



# ANNUAL REPORT

2023-24

Haryana Right To Service Commission





Please share your thoughts/comments/feedback about the working of the Commission or this Annual Report on our email id : **rtsc-hry@gov.in**

---

# ANNUAL REPORT

2023-24

---

Haryana Right To Service Commission



## — MESSAGE —



I am happy to learn about the publication of the first annual report of the Haryana Right to Service Commission, a milestone achieved in its journey towards a more citizen centric and responsive service delivery system.

The Commission has, in the past ten years, taken giant strides from a nascent fledgling to an institution whose initiatives are not only looked upon, for inspiration, by other States but also emulated in their quest for serving the general public.

The Auto Appeal System (AAS) has kindled a new ray of hope not only amongst the seekers of justice, at the doors of various departments, but also the policy planners showing them the way towards an ever increasing degree of perfection.

I wish to congratulate Shri TC Gupta, the Chief Commissioner, Haryana Right to Service Commission and his entire team in achieving and sustaining the velocity and quality necessary for the purpose.

I wish the Haryana Right to Service Commission and the Government of Haryana more laurels in their ceaseless quest for scaling new horizons in the service of the people of Haryana.

**Sh. Bandaru Dattatreya**  
Governor, Haryana



## — MESSAGE —



I am delighted to extend my heartfelt appreciation to the Haryana Right to Service Commission on the publication of its annual report for 2023-2024 and its decade-long journey of dedicated service to the Right to Service Legislation. This report is a testament to the significant progress achieved in delivering hassle-free and time-bound public services to the people of Haryana.

The Haryana Right to Service Commission under the leadership of Shri T.C. Gupta has emerged as a trailblazer in implementation of the Right to Service legislation with several innovations like the auto appeal system. The Haryana Right to Service Commission has actively engaged with DARPG in improving service delivery through seamless transition to e-services.

All good wishes to the Haryana Right to Service Commission in its challenging policy endeavours.

**Sh. V. Srinivas, IAS**  
Secretary,  
Department of Administrative Reforms & Public Grievances  
Ministry of Personnel, Public Grievances & Pensions,  
Government of India





# FOREWORD

---



*"The difference between what we do and what we are capable of doing would suffice to solve most of the world's problems."*

- Mahatma Gandhi

The Part IV of the Indian Constitution which delineates the Directive Principles of the State Policy asserts India to be a welfare state meaning that it is the responsibility of the State to provide for and take care of the citizens. In the new age, irrespective of geography and ideology, governance has become an important tool of communication between the State and the citizenry. This concept has been instrumental in reshaping the contours of the relationship between the two. For example, the Jan Lokpal Andolan of 2011 sought to instill the idea of accountability in a sphere marred with opacity. With time, accountability alone did not achieve the objective unless it was time bound.

The communication which initially began with the clarion call to ensure transparency in governance at the start of the decade shifted to ensuring time bound nature of service delivery. The social contract between the State and the citizen has significantly shifted course from a mere service delivery mechanism in a one way channel to proactively taking recourse to the redressal mechanism. As mentioned in the Second Administrative Reforms Commission titled "Citizen Centric Administration: The Heart of Governance," in Chapter 7, Paragraph 7.2.2 has stated as follows:

*"The basic principle of a grievance redressal system is that if the promised level of service delivery is not achieved or if a right of a citizen is not honoured then the citizen should be able to take recourse to a mechanism to have the grievance redressed. This mechanism should be well publicized, easy to use, prompt and above all, citizens must have faith that they will get justice from it."*

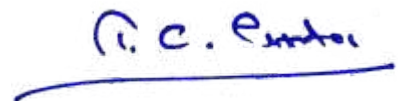
With this in mind, the Government of Haryana passed the Haryana Right to Service Act, 2014, instituting a framework to incorporate the ideals of a functional grievance redressal mechanism. A total of 656 services have been notified to be delivered in a time bound manner which keeps getting updated on a regular basis. The chain of accountability has ensured that wrongful rejections along with unreasonable procedural delays are dealt

with in a befitting manner. The Commission has been at the forefront of re-engineering several policy interventions with the Government bringing relief to millions of residents in Haryana.

This Annual Report gives a detailed insight into the functioning of the Commission and the role that it has played in ensuring accountability, transparency and service delivery in a time bound manner. This framework has played a critical role in giving direction to the working of the Commission. In the times to come, the Commission has planned to comprehensively revamp the processes of service delivery of notified services in the State of Haryana.

Auto Appeal System (AAS) launched by the then Hon'ble Chief Minister, Haryana on 01.09.2021 has brought about a revolution in ensuring the effectiveness in the implementation of the Act. The system has ensured automatic escalation of appeals in the event of breach in the RTS timeline of a service. You would read about this more in Chapter 4 of this Annual Report.

As we move forward, the Commission envisions a future where governance is not merely a reactive process but a proactive force for empowering citizens. By embracing innovation and continuously refining the mechanisms of accountability and service delivery, the Commission aims to set new benchmarks in citizen-centric governance. Our goal is to transform the State's relationship with its citizens, ensuring that every individual in Haryana experiences the full benefits of a responsive and efficient administration. In the years to come, we will continue to push the boundaries of what is possible, driving a governance model that not only meets the needs of today but anticipates the challenges of tomorrow, thereby cementing Haryana's place as a leader in transparent and accountable governance.



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

# CONTENTS

	Preface	i
<b>Chapter 1</b>	RTS Legislation: The Haryana Scenario	01
<b>Chapter 2</b>	Public Service Delivery in Haryana	08
<b>Chapter 3</b>	Activities of the Commission	24
<b>Chapter 4</b>	Report in Accordance with Section 18 of the Act	40
<b>Chapter 5</b>	Auto Appeal System (AAS)	54
<b>Chapter 6</b>	Way Forward	76
	Team HRTSC	82
<b>Annexure 1</b>	Happiness Stories	89
<b>Annexure 2</b>	Interesting Orders	108
<b>Annexure 3</b>	Media Coverage	124

## FIGURES

Figure 1	Status of Right to Service Implementation in India	02
Figure 2	A Glimpse of the Ordinance	03
Figure 3	A Glimpse of the Original Act	04
Figure 4	A Glimpse of the HRTS Rules, 2014	04
Figure 5	A Glimpse of the HRTS Regulation, 2015	05
Figure 6	First list of notified services	05
Figure 7	Organogram of the Commission	07
Figure 8	Modes of service delivery in Haryana	10
Figure 9	Questions that come to a citizen's mind when he intends to avail a government service	11
Figure 10	Questions that persist in the minds of Govt. Stakeholders while processing the application	12
Figure 11	Hon'ble CM, Haryana launched the service delivery platform in February, 2017	12
Figure 12	English KMS – Aapki Beti, Hamari Beti	14
Figure 13	Hindi KMS – Mukhya Mantri Vivah Shagun Yojana	16
Figure 14	Schemes and Services have been displayed outside Department offices	17
Figure 15	Parameters to check your eligibility	18
Figure 16	A public dashboard for Antyodaya SARAL is available for anyone to view the status of service delivery in Haryana	18
Figure 17	Formula for calculation of RTS timeline	20
Figure 18	Screenshot of authority level monitoring in the Transport Department	22
Figure 19	Screenshot of authority level monitoring in the Transport Department	23
Figure 20	A sample of Suo-moto notice issued to a Bank Manager	28
Figure 21	A hearing being conducted through video conferencing	29
Figure 22	Few Happiness stories that have been received from citizens	32
Figure 23	Top queries of citizen in the call centre are tabulated daily.	35
Figure 24	Orders for monitoring of Jan Samvaad issued by Worthy Chief Secretary, Haryana	36
Figure 25	Review meeting of Jan Samvaad held under the chairmanship of Former Chief Minister, Haryana	37
Figure 26	Review meeting conducted at district level under the chairmanship of Sh. T. C. Gupta IAS, CC, HRTSC	37
Figure 27	Presentation of Evaluation study by Institute for Development and Communication, Chandigarh	37
Figure 28	The Commission in News	38
Figure 29	Moments of Levity in the Commission	39
Figure 30	Proposal for notification of new service- Sports Department	51
Figure 31	Proposal for notification of services of GMDA and FMDA	52
Figure 32	Proposal for notification of new service- Revenue Department	53
Figure 33	Auto Appeal System was launched on 01.09.2021 by Former Chief Minister, Haryana in Chandigarh.	54
Figure 34	Different ways to file an AAS appeal	55
Figure 35	Mechanism of raising AAS appeal	56
Figure 36	A message is sent to the appellant and appellate authority at each stage of action on AAS.	56
Figure 37	Instructions have been issued by FGRAs	58
Figure 38	Union Territory of Jammu and Kashmir has successfully replicated AAS	60
Figure 39	Hon'ble Prime Minister appreciated the Auto Appeal System (AAS)	60
Figure 40	A full page advertisement of AAS was published in all leading newspapers	61
Figure 41	An article pertaining to Revolutionising delivery of services, authored by our Chief Commissioner	62
Figure 42	Auto Appeals received from CM window are monitored through these Summary Reports	63
Figure 43	Three interesting data points of AAS	63
Figure 44	A glimpse of public dashboard of AAS	64
Figure 45	AAS received it's Copyright	65

## TABLES

Table 1	Summary of notified services	09
Table 2	Year-wise summary of applications received, processed and rejected	19
Table 3	Department Leaderboard as on 31.03.2024 for top 10 Departments	19
Table 4	Service Leaderboard as on 31.03.2024 for top 10 services	21
Table 5	Summary of Complaint cases	26
Table 6	Summary of Suo-moto notices	26
Table 7	Summary of Revisions received on AAS	27
Table 8	Statement of Penalty and Compensation	30
Table 9	Recommendations under Section 17 (1) (d)	42
Table 10	Recommendations under Section 17 (1) (e)	47
Table 11	Recommendations under Section 17 (1) (f)	50

## GRAPHS

Graph 1	Comparative representation of Applications completed, completed outside RTS and Application rejected- Department wise	20
Graph 2	Comparative representation of Applications completed, completed outside RTS and Application rejected- Service wise	22
Graph 3	Monthly call count over the year 2023-24	33
Graph 4	District wise average call count 2023-24	33
Graph 5	E-tickets raised on SARAL 2023-24	34

# PREFACE



*“कार्य पुरुषकारेण लक्ष्यं सम्पद्यते”  
meaning “with determined human efforts,  
the task will surely be completed.”*

- Chanakya Niti

Globally, the Right to Service Legislation originated from the citizen's charter, aiming to provide efficient and timely government services to citizens. In the backdrop of Anna Hazare movement in India, the Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011 also known as Citizen's Charter and Grievance Redressal Bill, 2011 was tabled in the Lok Sabha in December 2011. Though the bill lapsed due to the dissolution of the 15th Lok Sabha, various states enacted their own tailor-made Acts to ensure time-bound delivery of government services within their territories.

In India, the Right to Public Service Legislation encompasses statutory laws that guarantee timely delivery of government services and provide mechanisms for holding any public servant accountable for failing to fulfill their service obligations. Specific public services granted as rights under these legislations are typically notified separately through gazette notifications.

The Haryana Right to Service Act, 2014 was enacted with the purpose of providing timely and hassle-free government services to the residents of Haryana, as well as those seeking to establish or expand their businesses in the state. As per section 18 (2) of the Act, the Commission is mandated to prepare an annual report containing its recommendations under Section 17, along with the actions taken.

In 2023-24, the Chief Commissioner of the Haryana Right to Service Commission conducted a second round of sensitization-cum-review sessions in 10 districts of the state wherein not only the delivery of notified service was reviewed but also Jan Samvaad. These sessions were attended not only by officers and officials responsible for delivering the notified services but also by public representatives and civil society members. This state-wide tour proved instrumental in raising awareness about the Act. In the first round of the district, the present Chief Commissioner had toured all 22 districts of the state in a record period of 44 days in 2021. Prior to June 2021, the Commission had received only few appeals as per the procedure under the Act and few hundred complaints related to non-delivery of services notified under the RTS Act. However, due to increased awareness, this number has significantly multiplied by more than 100x, a month wise record can be found in the consequent chapters. During the financial year 2023-24, continuous efforts were made to improve the delivery of services in Haryana.

This first Annual Report of the Haryana Right to Service Commission exemplifies the Commission's relentless efforts to fulfil its mandate and also marks the completion of a decade of the Commission's establishment on 1st August, 2024. As on 31st March 2024, 656

services were notified under the Act. The Antyodaya SARAL portal serves as a one-stop platform for citizens to directly apply for various services. Additionally, some services such as those related to the Transport Department applied through other portals (e.g. Vahan or Saarthi portals of the Central Government), can be tracked on the Antyodaya SARAL portal for monitoring purposes. The Commission has been actively writing DO letters to the Heads of Departments, urging them to monitor the delivery of services notified under HRTSA, 2014. Furthermore, several meetings on this matter have been chaired by the Hon'ble Chief Minister, Haryana to monitor time bound delivery of notified service.

The launch of the Auto Appeal System (AAS) by the Hon'ble Chief Minister on September 1, 2021, has proved to be a path-breaking event in establishment of a robust appellate mechanism to address grievances related to non/delayed delivery of notified services. The AAS automatically files an appeal on behalf of an eligible person in case of a breach of the notified timeline and allows applicants to file appeals in other cases. As on March 31, 2024, 427 services from 41 different entities have been on-boarded on AAS, resulting in 11,74,316 appeals raised, out of which 11,58,502 appeals have been resolved.

The Commission's impact goes beyond the borders of Haryana, as it strives to replicate its successful model nationwide. The Chief Commissioner of the Haryana RTS Commission was invited to the National Conference on e-Governance (NCeG) in November, 2022, the silver jubilee edition held in Katra, Jammu & Kashmir. During the event, organized by the Department of Administrative Reforms & Public Grievances (DARPG) and the Ministry of Electronics & Information Technology (MeitY), in association with the State Government of Jammu & Kashmir. The Chief Commissioner shared insights on how Right to Service Legislation has been promoting national growth and securing citizens' rights. Auto Appeal System has been replicated in the state of Jammu & Kashmir and is the process of replication in few others. Further, he also participated in the National Seminar on Sevottam organized on 23.05.2023 in Yashwantrao Chavan Academy of Development Administration (YASHDA) Pune, Maharashtra to make a presentation on 'Right to Services in Haryana'. This was organised by DARPG in collaboration with the Government of Maharashtra.

Under the authority granted by Section 17 (1) (e) of the HRTSA, 2014, the Commission is obligated to propose modifications in procedures and process re-engineering for service delivery, aiming to enhance transparency and ease of accessing notified services. The Commission has been diligently examining the applications submitted by eligible individuals for various services, meticulously analyzing each step involved in the process. Based on this thorough assessment, the Commission has put forth recommendations for procedural improvements in service delivery for various notified services/schemes.

The Commission takes great pride in its proactive approach to respond to all communications through email, WhatsApp, telephone or physical dak, received from citizens, breaking the common perception that communications to Government Departments often go unanswered. Further, the Commission finds immense satisfaction in receiving gratitude notes from citizens, expressing their appreciation after their long-pending cases are successfully resolved. Selected excerpts from these heart-warming notes as 'Happiness Stories' can be found as a part of this report. They keep us going forward and strive for smoother service delivery.

The image features a large, dark blue circle in the center, which serves as a background for the text. To the left, a portion of a larger orange circle is visible. Two thin, horizontal orange lines are positioned above and below the text within the dark blue circle. A thin, curved brown line extends from the right side of the dark blue circle towards the bottom right corner of the page.

# **ADMINISTRATIVE REPORT**



# RTS Legislation: The Haryana Scenario

## 1.1 Genesis

Public services refer to essential services and facilities that are provided by the Government or public sector organizations to meet the needs and requirements of the general public. These services are funded and managed by the Government, with the aim of promoting the welfare and well-being of citizens and ensuring the smooth functioning of society. The public services law in India derives its origin from the Citizens Charter of UK, promulgated in 1991. Though the Citizens Charter is not a legal document, it shows intent of the Government to empower the citizens to demand time bound delivery of services. The objective of the charter was also to make public servants accountable.

The Right to Service Act represents a significant administrative reform initiative, building upon the concept of Citizen Charters. While Citizen Charters outline the expected timelines and quality of public services, the Act takes it a step further by legally binding the Government through public servants to provide public services to citizens within a specified timeframe. In case of any failure, the Act empowers the authorities to impose penalties on delinquent officials to be paid by them out of their pockets. Hence, the Right to Service Act showcases the state's commitment to ensure standard, quality, and timely delivery of services to its citizens.

Furthermore, the provision for hassle-free delivery of public services was recommended by the Second Administrative Reforms Commission in its report in 2005. Responding to this, the Central Government emphasized the review of Citizen's Charters in various departments across Central and State Governments, including Union Territories. Consequently, the Central Government introduced the Right of Citizens for Time Bound Delivery of Goods and Services Bill, 2011, which was tabled in Parliament. However, same could not be enacted.

With increased awareness amongst citizens regarding their rights to avail government service, a demand for timely, transparent and hassle-free delivery of public services intensified around 2010-11. Indian states started enacting their own Acts ensuring a right to timely delivery of public services with Madhya Pradesh taking the lead in August 2010 by enacting Public Service Guarantee Act. The Right to Service Act is a bold step towards institutionalizing accountability and empowering citizens. As of now, 25 states and 2 union territories have enacted their own Acts to ensure timely delivery of services for their respective residents. The latest state to enact this law is Meghalaya which put on the statute books 'The Meghalaya Right to Public Service Act' in 2020. Haryana also enacted its Right to Service Act in 2014, with a vision to establish a robust service delivery mechanism for people. The map of the country is depicting Right to Service legislation in different parts is at



# Right to Service Implementation in India

Act Implemented and Commission Established

Act Implemented

No RTS Act

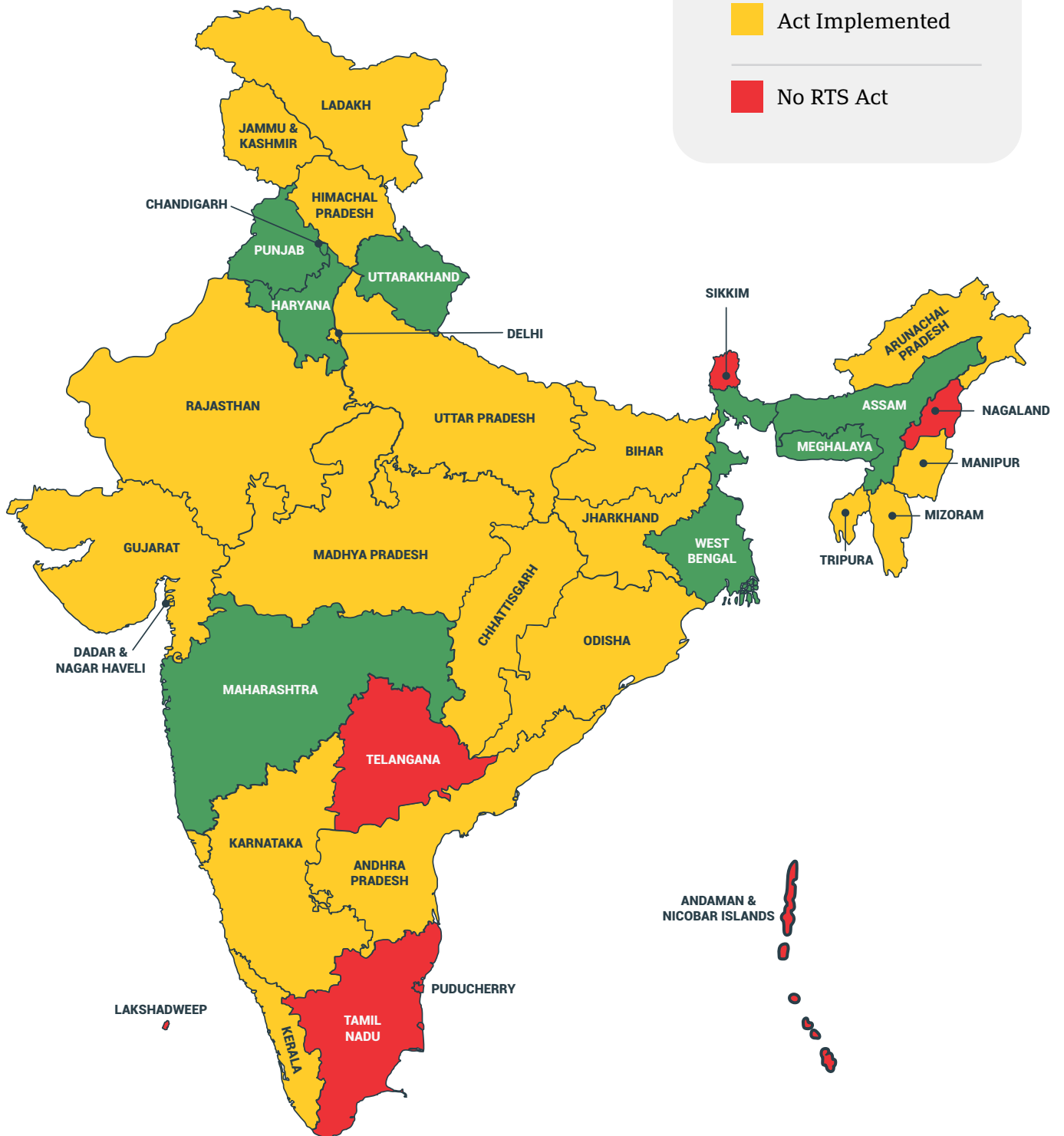


Figure 1: Status of Right to Service Implementation in India

## 1.2 Legislative history of the Haryana Right to Service Act, 2014

### Ordinance

The ordinance for enacting the Haryana Right to Service law was promulgated on 19.12.2013.

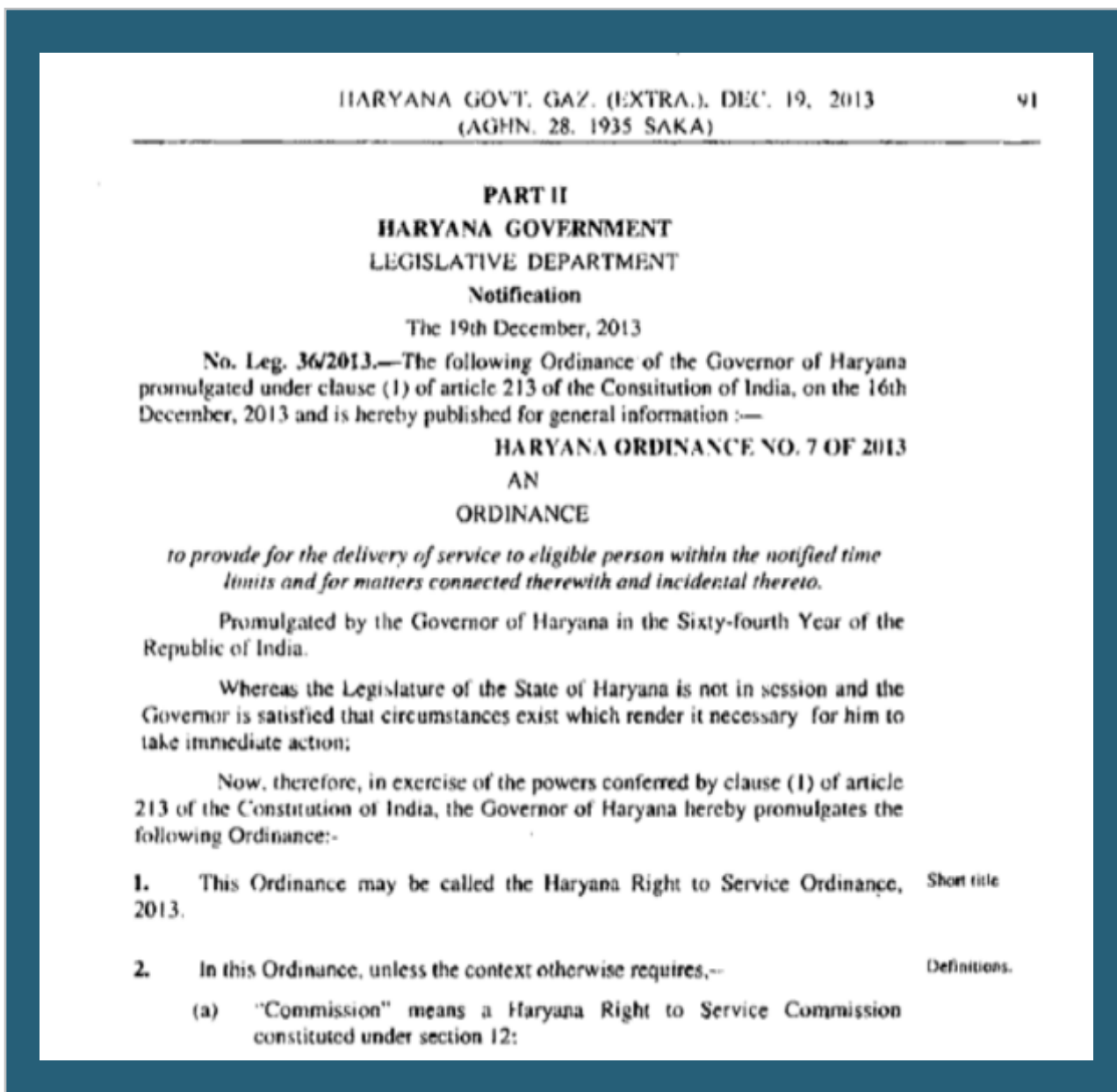


Figure 2: A Glimpse of the Ordinance

### Act

After the state legislature approved the ordinance, The Haryana Right to Service Act was notified on 26.03.2014. The Act aims to institutionalize an effective framework of accountability and transparency which guarantees time-bound delivery of services by various Government Departments operating under the State of Haryana.

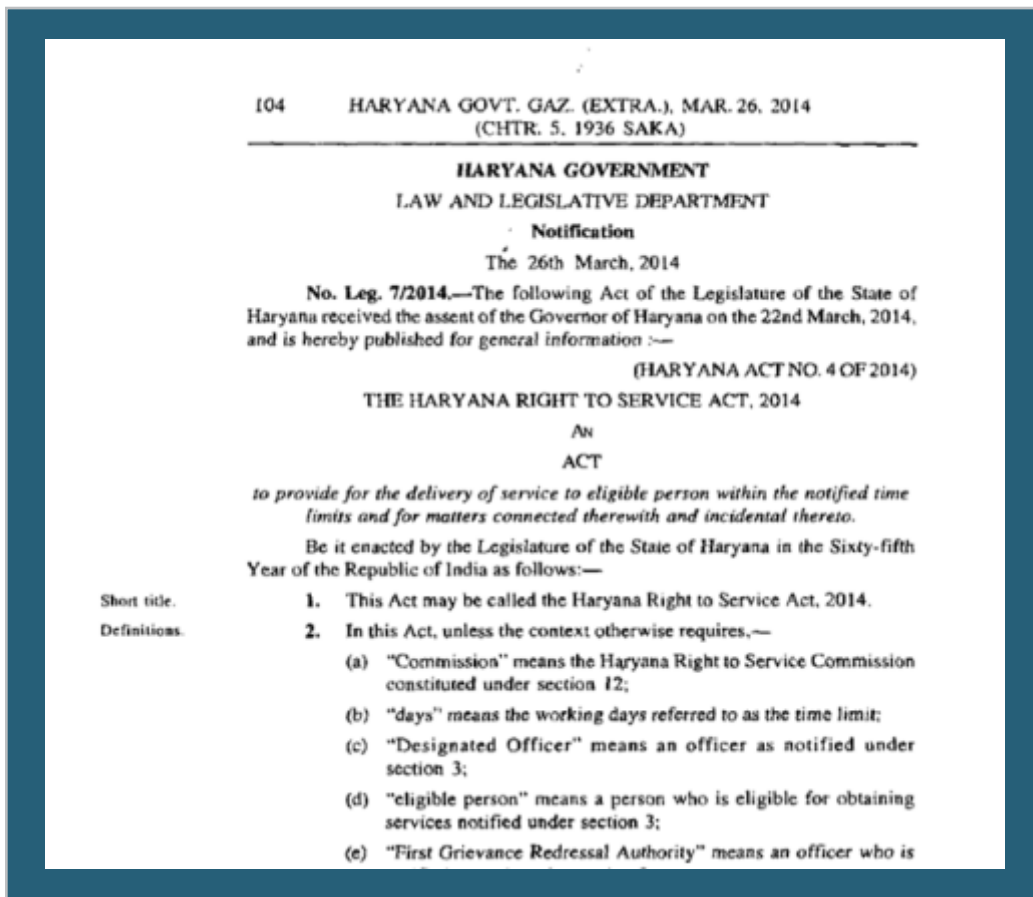


Figure 3: A Glimpse of the Original Act

## Rules

The Haryana Rights to Service rules 2014 were notified on 01.07.2014.

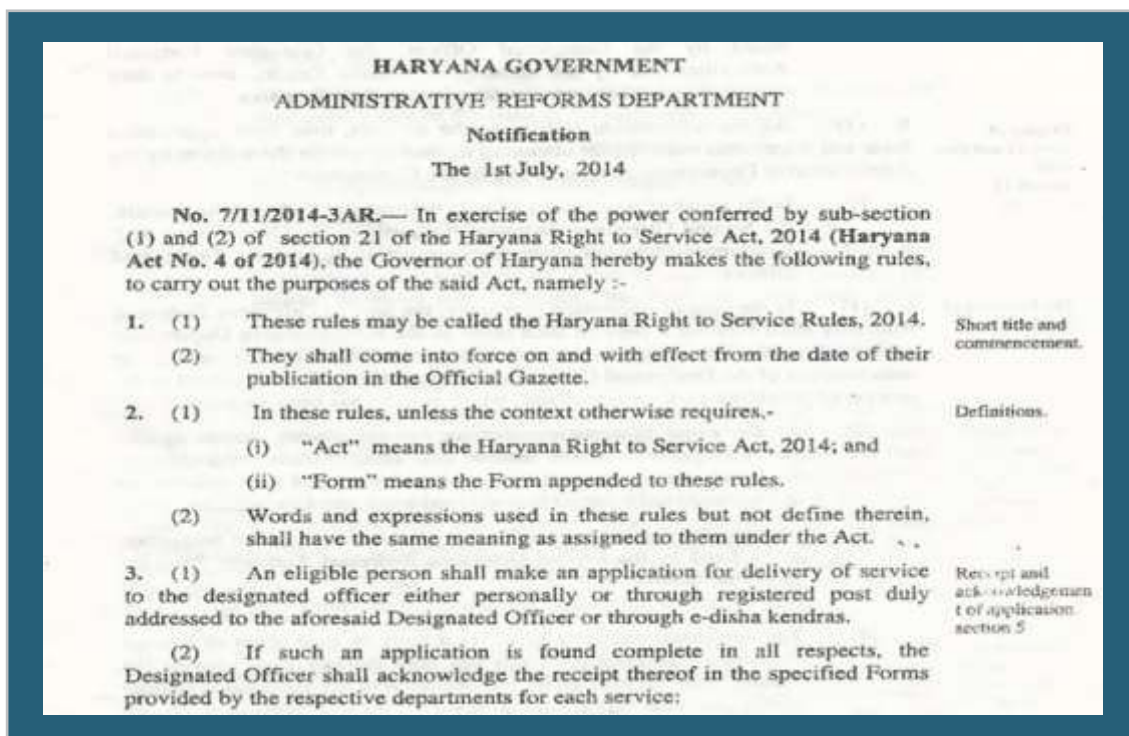


Figure 4: A Glimpse of the HRTS Rules, 2014

## Regulations

To conduct the business of the Commission, the Haryana Right to Service Commission (Management) Regulations came into force with effect from 2015.



**Figure 5:** A Glimpse of the HRTS Regulation, 2015

## Notification of Services

The first notification was published in the official gazette by the Haryana Government on 07.05.2015, detailing the list of services covered under the RTS Act and the time frames within which they have to be provided to the applicants.

**HARYANA GOVERNMENT**  
**ADMINISTRATIVE REFORMS DEPARTMENT**  
**Notification**  
**The 7th May, 2015**

**No.7/31/2014-3AR.**— In supersession of the letter of even No. 7/8/2011-3AR, dated the 7th June, 2011 and dated 1st December, 2011 and in exercise of the powers conferred under Section 3 of the Haryana Right to Service Act, 2014, (4 of 2014), the Governor of Haryana, on the recommendations made by the Commission hereby notifies the following services, the time frame within which these are to be provided to citizens, Designated Officer, First Grievances Redressal Authority and Second Grievances Redressal Authority as per the schedule given below:—

Sr. No.	Name of the Department	Name of Service	Given Time Limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
1.	Revenue	(i) Certified copies of all documents at Field Centre level i.e. Record of Rights (Jamabandi), Girdawari, Mutation, etc.	1 day	Duty Patwari I	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		(ii) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawari, mutation, etc. (if the copies sought are manual and number of pages sought is less than 5)	2 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		(iii) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawari, mutation, etc. (if the copies sought are manual and number of pages sought is more than 5)	3 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District

**Figure 6:** First list of notified services

Subsequent notifications have been issued from time to time and more service have been brought under the ambit of the Haryana Right to Service Act, 2014.

### 1.3 Unique features of the Act

Section 3 of the Act grants the State Government the authority to notify the services and set time limits for their delivery, along with appointing Designated Officer, First Grievance Redressal Authority (FGRA) and Second Grievance Redressal Authority (SGRA) in consultation with the Commission.

Section 5 of the Act outlines the procedure for obtaining a service, making the designated officer responsible for providing the service, once the eligible person submits a duly filled form. In the event of application's rejection, the Act mandates the Designated Officer to provide written reasons and inform the applicant. The Designated Officer is also responsible for maintaining all records related to the delivery of notified services.

Section 6 and 7 of the Act delineates the procedure to file appeals to the FGRA and SGRA. Both the authorities have 30 working days to resolve the appeals raised to them. Furthermore, Section 8 of the Act empowers the FGRAs and SGRAs with powers similar to a civil court while trying a suit under the Code of Civil Procedure, 1908 for the following:

- (a) requiring the production and inspection of documents;
- (b) issuing summons for hearing to the DO and the appellant; and
- (c) any other matter, which may be prescribed.

The Act empowers the SGRA to impose penalty on DO and/or any other official involved in the process of providing notified service who has caused undue delay in providing the service.

Subsequently, in case of dissatisfaction with the resolution of the appeal by SGRA, the aggrieved party can file a revision appeal before the Commission within a period of ninety days as per Section 10 of the Act. Additionally, the Act has placed the onus of displaying the list of notified services, along with their timeline and appellate authorities on the Department's website and locally near the Department's office.

Section 17 of the Act enumerates the powers and functions of the Haryana Right to Service Commission. These include taking suo-moto cognizance of service delivery failures, inspecting offices, recommending departmental actions, process re-engineering for service delivery, suggesting additional services for notification, issuing general instructions to DO, FGRA and SGRA, and reviewing its decisions, directions and orders. The Commission also has the authority to impose penalties on Designated Officers or other officials involved in the service delivery process, up to Rs 20,000 and allow compensation of up to Rs 5,000 in each case, to eligible persons to be paid by the defaulter or delinquent official from his pocket/salary.

## 1.4 Haryana Right to Service Commission

Section 12 of the Act mandates the State Government to constitute the Haryana Right to Service Commission which is a statutory body. The overall mandate of the Commission is to supervise, monitor, regulate and improve overall delivery of notified public services by various Departments of the State Government. The Commission is vested with the powers of the Civil Court under Code of Civil Procedure, 1908 in the following matters:

- a) summoning the parties;
- b) receiving oral evidence on oath or written evidence on affidavits;
- c) Requiring the discovery and inspection of documents;
- d) requisitioning of any public record from any office;
- e) obtaining copies of records from any court in accordance with law;
- f) issuing summons for examination of witnesses or documents: and
- g) any other matter, which may be prescribed.

## 1.5 Composition of the Commission

The Commission's composition includes a Chief Commissioner and up to four Commissioners, appointed by the Governor based on the recommendation of a Committee. This Committee consists of the Chief Minister, serving as the Chairperson, the leader of the opposition, and one Cabinet Minister nominated by the Chief Minister.

The Chief Commissioner must be a serving or retired officer holding the rank and status equivalent to that of the Chief Secretary of the State of Haryana or Secretary to the Government of India. Of the Commissioners, at least two must be retired officers from the Government of Haryana, holding a rank and status equivalent to that of an Administrative Secretary or its equivalent in any of the State's services. This also includes officers of All India Services from the Haryana cadre. The remaining Commissioners shall be individuals of high standing in public life with a minimum of twenty years of experience in management, law, administration, or corporate governance. During the year 2023-24, only the position of Chief Commissioner namely Sh. Trilok Chand Gupta was filled while all the four positions of Commissioners were vacant.

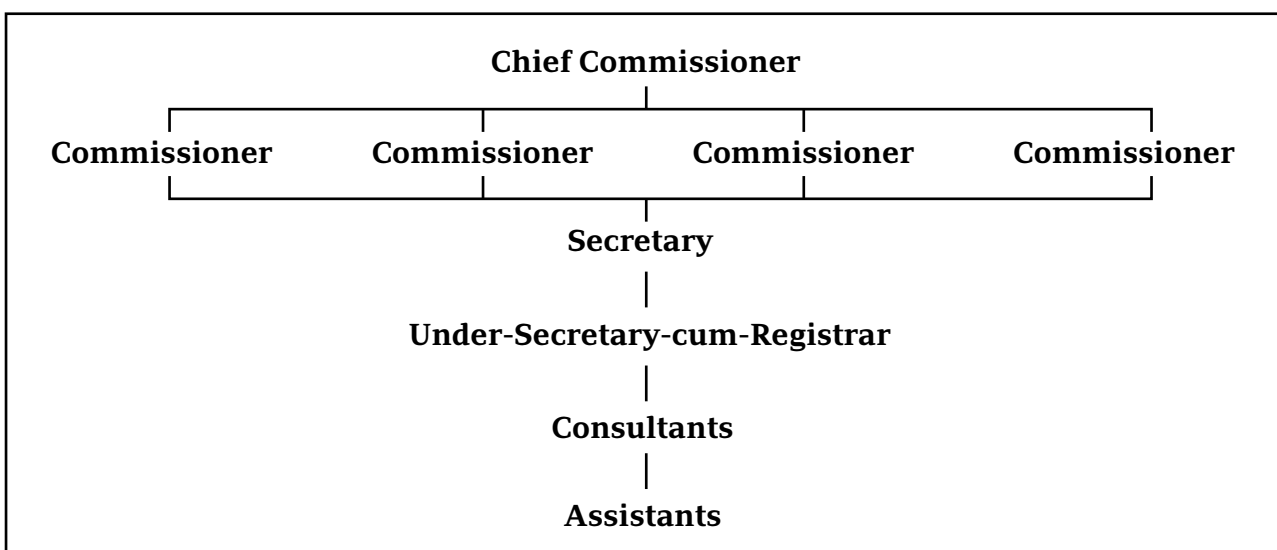


Figure 7: Organogram of the Commission



# Public Service Delivery in Haryana

## 2.1 Notified Services: At a glance

There were 656 services of 51 different organizations notified under the Haryana Right to Service Act, 2014 as on 31.03.2024. These services cover the entire life cycle of a person from services pertaining to birth and death, food and electricity related, property and business related, social welfare schemes pertaining to marriage assistance, scholarships, empowerment of women, allowances to destitutes and old age & death related assistance.

S. No.	DEPARTMENT	S. No.	ORGANIZATIONS	Total No. of Notified Services
1	Agriculture And Farmers Welfare Department	1	Agriculture	8
		2	Horticulture	5
		3	Haryana State Agricultural Marketing Board	8
		4	Haryana State Seed Certification Agency	3
2	Animal Husbandry & Dairying Department	5	Animal Husbandry and Dairying	3
3	Co-operation Department	6	Cooperation	1
4	Development & Panchayats Department	7	Development and Panchayat	1
5	Employment Department	8	Employment Department	10
6	Environment and Climate Change Department	9	Haryana State Pollution Control Board	11
		10	Forest	2
7	Excise & Taxation Department	11	Excise and Taxation	27
8	Fisheries Department	12	Fisheries Department	37
9	Food, Civil Supplies & Consumer Affairs Department	13	Food, Civil Supplies & Consumer Affairs Department	21
10	Health & Family Welfare, Department	14	Ayushman Bharat - Haryana Health Protection Authority	1
		15	Food and Drugs Administration	13
		16	Health Services	5
11	Home Department	17	Home	9
		18	Police	39
12	Housing Board	19	Housing Board	9
13	Industries & Commerce Department	20	Industries and Commerce	58
		21	Haryana Enterprise Promotion Centre	1
		22	HSIIDC	26

14	Information and Public Relations	23	Information and Public Relations	2
15	Labour Department	24	Building and Other Construction Workers Welfare Board	2
		25	Haryana Labour Welfare Board	22
		26	Labour Department	9
16	Mining & Geology	27	Mining & Geology	11
17	Printing And Stationery	28	Printing And Stationery	1
18	Energy Department	29	Chief Electrical Inspector	5
		30	DHBVN	25
		31	UHBVN	
20	Public Health And Engineering-PHED	32	Public Health And Engineering-PHED	8
21	PW (B&R) & Architecture Department	33	PWD	4
22	Revenue & Disaster Management Department	34	Revenue	54
23	Rural Development Department	35	Rural Development Department	1
24	Sainik And Ardh Sainik Welfare Department	36	Sainik And Ardh Sainik Welfare	18
25	Science & Technology Department	37	Science and Technology	2
26	Social Justice, Empowerment, Welfare of Scheduled Castes & Backward Classes and Antyodaya (SEWA) Department	38	Social Justice and Empowerment	13
		39	Haryana Scheduled Castes Finance and Development Corporation	9
		40	Welfare of SCs And BCs Department	6
27	School Education Department	41	Board of School Education	3
		42	School Education Department	1
28	Technical Education Department	43	Haryana State Board of Technical Education	4
		44	State Technical Universities	4
29	Town And Country Planning	45	HSVP	42
		46	Town And Country Planning	11
30	Transport Department	47	Transport	37
31	Urban Local Bodies	48	Urban Local Bodies	50
		49	Directorate of Fire Services	7
33	Women and Child Development	50	Haryana Women Development Corporation	3
		51	Women and Child Development Department	4
				<b>656</b>

**Table 1:** Summary of notified services



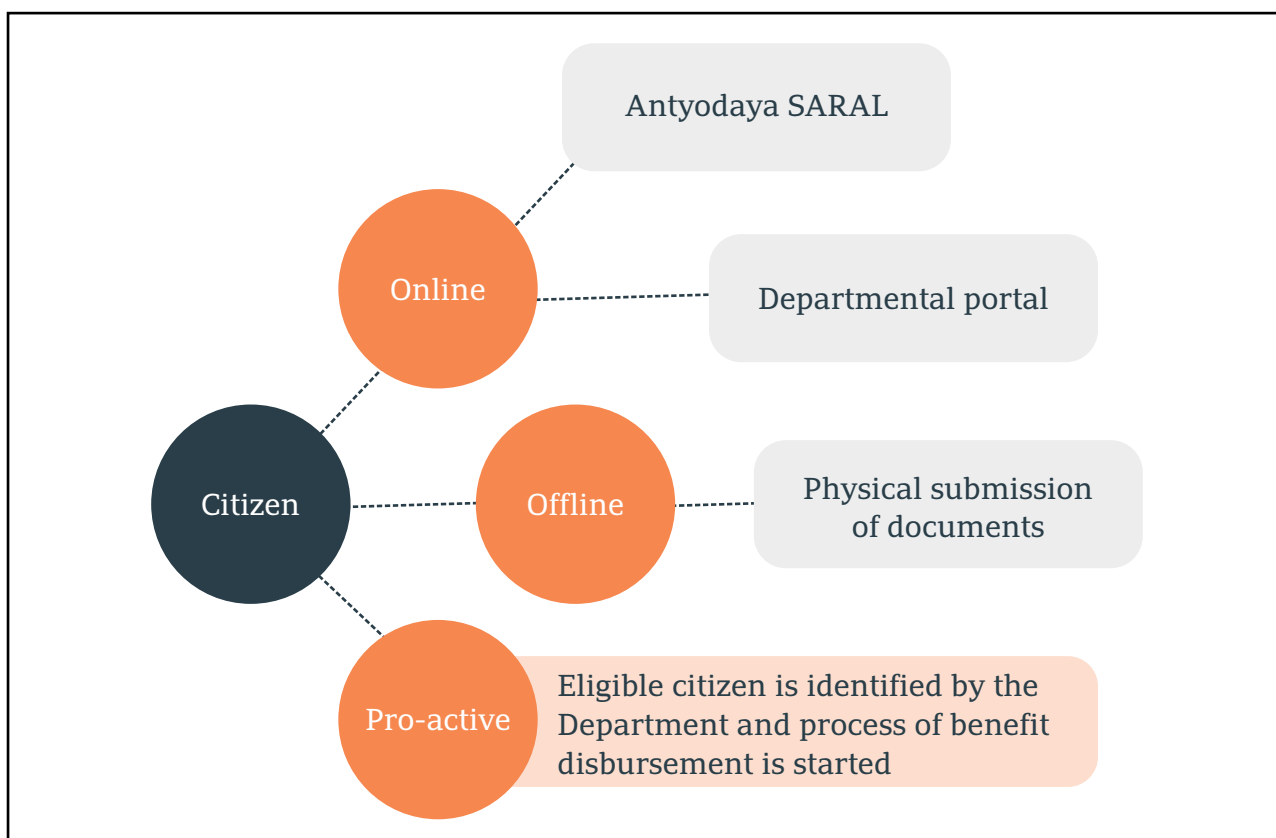
A detailed list of services along with RTS timelines and appellate authorities can be found in the notification section on our website: <https://haryana-rtsc.gov.in/notify-serviceslist> or by scanning the adjacent QR code.



After the present Chief Commissioner Sh. Trilok Chand Gupta joined on 15.06.2021, the extensive review of 522 notified services at that time was done for which inputs were taken after visiting the districts and also holding consultations with the Administrative Secretaries of the Department as mandated under Section 17(1)(e) of the Act. Resultantly, superfluous notified services like 'Sports Meet', 'Indira Gandhi Mahila Shakti Award', 'Kalpana Chawla Shaurya Award', etc. were denotified and scores of useful services to the citizens which they need in their day-to-day life like 'repair for potholes on roads', 'coverage of manholes', 'maintenance of parks', 'green belts' etc. were got notified. Consequently, Haryana had 656 notified services available to the public as on 31.03.2024 which is perhaps the highest number of useful and functional services available to any citizen in the country.

## 2.2 Availability of notified services to public

The public services in Haryana are provided as in other states through offline and online mode. However, it is gratifying to note that almost all the services are available through online mode. For this purpose, there are different portals of the Department but they have been largely integrated through Antyodaya Saral Portal and hence, almost all the services are available through online mode in Haryana.



**Figure 8:** Modes of service delivery in Haryana

## Through Antyodaya SARAL

Antyodaya SARAL Kendra can be found at the district and tehsil levels.

Antyodaya Bhawan at district HQs for the application of specific welfare schemes of the Government.

Common Service Centre are present at the level of every village in Haryana.

Eligible person can themselves, apply for a scheme/service on Saral Portal by simply login into the Portal and attaching relevant documents with their application.

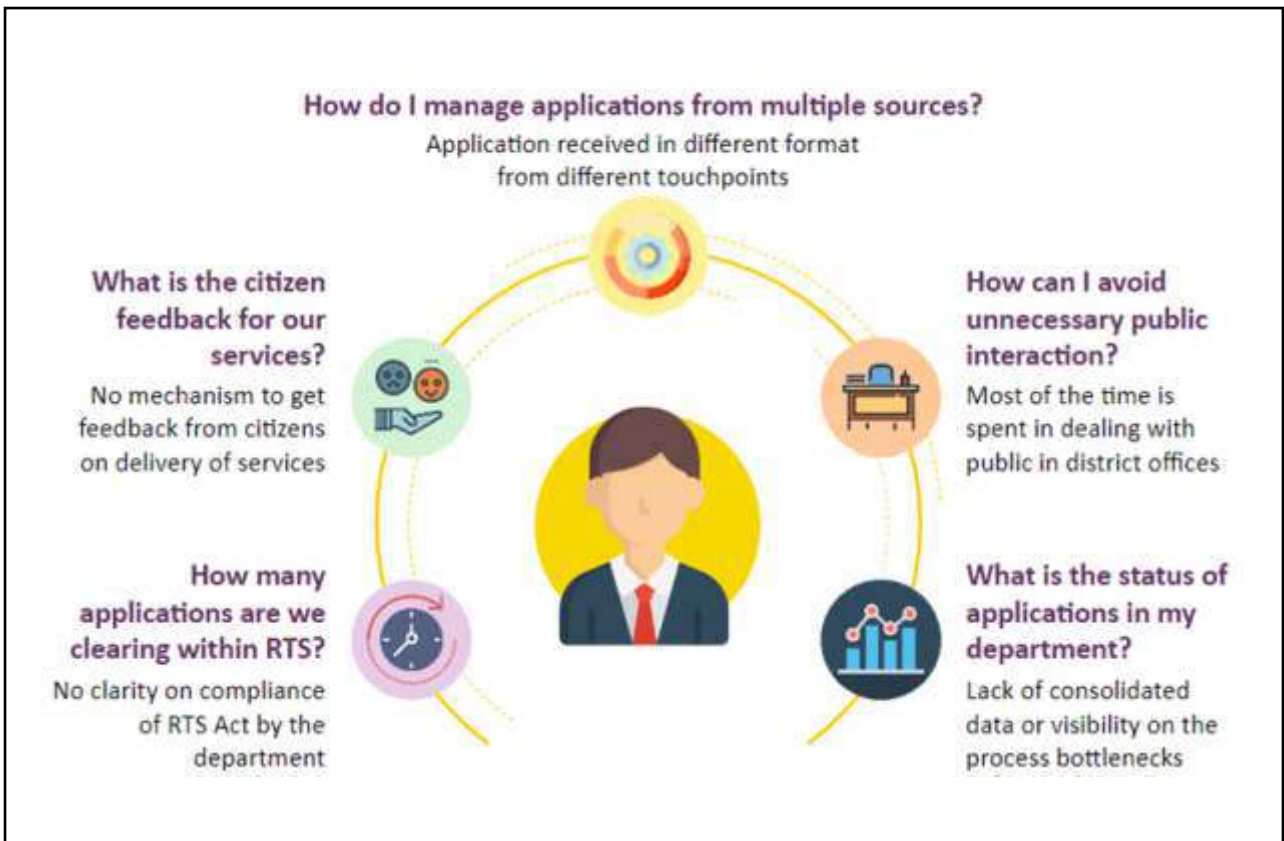
### 2.3 Antyodaya SARAL: Haryana's one stop platform for citizen service delivery



The state of Haryana has been making a headway towards easing the process of submitting applications for various services and schemes. In this attempt, Antyodaya SARAL has been Haryana's one-stop platform for various services and schemes. The platform can be visited by scanning the above QR code.



**Figure 9:** Questions that come to a citizen's mind when he intends to avail a government service



**Figure 10:** Questions that persist in the minds of Govt. Stakeholders while processing the application.



**Figure 11:** Hon'ble CM, Haryana launched the service delivery platform in February, 2017

Further, as per specific requirements of the Departments, they have also created their own portals while some are managed at the level of Central Government for example Vahan and Sarathi are two portals managed at the national level. However, for the ease of monitoring, these have been integrated with the Antyodaya SARAL portal wherein certain specific data for example Application Submission date, RTS due Date, File Reference ID, Last Action Date, Remarks, etc. are reflected on the tracking feature of the portal. There are around 35 such portals developed and maintained either at the national level or at the state level.

For some critical services, physical documents are required, hence, the applications are made offline in the concerned office, for example, the service to provide 'Certified copy of previously registered documents' of the Revenue & Disaster Management Department or the service of 'Extension of Residential Permit of Foreigners' of the Home Department.

It is pertinent to mention that for increased accessibility, there are 14,480 Common Service Centres (CSC) centres across the state offering the last mile to availability of services/schemes to citizens. The CSCs are managed by a district level manager also known as the e-District Manager, while the nodal officer for the same is Additional Deputy Commissioner-cum-DCRIO at the district level.

Additionally, to ease the life of citizens, there are 167 Antyodaya SARAL Kendras in the state. These are located at the HQs of all the 22 districts, at the sub-division and at the tehsil level. These centres are different from Common Service Centres as these are owned and maintained by the State Government and no extra charges are levied for submitting an application of the candidate. On the other hand, CSCs run on the village level entrepreneurship model and hence nominal charges are levied by the CSC owner for submitting an application on behalf of eligible persons. These charges are clearly mentioned on each document under the Knowledge Management System (KMS) of the Antyodaya SARAL Portal which is an opensource document available at the website of the Antyodaya SARAL Portal.

The KMS for each service/scheme provides the details of the mandate of the service/scheme, eligibility criteria of citizens, documents required, RTS timeline and fees to be charged. These are available in both Hindi and English. Two such examples are shown below:



## ANTYODAYA-SARAL



### Women and Child Development

### Aapki Beti Hamari Beti (Scheme)

#### ELIGIBILITY:

1. Female
2. First girl child born on or after 22-01-2015 in SC/BPL families.  
OR  
Second girl child born on or after 22-01-2015, irrespective of their caste, creed, religion, income and number of sons.  
OR  
Third girl child born on or after 24-08-2015, irrespective of their caste, creed, religion, income and number of sons.

#### BENEFITS PROVIDED:

1. Rs. 21000/- (One time is invested in LIC of India)

#### DOCUMENTS REQUIRED:

1. Parivar Pehchan Patra Number
2. Age Proof:
  - Birth Certificate
3. Resident Proof/Address Proof/Ownership Proof (Anyone of the following):
  - Ration Card
  - Voter ID
  - Electricity Bill
  - Telephone Bill
4. Caste Certificate (Only in case of SC)
5. BPL Certificate (Only BPL Families)
6. Tikka Report/Immunization Card for verification of timely immunization

#### FEES FOR THE SERVICE:

Govt. Charges	Service Charges	Atal Seva Kendra Service Charges
No Fee	Rs.10	Rs.10

**RTS TIME LIMIT:** 30 Days

Helpline: 0172-3968400

Email: saral.haryana@gov.in

Figure 12: English KMS – Aapki Beti, Hamari Beti



## अंत्योदय सरल



### अनुसूचित जातियां एवं पिछड़े वर्ग कल्याण विभाग

### मुख्य मंत्री विवाह शगुन योजना

#### पात्रता

- प्रार्थी हरियाणा राज्य का स्थाई निवासी हो।
- प्रार्थी का नाम गरीबी रेखा से नीचे जीवन यापन करने वाली बी0पी0एल0 सूची में दर्ज जो।
- 1.80 लाख रुपये से कम वार्षिक आय वाले परिवार।
- विधवा/तलाकशुदा महिला स्वयं के पुनर्विवाह हेतु भी अनुदान प्राप्त कर सकती है बशर्ते वह स्कीम की अन्य शर्तें पूरी करती हो और उसने अपनी शादी हेतु पहले अनुदान न लिया हो।
- शादी की तिथि को वधू की आयु 18 वर्ष व वर की आयु 21 वर्ष होनी चाहिए।

#### लाभ

- गरीबी रेखा से नीचे जीवन यापन करने वाले अनुसूचित जाति, विमुक्त – 71,000/-  
जाति/टपरीवास जाति के लोगों की लड़कियों की शादी
- समाज के सभी वर्गों की विधवाओं/तलाकशुदा/अनाथ/बेसहारा – 51,000/-  
औरतों तथा बेसहारा औरतों तथा बेसहारा बच्चों व उनकी लड़कियों की शादी हेतु (1.80 लाख रुपये से कम वार्षिक आय)
- महिला खिलाड़ी किसी भी आय वर्ग को उनकी स्वयं की शादी हेतु – 31,000/-
- सामान्य वर्ग व पिछड़े वर्ग के गरीबी रेखा से नीचे जीवन यापन करने – 31,000/-  
वाले व्यक्तियों की लड़कियों की शादी हेतु तथा समाज की सभी वर्गों की लड़कियों की शादी हेतु (अनुसूचित जाति व पिछड़े वर्ग सहित)  
1.80 लाख रुपये से कम वार्षिक आय वाले परिवार
- 40 प्रतिशत विकलांग – 51,000/-

हेल्पलाइन: 0172-3968400

ई-मेल: saral.haryana@gov.in



## अंत्योदय सरल



### आवश्यक दस्तावेज़

- वर/वधू की जन्म तिथि का प्रमाण ।
- जाति का प्रमाण ।
- रिहायसी प्रमाण पत्र की फोटो प्रति ।
- आधार लिंक बैंक पास बुक की फोटो प्रति ।
- राशन कार्ड की फोटो प्रति दोनों साइड से ।
- आवेदनकर्ता का आधार कार्ड ।
- लड़की व लड़के का आधार कार्ड की प्रति ।
- आय का प्रमाण पत्र यदि बी.पी.एल में नाम दर्ज न हो ।
- लड़का व लड़की की फोटो ।
- शादी का कार्ड ।
- मृत्यु प्रमाण पत्र यदि प्रार्थी विधवा है तो ।
- माता व पिता का मृत्यु प्रमाण पत्र की फोटो प्रति यदि लड़की अनाथ हो ।
- मैडिकल प्रमाण पत्र यदि प्रार्थी विकलांग हो तो ।

### सेवा के लिए फीसें

सरकारी प्रभार	सेवा प्रभार	अटल सेवा केंद्र सेवा प्रभार
कोई फीस नहीं	₹0 10/-	₹0 10/-

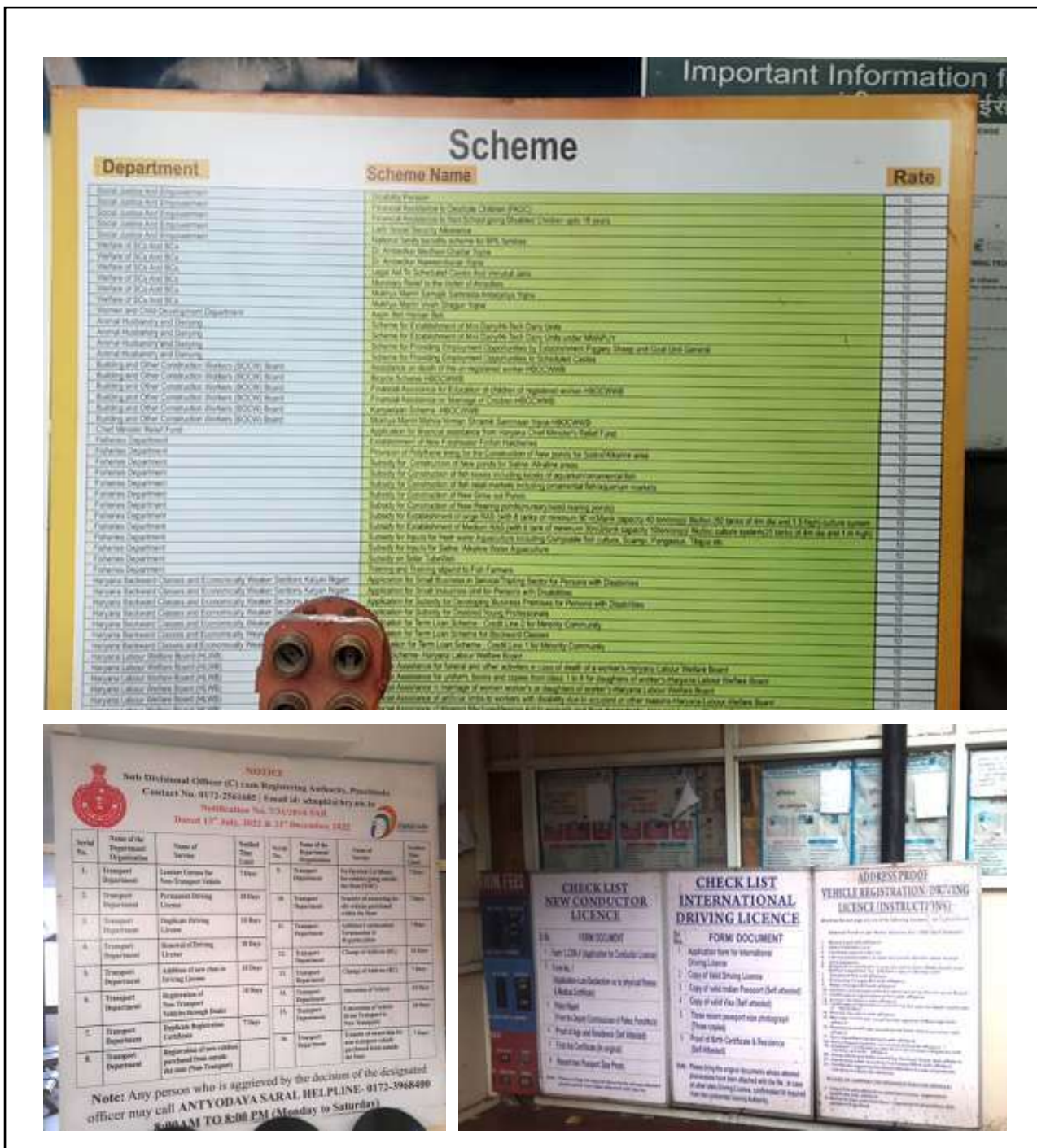
सेवा का अधिकार समय सीमा: 30 दिन

हेल्पलाइन: 0172-3968400

ई-मेल: saral.haryana@gov.in

Figure 13: Hindi KMS – Mukhya Mantri Vivah Shagun Yojana

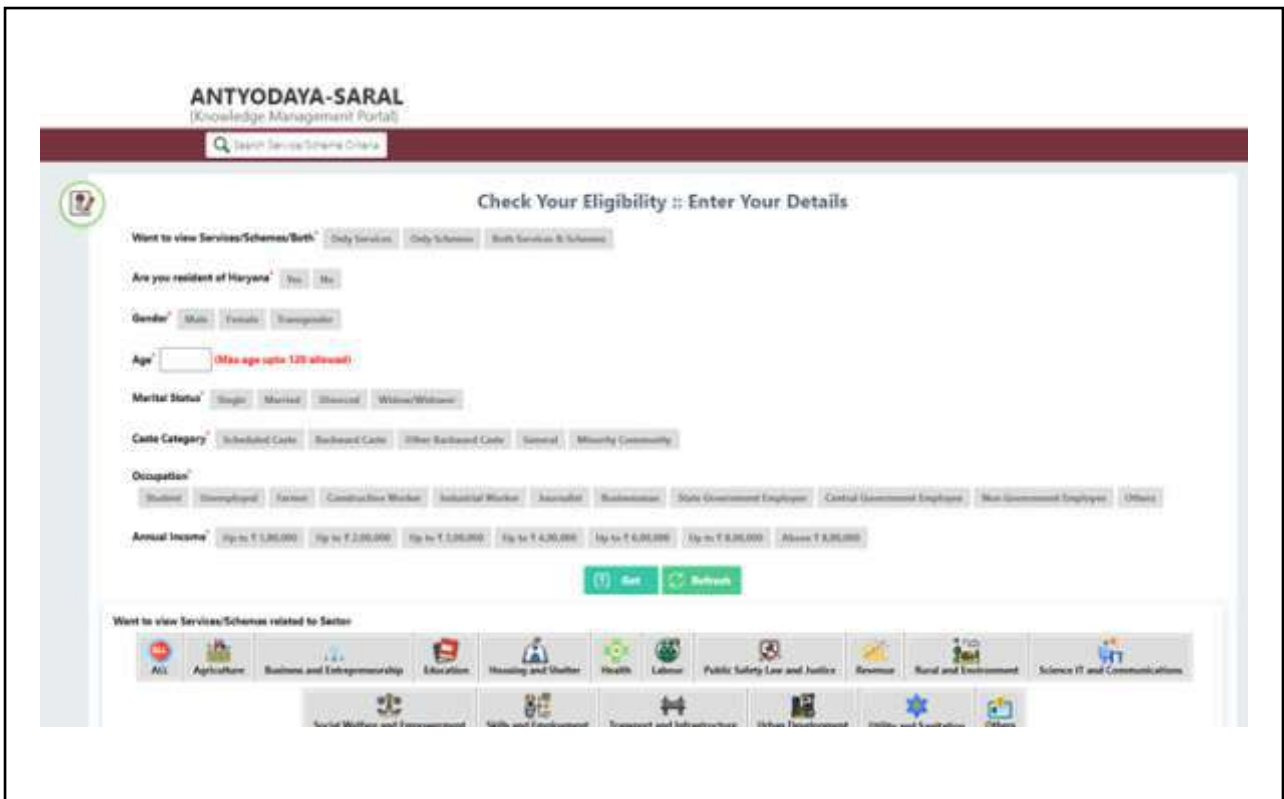
Further, the RTS timeline of notified services along with appellate authorities are also displayed at all offices and service delivery centres.



**Figure 14:** Schemes and Services have been displayed outside Department offices

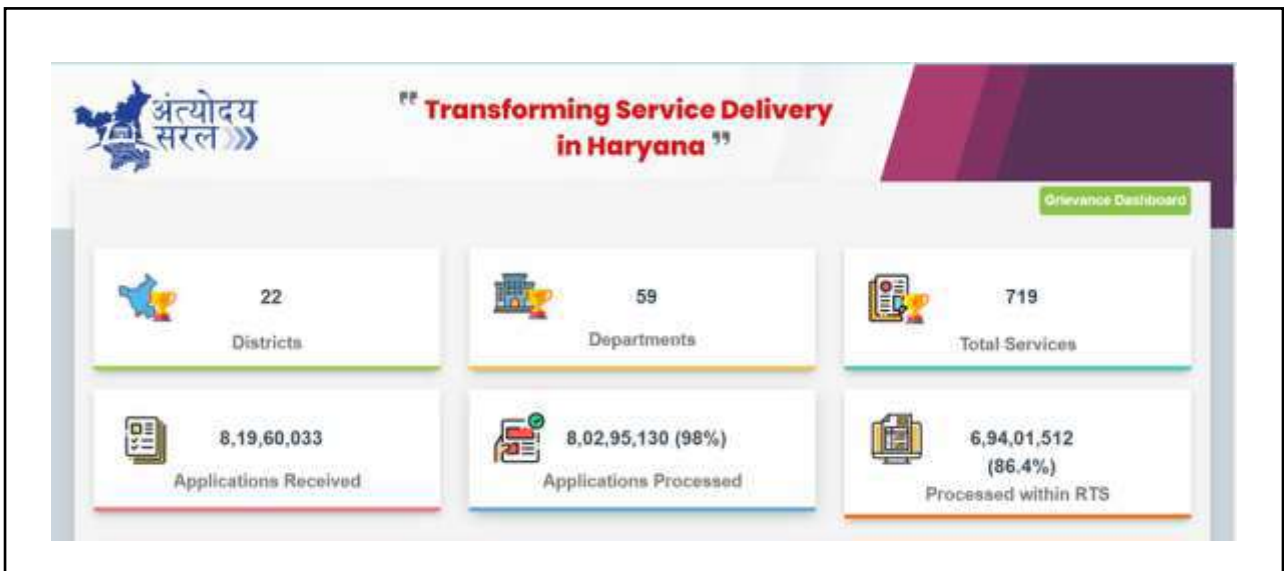
Another unique feature of the Antyodaya SARAL portal is the 'Check Your Eligibility' feature. Any citizen can enter basic personal details in this robust section like gender, age, annual income, occupation, etc. and list of sectors whose service/scheme is required.





**Figure 15:** Parameters to check your eligibility

## 2.5 Statistics and Data pertaining to the applications on Antyodaya SARAL



**Figure 16:** A public dashboard for Antyodaya SARAL is available for anyone to view the status of service delivery in Haryana

719 services pertaining to 59 different Departments(Organizations) are being provided through the Antyodaya SARAL platform. The calendar year wise data of applications received and processed is as under:-

Year	Received	Processed	Processed Within RTS	Processed within RTS (%)	Rejected	Rejected (%)
2018	87,95,669	87,87,180	73,30,801	83%	7,02,356	8%
2019	1,27,03,470	1,20,48,774	1,10,21,212	91%	13,39,086	11%
2020	1,29,70,376	1,26,18,435	1,02,38,445	81%	17,25,410	14%
2021	1,26,33,644	1,25,69,785	1,00,52,474	80%	14,40,798	11%
2022	1,15,32,201	1,14,76,871	1,04,61,036	91%	12,10,855	11%
2023	1,43,41,098	1,41,51,848	1,25,47,003	89%	12,50,086	9%
2024	66,71,193	63,26,242	57,67,086	91%	3,41,316	5%
	7,96,47,651	7,79,79,135	6,74,18,057	86%	80,09,907	10%

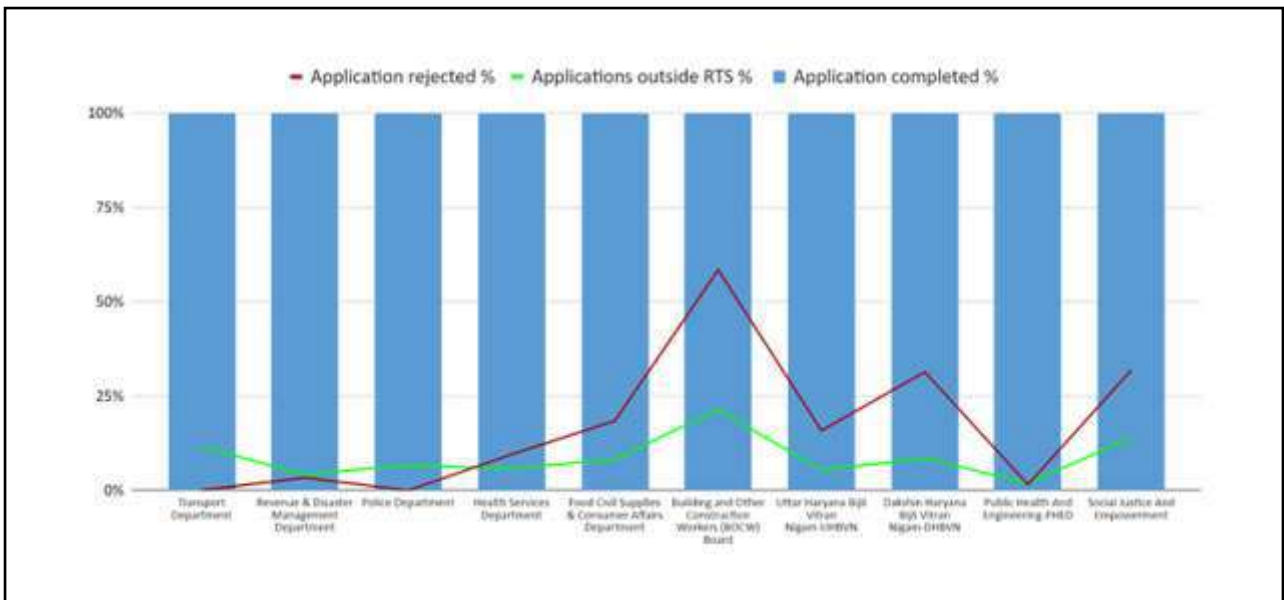
**Table 2:** Year-wise summary of applications received, processed and rejected

It may be noted here that 2020-21 had been the COVID years.

This is a robust Departmental Leaderboard that reflects the performance of the Department by providing RTS Scores along with mentioning the total number of applications received, total number of applications completed within RTS/outside RTS timelines and total number of applications rejected. Department Leaderboard as on 31.03.2024 for top 10 Departments which have received the highest number of applications is as under:-

S. No.	Department	RTS Score	Total Received	Total Completed	Total Completed within RTS	Total Completed outside RTS	Total Rejected (Included in Total Completed)	Total Pending
1	Transport Department	9.3	1,88,58,732	1,88,46,243	1,66,62,522	21,83,395	15,300	12489
2	Revenue & Disaster Management Department	9.1	1,73,28,503	1,72,72,440	1,65,48,834	7,23,606	5,89,570	56063
3	Police Department	10	59,07,892	58,98,139	54,98,312	3,99,827	1,989	9753
4	Health Services Department	9.9	40,69,867	40,27,108	37,97,795	2,29,313	3,85,239	42759
5	Food Civil Supplies & Consumer Affairs Department	6.8	37,28,920	37,28,886	34,18,415	3,10,370	6,88,208	34
6	Building and Other Construction Workers (BOCW) Board	9.9	32,17,742	30,51,844	23,95,480	6,55,107	17,82,389	165898
7	Uttar Haryana Bijli Vitran Nigam-UHBVN	9.9	31,54,863	31,40,886	29,20,684	1,70,191	4,98,849	13977
8	Dakshin Haryana Bijli Vitran Nigam-DHBVN	8.8	29,85,067	29,57,623	27,05,647	2,51,898	9,28,391	27444
9	Public Health and Engineering-PHED	8.9	21,53,528	21,52,167	21,10,975	40,851	34,204	1361
10	Social Justice and Empowerment	9.9	19,15,465	19,00,064	16,33,411	2,66,653	6,07,001	15401

**Table 3:** Department Leaderboard as on 31.03.2024 for top 10 Departments



**Graph 1:** Comparative representation of Applications completed, completed outside RTS and Application rejected- Department wise

### RTS Score Formula

$$\text{RTS Score} = \left( \frac{\text{Applications Completed in RTS (recently)}}{\text{Applications Completed (recently)} + \text{Applications Pending outside RTS}} \right) \times 10$$

**Figure 17:** Formula for calculation of RTS timeline

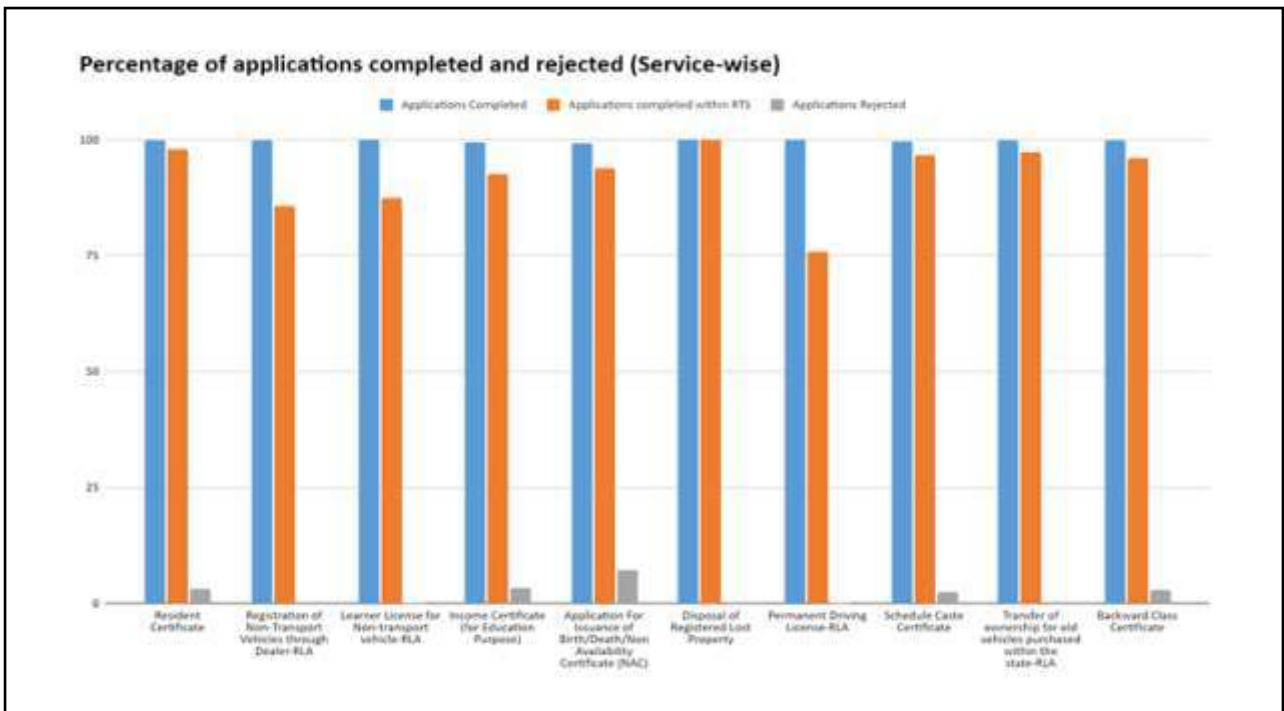
*Recently:*

1. For services/schemes with RTS <45 days, last 3 months
2. For services/schemes with RTS >45 days, last 6 months

Similar to the Department Leaderboard, the Service Leaderboard reflects the performance of the delivery of the service. Service Leaderboard as on 31.03.2024 for top ten services which have received the highest number of applications is as under:-

S. No.	Service	Department	RTS Score	Total Received	Total Completed	Total Completed within RTS	Total Completed outside RTS	Total Rejected (Included in Total Completed)	Total Pending
1	Resident Certificate	Revenue & Disaster Management Department	9.7	62,79,297	62,73,274	61,42,060	1,31,214	1,93,582	6,023
2	Registration of Non-Transport Vehicles through Dealer-RLA	Transport Department	8.7	37,45,399	37,39,633	32,03,978	5,35,623	0	5,766
3	Learner License for Non-transport vehicle-RLA	Transport Department	9.6	34,14,086	34,13,818	29,81,582	4,32,194	5,645	268
4	Income Certificate (for Education Purpose)	Revenue & Disaster Management Department	8	29,22,236	29,05,934	26,89,528	2,16,406	95,773	16,302
5	Application For Issuance of Birth/Death/Non Availability Certificate (NAC)	Health Services Department	9.9	26,13,656	25,93,541	24,36,209	1,57,332	1,89,365	20,115
6	Disposal of Registered Lost Property	Police Department	10	23,48,924	23,48,924	23,48,924	0	0	0
7	Permanent Driving License RLA	Transport Department	8.9	22,77,834	22,77,834	17,25,629	5,52,128	4,690	0
8	Schedule Caste Certificate	Revenue & Disaster Management Department	9.3	21,36,355	21,30,908	20,59,047	71,861	52,960	5,447
9	Transfer of ownership for old vehicles purchased within the state-RLA	Transport Department	9.6	20,63,090	20,62,152	20,07,925	54,218	0	938
10	Backward Class Certificate	Revenue & Disaster Management Department	9.4	19,96,630	19,92,574	19,13,566	79,008	58,872	4,056

**Table 4:** Service Leaderboard as on 31.03.2024 for top 10 services



**Graph 2:** Comparative representation of Applications completed, completed outside RTS and Application rejected- Service wise

Various MIS reports for the purpose of monitoring are available on this portal. The pendency report can be generated for any department/ office for the state as a whole or district wise for better monitoring of the service delivery. This data is used by the Commission extensively for the purpose of holding the review meetings with the Deputy Commissioners and also with the Administrative Secretaries of the Departments. Since, the highest number of applications were received by the Transport Department, a pendency report- Registration Licensing Authority (RLA) and Regional Transport Authority (RTA) wise as on 31.03.2024 is as under: -

Sl. No.	Office Name	Score	Application Currently Underway			Application Received & Completed Recently (in last 3-6 months)				Application Received & Completed Total			
			Total Underway	Within RTS	Outside RTS	Total Completed	Completed Within RTS	Completed Outside RTS	Rejected	Total Completed	Completed Within RTS	Completed Outside RTS	Rejected
1	Secretary RTA, Chittoor	8.5	0	0	0	230	230	22	0	252	217	35	27
2	Secretary RTA, Kolar	8.5	0	4	2	458	457	41	4	502	467	35	41
3	Secretary RTA, Koppal	8.5	22	18	4	825	820	87	4	936	865	71	32
4	Secretary RTA, Koppal	8.5	0	0	0	473	458	87	1	561	537	24	20
5	Secretary RTA, Koppal	8.5	0	0	0	347	347	30	0	377	347	30	20
6	Secretary RTA, Koppal	8.5	2	0	2	852	854	78	0	932	882	50	22
7	Secretary RTA, Koppal	8.5	34	0	34	452	452	77	7	533	484	49	40
8	Secretary RTA, Koppal	8.5	0	4	1	420	416	61	0	481	459	22	16
9	Secretary RTA, Koppal	8.5	34	0	20	454	456	82	3	533	484	49	30
10	Secretary RTA, Koppal	8.5	20	14	6	445	432	100	10	522	466	56	47
11	RTA Koppal	8.5	20	14	6	445	432	100	10	522	466	56	47
12	RTA Koppal	8.5	44	18	26	827	787	244	0	1071	983	88	60
13	RTA Koppal	8.5	41	22	19	458	460	138	6	602	554	48	22
14	RTA Koppal	8.5	0	1	1	218	216	86	1	306	283	23	10
15	RTA Koppal	8.5	2	1	1	230	228	78	0	309	287	22	16
16	RTA Koppal	8.5	0	4	1	240	240	101	1	342	315	27	14
17	Secretary RTA, Koppal	8.5	20	0	20	1417	1320	38	0	1455	1320	135	21
18	RTA Koppal	8.5	70	40	27	1073	874	200	0	1273	1074	199	76

**Figure 18:** Screenshot of authority level monitoring in the Transport Department

For further detailed monitoring, Regional Transport Authority (RTA) and Registration and Licensing Authority (RLA) wise pendency on Vahan and Sarathi Portals can also be monitored as shown in the screen shot given below.

Rank	District Name Filters	Location Name	Location Type Filters	Score Metrics			Sarathi Pending	Sarathi Score	Vahan Pending	Vahan Score	Score	CreateDate
				Completed Within RTS (Recently)	Total Completed (Recently)	Total Pending Outside RTS (Till Date)						
1	Ambala	SDO, Barara	RLA	4974	5964	1	1	9.8	0	9.8	9.8	31/03/2023
1	Hisar	SDO, Hansi	RLA	7809	7954	8	7	9.8	1	9.8	9.8	31/03/2023
1	Hisar	SDO, Narnaud	RLA	4286	4368	0	0	9.8	0	9.8	9.8	31/03/2023
1	Kathal	SDO, Kathal	RLA	19117	19429	38	2	9.8	34	9.8	9.8	31/03/2023
1	Kathal	SDO, Gulha	RLA	4223	4318	3	3	9.8	0	9.8	9.8	31/03/2023
1	Kathal	SDO, Kalayat	RLA	2473	2526	1	1	9.7	0	9.9	9.8	31/03/2023
1	Karnal	SDO, Indri	RLA	2966	3050	0	0	9.8	0	9.7	9.8	31/03/2023
1	Rewari	SDO, Rewari	RLA	16377	16736	5	0	9.8	5	9.7	9.8	31/03/2023

**Figure 19:** Screenshot of authority level monitoring in the Transport Department

From the above, it is evident that there is a robust system of providing different public services in the state which is extensively monitored through MIS tools by the Commission. Wherever the performance is good, appreciation letters are issued and wherever performance is not good, the Departments are alerted in this regard.



# Activities of the Commission

### 3.1 Mandate of the Commission

The Commission has a very wide mandate under the Haryana Right to Service Act, 2014 so as to ensure that the notified services are delivered to the public at large within notified time limits and in hassle free & transparent manner. Section 17 of the Act gives wide powers to the Commission as well as entrusts it with the onerous duty to ensure the same. The Act provides for matters connected and incidental thereto. Section 17 of the Act in this regard is very important, excerpts of which are 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) Entertain and dispose of revisions under section 10;*
- b) Take suo moto notice of failure to deliver service in accordance with this Act and refer such cases for decision to the First Grievance Redressal Authority or the Second Grievance Redressal Authority or pass such order, as may be appropriate;*
- c) Carry out inspections of offices entrusted with the delivery of services and the offices of the First Grievance Redressal Authority and the Second Grievance Redressal Authority;*
- 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;*
- 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;*
- 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;*
- g) Issue general instructions, not inconsistent with the provisions of this Act for the guidance of Designated Officers, the First Grievance Redressal Authority and the Second Grievance Redressal Authority;*
- h) Impose penalty on Designated Officer or any other official involved in the process of providing such service up to a sum of twenty thousand rupees, as deemed fit under the circumstances of the case and allow compensation up to five thousand rupees, to be paid to eligible person by defaulter;*

i) *Review its decisions, directions and orders*

(2) *Where the Commission is satisfied that there are reasonable grounds to inquire into a matter arising out of the provisions of this Act, it may, suo moto, initiate an inquiry in respect thereof.*

To preserve the spirit of the Act and achieve the Commission's objectives as outlined above, the following activities are performed by the Commission:

- i) Taking cognizance of complaints/revisions received on Auto Appeal System (AAS) through emails and registered posts.
- ii) Take suo-moto cognizance of delayed services through SARAL reports and monthly reports received from the Department.
- iii) Conducting hearings, performing inquiries and issuance of orders in all the cases where hearings take place.
- iv) Process re-engineering meetings with the Departments and identifying improvements in processes of service delivery.
- v) Recommendation for notification of new services, amendment in existing services and de-notification of services.
- vi) Regular deliberations, discussions and presentations
- vii) Regular review of technical glitches in Antyodaya SARAL Portal as well as in the Portals of other Departments, updating the portal and ensuring smooth operations
- viii) Gathering feedback of citizens, spreading awareness regarding the Act and functioning of the Commission

In addition to the above mentioned tasks, the Commission also monitors grievances received under Jan Samvaad and the calls received on the Antyodaya SARAL Helpline, details of which have been mentioned in this chapter later. In the preceding year, the Chief Commissioner of the Haryana Right to Service Commission conducted a second round of sensitization-cum-review sessions touring 10 districts of the State wherein delivery of notified services and submissions on Jan Samvaad were reviewed. These sessions were attended not only by officers & officials responsible for delivering the notified services but also by public representatives and civil society members. Prior to June 2021, the Commission had received only 7 regular appeals pertaining to non-delivery of services as specified under the Act. Due to increased awareness, this number has significantly multiplied. During the financial year 2023-24, continuous efforts were made to improve the delivery of notified services in Haryana.



**3.1.1 Taking cognizance of complaints/revisions received on Auto Appeal System (AAS), through emails and registered posts.**

Sr. No.	Month	No. of cases received	No. of cases disposed of
1	April,2023	18	2
2	May, 2023	24	24
3	June, 2023	11	18
4	July, 2023	22	25
5	August, 2023	24	16
6	September, 2023	4	17
7	October, 2023	16	26
8	November, 2023	30	14
9	December, 2023	27	22
10	January, 2024	28	20
11	February, 2024	13	26
12	March, 2024	13	24
	<b>Total</b>	<b>230</b>	<b>234</b>

**Table 5:** Summary of Complaint cases

Sr. No.	Month	No. of Suo-moto cognizance taken	No. of notices disposed of
1	April,2023	2	6
2	May, 2023	8	7
3	June, 2023	5	1
4	July, 2023	1	20
5	August, 2023	2	3
6	September, 2023	0	1
7	October, 2023	0	5
8	November, 2023	0	2
9	December, 2023	0	5
10	January, 2024	0	1
11	February, 2024	58	2
12	March, 2024	2	11
	<b>Total</b>	<b>78</b>	<b>64</b>

**Table 6:** Summary of Suo-moto notices

Sr. no.	Month	No. of revisions received	No. of revisions disposed
1	April,2023	47	29
2	May, 2023	198	52
3	June, 2023	47	57
4	July, 2023	66	125
5	August, 2023	82	60
6	September, 2023	72	65
7	October, 2023	34	241
8	November, 2023	12	36
9	December, 2023	14	56
10	January, 2024	31	14
11	February, 2024	41	23
12	March, 2024	70	26
	<b>Total</b>	<b>714</b>	<b>784</b>

**Table 7:** Summary of Revisions received on AAS

### **3.1.2 Take suo-moto cognizance of delayed services through SARAL reports, monthly reports received from the Department.**

The Commission keeps on monitoring the performance of the Departments by regularly pursuing the SARAL reports or by calling a report from the Department wherein the service is not delivered through SARAL. To give an example, during a review meeting of the Animal Husbandry & Dairying Department on 06.10.2023, it was found that due to high increase in applications under different notified services of the Department (eg: Scheme for establishment of Hi-Tech Dairy Units, Scheme for providing employment opportunities for Scheduled Castes, etc). The Department was not able to process the same in time and a final loan amount was not being released to the beneficiaries by the Banks. To review and monitor the same, the Commission sought the details of 100 most delayed applications but a list of 120 applications were received. The Commission taking cognizance of such substantially delayed cases, issued notices under Section 17(1)(h) to the concerned bank managers as under: -



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: 0172-2711090

No. HRTSC/SM-48/AH&D/2024/ 348

Dated: 01.02.24

**Suo-moto Notice**

To

**Sh. Pardeep Saini,**  
Branch Manager,  
Yes Bank Ltd.- Pelpa, Jhajjar, Haryana.  
E-mail: [yesouch@yesbank.in](mailto:yesouch@yesbank.in)

1. The Haryana Right to Service Commission (hereinafter referred to as the Commission) has been constituted under Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') to ensure delivery of notified services within notified timelines. These services have been notified by publication in the Official Gazette by the State Government under Section 3 of the Act.

2. The Section 17 of Haryana Right to Service Act, 2014 reads as under:

*(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,-*

3. The Commission has received a report from the Director General of the Animal Husbandry & Dairying Department, consisting of a list of cases where the loan has not been disbursed by the Bank. Upon reviewing the report, it was observed that the application of **Sh. Pardeep (Application No. HRHTDU/2022/06772 dated 03.03.2022) (Family ID: 8HUL4722) was forwarded to the Bank on 15.03.2022. The loan was sanctioned on 10.01.2023, and the purchase of the animal was made on 24.01.2023, but the loan amount has not been disbursed yet. Therefore, a suo-moto notice is**

hereby served to you, **Sh. Pardeep Saini, Branch Manager, Yes Bank Ltd.- Pelpa, Jhajjar:**

i) to ascertain the reasons for the delay in the delivery of the notified service beyond the prescribed timelines; and

ii) to further decide why a penalty of ₹20,000 may not be imposed upon you and a compensation of ₹5,000 may not be paid to the applicant in this case for your act of omission.

4. In exercise of powers of Civil Court conferred upon the Haryana Right to Service Commission, by Section 17(3) (c) of the Haryana Right to Service Act 2014, to conduct this Inquiry, you **Sh. Pardeep Saini, Branch Manager, Yes Bank Ltd.- Pelpa, Jhajjar** are directed to furnish the reply pertaining to this case by **23.02.2024** through email at [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in). The reply should be signed by you, without which it will not be entertained. In event of failure to send reply, the case will be decided on merits.

BY ORDER OF THE HARYANA RIGHT TO SERVICE COMMISSION AT CHANDIGARH.



  
Satinder Siwach, HCS  
Secretary,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Figure 20: A sample of Suo-moto notice issued to a Bank Manager

It is gratifying to note that after the Commission imposed penalty on some of Bank Managers, the sanction and the disbursement of loans speeded up significantly. One of the orders wherein penalty has been imposed on a Bank Manager is attached as Annexure to this report.

### 3.1.3 Conducting hearings, performing inquiries and issuance of orders in cases.

The Commission provides an opportunity of hearings to all the appellants and respondents as a principle of natural justice so that both parties have an opportunity to present their facts and perspectives of the case. Consequently, considering all facts and circumstances, orders are passed and each order is hosted on our website. Few detailed orders are attached as Annexures to this report. A unique feature of the hearings conducted by the Commission is that it does not summon people in-person. All the hearings are conducted in the online mode through video conferencing thus saving time and allowing logistical convenience to the officials concerned and the respondents.



**Figure 21:** A hearing being conducted through video conferencing

The Commission, after a thorough and detailed inquiry, imposes penalties under Section 17(1)(h) of the Act on any official found guilty of failing to deliver or unsatisfactorily delivering a notified service. The Commission has also granted compensation to the applicants wherever the service has been delayed or denied. The penalties imposed and compensation granted are detailed in the table below.

Sr. No	Department	No. of Cases	Penalty Imposed (Rs.)	Compensation Granted (Rs.)	Total Amount (Rs.)
1	ULB	43	2,22,100	21,000	2,43,100
2	UHBVN	14	1,28,000	27,000	1,55,000
3	DHBVN	15	76,000	51,000	1,27,000
4	Revenue	4	80,000	15,000	95,000
5	HSVP	7	71,000	21,000	92,000
6	Mines and Geology	1	60,000	0	60,000
7	HSAMB	2	10,000	10,000	20,000
8	Health	1	5,000	5,000	10,000
	<b>Total</b>		<b>6,52,100</b>	<b>1,50,000</b>	<b>8,02,100</b>

**Table 8:** Statement of Penalty and Compensation

### 3.1.4 Regular deliberations, discussions and presentations:

The Commission regularly indulges in deliberations and discussions with other Commissions as well as other States. The Commission had been a host to a delegation from the Maharashtra Right to Service Commission headed by the Sh. Baldev Singh, IAS (Retd), the officiating Chief Commissioner of Maharashtra Right to Service Commission who intended to understand the implementation of Haryana Right to Service Act in the State. A delegation from the Government of Assam headed by Ms. Panchali Kakati, ACS, Addl. Secretary to the Govt. of Assam also visited us as they wanted to establish a Commission in their State. The Commission, being a flag bearer in ensuring service delivery and implementation of the Right to Services Legislation in India, has also participated in various deliberations at the National Level:

- i) National Conference on Sevottam organized by DARPG in association with the Government of Haryana. Topic: Right to Services in Haryana on 23.05.2024.
- ii) The Commission has been part of discussions pertaining to National e-Governance Service Delivery Assessment (NeSDA) organized by DARPG on 09.10.2023
- iii) Presentation on Business Reform Action Plan (BRAP) organized by Dept. for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry. Topic: Haryana spearheading Ease of Doing Business through Auto Appeal System (AAS) on 26.12.2023.



A delegation of Maharashtra RTS Commission visited the Commission in 28.06.2023



A delegation from the Assam Government visited the Commission on 16.08.2023

### 3.1.5 Regular review of technical glitches, updating the portal and ensuring smooth operations

The Commission keeps a close watch and remains attentive to any technical glitches that occur in the delivery of services or in the Auto Appeal System (AAS). NIC Haryana has provided its unwavering technical support to the Commission in the performance of the portals.

### 3.1.6 Gathering feedback from citizens, spreading awareness regarding the Act and functioning of the Commission

The Commission has been keen on getting feedback from the citizens. Hence, we have designed a feedback form for citizens as well as for FGRA and SGRA. Further, the Commission has also received an overwhelming number of pro-active emails from the citizens themselves highlighting their experience with the Commission. Few such messages have been placed as annexures to this report under 'Happiness Stories'.

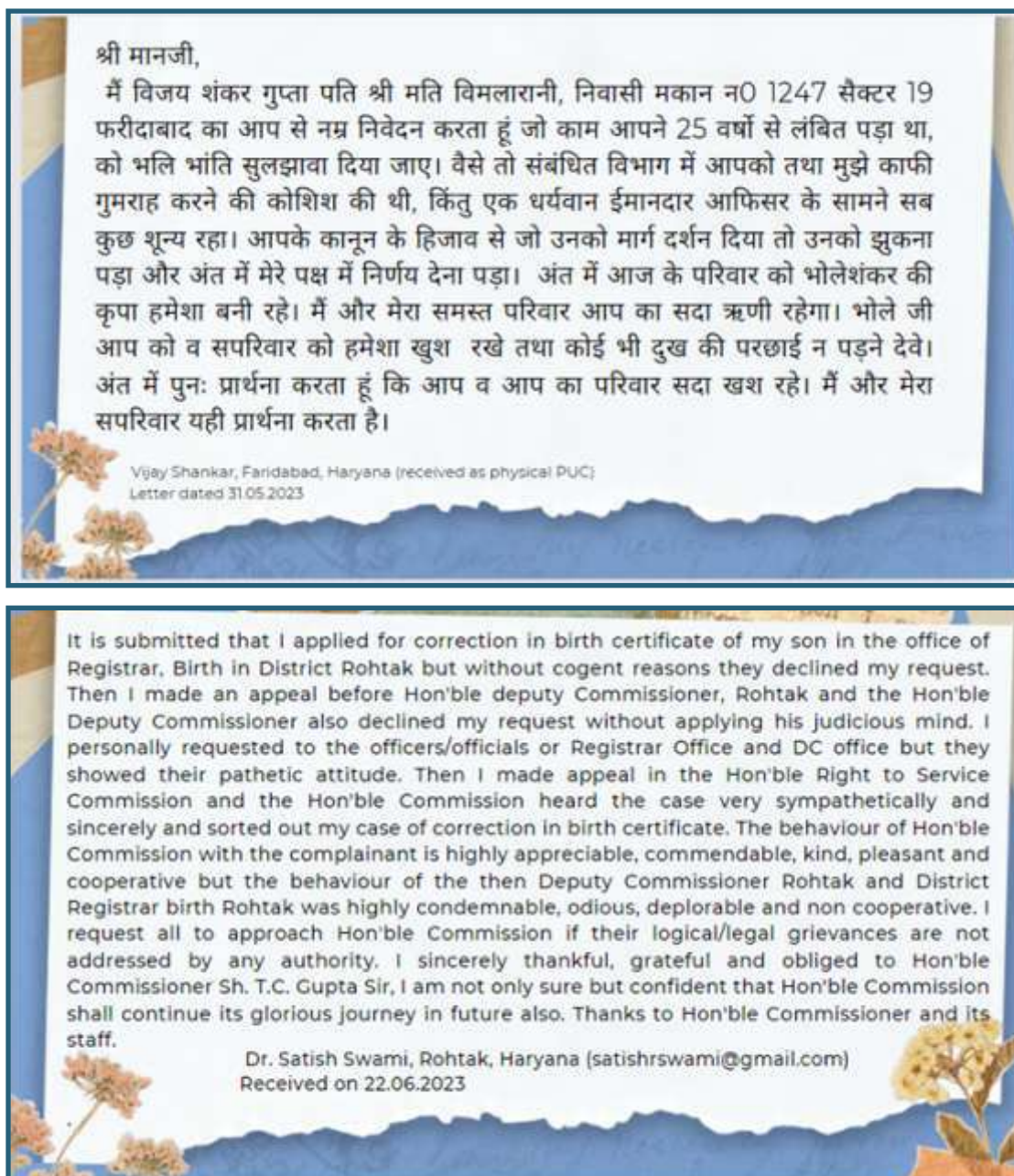


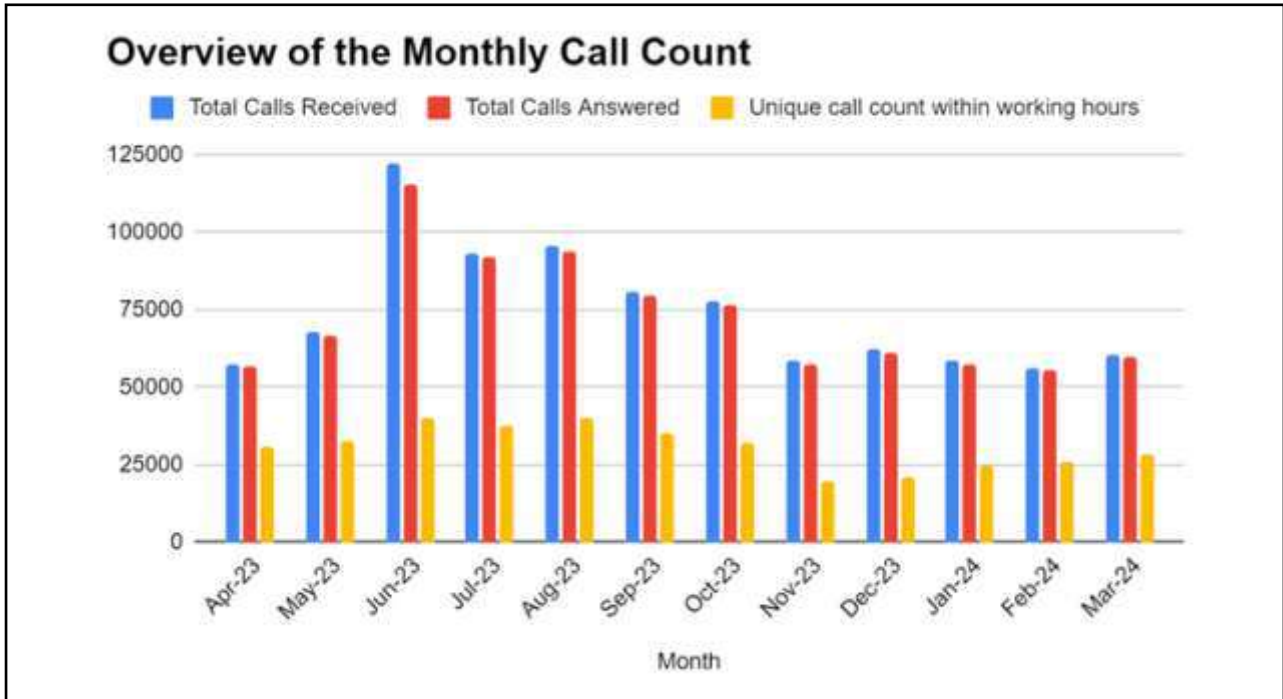
Figure 22: Few Happiness stories that have been received from citizens

### 3.2 Monitoring of the Antyodaya SARAL Helpline

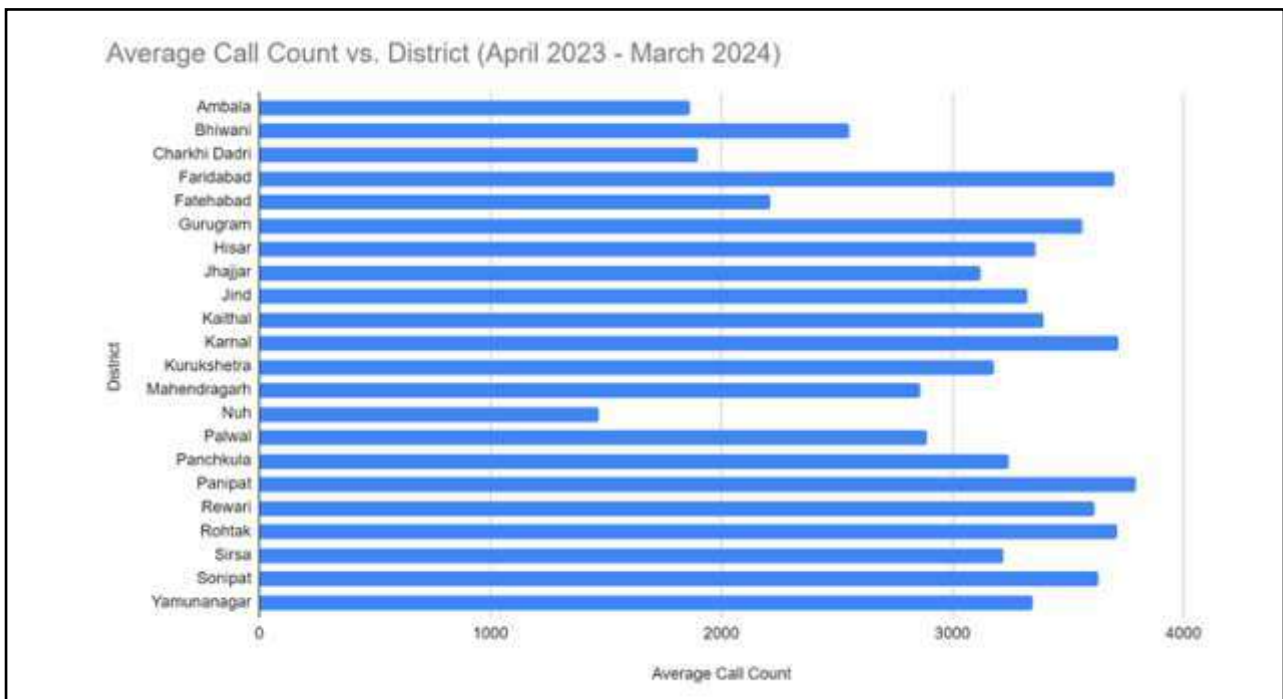
An Antyodaya SARAL Helpline (0712- 3968400) has been functional for a long time and any person can call it with queries regarding their applications on Antyodaya SARAL. In case of non-resolution of applications after the RTS due date or non-delivery of the service,

the call centre facilitates the filing of AAS appeals on behalf of citizens. Further, it also caters to the queries of citizens pertaining to RTS due date, status of their applications, the process of submitting applications, any new/old service/scheme and the mandate of RTS Act etc.

Given below are few statistics from the SARAL Call Centre:



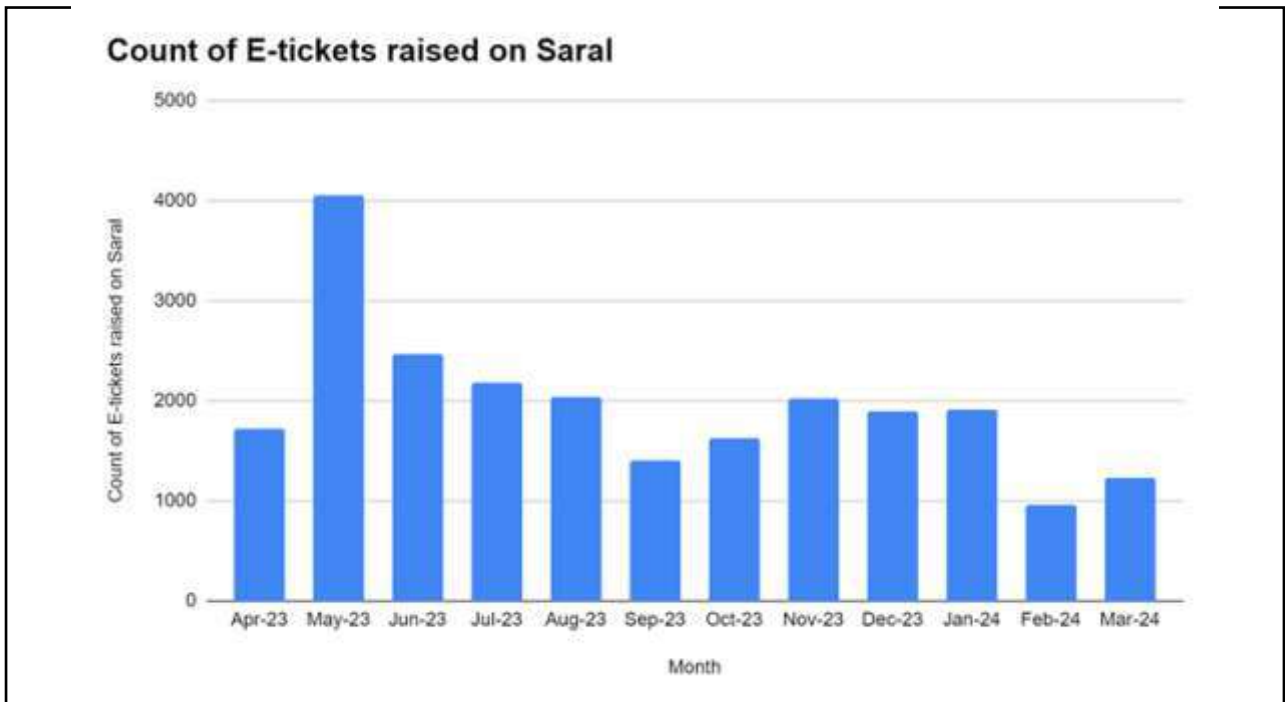
**Graph 3:** Monthly call count over the year 2023-24



**Graph 4:** District wise average call count 2023-24



While most calls of the citizens pertain to seeking information regarding the status of their complaints, the call centre also raises e-tickets pertaining to the grievances raised by the citizens. These are directly marked to the Department by the Helpline.



**Graph 5:** E-tickets raised on SARAL 2023-24

The operators are adequately briefed from time to time about services and schemes by the Departments concerned. The Commission proactively monitors the calls received by the SARAL Centre. Everyday a comprehensive dashboard is shared by the management team of the call centre wherein details of calls and queries raised by the citizens can be monitored.

The call centre also shares a list of the top 10 queries of the day, which helps the Commission to monitor the technical glitches arising in the delivery of service every day.

**6. TOP 10 QUERIES FOR THE DAY -SARAL**

TOP QUERIES OF THE DAY		
S.NO	QUERY	New REMARKS
1	Citizen_Resources_information_department	BANK ACCOUNT VERIFICATION-CITIZEN WANTS TO KNOW THE REMARKS FOR THE REJECTION IN BANK ACCOUNT VERIFICATION
		BPL RATION CARD REGARDING QUERY
		INCOME VERIFICATION REGARDING QUERY IN PPP
2	Health_Services_Department_Q	WHEN A CITIZEN APPLIES TO THE HEALTH DEPARTMENT, HE IS GETTING THE ERROR 'PAYMENT MAY BE INVALID MERCHANT IN CSC OPERATOR ID
		CITIZEN WANTS TO KNOW THE STATUS OF THE APPLICATION OF HIS/HER BIRTH/DEATH/NON-AVAILABILITY CERTIFICATE (NAC), INCLUSION OF NAME IN BIRTH RECORD ,CORRECTION OF ENTRY IN BIRTH RECORD, DELAYED DEATH REGISTRATION AND WHEN THE CITIZEN WILL RECEIVE THE CERTIFICATE
		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

3	Social_Justice_And_Empowerment_Q	15%	CITIZEN WANTS TO KNOW STATUS OF THE APPLICATIONS FOR FINANCIAL ASSISTANCE TO NON SCHOOL GOING DISABLED CHILDREN UPTO 18 YEARS , NATIONAL FAMILY BENEFITS SCHEME FOR BPL FAMILIES ,FINANCIAL ASSISTANCE TO DESTITUTE CHILDREN FADC
4	Revenue_Department_Q	14%	IF THE CITIZEN IS ISSUED INCORRECT CERTIFICATE THEN THE CITIZEN WANTS TO KNOW THAT HE WILL RECEIVE CORRECT CERTIFICATE  CITIZEN WANTS TO KNOW STATUS OF THE APPLICATION OF BACKWARD CLASS CERTIFICATE ,INCOME CERTIFICATE FOR EDUCATION PURPOSE,OTHER BACKLWARD CLASS CERTIFICATE , RESIDENT CERTIFICATE , INCOME CERTIFICATE FOR OTHER PURPOSE,INCOME AND ASSET CERTIFICATE FOR ECONOMICALLY WEAKER SECTION-EWS (HREWS), SCHEDULED CASTE CERTIFICATE AND ALL OTHERS .
5	Uttar_Haryana_Bijli_Vitran_Nigam_Q	10%	Citizen want to know about the status of his Application for New Electricity connection
6	Dakshin_Haryana_Bijli_Vitran_Nigam	5%	1 Citizen Enquiring About The Status Of Application And Complaints 2.Also Citizen Facing High Bill Issue.Department Did Not Updating The Complete Rmarks In His/Her Complaint Only Updated The Remarks That Complaint Resolved.
7	Welfare_of_SCs_And_BCs_Q	3%	WHILE APPLYING FOR BACKWARD CLASS CERTIFICATE FOR GIRL WHO ARE OUTSIDER HARYANA AND THEY ARE MARRIED IN HARYANA STATE THEN THEY ARE ASKED TO PROVIDE FAMILY ID OF THEIR PARENTS AND THE PARENTS DO NOT HAVE FAMILY ID AS THEY DO NOT BELONG TO HARYANA SO THE GIRL IS UNABLE TO APPLY FOR THE CERTIFICATE
8	Police_Department	2%	APPLICATION STATUS ENQUIRY,RTS TIMELINE ENQUIRY
9	Building_and_others_construction_Works_Board_Q	2%	THE CITIZEN ARE GETTING INVALID OBJECTION ON THEIR APPLICATIONS SUCH AS NO WORK SLIP GIVEN AND UNDERTAKING NOT VALID BUT THEY HAVE GIVEN CORRECT DOCUMENTS
10	Haryana_Labour_Welfare_Board_Q	2%	THE CITIZEN ARE GETTING INVALID OBJECTION ON THEIR APPLICATIONS SUCH AS NO WORK SLIP GIVEN AND UNDERTAKING NOT VALID BUT THEY HAVE GIVEN CORRECT DOCUMENTS

**Figure 23:** Top queries of citizen in the call centre are tabulated daily.

### 3.3 Monitoring of Jan Samvaad

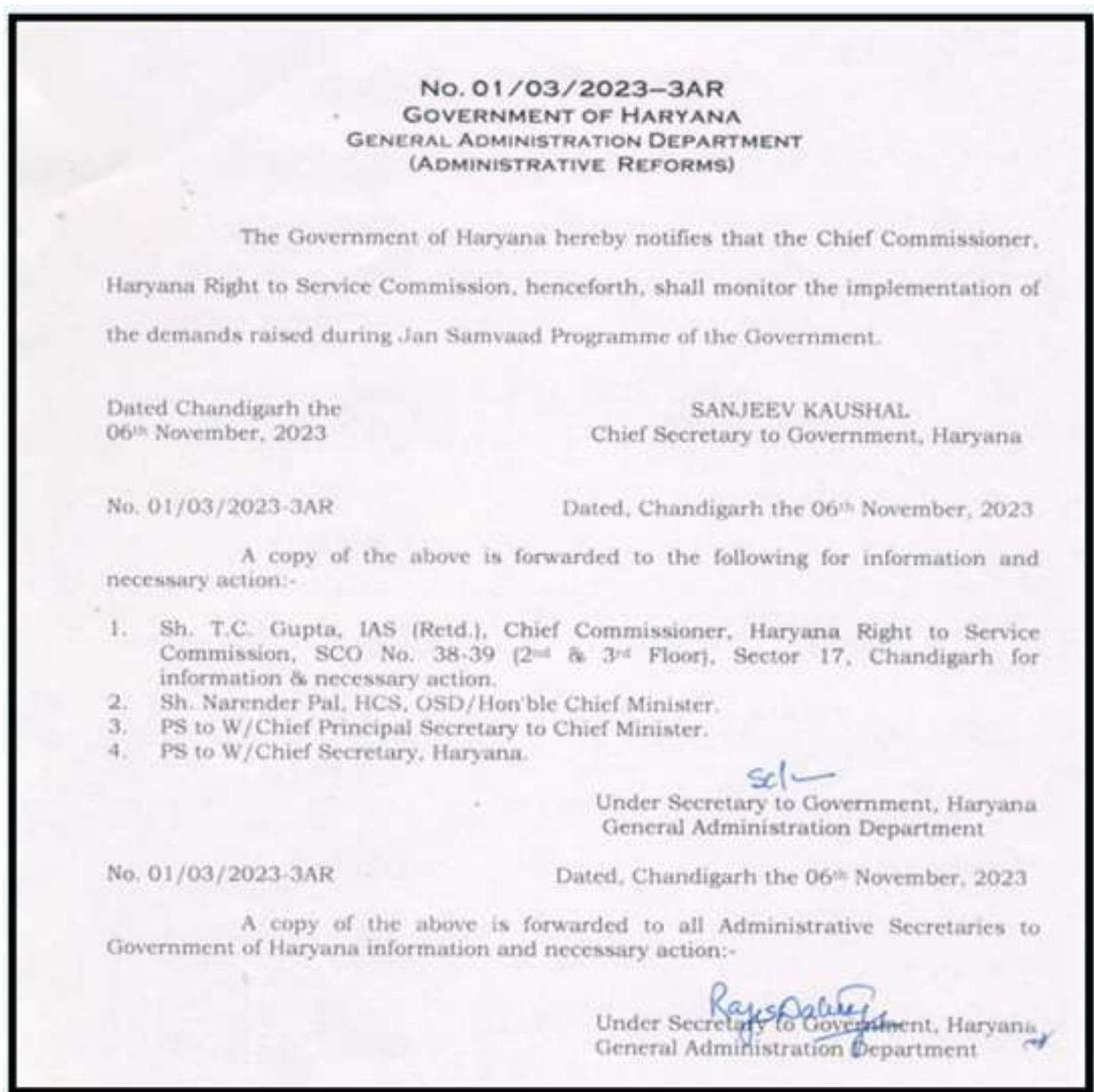
The Jan Samvaad program with the intention of ‘Sarkar Aapke Dwar’ for public welfare was launched by former Hon’ble Chief Minister, Sh. Manohar Lal on April 2, 2023. It aims to directly engage with the public to address their grievances promptly. It was initiated to enhance citizen convenience and ensure swift resolution of grievances raised by the citizens.

On November 6, 2023, the Chief Commissioner of the Haryana Right to Service Commission was tasked with overseeing the implementation of all submissions raised during the Jan Samvaad Program whether they pertained to notified services or not. The Commission embraced this responsibility with enthusiasm. To ensure effective monitoring, the following steps have been taken:

- i) Six review meetings were convened with Administrative Secretaries of different departments, chaired by the Hon’ble Chief Minister, Haryana.
- ii) Standard Operating Procedures were formulated and disseminated among all Administrative Secretaries to manage Jan Samvaad submissions.
- iii) Weekly status reports were regularly released by the Commission, detailing departmental performance on specific parameters.

- iv) Comprehensive performance reports including the Commission's observations, were prepared and shared with relevant departments.
- v) All submissions were categorized into 'Grievances' and 'Developmental Works' to streamline monitoring.
- vi) District-level review meetings were conducted to assess district performance in resolving Jan Samvaad submissions, with visits already made to 10 districts during the year.
- vii) The program's portal was consistently updated to ensure smooth operation and effective oversight.

These initiatives underscore the Government's commitment to responsive governance and improving public satisfaction through the Jan Samvaad initiative.



**Figure 24:** Orders for monitoring of Jan Samvaad issued by Worthy Chief Secretary, Haryana



**Figure 25:** Review meeting of Jan Samvaad held under the chairmanship of Former Chief Minister, Haryana



**Figure 26:** Review meeting conducted at district level under the chairmanship of Sh. T. C. Gupta IAS, CC, HRTSC

### 3.4 External Evaluation of the Commission's Work

While the Commission received widespread appreciation for its pro-active role in ensuring delivery of notified services and also received accolades from the beneficiaries as compiled under 'Happiness Stories', the Commission wanted an independent assessment of its work to be done. Therefore, the Commission engaged an independent empaneled agency of Government of Haryana, namely, Institute of Development and Communication which submitted its report on 06.02.2024. While findings of this study are generally satisfying and the results are encouraging, there are some suggestions which are being implemented by the Commission in the right earnest. Copy of this evaluation study has also been hosted on the website of the Commission keeping in mind the principles of transparency.



**Figure 27:** Presentation of Evaluation study by Institute for Development and Communication, Chandigarh

Link for External Evaluation  
<https://haryana-rtsc.gov.in/publication>  
 or by scanning the adjacent QR Code



### 3.5 Press Coverage

The work of the Commission has been widely reported in the media from time to time. It is a matter of pride for the Commission that while earlier, people of Haryana were largely unaware about the existence of this Commission, now not only they know about the Commission's existence, work being done by it but also send their complaints and suggestions to the Commission. The orders passed by the Commission have been widely covered in the media which are also hosted on the website of the Commission. Some of these clippings are as under :-

#### सबसिडी देरी से जारी करने पर एम.एस.एम.ई. विभाग के तत्कालीन अतिरिक्त निदेशक को 10 हजार जुर्माना

चंडीगढ़, 24 जुलाई (भारत): हरियाणा सेवा का अधिकार आयोग ने एम.एस.एम.ई. विभाग के तत्कालीन अतिरिक्त निदेशक को 10 हजार रुपए का जुर्माना लगाया है। आयोग ने यह जुर्माना अयोग्यता को दुरुस्ती जारी करने में देरी करने और अधिसूचना सेवा निर्धारित समयसीमा में न देने के कारण लगाया गया है।

आयोग ने बताया कि विद्युत्सम्बन्धी विभिन्न मामलों में 'डिजिटल सुविधाएँ' अधिसूचित की गईं न करने में संबंधित अधिकारी 25 जुलाई 2023 को एम.एस.एम.ई. विभाग पर पंचकूला में थे। इसके उपरान्त विभाग द्वारा अयोग्यता पर सख्त आदेश जारी किया गया। आयोग ने विभाग को अद्यतित करने की दिशा में भी कहा, जिसके बाद अयोग्यता 25 अक्टूबर 2023 को सभी संबंधी दस्तावेज पूरे कर दिए गए।

आयोग ने बताया कि आयोग ने जांच में पता कि सभी उक्तरी दस्तावेज अद्यतित करने के बावजूद विभाग द्वारा 4 नवम्बर 2024 तक कोई अधिसूचना जारी नहीं की गई। जिससे यह स्पष्ट जाहिर होता है कि विभाग के तत्कालीन अतिरिक्त निदेशक अधिकारी द्वारा

## Haryana RTS Commission secures copyright for 'Auto Appeal Software'

CHANDIGARH, MARCH 27  
Haryana Right to Service Commission (RTS) has succeeded in securing 'copyright' for the 'Auto Appeal Software' (AAS).

An official spokesperson said the commission now held all rights to the AAS. He said the vision of AAS was founded by Chief Commissioner of the Commission TC Gupta and the ownership of it had now been transferred to the Haryana Right to Service Commission. Thus, the copyright related to the AAS is now owned by the Haryana Right to Service Commission.

The spokesperson explained that through the RTS Commission, various services (656) had been notified, for which a definite time frame had been set to furnish the task. If the service is not provided within the specified time frame, an automatic appeal is generated through the AAS. This appeal first goes to the First Grievance Redressal Authority (FGRA), then to the Second Grievance Redressal Authority (SGRA), and finally to the Commission.

The AAS is the first software of its kind in the country which eliminates the need for the complainant to do anything to file an appeal. It is noteworthy that through AAS, a total of 11,70,766 appeals have been raised by March 27, 2024, out of which 11,56,585 appeals have also been disposed of, meaning that the disposal rate of appeals in AAS is 98.8 per cent. Haryana is the first state in the country to provide this facility to its citizens through AAS. The commission applied for copyright in 2022, which was granted on March 20. — TNS

इस मामले को रोक रखने का कोई उचित कारण नहीं है तथा उक्तरी अपने कार्य में दिरंगाई करने, जिसके परिणामस्वरूप अयोग्यता को दुरुस्ती प्राप्त।

उक्तरी ने कहा कि आयोग ने एम.एस.एम.ई. विभाग के तत्कालीन अतिरिक्त निदेशक को 10 हजार रुपए का जुर्माना लगाया है, जो उनके जुर्माना देना के कारण से लगाया जाएगा। जिसमें 5 हजार रुपए अतिरिक्त की जुर्माना के रूप में दिए जाएंगे और 5 हजार रुपए राज्य सरकार में जमा करवाकर राष्ट्रीय अधिकार आयोग को सुविधा दिया जाएगा।

आयोग ने कहा कि यह सेवाएँ छोटे व्यापारियों के व्यवसाय को सुदृढ़ करने की दिशा में काम करती हैं। जब अधिकांशों का सेवाएँ उपलब्ध करने के प्रति एम.एस.एम.ई. विभाग से अपेक्षा है। जब अधिकांशों का सेवाएँ उपलब्ध नहीं कर पाएंगे तो वे एम.एस.एम.ई. विभाग के अधिकारियों को सूचित कर सकते हैं।

### सेवा का अधिकार आयोग के तहत सबसे अधिक 655 नागरिक सेवाओं को अधिसूचित करने वाला हरियाणा देश का पहला राज्य: टीसी गुप्ता

#### पंचकूला द्वारा 9.5 सरल स्कोर हासिल करने पर उपायुक्त सुशील सारवान की करी सराहना

#### अर्थ प्रकाश

7/11/23

अर्थ प्रकाश समाजवादी हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लक्ष्यपूर्ति में पंचकूला हरियाणा सेवा का अधिकार आयोग ने 15 जून 2024 को अधिसूचित सेवा का अधिकार आयोग के द्वारा अधिसूचित किया गया है। तब तक अधिसूचित सेवाओं को अधिसूचित किया गया है। तब तक अधिसूचित सेवाओं को अधिसूचित किया गया है। तब तक अधिसूचित सेवाओं को अधिसूचित किया गया है।

पंचकूला में 9 लाख 71 हजार 48 लोगों को सेवाओं का लाभ दिया गया

टीसी गुप्ता ने बताया कि कोई भी पत्र लिखने की आवश्यकता नहीं है। यह सुविधा 10 से 12 लाख अपीलें उठाती है। अब तक सरल हरियाणा पर 7 करोड़ अपीलें प्राप्त हो चुकी हैं। इस पहल पर सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं की सूची भी अपडेट की गई है, जिसे धरती भी नगरपालिका अधिनियम में देखा गया है। उन्होंने बताया कि जिला पंचकूला में 9 लाख 76 हजार 457 लोगों ने अपीलें दिये हैं, जिसमें से 99 प्रतिशत पत्रों ने 71 हजार 48 लोगों को सेवाओं का लाभ दिया जा चुका है। उन्होंने इस अवसर के लिए उपायुक्त की सुशील सारवान और उनकी टीम को धन्यवाद दिया। उन्होंने पंचकूला का 9.5 सरल स्कोर हासिल करने पर जिला प्रशासन की सराहना की।



उस वीके पर भी गुप्ता ने विभिन्न सेवाओं के लक्ष्यपूर्ति में सहायता की और उनके अधिसूचित करने में भी गुप्ता ने विशेषज्ञता के साथ काम किया है। उन्होंने कहा कि कोई भी नागरिक सेवा विभाग के संबंध में अपने सुझाव या शिकायत आयोग को लिख सकते हैं। इसके अलावा अयोग्यता पर 0172-3968400 पर भी सेवाओं का लाभ दे सकते हैं।

Figure 28: The Commission in News

### 3.6 Moments of Levity

Amidst the Commission's rigorous duties, there are also cherished moments of levity and camaraderie. Below are some snapshots capturing these lighter, more joyous times.



**Figure 29:** Moments of Levity in the Commission



# Report in Accordance with Section 18 of the Act

Section 18 of the Act provides as under: -

- (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.*

The report in respect of the recommendations made in terms of the above provision is as under: -

## 4.1 Mandate under clause (d) of sub-section 1 of section 17

Exercising its authority under Section 17(1)(d), the Commission has recommended against various officer/officials including Grievance Redressal Authority (FGRA) and the Second Grievance Redressal Authority (SGRA). The recommended actions are listed in the Table below.

Sr. No.	Entities	Service	Designation of the Official/ Officer against whom recommendation was made	Date of Recommendation/ order	Action taken by the department
1	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	Billing Complaints	XEN , Dharuhera and SDO, Bawal	19-05-2023	Show Cause Notice issued
2	Urban Local Bodies (ULB)	Replacement of street lights	Municipal Engineer, MC Sohna	17-06-2023	Action Under Process.

3	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	Billing Complaints	XEN, Hisar-II & , SDO Barwala	04-07-2023	Letter of Warning and Displeasure Note issued
4	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	Billing Complaints	XEN, S/U, DHBVN, Gurugram	10-07-2023	Action Under Process
5	Uttar Haryana Bijli Vitran Nigam (UHBVN)	Billing Complaints	SDO, Chaurmastpur, UHBVN, Ambala	11-07-2023	Action Under Process.
6	Uttar Haryana Bijli Vitran Nigam (UHBVN)	Billing Complaints	UDC, O/o Industrial Area, UHBVN, Sonipat	01-08-2023	Chargesheet issued.
7	Revenue and Disaster Management Department	Attestation of uncontested mutation	Patwari, Tehsil Bhiwani, District Bhiwani, Haryana	11-08-2023	Action Under Process
8	Uttar Haryana Bijli Vitran Nigam (UHBVN)	Billing Complaints	Sub Divisional Officer-cum-FGRA, Sub-Urban, Electricity-City, Gohana, UHBVN, Sonipat.	11-08-2023	Chargesheet issued.
9	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	Billing Complaints	SDO-cum-FGRA, Sub Division, Shima, Mahendergarh	21-08-2023	Action Under Process
10	Mines and Geology Department	Mineral Dealer license	Mining Officer, Faridabad	24-08-2023	Action Under Process
11	Revenue and Disaster Management Department	Issuance of Resident Certificate	Clerk, Tehsil Office, Panipat	15-09-2023	Action Under Process.
12	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	Billing Complaints	SDO-cum-FGRA, S/D Pali, Faridabad	14-11-2023	Chargesheet issued.



13	Animal Husbandry and Dairying Department	Scheme for Providing Employment Opportunities to Scheduled Castes	SDO, Animal Husbandry and Dairying	14-11-2023	Warning issued
14	Urban Local Bodies (ULB)	Removal of Solid Waste from Streets/Roads	District Municipal Commissioner, Ambala	29-11-2023	Action Under Process.
15	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	Billing Complaints	Executive Engineer-cum-SGRA, Sub Division, Sohna, DHBVN, Gurugram, & the then Sub Divisional Officer	19-02-2024	Show Cause Notice issued
16	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	Billing Complaints	SDO-cum-FGRA, (OP) S/Divn. Phillukhera, Safidon, Jind.	20-02-2024	Chargesheet issued.
17	Urban Local Bodies (ULB)	Replacement of street lights	Executive Engineer, Municipal Corporation, Gurugram	20-02-2024	Action Under Process.
18	Dakshin Haryana Bijli Vitran Nigam (DHBVN)	Billing Complaints	Sub Divisional Officer-cum-FGRA, Sub Division, Tauru, DHBVN, Gurugram,	18-03-2024	Show Cause Notice issued
19	Haryana State Agricultural Marketing Board (HSAMB)	Injury/Death where application submitted within 2 months of accident but no FSL report is required	District Marketing Enforcement Officer-cum-FGRA	28-03-2024	Action Under Process

**Table 9:** Recommendations under Section 17 (1) (d)

## 4.2 Mandate under clause (e) of sub-section 1 of section 17

Section 17 (1) (e) empowers the Commission to suggest changes in the process of the delivery of notified service. To fulfil this mandate, the Commission conducts numerous rounds of deliberations with Departments along with officers at the Administrative Secretary rank and also conducts field visits to understand the process of service delivery on-ground and bottlenecks. After these deliberations only, the Commission sends its recommendations to the State Government which, it is gratifying to note, are generally accepted in 'toto'. A list of such recommendations is as under:

Sr. No.	Department	Service	Date of Recommendation	What was the recommendation	Current status/ Remarks
1	Higher Education	<p>i. Migration Certificate</p> <p>ii. Issue of Provisional Certificate</p> <p>iii. Issue of DMC if not received by student within 30 days from the declaration of result</p> <p>iv. Issue of Original Degree if not received by student within 180 days from the declaration of result</p>	08-06-2023	<p>A meeting was held to discuss the service delivery of three services and the following was recommended to the Department:</p> <p>(i) Developing an online module for the Migration Certificate service.</p> <p>(ii) Applicants should simply enter their registration number and the student data already available with the University should be automatically populated in relevant fields in the application form.</p> <p>(iii) For the issuance of provisional degrees, the Commission advised the University to establish a mechanism that would automatically send an SMS to the student's mobile phone once their provisional degree has been prepared.</p> <p>(iv) The Commission suggested that the Department devise a</p>	The recommendations have been accepted by the Department and the technical feasibility check is on-going. Implementation is under process

				<p>feature allowing students to select multiple services within a single application instead of present requirement of submitting separate applications for each service. For example, In one application, two or more options can be selected like DMC and Marksheet.</p> <p>(v) The Department was advised to explore the possibility of integrating the Universities databases with Digilocker. This integration would facilitate secure, immediate access to essential documents, digital verification, and shared access through paperless operations.</p>	
2	Haryana Shehri Vikas Pradhikaran (HSVP)	Multiple Services	20-07-2023	Regarding moving offline services to online mode	The Department is checking the technical feasibility of the service. Recommendation has been accepted and implementation is under process
3	Labour Department	Multiple services	12-09-2023	A meeting was held to discuss the re-engineering of process. Discussions were held on the following agenda:	All recommendations accepted and the serial wise status is as under:- Final notification is under process.

				<p>1. Regarding separate notification of 22 services under HRTSA, 2014 of HBOCWW Board and 8 services of Haryana Silicosis Welfare Board</p> <p>2. Recognition of active member of the HBOCWW Board.</p> <p>3. Regarding processing of the applications of the service of the HBOCWW Board contingent upon one life event of the worker.</p> <p>4. Regarding processing of applications of the top 5 high-volume services.</p> <p>5. SOPs prepared by the HBOCWW Board were discussed.</p>	<p>An online provision has been made in the portal facilitating that only active workers may apply for various welfare schemes of the Board. HRMS linked verification of work-slips has also been done</p> <p>Significant changes have been made to reduce unnecessary rejection of contingent schemes on life events and two schemes based on the same life event have also been clubbed.</p> <p>Challenges in the delivery of high-volume notified services were discussed and recommendations regarding optimizations of provisions of the undertaking.</p> <p>Necessary process changes were done and circulated among field functionaries.</p> <p>Substantial progress has been made by the Department on the recommendations.</p>
--	--	--	--	--	---

4	Haryana Shehri Vikas Pradhikaran (HSVP)	Issuance of Possession Certificate	13-10-2023	Regarding double calculation of days by Plot and Property Management System (PPM System) of HSVP.	Since, this was a policy decision, the recommendation though agreed by the Department.
5	Women and Child Development Department	Apki Beti Hamari Beti	18-10-2023	Change in procedure of the Delivery of certificates	Technical feasibility of providing the option of member certificate in Digi-locker is being examined. It has been recommended that an online account is created for the beneficiary where the amount accumulated can be checked.
6	Haryana Shehri Vikas Pradhikaran (HSVP)	Issuance of Possession Certificate	28-11-2023	Creating the provision in the PPM that if the difference in the dates of allotment and offer of possession is more than three years, PPM should recalculate the amount of interest charged from the allottees as well as give interest to the plot holders	Recommendations have been accepted and incorporated. Requisite actions need to be taken by the concerned Estate Officers
7	Haryana Shehri Vikas Pradhikaran (HSVP)	Multiple Services	13-12-2023	Regarding on-boarding and integrating of all notified services on AAS of HSVP for easier monitoring and ensuring time bound delivery of services.	Technical feasibility check is on-going with the Department.  Recommendation under process.

8	Haryana State Agricultural Marketing Board (HSAMB)	Providing financial aid (ex gratia) to cultivators for any injury or death during farming operations' under 'Mukhya Mantri Kisaan Evam Khetihar Mazdoor Jeevan Suraksha Yojna	26-02-2024	Recommendation to reduce the time for disbursal of budget under the scheme "Mukhya Mantri Kisan Evam Khetihar Mazdoor Jiwan Suraksha Yojana"	The timeline of 20 working days has now been reduced to 10 days if the payment is pending for the want of budget. Recommendation implemented
9	Home Department	Registration of Marriage under Hindu Marriage Act from the expiry of 15 days notice period	07-03-2024	Process Re-engineering request for Marriage Registration Act, 2008	Letter has been written to ACS, Home wherein he has been requested to review the documents required, eligibility criteria, forms to be filled by the applicant, fees, workflow of the scheme, and a timeline at each stage for the service.  Recommendation is under process

**Table 10:** Recommendations under Section 17 (1) (e)

### 4.3 Mandate under clause (f) of sub-section 1 of section 17

The Commission has been proactive in sending proposals for the notification of new services/ modifications of existing services under Section 17 (1)(e) of the Act, as and when needed. During field visits, the Commission takes into account the inputs received from the public and recommends notifications that serve the broader public interest. Few letters and gazette notifications are shown below:

Sr. No.	Department	Name of the Service recommended for notification or modification	Date of Recommendation/ date of order	Remarks/ Current status	Status of Recommendation
1	Secondary Education	(i) Granting permission to open Private School with or without hostel (on fulfilment of documents required) upto 8th or 10th or 12th Standard, (ii) Granting recognition to Private School with or without hostel (on fulfilment of documents required) upto 8th or 10th or 12th Standard, (iii) Issuance of No Objection Certificate (NOC) for affiliation to CBSE of other board of School Education other than HBSE (On fulfilment of documents required) up to 8th or 10th or 12th Standard..	03-05-2023	The Commission has conveyed its concurrence to Chief Secretary, Haryana with the proposal to modify the RTS timeline as 15 days. The matter currently lies with the CS office for notification of services.	Recommendation Under Process
2	Animal Husbandry & Dairying	Notification of (i) Scheme for establishment of Hi Tech Dairy Units (ii) Scheme for providing employment opportunities for Scheduled Castes	03-05-2023	The Commission has conveyed its concurrence to CS office with the proposal of the Department	Recommendation Under Process
3	Chief Secretary's office	Notification of services with regard to CM Jan Samvaad : (i) Forwarding of the Jan Samvaad Entry by the Deputy Commissioner to the Concerned Resolution Authority (ii) Upload of Resolution Report of Jan Samvaad Entry by the Concerned Resolution Authority (iii) Final Action taken by the Deputy Commissioner on the Resolution Report.	01-06-2023	The Commission referred the matter to the Government stating that same can not be notified unless Act is amended	Recommendation accepted by the Government and proposal dropped.

4	Energy Department	Amendment in multiple notified services	23-08-2023	Services have been amendment vide Gazette notification dated 30.11.2023	Recommendation Implemented
5	Micro, Small and Medium Enterprise (MSME)	Notification of PMEGP Scheme of Govt. of India, initial application scrutiny	23-08-2023	The Commission has conveyed its concurrence with the proposal for notification.	Recommendation Under Process
6	Haryana State Industrial & Infrastructure Development Corporation Ltd. (HSIIDC)	Notification of Repair of pot holes	27-08-2023	Service has been notified vide Gazette notification dated 13.10.2023	Recommendation Implemented
7	Revenue & Disaster Management and Department.	Notification of certified copies of all documents at the level of Tehsil and Revenue Courts.	12-10-2023	Recommendation for notification has been sent to CS office.	Recommendation Under Process
8	Haryana Shehri Vikas Pradhikaran (HSVP)	New notification of multiple services	12-12-2023	The Commission has agreed with the proposal of the Department.	Recommendation Under Process
9	Urban Local Bodies (ULB)	Amendment in the service-Removal of solid waste from streets/roads/green belts/..	12-12-2023	The service has been extended to public spaces and open spaces vide Gazette notification dated 26.07.2024	Recommendation Implemented



10	Haryana Labour Welfare Board	De-notification of Mukhya Mantri Shram Puruskar Yojna	14-12-2023	The Commission agreed with the proposal of de-notification. The final notification is awaited from Chief Secretary Office.	Recommendation Under Process
11	Haryana Shehri Vikas Pradhikaran	Amendment in the service-Surrender and Refund of Plot	10-01-2024	The Commission has recommended to bifurcate the two components of the service. The matter is under consideration with the department	Recommendation Under Process
12	Sports Department	Notification of (i) Provision of Sports Equipment Scheme (ii) Cash Award for Encouragement of Sportspersons Scheme	27-02-2024	The Commission has recommended the notification of 2 new services to the CS office.	Recommendation Under Process
13	Mines and Geology Department	Notification of (i) Change of ownership of plant (ii) Revocation of suspension of license	27-02-2024	The Commission has recommended the notification of 2 new services to the CS office.	Recommendation Under Process
14	Women and Child Development Department	Mukhya Mantri Matritav Sahayta Yojna	22-03-2024	The service has been notified vide Gazette notification dated 19.07.2024	Recommendation Implemented

**Table 11:** Recommendations under Section 17 (1) (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-020002/1/2024/ 710

Dated: 27.02.24

To

The Chief Secretary to Government of Haryana,  
Chief Secretary's Organization,  
General Administration Department (Administrative Reforms),  
Haryana Civil Secretariat, Chandigarh.  
E-mail: [cs@hry.nic.in](mailto:cs@hry.nic.in) [admreformshry@gmail.com](mailto:admreformshry@gmail.com)

**Subject: Regarding notification of new services for the "Sports Department" under the Haryana Right to Service Act, 2014.**

Sir,

Please refer to the subject cited above. I have been directed to invite your attention to the fact that the Sports Department has recently launched two new schemes, the "Cash Award for Encouragement of Sportspersons Scheme" and the "Provision of Sports Equipment Scheme" notified vide Gazette Notifications dated 18.10.23 and 13.09.23, respectively.

2. Haryana has a proud legacy of producing distinguished athletes who have excelled on national and international stages. The above schemes will certainly further this tradition by providing high-quality sports equipment and cash awards to aspiring athletes, thereby nurturing their talents and fostering a culture of sporting excellence in the state.

3. Here, it is pertinent to mention that the Sports Department has provided a timeline of 10 Days for the "Provision of Sports Equipment Scheme" and 20 Days for the "Cash Award for Encouragement of Sports persons Scheme". In view of this, the Commission is of the opinion that the two services should be notified under Section 3 of the HRTS Act, 2014 with these timelines. The notification of the schemes under the Act will facilitate a streamlined and transparent process, ensuring that the benefits reach the intended recipients promptly.

**Figure 30:** Proposal for notification of new service- Sports Department



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. 5115

Dated 12.12.23

To

The Chief Secretary to Government of Haryana,  
Administrative Reforms Department.

**Subject: Notification of Services Offered by Gurugram Metropolitan Development Authority (GMDA) and Faridabad Metropolitan Development Authority (FMDA) Under the Haryana Right To Service Act, 2014.**

Sir,

Please refer to the subject cited above. I have been directed to invite your kind attention to the fact that, as desired by the Hon'ble Chief Minister, the Haryana Right to Service Commission is currently undertaking field visits to all 22 districts of Haryana, wherein citizen interactions are being conducted with beneficiaries of various services notified under the HRTS Act, 2014. The Commission has visited 12 Districts including Gurugram and Faridabad so far.

2. During the visit to Gurugram and Faridabad, it has come to the notice of the Commission that there are several services being offered by the GMDA and FMDA which have a direct impact on the ease of living of citizens. These include services such as 'Occupancy Certificate', 'New Water Connection' and 'New Storm Water Drainage Connection'. Through citizen feedback, it was found that the beneficiary base of these schemes/services is high and therefore, benefits promised in the schemes should be extended to the citizens in a time-bound manner, through notification of this scheme under the HRTS Act, 2014.

3. Furthermore, some services offered by GMDA and FMDA have been notified under the HRTS Act, 2014 by other departments offering the same service. For instance, "Revalidation of Building Plan" and "New Water Connection" have been notified by the Department of Town and Country Planning, for Haryana Shehri Vikas Pradhikaran (HSVP) with a timeline of 8 days and 5 days, respectively.

4. Section 17 and Section 17(1) of the HRTS Act, 2014 provide 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"

**Figure 31: Proposal for notification of services of GMDA and FMDA**

Letter No. 4371

Dated 12-10-23

To

The Financial Commissioner,  
Revenue and Additional Chief Secretary to Government of Haryana,  
Revenue & Disaster Management and Consolidation Department.

**Subject: Recommendation regarding notification of a new service namely obtaining the certified copies of orders of Revenue Courts.**

Sir,

I am directed to bring to your kind attention the fact that at present following services pertaining to 'obtaining certified copies' are notified vide Gazette Notification no. 7/31/2014-3AR dated 13.07.2022:

- (i) Certified copies of all documents at Fard Centre level i.e. Record of Rights (Jamabandi), Girdawri, Mutation, etc.
- (ii) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawri, Mutation, etc. (with varying notified timelines depending upon number of pages.)
- (iii) Certified copies of all kinds of previously registered documents.

However, obtaining the certified copy of orders of the Revenue Courts from the record room is not a notified service.

2. The matter has been considered by the Commission and for providing this facility in a transparent and quicker way, the Commission in exercise of the powers vested in it under Section 17 (1) (f) of the Haryana Right to Service Act, 2014 recommends to consider notification of the service pertaining to the obtaining of certified copies of orders of any Revenue Court of Assistant Collector, Collector, Divisional Commissioner or the Financial Commissioner with suitable timelines and names of Designated Officer, First Grievance Redressal Authority and Second Grievance Redressal Authority as deemed fit by the Government. In case Revenue Department agrees to the same, it is requested to send suitable proposal to Chief Secretary to Government (Administrative Reforms) Haryana for notification under Section 3 of the Act.



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

Figure 32: Proposal for notification of new service- Revenue Department



# Auto Appeal System (AAS)

It is widely recognized that without effective enforcement, well-crafted policies are akin to architectural monuments with mere physical presence. Between 2017 and 2021, over 70 lakh applications on the Antyodaya SARAL portal (Haryana's online service delivery platform) were disposed of beyond the RTS timelines. Surprisingly, the Commission received only a few appeals under the Act until June 2021 besides some complaints but not many, indicating a lack of awareness among citizens and government officials about the Act. Additionally, inconvenient procedures for manual filing of appeals, lack of suo-moto cognizance and absence of an IT-enabled platform for filing of appeals further compounded the challenges.

To address these issues, the Haryana Right to Service Commission conceived the Auto Appeal System as a solution to ensure timely service delivery, redress grievances, foster a corruption-free environment and hold erring officials accountable. The innovative system was launched by the Hon'ble Chief Minister of Haryana on September 1, 2021 with the on-boarding of only two entities to begin with Social Justice & Empowerment and Uttar Haryana Bijli Vitran Nigam.



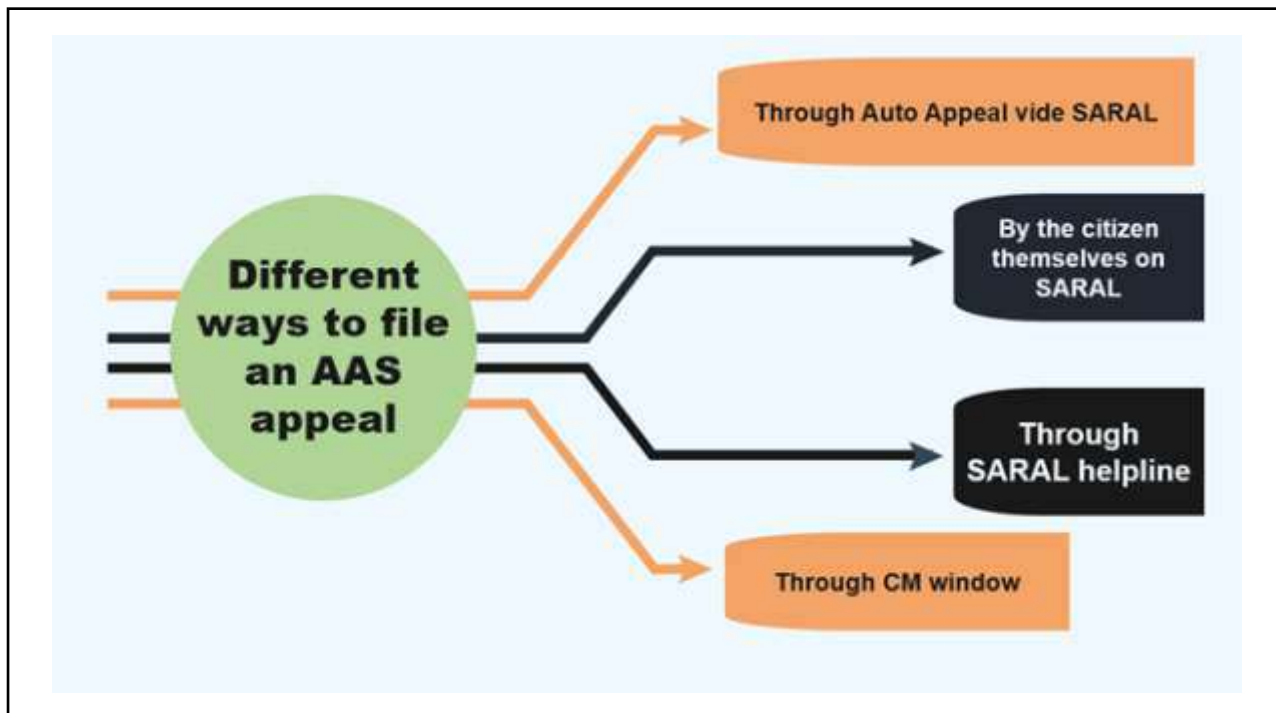
**Figure 33:** Auto Appeal System was launched on 01.09.2021 by Former Chief Minister, Haryana in Chandigarh.

## 5.1 About Auto Appeal System (AAS)

Auto Appeal System (AAS) is a system to file auto appeals on behalf of eligible persons as soon as the notified timeline of an application is breached and a facility to applicants to file appeal in other cases. Using the data of service delivery performance already available on Antyodaya SARAL and by integrating the status report of application of the other portals, AAS was conceptualized to make active use of this benchmarking and ensure time bound

delivery of notified services. It allows for one click filing of appeals in case of unjustified rejection and is also supplemented by a public dashboard (<https://status.saralharyana.nic.in/home/aasdash>) that informs the pendency of appeals with various authorities across the state.

## 5.2 Procedure of filing an appeal



**Figure 34:** Different ways to file an AAS appeal

In the event of breach of RTS timeline of a notified service, as per the provisions of Haryana Right to Service Act, 2014, an automatic appeal on behalf of an applicant is raised by AAS to the First Grievance Redressal Authority (FGRA). If the FGRA does not dispose of the appeal within 30 working days, the appeal is escalated to Second Grievance Redressal Authority (SGRA) automatically. Similarly, if SGRA does not dispose of the appeal within 30 working days, a revision is automatically escalated to the Commission.

In addition, if an appellant is unsatisfied with the resolution of the appeal at any stage, (s)he can self file an appeal with the subsequent appellate authority over AAS by simply calling on the SARAL Helpline at 0172-3968400 or by clicking on the 'file RTS appeal' option on the SARAL Haryana Portal. Furthermore, if an application has been wrongly rejected within RTS timelines, the applicant can file an appeal. Applicants can track the status of their appeal at any time through the SARAL Haryana Portal.

An example: 'Payment of incentive under Aapki Beti Hamari Beti Scheme' is a notified service under Haryana Right to Service Act, 2014 with a timeline of 30 working days and District Programme Officer (DPO) as the Designated Officer (DO). If the DPO fails to dispose of an application for this service within 30 working days, an auto appeal is raised with FGRA-cum-Deputy Director, WCD for this service on the 31st working day. The FGRA has to take action on the appeal within 30 working days, failing which, the appeal auto escalates to

SGRA-cum-Joint Director/Additional Director in this case. In the event of failure on part of SGRA to take action on the appeal within 30 working days, the appeal escalates to the Commission.

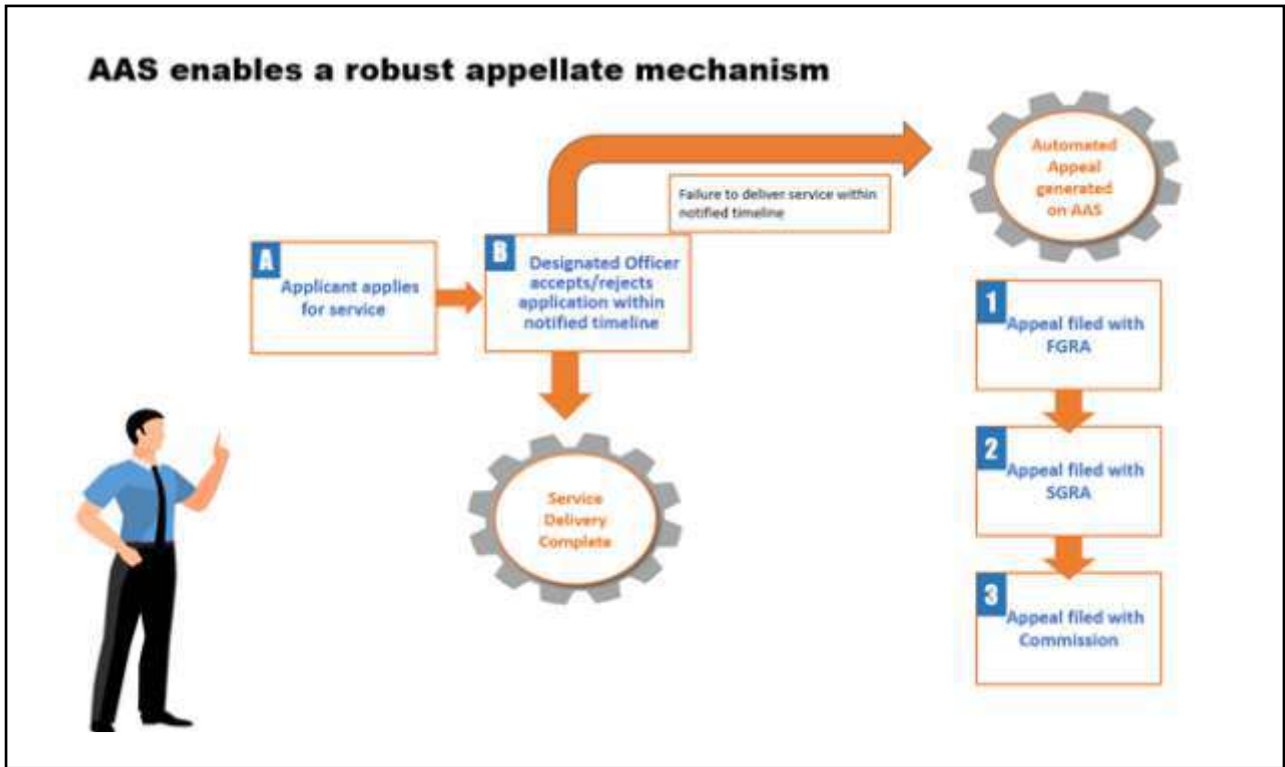


Figure 35: Mechanism of raising AAS appeal

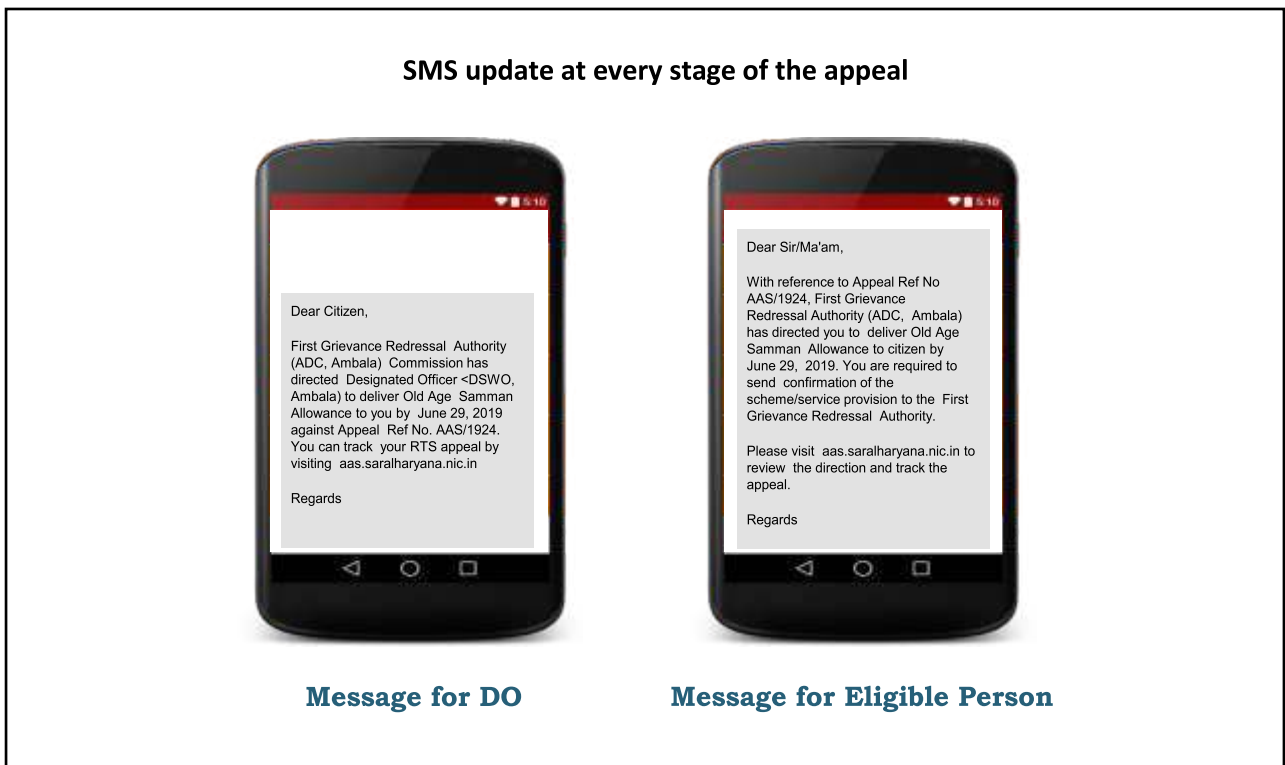


Figure 36: A message is sent to the appellant and appellate authority at each stage of action on AAS.

### 5.3 Salient Features of Auto Appeal System (AAS)

- i) **Automated Operation System:** The Auto Appeal System is integrated with the Single Service Delivery Portal for citizens, named “Antyodaya SARAL”. The Auto Appeal System collects information on the services applied for. It initiates tracking the status of every service, and the moment the notified timeline for any service is breached, an appeal is automatically filed with the First Grievance Redressal Authority. The status of the appeal becomes visible on the AAS portal’s Dashboard. In case of further escalation, the subsequent status of the appeal, such as being with the Second Grievance Redressal Authority or with the Right to Service Commission, is also visible on the portal.
- ii) **Promote Transparency:** Its transparency is such that the appeal status on the AAS portal is accessible in the citizen’s domain, allowing them to check it from anywhere and stay informed about the status of their appeal.
- iii) **Promote Accountability through Live Digital Oversight:** The AAS portal ensures accountability through automated operations using computer algorithms, eliminating the possibility of human interference. Accessible to department heads via department-specific login IDs, the portal provides remote oversight, allowing them to monitor their respective departments’ live service delivery status. On the AAS portal, department heads can track the number of cases where service delivery is delayed and appeals have been filed, gaining insights into the realtime situation. With every service delivery, delay, and appeal under the live surveillance of higher officials, officers responsible for service delivery are compelled to prioritize timely disposal to avoid automatic appeals. Consequently, the AAS system strengthens the grievance redressal mechanism by automatically assigning responsibility through its algorithm.
- iv) **Online Appeal and Revision Process for Grievance Redressal:** In the event of a service request being wrongly rejected or in case of disagreement on the decision on appeal by the grievance redressal authority, the AAS portal provides a convenient online option for applicants to file an appeal or revision with subsequent appellate authority. After filing the appeal, the Auto Appeal System autonomously manages the appeal/revision process and continually updates the applicant on the status via SMS.
- v) **Paperless Working:** AAS guarantees the digitization of appeals, potentially numbering in the hundreds of thousands, thereby conserving an equivalent amount of paper and contributing to environmental preservation.
- vi) **Reduce Legal Burden and Cost:** The Indian judicial system is overburdened with many civil and criminal matters to decide. The concept of state-sponsored appeals only existed in criminal litigation in India. In the case of civil matters, petitioners must file the case and bear the cost of litigation themselves. This innovative administrative approach involves the State filing an appeal in civil matters before the application can escalate into a court case, addressing instances of wrongful denial or delayed delivery of services by government departments that might otherwise lead to court proceedings. This feature will go a long way in reducing civil cases.



vii) **Good Governance:** By ensuring the timely delivery of services to people, the Auto Appeal System will turn the “transparent, time-bound, and accountable” vision of the Government into reality.

## 5.4 Impact of AAS

- i) **Drastic reduction in Application pendency outside RTS:** On 01.09.2021, when the AAS was launched the Antyodaya SARAL portal showed 1,44,000 (approx.) applications were pending outside RTS. After one year of implementation, this pendency was reduced to 44,000 (approx.) applications.
- ii) **Pro Active interventions by authorities:** The Commission nudged the FGRAs and SGRAs to take up their responsibilities as delineated under section 6 & 7 of the Haryana Right to Service Act, 2014. In fact, more than 200 notices for failing to perform their duties under the Act have been issued to the senior IAS and State Civil Service Officers goading them to perform their duties under the Act. Earlier, it was observed that the FGRAs and SGRAs were totally oblivious of their responsibilities under the Act but after sensitization by the Commission, they have started performing their duties under the Act. More than 1000 inquiries have been conducted by the SGRAs in which, penalty has been imposed in 70+ cases on 25+ officials. Some FGRAs have even issued letters to the DOs regarding delay in delivery of service, as monitored through AAS. A specimen can be seen below:

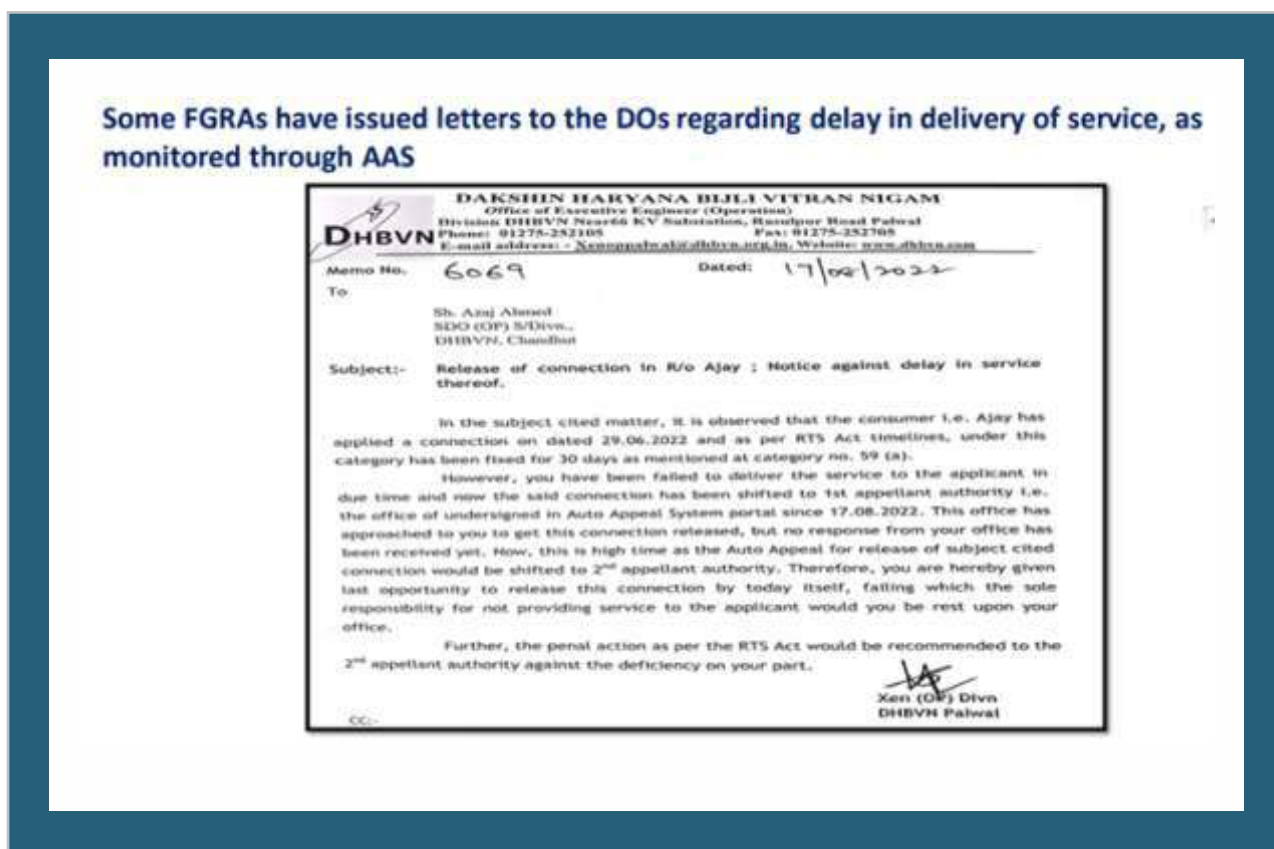
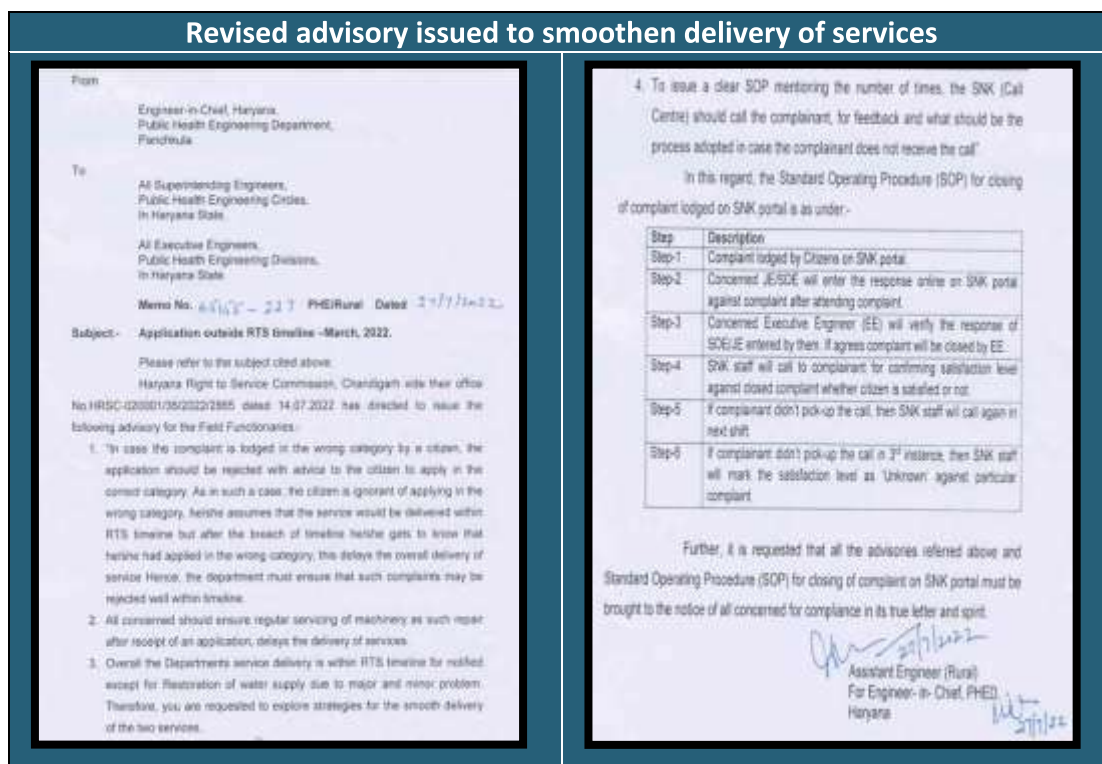


Figure 37: Instructions have been issued by FGRAs.

Some departments have issued revised advisory to smoothen delivery of services.



iii) **Populations and Institutions utilizing AAS:** AAS benefits the population residing in Haryana and people from outside the state. Anyone, regardless of their location, can avail themselves of services provided by the Haryana Government, such as obtaining licenses for factory establishment, allotment of plots, payment of subsidies, mutation, etc. The commission receives appeals from government institutions seeking services from other governmental bodies.

### A Case Study

Municipal Corporation, Faridabad applied for a New Electricity Connection for a sewage disposal plant affecting a population of about 10,000 people. The application was submitted on 09.03.2022 with RTS due date was 22.04.2022. Since the service was not delivered, an automatic appeal was escalated to FGRA and SGRA subsequently. Since the service was not provided, a revision was automatically escalated to the Commission on 21.07.2022. The Commission conducted an inquiry in

the matter and the connection was released on 18.08.2022. In the absence of AAS, nobody from Municipal Corporation, Faridabad would have followed it up adversely affecting services to these 10,000 persons.

Further, it is a matter of pride for the Commission that the Auto Appeal System (AAS) has been already replicated in Jammu and Kashmir through an MoU signed between the Government of Haryana and Government of Jammu & Kashmir and other States are in consultation for further implementation.



Figure 38: Union Territory of Jammu and Kashmir has successfully replicated AAS



Figure 39: Hon'ble Prime Minister appreciated the Auto Appeal System (AAS)



"It is the dream of the country to take India forward on the digital path at a rapid pace so that the life of every citizen becomes easier. Digital India means opportunity for all, facility for all, participation of all."

- Narendra Modi

## Auto Appeal System Transparency & Accountability



Automatic appeal of notified government services (404 services- 36 departments) to appellate authority, if the service is not provided within stipulated time

Haryana is the first state in the country to launch such a unique system



Haryana has implemented the Right to Service Act in true spirit

Automatic redressal of 8,93,086 grievances so far through Auto Appeal System



Penalty & departmental action against concerned employee/officer if the service is not provided within stipulated time

मुश्किल ही आधार, डबल इंजन हरियाणा सरकार



Information, Public Relations, Languages and Culture Department, Haryana [www.prharyana.gov.in](http://www.prharyana.gov.in) | Follow us on @dipharyana

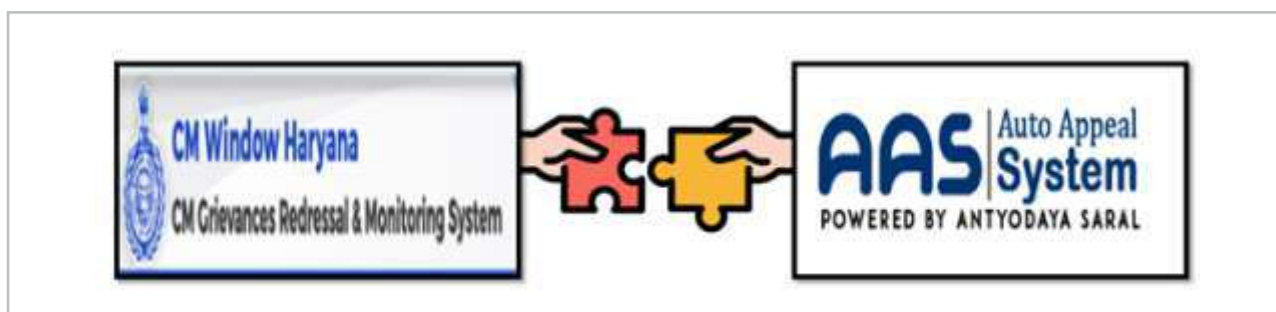
Figure 40: A full page advertisement of AAS was published in all leading newspapers



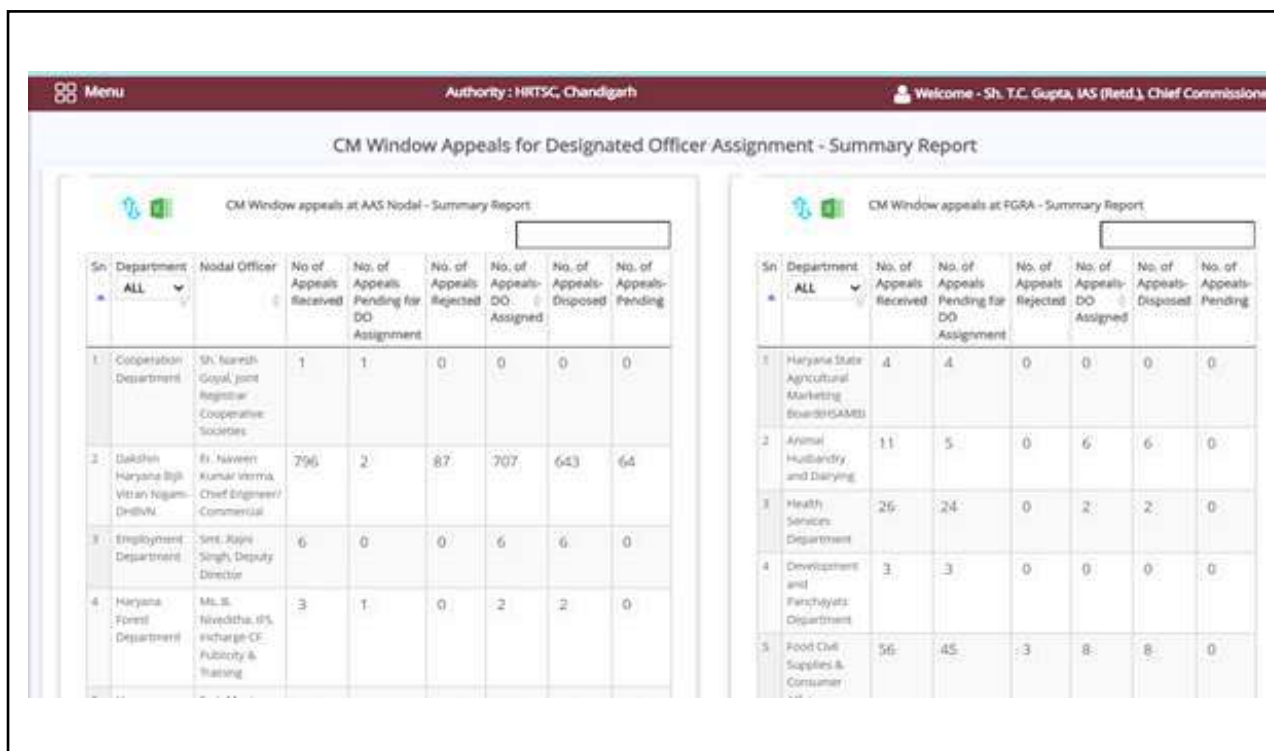
**Figure 41:** An article pertaining to Revolutionising delivery of services, authored by our Chief Commissioner

## 5.5 Integration of AAS and CM window

As in other States, any citizen can file any complaint regarding the grievances to the highest executive of the State i.e. Chief Minister in case of Haryana – called CM Window. It was observed that despite taking the issue by the officials of the CM Window, many cases were pending for months and years together. Therefore, on the initiative of Hon'ble CM, Haryana, it was decided to integrate the two systems and whenever any grievance pertaining to notified service is not redressed in 30 days, the same is escalated to the Auto Appeal System as an appeal. This was started from 5<sup>th</sup> March, 2024.



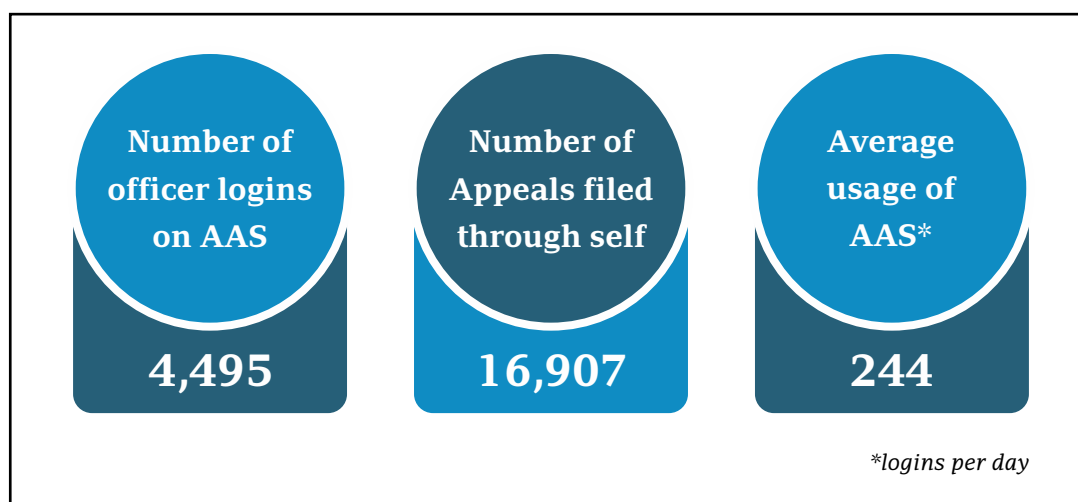
The Commission has been monitoring the grievances closely through the reports as shown in the screenshot.



**Figure 42:** Auto Appeals received from CM window are monitored through these Summary Reports

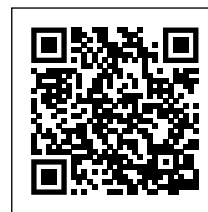
## 5.6 Statistics on AAS

As on March 31, 2024, 427 services from 41 different entities have been on-boarded on AAS, resulting in 11,74,316 appeals raised, out of which 11,58,502 (98.7%) appeals were resolved. 10,44,759 appeals were raised to the FGRA, 1,27,659 raised to the SGRA and 1,898 revisions were raised to the Commission.



**Figure 43:** Three interesting data points of AAS

Real time information regarding the appeals can be found on the public dashboard of Auto Appeal System and does not require any login or password. Link: <https://status.saralharyana.nic.in/home/aasdash> This dashboard can be accessed by scanning adjacent QR code.



## 5.7 Utilizing the AAS Dashboard for enhanced service delivery analysis and reporting

The AAS dashboard provides insights into various trends, enabling in-depth analysis of available data to enhance service delivery. It supports the generation of diverse reports that departments can utilize to refine their service delivery mechanisms. This capability not only facilitates informed decision-making but also fosters continuous improvement in how services are rendered to citizens. By leveraging these analytical tools, departments can identify areas for optimization and implement targeted strategies to better meet the needs of the public. The various types of graphs available on the dashboard are:



Figure 44: A glimpse of public dashboard of AAS

## 5.8 AAS received its copyright

The Commission has received a copyright for the AAS on 20.03.2024 from the Registrar of Copyrights. It means that now the Commission has exclusive legal rights over the software and its related content. This includes control over its reproduction, distribution, and modification. The Commission can protect the Auto Appeal System from unauthorized use or copying, and can license or transfer these rights to others if desired. Additionally, it will be able to enforce these rights legally, ensuring that its proprietary technology and processes are safeguarded and used only in ways authorized by the Commission. This would enhance the Commission's ability to maintain the system's integrity and functionality.

Intellectual Property India		Extracts from the Register of Copyrights	
प्रतिलिपिकर कार्यालय, भारत सरकार		Copyright Office, Government Of India	
		/Dated:20/03/2024	
1. /Registration Number	:	<b>SW-18475/2024</b>	
2. Name, address and nationality of the applicant	:	HARYANA RIGHT TO SERVIC COMMISSION , SCO-38,39, SECTOR-17, CHANDIGARH-160017 INDIAN	
3. Nature of the applicant's interest in the copyright of the work	:	OWNER	
4. Class and description of the work	:	COMPUTER SOFTWARE WORK	
5. Title of the work	:	AAS-AUTO APPEAL SOFTWARE	
6. Language of the work	:	ENGLISH	
7. Name, address and nationality of the author and if the author is deceased, date of his decease	:	TRILOK CHAND GUPTA , SCO-38,39, SECTOR-17, CHANDIGARH-160017 INDIAN	
8. Whether the work is published or unpublished	:	UNPUBLISHED	
9. Year and country of first publication and name, address and nationality of the publisher	:	N.A.	
10. Years and countries of subsequent publications, if any, and names, addresses and nationalities of the publishers	:	N.A.	
11. Names, addresses and nationalities of the owners of various rights comprising the copyright in the work and the extent of rights held by each, together with particulars of assignments and licences, if any	:	HARYANA RIGHT TO SERVIC COMMISSION , SCO-38,39, SECTOR-17, CHANDIGARH-160017 INDIAN	
12. Names, addresses and nationalities of other persons, if any, authorised to assign or licence of rights comprising the copyright	:	N.A.	
13. "	:	N.A.	
14. If the work is an 'Artistic work', the location of the original work, including name, address and nationality of the person in possession of the work. (In the case of an architectural work, the year of completion of the work should also be shown).	:	N.A.	
15. If the work is an 'Artistic work' which is used or capable of being used in relation to any goods or services, the application should include a certification from the Registrar of Trade Marks in terms of the provision to Sub-Section (i) of Section 45 of the Copyright Act, 1957.	:	N.A.	
16. If the work is an 'Artistic work', whether it is registered under the Designs Act 2000, if yes give details.	:	N.A.	
17. /Remarks, if any	:		
/Diary Number:		13736/2022-CO/SW	
/Date of Application:		27/06/2022	
/Date of Receipt:		27/06/2022	

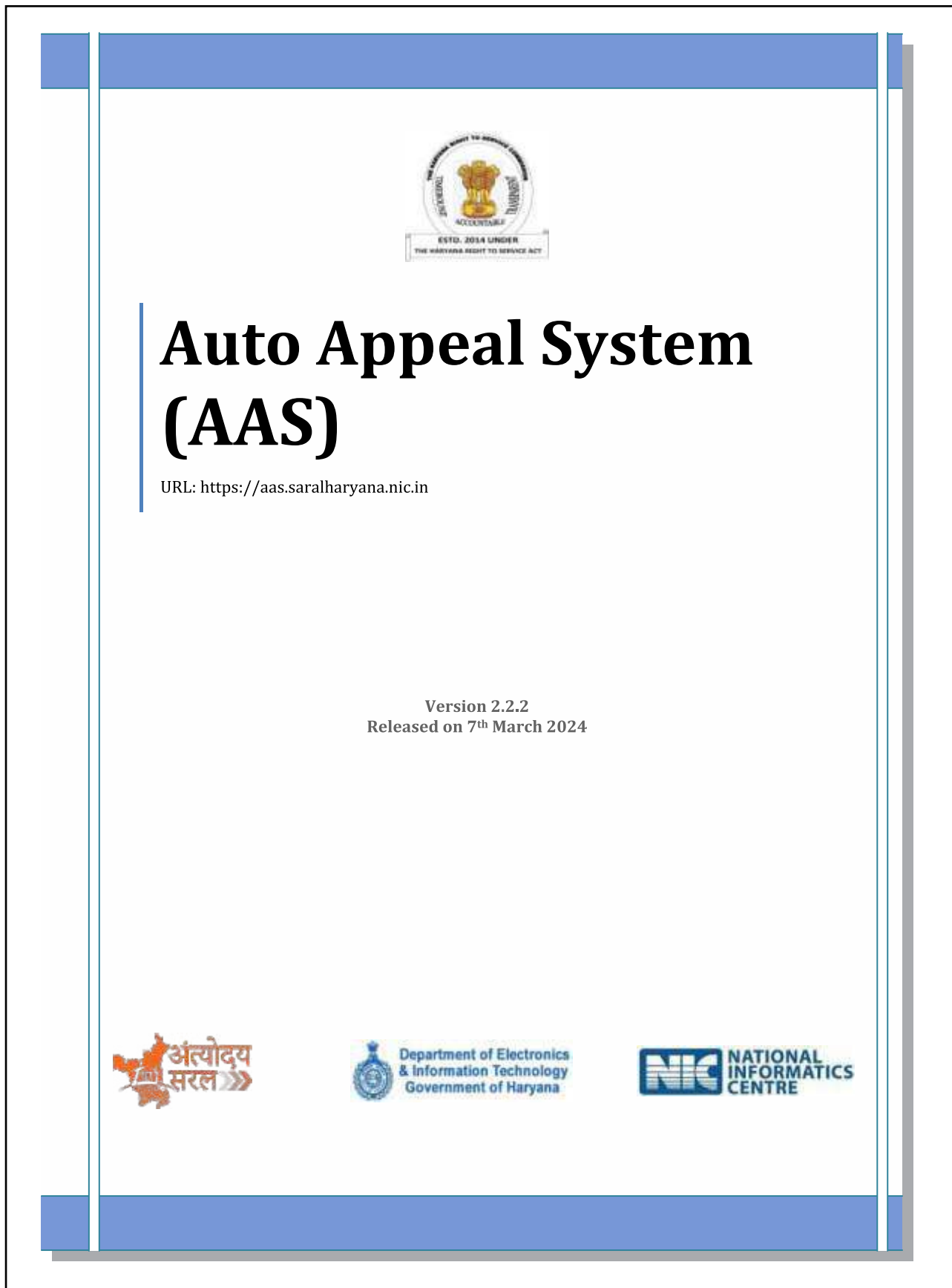
Registrar of Copyrights

Figure 45: AAS received it's Copyright



## 5.9 AAS Portal - A Quick Walkthrough

Screenshots of the AAS portal have been shown below:



## 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/1<sup>st</sup> GRA/2<sup>nd</sup> 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

**1<sup>st</sup> Grievance Redressal Authority**  
 • Auto appeal if notified timeline breached  
 • Or Applicant files appeal with 1<sup>st</sup> GRA in case dissatisfied with service delivery

**2<sup>nd</sup> Grievance Redressal Authority**  
 • Auto appeal if final action not taken by 1<sup>st</sup> GRA in 30 days  
 • Applicant can file appeal with 2<sup>nd</sup> GRA in case dissatisfied with final order on first appeal or appeal is dismissed by 1<sup>st</sup> GRA

**Right to Service Commission**  
 • Auto appeal if final action not taken by 2<sup>nd</sup> GRA in 30 Working days  
 • Applicant can file revision in case dissatisfied with final order on second appeal or appeal is dismissed by 2<sup>nd</sup> GRA (Grievance Redressal Authority)  
 • Suo Moto

### First Grievance Redressal Authority (1<sup>st</sup> GRA)

1<sup>st</sup> 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.

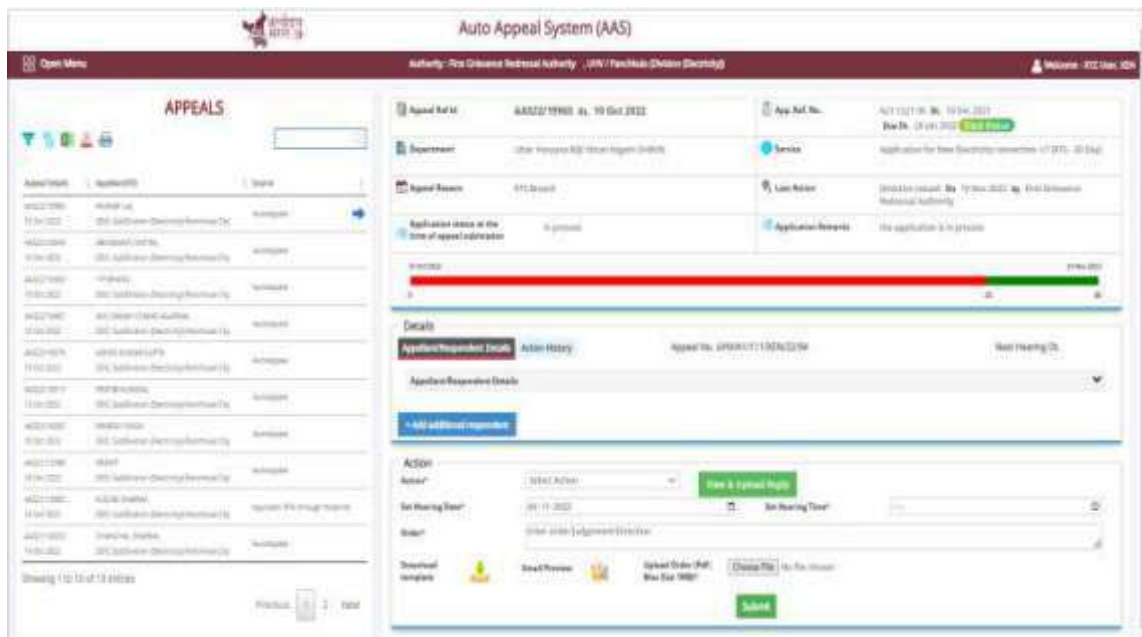
Logged in User will view all his/her roles e.g. in this case it is 1<sup>st</sup> GRA and 2<sup>nd</sup> GRA



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



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




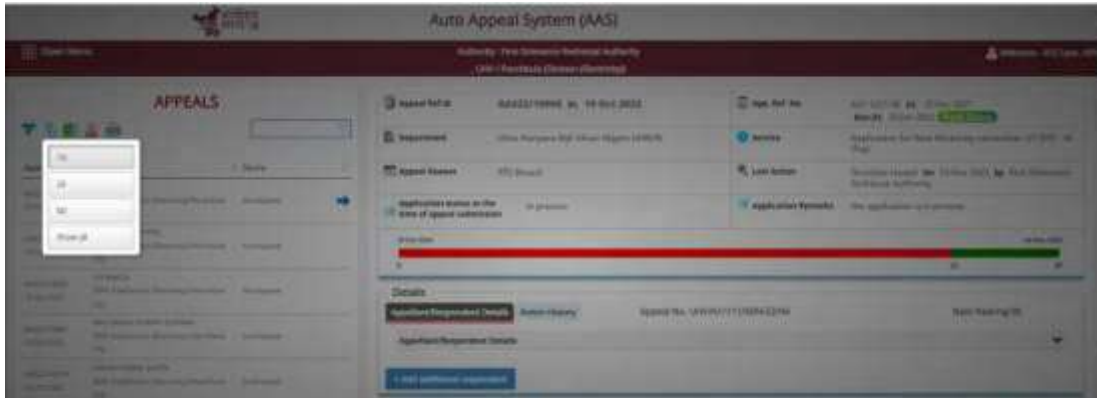
**Section 1:**


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





**7 | Auto Appeal System (AAS)**

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 1<sup>st</sup> GRA, their respondents & source appears here

Appeal Details	Appellant/DO	Source
AA3211993 10-Oct-2022	MURAR LAL SDO, SubDivision (Electricity)Panchkula City	AutoAppeal
AA3211994 10-Oct-2022	ABHIMANYU MITTAL SDO, SubDivision (Electricity)Panchkula City	AutoAppeal
AA3211996 10-Oct-2022	V P BHATIA SDO, SubDivision (Electricity)Panchkula City	AutoAppeal
AA3211997 10-Oct-2022	ANIL SANGAT GUJRAL KAPRAL SDO, SubDivision (Electricity)Panchkula City	AutoAppeal
AA3211997 10-Oct-2022	ASHOK KUMAR GUPTA SDO, SubDivision (Electricity)Panchkula City	AutoAppeal
AA3211997 10-Oct-2022	PRATIKHA JINDAL SDO, SubDivision (Electricity)Panchkula City	AutoAppeal
AA3211998 10-Oct-2022	RAMESH SINGH SDO, SubDivision (Electricity)Panchkula City	AutoAppeal
AA3211999 10-Oct-2022	KRANTIC SDO, SubDivision (Electricity)Panchkula City	AutoAppeal
AA3211999 10-Oct-2022	RUBINA SHARMA SDO, SubDivision (Electricity)Panchkula City	Appitans (file through Regime)
AA3211999 10-Oct-2022	CHANCHAL SHARMA SDO, SubDivision (Electricity)Panchkula City	AutoAppeal

Showing 1 to 10 of 13 entries

Previous 1 2 Next

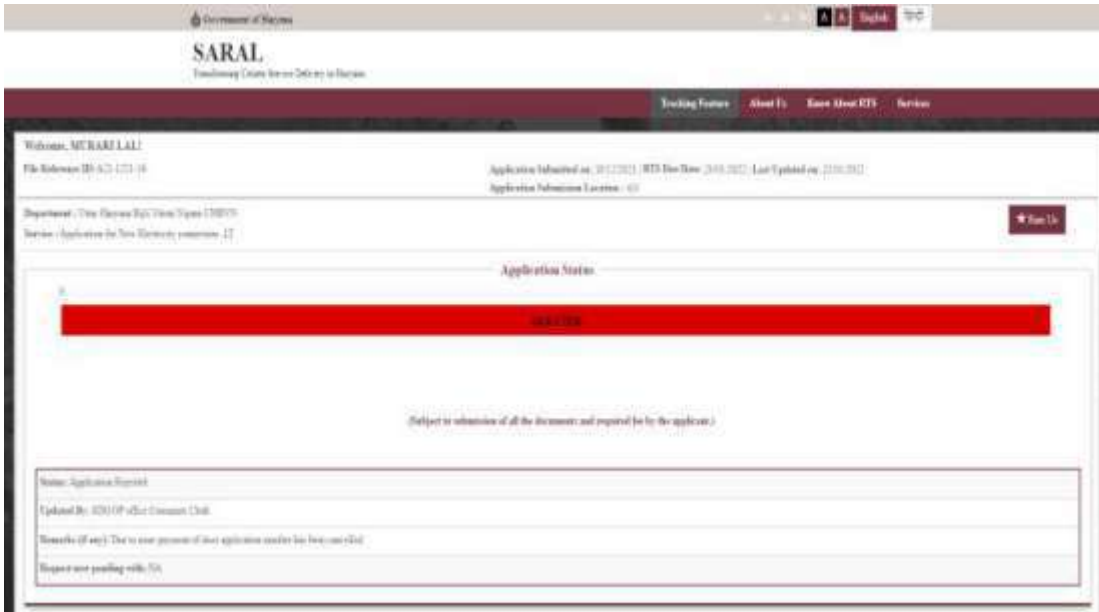
## 8 | Auto Appeal System (AAS)

### Section 3:

Details of each appeal can be viewed by the 1<sup>st</sup> GRA. The timeline bar shows 30 working days for 1<sup>st</sup> 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 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, 1<sup>st</sup> GRA (in case of Commission login), 2<sup>nd</sup> GRA (in case of Commission login) and additional respondent(s) (if any) can be viewed by clicking icon ▼

Type	Name/Designation	Address	Contact Detail	Payee Code	Place of Posting	Department	Edit/Delete
Appellant	NURAH LAL	House No Sector Panchkula near Near XPC	XXXXXXXXXX test@test.com				
DO	500 500	SubDivision (Electricity) Panchkula City	XXXXXXXXXX as@ed.hgl			Uttar Haryana Biji 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 Biji 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

Sn.	Action Date	Action	Status / Hearing Date	Order / judgement	Action By	Order File	Reply File
1	21/01/2022 08:00:00 AM	File Appeal to FISA	Applied Submitted	/	ActoAppeal (Gara)	N.A.	N.A.

Showing 1 to 1 of 1 entries

**Section 5:**

Actions that can be taken by 1<sup>st</sup> 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 :** 1<sup>st</sup> GRA can resolve the appeal
- b) **Dismiss Appeal:** 1<sup>st</sup> GRA can dismiss the appeal
- c) **Issue Directions:** 1<sup>st</sup> GRA can issue directions as shown in following screen.

**Attendance/Reply Details:** 1<sup>st</sup> 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.

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

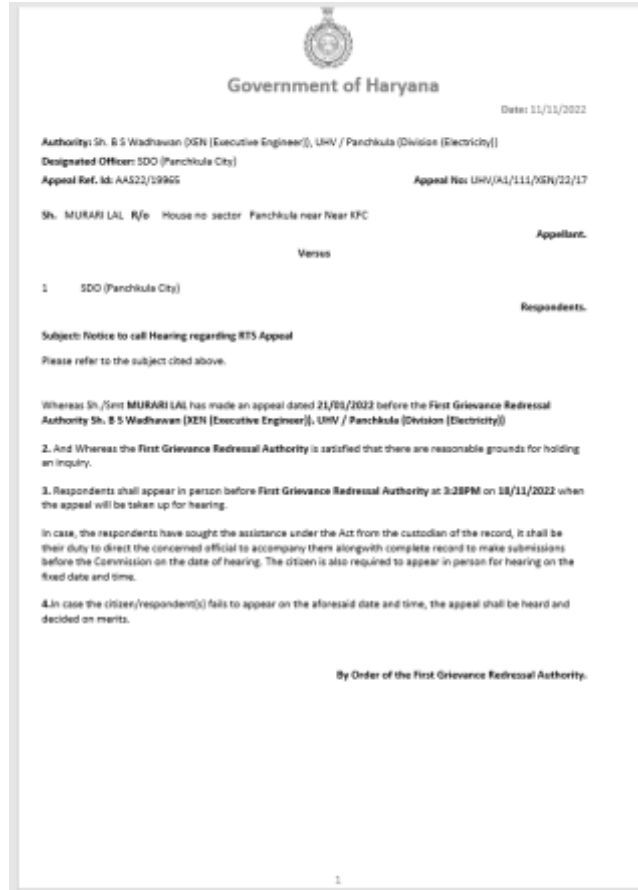
Order\*: Enter order/judgement/Direction

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

Submit



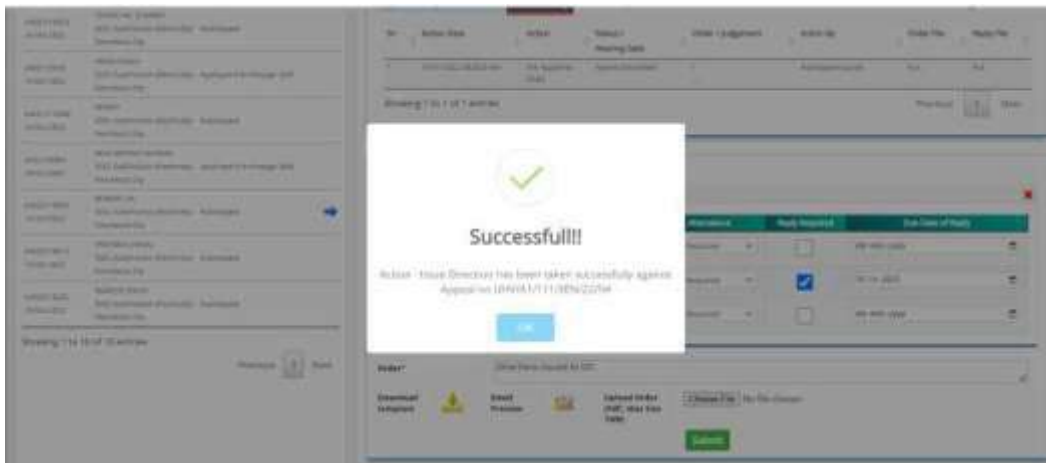
**Download Template:** This option is provided to download prefilled template (shown below) for the selected action by the authority. This template is a word document which can be edited as per requirement and can be printed, signed and scanned for uploading orders/judgement.



**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.

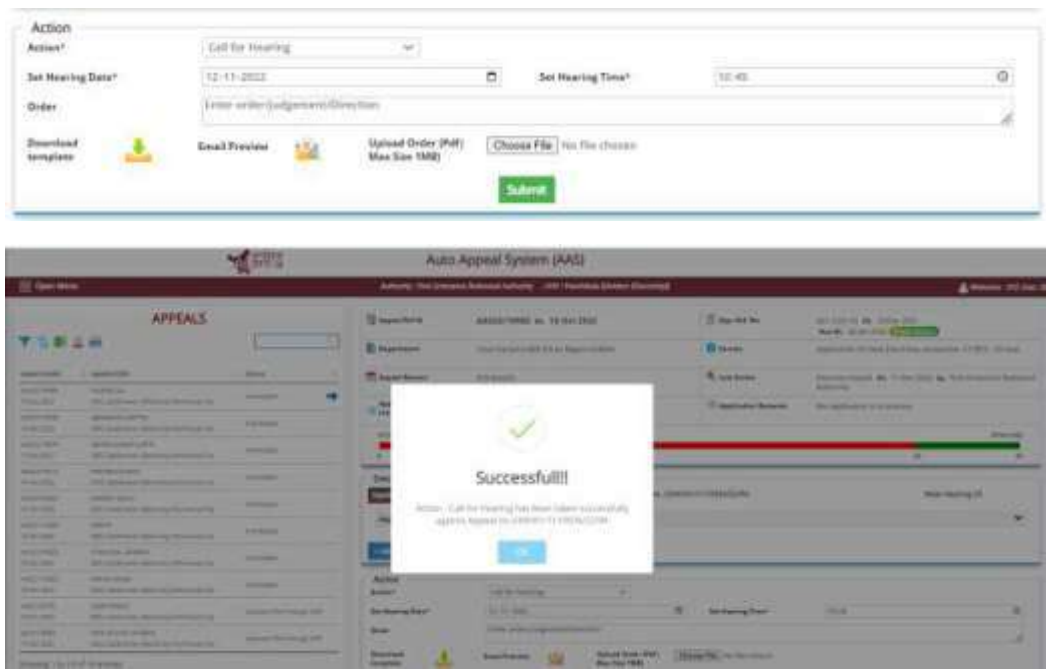


1<sup>st</sup> GRA will select Action, enters directions in 'Order' textbox, upload directions in pdf format if required, fill CAPTCHA code and click 'Submit' button.



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:** 1<sup>st</sup> GRA can call DO & eligible person for hearing



13 | Auto Appeal System (AAS)

You may Download  
AAS manual by scanning  
adjacent QR code





As we navigate the evolving landscape of public service delivery, our focus remains on harnessing innovation and enhancing efficiency to better serve our citizens. The journey towards a fully integrated and responsive service delivery system involves continuous improvement, strategic planning and robust implementation of new technologies and processes.

In our commitment to ensuring that every citizen has seamless access to services/schemes, we recognize the need for a comprehensive approach that addresses both current challenges and future opportunities. This 'Way Forward' outlines our strategic vision and actionable steps to advance the Right to Service (RTS) framework, leveraging technological innovations and addressing systemic gaps to achieve excellence in public service delivery.

Our path forward involves several key initiatives:

## 6.1 Ensuring Availability of All Services Through Online Mode

**Goal:** To ensure delivery of all services/schemes through online mode. Thus, improving convenience of making an application for eligible persons and efficiency in monitoring at various levels.

### Current Scenario:

- **Most Services Online:** A significant number of services are already available via platforms like the Antyodaya Saral Portal, Government of India and other state departmental portals.
- **Offline Services:** However, some services like Attestation of mutation, Demarcation of plot, etc are provided in the offline mode, leading to delays and inefficiencies in the handling of the applications received under these services. This also results in lack of monitoring of the application by higher officers/officials.

### Planned Actions:

- **Complete Digitization:** The Commission is focused on nudging the departments to shift from the procedure of offline services into an online format. This transition involves:
  - **Digital Application Processes:** Shifting from paper-based to digital application forms and seamless process flow of the application.
  - **Integrated Receipt Management:** For services that cannot be fully digitalized, for example services like Relief & Rehabilitation for Acid Victim, integrating a receipt management through Antyodaya SARAL to ensure the application can be tracked and monitored.

### Expected Benefits:

- **Enhanced Access:** Citizens can access any scheme/service anytime from the comfort of their homes, reducing the need for physical visits to a service delivery facility or the department.
- **Increased Efficiency:** Streamlined processes will result in faster service delivery and reduced bureaucratic delays.
- **Better monitoring:** Each application will be better tracked and monitored, ensuring transparent service delivery mechanism

## 6.2 On-boarding All Services on Auto Appeal System (AAS)

**Goal:** To integrate all notified services/schemes into the Auto Appeal System, facilitating automatic resolution/of service delivery issues/ fixation of responsibility for delays.

### Current Scenario:

- **Current Integration status:** As on 31.03.2024, 427 out of 656 services are integrated with the AAS. Few important services like those of the Transport department could not be on-boarded due to synchronization issues with the Government of India portal.
- **Procedure of raising an appeal:** For the remaining services, applicants either manually or through email file appeals to the FGRA/SGRA/Commission or wait for the Commission to take suo-moto cognizance, making appellate mechanism less efficient.

#### **Planned Actions:**

- **Resolving Integration Issues:** Leveraging technical innovations to ensure seamless synchronization of services/schemes with the AAS.
- **Coordination and Brain-storming:** Continued engagement with leadership of departments and the technical teams to expedite the integration process.

#### **Expected Benefits:**

- **Online platform of appeals:** Facilitate automatic escalation of appeals in case of delayed/non-delivery of notified service/scheme. Robust appellate mechanism for self-filing of appeals.
- **Better monitoring and ease of issuing orders:** Enhanced tracking and addressing service delivery issues systematically.

### **6.3 Building Awareness Among Public and Public Representatives**

**Goal:** To increase awareness of the Right to Service (RTS) Act and related systems among public and public representatives.

#### **Current Scenario:**

- **Awareness Initiatives:** Efforts include district review of delivery of service/schemes across all districts of the state in the presence of government offices, media coverage and sensitization sessions with key public representatives.

#### **Planned Actions:**

- **Extended Campaigns:** Launching additional sensitization campaigns through civil society and educational programs to reach a wider audience.
- **Engagement with Leaders:** Enhancing efforts to involve public representatives at village ward levels like Panches/Sarpanches, Councillors etc. in spreading awareness.

#### **Expected Benefits:**

- **Informed Citizens:** Increased understanding of the provisions of RTS Act and appellate mechanism amongst citizen. Enhanced public and representative involvement in utilizing and promoting the Act.

## 6.4 Building a Robust System & Augmenting Existing Features

**Goal:** To enhance the technical infrastructure and features of service delivery systems for better performance and reliability.

### Current Scenario:

- **Technical Issues:** Problems related to server capacity and backup facilities have been identified. Problems include portal breakdowns, maintenance issues by private entities and lack of integration.
- **Synchronization issues:** Data from different portals are not synchronized seamlessly.

### Planned Actions:

- **Infrastructure Upgrades:** Collaborating with the State Government to upgrade the technical infrastructure.
- **Improved ease of portal usage:** Improving the existing portals to ensure they are robust and capable of handling requirements of the citizens and monitoring officials. Ensuring that the data from different portals are seamlessly synchronized.
- **Functional Reviews:** Evaluating and addressing the functionality of all departmental portals.

### Expected Benefits:

- **Improved Reliability:** More stable and dependable service delivery and appellate platforms.
- **Enhanced Capacity:** Streamlined processes leading to improved service quality. Ability to manage larger volumes of data and transactions effectively.

## 6.5 24x7 Availability of Helpline

**Goal:** To provide continuous support through a 24x7 helpline for greater accessibility.

### Current Scenario:

- **Current Operational Hours:** The helpline is available from only 7:00 am to 8:00 pm on Mondays to Saturdays excluding gazetted holidays.

### Planned Actions:

- **Advocacy for Extension:** Nudging the State Government to extend helpline hours to 24x7 for improved public convenience.

### Expected Benefits:

- **Constant Support:** Round-the-clock availability for public inquiries and issues. Better support accessibility for citizens at any time.

## 6.6 Strengthening the HRTS Act to Fix Accountability

**Goal:** To enhance accountability mechanisms for service delivery authorities.

### Current Scenario:

- **Current Limitations:** As per the provisions of the Act, the Commission can only recommend disciplinary actions but lacks the authority to impose penalties on FGRAs and SGRAs.

### Planned Actions:

- **Legislative Changes:** Proposing amendments to the HRTS Act to introduce penalty provisions on FGRAs and SGRAs for failing to fulfil the responsibilities mandated by the Act.

#### **Expected Benefits:**

- **Increased Accountability:** Stringent measures to hold authorities accountable for service delivery.
- **Enhanced Enforcement:** Improved enforcement of service standards and quicker resolution of issues.

### **6.7 Replication of AAS in Other States of India**

**Goal:** To extend the benefits of the Auto Appeal System to other states, promoting nationwide improvements in service delivery.

#### **Current State:**

- **Existing Agreements:** MoU has been signed with Jammu & Kashmir and discussions are ongoing with other states like Uttarakhand, Assam and Maharashtra.

#### **Planned Actions:**

- **Promoting Adoption:** Encouraging other states to adopt AAS and sharing best practices.
- **Systemic Improvement:** Supporting nationwide implementation to enhance service delivery across the country.

#### **Expected Benefits:**

- **Widespread Impact:** Improved service delivery systems across multiple states.
- **Enhanced Ease of Living:** More time-bound and hassle-free delivery of public services and better citizen experiences nationwide.

By focusing on these areas, the Commission aims to transform service delivery through technological advancements, improved systems and greater public engagement, ultimately leading to a more efficient and accountable public service framework.



# Team HRTSC



**Sh. T. C Gupta IAS (Retd.)** 1987 Batch, Haryana,  
Chief Commissioner (since 15.06.2021)

The work in the Commission has been most satisfying in my entire career spanning 37 years including 34 years in the Indian Administrative Service and three years in this Commission. Though all the four posts of Commissioners are vacant in the Commission for long i.e. since 5th December, 2021, I along with other members of the team have put in rigorous efforts in meeting the expectations of the public by ensuring service delivery in time. The conceptualization and implementation of AAS has been a game changer and it is extremely gratifying to read the Happiness Stories of all those who approached the Commission or whose cases were taken by the Commission suo moto. Blessings of these people, mostly belonging to the middle class and poor sections of the society, have been constant inspiration for me and the entire team of HRTSC to put in more efforts in this regard.



**Mr. Vatsal Vashisth, HCS, Secretary**

All creation is Karma-centered. Just as Karma is integral to the existence of an individual, the Karma of the State is to ensure maximum ease of living to its citizens/residents. As an effective arm of the State, the Haryana Right to the Service Commission does full justice to its raison d'être- to ensure timely delivery of quality service to its citizens. My brief tenure of six months at the Commission has been blessed with new learnings and a lot of job satisfaction. The unrelenting nature and meticulous approach of our Worthy Chief Commissioner, Sh. T. C. Gupta ensures that there is no gap between theory and practice. The publication of the Annual Report of the Commission is not only an occasion of satisfaction for the achievements of our collective will and endeavour but also an opportunity to rededicate ourselves in our resolve to serve the citizen in a more effective manner. On behalf of the entire team of the Haryana Right to Service Commission, I would utilize this forum to pledge our continued dedication and ceaseless effort towards our collective Karma.



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

With great pride, I have had the privilege of serving as Under Secretary-cum-Registrar with the Haryana Right to Service Commission, upholding transparency and accountability. I take pride in delivering accurate and timely administrative support, contributing to the Commission's mission and vision. My commitment to excellence has enabled informed decision-making, driven efficiency, and timely delivery of notified services, fostering trust among the poor and needy. I extend heartfelt gratitude to our exceptional team for their dedication, expertise, and tireless efforts. Together, we have driven progress and excellence, fostering a culture of collaboration and innovation. As we move forward, let's continue to strive for excellence, embracing new challenges and opportunities, and making a lasting, positive impact. I am honored to be part of this team and look forward to our future achievements.



**Ms. Pooja Dhull**, Assistant District Attorney

*“So long as any number among us remains indifferent to the rights of our fellow-citizens, or becomes emotionally unbalanced to the point of overriding such rights, they are striking not at our first, but at our last line of defense.”- Francis Biddle*

Under the administrative law doctrines it is important for us to understand that law makes us duty bound to ensure that citizens rights are not curtailed. That's what the Right to Service Commission does. I extend my warm regards and best wishes to the Commission and its entire staff for doing such a duty.



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

I have worked in more than 16 Departments as Private Secretary to the Head of the Departments, Principal Secretary and Addl. Chief Secretary to Govt. of Haryana w.e.f 16.01.1979 but working in the Haryana Right to Service Commission has given me the most satisfaction of my entire service career. It is possible only because of the daily monitoring of the notified services, regular hearings being conducted by our Worthy Chief Commissioner himself and pro-active cases undertaken as suo moto notices in the Commission which is able to ensure hassle free delivery of services to the public at large in Haryana. This is being done under the able guidance of our Worthy Chief Commissioner, Shri T.C. Gupta, IAS (Retd) (1987) who has been an inspiration to all of us and with the help of Secretary, qualified Consultants and experienced Assistants.



**Mr. Bhupendra Singh**, Section Officer, Accounts Branch

I am immensely proud of the remarkable progress the Commission has made under the guidance of Sh. T. C. Gupta IAS as the Chief Commissioner. The collective dedication of the entire team and unwavering commitment have driven meaning and reinforced our mission to ensure hasslefree and time-bound delivery of service to the citizens of Haryana and beyond. I feel proud to handle the accounts section of this organization. My best wishes to team for publication of this annual report for the year 2023-24.



**Ms. Supriya Sinha, Consultant**

I have been working with the Commission since the last 3 years and I have witnessed every employee of the Commission working diligently to fulfill its founding mandate. On a lighter note, the Commission stands out as one of those rare 'not-so-sarkari' offices where you can expect a prompt response to your email. In fact, regardless of the fact where an eligible individual is geographically located, they can raise their grievance under the Act by simply sending an email to the Commission, eliminating the need to visit any government office. It is a matter of immense pride for me to work with such an organization. Reading each happiness story only fuels our energy and determination to work towards improvisation of service delivery for the citizens of the state. Working on the Auto Appeal System (AAS) since its launch to its current operation has revealed new dynamics of service delivery to me. Our Chief Commissioner, Sh. T.C. Gupta IAS has been an exceptional mentor and his guidance has significantly contributed to my professional growth. Collaborating with the Right to Service Commission of other states has been an invaluable learning experience. As a citizen, I earnestly hope that the right to service is effectively implemented nationwide.



**Ms. Manisha Bhatotia, Consultant**

Over the past 7 months with HRTSC, I have been continually impressed by the exceptional dedication and professionalism of our organization. Our team's commitment to excellence and collaborative spirit are truly remarkable. Being part of this dynamic and forward-thinking organization is a privilege, especially with our head, Sh. T.C. Gupta, IAS (Retd.), serving as an inspiring mentor and visionary leader. His focus on innovation and integrity is central to our success. A heartfelt thanks to our Worthy Chief Commissioner for exemplifying these values and guiding us with expertise. It gives me immense satisfaction to see how people get their services delivered because of the intervention of the Commission. The collective efforts and unwavering dedication of our team set a high standard of excellence that is both impactful and inspiring. Thank you for fostering such a positive and productive environment and for continually striving for excellence in every endeavor.



**Mr. Jinson George Chacko**, Consultant

The Commission has offered me the opportunity to partake in the effective public grievance redressal process in the state. I have worked in different capacities within the administrative setup, however, the Commission has been one of the most enriching experiences. I hope to grow both professionally and personally in the Commission while contributing to the best of my abilities.



**Mr. Vaibhav Choudhary**, Consultant

I express my sincere gratitude for the opportunity to contribute to the Haryana Right to Service Commission's impactful work. The Commission's commitment to ensuring timely delivery of government services and improving governance in Haryana is truly inspiring. By setting service delivery timelines, addressing public grievances, and promoting transparency, the Commission is making a tangible difference in citizens' lives. It has been a privilege to support the mission of safeguarding Haryana residents' rights to efficient and responsive public services. The Commission's fact-based approach and dedication to streamlining administrative processes have significantly enhanced public trust.



**Ms. Shashi Bala**, Personal Assistant

I have been working in the Commission since May, 2015 i.e. since the early days of its establishment, when few knew about Right to Service in Haryana. Back then, offline applications were received, there were monitoring challenges and definitely lack of awareness among citizens. We've come a long way, now efficiently overseeing all notified services. Through the Commission's diligent efforts, awareness has significantly increased across the state. It has been great to be a part of this journey and I remain deeply committed to fostering timely, transparent service delivery. Our dedicated team strives to build a responsive and trustworthy public service system for Haryana's citizens.



**Ms. Babaldeep Kaur, Accountant**

Since 2015, I've served as an accountant with the Haryana Right to Service Commission, ensuring fiscal transparency and accountability. I'm proud to contribute to the Commission's mission through accurate and timely financial support.



**Ms. Rosy, Assistant**

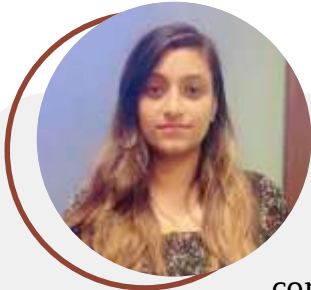
As a proud employee of the Haryana Right to Service Commission, I am committed to upholding our core values of timely and transparent service delivery. Our Commission's motto is to ensure that every eligible person receives the notified services in a timebound and hasslefree manner. Together, we strive to build trust and confidence of the citizens of Haryan in the service delivery of the citizens, thus making a positive impact in their lives.



**Mr. Parminder Singh, Assistant**

In this commission, I have gained invaluable experience over the past three years, learning extensively under the guidance of numerous officers. I look into the cases of the SEWA Department along with a few other Departments assigned to me. It gives me immense pleasure when grievances of the marginalized section of the society are resolved. I am happy to be a part of the good work commission is doing.





**Ms. Dipika, Stenographer**

Since 2021, I have been working as a stenographer in the commission, since this was my first job I had the opportunity to learn many new skills and gained valuable experience. This role has provided me with numerous opportunities to grow both personally and professionally. My best wishes are with the Commission.



**Ms. Charu, Stenographer**

I have been working in the commission since 2021, during which I have gained immense knowledge about the working of different departments and the nuances of service delivery. This role has allowed me to learn extensively and diversify my skills thereby contributing to both my personal and professional growth.



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

Working at the Haryana Right to Service Commission has been an incredibly rewarding experience. The guidance and support received from our leadership Sh. T. C. Gupta IAS, Chief Commissioner has been a great inspiration to me every day and I take pride in contributing to the important work we do for the citizens of Haryana. Congratulations to the entire team on achieving 10 years of establishment, I look forward to contributing to our continued success in the years to come.



---

**ANNEXURE 1**  
**HAPPINESS**  
**STORIES**

---





I had purchased one flat in Faridabad in August,2021. Consequently, I filed an online application for the transfer of name in DHVBN. On repeatedly calling DHVBN, there was always a standard reply “file is in process”. Then one day, I read about RTSC in newspaper. I emailed my complaint to the commission at rtsc-hry@gov.in. To my surprise, I received a reply within 30 minutes confirming that they have taken a note of our problem and it will be resolved soon. Again I got “shock” after 4-5 days – I received a call from DHVBN Office that problem has been resolved. I must say that RTSC is one department that has created an atmosphere that “yes work could be done in government department and that too in corruption free environment”



**Deepti Srivastava, Kurukshetra, Haryana**

Received on 05.01.2022, Energy Department

Thanks for your intervention. The Conveyance Deed has been executed and they have handed over the signed deed copy to me today.

This happened only with your intervention and treat efforts of Commissioner, MCF Mr. Yashpal Yadav, jt. Commissioner, Ballabgarh Mr. Anil Yadav, ZTO Mr. Vinod Gulati, SDO Mr. Naresh, Assistant Mr. Salwan Singh Yadav.

Thank you so much to all for your great efforts.



**Puneet Arora, Faridabad, Haryana**

Received on 11.01.2022, Urban Local Bodies

Thanks for prompt action by your office.

I wish to submit that Sweeping on regular basis has been started by MCF in my area. For other issues also action shall be thereby MCF, as per assurance to me.



**D.D Ahuja, Faridabad, Haryana**

Received on 09.02.2022, Urban Local Bodies

Please accept my heartfelt gratitude for the intervention of your Commission regarding No Dues Certificate from the office of Municipal Council Sirsa. Sir, our struggle of last one year for obtaining the certificate from the concerned Department would have continued for an undefined period without your kind and timely intervention. Many thanks once again for your kind intervention and prompt resolution of an year long matter.



**Bhim Jhunthra, Sirsa, Haryana**

Received on 22.02.2022, Urban Local Bodies

I sincerely thank you for your cooperation in this regard. I had been following up on my case for the last 7 months and I was seeing no hope in this matter but when I came to know about you from Sh Sanjay Sharma sir and filed my complaint to you then I saw the light of hope. I was kind of broken after following up again and again with the Huda office and was under an impression of why we decided to move back to India from Singapore.

I can not describe my seven months' struggle in words and just a "THANK YOU" is not enough because I can't express my gratitude towards you for many sleepless nights, my restlessness, and my inner pain. I just want to convey to you that you guys are doing an amazing job and you are the most wonderful people I have ever met in Government offices. I salute and thank you from the core of my heart and wish that people like me will not suffer until you are there in the system.



**Nishant Gupta, Kurukshetra, Haryana**

Received on 11.04.2022, Haryana Shehri Vikas Pradhikaran

We are really obliged and grateful to you that you really helped us in this matter. We were actually losing hope in this regard and were suffering for no reason. Nishant told me that you helped us a lot in this matter. Our feelings and our gratitude towards you can not be described into words and we really appreciate that you looked very closely in this matter. Thanks a lot Sir and thank you for all the support and making our life easier. Please let us know if you ever visit Kurukshetra. We will definitely like to meet you



**Swati Bansal, Kurukshetra, Haryana**

Received on 12.04.2022, Haryana Shehri Vikas Pradhikaran

First of all thank you Right to Haryana Commission to bring my issue/complain in the knowledge of MCF, today I got a call from MCF side and they make me assure that Waste will be picked up on daily basis and there will be no delay, on the same condition I have made a written acknowledgement to MCF and a copy of attached is sending you that now my issue get resolved.

I hope MCF will do their duty as per their surety given to us.

Letter given to MCF as per attached for your reference.



**Amardeep, Faridabad, Haryana**

Received on 16.04.2022, Urban Local Bodies

Thank you very much for you intervention. The work is done today.



**Rohit Adhlakha, Kurukshetra, Haryana**

Received on 26.04.2022, Urban Local Bodies


Today I have received an energy bill from DHBVN vide bill no. 346338266325 dated 20.07.2022 for the subject cited connection number. This bill has been raised as per the energy meter reading therefore, my grievance has now been fully mitigated. I am thankful to the Hon'ble Commission for directing the concerned officials/officers for resolving the issue.

I shall always remain grateful. My deep regards for the Hon'ble Chief Commissioner.



**V.K. Chawla, Faridabad, Haryana**

Received on 20.07.2022, Energy Department




At the onset, I would like to convey my greatest thanks to all of you as my Motor vehicle tax is updated by the Gurugram RTA Dept, for truck no. HR55AA4209.

Now, I am satisfied and happy. Once again thank you for the relief given by you.



**Rajeev Gupta, Gurugram, Haryana**

Received on 05.08.2022, Transport Department



I seema w/o Jeet Kumar resident of H. No 1110 ward no. 9 Layalpur Colony Mohan Nagar Kurukshetra sought your office's intervention regarding not providing the remedy of sewer overflow in front of my house by PHED Haryana officials under RTS Act in stipulated time.


The prompt action taken by your office regarding breach of services was beyond my expectation and as a citizen my rights were protected in high spirits.

I personally feel facilitated for the justice provided by the Commission through arranging video conferencing and official communication. As an order compensation is awarded to be paid to me by the defaulters truly speaking to receive compensation was not my motive. Since it is a judgment order I am sharing my bank account details for your reference.



**Seema, Kurukshetra, Haryana**

Received on 08.08.2022, Public Health and Engineering Department



Thank you for your support and action on this matter. I had applied for name change in my property ID is P07095280198. I visited the MCF office several times but nobody is interested to resolve my problem. After your intervention, I met the ZTO old 1 zone and deposited all documents post which, they updated my name in their records.



**Piyush Kathuria, Faridabad, Haryana**

Received on 17.08.2022, Urban Local Bodies

I have applied for apki Beti Hamari Beti scheme for my daughter on 23rd February, 2021. And after so many follow ups for one year, I was not getting any clear information when could I expect the scheme certificate. So I filled a complaint to RTSC, Haryana on 17th February, 2022. And RTSC took action on my complaint and sent the notice to WCD for clarification on my complaint but WCD did not reply. And then HRTSC issued suo moto notice against the WCD Officials, and on dead line, WCD officials called me and handed me the certificate. It was the RTSC who helped me to get the certificate. There should be more services to be added under RTSC, Haryana list and Haryana Government should give more powers to it. So, RTSC can ask the officials for delay in various services and take action on liable officials.



**Tejas Kathuria, Faridabad, Haryana**

Received on 23.08.2022, Women and Child Development

मैंने अगस्त 2021 माह की रुकी हुई पेंशन दिलवाने के लिये, आपके आयोग में निवेदन दिया था, जिस पर आयोग ने मेरी समस्या को देखते हुए, मेरी रुकी पेन्शन DSWO से जारी करवाने के लिये धन्यवाद, आयोग ने आज मेरे बेटे को स्वयं फोन करके सूचित किया, आयोग की कार्यवाही से मैं पूरी तरह सन्तुष्ट हूँ।



**Mekhwati Arora, Gurugram, Haryana**

Received on 05.09.2022, SEWA Department

I would like to convey my thanks to you for resolving my issue of voltage fluctuation. This is also informed that without your help it would not be possible for me to get my grievance solved. I was struggling since 12th July, 2022 with a voltage fluctuation issue and despite various complaints to SDO, XEN and SE my issue was not addressed by the concerned authorities.

I have to suffer for two months just because the concerned officials did not perform their duty sincerely and they only resolved the issue after intervention of HRTSC and CGRF. The SDO, XEN and SE should have resolved the issue by themselves without harassing me for two months.

Thank you HRTSC for helping me and resolving my issue.



**Vinay Gupta, Faridabad, Haryana**

Received on 23.09.2022, Energy Department

Thanks for your kind support my Income & Asset Certificate for EWS has been issued.

Thank you very much again.



**Shubham Chaudhary, Karnal, Haryana**

Received on 07.10.2022, Revenue & Disaster Management

While expressing my deep gratitude to respected and Honourable Chief Commissioner Sh. T.C. Gupta Sir for upholding my complaint. I also wish to place on record my appreciation for all other officials for your relentless support and cooperation since filing of my complaint on 15.09.2022. Some of the officials with whom I interested during this period and who deserve a special mention for their efficient and prompt responses are Sh. Sube Khan, Sh Romil Hotwani, Ms Supriya and Ms Charu. Efforts of Sh Sube Khan and Team in continuous and regular follow up with the concerned Departments are really laudable. I would also like to thank Honourable Secretary Sh. Hitendra Kumar and all other officials of Honourable HRTSC who may have directly or indirectly dealt with various aspects of my complaint and contributed in one way or the other.

I also take this opportunity to complement Honourable HRTSC for our dedicated work in the field of service delivery, both through Complaints of the Citizenry as well as thorough Audits of various Departments thus protecting the interests of helpless public against the vagaries of unresponsive, insensitive and corrupt officials. I would request you to continue your good work in this direction in the future too and help strengthen the foundation for a modern India.



**Sanjay Dargan, Rewari, Haryana (currently residing in Odisha)**

Received on 19.01.2023, Housing Board

Dear Sir & the Team Haryana Right to Service Commission, We are so grateful and thankful for the support rendered toward the procurement of the NDC. We hope to receive the same form HSIIDC soon. We appreciate and acknowledge the efficiency and the will to render a service. Many thanks & Regards JAI HIND!



**Sumita Knacker, Kaithal, Haryana**

Received on 27.02.2023, Haryana State Industrial and Infrastructure Development Corporation

I feel happy and satisfied with the orders passed by the honourable RTSC. I have received the compensation amount.

When the mutation was being delayed and I was made to wait for such a long period of time by the then tehsildar. I had lost hope.

As soon as I complained regarding the same in the Commission, the way an enquiry was conducted by the SDM, Bahadurgarh and an action has been taken with immediate effect, I want to express my utmost regards and respect to you.

Justice has been delivered.



**Chinmaya Sharma, Jhajjar, Haryana**

Received on 29.03.2023, Revenue & Disaster Management Department

Dear Sir, I am writing to express my sincere appreciation for the high level of professional service I received from the Haryana Right to Service Commission (HRTSC). It was truly commendable to experience how readily accessible the highest authorities in the Haryana Government are to common citizens like myself. Throughout the course of my case, I was particularly impressed by the patient hearing, empathetic approach, and commitment to neutrality and ethics displayed by the commission. This ensured a fair and just outcome. The convenience of a virtual hearing further exemplifies HRTSC's commitment to ease of governance. This accessibility speaks volumes about the positive impact the commission has on citizen services. I firmly believe that the professionalism exhibited by HRTSC serves as a role model for service delivery across India. It paves the way for a future where citizen interactions with government institutions are consistently positive and efficient. Thank you once again for your excellent service.



**Sheela Devi Goyal, Hisar, Haryana**

Received on 29.03.2023, Haryana Shehri Vikas Pradhikaran

Dear sir thank you so much for your support and your help my mutation no 2566 intakal is registered by ACO signature on 28.02.2023. Thanks for your support.



**Ravinder Chaudhary, Bhiwani, Haryana**

Received on 19.04.2023, Revenue and Disaster Management Department

Thank you for the response and support.

Death Certificate has been received from PGIMS Rohtak through Saral Grievance Registered for the same Problem. Death Certificate received by customer Sita Ram also and found satisfied. Happy to get the issue resolved.



**Dinesh Kumar, Bhiwani, Haryana**

Received on 21.04.2023, Health & Family Welfare Department

मान्यवर मुझे आपको बताते हुए यह हर्ष हो रहा है कि आपसे बात होने के पश्चात नवम्बर-2021 से लंबित शिकायत का निपटारा विभाग द्वारा कर दिया गया है। सीवर आवर फ्लो की शिकायत मेरे द्वारा की गई और मेरी देख-रेख में कार्य की अच्छे ढंग से किया गया कार्य 100 प्रतिशत पूरा हो गया है और मैं काम करने के ढंग से संतुष्ट हूँ। मान्यवर मैं आपका पूरे समाज की ओर से आभारी हूँ। धन्यवाद।



**Gaurav, Mahendergarh, Haryana**

Letter dated 08.05.2023, Public Health and Engineering Department

श्री मानजी,

मैं विजय शंकर गुप्ता पति श्री मति विमलारानी, निवासी मकान न0 1247 सैक्टर 19 फरीदाबाद का आप से नम्र निवेदन करता हूँ जो काम आपने 25 वर्षों से लंबित पड़ा था, को भलि भांति सुलझावा दिया जाए। वैसे तो संबंधित विभाग में आपको तथा मुझे काफी गुमराह करने की कोशिश की थी, किंतु एक धर्यवान ईमानदार आफिसर के सामने सब कुछ शून्य रहा। आपके कानून के हिजाव से जो उनको मार्ग दर्शन दिया तो उनको झुकना पड़ा और अंत में मेरे पक्ष में निर्णय देना पड़ा। अंत में आज के परिवार को भोलेशंकर की कृपा हमेशा बनी रहे। मैं और मेरा समस्त परिवार आप का सदा ऋणी रहेगा। भोले जी आप को व सपरिवार को हमेशा खुश रखे तथा कोई भी दुख की परछाईं न पड़ने देवे। अंत में पुनः प्रार्थना करता हूँ कि आप व आप का परिवार सदा खश रहे। मैं और मेरा सपरिवार यही प्रार्थना करता है।



**Vijay Shankar, Faridabad, Haryana**

Letter dated 31.05.2023, Haryana Shehri Vikas Pradhikaran



At the outset, I Manoj Chandel, lodged a complaint via email on 24.08.2019 regarding my pending application for 'Demarcation of land if no standing crop' which has been pending since 29.01.2019. Furtherance to this, an email dated 22.01.2023 was sent regarding the pendency of the service mentioned above. Now the learned Chief Commissioner has initiated appropriate action, as the stipulated time for the desired service was 45 days. However, more than 4 years' time has been taken and the job is still pending, thus you impose a penalty of Rs. 25000. Moreover, the decision taken by you is not only beneficial for me, although it will surely help a lot of people like me who are facing similar problems regarding demarcation and with this landmark decision initiated by you, demarcation of my property will be made. In fact, once Sh. T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, visited Fatehabad. there I learned about the Right to service commission and its benefits for an ordinary citizen and I am highly thankful to him, his subordinates, as they all are very cooperative and humble and to the department for rendering this kind of service even at ground level. At the end, I am great thankful of Sh. T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, his subordinates and to the Right to Service Commission Department.



**Manoj Chandel, Fatehabad, Haryana**

Received on 19.06.2023, Revenue & Disaster Management

It is submitted that I applied for correction in birth certificate of my son in the office of Registrar, Birth in District Rohtak but without cogent reasons they declined my request. Then I made an appeal before Hon'ble deputy Commissioner, Rohtak and the Hon'ble Deputy Commissioner also declined my request without applying his judicious mind. I personally requested to the officers/officials or Registrar Office and DC office but they showed their pathetic attitude. Then I made appeal in the Hon'ble Right to Service Commission and the Hon'ble Commission heard the case very sympathetically and sincerely and sorted out my case of correction in birth certificate. The behaviour of Hon'ble Commission with the complainant is highly appreciable, commendable, kind, pleasant and cooperative but the behaviour of the then Deputy Commissioner Rohtak and District Registrar birth Rohtak was highly condemnable, odious, deplorable and non cooperative. I request all to approach Hon'ble Commission if their logical/legal grievances are not addressed by any authority. I sincerely thankful, grateful and obliged to Hon'ble Commissioner Sh. T.C. Gupta Sir, I am not only sure but confident that Hon'ble Commission shall continue its glorious journey in future also. Thanks to Hon'ble Commissioner and its staff.



**Dr. Satish Swami, Rohtak, Haryana**

Received on 22.06.2023, Health & Family Welfare Department

I got solution from DHBVN against appeal no. AAS23/625611 dated 15.06.2023. DHBVN Azad nagar accepted their mistake and uploaded my corrected bill. This happened only on action by HRTSC. I am writing this feedback because I am happy that HRTSC is taking action against government staff which not happy to work properly again thanks for solution.



**Shanti Devi, Faridabad, Haryana**

Received on 06.07.2023, Energy Department

This is Mrs. Savita Nayar, resident of house no 1012,11C, Chandigarh. I would like to thank Haryana Right to Service Commission in getting my land transferred in my name. The land is in village Jakhoda, Bahadurgarh, Haryana. I, being alone, senior citizen with health issues could not go to Bahadurgarh. On my request, the department took prompt action and helped me a lot. Tehsil Bahadurgarh did not do anything for more than a year.

Once again I would like to thank the Haryana Right to Service Commission for helping me and taking prompt action.

Thanking you



**Savita Nayar, Chandigarh**

Received on 02.08.2023, Revenue & Disaster Management

I feel it is my duty to inform you with a lot of thanks that the old age allowance had been initiated as on 12 August, 2023 pertaining to the individuals named Mr. Chhotu Ram and Mrs Santosh Devi vide Pension ID No 7403436 and 7403424 after intervention and kind effort by your esteemed office. I truly appreciate your (HRSTC team) citizen oriented services and professionalism towards public interest/welfare.



**Chhotu Ram, Hisar, Haryana**

Received on 12.08.2023, SEWA Department

We thankfully & appreciatively acknowledge receipt of the subject ORDER of the Hon'ble Haryana Right to Service Commissionerate in Appeal No. AAS23-645718 / ID CMPF35000571639 of Shanti Devi-Faridabad. We take liberty to avail this opportunity further to commend the involvement, patience of hearing, explanation of convincing, judiciousness & speed of the worthy HRTSC in passing the order.

We hope & are confident that the services shall improve with this kind of system & involvement.



**Shanti Devi, Faridabad, Haryana**

Received on 23.08.2023, Energy Department

Respected sir/Madam,

Thank you very much for your mail and prompt action taken by Haryana Right to service Commissioner and Office and Officers of HSVP and special thanks to present Estate Officer-2 for taking prompt and positive action in our favour. I am planning and making the payment due as shown and demanded by HSVP. Once again I am thankful to you all and kindly help me in future for further required necessary formalities by the Allottee.



**Indira Rani Arora, Gurugram, Haryana**

Received on 10.10.2023, Town and Country Planning

Namashkar Sir Ji

Me and my whole family thanks you for your kindest help and support for us. We thank you for your precious time and effort. In today's world no one does what you have done for us. Words can never express how grateful we are to you.

God has truly blessed us for making you come into our lives as a guardian who has protected us financially and mentally against all the harrasment and took us out from all the trouble that we had been facing.

Thank you soooo very much. We will never be able to thank you enough.



**Himanshu Arora & Karan Arora**

Received on 19.10.2023, Haryana Shehri Vikas Pradhikaran

With many thanks I may inform you that my grievance with Municipal Corporation Gurugram token no. 382686 dated 09/06/2021 has been resolved and now all the 23 lights of the park are working.



**S C Yadav, Gurugram, Haryana**

Received on 25.10.2023, Urban Local Bodies

I have received the bond under Aapki Beti Humari Beti Scheme from the concerned office so you are humbly requested to please close my complaint as I am currently satisfied with the services provided by your good office thanks a lot for your support.



**Naveen Sharma, Faridabad, Haryana**

Received on 17.11.2023, Women and Child Development

I would like to appreciate the efforts of the team at Right to Service Commission, Haryana in resolving my issue. My name was being misspelled in our DHBVNL bill for the past five years or more. Getting it corrected had become a herculean task as initially we left applications at Sector 17, billing office. At times, even waited for officials to take action on the same day but were always told to return after a week due to some glitch in the process. We gave up and went about our lives except one day I had to present my electricity bill as proof of my residence. And it did not match my name in other documents. Our effort to get the name correction started again but this time I started filing complaints online. Initially nothing seemed to move, except the responses that your issue has been resolved, you can either say 'yes' or 'no' and move on to the next level. I was determined to follow it up all the way. I kept writing back, attaching copies of documents, saying that the issue was not resolved and attaching pictures of my old bill with correct spelling and new bill with wrong spellings of my name. Finally the application went to 'Right to Service Commission'. They said DHBVNL will resolve the issue soon. But DHBVNL people called me to Sector 17 office with a list of documents.

Continued...

I still went, hoping it would be resolved. There the officer met me and said, that I need not have visited DHBVNL, instead I should have gone to a cyber cafe and got it done by the person there for a charge of Rs.500 or less!! I had taken leave from the office to get this issue sorted but when I heard this, I was fuming... Why was I called here, then?, I asked! They brushed me aside. So I again wrote to Right to Service Commission, that my issue was still unresolved and that DHBVNL was making false claims.

This is when RTSC stepped in and took over. They ensured that the problem was resolved from the highest authority and that I did not have to follow up any more. I was sent a corrected copy of my electricity bill and an explanation notice was issued to the concerned officer who called me physically to their office! Finally I can relax. It is the first time that Digital Complaint filing has worked! Thank you so much RTSC, specially the team that handled my case, Mr. Roop in particular was extremely supportive and efficient.

Wishing that you continue to make our lives easier.



**Sabiha Farhat, Gurugram, Haryana**

Received on 01.12.2023, Energy Department

श्रीमान जी.

मैं जगबीर पुत्र राजनारायण गांव बालितपुर का स्थाई निवासी हूं। मैंने अपना बिजली कनेक्शन AP से DS पर जोड़ने की शिकायत की थी जो कि बिजली बोर्ड ने मेरा कनेक्शन DS पर जोड़ दिया गया है मैं इस कार्य से पूरी तरह संतुष्ट हूं। इस बारे में आगे कोई शिकायत नहीं करूंगा।



**Jagbir, Jhajjar, Haryana**

Letter dated 28.02.2024, Energy Department

Greetings! I am very grateful for your cooperation on my registered complaint. Yesterday I saw the last order passed by you to the Electricity Board Tauru, I have no words to explain how I feel about your prompt response, and it is very nice to appreciate it, but I have a humble request please do not punish Shabbir Ahmed and forgive him. It is enough for me that the meter installation charges have now been removed and adjusted in my current bill. I don't want any compensation by hurting anyone.. He may be innocent because in your order I saw that he had joined the Tauru Electricity Board on Jan-24. But my case is related to July 23, so it is possible that they may not be aware of the complete facts.

Please consider my humble request positively and thank you again for your kind help and support.



**Azharuddin, Nuh , Haryana**

Received 21.03.2024, Energy Department

आपके कार्यालय द्वार जैसे ही तहसीलदार कार्यालय में पत्र लिखा गया, तहसीलदार साहब द्वार मेरा काम तत्काल प्रभाव से कर दिया गया। इसके लिए आपका हार्दिक धन्यवाद। आपका पत्र प्रभावशाली साबित हुआ।



**Bal Krishan, Hisar, Haryana**

Received on 22.03.2024, Revenue & Disaster Management

प्रिय

श्री त्रिलोक चंद गुप्ता (माननीय मुख्य आयुक्त) हरियाणा सेवा का अधिकार आयोग हरियाणा, मैं आपके द्वारा किए गए अद्भुत काम के लिए अपना आभार व्यक्त करता हूं। मैंने आपके माध्यम से कई ऐसे काम करवाए हैं जिससे मेरे साथ-साथ हरियाणा की जनता को काफी फायदा हो रहा है जिसके लिए मैं आपका व आपकी पूरी टीम और हरियाणा सरकार का आभार व्यक्त करता हूं।

मेरा हरियाणा सेवा का अधिकार आयोग हरियाणा में आज तक जो अनुभव रहा है तो मैं सांझा करता हूँ:-

(1) श्रीमान जी जो मेरा पहला अनुभव था जिसका फाईल न०. HRTSC/Comp-156/HSVP/2021/1176 था जिसमें Estate Officer HSVP बहादुरगढ़ द्वारा मुझे मेरे प्लॉट की पोजेशन नहीं दी जा रही थी और सेम case में कुछ उपभोक्ता हाई कोर्ट में भी गए हुए थे जो हाई कोर्ट नहीं कर पाया वहीं आपके द्वारा लिए गए एक्शन से मुझे मेरे प्लॉट की तुरंत पोजेशन मिली और साथ में मुझे Delay Interest भी मिला। जिससे मेरे साथ-साथ हरियाणा के अन्य 193 उपभोक्ताओं को उनका हक मिला।

Continued...

(2) मेरा दूसरा अनुभव जिसका फाईल न०. HRTSC / Comp-77/Transport/2022/092 जिसमें मेरे ड्राईविंग लाईसेंस नवीनकरण (NT) में मुझसे 1 Day First Aid Certificate मांगा गया। जिसकी फीस 300 से 500 है, लेकिन ड्राईविंग लाईसेंस रिनूअल (NT) में आपके द्वारा इसे बंद किया गया। जिससे मेरे साथ-साथ हरियाणा के अन्य लाखों उपभोक्ताओं को आज भी इसका लाभ मिल रहा है। जिस से हर साल हरियाणा की जनता को करोड़ों रुपये का लाभ मिल रहा है।

(3) मेरा तीसरा अनुभव है जिसका फाईल न० HRTSC/Comp-113/HSVP/2023/3321 HRTSC/Comp-121/HSVP/2023/3174 जिसमें आपके द्वारा हमारे सैक्टर में सड़कों के गाड़े को भरवाने और रोड़ की साफ सफाई का आदेश जारी कर उसे पूरा करवाया गया जिसके लिए हम पूरे सैक्टर वासी आपके आभारी है।

(4) मेरा चौथा अनुभव है जहां पटवारी और तहसीलदार ने मेरे प्लॉट का इंतकाल करने से मना कर दिया था जो मैंने आपके माध्यम से 2 दिन में करवाया।

(5) मेरा पांचवा अनुभव यह है कि जहां लोगों को आज भी अपनी सेल डीड व कनवेंस डीड के लिए 15-20 दिन का इंतजार करना पड़ता है वही मैंने हरियाणा सेवा का अधिकार आयोग हरियाणा का Reference देकर मैंने 1 दिन में ली।

इसी तरह मैंने हरियाणा सेवा का अधिकार आयोग हरियाणा के माध्य से कई कार्य करवाए हैं और यह क्रम बदस्तूर चालू है। जिसके लिए मैं हरियाणा सरकार को जिसने हरियाणा सेवा का अधिकार आयोग हरियाणा के लोगों को दिया, माननीय श्री त्रिलोक चंद गुप्ता (माननीय मुख्य आयुक्त) व उनकी पूरी टीम का समय पर कार्यवाही करने के लिए आमार व्यक्त करता हूं।



**Ashutosh Bansal, Jhajjar, Haryana**

Received on: 22.03.2024, Multiple Departments

Respected Sir,

I am really obliged and grateful to you for the intervention of your commission regarding re-allotment letter from the HSVP office Panipat. I had been following up on my case for more than the last 2 years but no solution was obtained. When I came to know about you from my relatives and filed my complaint to you, I saw the light of hope. I really appreciate that you looked very closely into this matter and resolved it. I am also sharing the re- allotment letter issued from HSVP, Panipat.

Many thanks once again to Sh. T. C Gupta Sir, and all team members of the commission for helping me and others peoples regarding such type of long pending issues.



**Savitri Devi, Panipat, Haryana**

Received on 26.03.2024, Haryana Shehri Vikas Pradhikaran

आदरणीय मुख्य आयुक्त महोदय,

मेरे द्वारा फरवरी में हाऊस टैक्स से संबंधित शिकायत भेजी गयी थी। जिसके अंतर्गत 20-3-24 को आपके द्वारा विभाग को कार्यवाही हेतु एक पत्र (संख्या - HRTSC/Comp-47/ULB/2024/1017) भेजा गया था। आपके हस्तक्षेप के बाद 22-03-24 को विभाग द्वारा मेरी समस्या का समाधान करा दिया गया था। मेरी समस्या को सुनने और उस पर कार्यवाही कर समाधान कराने हेतु आपका हार्दिक आभार।



**Priyanka Yadav, New Adarsh Nagar, Rewari**

Received 26.03.2024, Urban Local Bodies

Dear sir,

I am writing to express my sincere gratitude for attending my Saral Appeal - AAS23/955981 related to HSVP refund application for Malba Security. Post your intervention, the refund was credited to my Father's account on 28/02/2024 which was pending since last 3 months. Your wisdom and impartiality are truly commendable, and I am grateful for the thoughtful consideration you demonstrated. I want to thank you & the Haryana-RTSC commission for providing timely updates & upholding the justice with such integrity. Your intervention in this case has brought me & my father a great relief and reassurance. I hope services of HSVP will further improve in future which will help the citizens to resolve their grievances in a timely manner.



**Kapil Lohia, Faridabad, Haryana**

Received on 28.03.2024, Haryana Shehri Vikas Pradhikaran

Received, thank you. mere benefit mere a/c me 8.02.2024 ko updated ho gaye ha.  
10000+8000+3000=21000



**Hanraj, Sirsa, Haryana**

Received on 28.03.2024, Haryana Building and Other Construction  
Workers' Welfare Board



I am a 3 times National Player of shooting sport. I had applied for the service of new arms licence in sports category for the need and betterment of my sport. But it was denied by DM, Hisar arbitrarily without hearing me and wasted my time of approx 1.5 year. Me being a student of law also lost the hope of getting the justice but HRTSC came as a beacon of light for me. I got to know about the Hon'ble Commission and filed a complaint regarding my case. I extend my heartfelt gratitude to the commission for their invaluable assistance in resolving my case. The commission's prompt action and steadfast advocacy have not only restored my faith in the system, but also reinforced the importance of citizen centric governance. I would like to specially thank TC Gupta sir and the whole team of Hon'ble Commission who took personal interest in my case and I am grateful for their unwavering dedication and commend their relentless pursuit of justice. I have now purchased my own gun and again qualified the National Championship and also selected to give selection trial for Indian Team. I hope the Hon'ble Commission and TC Gupta sir will continue to serve the people of Haryana the same way as they have helped me.



**Aryan Sharan, Hisar, Haryana**

Received 29.03.2024, Home Department

I am writing this email to thank you and express my gratitude for resolving my complain in such a short time . Moreover if this commission was not at my help my plot demarcation wouldn't be corrected by the HSVP Officials. My special thanks to Sh. T.C. Gupta who took the matter seriously for which I visited HSVP office many times . I would also like to thank staff of this commission who took up my complain on my first visit to commission.

Matter is almost resolved now , just few small things remaining like construction of road beside my plot and shifting of sewer line from my plot as they require some approvals from higher authorities. I truly believe that these issues will resolve soon with the help of this commission.

Thanking you again for the help.



**Sumit, Mahendergarh, Haryana**

Received 29.03.2024, Haryana Shehri Vikas Pradhikaran

Respected sir,

I am writing this email to thank you for resolving my electricity bill related issue for which I was complaining to DHBVN officials for last 3-4 months to correct my bill . But they didn't listen up and pressurised me to pay hefty amount for a wrongly issued bill. They immediately took action once matter reached to this commission and I was surprised that such an effective authority exists in our Haryana state .

Thank you again for your support and cooperation in this regard.



**Sumit, Mahendergarh, Haryana**

Received 29.03.2024, Energy Department

Dear Sir, I am writing you to sincerely express my gratitude and thanks for extraordinary & proactive action taken by HRTSC in resolving my long pending issue with Estate Officer, Faridabad. I truly appreciate the guidance and cooperation of HRTSC during the whole process. I never expected that a government organization could act so swiftly in resolving the grievances of the citizens. I am especially thankful to the Commissioner HRTSC Sh. T.C. Gupta for his strong commitment and exceptional efforts put in by him in resolving the matter so swiftly and efficiently. As all the correspondence and proceedings are done online through email and Video Conferencing, it involves least possible inconvenience for the applicants. I wish all government bodies in the country follow the example of HRTSC and all officers are like the Commissioner Sh. T.C. Gupta. It will truly bring Ram Rajya in the country.



**Sushil Kumar Malhotra , Faridabad, Haryana**

Received 30.03.2024, Haryana Shehri Vikas Pradhikaran

माननीय महोदय,

आरटीएससी विभाग को मेरा धन्यवाद, सर मेरे पास और कोई तारिका नहीं बचा था। इसलिए मैंने आरटीएससी विभाग में शिकायत की थी। टीसी गुप्ता जी और आरटीएससी टीम का धन्यवाद।



**Sukhwinder Singh, Sirsa, Haryana**

Received on 31.03.2024, Haryana Building and Other Construction  
Workers' Welfare Board



**ANNEXURE 2**  
**INTERESTING  
ORDERS**



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

### Final orders

(In respect of Revision No. AAS24/997802- Lalit Kumar Goel - Application for Correction in Birth or Death Record [RTS - 30 Days]- Hisar)

Hearing date: 19.04.2024

Time: 11.30 am

Case type	Revision on AAS	
Department	Urban Local Bodies	
Name of Service	<b>Application for Correction in Birth or Death Record</b>	
Date of application	11.08.2023	
RTS timeline	30 days	
RTS Due Date	27.09.2023	
District	Hisar	
Name of the Appellant	Lalit Kumar Goel	
<b>Designated Officer</b>	Designation	Registrar, Municipal Corporation, Hisar
	Action taken with date	Service completed
<b>First Grievances Redressal Authority</b>	Remarks of DO	NA
	Designation	District Registrar, Hisar
	Date and mode of appeal submitted to FGRA	Through Self on 21.01.2024
	Remarks of the Appellant	"Two complaints, first complaints that all names and address are in DEVNAGARI LIPI only which is not understood in non hindi state of India. ENGLISH or ROMAN SCRIPT is also required in the birth certificate. Second complaint is the names of mother and father are written with a word OORF and institutions are asking for one name only as the name. Please keep the latest names of parents in the birth certificate i.e. REENA LALIT GOEL and LALIT KUMAR GOEL only. /"
	Action taken by the FGRA with date	Appeal resolved on 23.02.2024
	Remarks of FGRA	Appeal resolved with remarks "certificate is delivered to the applicant /"
<b>Second Grievances Redressal Authority</b>	Designation	Deputy Commissioner, Hisar
	Date and mode of appeal submitted to SGRA	Through self on 26.02.2024
	Remarks of the Appellant	Two Complaints first is that names of child her mother and father are in DEVNAGARI LIPI only. Am in kerala,

		here they donot understand DEVNAGARI LIPI so please write names of child her mothers name and fathers name in ROMAN SCRIPT also as DHRUVIKA GOEL hers mother name as REENA LALIT GOEL and fathers name as LALIT KUMAR GOEL have submitted enough supporting document for all names in ROMAN SCRIPT second is that only one name of mother and father to be shown that is REENA LALIT GOEL and LALIT KUMA /
	Action taken by SGRA with date	Final Judgement delivered on 04.04.2024
	Remarks of SGRA	The order attached by the SGRA indicates that a corrected certificate was previously issued by the DO. Subsequently, the appellant contacted the department via telephone, expressing the need for the birth certificate to be bilingual. In response, the Department advised the appellant to first apply for the NAC, after which the Department would issue the required certificate.
<b>Commission</b>	Date of filing of Revision	05.04.2024
	Mode of Revision	Self
	Remarks of the Appellant	Only one name of father and one name of mother required in the birth cert /
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. Taking cognizance in the matter, a hearing was called to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 19.04.2024 at 11.30 am vide Commission's letter No. HRSC-020008/39/2024/1419 dated 09.04.2024. In the meantime, a reply was received from the Sub Registrar, Birth & Death, MC Hisar vide No. 204/B&D dated 16.04.2024. The response states that Mr. Lalit Kumar Goel applied for a correction in his child's birth record through SARAL, and the Department issued the birth certificate in accordance with the provisions of 'THE REGISTRATION OF BIRTHS AND DEATHS ACT, 1969.'
3. The hearing took place as scheduled, which was attended by the following:
  - i. Sh. Rahul, Registrar (Birth & Death), Municipal Corporation, Hisar –cum- Designated Officer
  - ii. Sh. Lalit Kumar Goel, appellant

Sh. Lalit Kumar Goel explained his case and reiterated his complaint of two names being written with 'alias' against the name of mother and father in the Birth Certificate. However, he stated that the issue of names in English language has been resolved. Sh. Rahul stated that action has been taken strictly in accordance with Section 15 of the Registrations of Births and Deaths Act, 1969 read with Rule-11 of

the Haryana Births & Deaths Rules, 2002. However, when he was asked whether he is aware of the role of the Registrar General of India under the Act, 1969 or the instructions issued by the him dated 30.06.2015, he answered in the negative.

4. The Commission has carefully considered all facts and circumstances of this case. It is unfortunate that the Registrar (Births and Deaths) of Municipal Corporation, Hisar is neither aware of his role as Registrar nor the powers of the Registrar General of India to issue general instructions under Section 3(3) of the Registration of Births and Deaths Act, 1969 as well as instructions issued by the Registrar General of India dated 30.06.2015. Section 3(3) of Act, 1969 provides as under: -

*“The Registrar General of India may issue general directions regarding registration of Births and Deaths in the territories to which this Act extends and shall take steps to co-ordinate and unify the activities of Chief Registrars in the matter of registration of births and deaths and the data base of registered births and deaths and submit to the Central Government an annual report on the working of this Act in the said territories”*

Under these powers, the Registrar General has issued instructions from time to time and the latest instructions dated 30.06.2015 state as under:-

No. 1/12/2014-VS (CRS)  
GOVERNMENT OF INDIA, MINISTRY OF HOME AFFAIRS  
OFFICE OF THE REGISTRAR GENERAL, INDIA,  
V.S. Division, West Block-I.R.K. Puram, New Delhi- 110066

Dated: - 30.06.2015

To,

All Chief Registrar of births and deaths

Sub: Correction in name and date of birth of the child in birth record- clarification sought.

Sir,

*This office has received requests from many States regarding procedure to be followed in respect of change in name and date of birth of the child in birth record. As you are aware that based on the clarification given by the Union Law Ministry in the past (which was published in the Handbook on Civil Registration) change of name is not allowed in the registration record. However, in respect of change in name, the ministry of Lae has allowed to put 'alias' between both names. This procedure is followed in many States.*

*2. Taken into consideration the request received form various quarters through Court Orders or individual applications, it is observed that errors in name in birth record occurs due to negligent recording by hospital authorities or by the informant in birth reporting forms. Applications for correction in name*

are filed by the individuals when the birth certificates are to be produced for school admission, issue to passport etc.

Considering the requirements of birth certificate with correct names. It has been decided that the request of change in name may be considered by the Registrar, if he/she is satisfied with the authenticity of the documents submitted by the applicant, the registrar is authorized to consider the request of change in name. As far as possible, the concern Registrar may use the term 'alias' in respect of change in name and prefer to write both names in the birth certificate after making necessary entry in the remarks column of birth register. In case 'alias' is not acceptable to the applicant, then necessary changes in the name may be done upon the satisfaction of the registrar on the authenticity of the documents furnished by the applicant. After making changes, necessary entry should be made in the remarks column of the birth registrar and mention the date of correction and both names in the remarks column of birth register.

3. So far as correction in date of birth is concerned, it is clarified that the entries made in the birth and death registers are admissible as evidence under section 35 of the Indian Evidence Act, 1872 and these entries are conclusive evidence of the fact of birth or death, as the case may be. In view of the above fact, correction in date of birth is not to be allowed unless it is proved to the satisfaction of the Registrar that a fraudulent entry regarding date of birth was made at the time of reporting/registering the event.

4. You are requested to issue the necessary guidelines to the concerned registration authorities for compliance. However, Registrars should be asked not to encourage the practice of change in name and date of birth in the birth record. It should be done as a last resort.

Yours faithfully  
(R.K. Gautam)  
Deputy Registrar General

These instructions are binding on all the Registrars in the State as per above provisions of law and were duly circulated by Chief Registrar Birth and Death, Haryana vide its endorsement no. 2/2 (G)-25BHI-2015/9803-23 dated 15.09.2015. In accordance with these instructions, since the word 'alias' is not acceptable to the applicant and he has got sufficient documentary evidence, authenticity of which is not questionable, the Registrar is under an obligation to issue him a clear certificate without using the word 'alias'. It is unfortunate that while the Registrar remembers the negative instructions which stipulate issuance of certificates only with the addition 'alias', he is not aware of these instructions which have been endorsed to all the Registrars approximately 9 years back. It might be deliberate also. It is also unfortunate that the FGRA & SGRA were carried away by the versions of the Registrar and they did not take the trouble of looking into the instructions at their own level. When the Commission was about to impose penalty on Sh. Rahul for non-

issuance of certificate in accordance with these instructions, he stated that the certificate was issued by his predecessor on 13.09.2023 and he joined as Registrar only on 05.01.2024. However, instead of taking any action against his predecessor or issuing notices to FGRA & SGRA for deficient action, the ends of justice will be met by issuing a direction to Sh. Rahul to issue correct certificate within 7 working days of the filing of the fresh application by Sh. Lalit Kumar Goel. It was confirmed by Sh. Rahul that the hard/physical copies of the relevant documents have already been delivered in his office and are presently available in the file. Therefore, the applicant needs to apply online only with the soft copies. The applicant is a serving Colonel in Indian Army and it is unfortunate that for such a small work, he had to plead at various forums for nearly eight months without any success but his matter will be hopefully resolved after intervention of the Commission.

5. From the above facts, it is necessary that the Chief Registrar (Births and Deaths), Haryana should organise a training session of all the Registrars. The Commission has been receiving many appeals wherein the certificates are being issued with the addition of the word '*alias*' by the Registrars and they are not aware of the instructions dated 30.06.2015. It is, therefore, advisable that the Chief Registrar (Births and Deaths), Haryana should compile a booklet of the relevant Act, 1969 which was amended in 2023, rules as well as the applicable instructions. He is directed to send a compliance report in this regard within a period of three months from today.

24<sup>th</sup> April, 2024



-sd/-  
(T.C. Gupta)  
CC, HRTSC





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

### **Final Orders**

#### **(In respect of 351 delayed cases of Change of Name in Property Tax Register pertaining to MC Panipat, dealt under case no. HRTSC/Comp-343/ULB/2022)**

1. On finding 476 cases of services notified under the Haryana Right to Service Act, 2014, pending beyond RTS timelines as on 14.10.22 with the ULBs of Panipat, the Commission sought a report from Commissioner, MC Panipat-cum-DMC Panipat-cum-SGRA for these services, vide letter dated 31.10.22. These included 351 cases of service- 'Change of Name of owner/occupier in Property Tax Register' pertaining to Municipal Corporation, Panipat. A report dated 18.11.22 was in turn received from Commissioner, MC Panipat. However, the same was found lacking in essential details. The reasons for delay mentioned were also unsatisfactory. For instance, it mentioned that a lot of the cases had been delayed because of strike of employees on 19.10.22 and 29.10.22, whereas all the cases under consideration had already crossed their RTS due date by these two dates. Consequently, Commissioner, MC Panipat was asked to share a revised report by 23.01.23 and also appear for a hearing before the Commission on 01.02.23 (later shifted to 03.02.23 due to administrative reasons). No revised report had been shared by Commissioner, MC Panipat by 03.02.23.
2. Accordingly, hearing was held on 03.02.23, when Shri Rahul Narwal, IAS, the Commissioner, MC Panipat could not provide satisfactory reasons for the delays in cases and it also turned out that the outside RTS pendency of the ULBs in Panipat had, in fact, increased even more. Displeasure of the Commission was conveyed to Commissioner, MCP in the hearing and through letter dated 06.02.23 and was also advised to put things in order within 15 days as such delays indicated significant inconvenience being caused to the service seekers. During the hearing, he was also directed to share the revised report at the earliest.
3. A report dated 09.02.23 was received subsequently from Commissioner, MCP. It shared explanations of multiple officers involved in the delivery of the service under question. However, the reasons provided were very generic and did not answer for the delays on case to case basis. In view of this, all officers involved in the cases under consideration were called for a hearing in person before the Commission on 10.04.23 (later shifted to 18.04.23 on the request of Commissioner, MCP). They were asked to be present along with complete record pertaining to the cases under consideration.

4. While the then Dy. Municipal Commissioner, MCP appeared before the Commission on 18.04.23 along with the officers/officials whose names are mentioned in the two tables following this paragraph, none of the concerned officials could provide details as to how many and which cases taken up by the Commission pertained to them individually. No records were produced either. All of them also stated that the list of cases shared by the Commission had not been shared with them yet. The general reasons given for delays were as follows:

- (i) Manual sorting of cases required between different zones.
- (ii) Strike from October 19.29.2022 (The cases under question had gone outside RTS timelines on 14.10.22).
- (iii) Multiple clerk changes.
- (iv) JE report was needed for vacant plots and the JE of the Corporation was suspended (exact date of the same was not provided).

Each maker and Checker was then given chance to provide any other reason for delay in addition to the general reasons provided. They stated the following:

**MAKERS:**

Sr. No	Name	Date of assuming the charge	Reasons for delay stated
1	Ms. Rajji	Given level 1 charge on July 10.07.22	NO OTHER REASON.
2	Sh. Jaivir	10.07.22; Suspended on 21.09.22, joined back on 14.11.22	Ward Changed frequently; Patwari/JE report; Maker ID made on 22-23 July (TO BE MADE BY DEPUTY MUNICIPAL COMMISSIONER); Some cases pertained to Sub division under TP Scheme, which required more time
3	Sh. Ramesh	Given charge on 11.07.22; Accident on 27.07.22; Joined back on 15.11.22.	NO OTHER REASON.
4	Sh. Harish Prabhakar	27.09.22 orders (joined on 01.10.22	No assistant; TP Scheme
5	Sh. Sachin	10.07.22	No training; Had verbally asked for training; No training given yet; Had to send a lot of cases to Tehsildaar (could not specify how many); Ward not mentioned in a lot of cases/
6	Sh. Sumit	01.10.22	NO OTHER REASON.
7	Sh. Rakesh	15.07.22-29.08.22; Joined back on 15.12.22	Ward-3-6; Some cases pertained to TP Scheme, which required more time; Some cases had to be manually sent to DTP of MC; 40% cases like this; 20% involved issues with Jamabandi

#### CHECKERS

Sr. No	Name	Date of assuming the charge	Reasons for delay
1	Sh. Pradeep Kalyan, XEN	08.04.22- Present (Ward 1-6)	Did not keep any case pending for more than 3-4 days; Never had work of 'Change of name' officially; Got file only for approved/unapproved marking and development charges; I only approved these things but because of the portal, all proposals of Level I got approved.
2	Sh. Rajesh Kaushik, XEN	08.04.22- Present	Re-iterated the submissions of Sh. Pradeep Kalyan
3	Sh. Samaypal, ZTO	Given charge in December and ID created in January	NA

5. In view of a clear report still lacking, the Commission made further correspondences with MC Panipat. This included a letter dated 20.04.23 to Commissioner, MC Panipat, a hearing dated 18.05.23 with Commissioner, MCP, a letter dated 27.06.23 to Deputy Municipal Commissioner, MCP followed by a reminder dated 05.07.23 and a hearing dated 20.07.23 with Deputy Municipal Commissioner, MCP. Responses dated 05.05.23 and 17.05.23 received from the MCP were again found lacking necessary details. A complete report was finally received from Deputy Municipal Commissioner, MCP vide letter no. 4134 dated 28.07.23. The same clarified the names of the makers and checkers in the cases under consideration along with their tenures on their respective posts. The following officers/officials were mentioned as responsible for the delays in cases under consideration- Sh. Jitender Singh, erstwhile Deputy Municipal Commissioner, MCP; Sh. Pradeep Kalyan, XEN; Sh. Naveen, XEN; Sh. Jaswant, XEN; Sh. Rahul Poonia, XEN; Sh. Sunder Sheoran, XEN; Sh. Rajesh Kumar Kaushik, XEN; Sh. Pawan Kumar, Assistant; Sh. Sachin, Clerk; Sh. Priyanka, Clerk; Sh. Ramesh, Clerk; Sh. Navdeep Singh, Clerk; Sh. Nitin Tyagi, Clerk; Sh. Jaivir, Clerk; Ms. Raji Devi, Clerk; Sh. Rakesh, Clerk; Sh. Sumit, Clerk; Sh. Snehlata, Clerk; Sh. Pawan, Clerk; Sh. Rajesh, Clerk; Sh. Harish Prabhakar, Clerk; Sh. Joginder, Clerk.
6. While many of these officials had already been heard in person in the Commission on 18.04.2023, following officials had not attended the hearing and, therefore, a final opportunity was given to them vide letter dated 16.10.2023 for appearance on 26.10.2023 before the Chief Commissioner: -
- (i) Sh. Jitender Singh, erstwhile Deputy Municipal Commissioner, Municipal Corporation, Panipat.  
Email: nagarnigampanipat132103@gmail.com
  - (ii) Sh. Naveen, XEN, MCP
  - (iii) Sh. Jaswant, XEN, MCP
  - (iv) Sh. Rahul Poonia, XEN, MCP
  - (v) Sh. Sunder Sheoran, XEN, MCP

- (vi) Sh. Pawan Kumar, Assistant
- (vii) Ms. Priyanka, Clerk, MCP
- (viii) Sh. Ramesh, Clerk, MCP
- (ix) Sh. Navdeep, Clerk, MCP
- (x) Sh. Nitin Tyagi, Clerk, MCP
- (xi) Ms. Snehlata, Clerk, MCP
- (xii) Sh. Pawan, Clerk, MCP
- (xiii) Sh. Rajesh, Clerk, MCP
- (xiv) Sh. Joginder, Clerk, MCP

During the hearing, they reiterated the general points as mentioned in para no. 4 above. However, they were given final opportunity to submit their replies in writing but the replies have been received only from Sh. Joginder Singh, Tax Inspector, Sh. Nitin Tyagi, Clerk and Sh. Jitender Singh, Deputy Municipal Commissioner, MC, Rohtak erstwhile DMC, MC, Panipat as under:-

- (i) The reply of Sh. Joginder Singh stated that he did not have the charge of the Maker in the months of June 2022 and July 2022. He was promoted to the post of Tax Inspector on 08.04.2022.
- (ii) The reply of Sh. Nitin Tyagi stated that he joined on 12.07.2022 on the post of clerk. Due to not having enough experience in the work of the Property ID and the overload of the pendency in the MC Panipat, many appeals went outside the RTS timeline.
- (iii) The reply of DMC stated that in the list provided by the Commission, 4 applications have been projected to be delay at the end of the DMC, MC, Panipat. The reason behind the delay happened in these applications is due to the objections raised by the applicants themselves on their previous ID which were further rejected. The applicants were informed to raise objections on their new PIDs. The delay happened in these were not intentional.

7. The Commission has considered all the facts and submissions of the case. Public sentiment, as ascertained through multiple complaints received by the Commission and an RTS review dated 10.09.21 held in the presence of public representatives, has consistently highlighted poor state of affairs in Municipal Corporation, Panipat. It seems that public was being unnecessarily inconvenienced, as evidenced by large number of cases completed beyond RTS timelines. The senior functionaries also do not seem up to mark in their monitoring and supervisory functions. Their multiple unsatisfactory responses to the Commission in this case highlight this lacuna at their end. Still the Commission is willing to take a relatively lenient stance in view of issues with the NDC portal earlier as mentioned below:-

- (i) Cases where the delay is up to 30 days post the RTS due date are hereby filed.
- (ii) In the remaining cases where multiple officers were involved at each stage, those officers who dealt the case for less than 20 days, their contribution to the delay is also being let off with a warning.

(iii) Wherever it seems that the first objection was conveyed to the citizen within RTS timeline and they failed to comply on the same, those cases are also hereby condoned.

However, even after giving these concessions, lapses exceeding them are in plenty, which the Commission is not prepared to let go off without some penalty. Moreover, when the final opportunity was given to the officials for hearing on 26.10.2023 and they were asked to send the replies, only 3 persons sent the reply as mentioned in para no. 6 above. The reply of Sh. Joginder Singh is satisfactory and is hereby accepted and consequently no penalty is being imposed upon him. Similarly, considering the new joining of Sh. Nitin Tyagi and inadequate experience as well as no training provided by the Government, his reply is being accepted and he is also not being penalised. In the reply of DMC, (he has not mentioned his name in the entire reply). His reply is not satisfactory because he was responsible to ensure that these cases are disposed of in time. Thus, exercising powers conferred under Section 17(1)(h) of the Haryana Right to Service Act, 2014 and taking extreme compassionate view, the Commission imposes penalties of the following amounts at nominal rate of Rs. 100/- per case as against maximum imposable penalty of Rs. 20,000/- per case, on the officers/officials mentioned against their names:

Sr. No.	Name and Designation	Penalty Imposed
1	Sh. Jitender Singh, erstwhile Deputy Municipal Commissioner	Rs. 400/-
2	Sh. Pardeep Kalyan, XEN	Rs. 9,700/-
3	Sh. Naveen, XEN	Rs. 2,900/-
4	Sh. Jaswant, XEN	Rs. 10,300/-
5	Sh. Rahul Poonia, XEN	Rs. 300/-
6	Sh. Sunder Sheoran, XEN	Rs. 6,300/-
7	Sh. Rajesh Kumar Kaushik, XEN	Rs. 5,800/-
8	Sh. Pawan Kumar, Assistant	Rs. 2,000/-
9	Sh. Sachin, Clerk	Rs. 1,300/-
10	Sh. Priyanka, Clerk	Rs. 200/-
11	Sh. Ramesh	Rs. 400/-
12	Sh. Navdeep Singh, Clerk	Rs. 600/-
13	Sh. Jaivir, Clerk	Rs. 800/-
14	Sh. Raji Devi, Clerk	Rs. 300/-
15	Sh. Rakesh, Clerk	Rs. 300/-
16	Sh. Sumit, Clerk	Rs. 400/-
17	Ms. Snehlata, Clerk	Rs. 300/-
18	Sh. Pawan, Clerk	Rs. 1,100/-
19	Sh. Rajesh, Clerk	Rs. 2,300/-
20	Sh. Harish Prabhakar, Clerk	Rs. 900/-

8. The list of cases for whose delays these penalties are being imposed is enclosed along with these orders. Except for the last column mentioning the penalty amount, the rest of the report was received from MC Panipat only, vide letter dated 28.07.23 from Deputy Municipal Commissioner, MCP. It is again reiterated that the amount of penalty per case has been kept highly nominal on the part of the Commission and this may be treated as a warning. The Commission finds it imperative to take necessary actions against delinquent officers/officials of MC Panipat in view of the seeming failure of the higher authorities of the Corporation to put things in order, despite multiple advisories from the Commission. Thus, every single delayed case

pertaining to MC Panipat that comes before the Commission in future, should be expected to be met by the strictest possible action. DULB is requested to ensure that the penalty amount is deducted from the salaries of the officers/officials concerned for the month of March, 2024 to be paid in April, 2024. The penalty amount should be deposited in the State Treasury under the Receipts head 0070-60-800-86-51 under intimation to the Commission along with photocopies of the Challan at its email ID- [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in). In case the amount exceeds 1/3<sup>rd</sup> of the salary of any of the concerned the balance amount should be deducted from their salaries of the succeeding months.

9. It was also noted by the Commission that in a lot of cases, very vague or unclear objections had been put. For instance- 'As per Yashi survey'; 'due to technical fault', 'THIS PROPERTY IS OF MODEL TOWN. SO, IT WOULD BE APPROPRIATE TO APPLY AS PER NEW POLICY OF ULB HRY NOTIFICATION NO. 9/32/2022-4C-II.' The officers of MC Panipat need to understand that while putting an objection/rejecting an application, the communication should be clear enough for the citizen to know what should be their next step. Otherwise, they simply end up running pillar to post seeking guidance. As citizens themselves, MCP Officers need to be more empathetic in dealing with citizen applications. Commissioner, MCP is also requested to sensitize the functionaries of the Corporation towards this matter.

27<sup>th</sup> February, 2024



-sd-  
(T.C. Gupta)  
CC, HRTSC



**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

### **FINAL ORDERS**

**(In respect of case No. HRTSC/Comp-184/HSVP/2022 filed by Shri D.P. Singh S/o Late Shri Dewan Singh)**

1. These orders are in continuation of the earlier orders of this Commission passed on 12.01.2023, the operative part of which is as follows: -

*"The Commission has considered all the facts and circumstances of the case. While the decision of the competent authority to file Revision Petition in the matter is not being contested due to the peculiar facts of the case but the Commission finds delay in taking this decision for which notices had been issued to the concerned Estate Officers. Their responses have been examined on merits as detailed in the preceding paragraphs. However, it is pertinent to note that there have been multiple delays regarding the decision making in the case including in the office of CA, HSVP. The Commission is of the opinion that even if the erstwhile Estate Officer, HSVP, Panipat Smt. Anupama Malik had observed discrepancy in the documents submitted by the complainant, she should have acted upon her statutory responsibility to refer the case to the HSVP Headquarters for filing of Revision Petition at the earliest. Instead, she had been merely sitting over the judgment of the Appellate Authority and had started her own enquiry by asking for Architect's degree so as to check the veracity of the complainant's submissions. It was beyond her mandate. If she found that the decision of the Appellate Authority was not correct, she should have referred the matter to the CA, HSVP with her recommendation to file Revision Petition as per extant instructions. The Commission thus expresses its displeasure with her style of working and advises her to undertake proactive action towards the disposal of citizen related grievances and notified services in the future. At the same time, the Commission again advises the Chief Administrator, HSVP to take action against the delinquent officials at the earliest regarding the delay observed in referring the case to the headquarters for filing of the Revision Petition and also in the HQs. Further in light of the considerable delay in the matter, **the present Estate Officer, HSVP, Panipat is advised to take immediate necessary action as and when the case is decided by the Revisional Authority.**"*

2. An email was received from Sh. D.P. Singh (S/o of the applicant since the applicant unfortunately is no more) on 08.06.2023 wherein he mentioned that

the service in question had not been delivered to him despite the orders of the Revisional Authority and requested the Commission to exercise its powers under the Haryana Right to Service Act, 2014 to facilitate delivery of the service to him. The Commission requested the Estate Officer, Panipat, vide its letter dated 28.07.2023 to communicate whether the *Revisional Authority* had decided the matter or not. Reply was received from the EO, Panipat, vide letter no. 1823 dated 07.08.2023 submitting:

- i) that the Revision Petition filed by the Estate Office was dismissed on 24.02.2023 by the Revisional Authority i.e. the Additional Chief Secretary, Town and Country Planning Department.
  - ii) that the Estate Office had referred the matter to the Legal Cell, HSVP, Panchkula on 07.08.2023 for advice whether the orders passed by the Revisional Authority are to be implemented or a CWP is to be filed against these orders.
3. The Commission noted that there was a delay of almost 5 months between the date (i.e. 24.02.2023) on which the Revisional Authority dismissed the Revision Petition filed by the Estate Officer and the date (i.e. 07.08.2023) on which the matter was referred to the Legal Cell, HSVP, Panchkula for advice whether the orders passed by the Revisional Authority are to be implemented or a CWP is to be filed against those orders. Even this reference to the legal cell was made after the intervention of the Commission. Therefore, the Commission, vide its letter dated 18.08.2023 requested the Estate Officer, Panipat to communicate the reasons for this delay. But no reply whatsoever was received in this regard from the Estate Officer.
4. Therefore, to inquire into the matter, the Commission scheduled a hearing with the Estate Officer through VC on 15.09.23 at 11:00 am. Meanwhile, response dated 13.09.2023 was received from Sh. Satyavan Mann, HCS, Estate Officer, Panipat submitting:
- i) that he had joined as EO, HSVP, Panipat on 26.08.2023.
  - ii) that orders of the Revisional Authority were received in the Estate Office on 16.03.2023 and that the same were marked to Shri Chattarpal, Junior Engineer.
  - iii) that Sh. Chattarpal, J.E., did not put up the matter timely which consequently led to delay in referring the matter to the HSVP(HQs).
5. The hearing took place as scheduled. The hearing was attended by Sh. Satyawan Singh Mann and Sh. Chattarpal. Sh. Manu Mishra, Advocate also joined the hearing on behalf of Sh. D.P. Singh (stakeholder on behalf of the applicant). During the hearing, the Commission asked Sh. Chattarpal to submit his defense as to why he didn't put up the matter timely before his superiors in response to which he admitted that it was due to oversight but unintentional



6. The Commission has carefully considered the facts and circumstances of the case. Causing a delay in making of a decision whether an appeal is to be filed or not lead to prolonged uncertainty and might have signaled to the complainant, during the period of delay, that the matter had attained finality. It will not be unreasonable for the complainant to expect delivery of service in the meanwhile. Failure to act promptly and responsibly and inaction over an extended period of time, exceeding four months, raises serious concerns regarding commitment of Shri Chattarpal towards efficient delivery of notified service. It is evident that Shri Chattarpal exhibited gross negligence in carrying out his official duties by not putting up the matter timely before his superior authorities, specially when this matter was being pursued and heard by the Commission. Therefore, in exercise of the powers conferred upon it under section 17(1)(h) of the Act, the Commission hereby imposes a penalty of Rs. 20,000/- on Shri Chattarpal, JE, O/o EO-HSVP-Panipat and further directs him to give a compensation of Rs.5000/- to the heir of applicant for delay caused in delivery of the notified service. The Estate Officer, HSVP, Panipat is directed to deduct the amount from the salary of Shri Chattarpal, JE, O/o EO-HSVP-Panipat for the month of October, 2023 payable in the month of November, 2023. The penalty be deposited in the state treasury under the receipt head 0070-60-800-8 6-51 and the compensation be credited to the plot account within 30 days of these orders under intimation to the Commission along with photo copies of the challan at [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in). This is being ordered as the plot is still to be transferred in the name of the legal heirs of the deceased. Hence, the credit amount in the plot account will go to the legal heirs automatically.
7. As far as service delivery is concerned, same will depend upon the outcome of CWP being filed by HSVP. The Commission is not going into the merits of the decision of CA, HSVP to challenge the concurrent decisions of the then Administrator, Rohtak exercising the powers of CA under Section 17 (5) of the HSVP Act, 1977 as well as that of the Appellate Authority i.e. the Additional Chief Secretary to Govt. Haryana, Town & Country Planning Department though the Commission feels that same is nothing but harassment of the allottee. It is clear that HSVP has not learnt anything from its severe indictment by the Hon'ble High Court in recent orders dated 24.07.2023 in CWP Nos. 15442 and 15444 of 2022 when it observed as under:-

*"However, at the same time, it is noteworthy and rightly highlighted by the Commission that the grievance of the allottee has not been redressed since 2019 and notwithstanding that the demand of interest had been set aside by the Administrator of HSVP vide his order endorsed on 05.03.2021. Once the policy of the Department was already in force and was deemed to be to the notice of the concerned, there was no occasion or reason for the petitioner – HSVP to demand interest on delayed payment for enhanced*

area especially when no fault, concealment, mischief or forgery is attributed to the allottee. The raising of an invalid and unsustainable demand of interest on delayed deposit of the differential amount only added to the agony of the allottee. The Administrator, HSVP Faridabad, specifically noticed the above said policy and allowed the appeal and thereby set aside the demand of interest. The legal department of the HSVP also examined the order and found the same to be fully covered by the instructions issued by the HSVP. However, the above aspects notwithstanding, grievance of the allottee was not redressed despite not finding any defect or error in the order of the Administrator, HSVP. The act of respondent –HSVP in subjecting the allottee to undue harassment cannot be ignored or permitted to sustain on a plea that the HSVP had chosen to prefer an appeal which has subjected the allottee to an unwanted and unnecessary litigation. It is also noticed that even the increased amount had also been deposited by the allottee on 20.03.2021 and a period of more than two years has elapsed since thereafter. The revision petition preferred by the HSVP has also been dismissed by the Principal Secretary, Town and Country Planning in May 2023. No reason has been given by the Authority or even the counsel representing the petitioner herein as regards the error/defects, if any, in the order passed by the Administrator. Such an act is clearly in violation of the State Litigation Policy and has also caused undue hardship to the allottee apart from burdening him with the costs of pursuing unnecessary litigation". (emphasis supplied).

Hence, the Hon'ble High Court in the same very judgement has upheld the observations of the Commission that the allottee was subjected to harassment for which HSVP has been directed to pay a compensation to the tune of Rs.one lac to the respondent allottee while the Commission had awarded a compensation of only Rs. 5,000/-. It is distressing to note as to why HSVP wants to take every allottee to Courts of Law to get their grievances redressed specially in a case where its own officers as Appellate Authorities have decided in favour of the complainant in this case.

With these orders, this case is hereby disposed off.

10<sup>th</sup> October, 2023





**ANNEXURE 3**  
**MEDIA  
COVERAGE**



# 655 नागरिक सेवाओं को अधिसूचित करने वाला हरियाणा देश का पहला राज्य : टीसी गुप्ता

**टीसी गुप्ता ने हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों के साथ किया संवाद**

**पंचकुला द्वारा 9.5 सरल स्कोर हासिल करने पर उपायुक्त सुशील सारवान की करी सराहना**

**गुप्ता ने जनसंवाद कार्यक्रमों में प्राप्त विभिन्न मांगों और समस्याओं पर की गई कार्यवाही की करी समीक्षा**

सांवत मूल/संतोष  
पंचकुला, 6 नवंबर : हरियाणा सेवा का अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने कहा कि हरियाणा देश का पहला राज्य है जहां सबसे अधिक 655 नागरिक सेवाओं को अधिसूचित किया गया है ताकि नागरिकों को एक त्वरित समय अवधि में सेवाओं का लाभ मिल सके। उन्होंने कहा कि हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से बातचीत कर सेवा वितरण प्रणाली का मूल्यांकन कर रहे हैं। उन्होंने कहा कि उन्होंने 15 जून 2021 को हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से बातचीत कर सेवा वितरण प्रणाली का मूल्यांकन कर रहे हैं। उन्होंने कहा कि उन्होंने 15 जून 2021 को हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से बातचीत कर सेवा वितरण प्रणाली का मूल्यांकन कर रहे हैं।

टीसी गुप्ता ने कहा कि हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से बातचीत कर सेवा वितरण प्रणाली का मूल्यांकन कर रहे हैं। उन्होंने कहा कि उन्होंने 15 जून 2021 को हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से बातचीत कर सेवा वितरण प्रणाली का मूल्यांकन कर रहे हैं।

टीसी गुप्ता ने कहा कि हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से बातचीत कर सेवा वितरण प्रणाली का मूल्यांकन कर रहे हैं। उन्होंने कहा कि उन्होंने 15 जून 2021 को हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से बातचीत कर सेवा वितरण प्रणाली का मूल्यांकन कर रहे हैं।

## पंचकुला का 9.5 सरल स्कोर, 9.76 लाख लोगों को सेवाओं का लाभ दिया

जासं, पंचकुला : हरियाणा सेवा का अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने कहा कि हरियाणा देश का पहला राज्य है, जहां सबसे अधिक 655 नागरिक सेवाओं को अधिसूचित किया है। हरियाणा सेवा का अधिकार आयोग प्रदेश में प्रभावी रूप से कार्य कर रहा है। टीसी गुप्ता सोमवार को सेक्टर-1 स्थित लोक निर्माण विभाग के विश्राम गृह में हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से संवाद कर रहे थे। इस मौके पर टीसी सुशील सारवान उपस्थित थे।

गुप्ता ने कहा कि मुख्यमंत्री मनोहर लाल के निर्देशानुसार वे प्रदेश के प्रत्येक जिले का दौरा कर हरियाणा सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं के लाभार्थियों से संवाद कर रहे हैं। अधिनियम के तहत विभिन्न विभागों की सेवाओं के लिए समयावधि निश्चित की गई है, जिसके अंदर लाभार्थियों को सेवाओं का लाभ दिया जाना अनिवार्य है। बुढ़ापा पेंशन के लिए 30 दिन, जन्म प्रमाण पत्र के लिए 15 दिन, बिलडिंग प्लान के लिए छह दिन, शहर में

विभाग से संबंधित सेवा के लिए सरल पोर्टल पर कर सकते हैं आवेदन

वेबसाइट [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) पर दें सकते हैं सुझाव या शिकायत

विजली जाने पर चार घंटे और गांव में बिजली जाने पर आठ घंटे निश्चित किए गए हैं। इसी प्रकार बिजली विभाग को 20 दिन के अंदर अंदर ट्रंसफॉर्मर बदलना होता है।

गुप्ता ने बताया कि कोई भी पात्र लाभार्थी किसी भी विभाग से संबंधित सेवाओं के लिए सरल हरियाणा पोर्टल पर आवेदन कर सकता है। जिला पंचकुला में 9 लाख 76 हजार 457 लोगों ने आवेदन किया था, जिसमें से 99 प्रतिशत यानि 9 लाख 71 हजार 48 लोगों को सेवाओं का लाभ दिया जा चुका है। पंचकुला का 9.5 सरल स्कोर हासिल करने पर जिला प्रशासन की सराहना की। कोई भी नागरिक सेवा वितरण के संबंध में अपने सुझाव या शिकायत आयोग की वेबसाइट [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) पर दें सकते हैं। इसके अलावा अंत्येदय सरल हेल्पलाइन नंबर 0172-3968400 पर भी संपर्क कर सकते हैं।

## अमर उजाला

### हरियाणा 655 सेवाओं को अधिसूचित करने वाला पहला राज्य : टीसी गुप्ता

माई सिटी रिपोर्टर

पंचकुला। हरियाणा सेवा का अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने कहा कि हरियाणा देश का पहला राज्य है, जहां नागरिकों को एक त्वरित समयावधि में सेवाओं का लाभ देने के लिए सबसे अधिक 655 नागरिक सेवाओं को अधिसूचित किया है।

उन्होंने बताया कि कोई भी पात्र लाभार्थी किसी भी विभाग से संबंधित सेवाओं के लिए सरल हरियाणा पोर्टल पर आवेदन कर सकता है। हर महीने 10 से 12 लाख आवेदन आते हैं। अब तक सरल हरियाणा पर 7 करोड़ आवेदन प्राप्त हो चुके हैं। इस पोर्टल पर सेवा का अधिकार अधिनियम-2014 के तहत अधिसूचित सेवाओं की सूची भी उपलब्ध है, जिन्हें कोई भी नागरिक आसानी से देख सकता है। उन्होंने बताया कि जिला पंचकुला में 9 लाख 76 हजार 457 लोगों ने आवेदन किया था, जिसमें से 99 प्रतिशत यानी 9 लाख 71 हजार 48 लोगों को सेवाओं का लाभ दिया जा चुका है। उन्होंने इस उपलब्धि के लिए उपायुक्त सुशील सारवान और उनकी टीम की प्रशंसा की। उन्होंने पंचकुला का 9.5 सरल स्कोर हासिल करने पर जिला प्रशासन की सराहना की।

आवेदक संतुष्ट होने पर ही अधिकारी की इयूटी मानी जाएगी संतोषजनक हरियाणा सेवा का अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने मुख्यमंत्री मनोहर लाल और अन्य की सेवाओं पर की समीक्षा

आवेदक संतुष्ट होने पर ही अधिकारी की इयूटी मानी जाएगी संतोषजनक हरियाणा सेवा का अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने मुख्यमंत्री मनोहर लाल और अन्य की सेवाओं पर की समीक्षा

# बिना मांगे पात्र व्यक्ति तक पहुंचे सरकारी योजनाओं का लाभ : टी.सी. गुप्ता

करनाल, 7 नवम्बर (संवाद): हरियाणा सेवा का अधिकार आयोग के मुख्य आयुक्त टी.सी. गुप्ता ने कहा कि बिना मांगे पात्र व्यक्ति तक सरकारी योजनाओं का लाभ पहुंचाना चाहिए। उन्होंने अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

सीटिंग में मुख्य आयुक्त टी.सी. गुप्ता, डी.सी. अनीश खदक व अन्य अधिकारियों के साथ

इन्होंने निपटारे में कोई भी अधिकारी व कर्मचारी को शामिल न करने का अनुरोध किया। मुख्य आयुक्त संमेलनवार अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

इन्होंने निपटारे में कोई भी अधिकारी व कर्मचारी को शामिल न करने का अनुरोध किया। मुख्य आयुक्त संमेलनवार अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

इन्होंने निपटारे में कोई भी अधिकारी व कर्मचारी को शामिल न करने का अनुरोध किया। मुख्य आयुक्त संमेलनवार अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

इन्होंने निपटारे में कोई भी अधिकारी व कर्मचारी को शामिल न करने का अनुरोध किया। मुख्य आयुक्त संमेलनवार अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

इन्होंने निपटारे में कोई भी अधिकारी व कर्मचारी को शामिल न करने का अनुरोध किया। मुख्य आयुक्त संमेलनवार अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

# बिना मांगे पात्र व्यक्ति तक पहुंचे सरकारी योजनाओं का लाभ : टी.सी. गुप्ता

करनाल, 7 नवम्बर (संवाद): हरियाणा सेवा का अधिकार आयोग के मुख्य आयुक्त टी.सी. गुप्ता ने कहा कि बिना मांगे पात्र व्यक्ति तक सरकारी योजनाओं का लाभ पहुंचाना चाहिए। उन्होंने अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

सीटिंग में मुख्य आयुक्त टी.सी. गुप्ता, डी.सी. अनीश खदक व अन्य अधिकारियों के साथ

इन्होंने निपटारे में कोई भी अधिकारी व कर्मचारी को शामिल न करने का अनुरोध किया। मुख्य आयुक्त संमेलनवार अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

इन्होंने निपटारे में कोई भी अधिकारी व कर्मचारी को शामिल न करने का अनुरोध किया। मुख्य आयुक्त संमेलनवार अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

# बिना मांगे पात्र व्यक्ति तक पहुंचे सरकारी योजनाओं का लाभ : टी.सी. गुप्ता

मुख्यमंत्री जनसंवाद में आने वाली शिकायतों का तत्काल हो समाधान



इन्होंने निपटारे में कोई भी अधिकारी व कर्मचारी को शामिल न करने का अनुरोध किया। मुख्य आयुक्त संमेलनवार अधिकारियों को निर्देश दिए कि मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।

# DERELICTION OF DUTY

## Samalkha MC secy, sanitary inspector face the music

CHANDIGARH: The Haryana Right to Service Commission has recommended disciplinary action against the secretary of Samalkha municipal body and imposed a penalty of Rs 15,000 on a sanitary inspector of the municipal body. An official spokesperson said punitive action came after appeals filed by a citizen for removal of solid waste from streets and roads in Samalkha did not bring results.

The commission found instances of dereliction of duty by the sanitary inspector, Vikas during the period. This negligence prompted the commission to impose a fine of Rs 15,000 on him.

DIRECTORATE OF PUNJAB STATE LOTTERIES  
 PAO ON ARDS  
 FULL UP PUNJAB STATE DEAR 10 GOLD MONDAY WEEKLY LOTTERY  
**MRP Rs 10/- Per Ticket**  
 Amount (10)Rs.10,000/-, Common to all series (On last 4 digits)  
 Amount Rs.500/-, Total Prize Amount Rs.10500/- each

# सैनेटरी इंसपेक्टर पर लगाया 15 हजार रुपए का जुर्माना

सचिव मुकेश कुमार के खिलाफ भी कार्रवाई के लिए विभाग को ती सिफारिश

चण्डिगढ़: हरियाणा सेवा का अधिकार आयोग ने मुख्य आयुक्त टी.सी. गुप्ता के निर्देशों का पालन न करने वाले अधिकारियों के खिलाफ कार्रवाई की। उन्होंने मुख्यमंत्री के जनसंवाद कार्यक्रम में आने वाली शिकायतों का तत्काल निवारण किया जाए।







समीक्षा नूह में सेवा का अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने की जनसंवाद पोर्टल व आरटीएस सेवाओं की समीक्षा

# जनसेवा की भावना के तहत समयबद्ध दिया जा रहा योजनाओं का लाभ: टीसी गुप्ता

अखिल अख्यती, देहा सेवाका

मुंब। हरियाणा सेवा अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने कहा कि प्रशासन के जनसेवा की भावना के तहत नए-नए समयबद्ध सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम लक्ष्य किया है। जनसेवा के अर्थ में जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं।



**0172-3968400 पर 24 घण्टे सुझाव व शिकायत**

प्रदेश के नागरिक हरियाणा सेवा अधिकार आयोग के 24 घण्टे अपने सुझाव व शिकायतें रख सकते हैं। हरियाणा सेवा अधिकार आयोग के लिए नगरपालिका के वेबसाइट पर 0172-3968400 व फोन नंबर पर के माध्यम से 24 घण्टे हरियाणा सेवा अधिकार आयोग के वेबसाइट पर 0172-3968400 पर भी सेवाएं दी जा सकती हैं। यह सेवा 24 घण्टे हरियाणा सेवा अधिकार आयोग के वेबसाइट पर 0172-3968400 पर भी सेवाएं दी जा सकती हैं।

**ये रहे मौजूद...**  
जनसेवा के अर्थ में जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं।

**लामार्गियों के भी सरकार की योजनाओं की प्रशंसा की**

हरियाणा सेवा अधिकार आयोग के अध्यक्ष टीसी गुप्ता ने कहा कि जनसेवा के अर्थ में जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं।

**ऑटो अपील के तहत 99 प्रतिशत रहा अपील समाधान दर**

टीसी गुप्ता ने कहा कि जनसेवा के अर्थ में जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं।

**DPR Haryana** @DiprHaryana · 59m  
हरियाणा सेवा का अधिकार आयोग ने सुनवाई के दौरान सख्त कार्रवाई करते हुए नगरपालिका समालखा के सेनेटरी इंस्पेक्टर, विकास पर 15 हजार रुपये का जुर्माना लगाया है। इसके साथ ही समालखा नगरपालिका के सचिव, मुकेश कुमार के खिलाफ अनुशासनात्मक कार्रवाई की सिफारिश की गई है।  
#Haryana #DIPRHaryana

जनसेवा की भावना के तहत समयबद्ध दिया जा रहा योजनाओं का लाभ : टीसी गुप्ता

**नूह में सेवा का अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने की जनसंवाद पोर्टल व आरटीएस सेवाओं की समीक्षा**

हरियाणा सेवा अधिकार आयोग के अध्यक्ष टीसी गुप्ता ने कहा कि जनसेवा के अर्थ में जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं।

**ऑनलाइन पोर्टल के माध्यम से की जा रही निगरानी**  
सेवा का अधिकार आयोग के मुख्य आयुक्त टीसी गुप्ता ने की जनसंवाद पोर्टल व आरटीएस सेवाओं की समीक्षा

हरियाणा सेवा अधिकार आयोग के अध्यक्ष टीसी गुप्ता ने कहा कि जनसेवा के अर्थ में जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं।

**सेवा का विलक्षण अधिकार**

हरियाणा सेवा अधिकार आयोग के अध्यक्ष टीसी गुप्ता ने कहा कि जनसेवा के अर्थ में जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं। टीसी गुप्ता जनसेवा के अधिकार अधिनियम के अंतर्गत नए-नए सेवाएं दी जा रही हैं।



हरियाणा सरकार

आज़ादी का  
अमृत महोत्सव



“ भारत को डिजिटल पथ पर तेज़ गति से आगे बढ़ाते हुए हर देशवासी का जीवन आसान बनाने का सपना पूरे देश का है। डिजिटल इंडिया यानि सबको अवसर, सबको सुविधा, सबकी भागीदारी।”  
- नरेन्द्र मोदी

## ऑटो अपील सिस्टम पारदर्शिता एवं जवाबदेही



नियत समय में नोटिफाइड सरकारी सेवा (36 विभागों की 404 सेवाएं) न मिलने पर अपीलैट अथॉरिटी को ऑटोमेटिक अपील

इस तरह का अनोखा सिस्टम शुरू करने वाला हरियाणा देश का पहला राज्य



राइट टू सर्विस एक्ट को हरियाणा ने सही मायनों में लागू किया

ऑटो अपील सिस्टम में अब तक 8,93,086 शिकायतों का ऑटोमेटिक समाधान



निर्धारित समय में काम न होने पर सम्बन्धित कर्मचारी / अधिकारी पर जुर्माना एवं विभागीय कार्रवाई

सुशासन ही आधार, डबल इंजन हरियाणा सरकार







## **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)