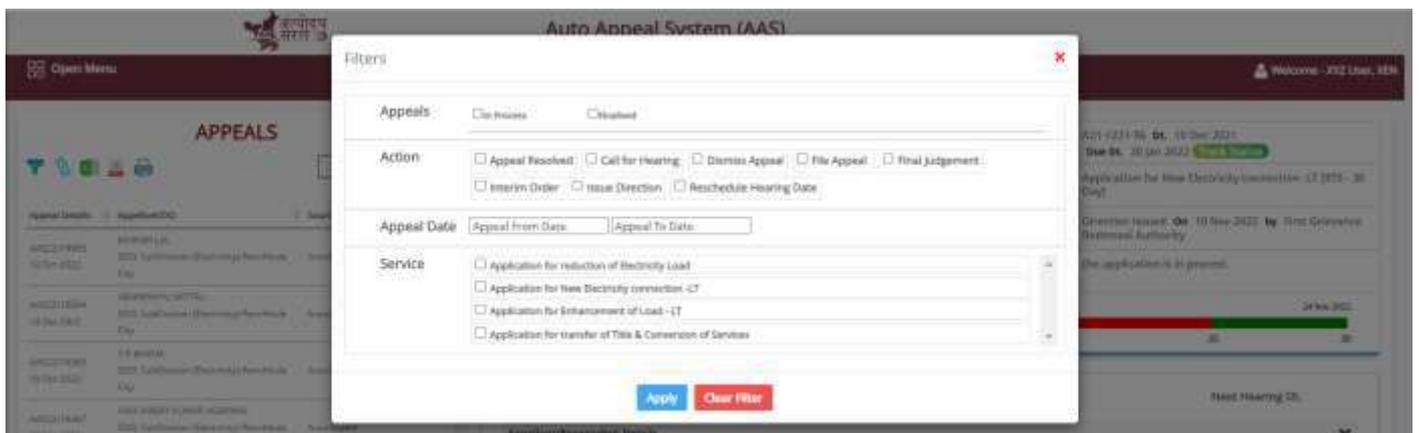
- APPEALS Table:** A table listing various appeals with columns for 'Appeal Details', 'Applicant/DO', and 'Status'. The first row shows an appeal for 'WIRAM LAL' filed on 18 Oct 2022, with a status of 'AutoAppeal' and a blue arrow icon.
- Details View:** A detailed view of an appeal with ID 'AAS22/19965' filed on 19 Oct 2022. It includes fields for 'App. Ref. No.', 'Department', 'Appel Reason', 'Application status at the time of appeal submission', 'Service', 'Last Action', and 'Application Remarks'. A progress bar shows the application is 'In process'.

On click of appeal, following details will appear. For the sake of explaining, this screen is marked with sections 1 to 5 as follows:

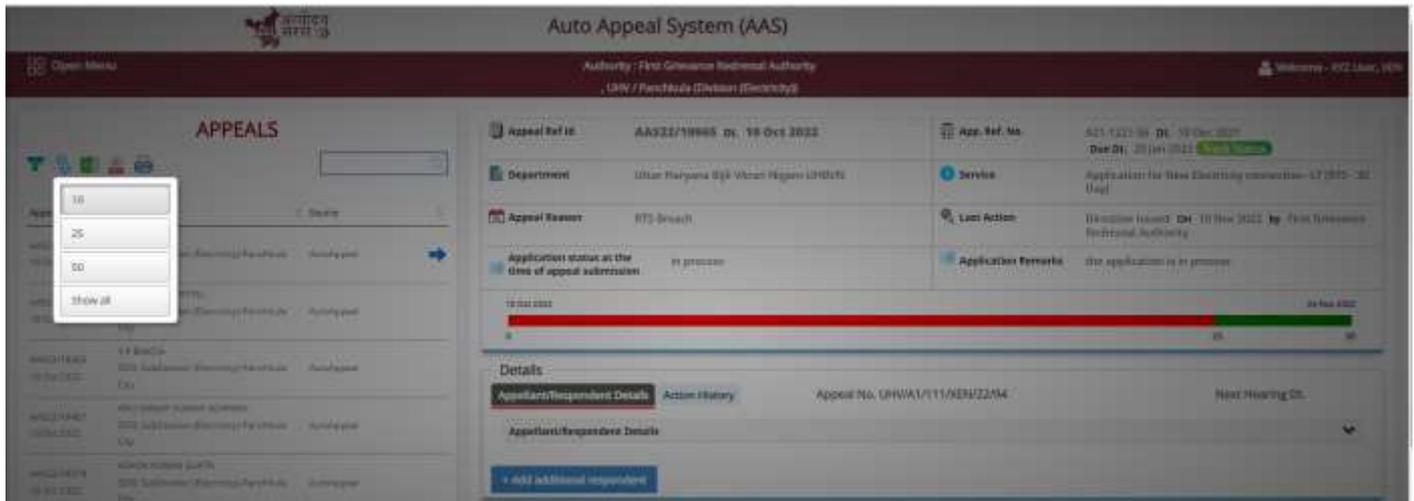


Section 1:

a) By clicking icon , list of all appeals can be filtered as per types of action, appeal date & service



b) By clicking  icon, user can select number of appeals to be viewed at a time



c) By clicking  icon, appeals list can be exported to excel

d) By clicking  icon, appeals list can be exported to pdf

e) By clicking  icon, appeals list can be printed

f) Search box is also given to search appeal

Section 2:

List of all the appeals under the 1st GRA, their respondents & source appears here

The screenshot shows the 'APPEALS' section of the system. It features a search box and a list of 13 entries. Each entry includes the appeal number, date, appellant name, and source. The sources are categorized as 'AutoAppeal' or 'Applicant (File through Helpline)'. At the bottom, there is a pagination control showing 'Showing 1 to 10 of 13 entries' and navigation buttons for 'Previous', '1', '2', and 'Next'.

Appeal Details	Appellant/DO	Source
AA522/18965 10 Oct 2022	MURARI LAL SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal
AA522/18934 10 Oct 2022	ABHIMANYU MITTAL SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal
AA522/10363 10 Oct 2022	Y P BHATIA SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal
AA522/19467 10 Oct 2022	ANU SANJAY KUMAR AGARWAL SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal
AA522/19579 10 Oct 2022	ASHOK KUMAR GUPTA SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal
AA522/18513 10 Oct 2022	PRATIBHA JINDAL SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal
AA522/18262 10 Oct 2022	RAMESH SINGH SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal
AA521/12598 10 Oct 2022	KRANTI SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal
AA521/13885 10 Oct 2022	KUSUM SHARMA SDO, SubDivision (Electricity)-Panchkula City	Applicant (File through Helpline)
AA521/14323 10 Oct 2022	CHANCHAL SHARMA SDO, SubDivision (Electricity)-Panchkula City	AutoAppeal

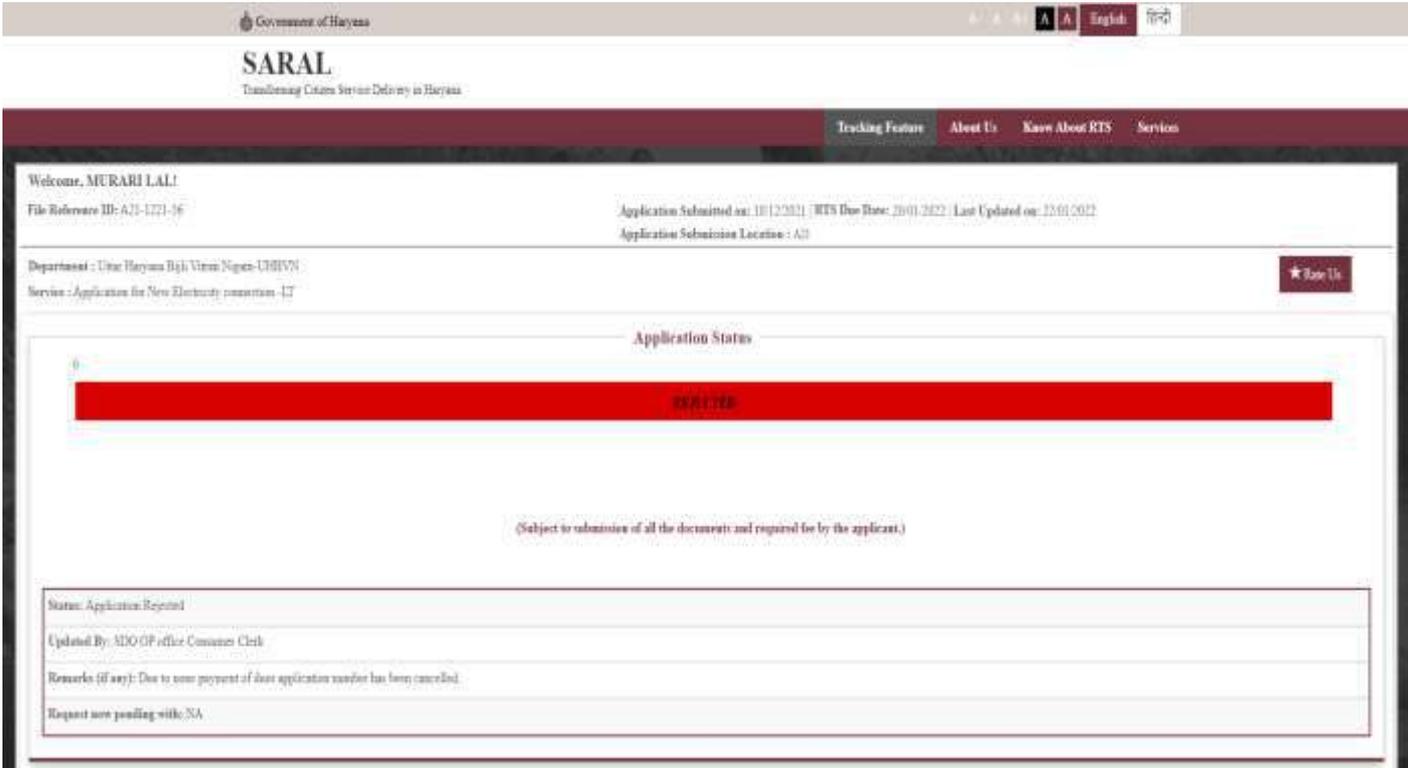
Section 3:

Details of each appeal can be viewed by the 1st GRA. The timeline bar shows 30 working days for 1st GRA to take action on appeal. Red colour shows number of working days elapsed since appeal submission and green colour shows working days left.

Appeal Ref Id AA522/19965 Dt. 10 Oct 2022	App. Ref. No. A21-1221-56 Dt. 10 Dec 2021 Due Dt. 20 Jan 2022 Track Status
Department Uttar Haryana Bijli Vitran Nigam-UHBVN	Service Application for New Electricity connection -LT [RTS - 30 Day]
Appeal Reason RTS Breach	Last Action Direction Issued On 10 Nov 2022 by First Grievance Redressal Authority
Application status at the time of appeal submission in process	Application Remarks the application is in process

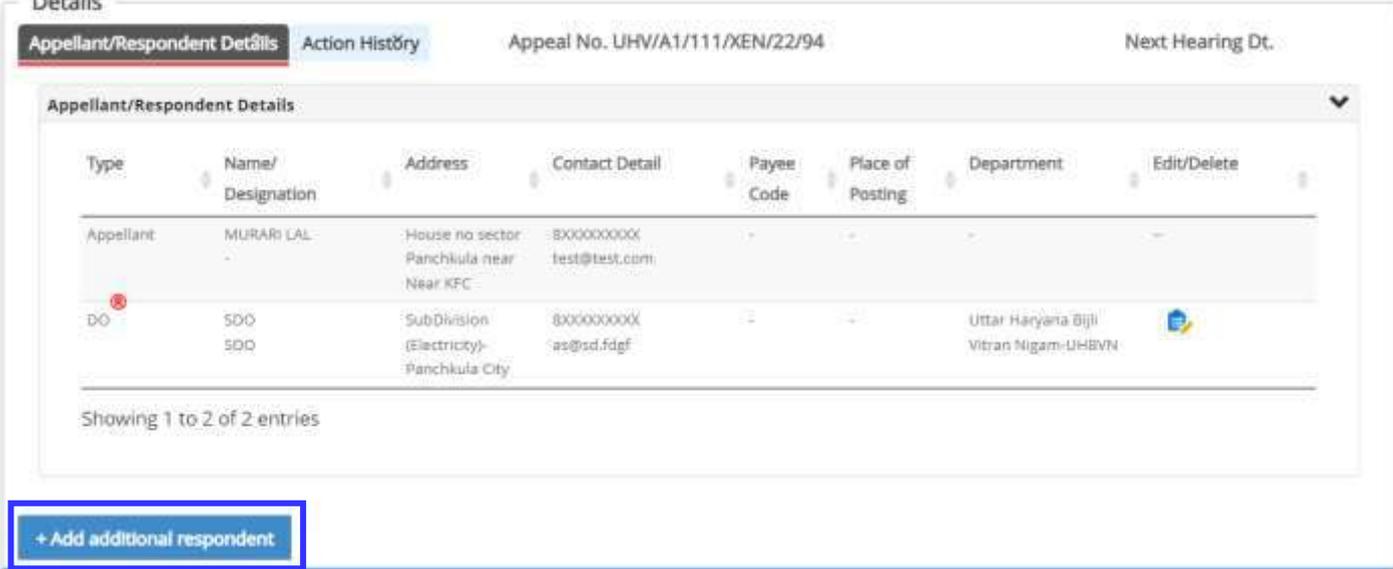


Appeal and application details are shown at the time of submission of appeal so 'Track Status' button is given to view current status along with details of the application/appeal submitted by the eligible person.



Section 4:

a) **Appellant/Respondent Details:** Details of appellant, designated officer, 1st GRA (in case of Commission login), 2nd GRA (in case of Commission login) and additional respondent(s) (if any) can be viewed by clicking icon 



Details

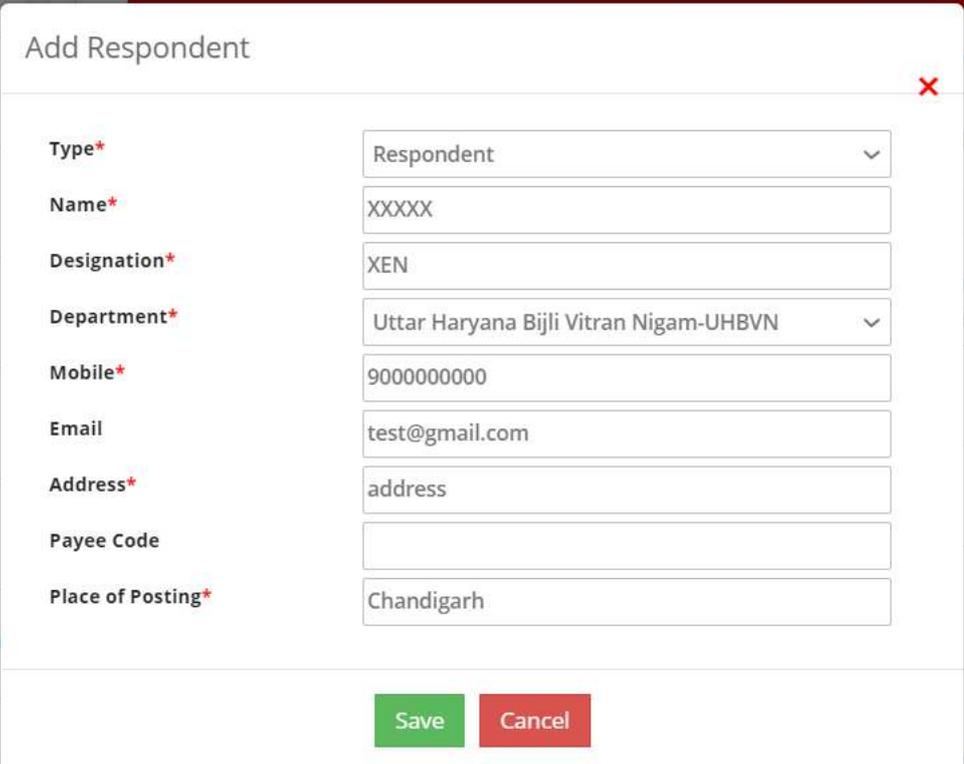
Appellant/Respondent Details | Action History | Appeal No. UHV/A1/111/XEN/22/94 | Next Hearing Dt.

Type	Name/Designation	Address	Contact Detail	Payee Code	Place of Posting	Department	Edit/Delete
Appellant	MURARI LAL	House no sector Panchkula near Near KFC	8XXXXXXXXX test@test.com	-	-	-	-
DO	SDO SDO	SubDivision (Electricity)- Panchkula City	8XXXXXXXXX as@sdf.fdf	-	-	Uttar Haryana Bijli Vitran Nigam-UHBVN	

Showing 1 to 2 of 2 entries

+ Add additional respondent

On click of 'Add additional respondent' button, the following pop-up appears where respondent details can be saved.



Add Respondent

Type* Respondent

Name* XXXXX

Designation* XEN

Department* Uttar Haryana Bijli Vitran Nigam-UHBVN

Mobile* 9000000000

Email test@gmail.com

Address* address

Payee Code

Place of Posting* Chandigarh

Save Cancel

b) **Action History:** Actions taken on the appeal can be viewed in Action History

Details							
Appellant/Respondent Details		Action History			Appeal No. UHV/A1/111/XEN/22/94		Next Hearing Dt.
Sn	Action Date	Action	Status / Hearing Date	Order / Judgement	Action By	Order File	Reply File
1	21/01/2022 08:00:0 AM	File Appeal to FGRA	Appeal Submitted	/	AutoAppeal (Saral)	N.A.	N.A.

Showing 1 to 1 of 1 entries

Previous 1 Next

Section 5:

Actions that can be taken by 1st GRA:

- a) Appeal Resolved – to resolve the appeal
- b) Dismiss Appeal – to dismiss the appeal
- c) Issue Directions – to issue directions to Designated Officer (DO)
- d) Call for Hearing – to call Appellant & Designated Officer for hearing
- e) Reschedule Hearing Date – to reschedule hearing date.
- f) Interim Order – to pass interim orders
- g) Final Judgement – to pass final judgement on the appeal

a) **Appeal Resolved** : 1st GRA can resolve the appeal

b) **Dismiss Appeal**: 1st GRA can dismiss the appeal

c) **Issue Directions**: 1st GRA can issue directions as shown in following screen.

Attendance/Reply Details: 1st GRA can record attendance of attendees and may ask reply from Appellant/DO/Respondent (if any) by checking checkbox and entering due date of reply.

Action Issue Direction

Attendance/Reply Details

Type	Name/Designation	Attendance	Reply Required	Due Date of Reply
Appellant	MURARI LAL	Not Required	<input type="checkbox"/>	dd-mm-yyyy
DO	SDO SDO	Not Required	<input checked="" type="checkbox"/>	15-11-2022
Respondent	XXXXX XEN	Not Required	<input type="checkbox"/>	dd-mm-yyyy

Order Enter order/Judgement/Direction

Download template

Email Preview

Upload Order (Pdf | Max Size 1MB)
Choose File
No file chosen

Submit

Download Template: This option is provided to download prefilled template (shown below) for the selected action by the authority. This template is a word document which can be edited as per requirement and can be printed, signed and scanned for uploading orders/judgement.



Government of Haryana

Date: 11/11/2022

Authority: Sh. B S Wadhawan (XEN (Executive Engineer)), UHV / Panchkula (Division (Electricity))
Designated Officer: SDO (Panchkula City)
Appeal Ref. Id: AAS22/19965 **Appeal No:** UHV/A1/111/XEN/22/17

Sh. MURARI LAL R/o House no sector Panchkula near Near KFC **Appellant.**

Versus

1 SDO (Panchkula City) **Respondents.**

Subject: Notice to call Hearing regarding RTS Appeal
 Please refer to the subject cited above.

Whereas Sh./Smt MURARI LAL has made an appeal dated 21/01/2022 before the First Grievance Redressal Authority Sh. B S Wadhawan (XEN (Executive Engineer)), UHV / Panchkula (Division (Electricity))

2. And Whereas the First Grievance Redressal Authority is satisfied that there are reasonable grounds for holding an inquiry.

3. Respondents shall appear in person before First Grievance Redressal Authority at 3:28PM on 18/11/2022 when the appeal will be taken up for hearing.

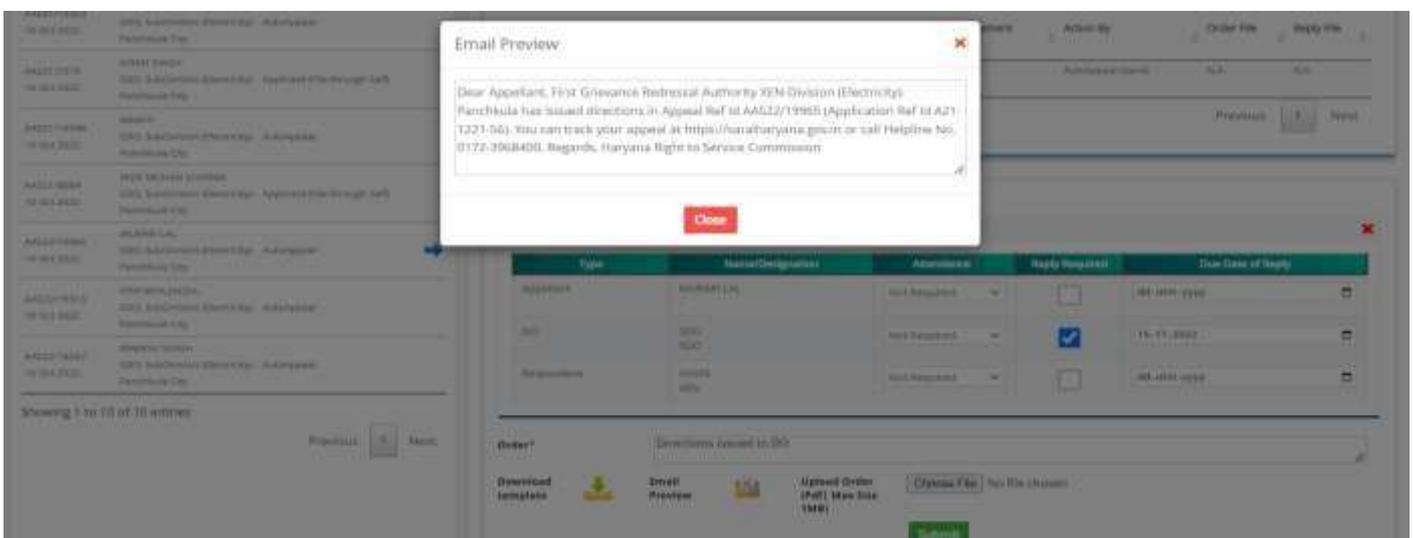
In case, the respondents have sought the assistance under the Act from the custodian of the record, it shall be their duty to direct the concerned official to accompany them alongwith complete record to make submissions before the Commission on the date of hearing. The citizen is also required to appear in person for hearing on the fixed date and time.

4. In case the citizen/respondent(s) fails to appear on the aforesaid date and time, the appeal shall be heard and decided on merits.

By Order of the First Grievance Redressal Authority.

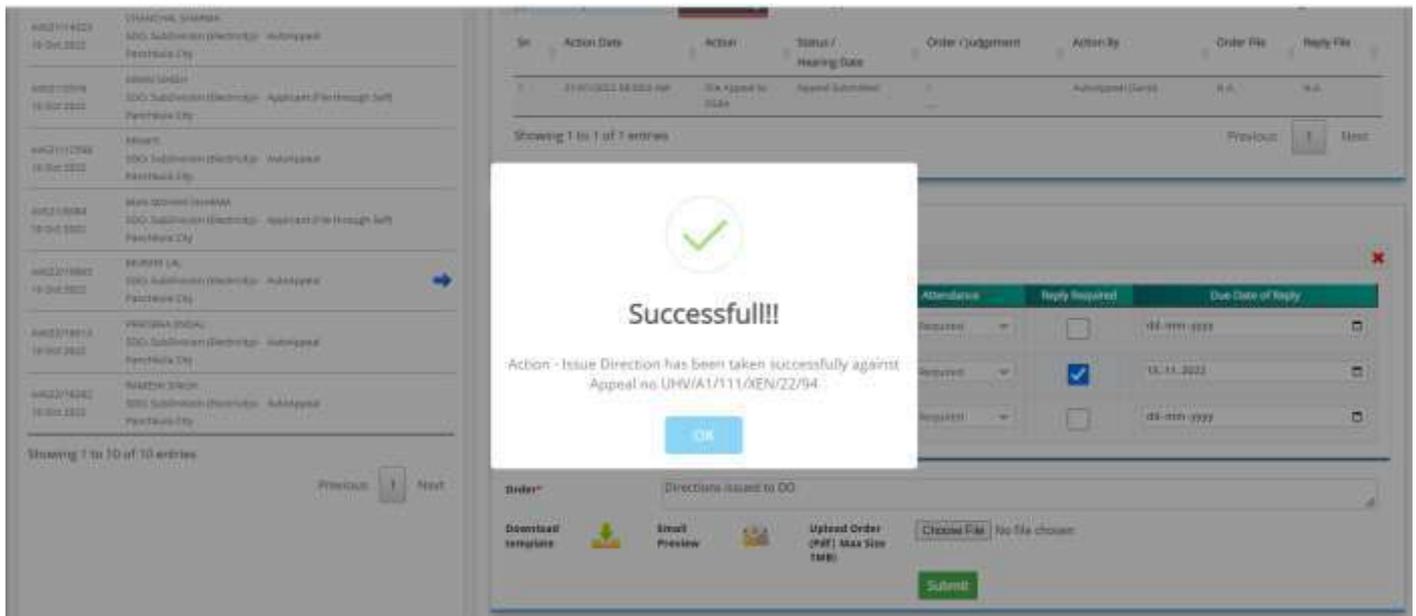
1

Email Preview: SMS/Email alerts would be sent to Appellants and Designated Officer. Email preview shows the content that will be sent to Appellants & Designated Officer and it can be edited if needed be.



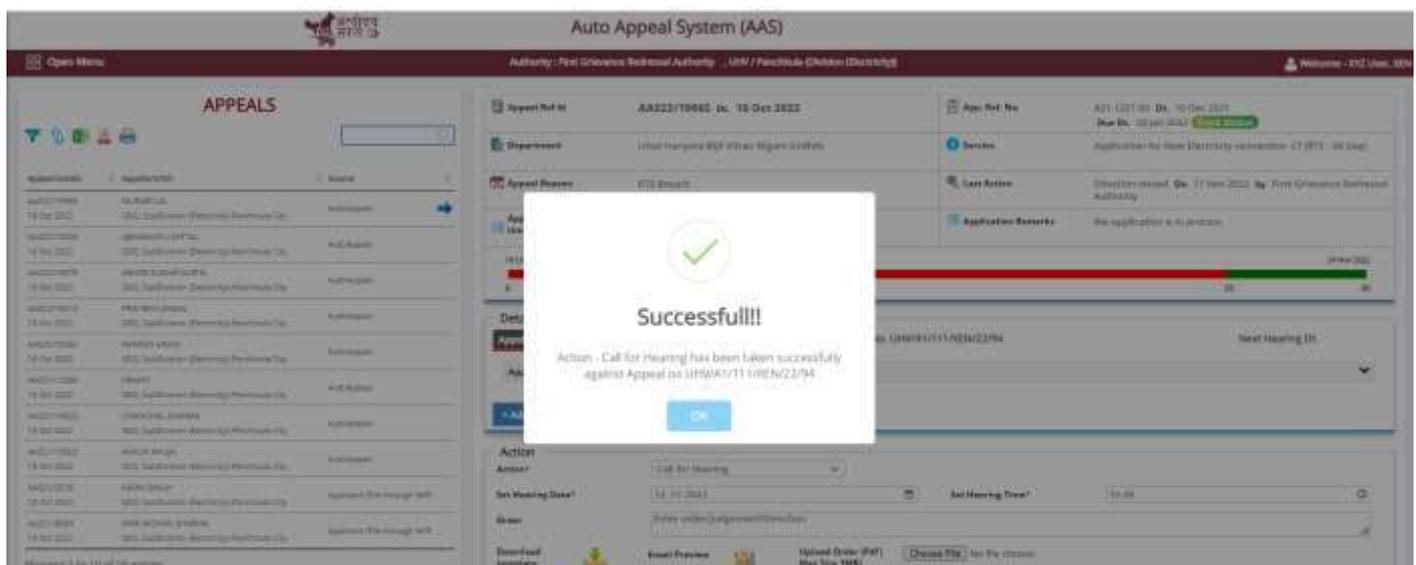
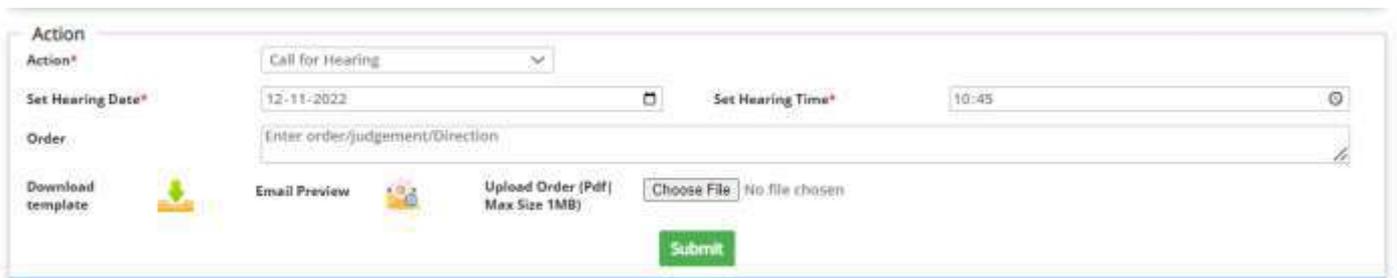
Type	Name/Designation	Admitted	Reply Required	Due Date of Reply
Appellate	MURARI LAL	Not Required	<input type="checkbox"/>	18-11-2022
SO	SDO PANCHKULA	Not Required	<input checked="" type="checkbox"/>	18-11-2022
Respondent	SDO PANCHKULA	Not Required	<input type="checkbox"/>	18-11-2022

1st GRA will select Action, enters directions in 'Order' textbox, upload directions in pdf format if required, fill CAPTCHA code and click 'Submit' button.

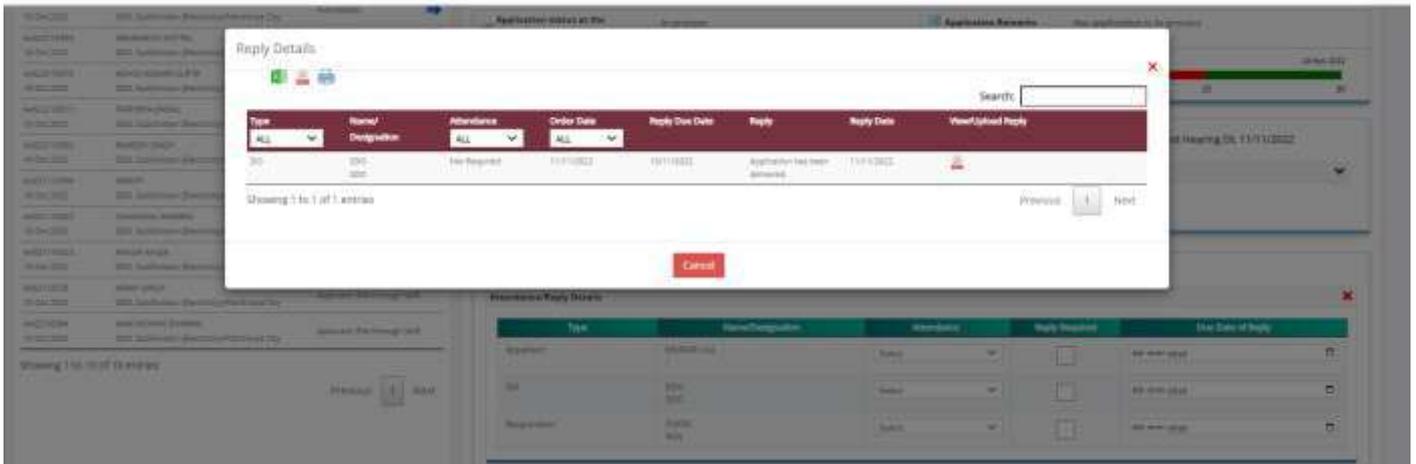


Once directions are issued to DO, DO can login and view the directions issued to him and enter reply details accordingly. This is explained in [Designated Officer](#) section (Refer page 23)

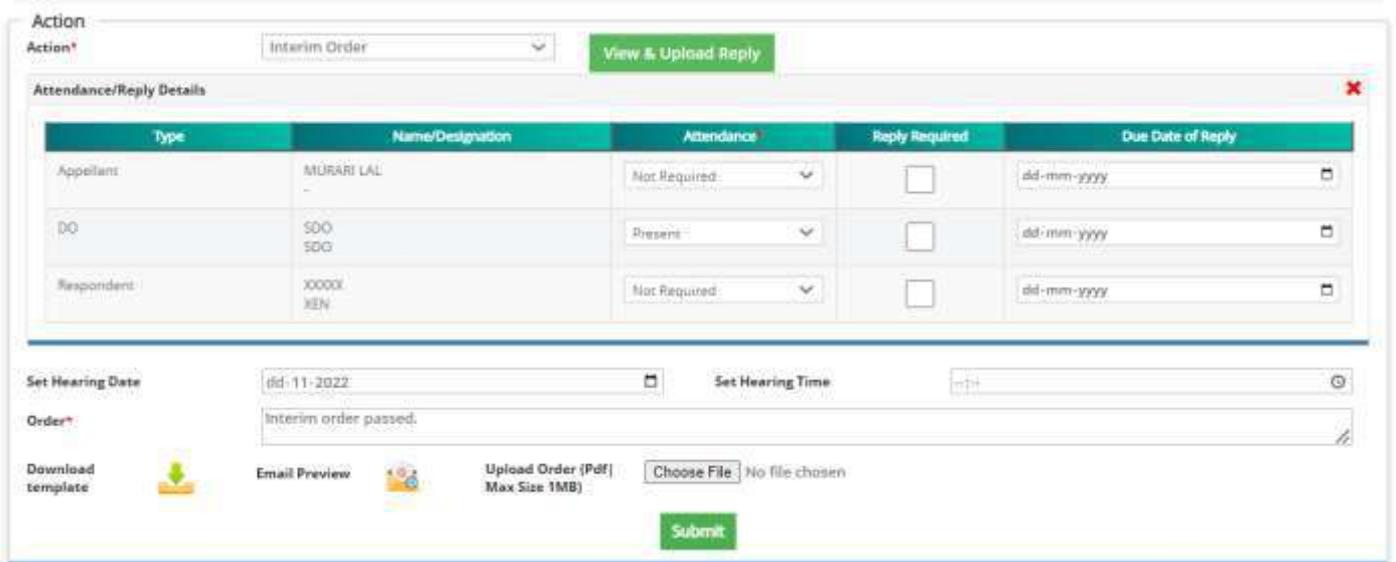
d) Call For Hearing: 1st GRA can call DO & eligible person for hearing



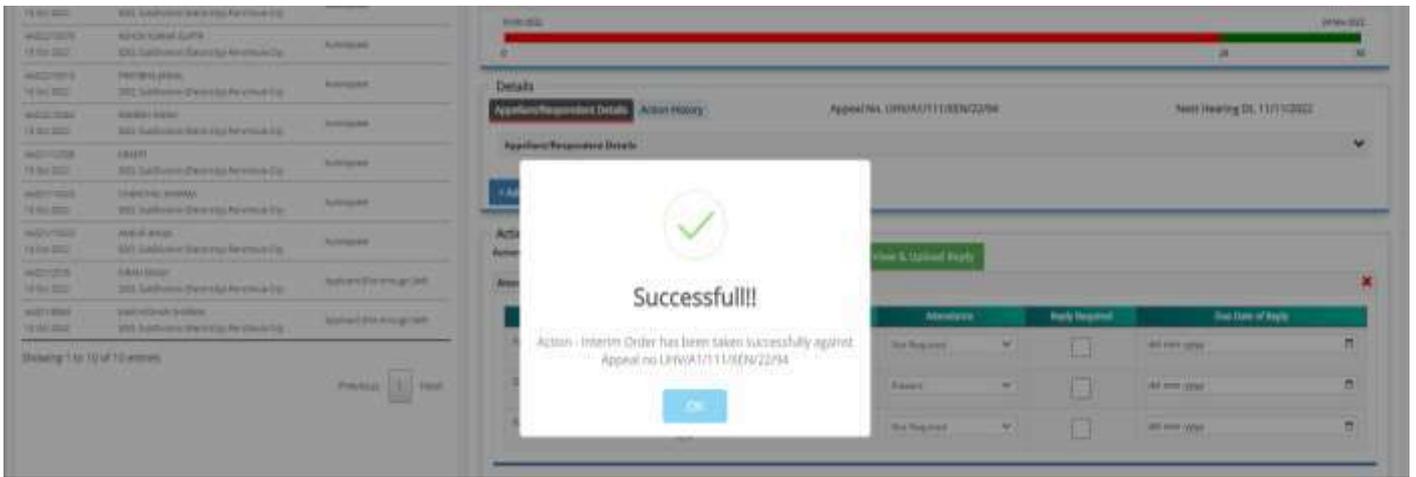
On click of 'View & Upload Reply' button, following pop-up will be visible where 1st GRA can view reply filed by Appellant/DO can be viewed and provision is also made to upload reply on the behalf of replier if reply is received through other means like email etc.



1st GRA will enters Interim order in 'Order' textbox, upload order in pdf format if required, fill CAPTCHA code and click 'Submit' button.



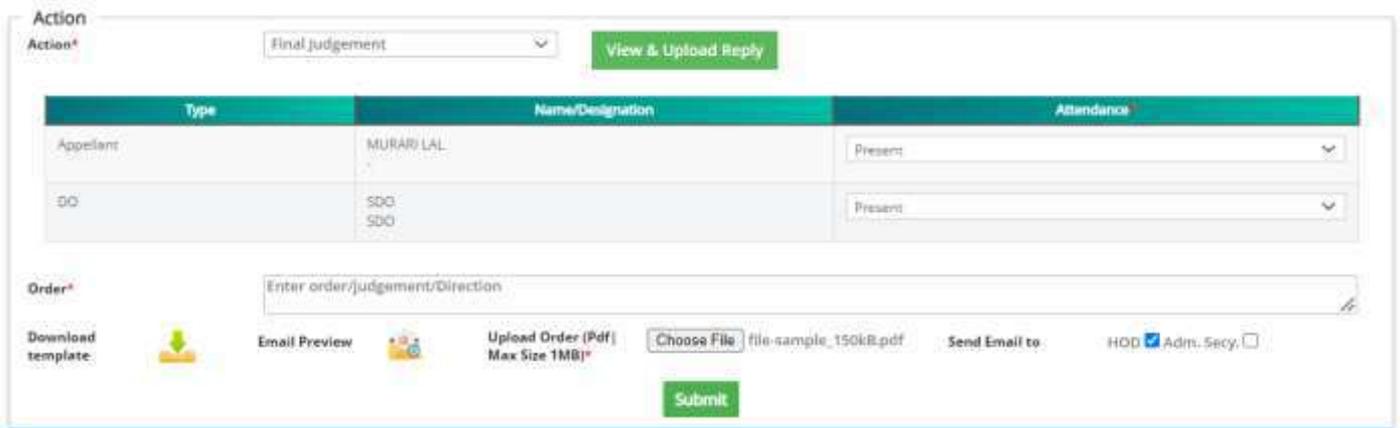
Once submitted, the following message is displayed on the screen.



g) Final Judgement: 1st GRA can pass Final Judgement on the appeal as shown below.

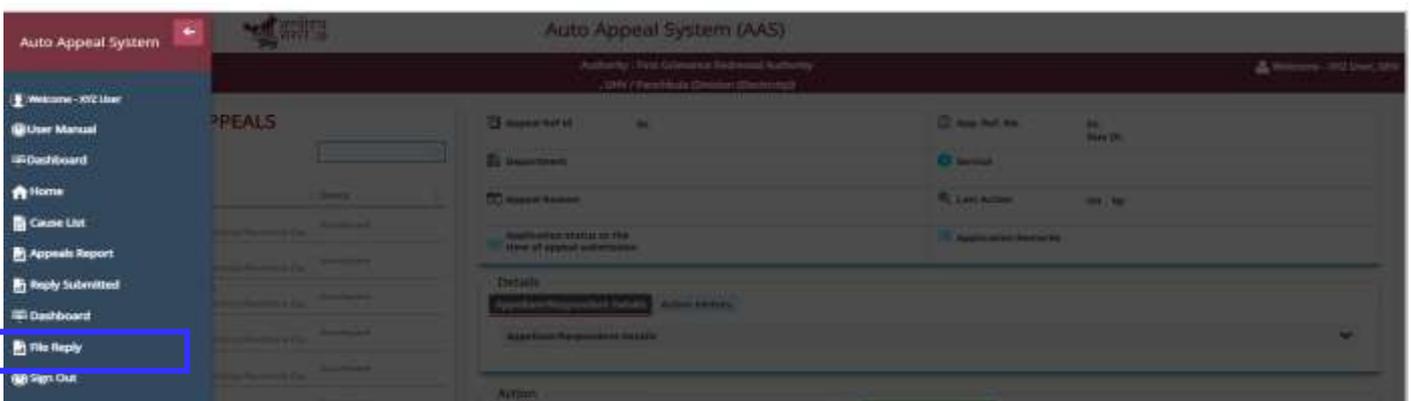
1st GRA will records details of attendees and enter final judgement in 'Order' box

For passing final judgement, 'Upload Judgement' is mandatory. This will also be sent to HOD and/or Administrative Secretary email if 'Send Email' option is checked

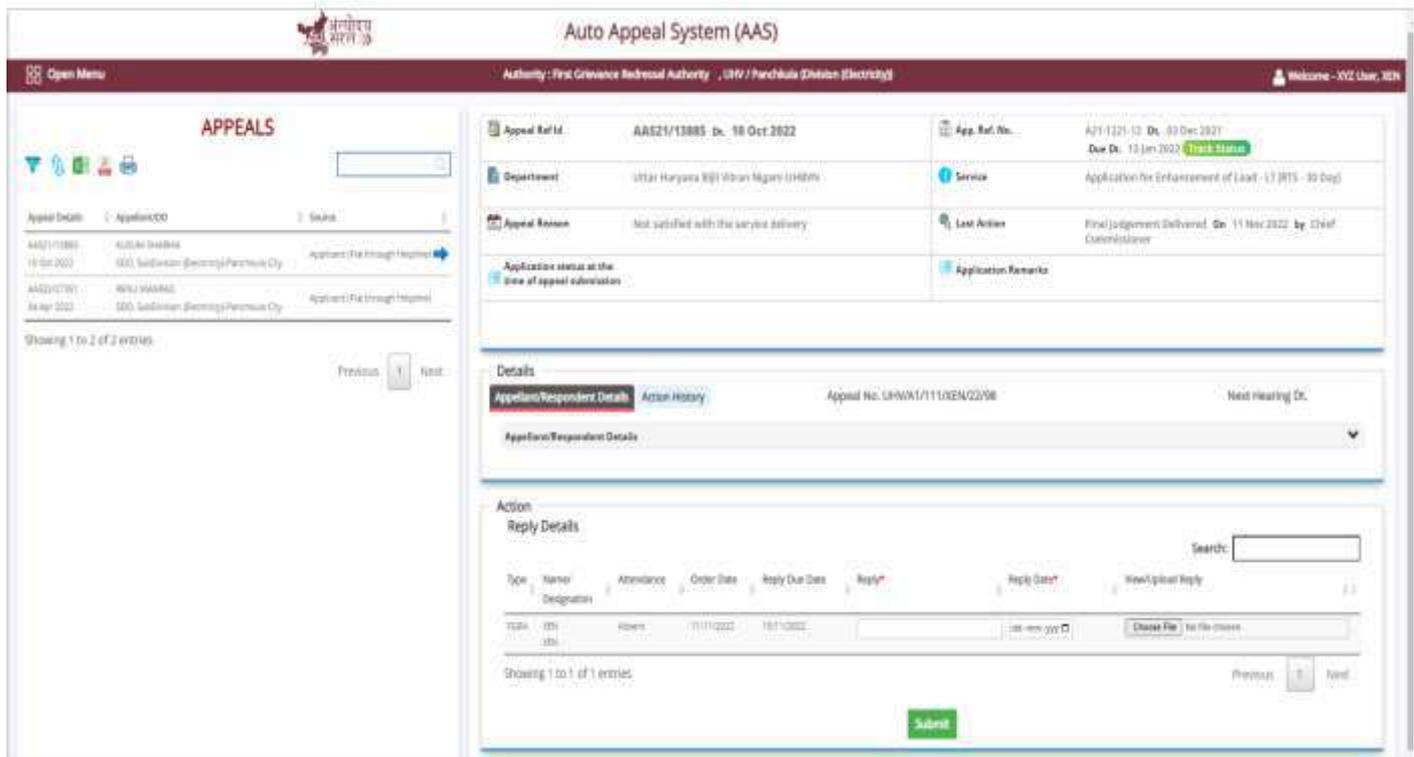


File Reply Version 2.0 :

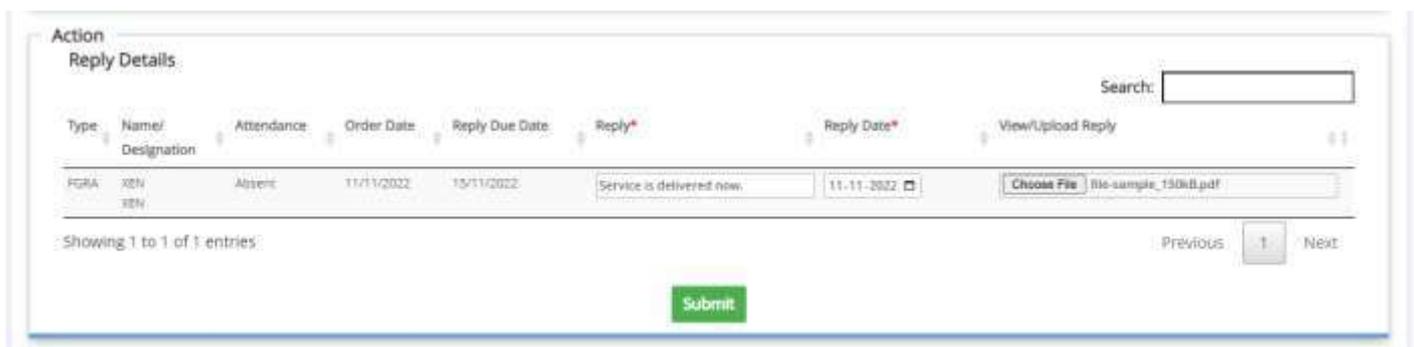
Haryana Right to Service Commission (HRTSC) can now seek reply from 1st GRA also. This option is provided to view & file reply. Click 'Open Menu' to view the menu and then click 'File Reply'.



On clicking File Reply, following screen will be displayed. On left section, appeals will be listed on which Haryana Right to Service Commission (HRTSC) is seeking reply from the logged in user i.e 1st GRA in this case.



On click of appeal, details like order date and reply due date will be displayed. Reply can be filed by entering details like reply, reply date and uploading reply document (if required) and clicking 'Submit' button as shown below:



Assign Designated Officer Version 2.2:

CM Window has been integrated with Auto Appeal System (AAS). AAS Nodal Officer and First Grievance Redressal Authority need to assign Designated Officer (DO) for the appeals generated corresponding to the grievances received from CM Window. Appeals corresponding to the services whose First Grievance Redressal Authority (1st GRA) is either at State level or at District level will be visible to First Grievance Redressal Authority (1st GRA) for Designated Officer assignment.

These appeals would be visible to the First Grievance Redressal Authority (1st GRA) (for taking action on appeal) only if their Designated Officers will be assigned.

Logged in User will land to the following screen. Click on 'Assign Designated Officer' button as below:



Following screen will be visible:

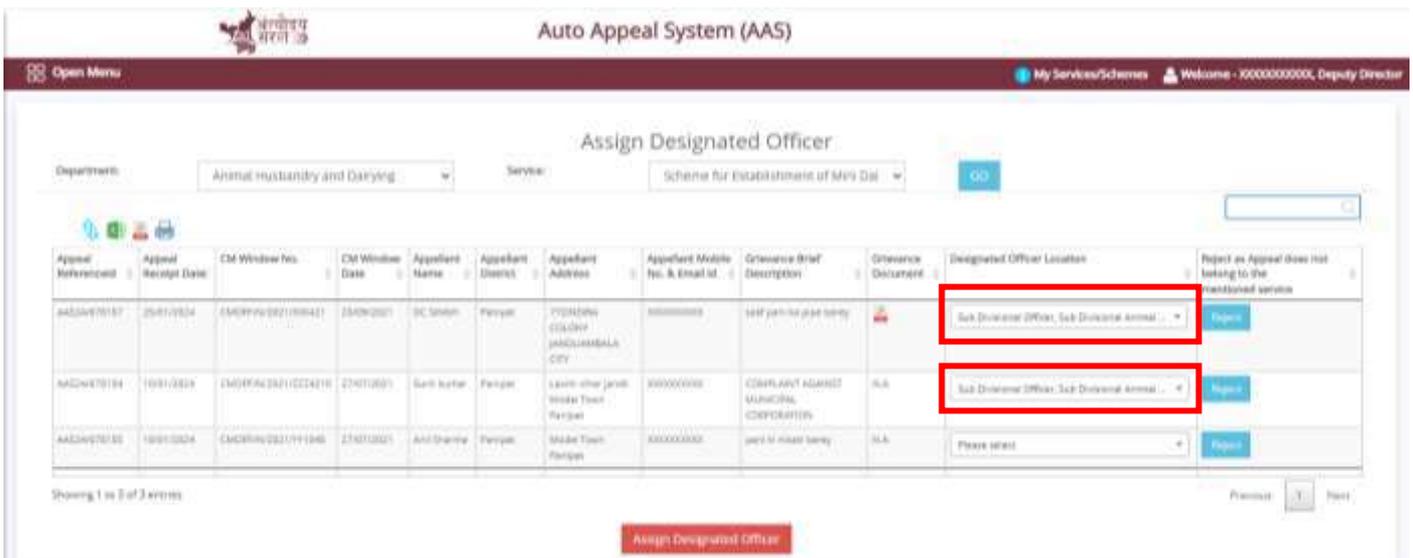


On selecting Department, all the services whose appeals have been generated corresponding to CM Window grievances will be shown in Service dropdown. Now select service name and click 'GO' button, all the records would be displayed as shown in the following screen.

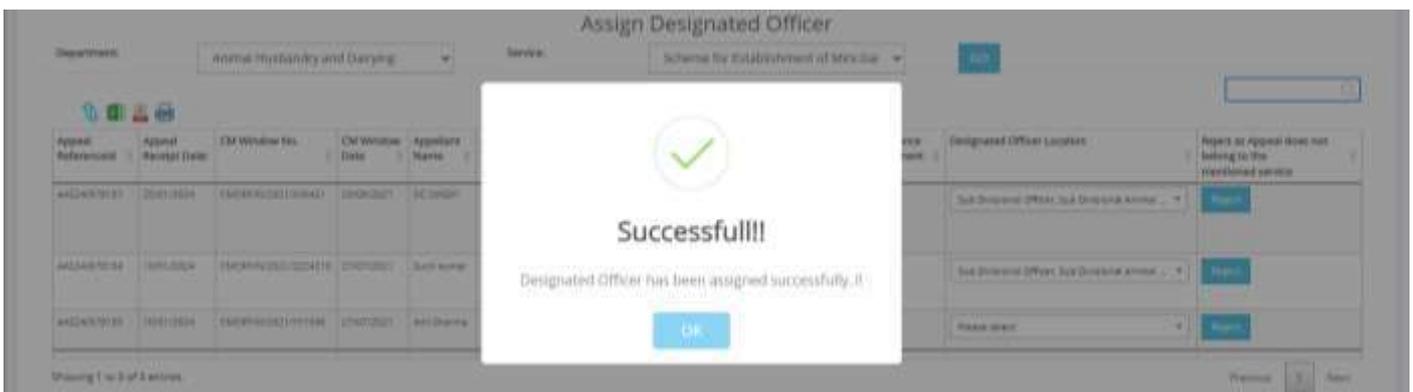
1st GRA can do following:

- i) Assign Designated Officer
- ii) Reject Appeal

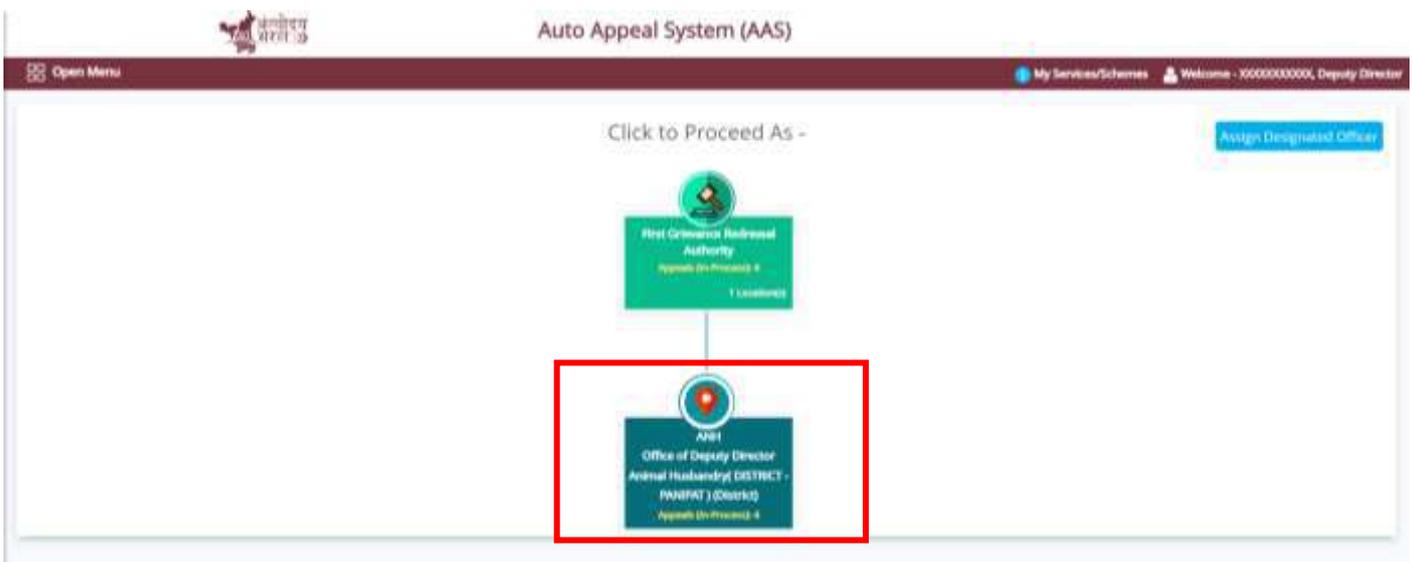
Select Designated Officer against each row as shown below:



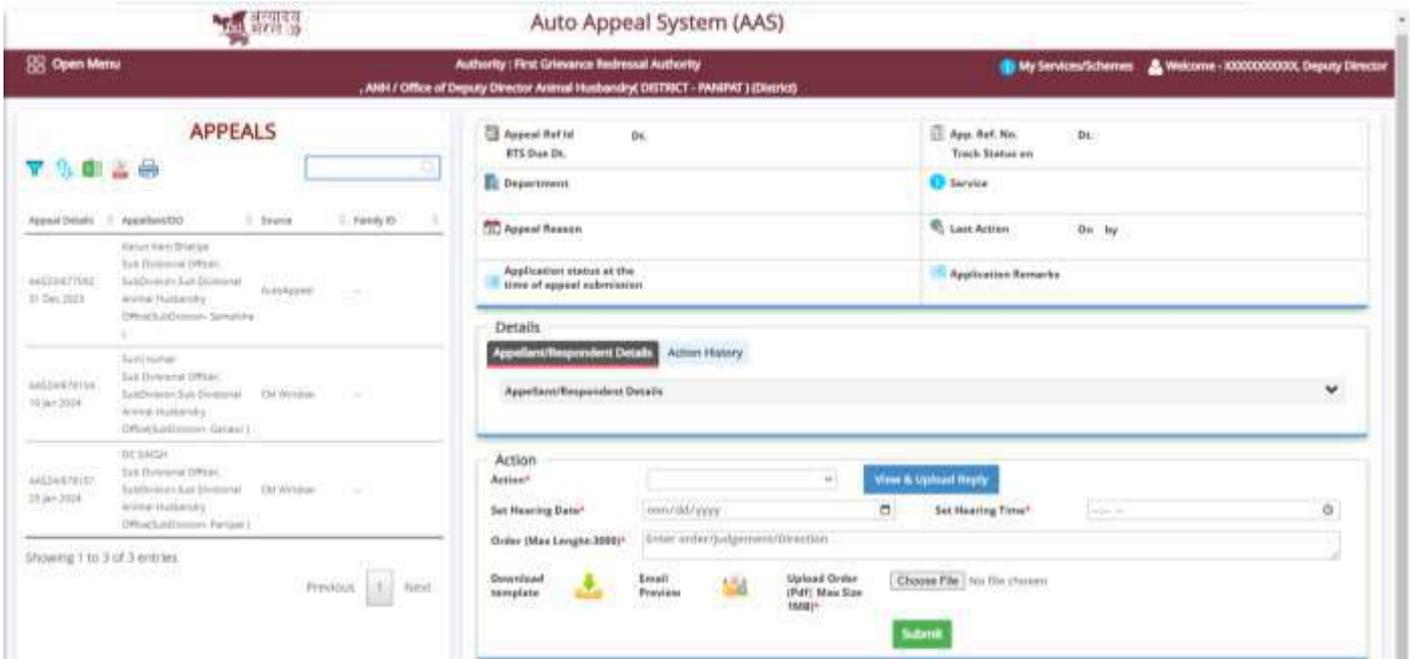
Click on 'Assign Designated Officer' button, following message will be shown:



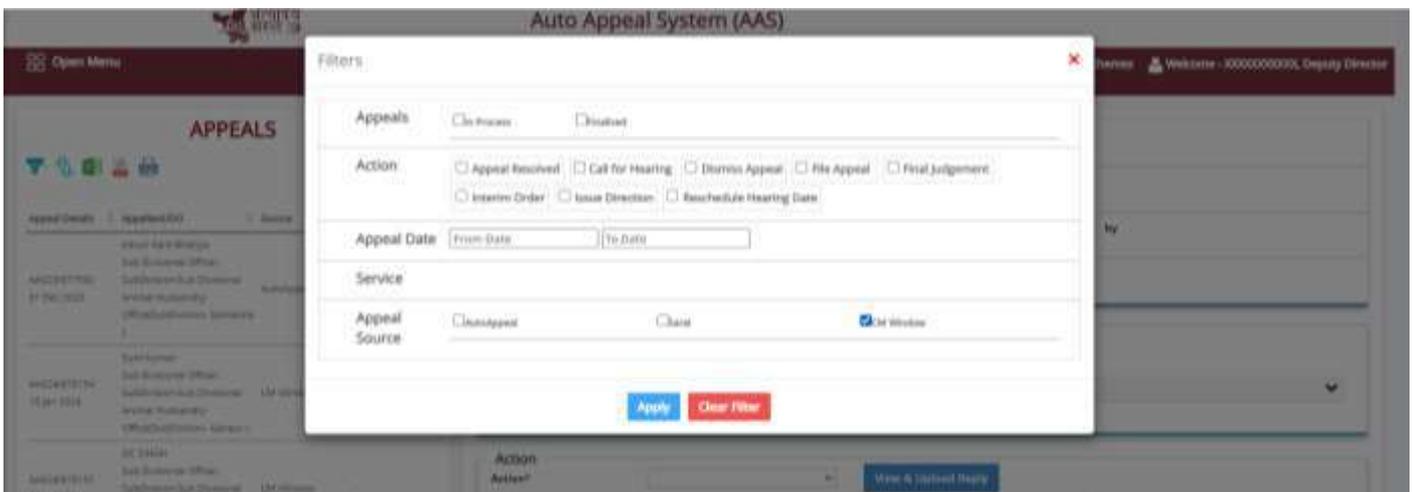
Now go to Home screen by clicking option 'Home' from Menu, click on the Location as below:

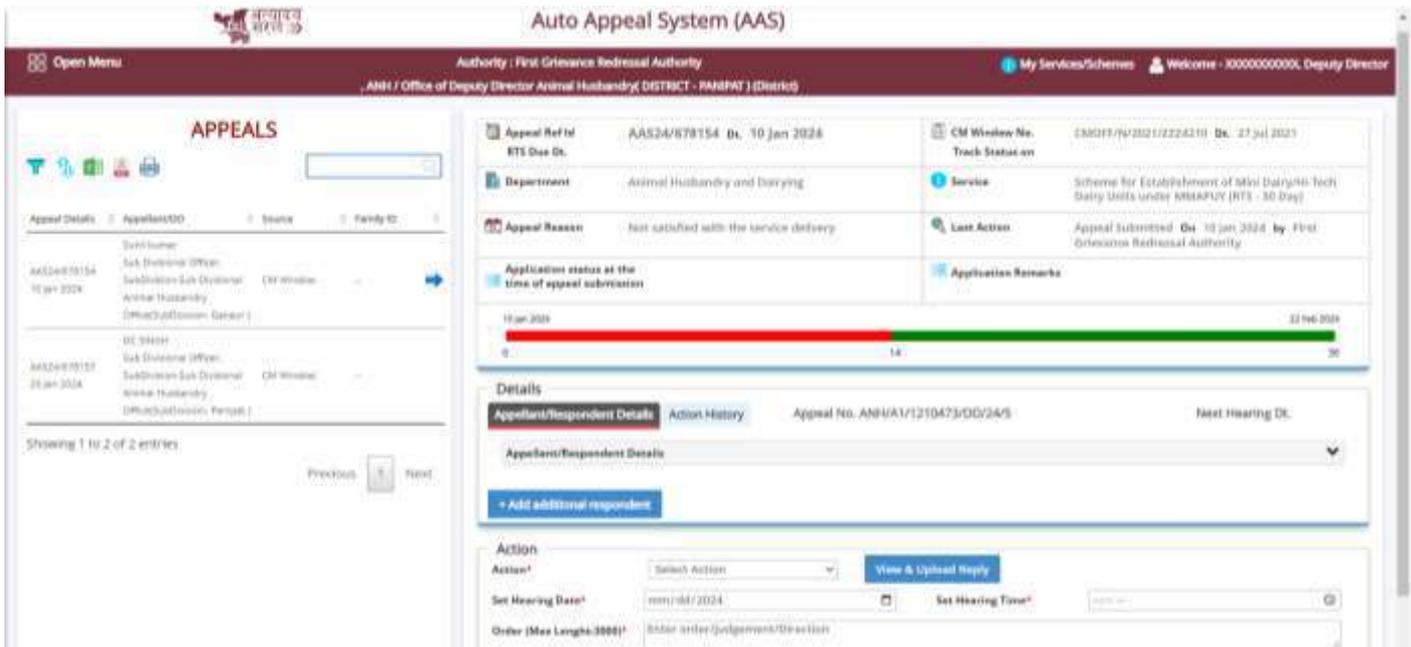


Appeal(s) whose designated officer(s) was assigned would now be visible to 1st GRA. Now 1st GRA may take action on appeal.



Note: By clicking icon , list of all appeals can be filtered on various parameters including 'Appeal Source'. On selecting 'CM Window' in Appeal Source parameter, only CM Window appeals will be filtered as shown below:





ii) Reject Appeal:

On reviewing the details of the CM window grievance, if it is found that department/service of the appeal does not match with the grievance then it can be rejected as explained below.

Click on 'Reject' button as shown below:



Select Rejection reason and enter remarks and click on 'Reject' button Version 2.2.2

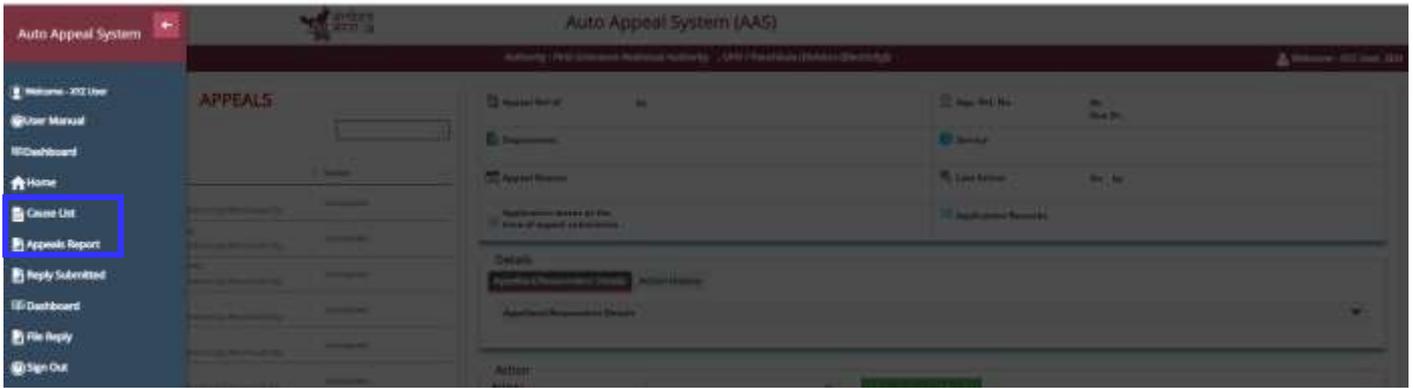
Reject Reason:

Grievance does not relate to this department

Reject Remarks:

This grievance is related to Fisheries Department

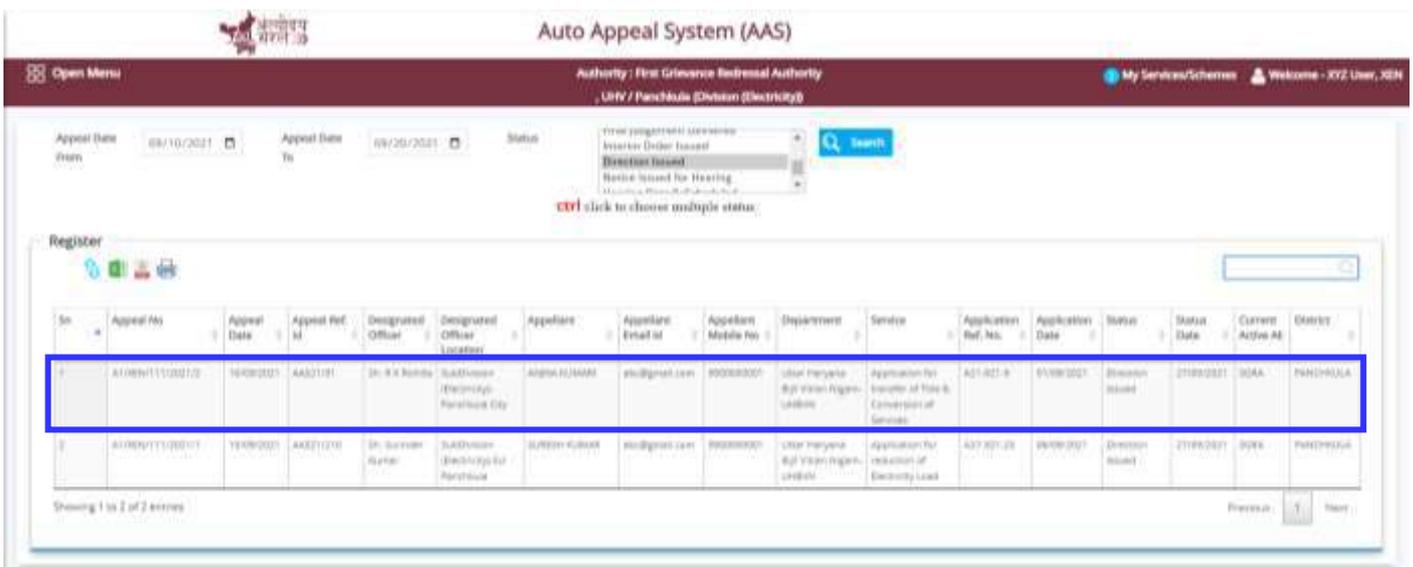




a) **Cause List:** Cause List of all the Appeals can be viewed for a given date. Search and print provision is also provided



b) **Appeals Report:** Appeal Register (List of all the Appeals) can be viewed. Appeals can be filtered between two appeal dates and also by selecting one or more status. Search, Export to Excel/Pdf and print provision is also provided.



On clicking Appeal, following pop-up will appear displaying 'Appeal History' along with Directions Issued/ Replies/ Order/ Judgement documents (if any)

Appeal History



Sr	Action Date	Action	Status / Hearing Date	Order / Judgment	Action By	Order/Reply
1	22/11/2021 10:19:0 AM	Direct Appeal	Appeal Dismissed	Final Order /	SGRA-Circle (Electricity) Panjwal	
2	22/11/2021 28:40:0 AM	Reschedule Hearing Date	Hearing Date Rescheduled 22/11/2021 18:30:00:00	/	SGRA-Circle (Electricity) Panjwal	N/A
3	11/11/2021 01:37:0 PM	Reschedule Hearing Date	Hearing Date Rescheduled 15/11/2021 10:45:00:00	/	SGRA-Circle (Electricity) Panjwal	
4	22/11/2021 06:30:0 PM	Call for Hearing	Notice Issued for Hearing 22/11/2021 18:30:00:00	/	SGRA-Circle (Electricity) Panjwal	N/A
5	22/11/2021 10:21:0 AM	File Appeal to SGRA	Appeal Submitted	/	AutoAppel (Sard)	N/A
6	21/09/2021 08:25:0 PM	Issue Direction	Direction Issued	Kindly submit the final ATR report immediately.	SGRA-Circle (Electricity) Panjwal	N/A
7	18/09/2021 02:02:0 PM	File Appeal to SGRA	Appeal Submitted	/	AutoAppel (Sard)	N/A

Showing 1 to 7 of 7 entries

Previous Next

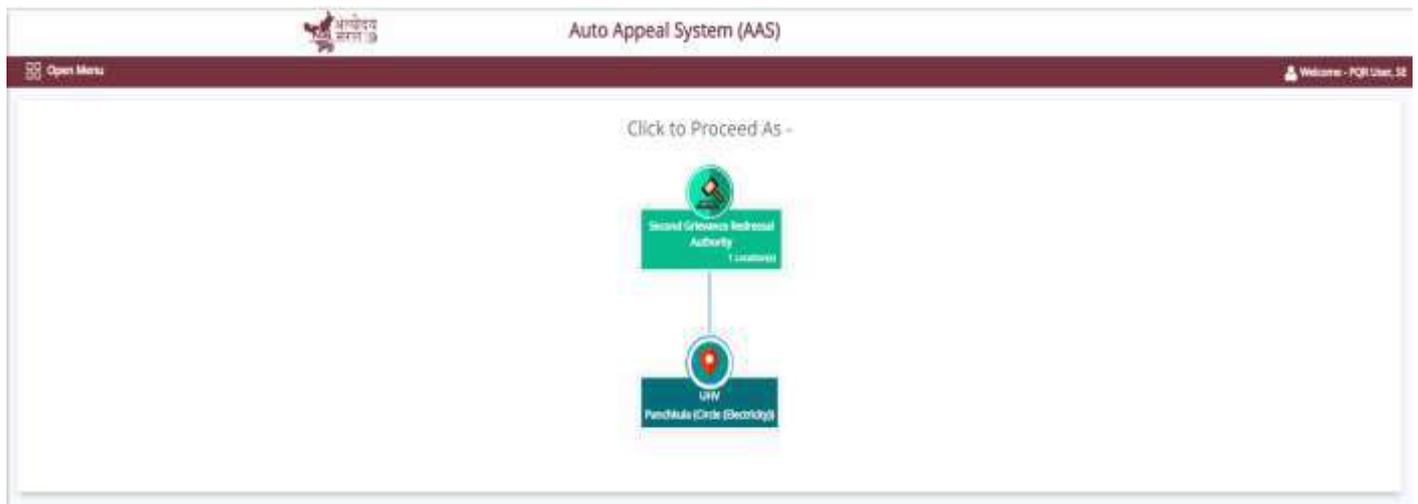
Close

Second Grievance Redressal Authority (2nd GRA)

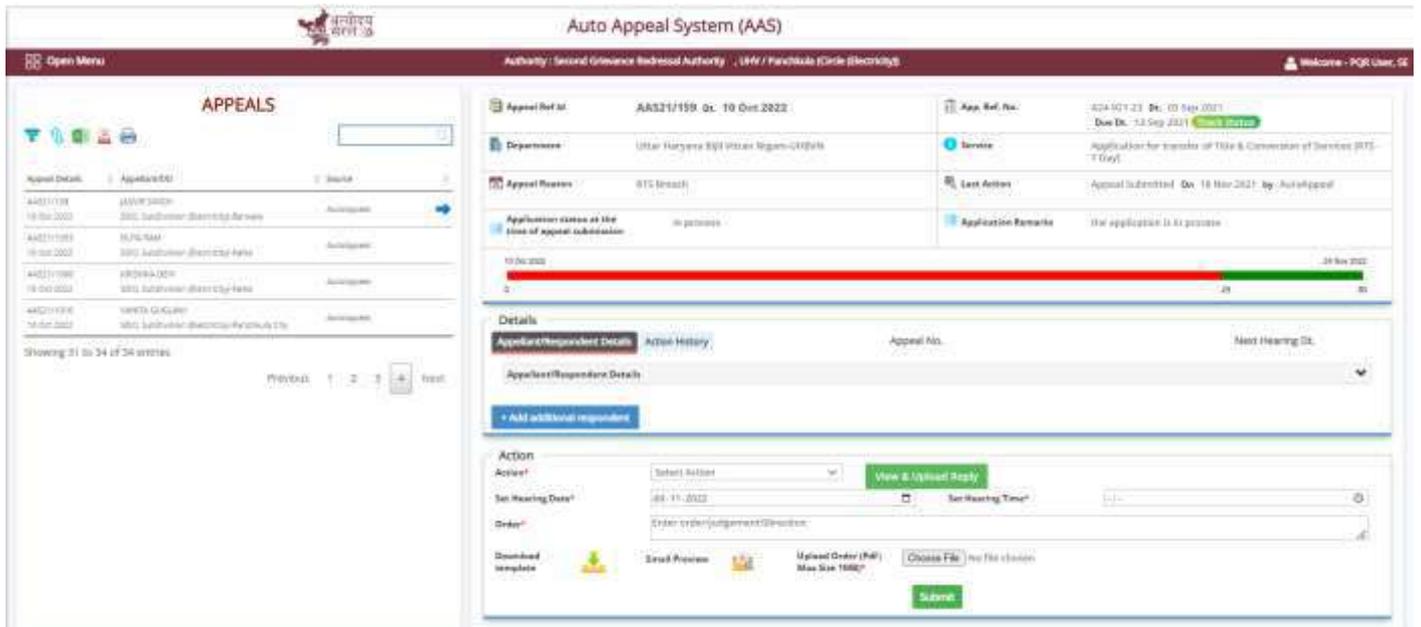
2nd GRA logs in to the Auto Appeal System (AAS) - <https://aas.saralharyana.nic.in>



Logged in User will view all his/her roles e.g. in this case it is 2nd GRA. Click on Second Grievance Redressal Authority role, user will see all his/her locations



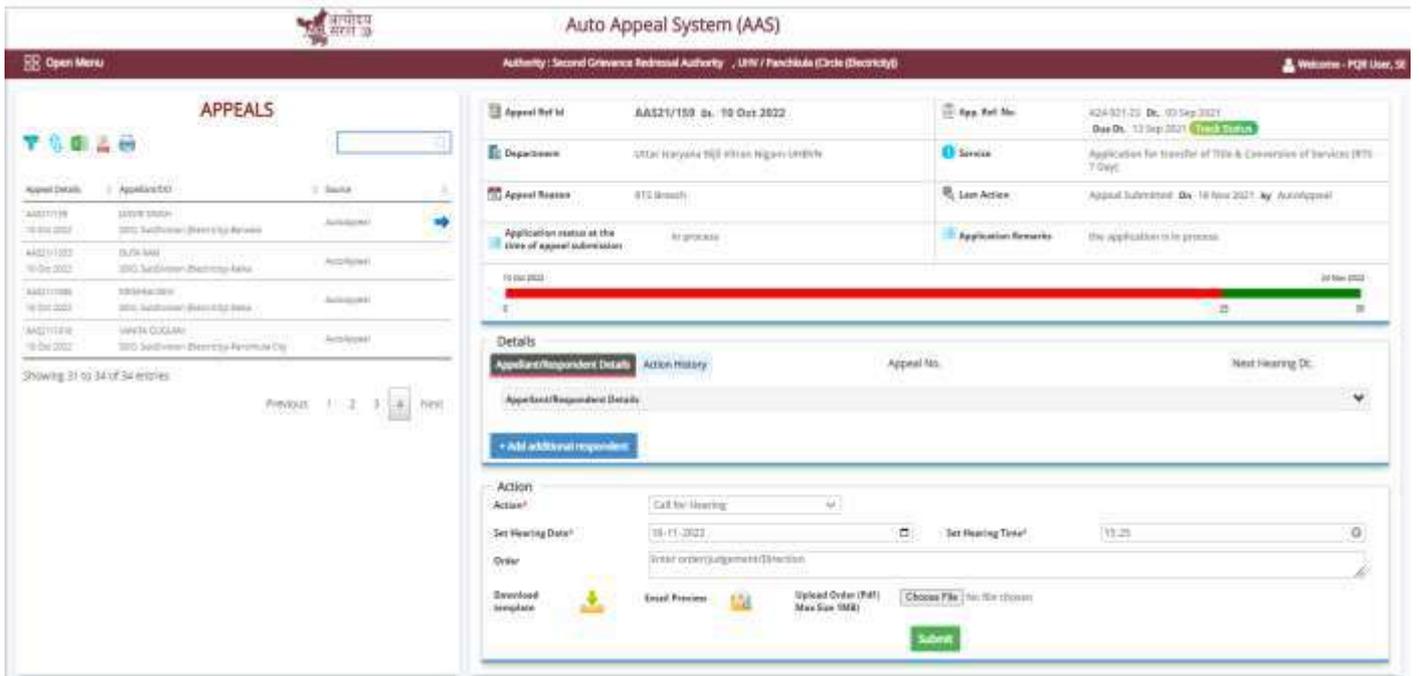
On clicking Location, user will land to the following screen. This screen will list all the appeals of the selected location that are auto- escalated to him/her as no final decision was made by 1st GRA within 30 working days of appeal submission and appeals filed by eligible person through Antyodaya Saral portal and helpline in case he/she is dissatisfied with final judgement by 1st GRA. On click of appeal, following details will appear. This screen is already explained in detail in Section [First Grievance Redressal Authority \(1st GRA\)](#) (Refer Page 5).



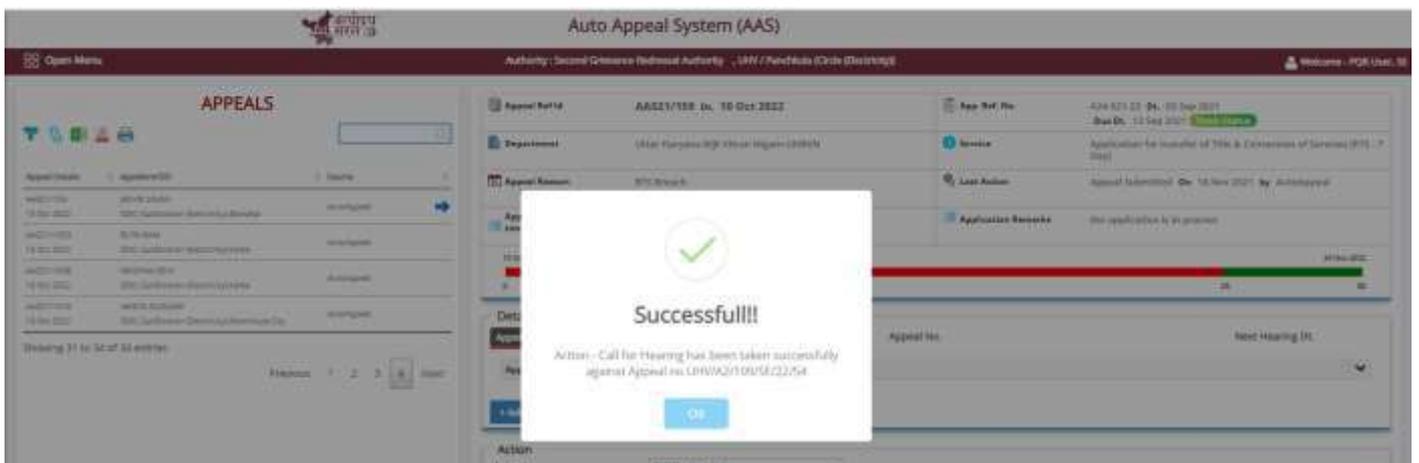
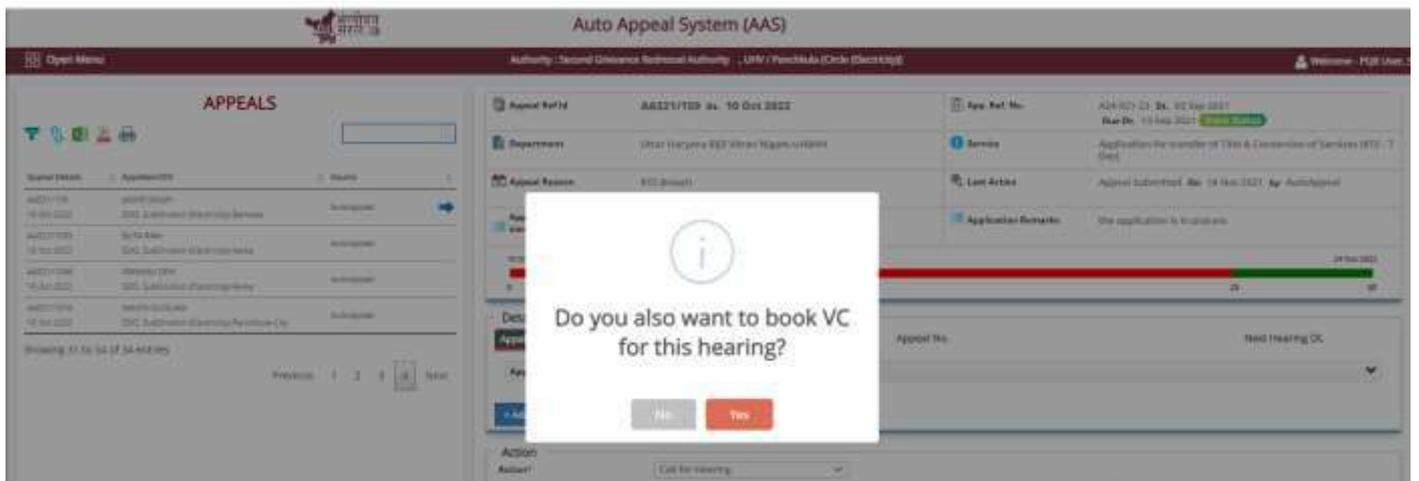
Actions that can be taken by 2nd GRA:

- a) Appeal Resolved – to resolve the appeal
- b) Dismiss Appeal – to dismiss the appeal
- c) Issue Directions – to issue directions to Designated Officer (DO)
- d) Call for Hearing – to call Appellant & Designated Officer for hearing
- e) Reschedule Hearing Date – to reschedule hearing date.
- f) Interim Order – to pass interim orders
- g) Final Judgement – to pass final judgement on the appeal

- a) **Appeal Resolved** : 2nd GRA can resolve the appeal
- b) **Dismiss Appeal**: 2nd GRA can dismiss the appeal
- c) **Issue Directions**: 2nd GRA can issue directions.
- d) **Call For Hearing**: 2nd GRA can call DO & eligible person for hearing



On click of 'Submit' button, there is provision to book Video Conferencing(VC) on date of call for hearing. On clicking 'Yes', Video Conferencing(VC) will be booked on NIC Meet along with Call for hearing otherwise call for hearing action will be submitted without booking Video Conferencing(VC).



- e) **Reschedule Hearing Date:** 2nd GRA can also reschedule the Hearing Date
- f) **Interim Order:** 2nd GRA can pass Interim order on the appeal along with hearing. 2nd GRA will record details of attendees and may ask reply from Appellant/DO/Respondent as explained in 1st GRA Section
- g) **Final Judgement:** 2nd GRA can pass Final Judgement on the appeal as shown below.

2nd GRA will records details of attendees and may also impose penalty of Rs.250/- to Rs.5000/- on Designated Officer/Additional Respondents and can disburse compensation to eligible person from the penalty levied.

Final judgement can be entered in 'Order' box. For passing final judgement, 'Upload Judgement' is mandatory. This will also be sent to HOD and/or Administrative Secretary email if 'Send Email' option is checked

Type	Name/Designation	Payee Code	Attendance	Amount
Appellant	JASVIR SINGH		Present	
DO	SDO SDO		Present	1000
Total Amount				1000

Eligible Person Details

Compensation to Appellant (in ₹)*: 500

Bank Name*: City Union Bank

Account No*: *****

Appellant Name*: JASVIR SINGH

IFSC Code*: XXXX000234

Confirm Account No*: 1111111111

Order*: final judgement delivered



File Reply Version 2.0 :

Haryana Right to Service Commission (HRTSC) can now seek reply from 2nd GRA also. 'File Reply' option is provided to view & file reply. Here appeals will be listed on which Haryana Right to Service Commission (HRTSC) is seeking reply from the logged in user i.e 2nd GRA in this case. This process is already explained in detail in Section [First Grievance Redressal Authority \(1st GRA\)](#) (Refer Page 5).

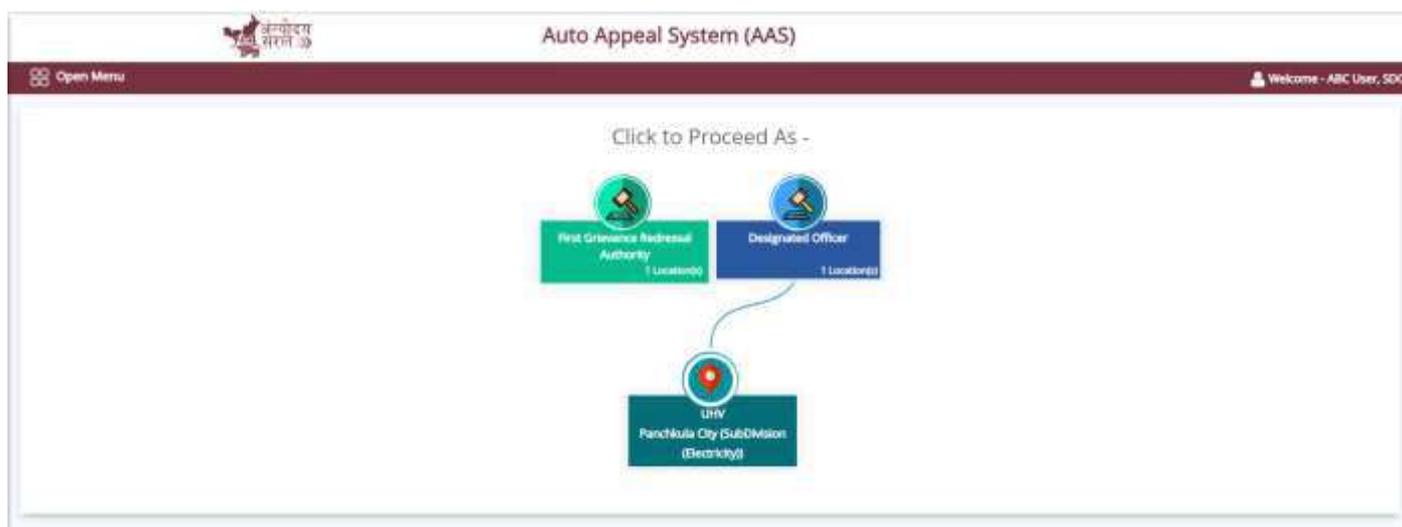
Designated Officer (DO)

DO logs in to the Auto Appeal System (AAS) - <https://aas.saralharyana.nic.in>

DO can respond to the Directions issued by Grievance Redressal Authorities/Haryana Right to Service Commission (HRTSC)



DO will select the Location



Appeals related to DO will appear here. DO can view directions given by Grievance Redressal Authorities/ HRTSC and enter reply details.

APPEALS

Authority : Designated Officer , UHV / Panchkula City SubDivision (Electricity) | Welcome - ABC User, SDO

Appeal Ref Id: AAS32/19965 Dt: 19 Oct 2022 | App. Ref. No. A21-1221-96 Dt: 19 Oct 2021 | Due Dt: 20 Jun 2022 View Status

Department: Uttam Harjanta Gajj Vikram Nagar UHV | Service: Application for New Electricity connection-ST (RTS - 30 Day)

Appeal Reason: RTS Breach | Last Action: Direction Issued On: 11 Nov 2022 by: First Grievance Redressal Authority

Application status at the time of appeal submission: In process | Application Remarks: the application is in process

Details

Appellant/Respondent Details | Action History | Appeal No. UH/WA/1111/32/94 | Next Hearing Dt:

Appellant/Respondent Details

Action

Reply Details

Type	Name/ Designation	Attendance	Order Date	Reply Due Date	Reply*	Reply Date*	View/Upload Reply
DO	SDO	Not Required	11/11/2022	15/11/2022	Application has be	1-2022	Choose File file-sa...kB.pdf

Showing 1 to 1 of 1 entries | Previous 1 Next

Submit

Action

Reply Details

Search:

Type	Name/ Designation	Attendance	Order Date	Reply Due Date	Reply*	Reply Date*	View/Upload Reply
DO	SDO	Not Required	11/11/2022	15/11/2022	Application has be	1-2022	Choose File file-sa...kB.pdf

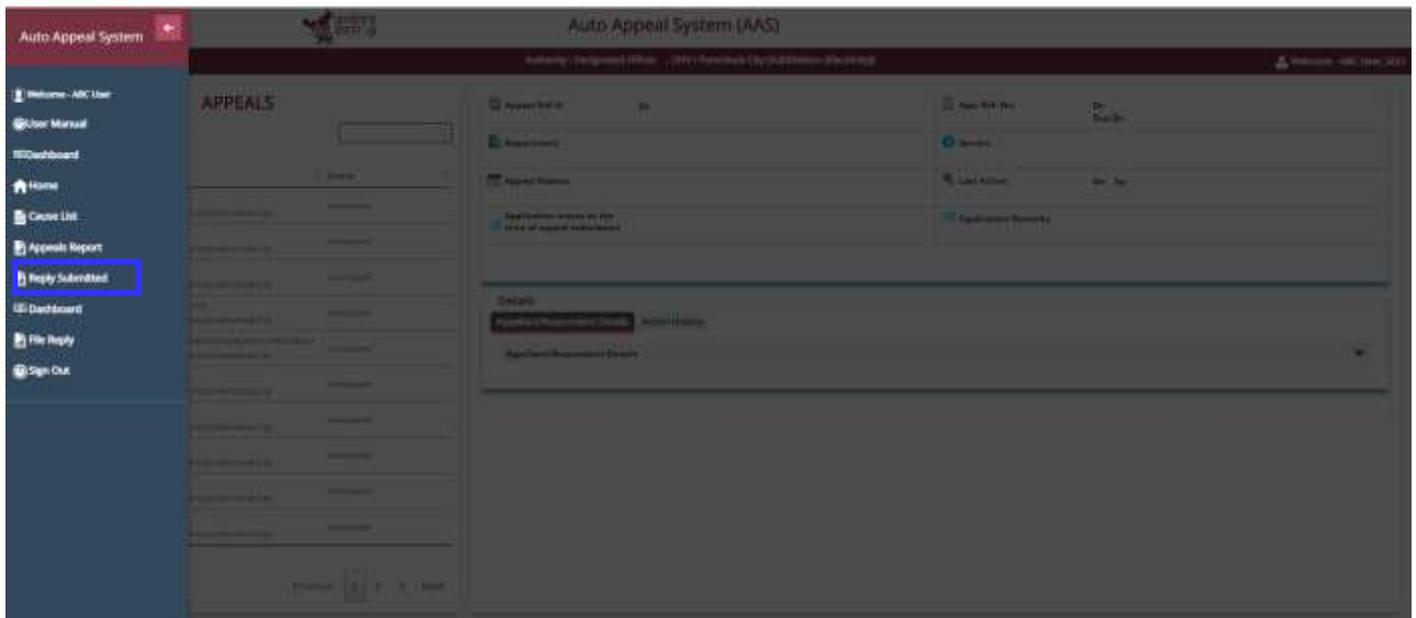
Showing 1 to 1 of 1 entries | Previous 1 Next

Submit

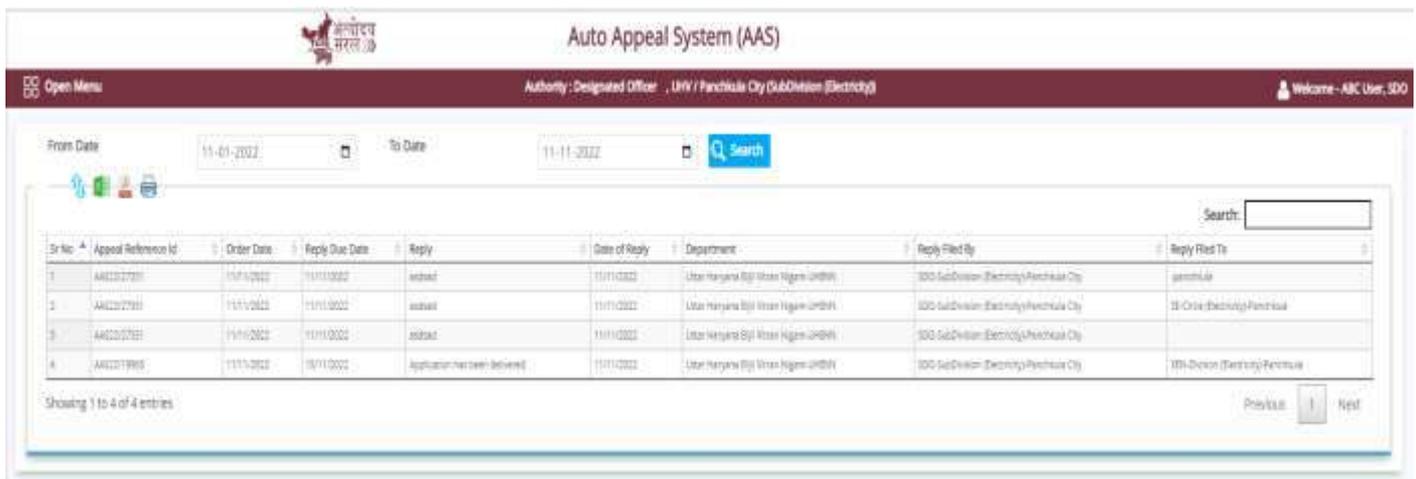
On clicking 'Submit' button, reply will be submitted. *This reply can be viewed in 'Action History'*

Reports:

Replies submitted by DO can be viewed in 'Reply Submitted' report.

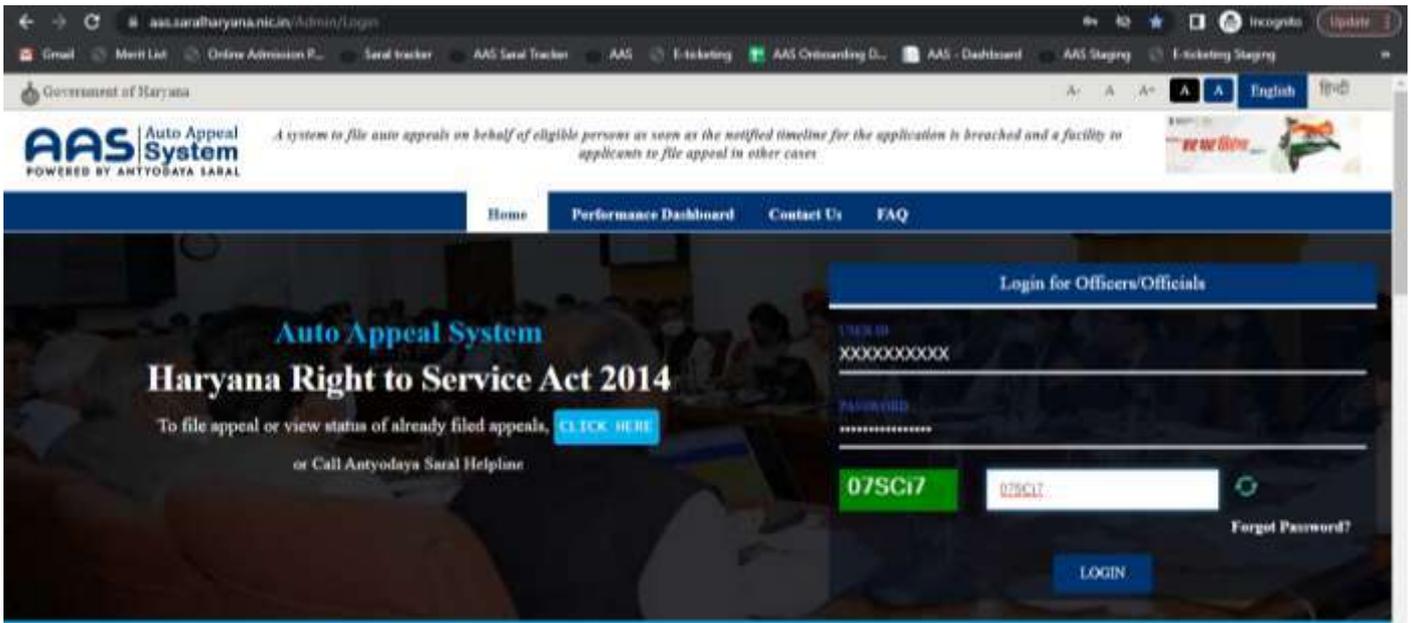


Appeals can be filtered between two appeal dates. Search, Export to Excel/Pdf and print provision is also provided.

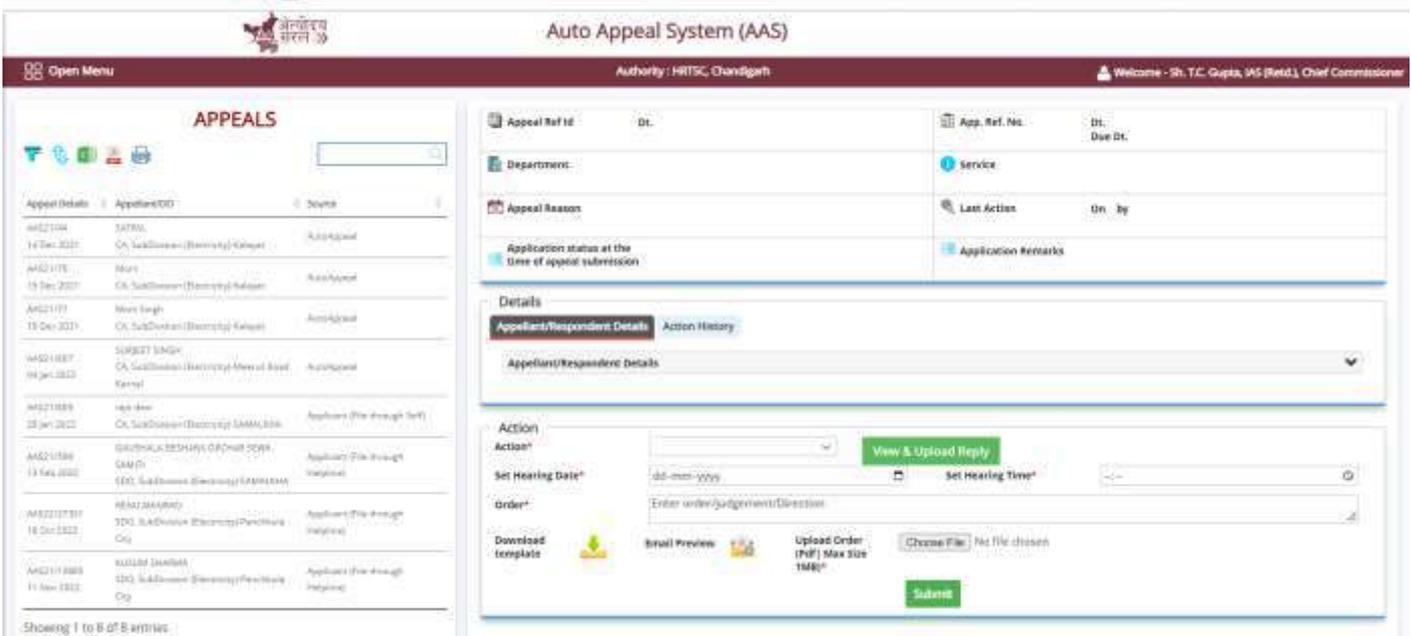


Chief Commissioner - HRTSC

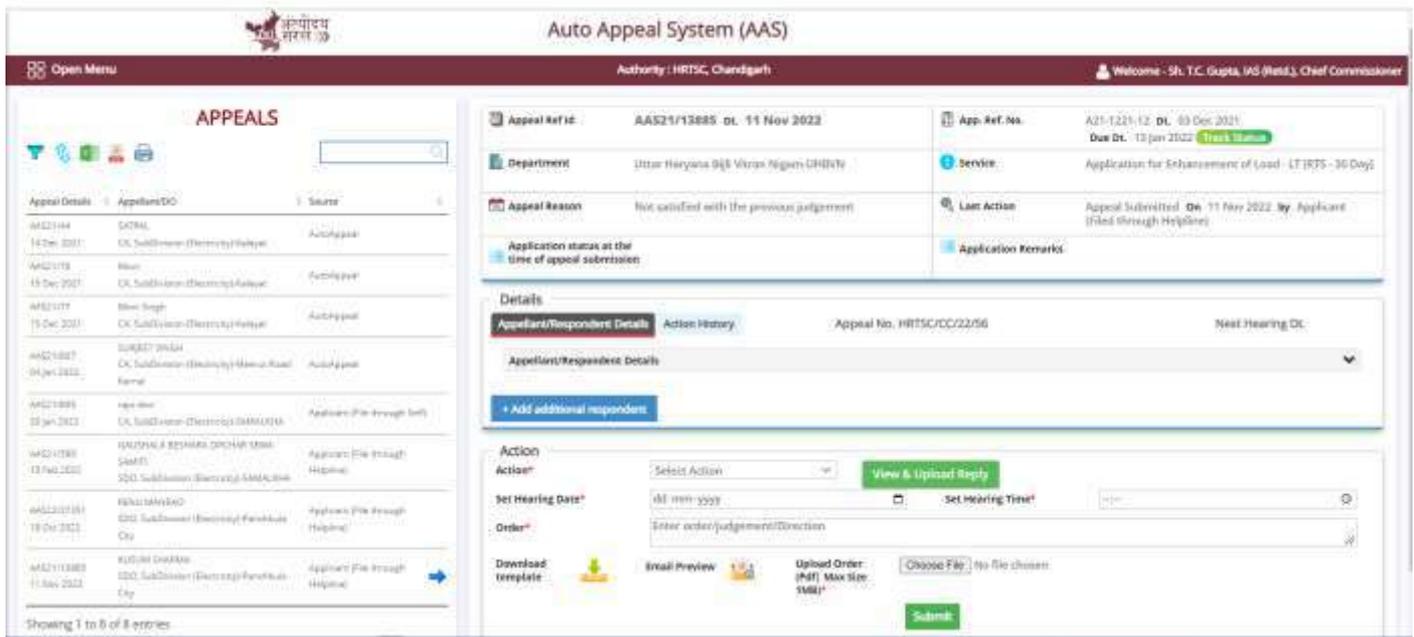
Chief Commissioner logs in to the Auto Appeal System (AAS) - <https://aas.saralharyana.nic.in>



Logged in User will land to the following screen. This screen will list appeals of all the departments (except those assigned to the Commissioner) that are auto- escalated to him/her as no final decision was made by 2nd GRA within 30 working days of appeal submission and appeals filed by eligible person through Antyodaya Saral portal and helpline in case he/she is dissatisfied with final judgement by 2nd GRA.



On click of appeal, following details will appear. This screen is already explained in detail in Section [First Grievance Redressal Authority \(1st GRA\)](#) (Refer Page 5).



Actions that can be taken by Chief Commissioner:

- Appeal Resolved – to resolve the appeal
- Dismiss Appeal – to dismiss the appeal
- Issue Directions – to issue directions and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1st GRA and/or 2nd GRA Version 2.0
- Call for Hearing – to call Appellant & Designated Officer for hearing
- Reschedule Hearing Date – to reschedule hearing date.
- Interim Order – to pass interim orders and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1st GRA and/or 2nd GRA Version 2.0
- Final Judgement – to pass final judgement on the appeal

- Appeal Resolved** : Chief Commissioner can resolve the appeal
- Dismiss Appeal**: Chief Commissioner can dismiss the appeal
- Issue Directions**: Chief Commissioner can issue directions to and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1st GRA and/or 2nd GRA. This process is already explained in detail in Section [First Grievance Redressal Authority \(1st GRA\)](#) (Refer Page 5).

Action

Action*

Attendance/Reply Details

Type	Name/Designation	Attendance	Reply Required	Due Date of Reply
Appellant	KUSUM SHARMA	Not Required	<input type="checkbox"/>	dd-mm-yyyy
DO	SDO SDO	Present	<input checked="" type="checkbox"/>	15-11-2022
Respondent	resp by sgra sardad	Not Required	<input type="checkbox"/>	dd-mm-yyyy
FGRA	XEN XEN	Absent	<input checked="" type="checkbox"/>	15-11-2022
SGRA	SE SE	Not Required	<input type="checkbox"/>	dd-mm-yyyy

Order*

Download template
 Email Preview
 Upload Order (Pdf | Max Size 1MB) No file chosen

15 Feb 2022 CA, Submissions (Electronic) Review

14 Feb 2022 14 Feb 2022 CA, Submissions (Electronic) Review Review

14 Feb 2022 14 Feb 2022 CA, Submissions (Electronic) Review Review

14 Feb 2022 14 Feb 2022 CA, Submissions (Electronic) Review Review

14 Feb 2022 14 Feb 2022 CA, Submissions (Electronic) Review Review

14 Feb 2022 14 Feb 2022 CA, Submissions (Electronic) Review Review

14 Feb 2022 14 Feb 2022 CA, Submissions (Electronic) Review Review

Showing 1 to 8 of 8 entries

Previous Next

Appellants/Respondent Details Action history Appeal No. HRTSC/CC/22/56 Next Hearing DL

Appellants/Respondent Details

[+ Add additional respondents](#)

Action

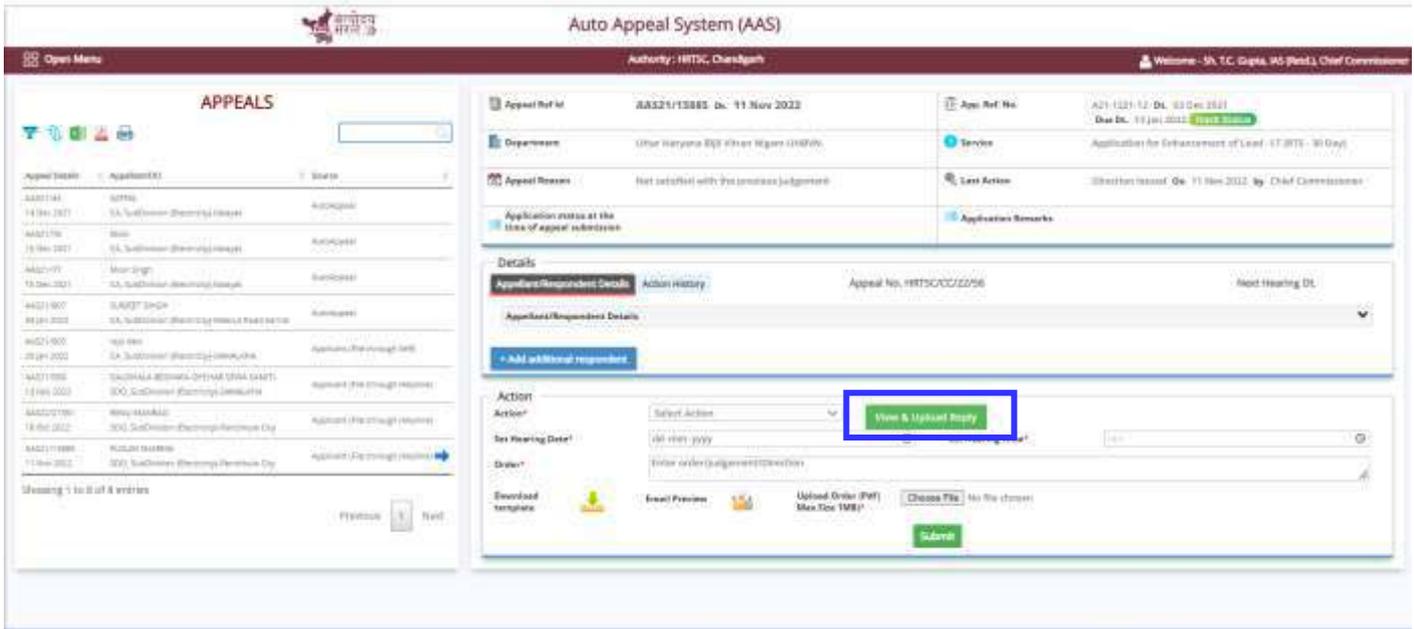
Successful!!

Action - Issue Direction has been taken successfully against Appeal no HRTSC/CC/22/56

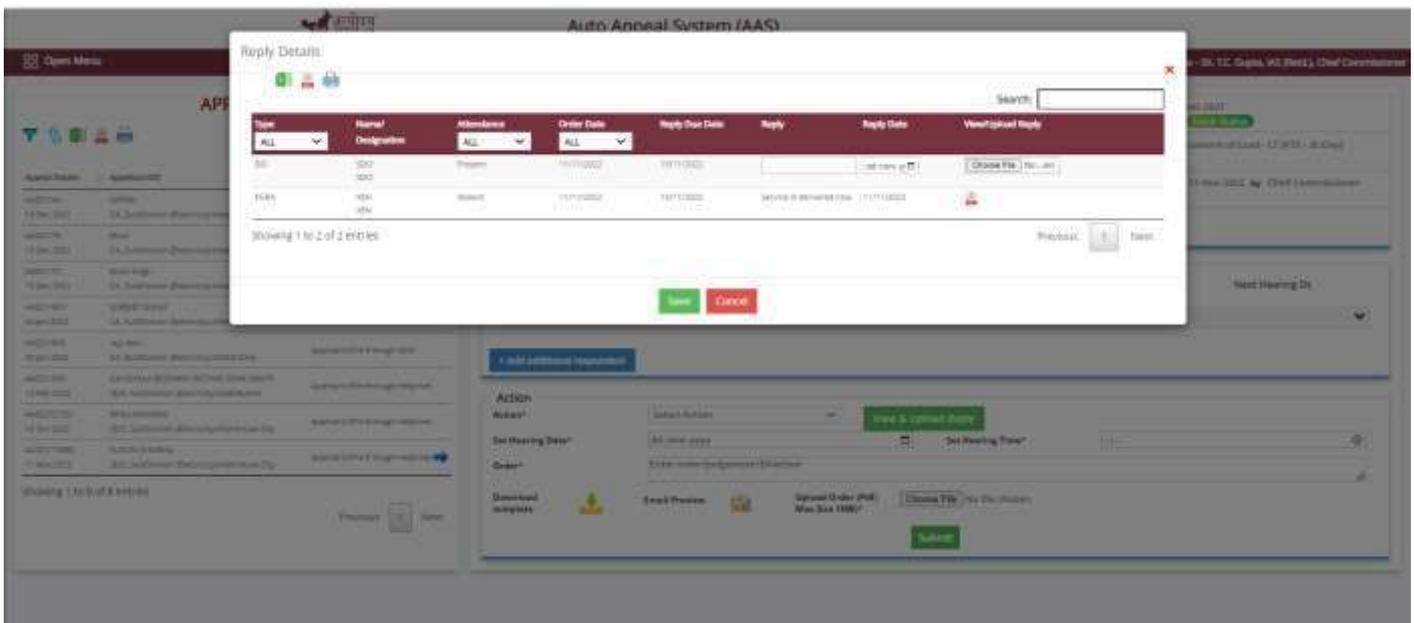
Attendance	Reply Required	Due Date of Reply
Not Required	<input type="checkbox"/>	dd-mm-yyyy
Present	<input checked="" type="checkbox"/>	15-11-2022
Not Required	<input type="checkbox"/>	dd-mm-yyyy
Absent	<input checked="" type="checkbox"/>	15-11-2022
Not Required	<input type="checkbox"/>	dd-mm-yyyy

Order*

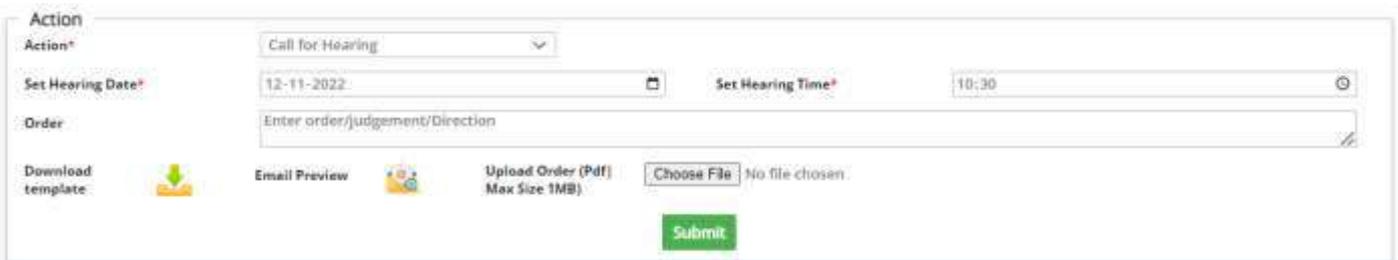
Download template
 Email Preview
 Upload Order (Pdf | Max Size 1MB) No file chosen



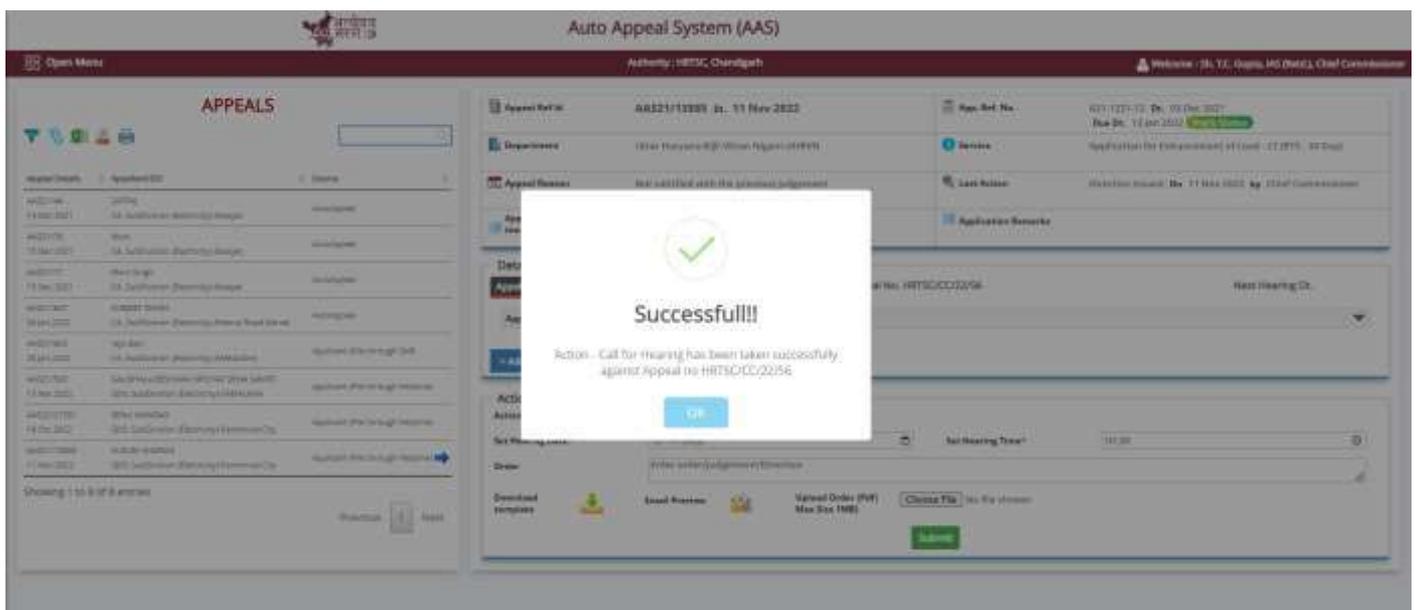
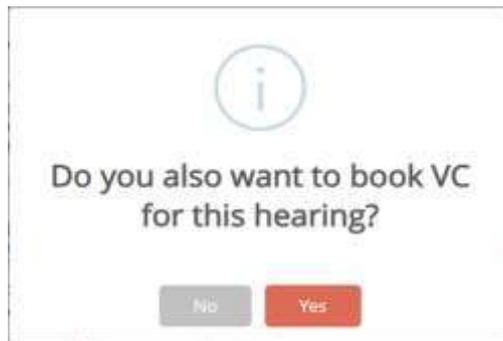
On click of 'View & Upload Reply' button, following pop-up will be visible where reply filed by Appellant, Designated Officer (DO), 1st GRA and/or 2nd GRA can be viewed and provision is also made to upload reply on the behalf of replier, if reply is received through other means like email etc.



d) **Call For Hearing:** Chief Commissioner can call DO & eligible person for hearing



On click of 'Submit' button, there is provision to book Video Conferencing(VC) on date of call for hearing. On clicking 'Yes', Video Conferencing(VC) will be booked on NIC Meet along with Call for hearing other wise call for hearing action will be submitted without booking Video Conferencing(VC).



- e) **Reschedule Hearing Date:** Chief Commissioner can also reschedule the Hearing Date
- e) **Interim Order:** Chief Commissioner can pass Interim order on the appeal along with hearing Chief Commissioner will record details of attendees and may ask reply from Appellant, Designated Officer (DO), Additional Respondent, 1st GRA and/or 2nd GRA. . This process is already explained in detail in Section [First Grievance Redressal Authority \(1st GRA\)](#) (Refer Page 5).
- f) **Final Judgement:** Chief Commissioner can pass Final Judgement on the appeal as shown below.

Chief Commissioner records details of attendees and may also impose penalty of up to Rs.20,000/- on Designated Officer/Additional Respondents and can disburse compensation to eligible person from the penalty levied.

Final judgement can be entered in 'Order' box. For passing final judgement, 'Upload Judgement' is mandatory. This will also be sent to HOD and/or Administrative Secretary email if 'Send Email' option is checked

Action: Final Judgement View & Upload Reply

Fine Imposed? Yes No Penalty (in ₹): 10000

Penalty Imposed On:

Type	Name/Designation	Page Code	Attendance	Amount
Appellant:	KUSUM SHARMA		Absent	NR
DD	500	500	Present	10000
Total Amount				10000

Compensation to Appellant (in ₹): 1500 Appellant Name: KUSUM SHARMA

Bank Name: Canara Bank IFSC Code: XXXX0000234

Account No: **** * Confirm Account No: 1111111111

Order: final judgement passed by commission.

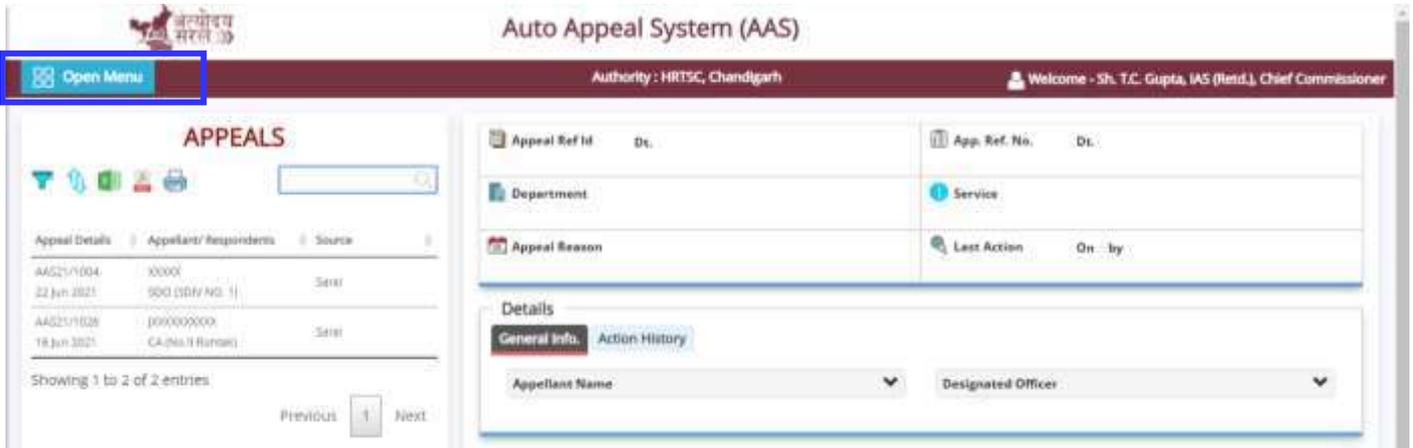
Download template Email Preview Upload Order (Pdf) Max Size 1MB: Choose File file-sample_150kB.pdf Send Email to: HOD Adm. Secy Submit

Eligible Person Details

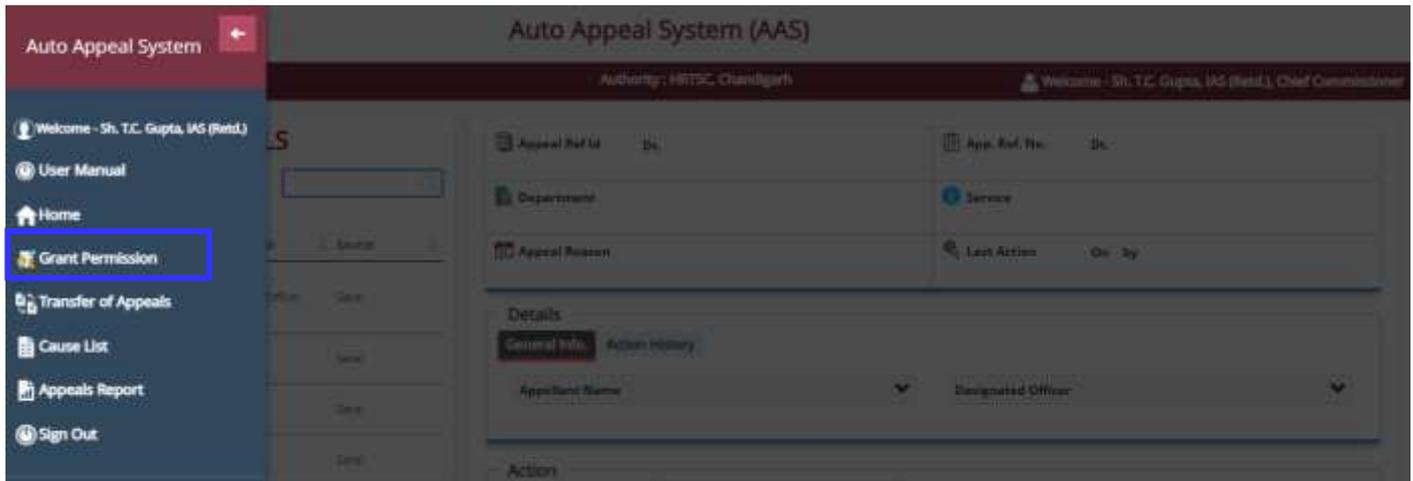
The screenshot shows the application details page for appeal number HRTSCC2256. A central pop-up message reads: "Successful!! Action - Final judgement has been taken successfully against Appeal no HRTSCC2256". The background shows the same form as above, including the appellant's details, penalty information, and compensation details.

Grant Permission: Chief Commissioner may grant/ revoke permission of the department(s) to the Commissioner would then be able to take action on appeals and/ or suo moto appeals of the departments assigned to him/her.

Click 'Open Menu' to view the menu



Click 'Grant permission'



Following screen will be displayed:

Select *Commissioner* from Commissioner dropdown list to whom permission is to be granted, check/uncheck checkbox for *Suo Moto* and *Auto Appeal* against the department and click 'Submit' button.

Note: Changes done here for auto appeals will be reflected next day. Appeals filed through Antyodaya Saral portal and helpline will be visible in real time.

Grant Permission for Hearing Appeals

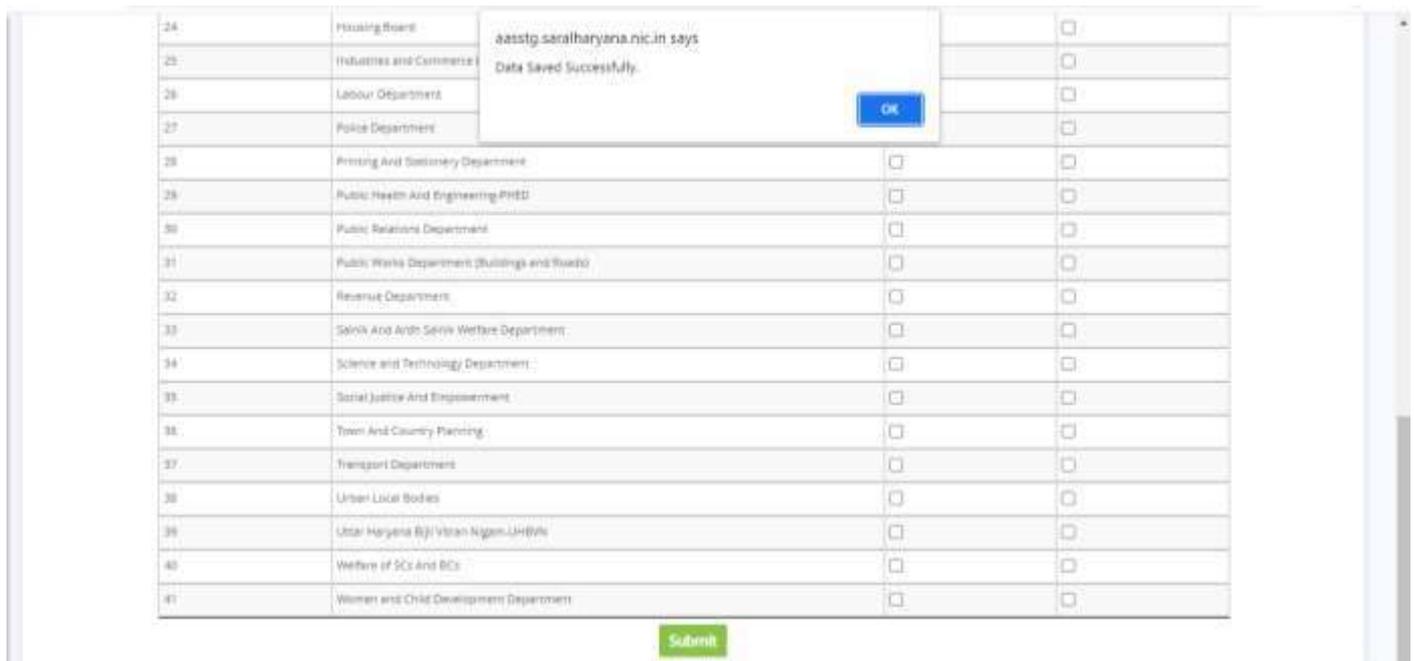
 Select Commissioner: Sh. Hardeep Kumar, IAS (Retd.)

 Search:

Sr.	Department	Sub Misc	Auto Appeal
1	Agriculture Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Animal Husbandry and Dairying	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Cooperation Department	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Deletion Haryana Siji Vikas Nigam-DHVN	<input type="checkbox"/>	<input type="checkbox"/>
5	Department of Archaeology and Museums, Haryana	<input type="checkbox"/>	<input type="checkbox"/>
6	Department of Mines & Geology	<input type="checkbox"/>	<input type="checkbox"/>
7	Development and Panchayats Department	<input type="checkbox"/>	<input type="checkbox"/>
8	Employment Department	<input type="checkbox"/>	<input type="checkbox"/>
9	Fisheries Department	<input type="checkbox"/>	<input type="checkbox"/>
10	Food and Drug Administration	<input type="checkbox"/>	<input type="checkbox"/>
11	Food And Supplies Department	<input type="checkbox"/>	<input type="checkbox"/>
12	Haryana Excise & Taxation	<input type="checkbox"/>	<input type="checkbox"/>
13	Haryana Forest Department	<input type="checkbox"/>	<input type="checkbox"/>
14	Haryana Labour Welfare Board (H.LWB)	<input type="checkbox"/>	<input type="checkbox"/>
15	Haryana Scheduled Castes Finance and Development Corporation	<input type="checkbox"/>	<input type="checkbox"/>
16	Haryana Shehar Vikas Pradhikaran	<input type="checkbox"/>	<input type="checkbox"/>
17	Haryana State Agricultural Marketing Board (H.S.A.M.B.)	<input type="checkbox"/>	<input type="checkbox"/>
18	Haryana State Ind and Infrastructure Development Co Ltd(HSIDC)	<input type="checkbox"/>	<input type="checkbox"/>
19	Haryana State Prisoner Control Board	<input type="checkbox"/>	<input type="checkbox"/>
20	Haryana Women Development Corporation	<input type="checkbox"/>	<input type="checkbox"/>
21	Health Services Department	<input type="checkbox"/>	<input type="checkbox"/>
22	Home Department	<input type="checkbox"/>	<input type="checkbox"/>
23	Horticulture Department	<input type="checkbox"/>	<input type="checkbox"/>
24	Housing Board	<input type="checkbox"/>	<input type="checkbox"/>
25	Industries and Commerce Department	<input type="checkbox"/>	<input type="checkbox"/>
26	Labour Department	<input type="checkbox"/>	<input type="checkbox"/>
27	Police Department	<input type="checkbox"/>	<input type="checkbox"/>
28	Printing and Stationery Department	<input type="checkbox"/>	<input type="checkbox"/>
29	Public Health And Engineering (PHED)	<input type="checkbox"/>	<input type="checkbox"/>
30	Public Relations Department	<input type="checkbox"/>	<input type="checkbox"/>
31	Public Works Department (Buildings and Roads)	<input type="checkbox"/>	<input type="checkbox"/>
32	Revenue Department	<input type="checkbox"/>	<input type="checkbox"/>
33	Sansk And Arsh Sansk Welfare Department	<input type="checkbox"/>	<input type="checkbox"/>
34	Science and Technology Department	<input type="checkbox"/>	<input type="checkbox"/>
35	Social Justice And Empowerment	<input type="checkbox"/>	<input type="checkbox"/>
36	Town And Country Planning	<input type="checkbox"/>	<input type="checkbox"/>
37	Transport Department	<input type="checkbox"/>	<input type="checkbox"/>
38	Urban Local Bodies	<input type="checkbox"/>	<input type="checkbox"/>
39	Urban Haryana Siji Vikas Nigam-UHVN	<input type="checkbox"/>	<input type="checkbox"/>
40	Welfare of SCs And BCs	<input type="checkbox"/>	<input type="checkbox"/>
41	Women and Child Development Department	<input type="checkbox"/>	<input type="checkbox"/>

Submit

On click of 'Submit', following message will appear:

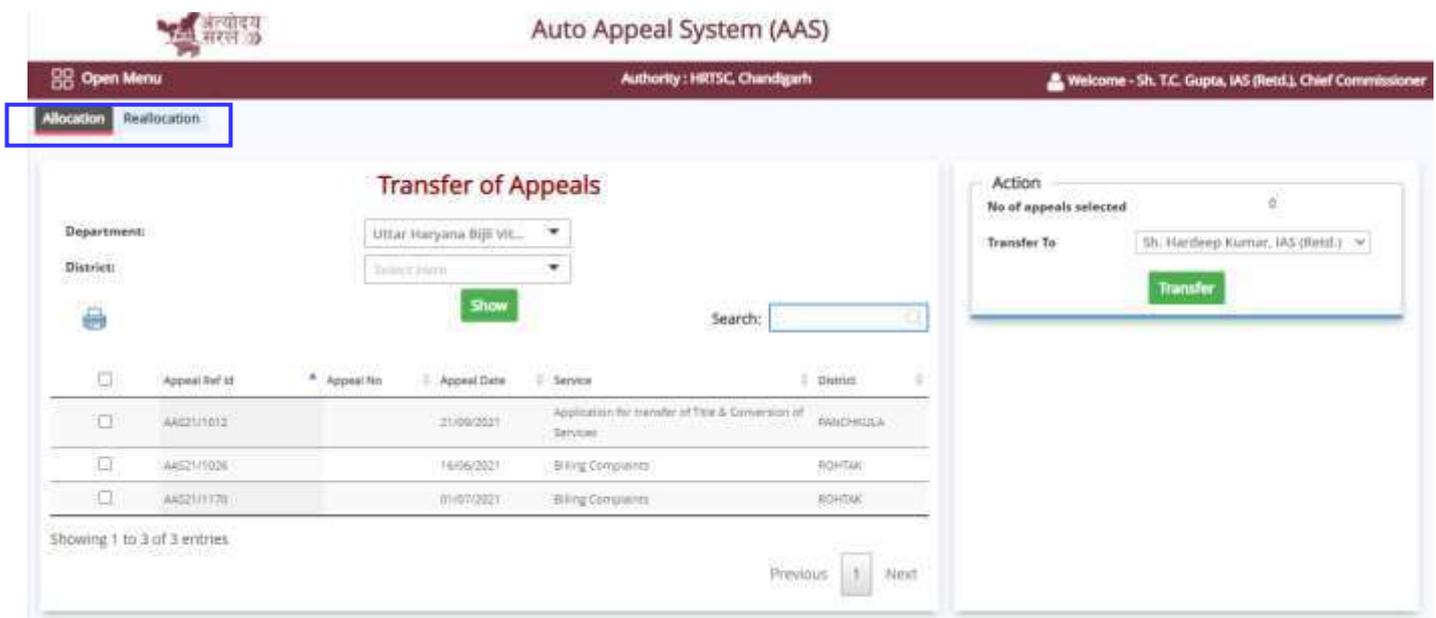


Transfer of Appeals: Chief Commissioner may transfer or take back individual appeals from the Commissioner through this module.

Click 'Open Menu' to view the menu and select 'Transfer of Appeals', following screen will be displayed:

There are two options as highlighted on the screen below :

- A) Allocation
- B) Reallocation



A) Allocation: Chief Commissioner may transfer appeals to commissioner through this option

The screenshot displays the 'Auto Appeal System (AAS)' interface. At the top, there is a header with the system name and user information: 'Authority : HRTSC, Chandigarh' and 'Welcome - Sh. T.C. Gupta, IAS (Retd.), Chief Commissioner'. Below the header, there are tabs for 'Allocation' and 'Reallocation'. The main section is titled 'Transfer of Appeals'. It contains a form with the following fields:

- 1** Department: Uttar Haryana Bijli Vit...
- District: Select your...
- Show** button
- Search: [input field]

Below the form is a table of appeals, highlighted by callout **2**:

Appeal Ref Id	Appeal No.	Appeal Date	Service	District
<input checked="" type="checkbox"/>	AA021/1012	21/09/2021	Application for transfer of Title & Conversion of Services	RAMCHILLA
<input type="checkbox"/>	AA021/1026	18/06/2021	Billing Complaints	ROHTAK
<input checked="" type="checkbox"/>	AA021/1170	01/07/2021	Billing Complaints	ROHTAK

Below the table, it says 'Showing 1 to 3 of 3 entries - 2 rows selected'. There are 'Previous' and 'Next' buttons.

On the right side, there is an 'Action' panel, highlighted by callout **3**:

- No of appeals selected: 2
- Transfer To: Sh. Hardeep Kumar, IAS (Retd.)
- Transfer** button

Section 1:

Select Department(s) and /or District(s) to view appeals of the selected departments/districts and click 'Show' button to view appeals.

By clicking  icon, appeals list can be printed

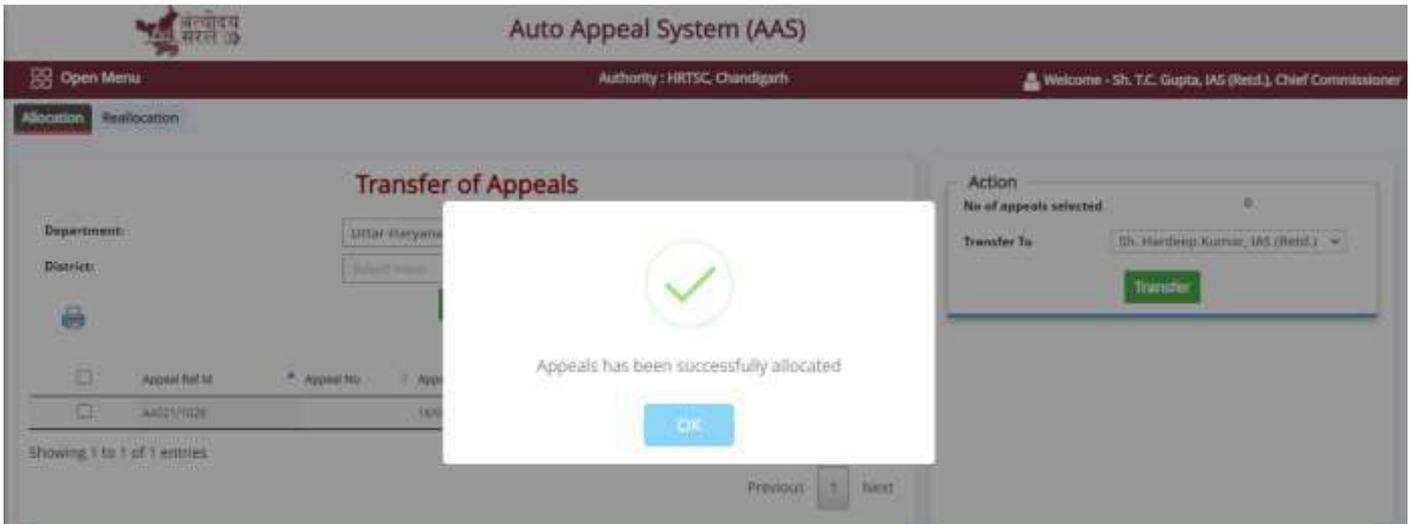
Search box is also given to search appeal from the list.

Section 2:

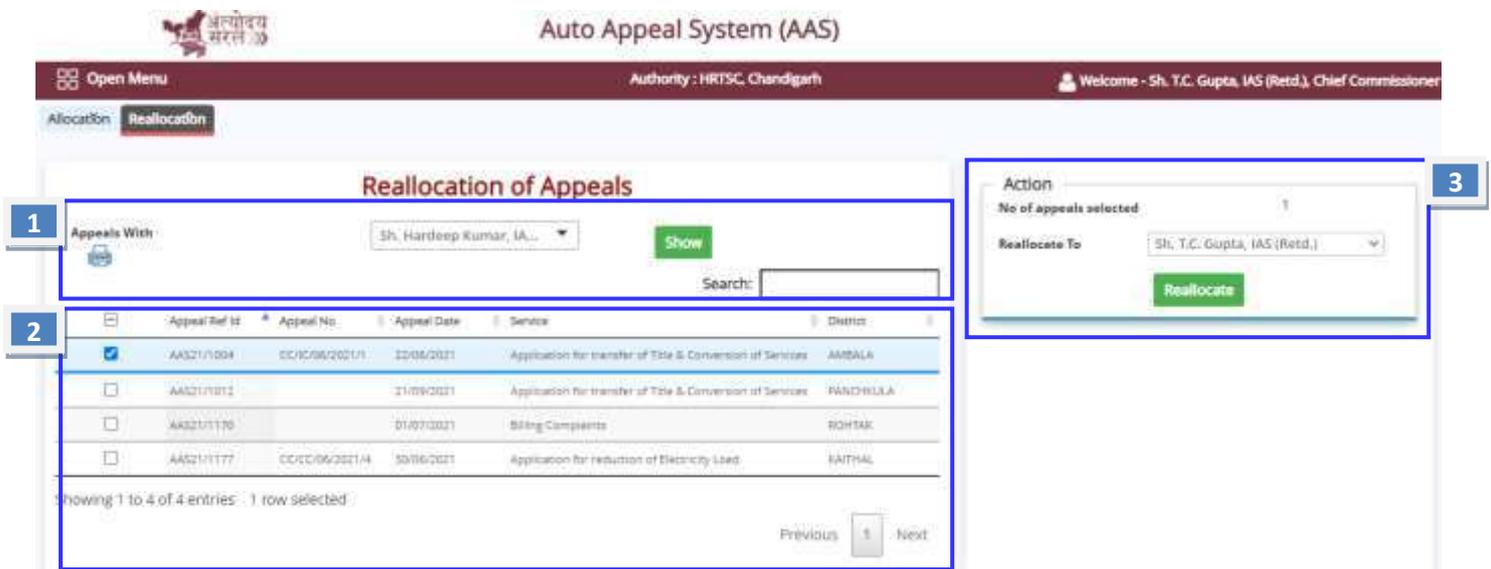
List of Appeals will be displayed in this section and appeals can be selected/deselected by check/uncheck checkbox given against each appeal.

Section 3:

Select *Commissioner* from Commissioner dropdown to whom appeals are to be transferred and click 'Transfer' button.



B) Reallocation: Chief Commissioner may take back appeals or reallocate to another Commissioner through this option



Section 1:

Select *Commissioner* from Commissioner dropdown from whom to take back appeals and click 'Show' button to view appeals.

By clicking  icon, appeals list can be printed

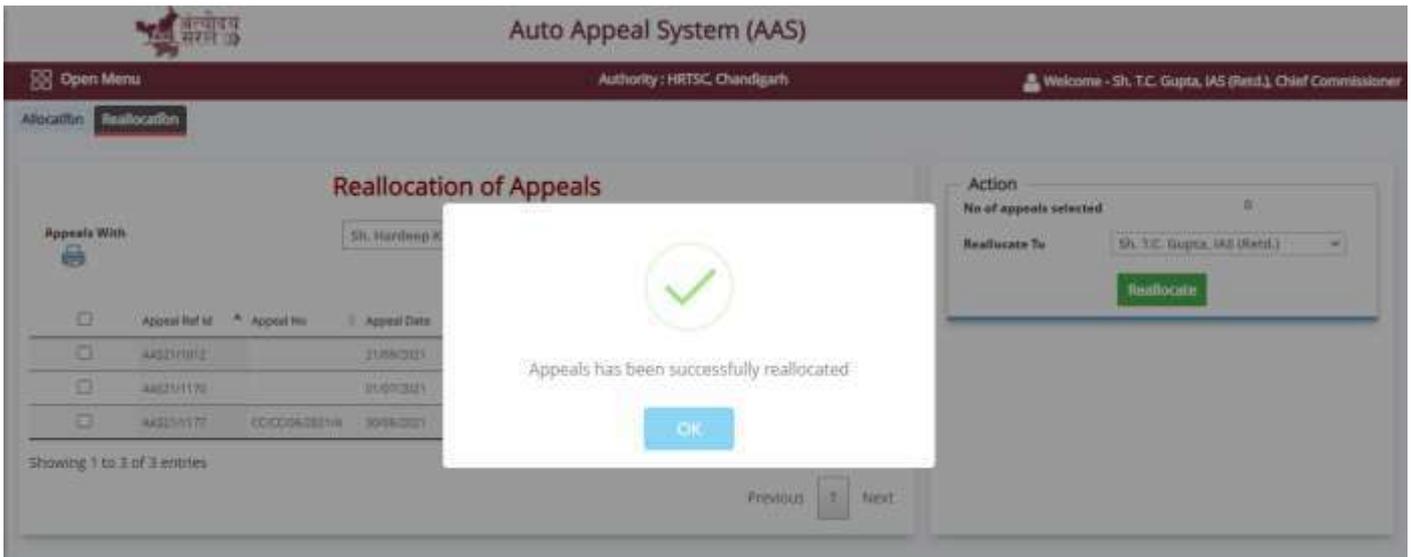
Search box is also given to search appeal from the list.

Section 2:

List of Appeals will be displayed in this section and appeals can be selected/unselected by check/uncheck checkbox given against each appeal.

Section 3:

Select *Chief Commissioner/ Commissioner* from Commissioner dropdown to whom appeals are to be reallocated and click 'Reallocate' button



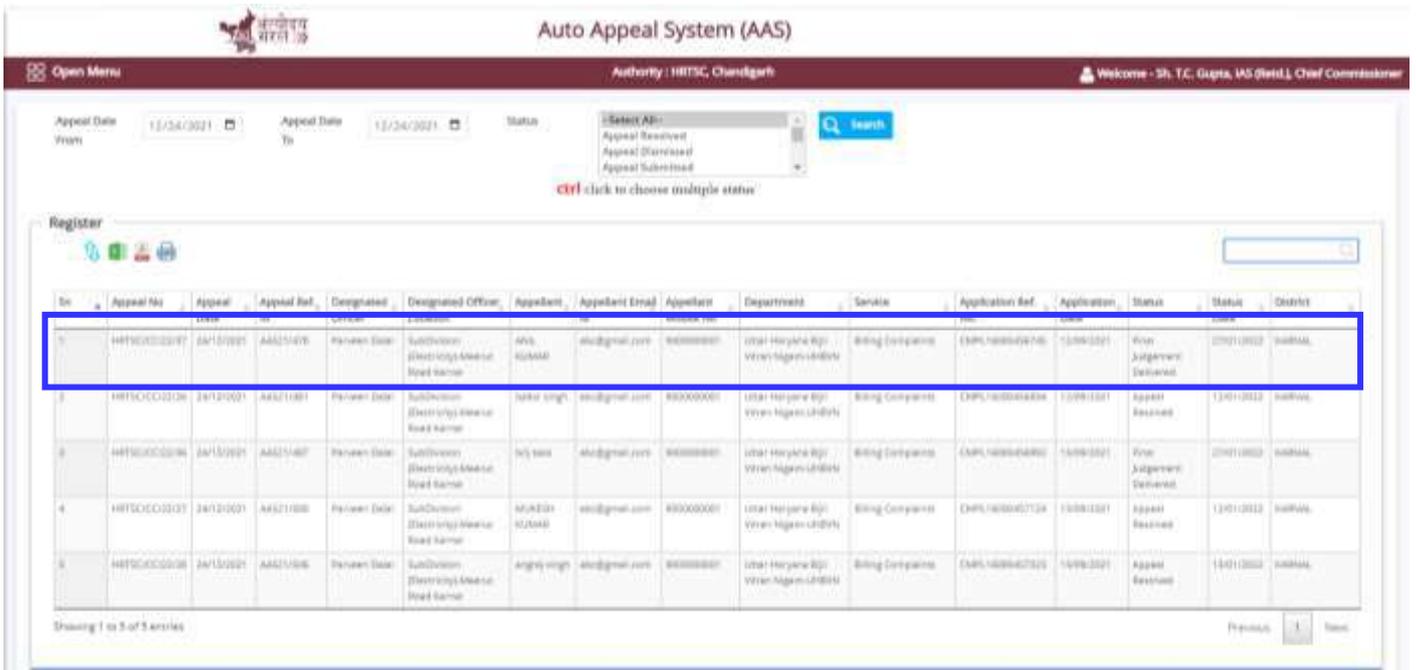
Reports: Click 'Open Menu' to view the menu and click Cause List/Appeal reports, following screen will be displayed:

a) **Cause List:** Cause List of all the Appeals can be viewed for a given date. Search and print provision is also provided



b) **Appeals Report:** Appeal Register (List of all the Appeals) can be viewed. Appeals can be filtered between two appeal dates and also by selecting one or more status.

Search, Export to Excel/Pdf and print provision is also provided.



On clicking Appeal, following pop-up will appear displaying 'Appeal History' along with Directions Issued/ Replies/ Order/ Judgement documents (if any).



c) CM Window Appeals - Summary Report: Version 2.2.1

'CM Window Appeals - Summary Report' is available to monitor summarized view of CM window appeals as shown below:

CM Window Appeals - Summary Report (AAS Nodal)

Sr	Department	Nodal Officer	No of Appeals Received	No of Appeals Pending for DO Assignment
1	Animal Husbandry and Dairying	Dr. Subhash Ranjan Debnath, Director (Animal Welfare)	5	1
2	Urban Local Bodies	Dr. Harman Singh (Executive Engineer)	1	1
3	Uttar Pradesh ESI (Uttar Pradesh)	Sh. XXXXXXXXXXADIT	5	2

CM Window Appeals - Summary Report (FGRA)

Sr	Department	No of Appeals Received	No of Appeals Pending for DO Assignment
1	Animal Husbandry and Dairying	4	5
2	Housing Board	0	1
3	Revenue Department	0	1
4	Science and Technology Department	0	1
5	Social Justice and Empowerment	0	0
6	Uttar Pradesh ESI (Uttar Pradesh)	0	1

- By clicking icon, user can select number of appeals to be viewed at a time
- By clicking icon, appeals list can be exported to excel
- Search box is provided to search in the appeals list

d) CM Window Appeals - Detailed Report: Version 2.2.1

‘CM Window Appeals - Detailed Report’ is available to monitor detailed view of all the CM window appeals as shown below.

CM Window Appeals - Detailed Report

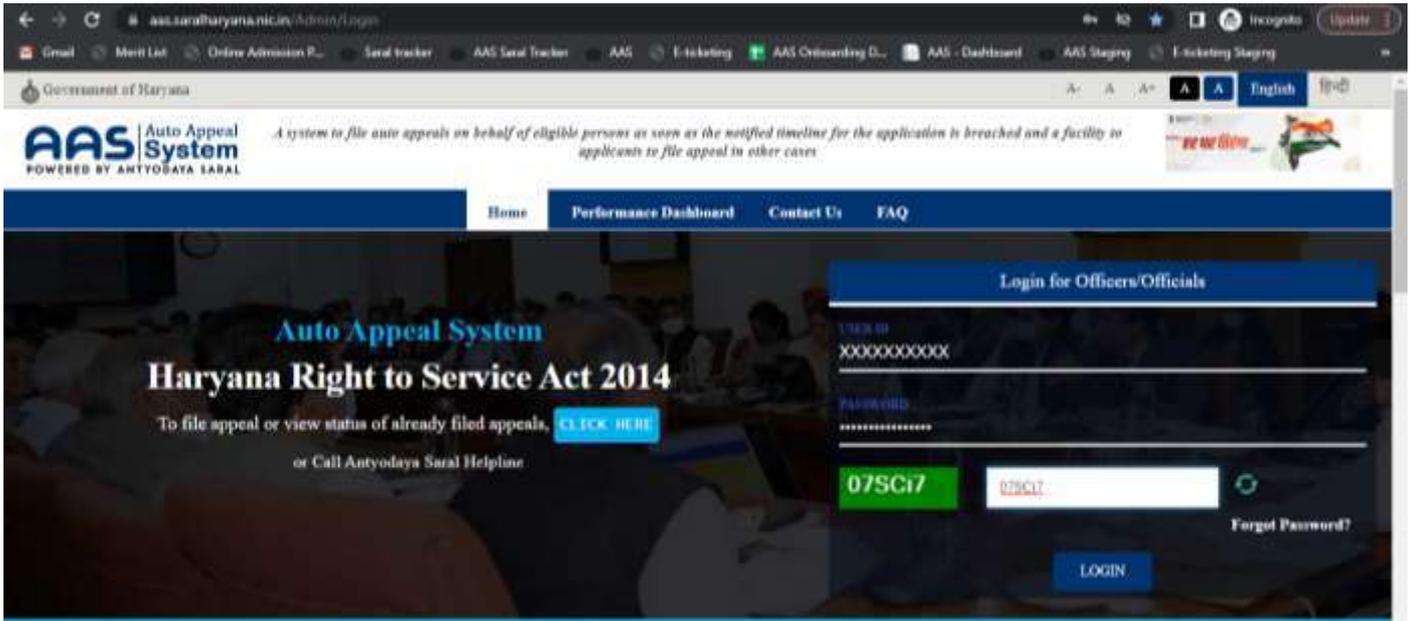
Sr	Department	Service	Appeal Reference No.	Appeal Receipt Date	CM Window No.	CM Window Date	District	Applicant Name	FGRA	Pending for DO Assignment	Status
1	Animal Husbandry and Dairying	Schemes for Establishment of New Dairy/4 Feet Dairy Units under MRRPU	MS2487807	28/11/2024	CMOPH/2024/000403	28/09/2024	Meerut	Dr. DNDH	Deputy Director (Office of Deputy Director Animal Husbandry (DISTRICT - MEERUT))	PASA	Appeal Submitted
2	Animal Husbandry and Dairying	Schemes for Establishment of New Dairy/4 Feet Dairy Units under MRRPU	MS2487810	18/11/2024	CMOPH/2024/000410	27/07/2024	Meerut	Sant Kumar	Deputy Director (Office of Deputy Director Animal Husbandry (DISTRICT - Meerut))	PASA	Appeal Submitted
3	Animal Husbandry and Dairying	Schemes for Establishment of New Dairy/4 Feet Dairy Units under MRRPU	MS2487812	19/11/2024	CMOPH/2024/000416	27/07/2024	Meerut	San Sharma	Deputy Director (Office of Deputy Director Animal Husbandry (DISTRICT - Meerut))	PASA	Appeal Submitted
4	Animal Husbandry and Dairying	Schemes for Establishment of New Dairy/4 Feet Dairy Units under MRRPU	MS2487816	19/11/2024	CMOPH/2024/000415	17/08/2024	Meerut	Ravi Prakash	Deputy Director (Office of Deputy Director Animal Husbandry (DISTRICT - Meerut))	PASA	Appeal Submitted
5	Social Justice and Empowerment	Schemes for Establishment of New Dairy/4 Feet Dairy Units under MRRPU	MS2487818	20/12/2024	CMOPH/2024/000416	10/01/2024	SHAHN SHAH	Abhinav	-	PASA	Appeal Submitted
6	Animal Husbandry and Dairying	Schemes for Conservation and Development of Indigenous Cattle and Buffalo Development	MS2487819	20/12/2024	CMOPH/2024/000414	11/02/2024	AMBALA	Tej Dhanraj	-	PASA	Appeal Submitted
7	Animal Husbandry and Dairying	Schemes for Conservation and Development of Indigenous Cattle and Buffalo Development	MS2487818	20/12/2024	CMOPH/2024/000416	11/02/2024	AMBALA	Tej Dhanraj	-	PASA	Appeal Submitted
8	Animal Husbandry and Dairying	Schemes for Establishment of New Dairy/4 Feet Dairy Units	MS2487820	20/12/2024	CMOPH/2024/000412	18/03/2024	AMBALA	Hemant Sharma	-	MS Holder	-
9	Revenue Department	Schedule Caste Certificate	MS2487821	18/11/2024	CMOPH/2024/000415	27/08/2024	MUSKANO	Ravi Prakash	-	PASA	-
10	Uttar Pradesh ESI (Uttar Pradesh)	Conservation of One Lakh 07 Crores in animal type	MS2487822	19/11/2024	CMOPH/2024/000416	27/07/2024	MUSKANO	Sant Kumar	-	PASA	-

Here ‘Pending for DO Assignment’ means whether DO assignment is already done or pending. ‘Status’ shows appeal status i.e. whether any action is taken on appeal by the concerned authority or not.

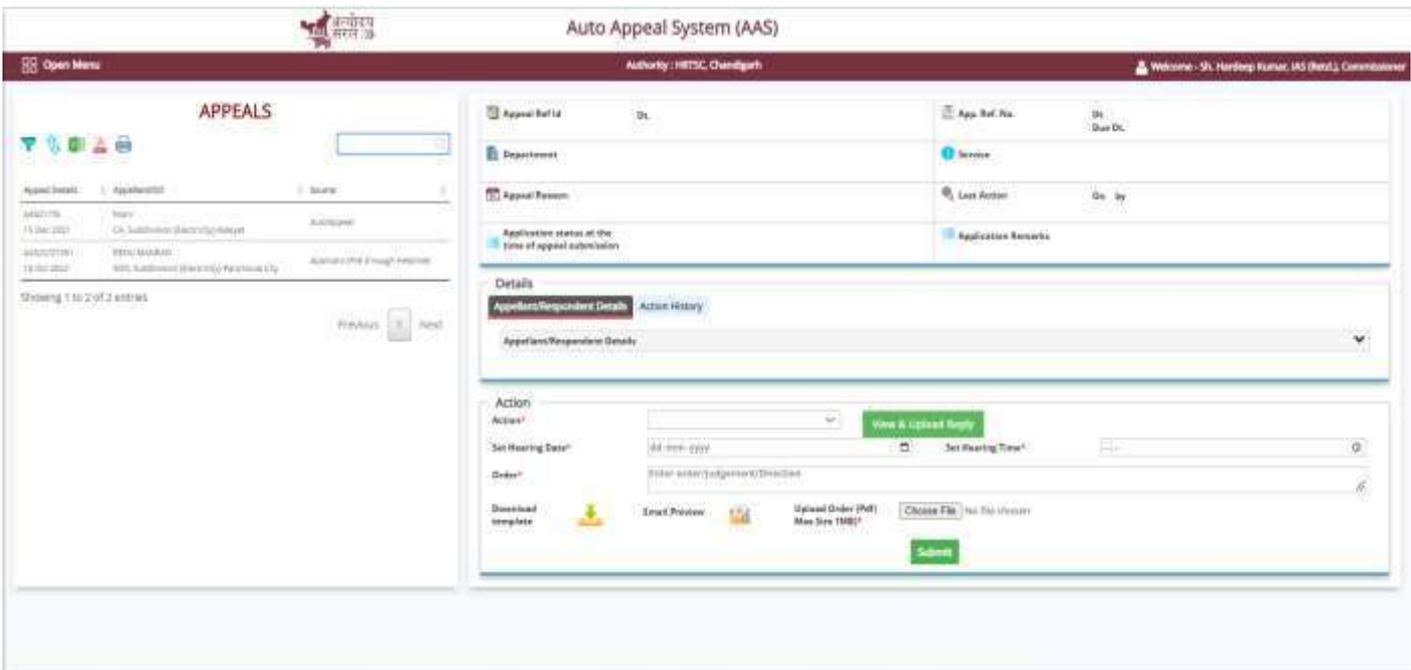
- By clicking icon, user can select number of appeals to be viewed at a time
- By clicking icon, appeals list can be exported to excel
- Search box is provided to search in the appeals list

Commissioner - HRTSC

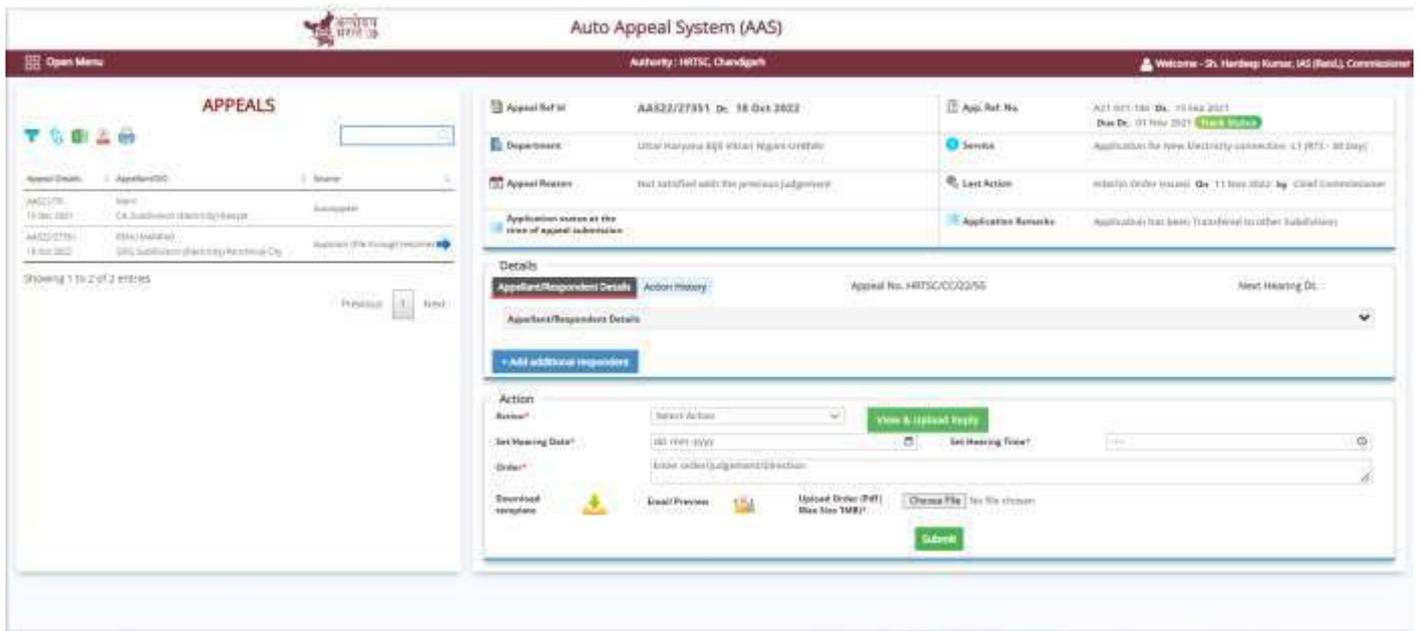
Commissioner logs in to the Auto Appeal System (AAS) - <https://aas.saralharyana.nic.in>



Logged in User will land to the following screen. This screen will list appeals of the department(s) assigned to him by Chief Commissioner that are auto- escalated to him/her as no final decision was made by 2nd GRA within 30 working days of appeal submission and appeals filed by eligible person through Antyodaya Saral portal and helpline in case he/she is dissatisfied with final judgement by 2nd GRA.



On click of appeal, following details will appear. This screen is already explained in detail in Section [First Grievance Redressal Authority \(1st GRA\)](#) (Refer Page 5).



Actions that can be taken by Commissioner:

- Appeal Resolved – to resolve the appeal
 - Dismiss Appeal – to dismiss the appeal
 - Issue Directions – to issue directions and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1st GRA and/or 2nd GRA Version 2.0
 - Call for Hearing – to call Appellant & Designated Officer for hearing
 - Reschedule Hearing Date – to reschedule hearing date.
 - Interim Order – to pass interim orders and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1st GRA and/or 2nd GRA Version 2.0
 - Final Judgement – to pass final judgement on the appeal
- Appeal Resolved** : Commissioner can resolve the appeal
 - Dismiss Appeal**: Commissioner can dismiss the appeal
 - Issue Directions**: Commissioner can issue directions to and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1st GRA and/or 2nd GRA. This process is already explained in detail in Section [First Grievance Redressal Authority \(1st GRA\)](#) (Refer Page 5).

Action
Action* Issue Direction

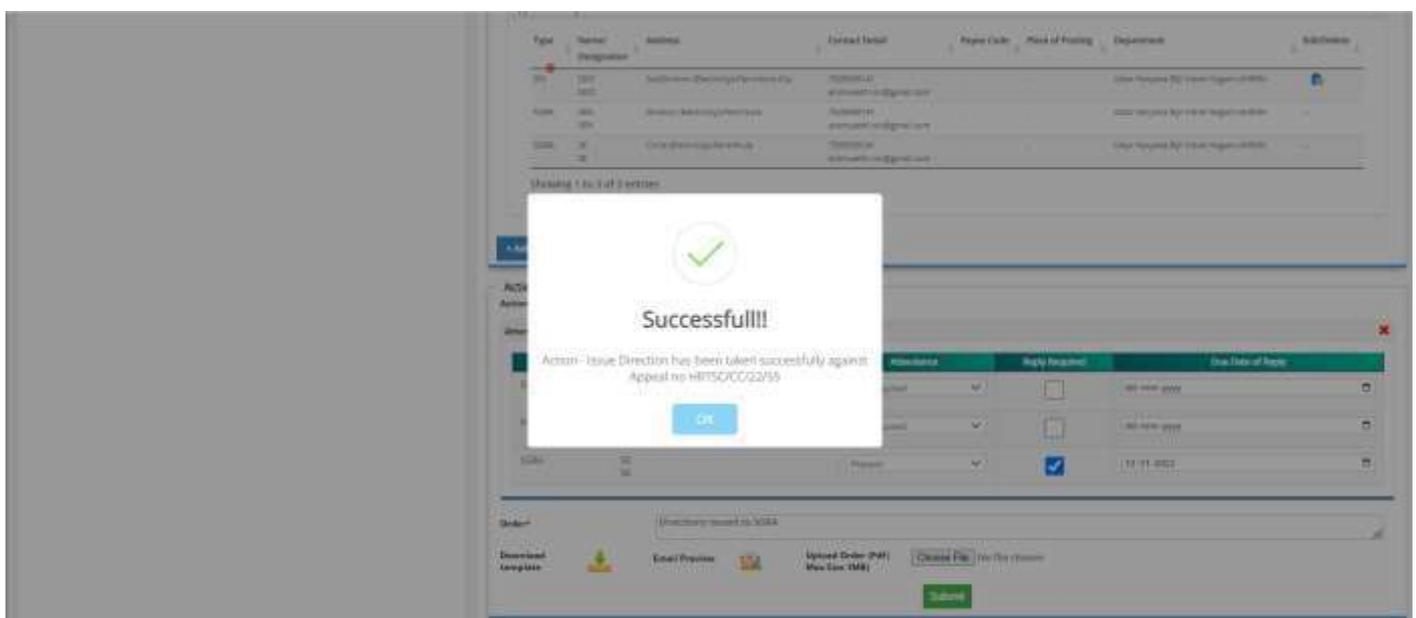
Attendance/Reply Details

Type	Name/Designation	Attendance*	Reply Required	Due Date of Reply
DO	SDO SDO	Not Required	<input type="checkbox"/>	dd-mm-yyyy
FGRA	XEN XEN	Not Required	<input type="checkbox"/>	dd-mm-yyyy
SGRA	SE SE	Present	<input checked="" type="checkbox"/>	12-11-2022

Order* Directions issued to SGRA

Download template Email Preview Upload Order (Pdf) Max Size 1MB) No file chosen

On click of 'Submit' button, the following Success message appears.



- d) **Call For Hearing:** Commissioner can call DO & eligible person for hearing
- e) **Reschedule Hearing Date:** Commissioner can also reschedule the Hearing Date
- f) **Interim Order:** Commissioner can pass Interim order on the appeal along with hearing. Commissioner will record details of attendees and may ask reply from Appellant, Designated Officer (DO), Additional Respondent, 1st GRA and/or 2nd GRA. This process is explained in 1st GRA Section
- g) **Final Judgement:** Commissioner can pass Final Judgement on the appeal as shown below.

Commissioner records details of attendees and may also impose penalty of up to Rs.20,000/- on Designated Officer/Additional Respondents and can disburse compensation to eligible person from the penalty levied.

Final judgement can be entered in 'Order' box. For passing final judgement, 'Upload Judgement' is mandatory. This will also be sent to HOD and/or Administrative Secretary email if 'Send Email' option is checked

Action
 Action*

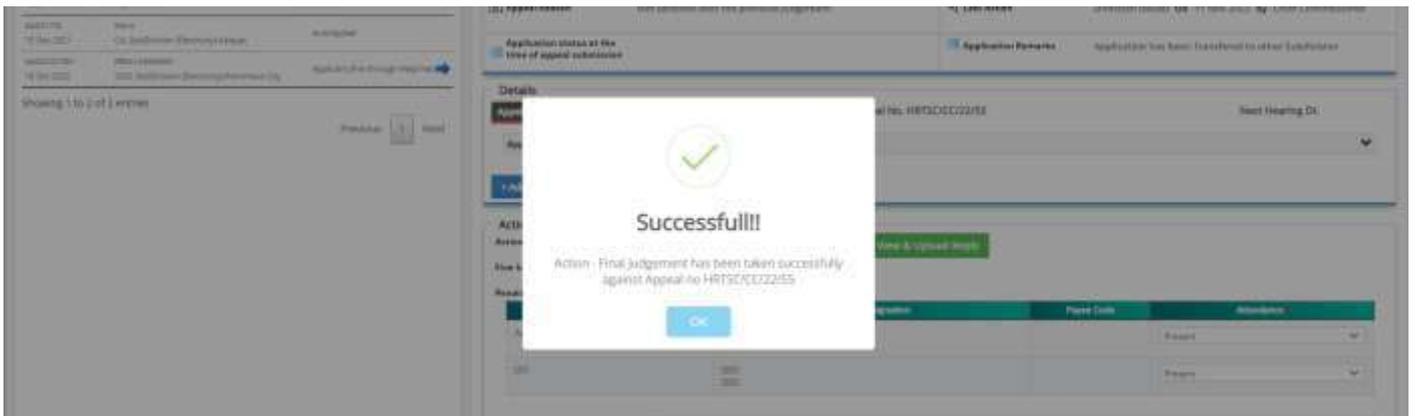
Fine Imposed 7*
 Yes No

Penalty Imposed On*

Type	Name/Designation	Payee Code	Attendance
Appellant	RENU MARAO		Present
DO	SDO SDO		Present

Order*

Download template **Email Preview** **Upload Order (Pdf) Max Size 1MB*** file-sample_150kB.pdf **Send Email to** HOD Adm. Secy.



Reports: Click 'Open Menu' to view the menu and click Cause List/Appeal reports from the menu shown below:

- a) **Cause List:** Cause List of all the Appeals can be viewed for a given date. Search and print provision is also provided

Auto Appeal System (AAS)

Open Menu Authority: HRTSC, Chandigarh Welcome - Sh. Hardeep Kumar, IAS (Retd.), Commissioner

Hearing Date:

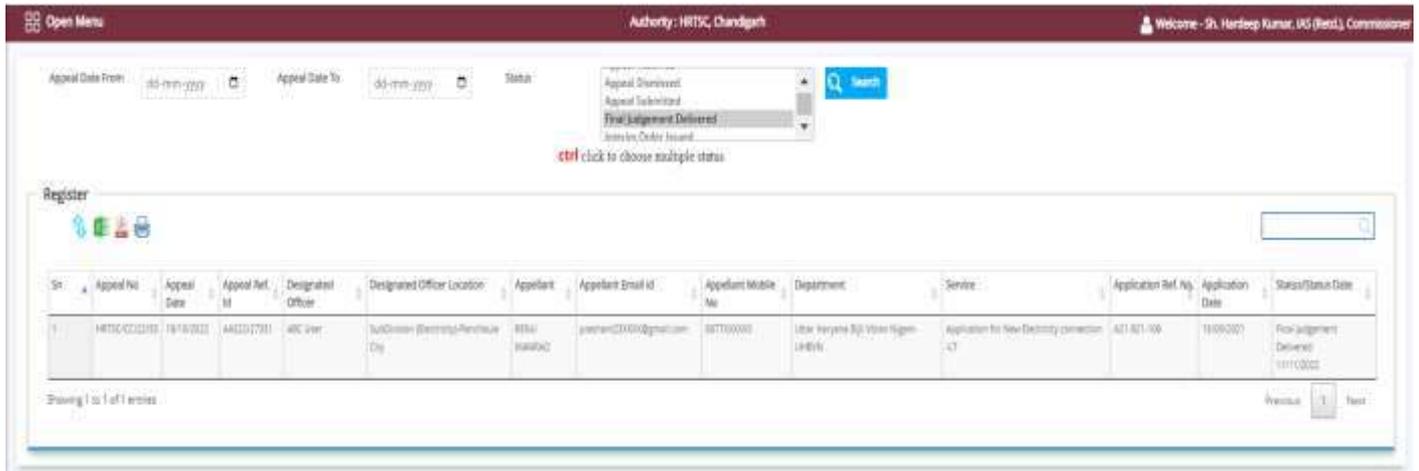
Details
 Authority: Commissioner Hearing Date: 12/11/2022 Location: Patiyala

Sr	Hearing Time	Appeal Ref. No	Appeal Date	Appellant	Appellant Email Id	Appellant Mobile No	Designated Officer	Application Ref. No	Application Date	Department	Service	VC
1	12:30PM	AA021890	13 Feb 2022	GAUHALA BEHARU OPDAR SPNA SAMTI	arnu0000@gmail.com	7888000000	DOO, SubDivision (Becrctg) SARKISWA	HRTSC/CC/05/05	16 Sep 2021	Uttar Vengaria Bg/ Uttar Vengaria UPRB	Application for transfer of File & Commision of Services	

Showing 1 of 1 entries Previous Next

b) Appeals Report: Appeal Register (List of all the Appeals) can be viewed. Appeals can be filtered between two appeal dates and also by selecting one or more status.

Search, Export to Excel/Pdf and print provision is also provided.



On clicking Appeal, pop-up will appear displaying 'Appeal History' along with Directions Issued/ Replies/ Order/ Judgement documents (if any).

AAS Nodal Officer Version 2.2

CM Window has been integrated with Auto Appeal System (AAS). AAS Nodal Officer and First Grievance Redressal Authority need to assign Designated Officer (DO) for the appeals generated corresponding to the grievances received from CM Window. Appeals corresponding to the services whose First Grievance Redressal Authority (1st GRA) is neither at State level nor at District level will be visible to AAS Nodal Officer for Designated Officer assignment.

These appeals would be visible to the First Grievance Redressal Authority (1st GRA) (for taking action on appeal) only if their Designated Officers will be assigned.

AAS Nodal Officer logs in to the Auto Appeal System (AAS) - <https://aas.saralharyana.nic.in> with the user credentials already shared with them for <https://login.saralharyana.nic.in>



Logged in User will land to the following screen.



On selecting Department, all the services whose appeals have been generated corresponding to CM Window grievances will be shown in Service dropdown. Now select service name and click 'GO' button, all the records would be displayed as shown in following screen.

AAS Nodal Officer can perform following actions:

- i) Assign Designated Officer
- ii) Reject Appeal

Select Designated Officer against each row as shown below:

Auto Appeal System (AAS)

Department: Uttar Haryana Bijli Vitran Nigam-UHF Service: Application for Enhancement of Load

Appeal Reference No.	Appeal Receipt Date	CM Window No.	CM Window Date	Appellant Name	Appellant District	Appellant Address	Appellant Mobile No. & Email Id	Grievance Brief Description	Grievance Document	Designated Officer Location	Report as Appeal does not belong to the mentioned service
NA0244809	25/07/2024	CMOP/N/2021/003602	11/06/2021	vijay kumar	AMBALA	87 gumar chow colony ambala cantt	900000000	water pump is pipe leaky	N.A.	D.O. Ambala Cantt.	Report
NA0244804	25/07/2024	CMOP/N/2021/001732	21/05/2022	DHEP CHAND	AMBALA	H.NO. 119 VILL. MADHAPUR, HANMANGARH AMBALA	900000000	Regarding property issue	N.A.	D.O. Ambala Cantt.	Report
NA0244800	25/07/2024	CMOP/N/2021/002608	08/04/2021	PARBHAT SINGH THAKUR	AMBALA	88 587 & PHASE 2BHF QTY AMBALA CANTT	900000000	NOT RETURNED OF STAMP PAPER NO. AN2008/127 FOR 0200 HASRAGYDUT BY THE STAFF OF SDM OFFICE AMBALA CANTT	N.A.	Please select	Report
NA0244802	15/07/2024	CMOP/N/2021/004714	11/10/2021	DEVINDER PAL	AMBALA	222BAMALP NAGAR/AMBALA CTH	900000000	REGARDING ARE SPR	N.A.	Please select	Report

Showing 1 to 4 of 4 entries

Assign Designated Officer

Click on 'Assign Designated Officer' button, following message will be shown:

Auto Appeal System (AAS)

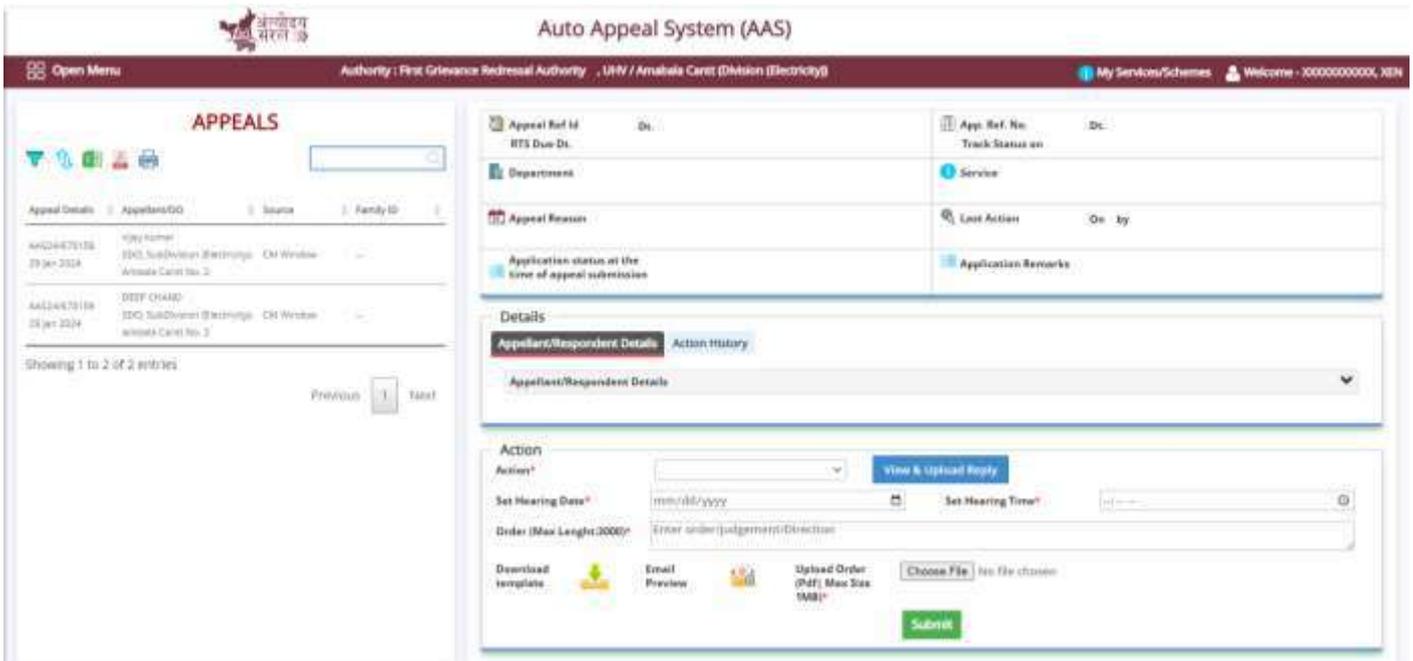
Department: Uttar Haryana Bijli Vitran Nigam-UHF Service: Application for Enhancement of Load

Successful!!
Designated Officer has been assigned successfully..!!

OK

Assign Designated Officer

Now Designated Officer is successfully assigned and these Appeal(s) would be visible in 1st GRA login as shown below and he/she may take action on the appeal(s).



ii) Reject Appeal:

On reviewing the details of the CM window grievance, if it is found that department/service of the appeal does not match with the grievance then it can be rejected as explained below.

Click on 'Reject' button as shown below:



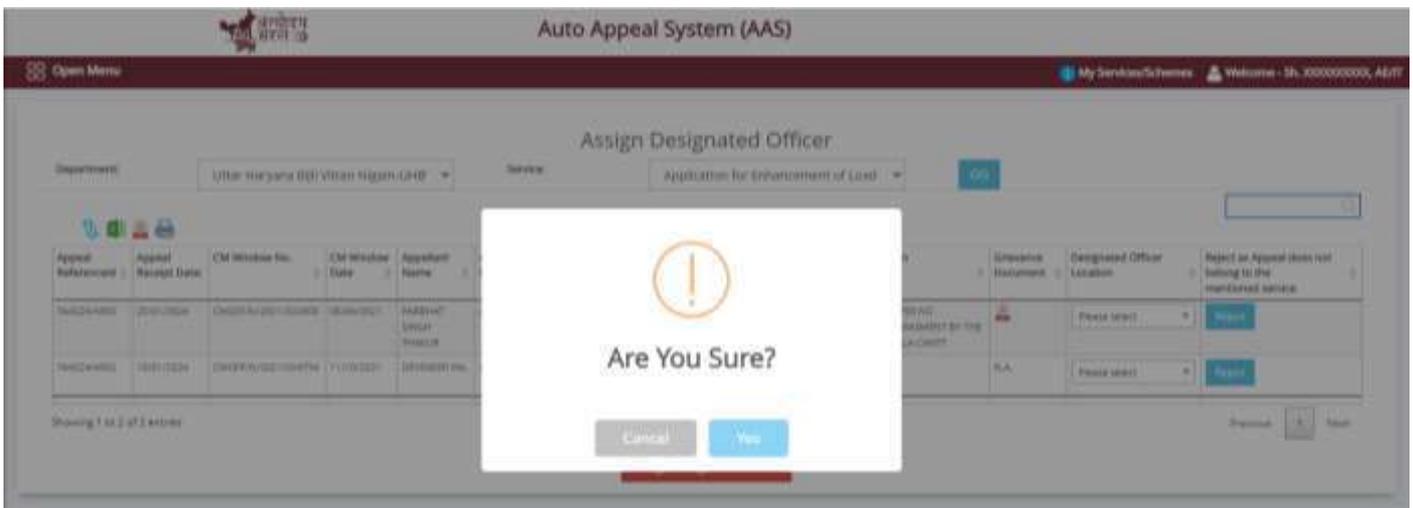
Select Rejection reason and enter remarks and click on 'Reject' button Version 2.2.2

Reject Reason:
Grievance does not relate to this service

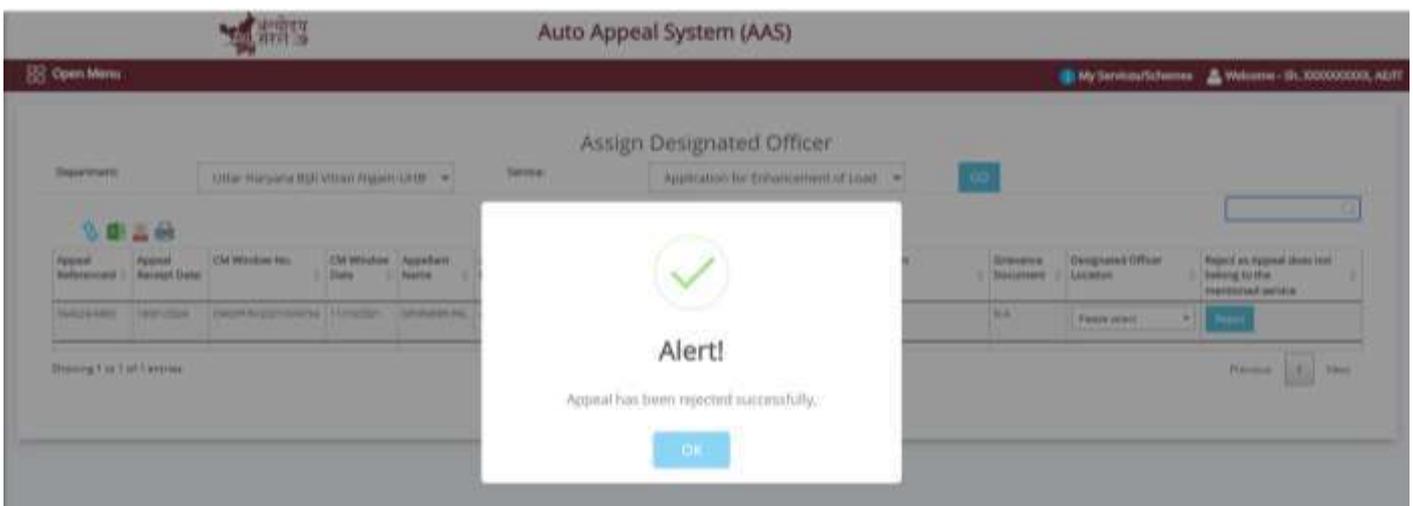
Reject Remarks:
This grievance is related to service Application for Enhancement of Load | 11 KV

Reject **Close**

Following message will be shown:



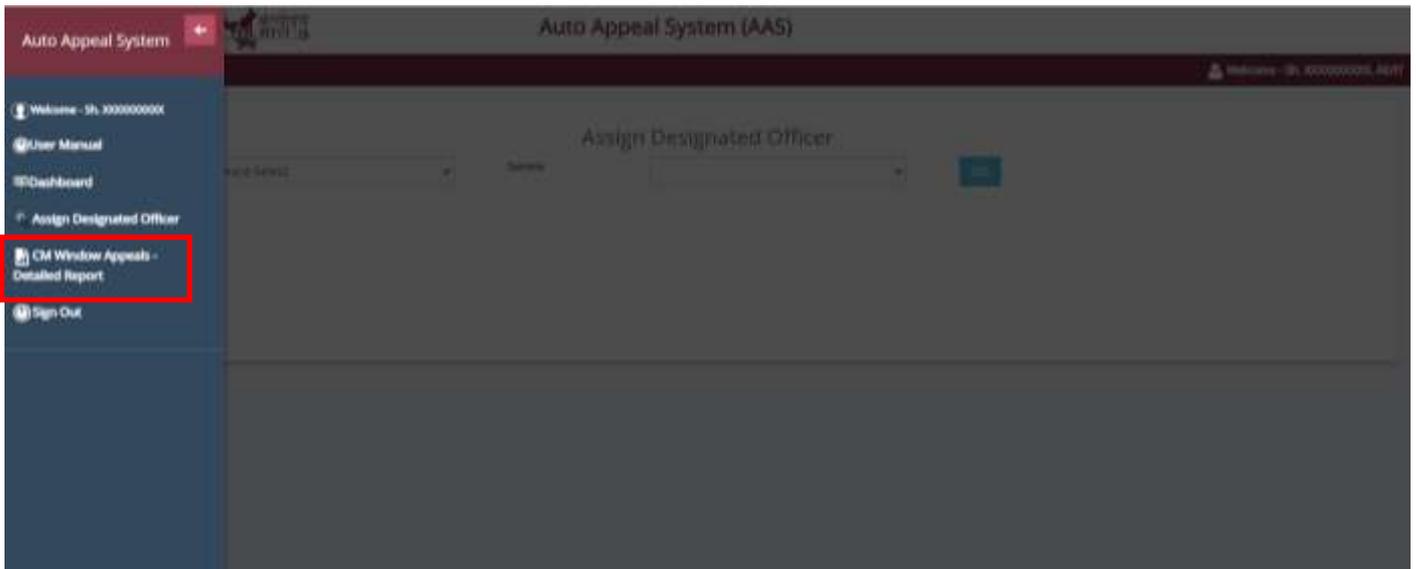
Click 'Yes' to reject the appeal and 'Cancel' to close the pop-up box.



Reports:

CM Window Appeals - Detailed Report: Version 2.2.1

Click 'Open Menu' to view the menu and click 'CM Window Appeals - Detailed Report' from the menu to view/monitor all the CM window appeals related to AAS Nodal Officer's department(s) as shown below:



Auto Appeal System (AAS)

Open Menu

Welcome - Sh. XXXXXXXXXX, AAT

CM Window Appeals - Detailed Report

CM Window Appeals - Detailed Report

Sr	Department	Service	Appeal Reference Id	Appeal Receipt Date	CM Window No	CM Window Date	DOB	Appellant Name	POBA	Pending for DO Assignment	Status
1	User Nagendra Biji Viree Nagari (AAS)	Conversion of one type of reason to another type	146244001	18/01/2024	CMOPFN10221-941040	27/01/2021	PANTHULA	Sudhakar	--	Pending	--
2	User Nagendra Biji Viree Nagari (AAS)	Application for Enhancement of Load	146244001	18/01/2024	CMOPFN10221-941040	27/01/2021	AMBALA	RAJESH SINGH	--	Pending	--
3	User Nagendra Biji Viree Nagari (AAS)	Application for Enhancement of Load	1462440156	25/01/2024	CMOPFN10221-942040	11/08/2021	AMBALA	Raj Kumar	REN Division (Electricity) Ambala Cantt.	Assignment Done	Appeal Submitted
4	User Nagendra Biji Viree Nagari (AAS)	Application for Enhancement of Load	1462440156	25/01/2024	CMOPFN10221-942040	27/09/2022	AMBALA	DEEP CHAND	REN Division (Electricity) Ambala Cantt.	Assignment Done	Appeal Submitted
5	User Nagendra Biji Viree Nagari (AAS)	Application for Enhancement of Load	146244002	20/01/2024	CMOPFN10221-942040	08/04/2021	AMBALA	PABHAT SINGH THAKUR	--	AO Issue	--
6	User Nagendra Biji Viree Nagari (AAS)	Application for Enhancement of Load	146244002	18/01/2024	CMOPFN10221-942040	11/10/2021	AMBALA	DEEPAK SINGH	--	AO Issue	--

Showing 1 to 6 of 6 entries

Filtered 1 Next

Here 'Pending for DO Assignment' means whether DO assignment is already done or pending. 'Status' shows appeal status i.e. whether any action is taken on appeal by the concerned authority or not.

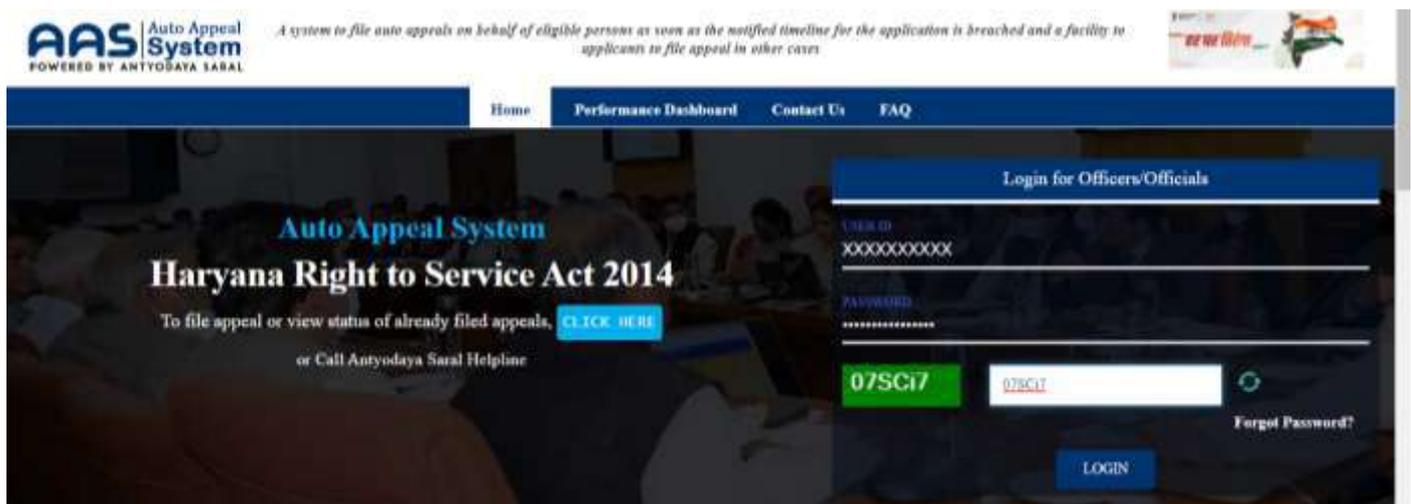
- By clicking  icon, user can select number of appeals to be viewed at a time
- By clicking  icon, appeals list can be exported to excel
- Search box is provided to search in the appeals list

CM Window Appeals - Monitoring User Version 2.2.1

CM Window has been integrated with Auto Appeal System (AAS). For monitoring such appeals, following reports are available in Auto Appeal System (AAS):

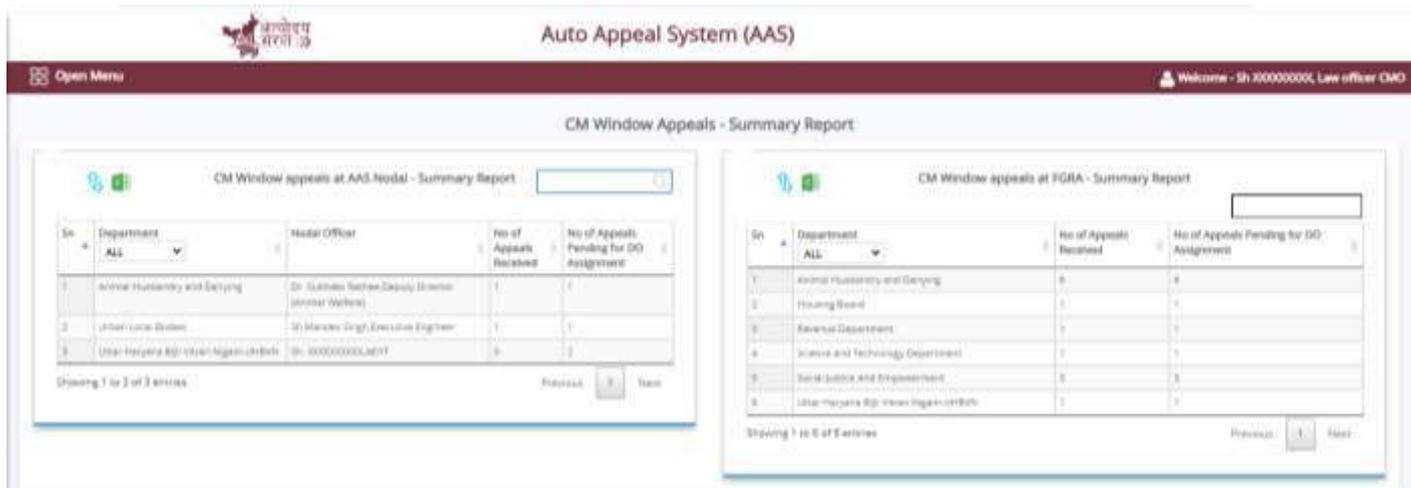
- i. CM Window Appeals - Summary Report
- ii. CM Window Appeals - Detailed Report

CM Window Appeals - Monitoring User logs in to the Auto Appeal System (AAS) - <https://aas.saralharyana.nic.in>



Logged in user will land to the following screen:

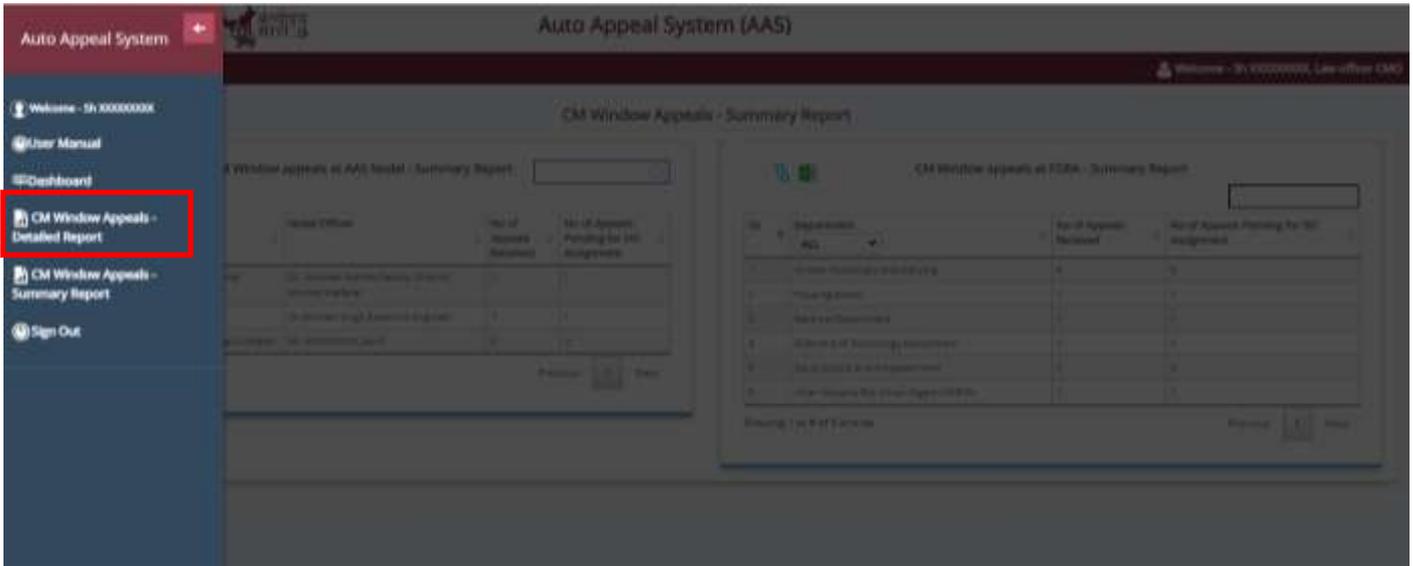
- i. **CM Window Appeals - Summary Report:** It shows summarized information of CM Window appeals.



- By clicking  icon, user can select number of records to be viewed at a time
- By clicking  icon, appeals list can be exported to excel
- Search box is provided to search in the appeals list

ii. CM Window Appeals - Detailed Report:

Click 'Open Menu' to view the menu and click 'CM Window Appeals - Detailed Report' from the menu to view/monitor detailed view of all the CM window appeals as shown below:



Auto Appeal System (AAS)

CM Window Appeals - Detailed Report

Sl	Department	Service	Appeal Reference#	Appeal Receipt Date	CM Window No.	CM Window Date	Status	Appellant Name	POB	Pending for DO Assignment	Status
1	Animal Husbandry and Breeding	Scheme for Establishment of Milk Dairy/Feed Dairy Units under MAMUCL	ANL2478101	20/11/2024	CMW19/2021/104601	20/11/2024	Submitted	DC DPO1	Deputy Director (Office of Deputy Director Animal Husbandry DISTRICT - ANL2478101)	Pfdo	Appeal Submitted
2	Animal Husbandry and Breeding	Scheme for Establishment of Milk Dairy/Feed Dairy Units under MAMUCL	ANL2478102	10/11/2024	CMW19/2021/122010	27/07/2024	Submitted	Sunil Kumar	Deputy Director (Office of Deputy Director Animal Husbandry DISTRICT - ANL2478102)	Pfdo	Appeal Submitted
3	Animal Husbandry and Breeding	Scheme for Establishment of Milk Dairy/Feed Dairy Units under MAMUCL	ANL2478103	09/11/2024	CMW19/2021/117506	27/07/2024	Submitted	Abhishankar	Deputy Director (Office of Deputy Director Animal Husbandry DISTRICT - ANL2478103)	Pfdo	Appeal Submitted
4	Animal Husbandry and Breeding	Scheme for Establishment of Milk Dairy/Feed Dairy Units under MAMUCL	ANL2478104	16/11/2024	CMW19/2021/117548	27/07/2024	Submitted	Sudhakar	Deputy Director (Office of Deputy Director Animal Husbandry DISTRICT - ANL2478104)	Pfdo	Appeal Submitted
5	Animal Husbandry and Breeding	Scheme for Establishment of Milk Dairy/Feed Dairy Units under MAMUCL	ANL2478105	25/11/2024	CMW19/2021/117548	27/07/2024	Submitted	Abhishek	Deputy Director (Office of Deputy Director Animal Husbandry DISTRICT - ANL2478105)	Pfdo	Appeal Submitted
6	Animal Husbandry and Breeding	Scheme for Conservation and Development of Indigenous Cattle and Murrah Development	ANL2478106	07/11/2024	CMW19/2021/117548	27/07/2024	Submitted	Sarvesh Kumar	--	Pfdo	Appeal Submitted
7	Animal Husbandry and Breeding	Scheme for Conservation and Development of Indigenous Cattle and Murrah Development	ANL2478107	07/11/2024	CMW19/2021/117548	27/07/2024	Submitted	Sarvesh Kumar	--	Pfdo	Appeal Submitted
8	Animal Husbandry and Breeding	Scheme for Establishment of Milk Dairy/Feed Dairy Units	ANL2478108	22/11/2024	CMW19/2021/117548	27/07/2024	Submitted	Manoj Kumar	--	Not Input	--
9	Animal Husbandry and Breeding	Scheme for Establishment of Milk Dairy/Feed Dairy Units	ANL2478109	09/11/2024	CMW19/2021/117548	27/07/2024	Submitted	Sunil Kumar	--	Pfdo	--
10	Animal Husbandry and Breeding	Scheme for Establishment of Milk Dairy/Feed Dairy Units	ANL2478110	09/11/2024	CMW19/2021/117548	27/07/2024	Submitted	Sunil Kumar	--	Pfdo	--

Showing 1 to 10 of 22 entries

Here 'Pending for DO Assignment' means whether DO assignment is already done or pending. 'Status' shows appeal status i.e. whether any action is taken on appeal by the concerned authority or not.

- By clicking  icon, user can select number of appeals to be viewed at a time
- By clicking  icon, appeals list can be exported to excel
- Search box is provided to search in the appeals list

***** End *****